Oracle Utilities Customer Care and Billing Release 2.5.0

Utility Reference Model

4.1.1.1 Manage Adjustment and Adjustment Approval

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Oracle Utilities Customer Care and Billing Release 2.5.0 Utility Reference Model 4.1.1.1 Manage Adjustment and Adjustment Approval

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4.1.1.1 Manage Adjustment and Adjustment Approval

4.1.1.1 Manage Adjustment and Adjustment Approval

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Brief Description

Business Process: 4.1.1.1 CC&B v2.5 Manage Adjustment and Adjustment Approval

Process Type: Sub-Process

Parent Process: 4.1.1 **CC&B v2.5** Create Adjustment

Sibling Processes: n/a

This document describes the Adjustment and Adjustment approval process. An adjustment is used to change the amount of debt stored on a service agreement. Some adjustments need to be approved by one or more managers before they impact a customer's debt and the general ledger. This model will reflect the Adjustment Approval lifecycle, and incorporate the logic and sequence of business events.

When an Adjustment's Adjustment Type references an Approval Profile, the system will not allow the user to freeze the Adjustment. When the Adjustment is created, it is submitted for approval. CC&B determines the necessary approval levels and notifies the first approver. CC&B will freeze the Adjustment when last approver approves the Adjustment.

Actors/Roles

The Manage Adjustment and Adjustment Approval business process involves the following actors and roles.

- **Authorized User (CCB):** CSR or Authorized User of the Customer Care and Billing application.
- **CC&B**: The Customer Care and Billing application. Steps performed by this actor/role are performed automatically by the application, without the need for user initiation or intervention.
- **Authorized User (PS):** CSR or Authorized User of Oracle PeopleSoft Financials for General Ledger and Accounts Payable.
- **PS:** Oracle PeopleSoft Financials for General Ledger and Accounts Payable.
- **BPEL**: Oracle Fusion middleware product, that manages cross-application business processes and coordinates the data flow and data mapping of the integration.

Business Process Diagrams

Manage Adjustment and Adjustment Approval Process Model - Page 1

4.1.1.1 CC&B v2.5 *Manage Adjustment and Adjustment Approval*

Manage Adjustment and Adjustment Approval Process Model - Page 2

4.1.1.1 CC&B v2.5 *Manage Adjustment and Adjustment Approval*

First Approver

- 3.7 Evaluate Adjustment
- Approve Adjustment? — No → 4.4 Populate Reject Reason
- Yes → 3.8 Provide Approval Justification and Request Add Adjustment Approval Log
- 4.0 Request Approve Adjustment
- 4.5 Request Reject Adjustment

Next Level Approver

- 3.7 Evaluate Adjustment
- Approve Adjustment? — No → 4.4 Populate Reject Reason
- Yes → 3.8 Provide Approval Justification and Request Add Adjustment Approval Log
- 4.0 Request Approve Adjustment
- 4.5 Request Reject Adjustment

CC&B

- Page 1 → 3.4 Create To Do Entry for First Approver
- Monitor Pending Approval Process → Page 3
- Schedule To Do Entry External Routing
- 3.9 Add Adjustment Approval Log
- 4.1 Complete To Do Entry
- 4.1 Complete To Do Entry
- 4.6 Update Approval Request to "Rejected"
- 4.7 Delete Adjustment
- 3.9 Add Adjustment Approval Log
- Amount Requires Next Level of Approval? — Yes → 4.3 Create To Do Entry for Next Approver — No → 4.2 Update Approval Request to "Approved" → 2.7
- Page 3
- Monitor Pending Approval Process
- Take No Further Action
- Schedule To Do Entry External Routing

To Do Entry External Routing Process
- 3.5 Determine if Email is to be sent — Send Email? — Yes → 3.6 Send Email — No → 3.7

To Do Entry External Routing Process
- 3.5 Determine if Email is to be sent — Send Email? — Yes → 3.6 Send Email — No → 3.7

PROCESS	PRODUCT FAMILY	CREATED BY	FILENAME
4.1.1.1 CC&B.Manage Adjustment and Adjustment Approval	UGBU	PM URM Team	4.1.1.1 CCB.v2.5.Manage Adjustment and Adjustment Approval.vsd
SUB-PROCESS	PRODUCT LINE/RELEASE	BPE APPROVAL	Page Number
	CC&B V2.5		Page-2
ACTIVITY	PRODUCTS	PRODUCT LINE APPROVAL	REVISED
			8/20/2015

Manage Adjustment and Adjustment Approval Process Model - Page 3

4.1.1.1 CC&B v2.5 *Manage Adjustment and Adjustment Approval. Monitor Pending Approval Process*

Manage Adjustment and Adjustment Approval Process Model - Page 4

4.1.1.1 CC&B v2.5 *Manage Adjustment and Adjustment Approval*

CSR

Exception Processing

5.9 → 7.0 Review & Resolve Adjustment Staging Error → 7.1 Request to Update Staging Status to Pending → 7.3 Request to Complete ToDo → Take No Further Action

External System Authorized User

Communicate Adjustment Data → 5.2 Send Adjustment Upload Information

7.2 Update Staging Status to Pending → 4.1 Complete ToDo Entry

CC&B

Schedule Adjustment Upload →

Process X – Adjustment Upload Staging

5.3 Create Pending Adjustment Upload Staging Control Record(s) | 5.4 Create Pending Adjustment Upload Staging Record(s)

Pre-Process Adjustment Upload

Schedule Adj Upload Pre-Process →

5.5 Find Pending Adjustment Upload Staging Control Record(s) → 5.6 Validate Pending Adjustment Upload Staging Control Record(s) → Valid ? —No→ / —Yes→ 6.0 Set Adjustment Staging Control Status to In-Progress → 6.1 Identify Service Agreement for Adjustment → SA Identified ? —Yes→ 6.3 Link Adjustment to Service Agreement → 5.8 Complete Existing ToDo(s) → 6.5

5.9 Create New ToDo ← 5.8 Complete Existing ToDo(s) ← 5.7 Set Status of Adjustment Staging Control Record to Error

5.8 Complete Existing ToDo(s) → 6.2 Update Adjustment Staging Record to Suspense —Yes→ Suspense Adjustment ? —No→ 6.4 Set Status of Upload Staging Record to Error → 5.8 Complete Existing ToDo(s) → 5.9 Create New ToDo → 7.0

No ↓ (from SA Identified)

7.0

Resolve Suspense Adjustment

Schedule Resolve Suspense Adj → 6.8 Evaluate Suspended Adjustment Staging Record(s) → 6.9 Resolve Suspense Adjustment → Suspense Resolved ? —No→ 5.9 Create New ToDo → 7.0 / —Yes→ 5.5

Process Adjustment Upload

Schedule Adj Upload Process → 6.5 Identify successfully Pre-Processed Pending Adjustment Staging Record(s) → 6.6 Add Frozen Adjustment and FT → Successful ? —Yes→ 6.7 Update Staging Record to Status Complete → 5.8 Complete Existing ToDo(s) → Take No Further Action

—No→ 6.4 Set Status of Upload Staging Record to Error → 5.8 Complete Existing ToDo(s) → 5.9 Create New ToDo → 7.0

PROCESS	PRODUCT FAMILY	CREATED BY	FILENAME
4.1.1.1 CC&B.Manage Adjustment and Adjustment Approval	UGBU	PM URM Team	4.1.1.1 CCB.v2.5.Manage Adjustment and Adjustment Approval.vsd
SUB-PROCESS	PRODUCT LINE/RELEASE	BPE APPROVAL	Page Number
	CC&B V2.5		Page-4
ACTIVITY	PRODUCTS	PRODUCT LINE APPROVAL	REVISED
			8/20/2015

Manage Adjustment and Adjustment Approval Detailed Process Model Description

This section provides a detailed description of the "Manage Adjustment and Adjustment Approval" business process, including:

1.0 Search for Customer

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 1 on page 3 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User accesses Control Central Search to locate the customer in CC&B.

Entities to Configure
- Installation Options - Control Central Alerts

1.1 Determine Adjustment Type and Amount

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 1 on page 3 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User determines the adjustment type and adjustment debit or credit amount.

Entities to Configure
- Adjustment Type
- Adjustment Type Profile

1.2 Populate Adjustment Details and Request Generate Adjustment

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 1 on page 3 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User verifies Account, Service Agreement and Premise information for the Service Agreement being adjusted. CSR or Authorized User selects the Adjustment Type, populates the debit or credit Amount, adds comments if required, and requests to generate Adjustment.

1.3 Add Adjustment and Evaluate Requirements for Approval

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 1 on page 3 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: CC&B adds the adjustment and evaluates the requirements for approval for the given Adjustment type and amount.

> **Note**: If business requires calculate adjustment amount, system automatically calculates and populates adjustment amount if appropriate Adjustment Type is selected.

Entities to Configure
- Approval Profile
- Adjustment Type
- Rate Schedule

Business Objects
- C1-Adjustment - Adjustment - Read Main Details
- C1-AdjustmentType - Adjustment Type - Main Details

Available Algorithms
- ADJG-RT - This adjustment generation algorithm is used to calculate an adjustment by calling rate application. Rate application returns a total amount and "bill lines" that show how the charge was calculated (these are derived from the rate's rate components).

  Rate Schedule identifies the rate that's used to calculate the adjustment. This algorithm passes to this rate the adjustment's base amount as a service quantity and the calculation date as the effective date. The service quantity is identified by the Service Quantity Identifier (SQI), Time of Use (TOU) and Unit of Measure (UOM).

  The next three parameters are used to apply taxes based on a bill-level threshold. If a bill's accumulated tax amount is less than the tax threshold amount defined on the Apply Taxation Threshold pre-bill completion algorithm, then taxes should not be charged. The pre-bill completion algorithm adds the Tax Not Applicable Characteristic to the adjustment. When the adjustment is regenerated to remove taxes, this characteristic is added into the characteristic collection used by rate application so that it is made available to rate component eligibility criteria to skip the tax calculation lines.
- C1-ADJG-WO - This adjustment generation algorithm is used to generate a write off adjustment for a given FT based on its billed and unpaid amounts.

1.4 Create Financial Transaction

Actor/Role: CC&B

Description: CC&B creates Financial Transactions.

Entities to Configure
- Adjustment Type

Available Algorithms
- ADJT-CA - Payoff Amt = 0 / Current Amt = Adj Amount (no GL)
- ADJT-NM - Payoff Amt = Adj / Current Amt = Adj
- ADJT-TA - Payoff Amt = Adj / Current Amt = 0
- C1-FTGL-AD - Deferred Accrual Write Down Payoff = Current = Adj
- ADJT-AC - CASH ACCTING! Payoff = Current = Adj Amount,
- ADJT-AD - CASH ACCTING! Payoff = Current = Adj Amount
- ADJT-GL - FIX GL ONLY! Payoff = Current = 0 (GL only)
- ADJT-TC - CASH ACCTING! Payoff Amt = Adj / Current Amt = 0
- C1-ADJT-CL - This algorithm creates a financial transaction for non-rated adjustments where the calculation lines are used as the source of GL distribution codes.
- C1-FTGL-ADNM - This algorithm behaves in two different ways, depending on the type of adjustment.
- C1-FTGL-ADTC - Deferred Accrual Adj - Affects Payoff & GL
- ADJT-RA - Payoff=Adj Amt/Current=0, No GL (Conversion Only)
- C1-AC-TFHDBL - Payoff=Current=Adj Amount (Cash Acctg) Xfer Hldng
- C1-FTGL-ADAC - Deferred Accrual Adj - Affects Payoff,Current & GL
- C1-SETL-ADJ - FT GL - Creation for Settlement Adjustments

1.5 Review Adjustment

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 1 on page 3 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User reviews the generated adjustment to determine whether the adjustment needs to be updated, frozen, or deleted.

1.6 Update Adjustment and Request Generate Adjustment

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 1 on page 3 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User updates the adjustment information and requests the generation of adjustment with updated information.

1.7 Update Adjustment and Evaluate Requirements for Approval

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 1 on page 3 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: CC&B updates the adjustment with the new information and then determines if approval would be necessary for the updated adjustment based on the approval profile settings.

Entities to Configure
- Approval Profile
- Adjustment Type
- Rate Schedule

Business Objects
- C1-Adjustment - Adjustment - Read Main Details
- C1-AdjustmentType - Adjustment Type - Main Details

Available Algorithms
- ADJG-RT - This adjustment generation algorithm is used to calculate an adjustment by calling rate application. Rate application returns a total amount and "bill lines" that show how the charge was calculated (these are derived from the rate's rate components).
- C1-ADJG-WO - This adjustment generation algorithm is used to generate a write off adjustment for a given FT based on its billed and unpaid amounts.

1.8 Delete Financial Transaction

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 1 on page 3 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: CC&B removes the unfrozen Financial Transactions relating to the deleted or updated adjustment.

1.9 Request Delete Adjustment

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 1 on page 3 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User determines that the adjustment is invalid or incorrect. The CSR or Authorized User issues a request to delete the adjustment entry.

2.0 Delete Adjustment

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 1 on page 3 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: CC&B deletes the adjustment when the CSR or Authorized User confirms the deletion request. Financial Transactions linked to the Adjustment are deleted from the system along with the adjustment entry.

2.1 Request Freeze Adjustment

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 1 on page 3 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User issues a request to freeze the adjustment.

2.2 Submit Adjustment for Approval

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 1 on page 3 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User submits the adjustment for approval when the adjustment type requires approval.

2.3 Add Adjustment Approval Request

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 1 on page 3 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: CC&B adds the adjustment approval request once the CSR submits the adjustment for approval.

Entities to Configure
- Approval Profile
- To Do Type
- To Do Role

Business Objects
- C1-AdjustmentApprovalProfile
- C1-AdjustmentApprovalRequest

Available Algorithms
- C1-ADJAPREQT - This algorithm creates an approval request for the adjustment that was submitted for approval. The approval profile for the request is derived

from the adjustment type. The business object for the Adjustment Approval Request is used for a new approval request record.

- • C1-ADJAR-INF - This algorithm formats the adjustment approval request information that appears throughout the system.
- • C1-ADJAPVAL - This algorithm is used to validate an adjustment approval profile.

2.4 Determine Approvers

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 1 on page 3 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: CC&B determines the approvers based on the adjustment amount against the threshold amounts for the approval request's approval profile.

Entities to Configure
- • Approval Profile

Business Objects
- • C1-AdjustmentApprovalRequest

Available Algorithms
- • C1-DET-APRVR - The algorithm is responsible for determining the list of users responsible for approving an adjustment.

  The adjustment amount is compared to the list of threshold amounts for the approval request's approval profile. If the adjustment amount exceeds the threshold amount, the associated role is added to the list of approvers.

  If the adjustment amount is below the lowest threshold, the approval request will be transitioned to the 'No Approval Required' state, otherwise the approval request is transitioned to 'Approval In Progress'.

2.5 Update Approval Request to "Approval In Progress"

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 1 on page 3 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: If adjustment requires approval and adjustment amount justifies approval (based on the approval profile settings), CC&B updates the Approval Request Log to "Approval In Progress".

Busienss Objects
- • C1-AdjustmentApprovalRequest

2.6 Update Approval Request to "No Approval Necessary"

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 1 on page 3 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: If adjustment requires approval but adjustment amount is lower than approval threshold (based on the approval profile settings), CC&B updates the Approval Request Log to "No Approval Necessary".

Busienss Objects
- • C1-AdjustmentApprovalRequest

2.7 Freeze Adjustment and Log Entry

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 1 on page 3 for the business process diagram associated with this activity.

Group: Adjustment Freeze

Actor/Role: CC&B

Description: CC&B freezes the Adjustment. CC&B updates the Approval Request Log to "Frozen". No further action is necessary.

Entities to Configure
- To Do Type
- To Do Role
- Adjustment Type

Business Objects
- C1-AdjustmentType - Adjustment Type - Main Details

Available Algorithms
- ADFR-CRTODO - This algorithm type creates a To Do entry (using the To Do Type and To Do Role (if specified)) when an adjustment of a particular type is frozen.

  The base package includes the To Do Type ADJFRZ to use for this parameter value, unless you've set up your own.
- C1-DISPPBAP - This algorithm type is used to remove a prepaid customer from automatic payment. Note: to enable this functionality, ensure that the prepaid SA type's NSF adjustment type references this algorithm.
- C1-PPBADJFRZ - This algorithm type is used when creating a prepaid funds request adjustment.

2.8 Freeze FT for Adjustment

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 1 on page 3 for the business process diagram associated with this activity.

Group: Adjustment Freeze

Actor/Role: CC&B

Description: CC&B freezes the Financial Transactions for the adjustment.

2.9 Create AP Request Staging

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 1 on page 3 for the business process diagram associated with this activity.

Group: Adjustment Freeze

Actor/Role: CC&B

Description: If the adjustment is an A/P adjustment, CC&B creates the A/P request staging for it.

3.0 Cancel Severance

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 1 on page 3 for the business process diagram associated with this activity.

Group: Adjustment Freeze

Actor/Role: CC&B

Description: After the Adjustment and the FT are frozen, CC&B determines if the account is in severance process and if it meets severance cancellation criteria; if so, CC&B cancels the severance.

Entities to Configure
- Debt Class
- Severance Process Template

Available Algorithms
- SEV CAN CRIT - Severance Process Template - Cancel Criteria: Cancel Sev Process If SA Debt <= Threshold Amount
- DC SEV CAN - Debt Class - Severance Process Cancellation.   Cancel Sev. Proc. If Debt Class Debt <= Threshold

3.1 Populate Cancellation Reason and Request Cancel

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 1 on page 3 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User populates the adjustment cancellation reason and requests to cancel the frozen adjustment.

3.2 Cancel Adjustment

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 1 on page 3 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: CC&B cancels the frozen adjustment. Refer to product documentation for information on how to cancel an adjustment.

> **Note**: Usually CC&B is configured to generate To Do only when the cancellation occurs as part of a background process.

Available Algorithms
- ADCA-CRTODO - This algorithm type creates a To Do entry using the input To Do Type when an adjustment of a particular type is canceled.

3.3 Create and Freeze Reverse Financial Transaction

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 1 on page 3 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: Upon cancellation of the frozen adjustment, CC&B creates and freezes a reverse Financial Transaction to negate the amount of the original FT.

3.4 Create To Do Entry for First Approver

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 1 on page 3 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: CC&B creates a To Do entry for the First Approver..

Entities to Configure
- To Do Type
- To Do Role

Business Objects
- C1-AdjustmentApprovalRequest

Available Algorithms
- C1-NTFY-APPR - This algorithm type is responsible for assigning the approval request to the next approval role. If there are more approval roles left in the approval list, a To Do entry is created for the next role in the approval list using the To Do type defined on the approval profile related to this approval request. The role is then removed from the approval list. Once the To Do entry is created, an entry is added to the approval request log referencing this To Do Id and the approval request's current approval To Do id is populated with this value as well. The algorithm also resets the Waiting Retry Count and sets the Waiting Start Date/Time to the current date/time.

3.5 Determine if Email is to Be Sent

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 1 on page 3 for the business process diagram associated with this activity.

Group: To Do Entry External Routing Process

Actor/Role: CC&B

Description: CC&B determines if an email is to be sent when the new To Do entry is created.

Process Names
- F1-TDEER - This batch process will read all To Do entries for a given batch control and run. For each To Do entry record read, it will invoke the external routing algorithm (defined on the entry's To Do type).

3.6 Send Email

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 1 on page 3 for the business process diagram associated with this activity.

Group: To Do Entry External Routing Process

Actor/Role: CC&B

Description: If an email should be sent, CC&B sends an email message as soon as the To Do entry is generated.

Process Names
- F1-TDEER - This batch process will read all To Do entries for a given batch control and run. For each To Do entry record read, it will invoke the external routing algorithm (defined on the entry's To Do type).

Entities to Configure
- Outbound Message Type

- External System

Available Algorithms
- C1-ADJAREQEM - This algorithm type creates an email outbound message requesting the user to respond to an approval request for the adjustment linked to the To Do entry being processed. The outbound message type and external system are determined by the first two parameters.

  If the To Do is 'Open', the email will be sent to all users linked to the To Do Role. If the To Do is 'Being Worked On', only the assigned user will receive an email. The 'from' address for the email is determined by the third parameter (Email From Address).

  The body of the email includes a hyperlink to navigate to the adjustment requiring approval.

3.7 Evaluate Adjustment

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 2 on page 4 for the business process diagram associated with this activity.

Actor/Role: First Approver, Next Level Approver, Supervisor

Description: The First Approver, Next Level Approver, Supervisor or Authorized User evaluates the adjustment by drilling down on the adjustment approval To Do entry. This opens the Adjustment Approval portal which contains summary information about the adjustment approval.

3.8 Provide Approval Justification and Request Add Adjustment Approval Log

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 2 on page 4 for the business process diagram associated with this activity.

Actor/Role: First Approver, Next Level Approver, Supervisor

Description: The First Approver, Next Level Approver, Supervisor or Authorized User provides an adjustment approval reason and issues a request to add an adjustment approval log entry.

3.9 Add Adjustment Approval Log

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 2 on page 4 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: CC&B adds the adjustment approval log entry. Refer to product documentation for information on how to add an adjustment with or without approval.

4.0 Request Approve Adjustment

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 2 on page 4 for the business process diagram associated with this activity.

Actor/Role: First Approver, Next Level Approver, Supervisor

Description: The First Approver, Next Level Approver, Supervisor or Authorized User requests approval for the adjustment.

4.1 Complete To Do Entry

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 2 on page 4 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: CC&B completes any Pending Approval To Do Entry when there is a request to approve or reject the adjustment.

Entities to Configure
- To Do Type
- To Do Role

Available Algorithms
- F1-TODOCOMPL - This algorithm type completes To Do entries that are linked to an object when the object exits a given state.

  The system finds all open To Do entries with drill keys for the current business object's primary key, and completes them, unless the To Do entry's type has been configured with an Exclude To Do Type Characteristic Type indicating that it should not be automatically completed.

4.2 Update Approval Request to "Approved"

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 2 on page 4 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: CC&B updates the adjustment approval request to Approved in the Approval Request Log. The adjustment is then frozen in the system.

Business Objects
- C1-AdjustmentApprovalRequest

Available Algorithms
- C1-FRZ-ADJ - This algorithm is responsible for freezing the adjustments linked to the approved request. An 'approved' log entry is created for the related adjustment. If this is a transfer adjustment, a second log is created for that adjustment id. If the adjustment type for the adjustment is configured to Freeze at Will the algorithm then freezes the adjustment. If the adjustment type is configured to Freeze at Completion, no further action is taken

4.3 Create To Do Entry for Next Approver

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 2 on page 4 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: CC&B creates a To Do entry for the Next Level Approver. Approval Profile for the adjustment determines whether a higher level of approval is required so that a new To Do entry is created to the next To Do role in the approval hierarchy.

Business Objects
- C1-AdjustmentApprovalRequest

Available Algorithms
- C1-NTFY-APPR - This algorithm type is responsible for assigning the approval request to the next approval role.

If there are more approval roles left in the approval list, a To Do entry is created for the next role in the approval list using the To Do type defined on the approval profile related to this approval request. The role is then removed from the approval list.

Once the To Do entry is created, an entry is added to the approval request log referencing this To Do Id and the approval request's current approval To Do Id is populated with this value as well.

The algorithm also resets the Waiting Retry Count and sets the Waiting Start Date/ Time to the current date/time.

4.4 Populate Reject Reason

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 2 on page 4 for the business process diagram associated with this activity.

Actor/Role: First Approver, Next level Approver, Supervisor

Description: The First Approver, Next Level Approver, Supervisor or Authorized User populates the adjustment approval reject reason.

4.5 Request Reject Adjustment

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 2 on page 4 for the business process diagram associated with this activity.

Actor/Role: First Approver, Next level Approver, Supervisor

Description: The First Approver, Next Level Approver, Supervisor or Authorized User issues a request to reject the adjustment approval request.

4.6 Update Approval Request to "Rejected"

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 2 on page 4 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: CC&B updates the adjustment approval request to "Rejected" in the Approval Request Log.

Business Objects
- C1-AdjustmentApprovalRequest

Available Algorithms
- C1-DEL-ADJ - This algorithm is responsible for deleting the adjustments linked to a rejected adjustment approval request.

   A 'rejected' log entry is created indicating the SA of the related adjustment. If this is a transfer adjustment, a second log is created for the SA of the transfer adjustment.

   The related adjustments are deleted and the approval request's adjustment id is reset.

4.7 Delete Adjustment

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 2 on page 4 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: CC&B deletes the adjustment once the approval has been rejected. Financial Transactions generated by the adjustment are deleted as well. Refer to product documentation for information on how to delete an adjustment.

Entities to Configure
- Adjustment Type

Available Algorithms
- C1-DEL-ADJ - This algorithm deletes the adjustment if it is rejected by the approver.

4.8 Evaluate Waiting Approval Period and Number of Reminders

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 3 on page 5 for the business process diagram associated with this activity.

Group: Approval In Progress Monitor

Actor/Role: CC&B

Description: CC&B evaluates the waiting approval period and the number of reminders to determine if the waiting time has exceeded the required threshold as set by the business, and if so, proceeds to re-route approval to upper management.

Entities to Configure
- To Do Type
- To Do Role

Business Objects
- C1-AdjustmentApprovalRequest

Available Algorithms
- C1-APR-TMOUT - This algorithm is responsible for determining if an adjustment approval request has been waiting too long. The algorithm will first determine if the current waiting time for the request exceeds the timeout threshold. If the maximum waiting time has been exceeded, the algorithm will then determine if the maximum number of reminders has been sent. If the number of reminders is below the threshold and the algorithm is configured to send another email reminder, the algorithm will reset the external routing batch control on the current To Do to trigger the creation of a new email. If the number of reminders is above the threshold, the request is deemed to have timed out. The algorithm will complete the current To Do if it's Open and create a new To Do, assigned to the timeout To Do role. Note that if the current To Do is Being Worked On it is not completed, but a new To Do assigned to the timeout To Do role is created.

Process Names
- C1-APRPR - This batch process invokes monitoring rules associated with the current state of approval requests. All monitoring rules throughout the approval request's business object's inheritance chain are considered.

  By default, the process periodically monitors approval requests whose current state is not associated with a batch code.

4.9 Send a Reminder Email

Group: Approval In Progress Monitor

Actor/Role: CC&B

Description: CC&B sends an email reminder for a To Do entry that has been waiting too long for approval to the Current Approver.

Process Names

- C1-APRPR - This batch process invokes monitoring rules associated with the current state of approval requests. All monitoring rules throughout the approval request's business object's inheritance chain are considered.

  By default, the process periodically monitors approval requests whose current state is not associated with a batch code.

  Batch parameters govern whether the processing is further restricted by batch code, approval profile, business object and status.

Entities to Configure

- To Do Type
- To Do Role

Business Objects

- C1-AdjustmentApprovalRequest

Available Algorithms

- C1-APR-TMOUT - This algorithm is responsible for determining if an adjustment approval request has been waiting too long. The algorithm will first determine if the current waiting time for the request exceeds the timeout threshold. If the maximum waiting time has been exceeded, the algorithm will then determine if the maximum number of reminders has been sent. If the number of reminders is below the threshold and the algorithm is configured to send another email reminder, the algorithm will reset the external routing batch control on the current To Do to trigger the creation of a new email. If the number of reminders is above the threshold, the request is deemed to have timed out. The algorithm will complete the current To Do if it's Open and create a new To Do, assigned to the timeout To Do role. Note that if the current To Do is Being Worked On it is not completed, but a new To Do assigned to the timeout To Do role is created.

5.0 Complete To Do Entry

Group: Approval In Progress Monitor

Actor/Role: CC&B

Description: CC&B completes the current To Do entry when the To Do has not been completed by the Approver and the timeout threshold has passed.

Process Names

- C1-APRPR - This batch process invokes monitoring rules associated with the current state of approval requests. All monitoring rules throughout the approval request's business object's inheritance chain are considered.

  By default, the process periodically monitors approval requests whose current state is not associated with a batch code.

Batch parameters govern whether the processing is further restricted by batch code, approval profile, business object and status.

Available Algorithms
- F1-TODOCOMPL - This algorithm type completes To Do entries that are linked to an object when the object exits a given state.

  The system finds all open To Do entries with drill keys for the current business object's primary key, and completes them, unless the To Do entry's type has been configured with an Exclude To Do Type Characteristic Type indicating that it should not be automatically completed.

5.1 Create New To Do Entry for the Supervisor (Timeout Role)

Reference: for the business process diagram associated with this activity.

Group: Approval In Progress Monitor

Actor/Role: CC&B

Description: CC&B creates a new To Do entry for a Supervisor or Authorized User when the timeout threshold has passed.

Process Names
- C1-APRPR - This batch process invokes monitoring rules associated with the current state of approval requests. All monitoring rules throughout the approval request's business object's inheritance chain are considered.

Entities to Configure
- To Do Type
- To Do Role

Business Objects
- C1-AdjustmentApprovalRequest

Available Algorithms
- C1-NTFY-APPR - This algorithm type is responsible for assigning the approval request to the next approval role.

  If there are more approval roles left in the approval list, a To Do entry is created for the next role in the approval list using the To Do type defined on the approval profile related to this approval request. The role is then removed from the approval list.

  Once the To Do entry is created, an entry is added to the approval request log referencing this To Do Id and the approval request's current approval To Do Id is populated with this value as well.

  The algorithm also resets the Waiting Retry Count and sets the Waiting Start Date/ Time to the current date/time.

5.2 Send Adjustment Upload Information

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 4 on page 6 for the business process diagram associated with this activity.

Actor/Role: External System Authorized User

Description: Authorized User gathers the information needed for uploading the adjustments including adjustment amount, account id, and adjustment date, and creates the Adjustment Upload Flat File. This file is used by process X to upload the adjustments.

5.3 Create Pending Adjustment Upload Staging Control Records

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 4 on page 6 for the business process diagram associated with this activity.

Group: Process X - Adjustment Upload Staging

Actor/Role: CC&B

Description: This is a custom process. The following steps walk through the required information needed to populate various staging tables in CC&B.

When process X is executed, it requests CC&B to create Adjustment Upload Staging Control records in Pending status.

An adjustment upload staging control record is needed for each batch of adjustments to be uploaded into the system.

Depending on the business needs, an adjustment staging control characteristic record may also be defined for each characteristic you want to link to the adjustment staging control.

Process Names
- This is a completely custom process designed to add Pending records to the required staging tables in CC&B. Specifically CI_ADJ_STG_CTL and CI_ADJ_STG_CTL_CHAR may be affected.

5.4 Create Pending Adjustment Upload Staging Records

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 4 on page 6 for the business process diagram associated with this activity.

Group: Process X - Adjustment Upload Staging

Actor/Role: CC&B

Description: CC&B creates Adjustment Upload Staging records in Pending status. The adjustment information is from the adjustment upload flat file.

An adjustment upload staging record is created for each adjustment you want to upload. Depending on the business need, an adjustment characteristic upload staging record may also be defined for each characteristic you want to link to the adjustment upload staging.

Process Names
- This is a completely custom process designed to add Pending records to the required staging tables in CC&B. Specifically, CI_ADJ_STG_UP and CI_ADJ_STG_UP_CHAR may be affected.

5.5 Find Pending Adjustment Upload Staging Control Records

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 4 on page 6 for the business process diagram associated with this activity.

Group: Pre-Process Adjustment Upload

Actor/Role: CC&B

Description: Navigating the Adjustment Upload Staging Control table, CC&B finds each Control record in Pending state. These records will be validated and processed.

Process Names
- C1-ADUP1 - The upload adjustment pre-process batch control performs high level validation of the adjustment staging control and identifies the service agreement for each of the adjustment staging records.

5.6 Validate Pending Adjustment Upload Staging Control Records

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 4 on page 6 for the business process diagram associated with this activity.

Group: Pre-Process Adjustment Upload

Actor/Role: CC&B

Description: CC&B validates each Pending adjustment Upload Staging Control record. If validation fails for a record, it changes the status to Error and created a new ToDo for it. If no errors are found, the status of the Adjustment Staging Control is set to In-Progress.

5.7 Set Status of Adjustment Staging Control Record to Error

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 4 on page 6 for the business process diagram associated with this activity.

Group: Pre-Process Adjustment Upload

Actor/Role: CC&B

Description: If validation fails for a Control or Staging record, CC&B changes the status to Error and creates a new To Do for it.

5.8 Complete Existing ToDos

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 4 on page 6 for the business process diagram associated with this activity.

Group:

- Pre-Process Adjustment Upload
- Process Adjustment Upload
- Resolve Suspense Adjustment

Actor/Role: CC&B

Description: CC&B completes any existing ToDos that may exist for the current record.

5.9 Create New To Do

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 4 on page 6 for the business process diagram associated with this activity.

Group:

- Pre-Process Adjustment Upload

Actor/Role: CC&B

Description: CC&B creates a new ToDo entry for the record in Error.

Entities to Configure
- To Do Type
- To Do Role

6.0 Set Adjustment Staging Control Status to In-Progress

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 4 on page 6 for the business process diagram associated with this activity.

Group: Pre-Process Adjustment Upload

Actor/Role: CC&B

Description: If validation succeeds for a record, CC&B changes the status to In-Progress.

6.1 Identify Service Agreement for Adjustment

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 4 on page 6 for the business process diagram associated with this activity.

Group: Pre-Process Adjustment Upload

Actor/Role: CC&B

Description: For each Pending adjustment upload staging record that is linked to an In-Progress staging Control which does not have an SA ID, CC&B finds its SA ID and stamps it onto the upload staging record.

Process Names
- C1-SABYBADGE- This Determine SA algorithm type looks for a prepaid SA given a badge number. If a prepaid SA is not found, it will return the input Suspense Service Agreement.

6.2 Update Adjustment Staging Record to Suspense

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 4 on page 6 for the business process diagram associated with this activity.

Group: Pre-Process Adjustment Upload

Actor/Role: CC&B

Description: When the adjustment upload pre-processor is unable to identify a valid SA ID for the adjustment upload staging record, it can put the adjustment in suspense. In this case, the Suspense flag is set to "In Suspense" on the adjustment upload staging.

Adjustments are put in suspense only if such logic is plugged in as the Determine SA algorithm on the Adjustment Type.

6.3 Link Adjustment to Service Agreement

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 4 on page 6 for the business process diagram associated with this activity.

Group: Pre-Process Adjustment Upload

Actor/Role: CC&B

Description: Once the service agreement is identified, CC&B links the SA to the adjustment upload record by adding the SA ID to the upload staging record.

6.4 Set Status of Upload Staging Record to Error

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 4 on page 6 for the business process diagram associated with this activity.

Group: Pre-Process Adjustment Upload

Actor/Role: CC&B

Description: If CC&B cannot find an SA ID for the upload staging record or encounters other errors, it will set the status of such staging record to Error.

6.5 Identify Successfully Pre-Processed Pending Adjustment Staging Records

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 4 on page 6 for the business process diagram associated with this activity.

Group: Process Adjustment Upload

Actor/Role: CC&B

Description: Navigating the Adjustment Upload Staging table, CC&B finds each record in Pending state that has an SA ID in order to create an adjustment for it.

These are the upload records that have been pre-processed and validated.

Process Names
- C1-ADUP2 - The upload adjustment process batch control finds all Pending adjustment upload staging records that reference a service agreement, and creates Frozen Adjustment for each.

6.6 Add Frozen Adjustment and FT

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 4 on page 6 for the business process diagram associated with this activity.

Group: Process Adjustment Upload

Actor/Role: CC&B

Description: CC&B adds frozen adjustment for each upload staging record that was found having an SA ID. CC&B also adds the corresponding Financial Transaction.

6.7 Update Staging Record to Status Complete

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 4 on page 6 for the business process diagram associated with this activity.

Group: Process Adjustment Upload

Actor/Role: CC&B

Description: Once the adjustment is added successfully, CC&B updated the status of upload staging record to Complete.

6.8 Evaluate Suspended Adjustment Staging Records

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 4 on page 6 for the business process diagram associated with this activity.

Group: Resolve Suspense Adjustment

Actor/Role: CC&B

Description: CC&B selects all suspended adjustment staging records, and attempts to resolve the suspension.

Process Names
- C1-ADURS - This batch process picks up all adjustment upload staging records that are In Suspense. For each record, it calls the 'Resolve Suspense' plug-in for the adjustment upload staging's adjustment type.

6.9 Resolve Suspense Adjustment

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 4 on page 6 for the business process diagram associated with this activity.

Group: Resolve Suspense Adjustment

Actor/Role: CC&B

Description: The Resolve Suspense algorithm checks if a valid SA can be found for the adjustment staging record in suspense. If a valid SA is found,

a new adjustment is created for the SA, and the SA is linked to the adjustment upload staging record, then the suspense adjustment is canceled.

If a valid SA is not found, it verifies whether or not the record has been in suspense for too long; and if so, it creates a To Do Entry for the upload staging.

Process Names
- C1-CANSUSADJ - This Resolve Suspense algorithm checks if a valid customer SA can be found for an adjustment staging record in suspense.

  For each adjustment upload staging record found in suspense, it attempts to find a valid SA.
  - If a valid SA is found:
    - A new adjustment is created for the SA and linked to the adjustment upload staging.
    - The suspense adjustment is canceled but remains linked to the adjustment upload staging as an audit.
  - If a valid SA is not found, verify whether or not the record has been in suspense for too long. If Number Of Days (parm 5) > 0 and To Do Type (parm 6) is supplied:
    - Calculate the number of days that the record has been in suspense.
    - Create a To Do Entry using the input To Do Type if the calculated number exceeds the input number of days.

Entities to Configure
- Adjustment type

7.0 Review and Resolve Adjustment Staging Error

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 4 on page 6 for the business process diagram associated with this activity.

Group: Exception Processing

Actor/Role: CSR

Description: CSR or Authorized User reviews and resolves the adjustment staging error.

7.1 Request to Update Staging Status to Pending

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 4 on page 6 for the business process diagram associated with this activity.

Group: Exception Processing

Actor/Role: CSR

Description: Once the Error is resolved, the CSR or Authorized user requests that the status of the upload staging to be set to Pending or In-Progress.

7.2 Update Staging Status to Pending

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 4 on page 6 for the business process diagram associated with this activity.

Group: Exception Processing

Actor/Role: CC&B

Description: CC&B changes the status of the upload staging to be set to Pending or In-Progress.

7.3 Request to Complete To Do

Reference: Manage Adjustment and Adjustment Approval Process Model - Page 4 on page 6 for the business process diagram associated with this activity.

Group: Exception Processing

Actor/Role: CSR

Description: CSR or Authorized User requests to Complete the To Do.

Installation Options - Control Central Alerts

The following installation options are available:

System Event	Seq	Algorithm Code	Algorithm Code Description	Algorithm Type
Control Central Alert	10	C1_CASH-DF	Cash Only Account	C1-CASH-ACCT
Control Central Alert	20	C1_CRRT-DF	Credit Rating Alert	C1-CRRT-ACCT
Control Central Alert	30	C1_COLL-DF	Highlight Active Collection Processes	C1-COLLPR-AC
Control Central Alert	40	C1_COLLRF-DF	Highlight Active Collection Agency Referral	C1-COLL-REF
Control Central Alert	50	C1_SEVPR-DF	Highlight Active Severance Processes	C1-SEVPR-ACT
Control Central Alert	60	C1-OD-PROC	Highlight Active Overdue Processes	C1-OD-PROC
Control Central Alert	70	C1_LSSL-DF	Highlight Life Support/ Sensitive Load on Person	C1-LSSL-PER
Control Central Alert	80	C1_LSSLPR-DF	Highlight Life Support/ Sensitive Load on Premise	C1-LSSL-PRM
Control Central Alert	90	C1_PENDST-DF	Highlight Pending Start Service Agreements	C1-PEND-STRT
Control Central Alert	100	C1-STOP-SA	Highlight Stopped SAs	C1-STOP-SA
Control Central Alert	110	CI_CCAL-TD	Highlight open To Do entries	CCAL-TD
Control Central Alert	120	C1-CCAL-CASE	Highlight open cases	CCAL-CASE
Control Central Alert	130	C1-CCAL-CLM	Highlight Open Rebate Claims	C1-CCAL-CLM
Control Central Alert	140	C1-OPN-MEVT	Highlight Open and Disputed Match Events	C1-OPN-MEVT

System Event	Seq	Algorithm Code	Algorithm Code Description	Algorithm Type
Control Central Alert	150	C1-CCAL-OCBG	Highlight Open Off Cycle Bill Generators	C1-CCAL-OCBG
Control Central Alert	160	CI_CCAL_DECL	Highlight effective declarations for acct and prem	CCAL-DECL
Control Central Alert	170	CI_WO_BILL	Highlight Written Off Bills	C1-WO-BILL
Control Central Alert	180	F1-SYNRQALRT	Retrieve Outstanding Sync Request	F1-SYNRQALRT
Control Central Alert	190	C1-PPBALERT	Prepay Biller Task Alert	C1-STSKALSAC
Control Central Alert	200	CI_PP_ACTIVE	Show count of ACTIVE pay plans	PP BY STATUS
Control Central Alert	210	CI_PP_BROKEN	Show count of BROKEN pay plans	PP BY STATUS
Control Central Alert	220	CI_PP_KEPT	Show count of KEPT pay plans	PP BY STATUS
Control Central Alert	230	CI_PPDENIAL	Count pay plan denial customer contacts	CC BY TYPCL
Control Central Alert	240	C1-OPENLDALR	Retrieve Open Leads	C1-OPENLDALR

Adjustment Type Entities to Configure

This table describes the adjustment type entities available to configure.

The following approval profiles are available:

APPR_PROF_CD	DESCR	BUS_OBJ_CD
MISCFEES	Miscellaneous fees	C1-AdjustmentApprovalProfile
DEPOSIT	Deposits	C1-AdjustmentApprovalProfile

The following A/P request types are available:

AP_REQ_TYPE_CD	DESCR	DUE_DAYS	PYMNT_METHOD_FLG
LOAN	Loan disbursement	7	CHK
REFUND	Refund	7	CHK

The following lookup table values are available:

FIELD_NAME	Java Field Name	CUSTOM_SW	FIELD_VALUE	DESCR
ADJ_AMT_TYPE_FLG	adjustmentAmountType	N	AMT	Non-Calculated Amount
ADJ_AMT_TYPE_FLG	adjustmentAmountType	N	CALC	Calculated Amount
AD_FRZ_OPT_FLG	adjustmentFreezeOption	N	ATWL	Freeze At Will
AD_FRZ_OPT_FLG	adjustmentFreezeOption	N	BCMP	Freeze At Bill Completion
AP_1099_FLG	ap1099	N	IN	Interest
AP_1099_FLG	ap1099	N	MC	Miscellaneous

The following portal values are available:

PORTAL_CD	DESCR	PAGE_ TYPE	USER_CONFIG_ FLG	ZONE _CD	ZONE_DESCR
C1APROF	Approval Profile	Portal	N	C1- APRO FADJT	Approval Profile's Adjustment Types
C1APROF	Approval Profile	Portal	N	C1- APRO FDISP	Approval Profile
C1APROF	Approval Profile	Portal	N	C1- APRO FQRY	Approval Profile List

The following zone values are available:

Zone	Description	Zone Type	Zone Type Description
C1-ADJINFO	Adjustment Information	F1-MAPEXPL	Explicit Object Map
C1-ADJTYPEQ	Adjustment Type	F1-DE-QUERY	Query Data Explorer - Multiple SQLs
C1-APROFADJC	Approval Profile's Adjustment Type Existence Check	F1-DE-SINGLE	Info Data Explorer - Single SQL
C1-APROFADJT	Approval Profile's Adjustment Types	F1-DE-SINGLE	Info Data Explorer - Single SQL
C1-APROFDISP	Approval Profile	F1-MAPDERV	Derived Object Map
C1-APROFQRY	Approval Profile List	F1-DE-SINGLE	Info Data Explorer - Single SQL

The following business objects are available:

Business Object	Description	Maintenance Object	Maintenance Object Description
C1-Adjustment	Adjustment - Read Main Details	ADJUSTMENT	Adjustment
C1-AdjustmentApproval Profile	Adjustment Approval Profile	C1-APPR PROF	Approval Profile
C1-AdjustmentApproval Request	Adjustment Approval Request	C1-APPR REQ	Approval Request
C1-AdjustmentType	Adjustment Type - Main Details	ADJ TYPE	Adjustment Type
C1-AdjCancelReason PhysicalBO	Physical BO for Adjustment Cancel Reason	ADJ CAN RSN	Adjustment Cancel Reason

Business Object	Description	Maintenance Object	Maintenance Object Description
C1-AdjTypePhysicalBO	Physical BO for Adjustment Type	ADJ TYPE	Adjustment Type
C1-AdjTypeProfPhysical BO	Physical BO for Adjustment Type Profile	ADJ TYPE PRF	Adjustment Type Profile

Algorithm Types for Adjustments

The following Algorithm Types exist for Adjustment Type configuration:

ALG_TYPE_ENTITY	ALG_TYPE_CD	ALG_TYPE_DESCR
Adjustment Type - Adjustment Information	C1-ADT-INFO	Adjustment Information
Adjustment Type - Generate	ADJG-RT	Adjustment Generation - Apply Rate
Adjustment Type - Generate	C1-ADJG-WO	Generate Adjustment - Write Off Bills
Adjustment Type - Adjustment FT Creation	ADJT-AC	Payoff=Current=Adj Amount (Cash Accounting)
Adjustment Type - Adjustment FT Creation	ADJT-AD	Payoff=Current=Adj Amount (Cash Accounting)
Adjustment Type - Adjustment FT Creation	ADJT-CA	Payoff=0/Current=Adj Amount (No GL)
Adjustment Type - Adjustment FT Creation	ADJT-GL	Payoff=Current=0 (GL only)
Adjustment Type - Adjustment FT Creation	ADJT-NM	Payoff=Current=Adj Amount
Adjustment Type - Adjustment FT Creation	ADJT-RA	Payoff=Adj Amt/Current=0, No GL (Conversion Only)
Adjustment Type - Adjustment FT Creation	ADJT-TA	Payoff=Adj Amt/Current=0
Adjustment Type - Adjustment FT Creation	ADJT-TC	Payoff=Adj Amt/Current=0 (Cash Accounting)
Adjustment Type - Adjustment FT Creation	C1-FTGL-AD	Deferred Accrual WriteDown-Affects Payoff, Curr,GL
Adjustment Type - Adjustment FT Creation	C1-FTGL-ADAC	Deferred Accrual Adj - Affects Payoff,Current & GL
Adjustment Type - Adjustment FT Creation	C1-FTGL-ADNM	Process Holding Account Amounts
Adjustment Type - Adjustment FT Creation	C1-FTGL-ADTC	Deferred Accrual Adj - Affects Payoff & GL

ALG_TYPE_ENTITY	ALG_TYPE_CD	ALG_TYPE_DESCR
Adjustment Type - Adjustment FT Creation	C1-ADJT-CL	Payoff=Current=Adj Amt (Calc Line Dist Code Source)
Adjustment Type - Adjustment FT Creation	C1-AC-TFHDBL	Payoff=Current=Adj Amount (Cash Acctg) Xfer Hldng
Adjustment Type - Adjustment FT Creation	C1-SETL-ADJ	FT GL Creation for Settlement Adjustments
Adjustment Type - Adjustment Freeze	ADFR-CRTODO	Adjustment Freeze - Create To Do Entry
Adjustment Type - Adjustment Freeze	C1-DISPPBAP	Disable Prepaid Biller Automatic Payment
Adjustment Type - Adjustment Freeze	C1-PPBADJFRZ	Set Prepaid Funds Request FT Details
Adjustment Type - Adjustment Cancellation	ADCA-CRTODO	Adjustment Cancellation - Create To Do Entry
Adjustment Type - Default Adjustment Amount	DAMT-EMPTY	Default Adjustment Amount - Empty Sample Algorithm
Adjustment Type - Determine SA	C1-SABYBADGE	Get Prepaid SA Using Badge Number
Adjustment Type - Resolve Suspense	C1-CANSUSADJ	Cancel Suspense Adjustment
Adjustment Type - Validate Adjustment	C1-VALXFRADJ	Validate Transfer Adjustment
Approval Profile (BO) - Determine Approval Requirements	C1-ADJAPREQT	Determine Adjustment Approval Requirements
Business Object - Information	C1-ADJAR-INF	Adjustment Approval Request Information
Business Object - Validation	C1-ADJAPVAL	Adjustment Approval Profile Validation
Business Object Status - Enter	C1-DEL-ADJ	Delete Rejected Adjustments
Business Object Status - Enter	C1-FRZ-ADJ	Freeze Approved Adjustments
Business Object Status - Enter	C1-NEM-TRUUP	NEM True Up - Create Adjustments
Business Object Status - Enter	CI_CANADJSA	Activity Request - Mass Adjustment Cancelation
Business Object Status - Enter	CI_CREADJSA	Activity Request - Mass Adjustment Creation
Business Object Status - Exit	C1-RT-CNFZAD	Reverse True Up - Cancel Frozen Adjustments

ALG_TYPE_ENTITY	ALG_TYPE_CD	ALG_TYPE_DESCR
Business Object Status - Monitor	C1-APR-TMOUT	Adjustment Approval Request Timeout
Field Activity Type - FA Completion Method	C1-FACCHARGE	Apply charges - create adjustments
Installation - Adjustment Information	C1-ADI-INFO	Adjustment Information
To Do Type - External Routing	C1-ADJAREQEM	Create Email For Adjustment Approval

The following Adjustment Types are configured for use when system events occur:

Adjustment Type	System Event	Algorithm Type	Algorithm	Algorithm Description
Additional charge plus tax	Generate Adjustment	ADJG-RT	CI_ADJG_RT	Adjustment generation - apply rate
Appliance service charge	Generate Adjustment	ADJG-RT	CI_ADJG_RT	Adjustment generation - apply rate
Fix budget, adjust cur bal	Adj. Financial Transaction	ADJT-CA	CI_ADJFT-CA	Payoff Amt = 0 / Current Amt = Adj Amount (no GL)
Stop budget (cur = pay)	Adj. Financial Transaction	ADJT-CA	CI_ADJFT-CA	Payoff Amt = 0 / Current Amt = Adj Amount (no GL)
Start budget, adjust curr bal	Adj. Financial Transaction	ADJT-CA	CI_ADJFT-CA	Payoff Amt = 0 / Current Amt = Adj Amount (no GL)
Change charity current balance	Adj. Financial Transaction	ADJT-CA	CI_ADJFT-CA	Payoff Amt = 0 / Current Amt = Adj Amount (no GL)
Deposit refund sync(cur = pay)	Adj. Financial Transaction	ADJT-CA	CI_ADJFT-CA	Payoff Amt = 0 / Current Amt = Adj Amount (no GL)
Change pay arrange current bal	Adj. Financial Transaction	ADJT-CA	CI_ADJFT-CA	Payoff Amt = 0 / Current Amt = Adj Amount (no GL)

Adjustment Type	System Event	Algorithm Type	Algorithm	Algorithm Description
Change pay arrange current bal - OI	Adj. Financial Transaction	ADJT-CA	CI_ADJFT-CA	Payoff Amt = 0 / Current Amt = Adj Amount (no GL)
Add SA To Non-billed Budget	Adj. Financial Transaction	ADJT-CA	CI_ADJFT-CA	Payoff Amt = 0 / Current Amt = Adj Amount (no GL)
Non-billed Budget Scheduled Payment	Adj. Financial Transaction	ADJT-CA	CI_ADJFT-CA	Payoff Amt = 0 / Current Amt = Adj Amount (no GL)
NEM Sync Adjustment	Adj. Financial Transaction	ADJT-CA	CI_ADJFT-CA	Payoff Amt = 0 / Current Amt = Adj Amount (no GL)
Pay arrangement broken / canceled	Adj. Financial Transaction	ADJT-CA	CI_ADJFT-CA	Payoff Amt = 0 / Current Amt = Adj Amount (no GL)
Change prepaid current balance	Adj. Financial Transaction	ADJT-CA	CI_ADJFT-CA	Payoff Amt = 0 / Current Amt = Adj Amount (no GL)
Smart meter prepaid payment request	Adj. Financial Transaction	ADJT-CA	CI_ADJFT-CA	Payoff Amt = 0 / Current Amt = Adj Amount (no GL)
Prepay Remove Credit	Adj. Financial Transaction	ADJT-CA	CI_ADJFT-CA	Payoff Amt = 0 / Current Amt = Adj Amount (no GL)
Overpayment (Remove Credit)	Adj. Financial Transaction	ADJT-CA	CI_ADJFT-CA	Payoff Amt = 0 / Current Amt = Adj Amount (no GL)
SC Membership refundable fee	Adj. Financial Transaction	ADJT-CA	CI_ADJFT-CA	Payoff Amt = 0 / Current Amt = Adj Amount (no GL)
Synch cur bal w/ payoff bal	Adj. Financial Transaction	ADJT-CA	CI_ADJFT-CA	Payoff Amt = 0 / Current Amt = Adj Amount (no GL)

Adjustment Type	System Event	Algorithm Type	Algorithm	Algorithm Description
Synch cur bal w/ payoff bal	Adj. Financial Transaction	ADJT-CA	CI_ADJFT-CA	Payoff Amt = 0 / Current Amt = Adj Amount (no GL)
Capital credits allocation (GL only)	Adj. Financial Transaction	ADJT-GL	CI_ADJFT-GL	FIX GL ONLY! Payoff = Current = 0 (GL only)
Capital credits forfeit amt (GL only)	Adj. Financial Transaction	ADJT-GL	CI_ADJFT-GL	FIX GL ONLY! Payoff = Current = 0 (GL only)
Retire Capital Credit (GL only)	Adj. Financial Transaction	ADJT-GL	CI_ADJFT-GL	FIX GL ONLY! Payoff = Current = 0 (GL only)
Adjust General Ledger Accounts	Adj. Financial Transaction	ADJT-GL	CI_ADJFT-GL	FIX GL ONLY! Payoff = Current = 0 (GL only)
Adjustment Type	System Event	Algorithm Type	Algorithm	Algorithm Description
Additional charge plus tax	Adj. Financial Transaction	ADJT-NM	CI_ADJFT-NM	Payoff Amt = Adj / Current Amt = Adj
Additional charge	Adj. Financial Transaction	ADJT-NM	CI_ADJFT-NM	Payoff Amt = Adj / Current Amt = Adj
Retire Capital Credit -xfer to SA	Adj. Financial Transaction	ADJT-NM	CI_ADJFT-NM	Payoff Amt = Adj / Current Amt = Adj
Connect charge	Adj. Financial Transaction	ADJT-NM	CI_ADJFT-NM	Payoff Amt = Adj / Current Amt = Adj
Customer relationship expense	Adj. Financial Transaction	ADJT-NM	CI_ADJFT-NM	Payoff Amt = Adj / Current Amt = Adj
Installation charge	Adj. Financial Transaction	ADJT-NM	CI_ADJFT-NM	Payoff Amt = Adj / Current Amt = Adj
Appliance service charge	Adj. Financial Transaction	ADJT-NM	CI_ADJFT-NM	Payoff Amt = Adj / Current Amt = Adj
Late payment charge	Adj. Financial Transaction	ADJT-NM	CI_ADJFT-NM	Payoff Amt = Adj / Current Amt = Adj

Adjustment Type	System Event	Algorithm Type	Algorithm	Algorithm Description
Non-billed Budget Overpayment Transfer	Adj. Financial Transaction	ADJT-NM	CI_ADJFT-NM	Payoff Amt = Adj / Current Amt = Adj
NEM Writedown Adjustment	Adj. Financial Transaction	ADJT-NM	CI_ADJFT-NM	Payoff Amt = Adj / Current Amt = Adj
NEM Transfer Adjustment	Adj. Financial Transaction	ADJT-NM	CI_ADJFT-NM	Payoff Amt = Adj / Current Amt = Adj
Non-sufficient funds	Adj. Financial Transaction	ADJT-NM	CI_ADJFT-NM	Payoff Amt = Adj / Current Amt = Adj
Reverse non-sufficient funds	Adj. Financial Transaction	ADJT-NM	CI_ADJFT-NM	Payoff Amt = Adj / Current Amt = Adj
Non-sufficient funds on prepay biller	Adj. Financial Transaction	ADJT-NM	CI_ADJFT-NM	Payoff Amt = Adj / Current Amt = Adj
Pay service provider	Adj. Financial Transaction	ADJT-NM	CI_ADJFT-NM	Payoff Amt = Adj / Current Amt = Adj
Rebate	Adj. Financial Transaction	ADJT-NM	CI_ADJFT-NM	Payoff Amt = Adj / Current Amt = Adj
Refund credit balance via A/P	Adj. Financial Transaction	ADJT-NM	CI_ADJFT-NM	Payoff Amt = Adj / Current Amt = Adj
Refund credit balance via A/P (1099)	Adj. Financial Transaction	ADJT-NM	CI_ADJFT-NM	Payoff Amt = Adj / Current Amt = Adj
SC Membership non-refundable fee	Adj. Financial Transaction	ADJT-NM	CI_ADJFT-NM	Payoff Amt = Adj / Current Amt = Adj
Transfer A/R to service prov.	Adj. Financial Transaction	ADJT-NM	CI_ADJFT-NM	Payoff Amt = Adj / Current Amt = Adj
Underpayment within threshold	Adj. Financial Transaction	ADJT-NM	CI_ADJFT-NM	Payoff Amt = Adj / Current Amt = Adj
Write off bill	Adj. Financial Transaction	ADJT-NM	CI_ADJFT-NM	Payoff Amt = Adj / Current Amt = Adj

Adjustment Type	System Event	Algorithm Type	Algorithm	Algorithm Description
Write down/up small debit/cred	Adj. Financial Transaction	ADJT-NM	CI_ADJFT-NM	Payoff Amt = Adj / Current Amt = Adj
Xfer balance - printed	Adj. Financial Transaction	ADJT-NM	CI_ADJFT-NM	Payoff Amt = Adj / Current Amt = Adj
Xfer balance - NOT printed (for OI)	Adj. Financial Transaction	ADJT-NM	CI_ADJFT-NM	Payoff Amt = Adj / Current Amt = Adj
Change principal on loan	Adj. Financial Transaction	ADJT-TA	CI_ADJT-TA	Payoff Amt = Adj / Current Amt = 0
Deposit interest	Adj. Financial Transaction	ADJT-TA	CI_ADJT-TA	Payoff Amt = Adj / Current Amt = 0
Activate Loan	Adj. Financial Transaction	ADJT-TA	CI_ADJT-TA	Payoff Amt = Adj / Current Amt = 0
Transfer Non-billed Budget Credit	Adj. Financial Transaction	ADJT-TA	CI_ADJT-TA	Payoff Amt = Adj / Current Amt = 0
Write off bill	Generate Adjustment	C1-ADJG-WO	C1-ADJG-WO	Generate Adjustments - Write Off Bills
Electric vehicle charge event	Adj. Financial Transaction	C1-ADJT-CL	C1-ADJT-CL	Payoff=Current =Adj Amt (Calc Line Dist Code Source)
Non-sufficient funds on prepay biller	Adjustment Freeze	C1-DISPPBAP	C1-DISPPBAP	Disable Prepaid Biller Automatic Payment
Smart meter prepaid payment request	Adjustment Freeze	C1-PPBADJFRZ	C1-PPBADJFRZ	Set Prepaid Funds Request FT Details
Xfer balance - printed	Validate Adjustment	C1-VALXFRADJ	C1-VALXFRADJ	ValidateTransfer Adjustment
Transfer A/R to service prov.	Validate Adjustment	C1-VALXFRADJ	C1-VALXFRADJ	ValidateTransfer Adjustment

Business Object Algorithms

The following Business Object algorithms are configured for use when system events occur:

BUS_OBJ_CD	SYSTEM EVENT	ALG_CD	DESCR50	ALG_TYPE_CD	ALG_TYPE_ DESCR
C1-AdjustmentApproval Profile	Determine Approval Requirements	C1-ADJAPREQT	Determine Adjustment Approval Requirements Default	C1-ADJAPREQT	Determine Adjustment Approval Requirements
C1-AdjustmentApproval Profile	Validation	C1-ADJAP-DF	Adjustment Approval Profile Validation - Default	C1-ADJAPVAL	Adjustment Approval Profile Validation
C1-AdjustmentApproval Request	Information	C1-ADJARI-DF	Adjustment Approval Request Information	C1-ADJAR-INF	Adjustment Approval Request Information

BUS_OBJ_CD	LIFECYCLE STATUS	SYSTEM EVENT	ALG_CD	ALG_DESCR	ALG_TYPE_ CD	ALG_TYPE DESCR
C1-AdjustmentAppro valRequest	REJECTED	Enter	C1-DEL-ADJ	Delete Rejected Adjustments	C1-DEL-ADJ	Delete Rejected Adjustments
C1-AdjustmentAppro valRequest	DETAPPROV ERS	Enter	C1-DET-APRVR	Determine Approvers	C1-DET-APRVR	Determine Approvers
C1-AdjustmentAppro valRequest	APPROVED	Enter	C1-FRZ-ADJ	Freeze Approved Adjustments	C1-FRZ-ADJ	Freeze Approved Adjustments
C1-AdjustmentAppro valRequest	INPROG	Enter	C1-NTFY-APPR	Notify Approver	C1-NTFY-APPR	Notify Approver
C1-AdjustmentAppro valRequest	INPROG	Monitor	CI_ADTIME OUT	Check for Adjustment Approval Request Timeout	C1-APR-TMOUT	Adjustment Approval Request Timeout

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