Oracle Utilities Customer Care and Billing Release 2.5.0

Utility Reference Model

4.3.1.1b Process Non-Billed Monitored Budget Payments

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Oracle Utilities Customer Care and Billing Release 2.5.0 Utility Reference Model 4.3.1.1b Process Non-Billed Monitored Budget Payments

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4.3.1.1b Process Non-Billed Monitored Budget Payments

4.3.1.1b Process Non-Billed Monitored Budget Payments

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- Brief Description
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- Installation Options - Control Central Alert Algorithms
- Related Training

Brief Description

Business Process: 4.3.1.1b CC&B v2.5 Process Non-Billed Monitored Budget Payments

Process Type: Sub-Process

Parent Process: 4.3.1 **CC&B v2.5** Perform Settlement Activities

Sibling Processes:

- 4.3.1.1 CC&B v2.5 Manage Payments
- 4.3.1.1a CC&B v2.5 Process Budget payments
- 4.3.1.1c CC&B v2.5 Process Non-Billed Unmonitored Budget payments
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- 3.4.4.3b CC&B v2.5 Expire Non-Billed Budget
- 4.2.2.10b CC&B v2.5 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

4.3.1.1b CC&B v2.5 *Process Non-Billed Monitored Budget Payments*
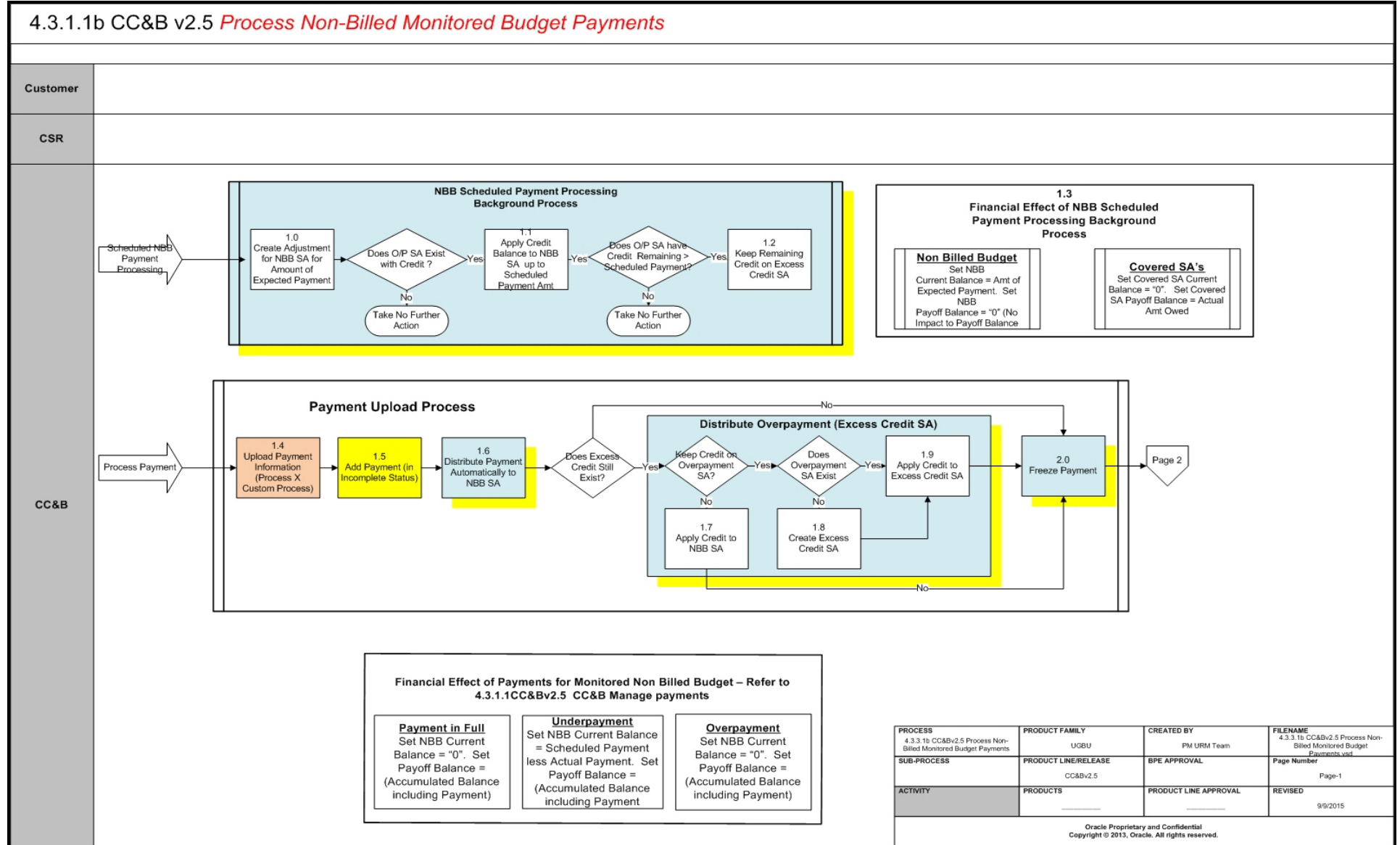
Process Non-Billed Monitored Budget Payments Process Model - Page 2

4.3.1.1b CC&B v2.5 *Process Non-Billed Monitored Budget Payments*

Customer

Makes Payment

CSR

- 2.2 Search for Customer
- 2.3 Post Payment Details
- Distribute Automatically and Freeze? — No / Yes
- 2.4 Request Automated Distribute and Freeze Payment
- Distribute Manually to Specific SAs? — Yes / No
- 2.5 Populate Distribution Details Manually for Specific SAs
- 2.7 Request Default Distribution Prior to Freezing Payment
- Does Excess Credit Still Exist? — No / Yes
- 2.8 Evaluate Distribution of Payment
- Override Distribution? — No / Yes
- 2.9 Change Distribution Details
- 3.0 Request Freeze Payment

CC&B

- 1.5 Add Payment in Incomplete Status
- 1.6 Distribute Payment Automatically to NBB SA
- 2.6 Update Distribution
- 2.8
- Default Distribution allows for Automatic Creation of Excess Credit SA
- Does Overpayment SA Exist — No
- 1.8 Create Excess Credit SA
- 1.9 Apply Credit to Excess Credit SA
- 2.6 Update Distribution
- 2.0 Freeze Payment

- Does Excess Credit Still Exist?
- 2.0 Freeze Payment

Distribute Overpayment
- Keep Credit on Overpayment SA? — Yes / No
- Does Overpayment SA Exist — Yes / No
- 1.9 Apply Credit to Excess Credit SA
- 1.7 Apply Credit to Specific Defined SA
- 1.8 Create Excess Credit SA

- 2.0 Freeze Payment

- 4.3.1.1 CC&Bv2.5 Manage payments

PROCESS	PRODUCT FAMILY	CREATED BY	FILENAME
4.3.3.1b CC&Bv2.5 Process Non-Billed Monitored Budget Payments	UGBU	PM URM Team	4.3.3.1b CC&Bv2.5 Process Non-Billed Monitored Budget Payments.vsd
SUB-PROCESS	PRODUCT LINE/RELEASE	BPE APPROVAL	Page Number
	CC&Bv2.5		Page-2
ACTIVITY	PRODUCTS	PRODUCT LINE APPROVAL	REVISED
			9/9/2015

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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

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
- CI_NBPA-PS - Non-billed Budget Process Scheduled Payment Algorithms of this type create an adjustment to a non-billed budget SA to reflect the value of the scheduled payment.

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
- CI_NBPA-PS - Non-billed Budget Process Scheduled Payment Algorithms of this type create an adjustment to a non-billed budget SA to reflect the value of the scheduled this also 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
- C1-PYDST-PPR - 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-BCMP-NBB - NBB Credit Transfer - This algorithm of this type distribute the credit payoff balance from a non-billed budget SA to the covered SAs, thus reducing the amount owed for those SAs by the accumulated payment credits.

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
- C1-OVRPYPRTY - 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
- CI_OVRPY-CR) - 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
- C1-PSEG-AC - This algorithm is only used if you practice Cash Accounting.
- C1-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-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
- C1-PYDST-PPR - This payment distribution algorithm distributes a payment amongst the account's service agreements based on each service agreement's SA type's Payment Priority.
- C1-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-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
- C1-PYDST-PPR - 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-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-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-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
- C1-PYDST-PPR - 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-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-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
- C1-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-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-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:

Value	Description
PP-Active	Show Count of Active Pay Plans
PP-Broken	Show Count of Broken Pay Plans
PP-Kept	Show Count of Kept Pay Plans
CC-PPDENIAL	Count Pay Plan Denial Customer Contacts
CCAL WFACCTX	Display Active WF for Account Based on Context
CCAL WFPREMX	Display Active WF for Premise Based on Context
CCAL-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

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