

**Oracle Utilities Customer Care and Billing
Release 2.5.0**

Utility Reference Model

4.3.1.1c Process Non-Billed Unmonitored Budget
Payments

August 2016

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

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4.3.1.1c Process Non-Billed Unmonitored Budget Payments

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

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

Brief Description

Business Process: 4.3.1.1c CC&B v2.5 Process Non-Billed Unmonitored 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
- 4.3.1.1.a CC&B v2.5 Process Budget Payments
- 4.3.1.1b CC&B v2.5 Process Non-Billed Monitored Budget Payments
- 4.3.1.1d CC&B v2.5 Manage Auto-Payments
- 4.3.1.1e CC&B v2.5 Manage Credit Card Payment
- 4.3.1.2. CC&B v2.5 Manage Workstation Cashiering
- 4.2.2.10a CC&B v2.5 Manage Budget Billing
- 4.2.2.10b CC&B v2.5 Manage Monitored and Unmonitored Budget Billing
- 3.4.1.1 CC&B v2.5 Manage Customer Contacts
- 3.3.2.2. CC&B v2.5 Start Non-Premise Based Service
- 3.3.2.4 CC&B v2.5 Stop Non-Premise Based Service
- 4.3.1.1b CC&B v2.5 Process Monitored Non-Billed Budget Payments
- 3.4.4.1b CC&B v2.5 Enroll in Non-Billed Budget
- 3.4.4.2b CC&B v2.5 Renew Non-Billed Budget
- 3.4.4.3b CC&B v2.5 Expire Non-Billed Budget

This process describes the Non-Billed Budget application of payments for Unmonitored Non-Billed Budgets. In addition the financial impact to the Unmonitored Non-Billed Budget and Covered SAs are provided. The Unmonitored Non-Billed Budget Plan allows a customer to make optional prepayments towards a bill. The Unmonitored Non-Billed Budget Service Agreement holds the Payment Schedule for the customer.

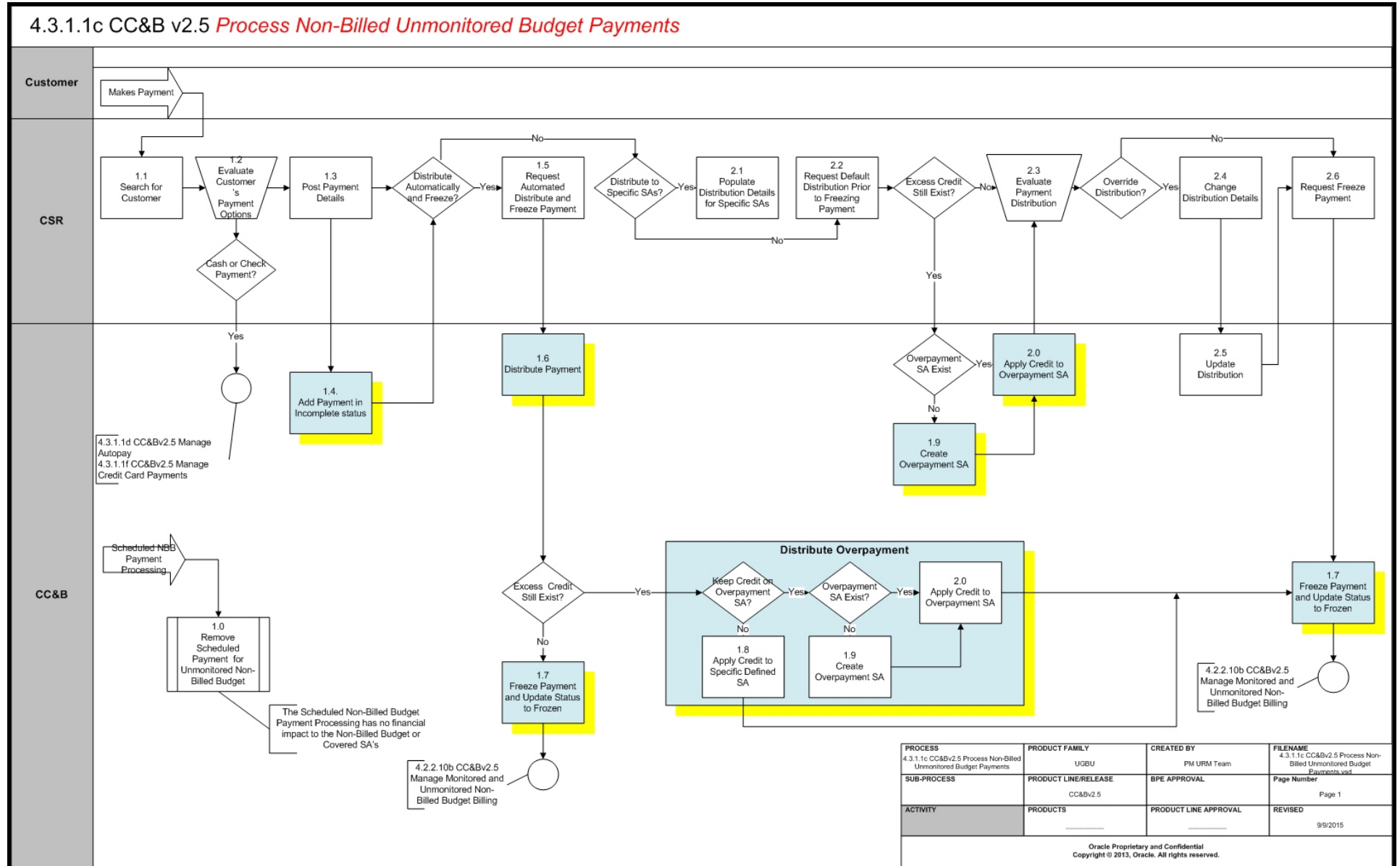
Actors/Roles

The Process Non-Billed Unmonitored Budget Payments 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.
- **CSR:** CSR or Authorized User of the Customer Care and Billing application.
- **Customer:** Utility Company's Customer.

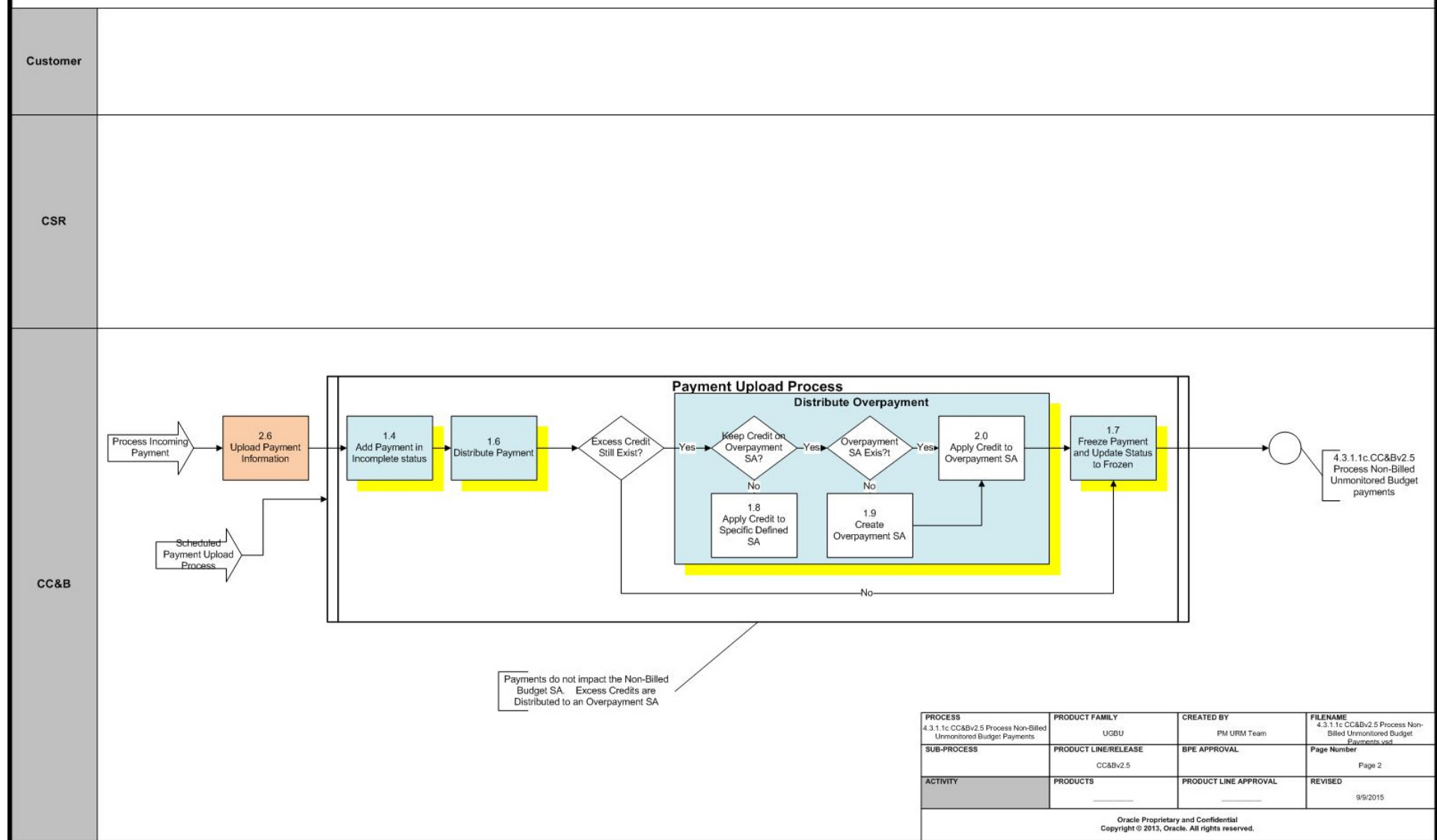
Business Process Diagrams

Process Non-Billed Unmonitored Budget Payments Process Model - Page 1



Process Non-Billed Unmonitored Budget Payments Process Model - Page 2

4.3.1.1c CC&B v2.5 *Process Non-Billed Unmonitored Budget Payments*



PROCESS 4.3.1.1c CC&Bv2.5 Process Non-Billed Unmonitored Budget Payments	PRODUCT FAMILY UGBU	CREATED BY PM URM Team	FILENAME 4.3.1.1c.CC&Bv2.5 Process Non-Billed Unmonitored Budget Payments.ssd
SUB-PROCESS	PRODUCT LINE/RELEASE CC&Bv2.5	BPE APPROVAL	Page Number Page 2
ACTIVITY	PRODUCTS	PRODUCT LINE APPROVAL	REVISED 9/9/2015

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Process Non-Billed Unmonitored Budget Payments Detailed Process Model Description

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

- ♦ 1.0 Remove Scheduled Payment for Unmonitored Non-Billed Budget
- ♦ 1.1 Search for Customer
- ♦ 1.2 Evaluate Customer's Payment Options
- ♦ 1.3 Post Payment Details
- ♦ 1.4 Add Payment in Incomplete Status
- ♦ 1.5 Request Automated Distribute and Freeze Payment
- ♦ 1.6 Distribute Payment
- ♦ 1.7 Freeze Payment
- ♦ 1.8 Apply Credit to Specific Defined SA
- ♦ 1.9 Create Overpayment SA SA
- ♦ 2.0 Apply Credit to Overpayment SA
- ♦ 2.1 Populate Distribution Details Manually to Specific SAs
- ♦ 2.2 Request Default Distribution Prior to Freezing Payment
- ♦ 2.3 Evaluate Distribution of Payment
- ♦ 2.4 Change Distribution Details
- ♦ 2.5 Update Distribution
- ♦ 2.6 Request Freeze Payment
- ♦ 2.6 Upload Payment Information

1.0 Remove Scheduled Payment for Unmonitored Non-Billed Budget

Reference: [Process Non-Billed Unmonitored Budget Payments Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: When a customer is on Unmonitored Non-Billed Budget CC&B removes the scheduled payment. No adjustments for the payment amount are created. The Unmonitored Non-Billed Budget SA Current and Payoff balances are not impacted. Financial transactions remain on the Covered SA's. The Unmonitored Non-Billed Budget balance is always "0".

Process Names

- NBBPS - Process NBB scheduled payments

Entities to Configure

- Unmonitored NBB SA Type

1.1 Search for Customer

Reference: [Process Non-Billed Unmonitored Budget Payments Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: When the Customer contacts the Company to make 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](#)
- CI_TL-PAY - Payment Timeline
- C1-RCE-APAY - Return true if on autopay

1.2 Evaluate Customer's Payment Options

Reference: [Process Non-Billed Unmonitored Budget Payments 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 evaluates the account. Account Financial History, Billing History, Credit Rating, and Credit and Collection History may be reviewed. Control Central Alerts such as a Cash Only customer and other Dashboard information assist the CSR or Authorized User in determining eligibility and distribution for the Payment applying established business rules.

Entities to Configure

- Installation Options

Available Algorithms

- [Installation Options - Control Central Alert Algorithms](#)
- C1-PY-INFO - This algorithm formats the Payment Information that appears throughout the system.
- CI_PEVTINFO - This algorithm formats the "Payment Event Information" that appears throughout the system.

1.3 Post Payment Details

Reference: [Process Non-Billed Unmonitored Budget Payments 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 posts the payment details including amount tendered and total payment amount using the Payment Portal, Payment Event Add, Payment Event Quick Add or Payment Quick Add functionality. Refer to 4.3.1.1 CC&B v2.5 Manage Payments or 4.3.1.1d CC&B v2.5 Manage Auto-Payments for details. The payment is assigned an incomplete status.

1.4 Add Payment in Incomplete Status

Reference: [Process Non-Billed Unmonitored Budget Payments Process Model - Page 1 on page 3](#) 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. This task is the same for online as well as automated batch processing.

Process Names

- PPAPAY - Auto Pay Creation
- APAYCRET - Create autopay on extract date.

Entities to Configure

- Bank Code
- Tender Source
- Tender Type
- Distribution Codes
- Payment Template
- Payment Segment Type
- Customer Class
- Feature Configuration
- Autopay Source Type
- Autopay Route Type
- Tender Control
- Deposit Control

Business Objects

- C1-CISPaymentEvent - Payment Event - CIS Payment

Available Algorithms

- CC-NBR-VALID Credit Card Number Validation
- C1-VALIBAN - International Bank Account Number Validation
- C1-VALBINSP - Spain Bank Identification Number
- C1-VALBINPOR - Portugal Bank Identification Number
- CI_VALBINPOR - Portugal Bank Identification Number
- CI_P_AUTOPAY - Post ALL automatic payment info to account
- CI_V_AUTOPAY - Validate ALL automatic payment information
- CI_APAYSRCBO - Determine Auto Pay Source Type Business Object
- CI_APAM-DFLT - Automatic Payment Amount Calculation
- CI_APAY-DFLT - Automatic Payment Creation

- CI_APAY-DTCL - Autopay Date Calculation

1.5 Request Automated Distribute and Freeze Payment

Reference: [Process Non-Billed Unmonitored Budget Payments 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 selects automated distribution and freezing of payment when posting the initial payment details in Step 1.3 and Step 1.4. The Distribute and Freeze option is used when no other review or follow-up is required. The Account making the payment is the same account the payment will be applied to. The payment date is the current date. 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.

1.6 Distribute Payment

Reference: [Process Non-Billed Unmonitored Budget Payments Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The payment is distributed in CC&B automatically. The Payment is distributed in CC&B for Accounts and Service Agreements according to the configured distribution. Payment Segments for each associated Service Agreement are created. The defined Distribution applies for both Batch Processing and online Payments. In addition Distribution Rules and Distribution detail Characteristics can be used to distribute payments.

Process Names

- PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

Entities to Configure

- Customer Class Controls
- SA Type
- Match Type
- Distribution Rule

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.
- CI_CR-PAY-BF - This distribution rule create payment algorithm creates a single payment for an SA.
- CI_TNDRAC-DF - This algorithm determines the Tender Account ID from the distribution detail characteristic value. It expects the value to represent an SA characteristic and it returns the SA's account as the Tender Account ID.
- C1-DSOV-SAID - Distribute payment to SA ID in match value.

1.7 Freeze Payment

Reference: [Process Non-Billed Unmonitored Budget Payments Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The payment is frozen in CC&B.

Process Names

- PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

Entities to Configure

- Customer Class Controls
- Payment Segment Type

Available Algorithms

- C1-PSEG-NM - Payoff Amt = Current Amt = Pay Amt

1.8 Apply Credit to Specific Defined SA

Reference: [Process Non-Billed Unmonitored Budget Payments Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: One of the configurable options is to apply the overpayment to the highest priority SA that allows overpayment.

Process Names

- PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

Entities to Configure

- Customer Class Controls
- Overpayment Distribution Algorithm

Available Algorithms

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

1.9 Create Overpayment SA SA

Reference: [Process Non-Billed Unmonitored Budget Payments Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: Another option is to apply the excess credit to an overpayment (excess credit) SA type. It is recommended an Overpayment or Excess Credit SA be used to distribute overpayments for Non-Billed Budgets.

Process Names

- PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

Entities to Configure

- Customer Class Controls
- Overpayment SA type
- Adjustment Type

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.

2.0 Apply Credit to Overpayment SA

Reference: [Process Non-Billed Unmonitored Budget Payments Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The credit is transferred to an overpayment or Excess Credit SA type.

Process Names

- PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

Entities to Configure

- Customer Class Controls
- Overpayment SA Type
- Transfer Adjustment Type

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.

2.1 Populate Distribution Details Manually to Specific SAs

Reference: [Process Non-Billed Unmonitored Budget Payments 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 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.

2.2 Request Default Distribution Prior to Freezing Payment

Reference: [Process Non-Billed Unmonitored Budget Payments Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized may also decide to request the default distribution according to the configured distribution prior to freezing the payment.

2.3 Evaluate Distribution of Payment

Reference: [Process Non-Billed Unmonitored Budget Payments 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 and evaluates the existing distribution to determine if any changes are required.

2.4 Change Distribution Details

Reference: [Process Non-Billed Unmonitored Budget Payments 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 there is a need to change the presented distribution and makes changes accordingly.

2.5 Update Distribution

Reference: [Process Non-Billed Unmonitored Budget Payments Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

Actor/Role: CC&B

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

2.6 Request Freeze Payment

Reference: [Process Non-Billed Unmonitored Budget Payments 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 freezes the payment.

2.6 Upload Payment Information

Reference: [Process Non-Billed Unmonitored Budget Payments Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

Actor/Role: CC&B

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

Process Names

- Process X - This is a completely custom process designed to add the required staging tables in CC&B.

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 SA's
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