



## C2M.v2.7.CCB

### 3.4.4.3b Expire Non-Billed Budget

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# Contents

BRIEF DESCRIPTION .....	4
BUSINESS PROCESS MODEL .....	5
DETAIL BUSINESS PROCESS MODEL DESCRIPTION.....	6
TEST DOCUMENTATION RELATED TO THE CURRENT PROCESS .....	13
DOCUMENT CONTROL .....	14
ATTACHMENTS:.....	15
<i>Account/Non-Billed Budget</i> .....	15
<i>Control Central Search</i> .....	15
<i>Admin Menu/Installation Options</i> .....	15
<i>Stopped NBB SA</i> .....	15

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## Brief Description

**Business Process:** 3.4.4.3b C2M.CCB.Expire Non-Billed Budget  
**Process Type:** Sub Process  
**Parent Process:** 3.4.2 C2M.CCB.Develop Insight and Understanding  
**Sibling Processes:** 4.3.1.1 C2M.CCB.Manage Payments, 4.1.1.4 C2M.CCB.Develop Arrears Procedures, 4.2.2 C2M.CCB.Manage Bill, 3.4.1 C2M.CCB.Manage Contacts, 3.3.2.2 C2M.CCB.Start Non-Premise Based Service, 3.3.2.4 C2M.CCB.Stop Non-Premise Based Service

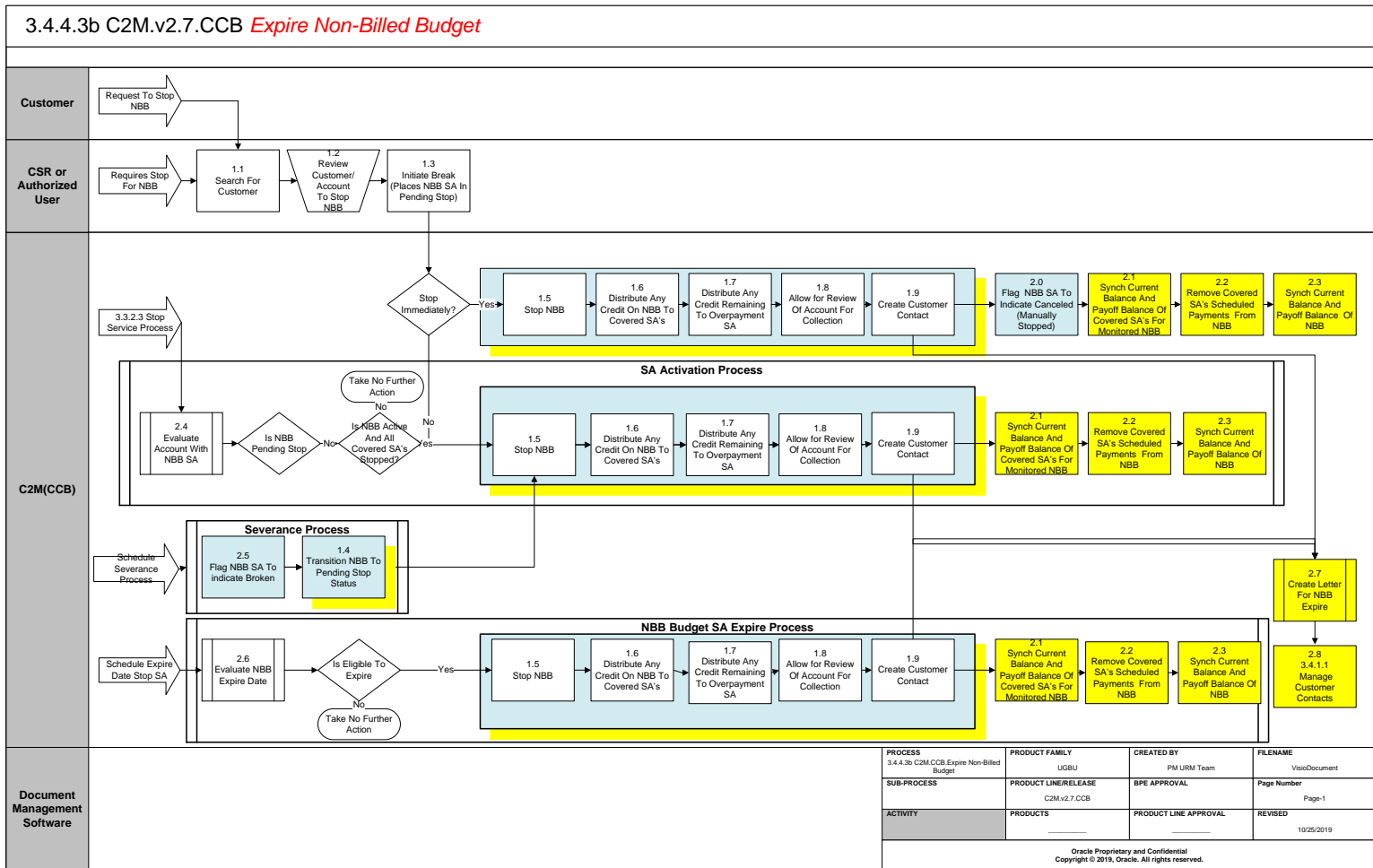
This process describes the activities associated with expiration and stopping of a [Non Billed Budget](#).

Non-Billed Budget service agreements may specify an expiration date. The SA expiration background process initiates the stop process for all pending start or active SAs where the expiration date is reached (before or on the process date). If the expiration process is not successful, a To Do list entry is created.

When a stop is initiated for [Non-Billed Budget](#), either on request or because it has expired and is not being renewed, the Non-Billed Budget is transitioned to pending stop status. C2M(CC&B) can be configured to automatically transition the SA to stopped status, or the Non-Billed Budget is stopped the next time the SA activation background process runs.

A user can manually launch the expiration process for [a Non-Billed Budget](#) SA by clicking Break on the Non-Billed Budget maintenance page. .

# Business Process Model



## Detail Business Process Model Description

### 1.1 Search for Customer

**Actor/Role:** CSR

**Description:**

Upon receipt of request to stop Non Billed Budget Billing the CSR or Authorized User accesses [Control Central Search](#) to locate the customer in C2M(CC&B). There are a number of algorithms that can be stored on Installation Options for [Control Central Alerts](#). These algorithms provide the CSR or Authorized User with valuable insight for overall analysis of the customer.

Process Plug-in enabled Y

Available Algorithm(s):

[Installation Options – Control Central Alerts](#)

### 1.2 Review Customer/Account to Stop Non-Billed Budget

**Actor/Role:** CSR

**Description:**

There is dialogue with Customer. The CSR or Authorized User evaluates the account and answers any questions from the Customer.

Process Plug-in enabled Y

Available Algorithm(s):

[Installation Options – Control Central Alerts](#)

### 1.3 Initiate Break (places Non-Billed Budget SA in Pending Stop)

**Actor/Role:** CSR

**Description:**

The CSR or Authorized User manually launches the expiration process for a [Non-Billed Budget](#) SA by clicking Break on the Non Billed Budget maintenance page. When a Stop Non-Billed Budget is initiated on request the Non-Billed Budget is transitioned to pending stop status.

### 1.4 Transition Non-Billed Budget to Pending Stop Status

**Actor/Role:** C2M(CC&B)

**Description:**

The Non-Billed Budget is transitioned to Pending Stop Status, from the Page Maintenance module

### 1.5 Stop Non-Billed Budget

**Actor/Role:** C2M(CC&B)

**Description:**

If the algorithm SAIS-ST is defined on the [Non-Billed Budget](#) SA type, the Non-Billed Budget will transition automatically to stopped. An algorithm may be defined on the Budget SA type to automatically finalize and stop the SA. If the SA Stop Immediately algorithm is not used, the Non-Billed Budget is stopped the next time the SA activation background process runs. The existing rules for SA Stop still apply when using this algorithm.

**Process Plug-in enabled Y Available Algorithm(s):**

C1-SAIS-ST - Stop SA Algorithm automatically transitions the SA to stopped status. Stop logic still applies and additional logic is executed when a Non-Billed Budget SA is stopped.

SAST-NB - Stop Non-billed Budget -Algorithms of this type execute additional logic that should be executed when a Non-Billed Budget SA is stopped. This algorithm performs the following: - It distributes any credit balance from a [Non-Billed Budget](#) SA to the covered SAs. If there is still a remaining credit balance on the Non-Billed Budget (i.e., the NBB payoff balance exceeds the total payoff amounts of the covered SAs), the algorithm uses the Overpayment Transfer Adjustment Type to transfer any overpayment credit from the NBB SA according to the overpayment distribution algorithm defined for the account's customer class. - It creates a trigger to cause the account to be reviewed by the account debt monitor. - If a Customer Contact Class and Customer Contact Type are specified, a customer contact is created to indicate that the Non-Billed Budget was stopped.

SAST-NB Execute additional logic that should be executed when a non-billed budget SA is stopped.

**Configuration required Y Entities to Configure:**

Algorithm defined on SA Type, Overpayment Transfer Adjustment Type, Customer Contact Class and Contact Type

**1.6 Distribute any Credit on NB Budget to Covered SA's****Actor/Role:** C2M(CC&B)**Description:**

C2M(CC&B) will first distribute credit from the [Non-Billed Budget](#) to Covered Service Agreements up to the payoff balance amount. Covered SA's already in credit are excluded from the distribution. The distribution to each Covered SA will not exceed its total payoff to ensure none of the Covered SA's has a credit balance. The credit is prorated over the Covered SA's according to the relative payoff balances on each SA. The calculation of the payoff balance is adjusted to exclude the current balance to ensure the credit is prorated over debt covered by the Non-Billed Budget, not any ad-hoc debt for the SA.

**Process Plug-in enabled Y**      **Available Algorithm(s):**

SAST-NB -- Stop Non-billed Budget Execute additional logic that should be executed when a non-billed budget SA is stopped.

### **1.7 Distribute any Credit remaining to Overpayment SA**

**Actor/Role:** C2M(CC&B)

**Description:**

If configured, C2M(CC&B) will then distribute any remaining credit to an Overpayment SA. If the Overpayment SA is not configured, the stopped [Non-Billed Budget](#) may have a credit balance. This credit would require manual distribution.

**Process Plug-in enabled Y**      **Available Algorithm(s):**

C2M-OVRPY-CR - Keep overpayment on a "credit SA" - 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 using CIS Division and SA Type.

**Configuration required Y**      **Entities to Configure:**

Overpay SA Type, Overpayment Transfer Adjustment Type

### **1.8 Allow for Review of Account for Collection**

**Actor/Role:** C2M(CC&B)

**Description:**

When a monitored [Non-Billed Budget](#) is stopped, the stop SA algorithm (SAST-NB) creates a trigger to cause the account to be reviewed by the Account Debt Monitor. An unmonitored Budget Account is subject to Credit and Collection at all times.

**Process Plug-in enabled Y**      **Available Algorithm(s):**

SAST-NB -- Stop Non-billed Budget Execute additional logic that should be executed when a non-billed budget SA is stopped.

### **1.9 Create Customer Contact**

**Actor/Role:** C2M(CC&B)

**Description:**

If configured, C2M(CC&B) will automatically create a Customer Contact associated with the stop for the Non-Billed Budget.



**Process Plug-in enabled Y**      **Available Algorithm(s):**      SAST-NB -- Stop Non-billed Budget Execute additional logic that should be executed when a non-billed budget SA is stopped.

**Configuration required Y**      **Entities to Configure:**      Customer Contact Class and Contact Type

### 2.0 Flag NBB SA to indicate Canceled (Manually Stopped)

**Actor/Role:** C2M(CC&B)

**Description:**

If configured, a base package break Non-Billed Budget algorithm type, NBBR-BRK creates a characteristic value to indicate a user manually stopped the [Non-Billed Budget](#).

**Process Plug-in enabled Y**      **Available Algorithm(s):**      NBBR-BRK - Cancel Non-billed Budget -this algorithm creates characteristic value for manual stop - (NBB cancellation algorithm type)

**Configuration required Y**      **Entities to Configure:**      Algorithm, and algorithm defined on SA Type characteristic and characteristic value

### 2.1 Synch Current Balance and Payoff Balance of Covered SA's for monitored NBB

**Actor/Role:** C2M(CC&B)

**Description:**

If the [Non-Billed Budget](#) is monitored, C2M(CC&B) creates adjustments to synchronize the current and payoff balance of the covered SA's, using the Adjustment Type (Synch Current) adjustment type from the covered SA's SA Type.

**Configuration required Y**      **Entities to Configure:**      Adjustment Type

### 2.2 Remove Covered SA's Scheduled Pymts from Non-Billed Budget

**Actor/Role:** C2M(CC&B)

**Description:**

The scheduled payments are removed from the Non-Billed Budget.

**2.3 Synch Current Balance and Payoff Balance of Non-Billed Budget****Actor/Role:** C2M(CC&B)**Description:**

An adjustment is created to synchronize current and payoff balances on the [Non-Billed Budget](#) SA using the Adjustment Type (Synch Current) adjustment type from the Non-Billed Budget's SA type. Synchronizing current and payoff effectively sets the current amount to zero on the Non-Billed Budget SA, as the payoff amount should have been reduced to zero by distribution and overpayment processing in the algorithm for SA Stop.

<b>Configuration required</b> Y	<b>Entities to Configure:</b>	Adjustment Type for Synch
<b>Process Plug-in enabled</b> Y	<b>Available Algorithm(s):</b>	C1-BCMP-NBB - NBB Credit Transfer - 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.

**2.4 Evaluate Account with Non-Billed Budget SA****Actor/Role:** C2M(CC&B)**Description:**

If the Non-Billed Budget is not stopped immediately, it will be evaluated for stopped the next time the SA Activation background process runs.

<b>Customizable process</b> N	<b>Service Agreement Activation:</b>	SAACT - SA Activation examines all pending starts and stops with an effective date less than or equal to current business date
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**2.5 Flag Non-Billed Budget SA to Indicate Broken****Actor/Role:** CC&B**Description:**

A base package severance event algorithm, SVEV-NB creates a characteristic value to indicate a [Non-Billed Budget](#) is broken.

**Plug-in enabled Y**

**Available Algorithm(s):**

SVEV-NB - Severance Event Type Algorithm to indicate Broken Status of Non-Billed Budget

**Configuration required Y**

**Entities to Configure:**

Algorithm parameters and defined on SA Type. Characteristic and Characteristic Value

### **2.6 Evaluate Non-Billed Budget Expire Date**

**Actor/Role: C2M(CC&B)**

**Description:**

Non-Billed Budget service agreements may specify an expiration date. The SA expiration background process, SA-EXPIRE initiates the stop process for all pending start or active SA's with expiration date less than or equal to current business date.

**Customizable process Y**

**Process Name:**

SA-EXPIRE - This background process initiates stop process for all pending start or active SA's with expiration date less than or equal to current business date.

### **2.7 Create Letter for Non-Billed Budget Expire**

**Actor/Role: C2M(CC&B)**

**Description:**

If configured, C2M(CC&B) will create a letter to be sent to the customer. A letter template is identified and associated with the Customer Contact Type.

**Configuration required Y**

**Entities to Configure:**

Letter Template and Template defined on associated Customer Contact Type

### **2.8 3.4.1.1 Manage Customer Contacts**

**Actor/Role: CSR**

**Description:**

Associated with established Business Rules the CSR or Authorized User enters necessary information about the Non Billed Budget Plan for the Customer. Refer to 3.4.1.1. Manage Customer Contacts

**Configuration required Y      Entities to Configure:**

Customer Contact Class, Customer Contact Type
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## Test Documentation related to the Current Process

ID	Document Name	Test Type

## Document Control

### Change Record

Date	Author	Version	Change Reference
3/12/09	Colleen King	Draft 1a	No Previous Document
4/30/09	Colleen King		Multiple Changes in April
5/19/09	Colleen King		Changes based on changes in guidelines
10-21-10	Geir Hedman		Updated Title and Content page
12/4/10	Ze'ev Lavee		Technical Update for algorithms and batch process
2/8/11	Geir Hedman		Update Document and Visio
9/3/2013	Don Lee		Updated Document and Visio for 2.4
09/21/13	Galina Polonsky		Reviewed, Approved
09/07/2017	Ekta Dua		Updated Document and Visio for 2.6
09-20-2017	James Foreman		Updated algorithms
09/27/2017	Galina Polonsky		Reviewed, Approved
06/03/2019	Satya Kalavala		Updated format for v2.7

## Attachments:

Updated to v2.4

### Account/Non-Billed Budget



"Non-Billed  
Budget.doc"

### Control Central Search



"Control Central  
Search.doc"

### Admin Menu/Installation Options



"Installation Options  
Control Central Alert"

### Stopped NBB SA



Stopped NBB SA.doc

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