

C2M.v2.7.CCB

4.3.2 Perform Collection Activities

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Brief Description

Business Process: 4.3.2 C2M.CCB.Perform Collection Activities

Process Type: Process

Parent Process: 4.3. Collect Revenue

Sibling Processes:

This process takes place when a Customer is in arrears. The Company attempts to collect the Customer's debt partially or fully. Typical Business practice is to initiate a set of activities and events that will help to collect the arrears. These events are grouped in Processes by severity. There are several processes that represent common business practices:

- Collection Process
- Severance Process
- Write Off Process

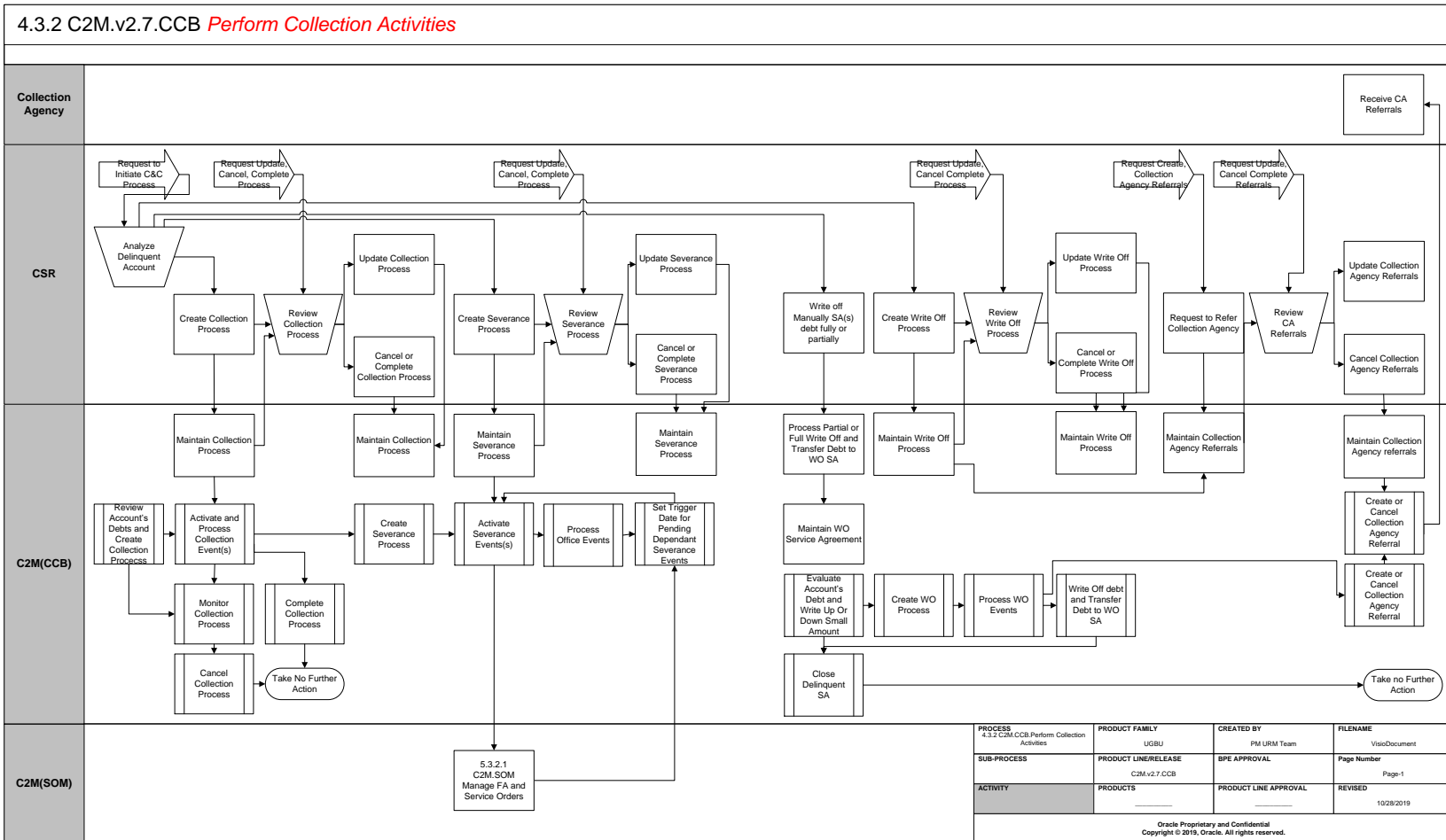
The Company usually starts from a Collection Process, which is a set of various reminders (letters, phone calls etc.). If a Customer still doesn't pay their debts, the Company initiates a Severance Process. Severance Process activities include heavy actions like cut service and stop Service. If the Customer still owes money, then the Company might use a Collection Agency in a last attempt to collect the debt and write off the Customers debts. These activities are typical Write Off Process Activities.

However, if a Customer contacts the Company and agrees to pay the debt, the Company offers a Payment Arrangement or Pay Plan to help the Customer to pay the debt.

Field Activity actions will be handled by 5.3.2.1 SOM.Manage Field Activities with an IWS web message being generated by Business Object C1-CollEventTypePhysicalBO and process the response when the field action is taken.

Note: Currently Pay Plan and Payment Arrangements are not in the scope of this document. This is a subject of future releases.

Business Process Model



Test Documentation related to the Current Process

ID	Document Name	Test Type

Document Control

Change Record

Date	Author	Version	Change Reference
07/20/09	Galina Polonsky	Draft 1a	No Previous Document
10/22/10	Geir Hedman		Updated Title and Content page
12/29/10	Ayelet Lavee		Minor changes
05/9/2014	Galina Polonsky		Review Changes
11/23/2015	Chris Brewster		Updated for V2.5
11/24/2014	Galina Polonsky		Review Changes, Approved
08/15/2017	Isuru Ranasinghe		Updated formatting for V2.6
09/14/2017	Don Lee		Modified to reflect C2M modifications
12/22/2017	Galina Polonsky		Review Changes, Approved
08/24/2018	Jerry Chick		Replace Visio flow with updated version. Made several grammatical and syntax corrections.
09/19/2018	Galina Polonsky		Review Changes, Approved
6/4/2019	Satya Kalavala		Updated format for v2.7

Attachments: