



## C2M.v2.7.CCB

### 4.3.2.6 C2M.CCB.Write off Uncollectible Receivables

Creation Date: July 13, 2009

Last Updated: February 11, 2020

**ORACLE®**

**Copyright ©2019, Oracle. All rights reserved.**

**This document is provided for information purposes only and the contents hereof are subject to change without notice.**

**This document is not warranted to be error-free, nor subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission. Oracle, JD Edwards, PeopleSoft, and Siebel are registered trademarks of Oracle Corporation and/or its affiliates. Other names may be trademarks of their respective owners.**

# Contents

BRIEF DESCRIPTION .....	4
BUSINESS PROCESS MODEL PAGE 1 .....	5
BUSINESS PROCESS MODEL PAGE 2 .....	6
BUSINESS PROCESS MODEL PAGE 3 .....	7
BUSINESS PROCESS MODEL PAGE 4 .....	8
DETAIL BUSINESS PROCESS MODEL DESCRIPTION.....	9
TEST DOCUMENTATION RELATED TO THE CURRENT PROCESS.....	32
DOCUMENT CONTROL .....	33
ATTACHMENTS:.....	34
<i>Write Off Process</i> .....	34
<i>Write Off</i> .....	34
<i>Account Financial History</i> .....	34
<i>Service Agreement</i> .....	34
<i>Collection Process</i> .....	<b>Error! Bookmark not defined.</b>
<i>Control Central Alerts</i> .....	34
<i>Dashboard</i> .....	34
<i>Account – Credit Rating</i> .....	35
<i>Customer Contact</i> .....	35

---

## Brief Description

**Business Process:** 4.3.2.6 C2M.CCB.Write Off Uncollectible Receivable  
**Process Type:** Sub Process  
**Parent Process:** 4.3.2 C2M.CCB.Perform Collection Activities  
**Sibling Processes:** 4.3.2.1. C2M.CCB.Manage Collection process, 4.3.2.2 C2M.CCB.Manage Severance Process, 4.3.2.3a C2M.CCB.Manage Pay Plan, 4.3.2.4a C2M.CCB.Manage Payment Arrangement, 4.3.2.5a C2M.CCB.Manage LPC, 4.3.2.7 C2M.CCB.Manage Collection Agency Referral, 4.3.2.8. C2M.CCB.Manage Bankruptcy.

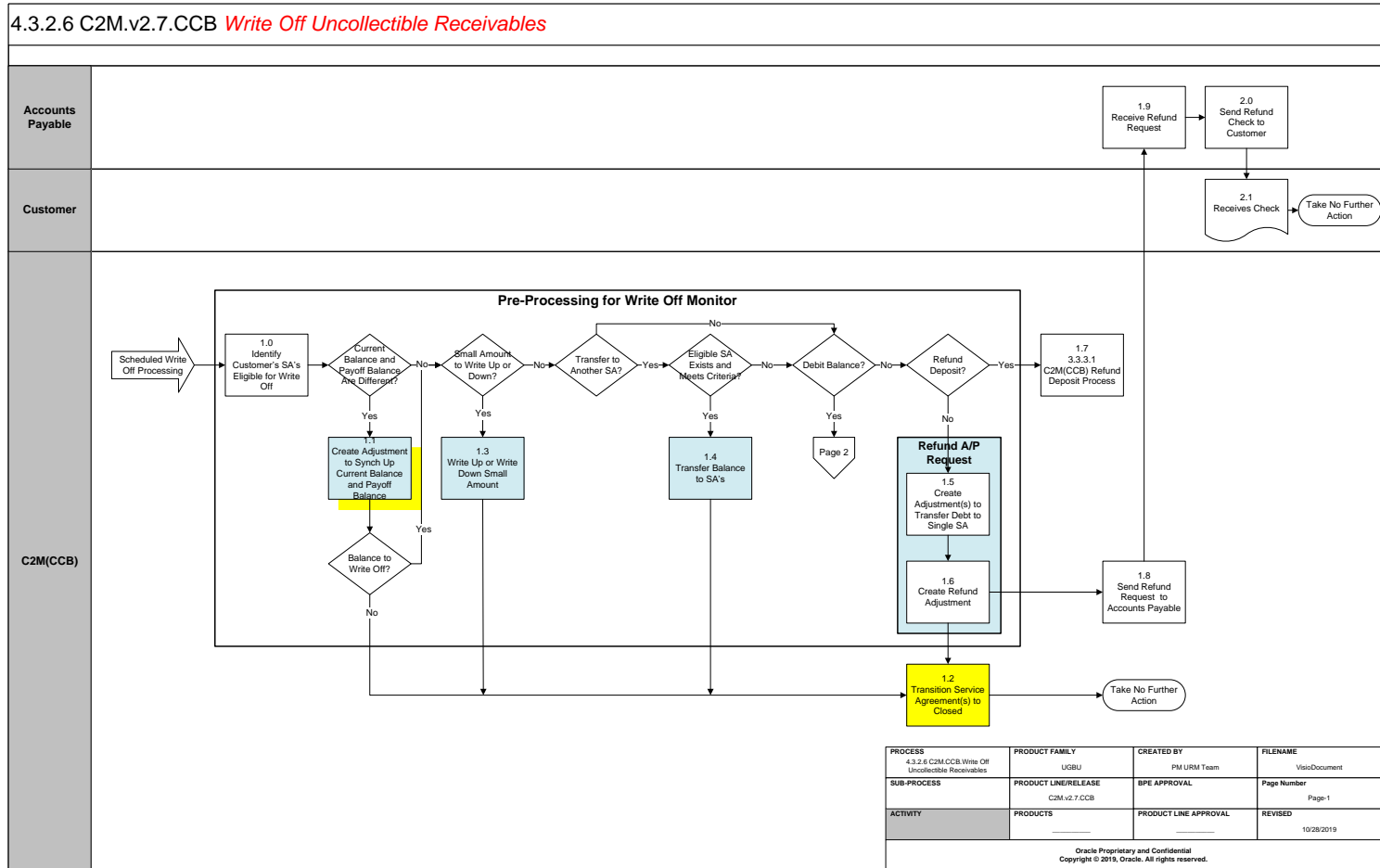
This process describes the management of writing off uncollectible debt. Most organizations have processes around attempting to collect past due bills. These processes and activities may vary based on the type of customer and amount of unpaid debt. Typically, the customer is sent a final notification of unpaid debt and warned of pending actions. For a period of time the customer may be referred to a Collection Agency in an effort to collect the funds. The organization may want to impact the customer's Credit Rating for future risk assessment. Due to a large amount of unpaid debt or other sensitive nature of an Account, it may be necessary to review prior to write off. At some future date the debt is written off according to the organization's accounting rules.

These activities and business rules are incorporated in C2M(CCB). A [Write Off Process](#) is comprised of one or more of these activities called Write Off Events. A Write Off Process can be initiated automatically using background processes or online by a CSR or Authorized User. The CSR or Authorized User can intervene and make changes to Write Off Processes online.

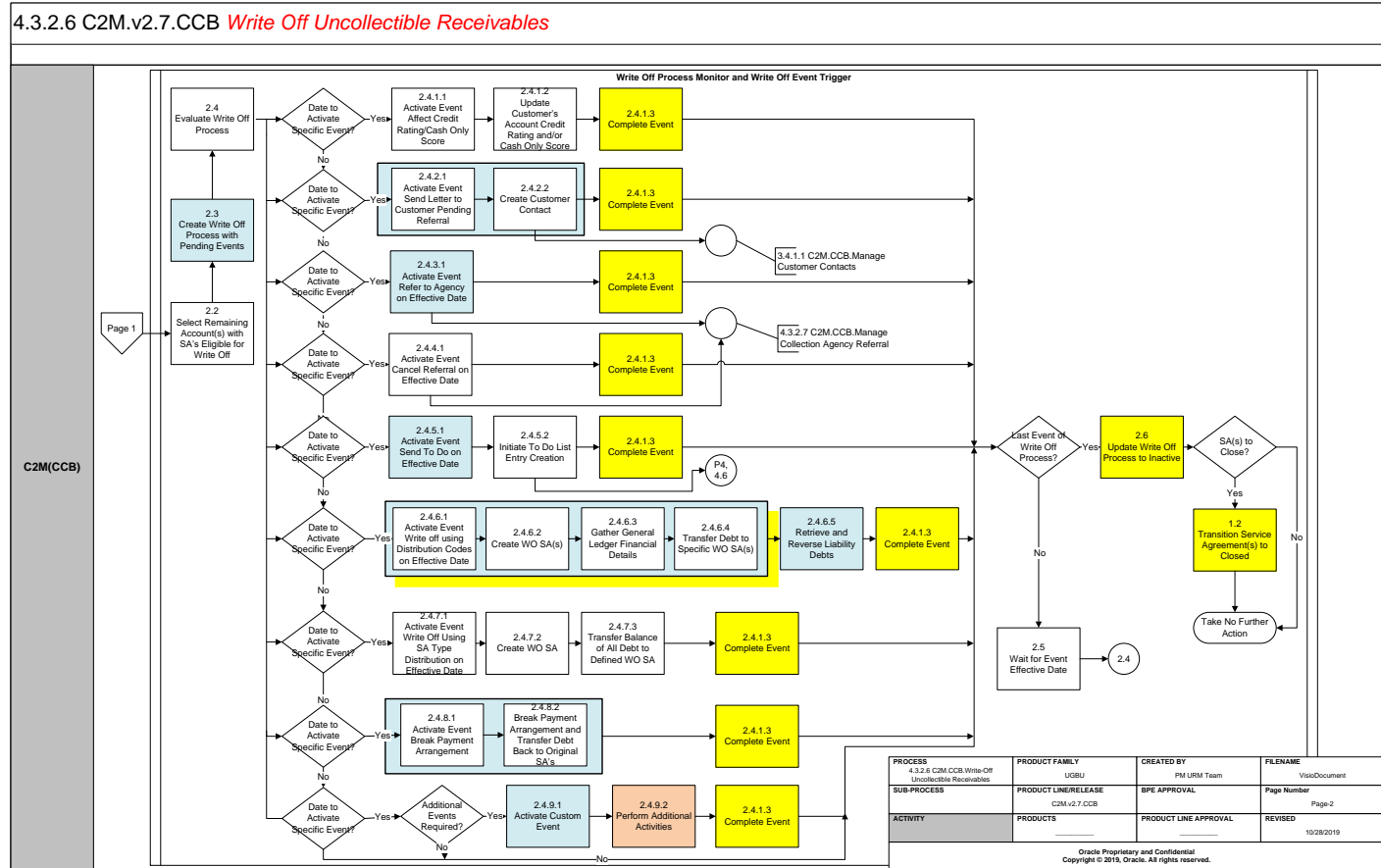
In addition, based on established business rules, the CSR or Authorized User may manually [Write Off](#) specific debt online.

C2M(CCB) creates Write Off Service Agreements as part of the Write Off Process or when a CSR or Authorized User writes off debt online.

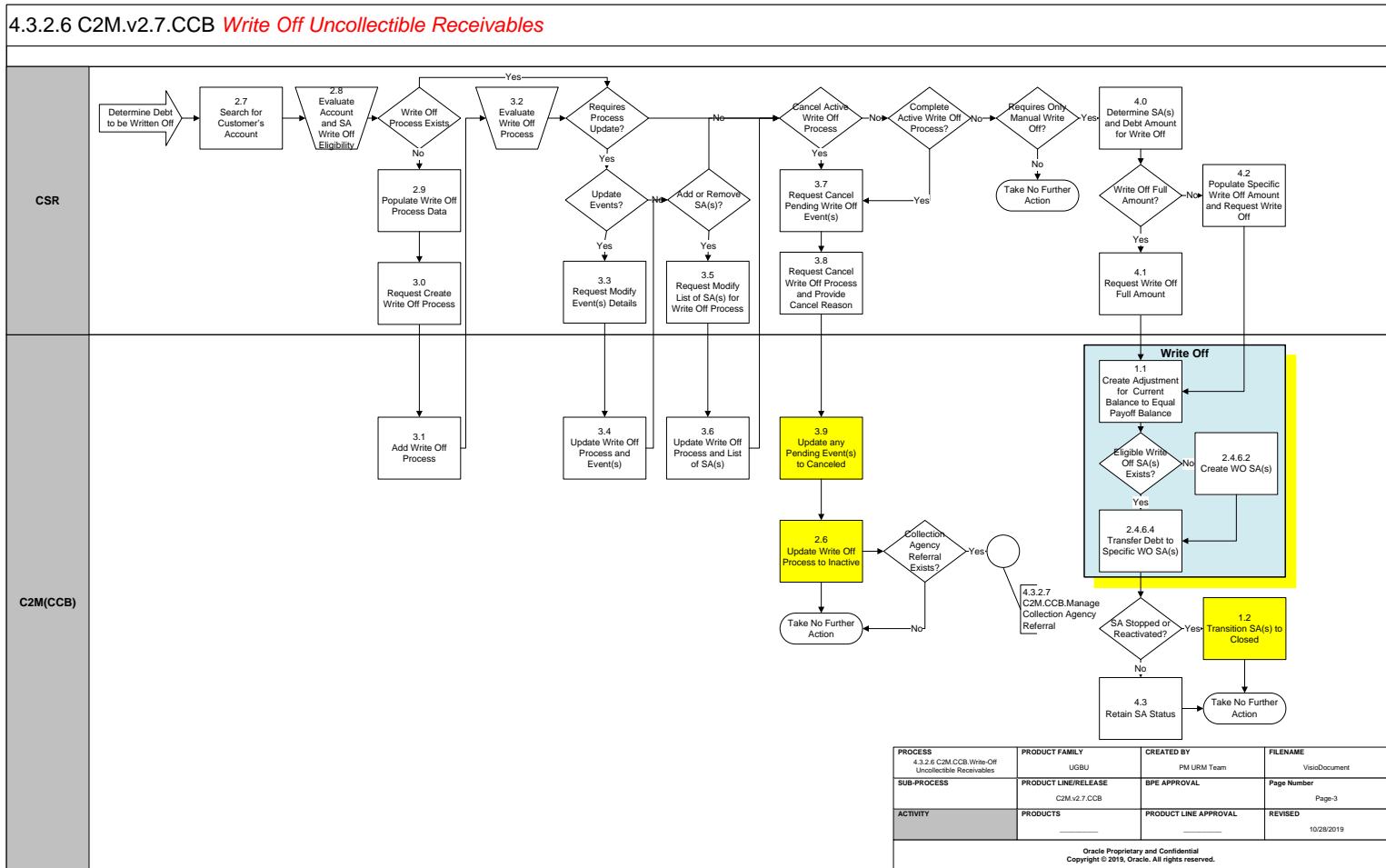
# Business Process Model Page 1



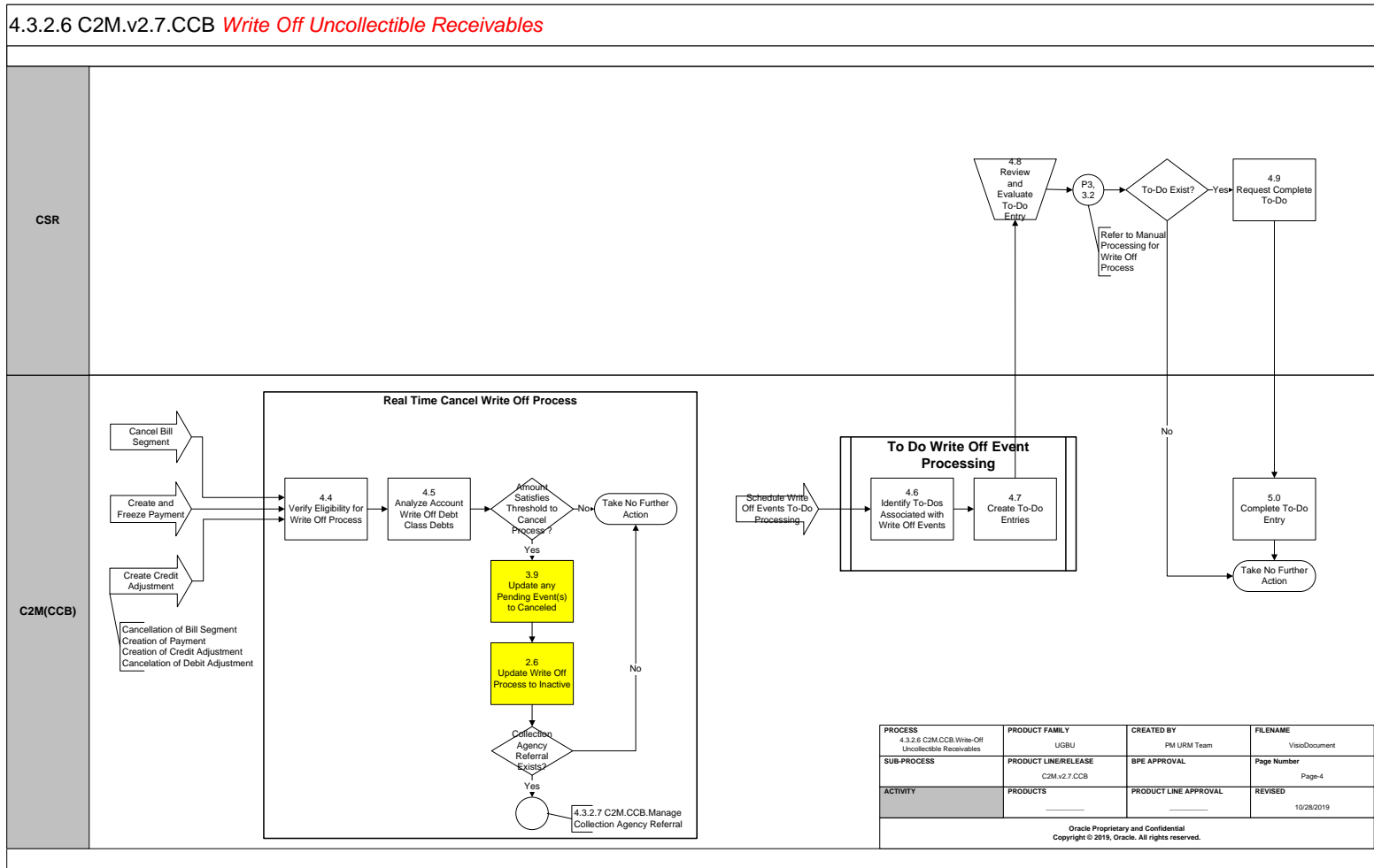
# Business Process Model Page 2



# Business Process Model Page 3



# Business Process Model Page 4





## Detail Business Process Model Description

### 1.0 Identify Customer's SA's Eligible for Write Off

**Actor/Role:** C2M(CCB)

**Description:**

The background process, Write Off Process Monitor (WPM), periodically reviews Accounts with stopped or reactivated Service Agreements. Accounts with Active Service Agreements are not included in this review. Based on configuration, there is an established Due Date and Collection Grace Days in C2M(CCB). If the debt is overdue, the Write Off Process Monitor will attempt to close the affected Service Agreements through several preliminary activities.

The background process Write Off Monitor (C1-WPM) is the plug-in driven version for the existing WPM background process. The records to be retrieved for processing are determined by the 'Select Records for Write-off Monitor Process' (C1-WPMP-SR) algorithm configured in the Batch Control - Select Records plug-in spot.

Note: If your implementation requires processing of data by CIS Division the background process (C1-WPM) is provided that allows a CIS Division to be specified as an input parameter

<b>Process Plug-in Enabled Y</b>	<b>Available Algorithm(s):</b>	C1-WPMP-SR - Select Records for Write-off Monitor Process This algorithm retrieves accounts that will be evaluated by the Write-off Process Monitor.
<b>Customizable process N</b>	<b>Process Name:</b>	WPM - The write-off monitor analyzes all accounts with finalized, unpaid service agreements.
		C1-WPM - The write-off monitor analyzes all accounts with finalized, unpaid service agreements. Accounts to be processed are determined by the plugged in Select Records algorithm The CIS Division parameter limits the records based on the Account's CIS Division if supplied.
<b>Configuration required Y</b>	<b>Entities to Configure:</b>	Write Off Control Work Calendar Feature Configuration

**1.1 Create Adjustment to Synch Up Current Balance and Payoff Balance Group: Pre-Processing for Write Off Monitor Group: Write Off**

**Actor/Role:** C2M(CCB)

**Description:**

Some Service Agreements may have a Current Balance owing, however the Payoff Balance may be zero. C2M(CCB) will align the Current Balance with the Payoff Balance by creating a synchronizing adjustment to bring the Current Balance to zero. Some Service Agreements may have a different Current and Payoff Balance. C2M(CCB) will align the Current Balance with the Payoff Balance by creating a synchronizing adjustment.

<b>Process Plug-in Enabled Y</b>	<b>Available Algorithm(s):</b>	WO SYNCH - Synch current and payoff balance (Algorithm Type)
<b>Customizable process N</b>	<b>Process Name:</b>	WPM - The write-off monitor analyzes all accounts with finalized, unpaid service agreements C1-WPM - The write-off monitor analyzes all accounts with finalized, unpaid service agreements. Accounts to be processed are determined by the plugged in Select Records algorithm The CIS Division parameter limits the records based on the Account's CIS Division if supplied.
<b>Configuration required Y</b>	<b>Entities to Configure:</b>	Write Off Control Adjustment Type

**1.2 Transition Service Agreement(s) to Closed**

**Actor/Role:** C2M(CCB)

**Description:**

When Service Agreement(s) are stopped or reactivated, final billed, and no longer have balances owing, C2M(CCB) automatically transitions the Service Agreement(s) to Closed status.

**1.3 Write Up or Write Down Small Amount Group: Pre-Processing for Write Off Monitor**

**Actor/Role:** C2M(CCB)

**Description:**

Based on configured business rules, C2M(CCB) will create adjustments for small amounts that do not warrant further attention through Write Off processing.

<b>Process Plug-in Enabled Y</b>	<b>Available Algorithm(s):</b>	CI_WO_WDOWN (WO WRITEDOWN) - Write down small debit or credit amounts
----------------------------------	--------------------------------	---

<b>Customizable process N</b>	<b>Process Name:</b>	WPM - The write-off monitor analyzes all accounts with finalized, unpaid service agreements
		C1-WPM - The write-off monitor analyzes all accounts with finalized, unpaid service agreements. Accounts to be processed are determined by the plugged in Select Records algorithm The CIS Division parameter limits the records based on the Account's CIS Division if supplied.
<b>Configuration required Y</b>	<b>Entities to Configure:</b>	Write Off Control
		Adjustment Type

**1.4 Transfer Balance to SA's Group: Pre-Processing for Write Off Monitor**

**Actor/Role:** C2M(CCB)

**Description:**

C2M(CCB) determines if there are eligible SA's to transfer debt. With a Credit Balance, C2M(CCB) will first attempt to create an Adjustment to transfer debt to non-stopped, non-canceled SA's. If the SA is being written off has a Credit balance, C2M(CCB) attempts to transfer this balance to SAs in the same write-off debt class and account that have a debit balance The SAs are reviewed in order of SA Type payment priority. If a non-stopped service agreement is found, the credit balance is transferred in total and processing stops. If a stopped SA is found, enough of the credit balance is transferred to bring the balance to zero. If more credit is left, the next SA is processed. If the SA being written off has a Debit balance, this balance is transferred in its entirety to a Pending Start or Active SA that is linked to the same write-off debt class and account. If multiple such service agreements exist, the service agreement with the highest payment priority on its SA type is selected.

<b>Process Plug-in Enabled Y</b>	<b>Available Algorithm(s):</b>	WO TRANSFER - This write off event algorithm looks at all service agreements that are subject to write-off processing and attempts to transfer unpaid debt to other eligible Service Agreements for the Account
----------------------------------	--------------------------------	---

<b>Customizable process N</b>	<b>Process Name:</b>	WPM - The write-off monitor analyzes all accounts with finalized, unpaid service agreements.
		C1-WPM - The write-off monitor analyzes all accounts with finalized, unpaid service agreements. Accounts to be processed are determined by the plugged in Select Records algorithm The CIS Division parameter limits the records based on the Account's CIS Division if supplied.
		Write Off Control

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

Adjustment Type
-----------------

### 1.5 Create Adjustment(s) to Transfer Debt to Single SA Group: Refund A/P Request

#### Group: Pre-Processing for Write Off Monitor

**Actor/Role:** C2M(CCB)

**Description:**

Adjustments are created to move debt to a single Service Agreement before requesting a Refund.

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

WO A/P ADJ - The system will evaluate whether or not the total SA balances within a debt class qualify for an A/P adjustment.
---

**Customizable process N**      **Process Name:**

WPM - The write-off monitor analyzes all accounts with finalized, unpaid service agreements.
C1-WPM - The write-off monitor analyzes all accounts with finalized, unpaid service agreements. Accounts to be processed are determined by the plugged in Select Records algorithm The CIS Division parameter limits the records based on the Account's CIS Division if supplied.

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

Write Off Control
Adjustment Type

### 1.6 Create Refund Adjustment Group: Refund A/P Request

#### Group: Pre-Processing for Write Off Monitor

**Actor/Role:** C2M(CCB)

**Description:**

C2M(CCB) creates a single refund adjustment to bring the customer's payoff balance to 0.

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

WO A/P ADJ - The system will evaluate whether or not the total SA balances within a debt class qualify for an A/P adjustment, a transfer all unpaid balances is made to one of the service agreements and then cut the check from it.
---

WPM - The write-off monitor analyzes all accounts with finalized, unpaid service agreements.
--

**Customizable process N**

**Process Name:**

C1-WPM - The write-off monitor analyzes all accounts with finalized, unpaid service agreements. Accounts to be processed are determined by the plugged in Select Records algorithm. The CIS Division parameter limits the records based on the Account's CIS Division if supplied.

Write Off Control
Adjustment Type

**Entities to Configure:**

**Configuration required Y**

**1.7 3.3.3.1 C2M.CCB.Refund Deposit Process**

**Actor/Role:** C2M(CCB)

**Description:**

If a deposit is associated with the Account to be refunded, refer to 3.3.3.1 C2M.CCB.Refund Deposit Process.

**1.8 Send Refund Request to Accounts Payable**

**Actor/Role:** C2M(CCB)

**Description:**

As part of the refund adjustment process a separate check request for the customer is sent to Accounts Payable.

**1.9 Receive Refund Request**

**Actor/Role:** C2M(CCB)

**Description:**

The refund check request is received in Accounts Payable.

**2.0 Send Refund Check to Customer**

**Actor/Role:** C2M(CCB)

**Description:**

Using separate check writing software Accounts Payable will create and send a refund check to the customer. This is a customized process.

**2.1 Receives Check**

**Actor/Role:** Customer

**Description:**

The customer receives the refund check.

## **2.2 Select Remaining Accounts with SA's Eligible for Write Off Group: Write Off Process Monitor and Write Off Event Trigger**

**Actor/Role:** C2M(CCB)

**Description:**

Accounts that still meet criteria for Write Off are identified to start a [Write Off Process](#).

<b>Customizable process</b> N	<b>Process Name:</b>	WPM - The write-off monitor analyzes all accounts with finalized, unpaid service agreements.
<b>Configuration required</b> Y	<b>Entities to Configure:</b>	Write Off Control Write Off Process Template Write Off Event Template

## **2.3 Create Write Off Process with Pending Events Group: Write Off Process Monitor and Write Off Event Trigger**

**Actor/Role:** C2M(CCB)

**Description:**

C2M(CCB) creates a [Write Off Process](#) as defined in the configurable business rules.

<b>Process Plug-in Enabled</b> Y	<b>Available Algorithm(s):</b>	WO CRIT DFLT - This write-off criteria algorithm contains the default criteria used when no other criteria apply for a collection class and write-off debt class. Write-off criteria are used when the system determines how to write-off a service agreement. These criteria are defined on the write-off controls associated with your collection classes and write-off debt classes. C1-WOCRI-NCD (WO CRIT NCD) - This write-off criteria algorithm checks if a customer has a non-cash deposit. If so, it returns a value of true.
		WPM - The write-off monitor analyzes all accounts with finalized, unpaid service agreements. C1-WPM - The write-off monitor analyzes all accounts with finalized, unpaid service agreements. Accounts to be processed are determined by the plugged in Select Records algorithm

<b>Customizable process N</b>	<b>Process Name:</b>	The CIS Division parameter limits the records based on the Account's CIS Division if supplied.
		WET - Write off event trigger The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.

<b>Configuration required Y</b>	<b>Entities to Configure:</b>	Work Calendar
		Write Off Control
		Write Off Process Template
		Write Off Event Template

#### **2.4 Evaluate Write Off Process Group: Write Off Process Monitor and Write Off Event Trigger**

**Actor/Role:** C2M(CCB)

**Description:**

Write Off processes are reviewed by C2M(CCB) to determine if a Write Off Event can be activated.

##### **2.4.1.1 Activate Event Affect Credit Rating /Cash Only Score Group: Write Off Process Monitor and Write Off Event Trigger**

**Actor/Role:** C2M(CCB)

**Description:**

The customer's credit rating is initially established as a configurable business rule on Installation Options. C2M(CCB) has a Write Off Event type that impacts the customer's Credit Rating as defined for this Event type.

<b>Customizable process N</b>	<b>Process Name:</b>	WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.
-------------------------------	----------------------	---

<b>Configuration required Y</b>	<b>Entities to Configure:</b>	Installation Options - Credit & Collection
		Write Off Event Template
		Feature Configuration

##### **2.4.1.2 Update Customer's Account Credit Rating and/or Cash Only Score Group: Write Off Process Monitor and Write Off Event Trigger**

**Actor/Role:** C2M(CCB)

**Description:**

C2M(CCB) will, upon activation of this event, automatically update the customer's [Credit Rating](#) and/or [Cash Only Score](#) as defined on this Event Type. Two separate Events are configured if both Credit Rating and Cash Only Score impact the Customer for varying time periods.

<b>Customizable process N</b>	<b>Process Name:</b>	WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.
-------------------------------	----------------------	---

<b>Configuration required Y</b>	<b>Entities to Configure:</b>	Write Off Event Template
---------------------------------	-------------------------------	--------------------------

**2.4.1.3 Complete Event Group: Write Off Process Monitor and Write Off Event Trigger****Actor/Role:** C2M(CCB)**Description:**

The system completes the specific event after successful execution of the event.

<b>Customizable process N</b>	<b>Process Name:</b>	WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.
-------------------------------	----------------------	---

<b>Configuration required Y</b>	<b>Entities to Configure:</b>	Write Off Event Template
---------------------------------	-------------------------------	--------------------------

**2.4.2.1 Activate Event Send Letter to Customer for Pending Referral on Effective Date****Group: Write Off Process Monitor and Write Off Event Trigger****Actor/Role:** C2M(CCB)**Description:**

This event creates a [Customer Contact](#). If configured, the Customer Contact can initiate a letter to the Customer.

<b>Customizable process N</b>	<b>Process Name:</b>	WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.
-------------------------------	----------------------	---

<b>Configuration required Y</b>	<b>Entities to Configure:</b>	Write Off Event Template
---------------------------------	-------------------------------	--------------------------



**2.4.2.2 Create Customer Contact Group: Write Off Process Monitor and Write Off Event Trigger**

**Actor/Role:** C2M(CCB)

**Description:**

This event creates a Customer Contact. Refer to 3.4.1.1 Customer Contact Process.

**Process Plug-in Enabled Y**

**Available Algorithm(s):**

WO EVT LTR - This write-off event algorithm creates a customer contact (which in turn is used to generate a letter) if the WO's outstanding debt equals or exceeds the Debt Threshold.
C1-LTEX-WO (LTEX-WO) - Create write-off event letter extract records

**Configuration required Y**

**Entities to Configure:**

Customer Contact Class
Customer Contact Type
Letter Template

**2.4.3.1 Activate Event Refer to Agency on Effective Date Group: Write Off Process Monitor and Write Off Event Trigger**

**Actor/Role:** C2M(CCB)

**Description:**

C2M(CCB) can refer a customer to a Collection Agency. Distribution of the referral to different agencies and write down of liabilities can be accomplished through configuration of this Event. Refer to 4.3.2.7 C2M.CCB.Manage Collection Agency Referral.

**Process Plug-in Enabled Y**

**Available Algorithm(s):**

WOEVT AGYRF - This write-off event algorithm writes down liabilities and creates a collection agency referral for Collection Agency ID if the outstanding debt equals or exceeds the Debt Threshold Amount.
C1-AGREF-EQU (AGYREF EQUAL) - Return collection agency with the least debt

**Customizable process N**      **Process Name:**

WET – Write Off Event Activator – The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.
---

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

Collection Agency
Adjustment Type
Write Off Event Template

**2.4.4.1 Activate Event Cancel Referral on Effective Date Group: Write Off Process Monitor and Write Off Event Trigger**

**Actor/Role:** C2M(CCB)

**Description:**

This event will cancel referral activity with a Collection Agency. The Collection Agency will be notified.

**Customizable process N**      **Process Name:**

WET – Write Off Event Activator – The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.
---

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

Write Off Event Template
--------------------------

**2.4.5.1 Activate Event Send To-Do on Effective Date Group: Write Off Process Monitor and Write Off Event Trigger**

**Actor/Role:** C2M(CCB)

**Description:**

This event will create a To-Do Entry.

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

WO EVT TODO – This write off event algorithm creates a To-Do entry if the outstanding debt of the service agreements on the write-off process equals or exceeds the Debt Threshold Amount.
--

**Customizable process N**      **Process Name:**

WET – Write Off Event Activator – The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.
---

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

To-Do Type
To-Do Role
Write Off Event Template

**2.4.5.2 Initiate To-Do List Entry Creation Group: Write Off Process Monitor and Write Off Event Trigger****Actor/Role:** C2M(CCB)**Description:**

The To-Do Entry is created by the corresponding Event. When the associated To-Do background process is executed, the To-Do Entry becomes available for review by a CSR or Authorized User. Refer to [Step 4.6](#) To-Do Processing later in this document.

**Customizable process N****Process Name:**

WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.
---

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

Write Off Event Template
To-Do Type
To-Do Role

**2.4.6.1 Activate Event Write Off Using Distribution Codes on Effective Date Group: Write Off Process Monitor and Write Off Event Trigger****Actor/Role:** C2M(CCB)**Description:**

This event allows the configured Distribution Codes, accumulated from associated Financial Transactions, to be used for determining the specific Write Off Service Agreements created during the [Write Off Process](#).

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

CCWO-DST- This customer class write off method will create write off service agreements for each unique SA Type identified from the distribution codes of the financial transactions' GL details being written off.
---

**Customizable process N****Process Name:**

WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.
---

**Configuration required Y      Entities to Configure:**

Distribution Code
SA Type
Customer Class
Adjustment Type
Write Off Event Template

**2.4.6.2 Create WO SA(s) Group: Write Off**

**Group: Write Off Process Monitor and Write Off Event Trigger**

**Actor/Role:** C2M(CCB)

**Description:**

C2M(CCB) will use the defined method of the Event to determine required Write Off SA Types. Write Off using Distribution Codes or Write Off using SA Type is available.

**Customizable process N      Process Name:**

WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.
---

**Configuration required Y      Entities to Configure:**

Write Off Event Template
SA Type
Adjustment Type

**2.4.6.3 Gather General Ledger Financial Details Group: Write Off Process Monitor and Write Off Event Trigger**

**Actor/Role:** C2M(CCB)

**Description:**

C2M(CCB) accumulates the distribution codes from GL details associated with recent financial transactions linked to the service agreement being written-off. When C2M(CCB) has accumulated enough distribution codes and the amount associated with the distribution code equals or exceeds the amount to write off, the debt will be transferred to a new or existing write-off service agreement(s). The number and type of service agreements the bad debt is transferred is defined on the distribution codes.

**Customizable process N      Process Name:**

WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.
---

**Configuration required Y      Entities to Configure:**

Write Off Event Template
--------------------------

**2.4.6.4 Transfer Debt to Specific Defined WO SA Types Defined on Distribution Codes****Group: Write Off Process Monitor and Write Off Event Trigger****Group: Write Off****Actor/Role: C2M(CCB)****Description:**

When using Write Off for Distribution Codes associated with revenue, the system will create a transfer adjustment from the normal service agreement to the write-off revenue service agreement. This will reduce (credit) the receivable on the normal service agreement and increase (debit) the expense account defined on the write-off revenue service agreement. For those Distribution Codes associated with liabilities, an organization can override the distribution code on the “transfer to” side of the transfer adjustment with the Distribution Code / Characteristic Type / Characteristic Value that was originally booked.

**Customizable process N****Process Name:**

WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.

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

Write Off Event Template

**2.4.6.5 Retrieve and Reverse Liability Debt Group: Write Off Process Monitor and Write Off Event Trigger****Actor/Role: C2M(CCB)****Description:**

Any liabilities to be reversed are accomplished with Events of this type.

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

WO EVT REVLB - This write-off event algorithm retrieves the liabilities (typically taxes) associated with the write-off process's SA's and reverses them using the adjustment type provided as a parameter.

**Customizable process N****Process name:**

WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.

<b>Configuration required Y</b>	<b>Entities to Configure:</b>	Write Off Event Template
		Adjustment Type
		SA Type

**2.4.7.1 Activate Event Write Off using SA Type Distribution on Effective Date Group: Write Off Process Monitor and Write Off Event Trigger**

**Actor/Role:** C2M(CCB)

**Description:**

With this Event type the service agreements linked to the process will be written-off by transferring their debt to a new or existing write-off service agreement.

<b>Customizable process N</b>	<b>Process Name:</b>	WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.
-------------------------------	----------------------	---

<b>Configuration required Y</b>	<b>Entities to Configure:</b>	Write Off Event Template
		SA Type
		Adjustment Type

**2.4.7.2 Create WO SA Group: Write Off Process Monitor and Write Off Event Trigger**

**Actor/Role:** C2M(CCB)

**Description:**

With this Event type C2M(CCB) creates a specifically defined Write Off Service Agreement for all debt to be transferred.

<b>Customizable process N</b>	<b>Process Name:</b>	WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.
-------------------------------	----------------------	---

<b>Configuration required Y</b>	<b>Entities to Configure:</b>	Write Off Event Template
		SA Type
		Adjustment Type

**2.4.7.3 Transfer Balance of All Debt to Defined WO SA Type Group: Write Off Process Monitor and Write Off Event Trigger****Actor/Role:** C2M(CCB)**Description:**

With this Event type the balance of all debt will be transferred to one Write Off Service Agreement.

<b>Customizable process N</b>	<b>Process Name:</b>	WET – Write Off Event Activator – The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.
-------------------------------	----------------------	---

<b>Configuration required Y</b>	<b>Entities to Configure:</b>	Write Off Event Template
		SA Type
		Adjustment Type

**2.4.8.1 Activate Event Break Payment Arrangement Group: Write Off Process Monitor and Write Off Event Trigger****Actor/Role:** C2M(CCB)**Description:**

When this Event type is activated C2M(CCB) will break a Payment Arrangement if one exists.

<b>Process Plug-in Enabled Y</b>	<b>Available Algorithm(s):</b>	WO BREAK PA - This write off event break payment algorithm contains the logic that should be executed when a payment arrangement is broken This algorithm should be specified on write-off event types that are used to break a payment arrangement.
----------------------------------	--------------------------------	---

<b>Customizable process N</b>	<b>Process Name:</b>	WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.
-------------------------------	----------------------	---

<b>Configuration required Y</b>	<b>Entities to Configure:</b>	Adjustment Type
		Characteristic Type
		Characteristic Value
		Adjustment Cancel Reason
		Write Off Event Type

**2.4.8.2 Break Payment Arrangement and Transfer Debt Back to Original SA’s Group: Write Off Process Monitor and Write Off Event Trigger**

**Actor/Role:** C2M(CCB)

**Description:**

When a Payment Arrangement is broken, debt on the Payment Arrangement is transferred back to the original Service Agreement(s). The Service Agreement has a broken payment arrangement Characteristic and can be identified for special Credit and Collection processing.

<b>Customizable process</b> N	<b>Process Name:</b>	WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.
-------------------------------	----------------------	---

<b>Configuration required</b> Y	<b>Entities to Configure:</b>	Adjustment Type
		Characteristic Type
		Characteristic Value
		Adjustment Cancel Reason
		Write Off Event Template

**2.4.9.1 Activate Custom Event Group: Write Off Process Monitor and Write Off Event Trigger**

**Actor/Role:** C2M(CCB)

**Description:**

C2M(CCB) has placeholder logic for an organization to define other Event type functionality as required. These algorithms would be completely customized.

<b>Process Plug-in Enabled</b> Y	<b>Available Algorithm(s):</b>	WO EVT GENER - Generic Algorithm - This write off event algorithm is a "dummy" algorithm that should be used as a sample when needed to create ad hoc write off event functions.
----------------------------------	--------------------------------	--

<b>Customizable process</b> N	<b>Process Name:</b>	WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.
-------------------------------	----------------------	---

<b>Configuration required</b> Y	<b>Entities to Configure:</b>	Write Off Event Template
---------------------------------	-------------------------------	--------------------------



**2.4.9.2 Perform Additional Activities Group: Write Off Process Monitor and Write Off Event Trigger****Actor/Role:** C2M(CCB)**Description:**

When additional functionality is required, the Generic Algorithm Event type can be used to customize needed activities.

<b>Process Plug-in Enabled Y</b>	<b>Available Algorithm(s):</b>	WO EVT SMALL) - Write down if debt > -\$10 and < \$10
<b>Customizable process N</b>	<b>Process Name:</b>	WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.
<b>Configuration required Y</b>	<b>Entities to Configure:</b>	Write Off Event Template

**2.5 Wait for Event Effective Date Group: Write Off Process Monitor and Write Off Event Trigger****Actor/Role:** C2M(CCB)**Description:**

The Write Off Event Trigger background process is executed periodically and activates [Write Off Events](#) on the defined effective date. Until such date the Write Off Event remains in Pending status.

<b>Customizable process N</b>	<b>Process Name</b>	WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.
-------------------------------	---------------------	---

**2.6 Update Write Off Process to Inactive Group: Write Off Process Monitor and Write Off Event Trigger**  
**Group: Real Time Cancel Write Off Process****Actor/Role:** C2M(CCB)**Description:**

When all events have been completed or canceled, the [Write Off Process](#) is transitioned to Inactive.

WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose
--

**Customizable process N****Process Name:**

trigger date is on or before the supplied business date.

**2.7 Search for Customer's Account****Actor/Role:** CSR**Description:**

The CSR or Authorized User accesses Control Central Search to locate the customer in C2M(CCB).

**2.8 Evaluate Account and SA Write Off Eligibility****Actor/Role:** CSR**Description:**Based on established business rules, the CSR or Authorized User evaluates the customer's account and associated Service Agreement(s) to determine if Write Off is required. Control Central Alerts, and other Dashboard information assist the CSR or Authorized User. The CSR or Authorized User will review and consider [Service Agreement Status](#), [Customer Contacts](#), [Account Financial History](#), [Credit and Collection](#) Activities and other pertinent information.**Process Plug-in Enabled Y****Available Algorithm(s):**Control Central Alerts  
C1-ADJ-INFO) - Write Off Adjustment Description**Configuration required Y****Entities to Configure:**[Installation Options – Control Central Alerts](#)**2.9 Populate Write Off Process Data****Actor/Role:** CSR**Description:**When creating a new [Write Off Process](#) online, the CSR or Authorized User chooses the specific Write Off Control and Write Off Process Template. The eligible Service Agreement(s) are selected. The CSR or Authorized User may need to add, subtract or modify events within the Write Off Process Template.**3.0 Request Create Write Off Process****Actor/Role:** CSR**Description:**

When the CSR or Authorized User has determined the specific Write Off Process and associated Write Off Events, they request to create the new Write Off Process.

**3.1 Add Write Off Process****Actor/Role:** C2M(CCB)

**Description:**

The Write Off Process is added in C2M(CCB).

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

Write Off Control
Write Off Process Template
Write Off Event Template

**3.2 Evaluate Write Off Process**

**Actor/Role:** CSR

**Description:**

The CSR or Authorized User evaluates the [Write Off Process](#) to determine if updates are required. It is possible to make changes throughout the life cycle of a Write Off Process.

**3.3 Request Modify Event(s) Details**

**Actor/Role:** CSR

**Description:**

The CSR or Authorized User reviews the existing [Write Off Process](#) to determine if changes to Events are required. It is possible to add, remove or cancel Pending Events for an Active Write Off Process. Future dated Events may also be changed postponing even further.

**3.4 Update Write Off Process and Event(s)**

**Actor/Role:** C2M(CCB)

**Description:**

Changes to Write Off Processes and/or Events are updated in C2M(CCB).

**3.5 Request Modify List of SA(s) for Write Off Process**

**Actor/Role:** CSR

**Description:**

The CSR or Authorized User reviews the Service Agreements included in the [Write Off Process](#). At times it is necessary to exclude a specific Service Agreement from a Write Off Process. The CSR or Authorized User removes a given Service Agreement(s) from the Write Off Process.

**3.6 Update Write Off Process and List of SA(s)**

**Actor/Role:** C2M(CCB)

**Description:**

The Write Off Process is updated to exclude the given Service Agreement(s).

### **3.7 Request Cancel Pending Write Off Event(s)**

**Actor/Role:** CSR

**Description:**

The CSR or Authorized User determines to cancel any remaining Pending Events in order to Cancel or Complete the Write Off Process.

### **3.8 Request Cancel Write Off Process and Provide Cancel Reason**

**Actor/Role:** CSR

**Description:**

At times it is necessary to cancel a Write Off Process. The CSR or Authorized User cancels the Write Off Process and enters a cancel reason. Pertinent comments can be included.

### **3.9 Update any Pending Event(s) to Canceled Group: Real Time Cancel Write Off Process**

**Actor/Role:** C2M(CCB)

**Description:**

Existing Pending Events are transitioned to canceled.

### **4.0 Determine SA(s) and Debt Amount for Write Off**

**Actor/Role:** CSR

**Description:**

At times it is necessary to expedite Write Off of particular debt without creating or waiting for a [Write Off Process](#) to be initiated. The CSR or Authorized User will decide the specific Service Agreements to include and the amount to Write Off. It is possible to Write Off all or a portion of the unpaid debt. The Write Off may be for an Active Service Agreement. There is separate functionality in C2M(CCB) for online [Write Off](#).

### **4.1 Request Write Off Full Amount**

**Actor/Role:** CSR

**Description:**

Based on established business rules, the CSR or Authorized User has determined to [Write Off](#) the full amount of debt.

### **4.2 Populate Specific Write Off Amount and Request Write Off**

**Actor/Role:** CSR

**Description:**

Based on established business rules, the CSR or Authorized User has determined to [Write Off](#) a portion of debt.

### **4.3 Retain SA Status**

**Actor/Role: C2M(CCB)**

**Description:**

If all debt is not transferred to Write Off Service Agreement(s), a balance exists for the original Service Agreement(s). The original Service Agreement(s) will not close until stopped and the balance is 0.

**4.4 Verify Eligibility for Write Off Process Group: Real Time Cancel Write Off Process**

**Actor/Role: C2M(CCB)**

**Description:**

When a payment is received or other Financial Transactions reduce the debt for the customer's balance, a Write Off Process' Events may be canceled and the Write Off Process transitioned to Inactive. This task is the first step of the process that takes place when the system detects a reduced balance for the Account's Service Agreement(s).

**4.5 Analyze Account Write Off Debt Class Debts Group: Real Time Cancel Write Off Process**

**Actor/Role: C2M(CCB)**

**Description:**

After calculation of the Account's Write Off Debt Class configured criteria (one of more Account's Service Agreement(s) included in the Write Off Process) is analyzed to determine if enough of the Service Agreement's debt is paid to cancel the Write Off Process.

**4.6 Identify To Do's Associated with Write Off Events Group: To Do Write Off Event Processing**

**Actor/Role: C2M(CCB)**

**Description:**

C2M(CCB) identifies and highlights Write Off Events that request To-Do Entries.

<b>Process Plug-in Enabled</b> Y	<b>Available Algorithm(s):</b>	WO EVT TODO)- This write off event algorithm creates a To-Do entry if the outstanding debt of the service agreements on the write-off process equals or exceeds the Debt Threshold Amount.
<b>Customizable process</b> N	<b>Process Name:</b>	TD-WOEV T To-Do's for Write Off Events - This background process creates a To-Do entry for write-off events that should generate a To Do entry.
<b>Configuration required</b> Y	<b>Entities to Configure:</b>	Write Off Event Template To-Do Type To-Do Role Feature Configuration

**4.7 Create To Do Entries Group: To Do Write Off Event Processing****Actor/Role:** C2M(CCB)**Description:**

<b>Process Plug-in Enabled Y</b>	<b>Available Algorithm(s):</b>	WO EVT TODO - This write off event algorithm creates a To-Do entry if the outstanding debt of the service agreements on the write-off process equals or exceeds the Debt Threshold Amount.
<b>Customizable process N</b>	<b>Process Name:</b>	TD-WOEV - This background process creates To-Do Entries for associated Write Off Event
<b>Configuration required Y</b>	<b>Entities to Configure:</b>	To-Do Type To-Do Role

**4.8 Review and Evaluate Errors****Actor/Role:** CSR**Description:**

The CSR or Authorized User reviews the To-Do Entry. Based on established business rules, the CSR or Authorized User determines the next course of action related to the Write Off Event and Write Off Process.

**4.9 Request Complete To Do****Actor/Role:** CSR**Description:**

The CSR or Authorized User marks the To-Do Entry as complete and requests completion of the To-Do Entry. The CSR or Authorized User may add comments or a log entry for future reference.

<b>Configuration required Y</b>	<b>Entities to Configure:</b>	To-Do Type To-Do Role
---------------------------------	-------------------------------	--------------------------

**5.0 Complete To-Do Entry****Actor/Role:** C2M(CCB)

**Description:**

The To-Do Entry is updated to Complete status in C2M(CCB).

---

## Test Documentation related to the Current Process

ID	Document Name	Test Type



## Document Control

### Change Record

Date	Author	Version	Change Reference
7/13/09	Colleen King	Draft 1a	No Previous Document
7/15/09	Colleen King		After Review
7/16/09	Colleen King		After Review
7/17/09	Colleen King		After Review
9/8/09	Colleen King		After Review
10/22/10	Geir Hedman		Updated Title and Content page
11/23/10	Yoko Iwahiro		Framework updates.
12/23/10	Ayelet Lavee		Review before migration document editing
2/10/11	Geir Hedman		Updated Document and Visio
10/3/13	Mel Bachmeier	V2.4	Updated Document and Visio
11/01/2013	Galina Polonsky		Reviewed, Approved
08/31/17	Joshua Piccott		Updated Document and Visio to v2.6
10/06/2017	Genti Kondili		Update for C2M.Update document and minor detail in visio. Include details of the new plug-in driven process. Update screenshots.
10/10/2017	Galina Polonsky		Reviewed, Approved
08/24/2018	Jerry Chick		Replaced all four pages of the Visio flows with updated versions. Multiple grammatical and syntax corrections.
09/12/2018	Galina Polonsky		Reviewed, Approved
6/4/2019	Satya Kalavala		Updated format for v2.7

## **Attachments:**

### **Write Off Process**



Write Off  
Process.docx

### **Write Off**



Write Off.docx

### **Account Financial History**



Account Financial  
History.docx

### **Service Agreement**



Service  
Agreement.docx

### **Control Central Alerts**



Installation  
Options Alert.docx

### **Dashboard**



Dashboard.docx

## Account - Credit Rating



Dashboard.docx

## Customer Contact



Customer  
Contact.docx