C2M.v2.7.CCB

4.3.2.7. Manage Collection Agency Referrals

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ORACLE

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Brief Description

Business Process: **4.3.2.7. C2M.CCB.Manage Collection Agency Activity**
Process Type: **Sub Process**
Parent Process: **4.3.2 C2M.CCB.Perform Collection Activities**
Sibling Processes: **4.3.2.6. C2M.CCB.Write Off Uncollectable Receivables**

When an Organization is about to Write Off a Customer's debt, they typically refer delinquent amounts to the Collection Agency(s). This process contains information about how Collection Agency Referrals are created, maintained, and cancelled within C2M(CCB) and how that information is communicated to Collection Agencies.

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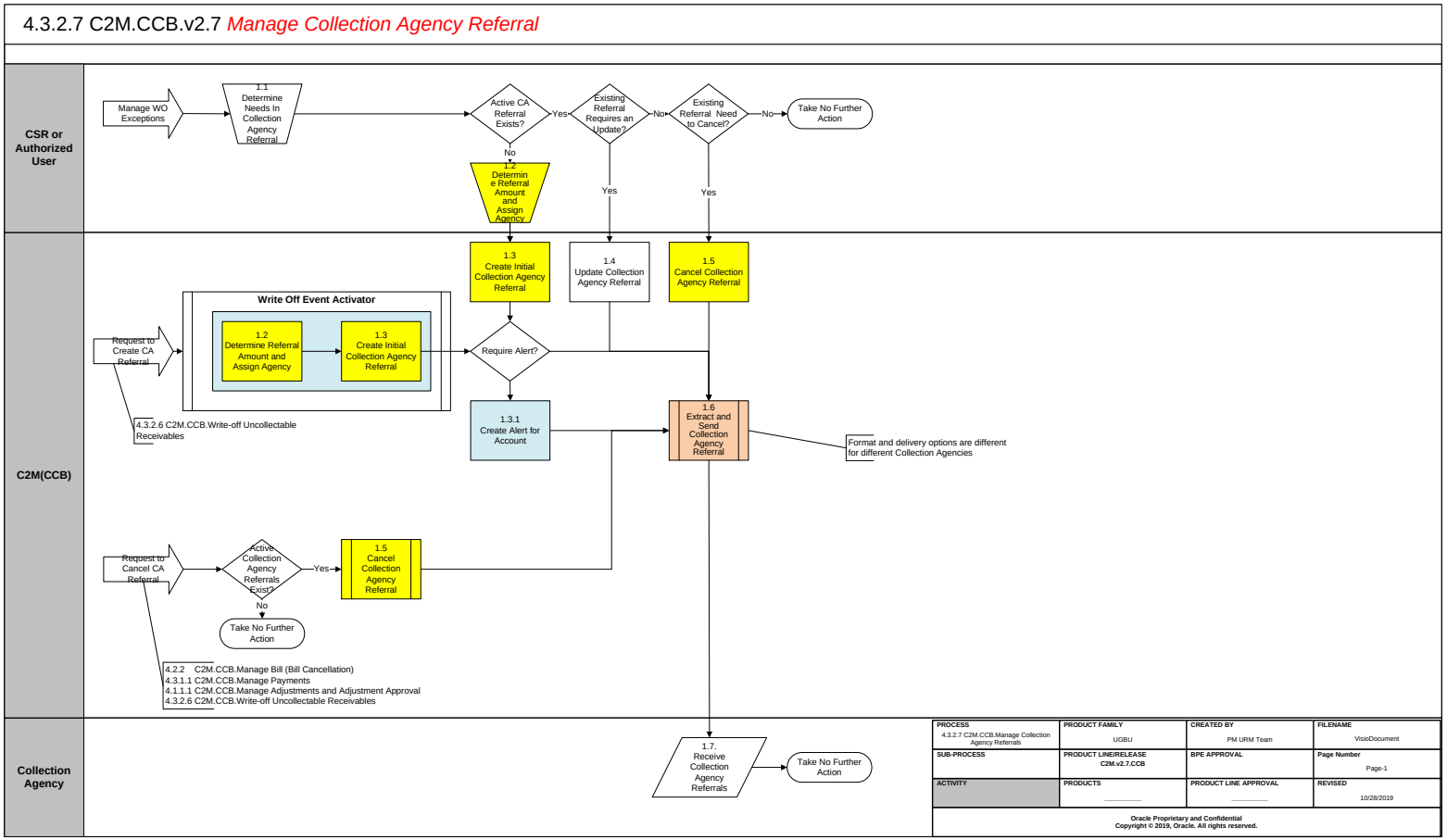
Business Process Model



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Detail Business Process Model Description

1.1 Determine needs in Collection Agency referral
Actor/Role: CSR or Authorized User
Description:
While working on existing active Write Off Processes exceptions (Refer to 4.3.2.6. C2M.CCB.Write Off Uncollectable Receivables Process for details), it is required to decide whether or not a Collection Agency Referral is needed for the given Account with outstanding debts. The CSR or Credit and Collection Specialist who is responsible for Write Off and Collection Agency referrals makes a decision to create a new Referral, cancel or update existing Referrals based on provided manual (not stored or implemented in C2M(CCB)) instructions.

Note: Current BPM represents only manual "Determine needs in Collection Agency referral "process (CSR related process). An Automated Process also exists. It's a component of the following processes:

- 4.3.2.6. C2M.CCB.Write Off Uncollectable Receivables
- 4.2.2 C2M.CCB.Manage Bill

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

1.2 Determine Referral Amount and Assign Agency
Actor/Role: CSR or Authorized User, C2M(CCB)
Description:
If the C2M(CCB) automated process or CSR/Credit and Collection Specialist identifies the need to create an Initial Collection Agency Referral, C2M(CCB) automatically or CSR/ Credit and Collection Specialist must manually determine amount of referrals and assign the Collection Agency.

Manual process: CSR/Credit and Collection Specialist populates required referral amount and selects Agency. Multiple Referrals for multiple Agencies could be created (It's not a recommended business practice though). However, the total referral amount cannot be more than the Customer's debt amount.

Automated process: C2M(CCB) automatically assigns the debt amount to the Collection Agency that has the least dollar amount of active referrals. This logic is implemented in the default Collection Agency Referral Algorithm (AGYREF EQUAL), which can be replaced with custom Algorithm. Please check Write Off event type "Collection Agency Referral" for details.

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Process Plug-in enabled Y **Available algorithms**:

Write Off Event Type – Agency Referral Algorithm C1-AGREF-EQU (AGYREF EQUAL) – Return collection agency with the least debt.
Installation Options - C1-CPIN-CAN – Collection Process Cancellation Threshold Info. Collection Process Information
Installation Options - C1_COLLRF-DF- Highlight Active Collection Agency Referral – Control Central Alert

Customizable process N **Process Name:**

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.

Configuration required Y **Entities to Configure:**

Collection Agency
Adjustment Type
Write Off Event Template

1.3 Create Initial Collection Agency Referral

A**ctor/Role: C2M(CCB)**
Description:
Initial Collection Agency Referral gets created automatically or as a result of manual process.

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

CI_WOEVAGYRF (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.

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Customizable process N	**Process Name:**	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.
Configuration required Y	**Entities to Configure:**	Collection Agency Adjustment Type Write Off Event Template

1.3.1 Create Alert for Account

Actor/Role: C2M(CCB)
Description:
C2M(CCB) automatically creates an Alert that displays when Account has an active Referral(s).

:

Process Plug-in enabled Y	**Available algorithms:**	Installation Options – Control Central Alert Algorithm C1_COLLRF-DF (C1-COLL-REF) – This algorithm displays an alert if the current account has an active collection agency referral.

1.4 Update Collection Agency Referral

Actor/Role: CSR or Authorized User, C2M(CCB)
Description:
If there is a need to modify existing Referrals, the CSR/Credit and Collection Specialist can do it by following the business' manual instructions and materials using the Collection Agency Referral page in C2M(CCB). Those instructions and logic are not saved or implemented in C2M(CCB).

1.5 Cancel Collection Agency Referral

Actor/Role: CSR or Authorized User, C2M(CCB)
Description:
Automated Process: Existing active referrals could be cancelled if:

- SA(s) balance is changed and become zero. It might happen if the following scenarios described in different processes will take place:

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- Full or partial payment received. See 4.3.1.1. C2M.CCB.Manage Payments for description and details.
- Adjustment/credit adjustment generated. See 4.1.1.1 C2M.CCB.Manage Adjustments and Adjustment Approval for description and details. Bill cancelled/re-billed. See various billing scenarios that are part of 4.2.2. C2M.CCB.Manage Bill for description and details.

Note: If any of the events above will cause the SA's balance to become zero, the system will automatically close the SA and it will be removed from the write-off process. When a WO Process no longer contains active service agreements, the system cancels the write-off process. When a WO process is cancelled, all Collection Agency Referrals are automatically cancelled.

- Payments were not received within the waiting period allocated by the Utility Business for Collection Agencies to collect the money from the customer. See 4.3.2.6. C2M.CCB.Write Off Uncollectable Receivables for description and details how WO process initiates Cancellation Referral events.

Manual Process: Manual cancellation based on CSR/Credit and Collection Specialist's decision. This could be done at any time while Referrals are active.

1.6 Extract Collection Agency Referrals and send them to Collection Agency(s)

Actor/Role: C2M(CCB)
Description:
C2M(CCB) extracts the data for each Collection Agency, formats it based on Collection Agency requirements so that it can be sent to the collection agency(s).

Note: The collection agency referral download extraction process creates the flat file that contains referrals to be interfaced to collection agencies. This process must be customized in order to fit each individual collection Agency requirements for data and data formatting.

Customizable process Y **Process Name** DWLDCOLL – Download collection agency referrals

1.7 Receive Collection Agency Referrals

Actor/Role: Collection Agency
Description:
The Collection Agency receives and processes all the new, updated and cancelled referrals.

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Test Documentation related to the Current Process

ID	Document Name	Test Type

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Document Control

Change Record

Date	Author	Version	Change Reference
01/20/09	Galina Polonsky	Draft 1a	No Previous Document
11/11/10	Geir Hedman		Update Title and Content page
2/10/11	Geir Hedman		Updated Document and Visio
3/31/11	Conrad Pinili		Updated Document
10/26/13	Mel Bachmeier	V2.4	Updated Document
10/29/2013	Galina Polonsky		Reviewed
08/31/17	Joshua Piccott		Updated Document and Visio to v2.6
12/14/2017	Chetan Raut		C2M related URM updates, screenshots and algorithm verification
12/20/2017	Galina Polonsky		Reviewed, Approved
8/14/2018	Jerry Chick		Minor grammatical and syntax updates.
08/29/2018	Galina Polonsky		Reviewed, Approved
6/4/2019	Satya Kalavala		Updated format for v2.7

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Attachments

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