



C2M v2.9

3.4.4.3b Expire Non-Billed Budget

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Brief Description

Business Process:	3.4.4.3b C2M.Expire Non-Billed Budget
Process Type:	Sub Process
Parent Process:	3.4.4 C2M.Manage Budget
Sibling Processes:	4.3.1.1 C2M.Manage Payments, 4.1.1.4 C2M.Develop Arrears Procedures, 4.2.2 C2M.Manage Bill, 3.4.1 C2M.Manage Contacts, 3.3.2.2 C2M.Start Non-Premise Based Service, 3.3.2.4 C2M.Stop Non-Premise Based Service

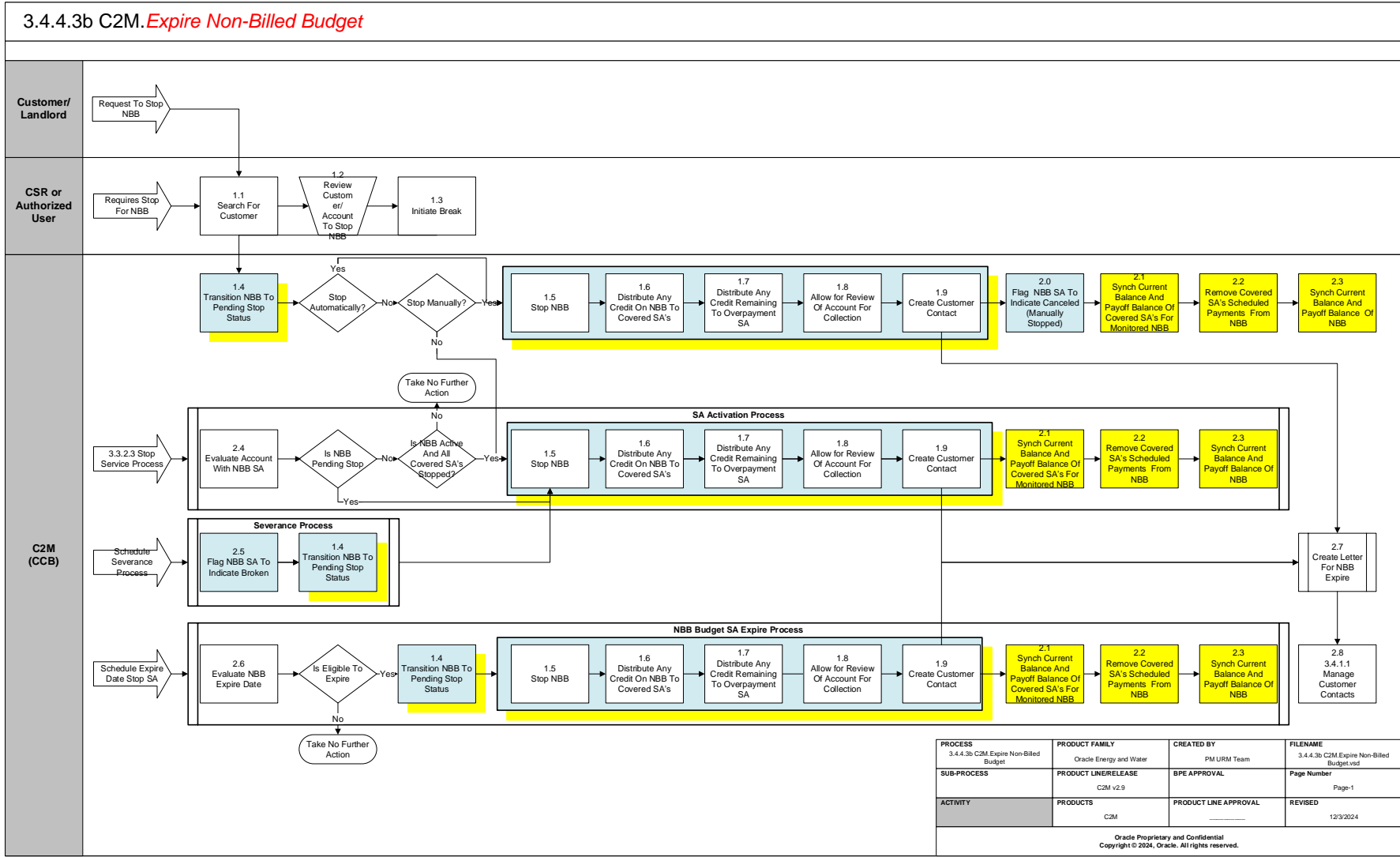
This process describes the activities associated with expiration and stopping of a [Non Billed Budget](#).

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

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

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.
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.

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):

Configuration required Y

Entities to Configure:

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

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.

Configuration required Y

Entities to Configure:

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

Adjustment Type for Sync

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.

Customizable process N **Service Agreement Activation:**

SAACT – SA Activation examines all pending starts and stops with an effective date less than or equal to current business date

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:**

SAEXPIRE – 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

Test Assets related to the Current Process

Testing Asset Sr.No	Use Case	No Of Data sets
1	URM-C2M-3443b-001-Manually-Stop-NBB-SA	3
2	URM-C2M-3443b-002-Manually-Stop-NBB-SA-With-Overpayment	3
3	URM-C2M-3443b-003-Automatically-Stop-NBB-SA-Via-Batch-Process	3

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
09/18/2024	Kunal Nerkar		Updated Document and Visio for C2M v2.9
10/23/2024	Line Prado		Reviewed
12/18/2024	Galina Polonsky		Reviewed, Approved

Attachments:

Account/Non-Billed Budget

Account

Bookmark

Delete

Clear

Save

Refresh

Main

Auto Pay

Persons

Financial Balances

Bill Messages

C & C

Budget

Deposits

Characteristics

Alerts

Account Portal

ACCOUNT

Beale, Shirley, Residential, \$0.00

ACCOUNT ID

1202826196

9

SET UP DATE

02-28-2020

CURRENCY CODE

United States Dollars

CUSTOMER CLASS

Residential

ACCESS GROUP

System Default

CIS DIVISION

California

PROTECT CIS DIVISION

MANAGEMENT GROUP

COMMENT

BILL CYCLE

BILL AFTER

PROTECT BILL CYCLE

BILL PRINT INTERCEPT

MAILING PREMISE ID

1350737952

1520 Pine Street, San Francisco, CA, 94105

PROTECT MAILING PREMISE

	DEBT CLASS	CURRENT BALANCE	PAYOFF BALANCE
	Non-billed Budget	\$0.00	\$-122.28
	Standard utility debt	\$0.00	\$0.00

Non-billed Budget

Bookmark

Clear

Save

Refresh

MainHistory

NON-BILLED BUDGET SA

California / NBB-MRR, Active, 07-06-2019, 1208042338

SA ID1208042338

ACCOUNT ID1202826196Beale, Shirley, Residential, \$0.00

CIS DIVISIONCalifornia

SCHED PAYMENT AUTO PAYExcluded from Auto Pay

SA typENBB-MRRNBB-MRR

RECOMMENDATION RULEMON-10AMonthly Schedule - 12 Months - 10% Adj

CURRENT BALANCE\$0.00

START DATE07-06-2019

END DATE

PAYOFF BALANCE\$-122.28

EXPIRATION DATE07-14-2020

RENEWAL DATE07-04-2020

RECOMMENDATION RULE PARAMETER VALUES

PARAMETER	VALUE
Rounding Rule (D - round down, U - round up)	U
Rounding Unit (nearest integer to round to)	1
Day of Month	15
Number of Payments in Schedule	12
True-up Rule (E - exclude, S - spread, F - add to first payment)	S

SCHEDULED PAYMENTS

		DATE	AMOUNT
+		01-15-2020	\$182.00
+		02-18-2020	\$182.00
+		03-16-2020	\$182.00
+		04-15-2020	\$182.00
+		05-15-2020	\$182.00
+		06-15-2020	\$182.00

TOTAL OF SCHEDULED PAYMENTS\$1,092.00

COVERED SERVICE AGREEMENTS

		COVERED SA	SA INFORMATION	CURRENT BALANCE	PAYOFF BALANCE
+		1202234012	California / Waste Water Residential (quart, WWDFLT, Active, 01-01-2018, 1202234012	\$0.00	\$0.00
+		1203790429	California / Water Residential (quarterly), WDFLT, Active, 01-01-2018, 1203790429	\$0.00	\$0.00

NBB SA

Service Agreement

Bookmark

Clear

Save

Refresh

MainRate InfoSA/SPChars, Qty & Rec. ChargesMiscContract OptionsBilling ScenarioSA Portal

SA INFO

California / NBB-MRR, Active, 07-06-2019, 1208042338

SA ID1208042338

SA STATUS

Active

Activate SACancel SAInitiate StopStop SA

Close SAReinstate SA

ACCOUNT ID

1202826196

Beale,Shirley, Residential, \$0.00

CIS DIVISION

California

SA TYPE

NBB-MRR

California / NBB-MRR

START DATE

07-06-2019

END DATE

MAXIMUM BILL THRESHOLD

\$0.00

CUTOFF TIME

START DAY OPTION

CUSTOMER READ

No

ALLOW ESTIMATES

START OPTION

CHAR PREMISE ID

OLD ACCOUNT ID

TOTAL AMOUNT TO BILL

\$0.00

EXPIRATION DATE

07-11-2023

RENEWAL DATE

07-01-2023

NBB AUTO PAY

Excluded from Auto Pay

RECOMMENDATION RULE

Monthly Schedule - 12 Months - 10% Adj

DEBT CLASS

Non-billed Budget

DAYS OLD

ARREARS AMOUNT

CURRENT BALANCE

\$0.00

PAYOFF BALANCE

\$-364.00

SA - California / NBB-MRR, Active, 07-06-2019, 1208042338

Stopped NBB SA

Service Agreement

Bookmark

Clear

Save

Refr

MainRate InfoSA/SPChars, Qty & Rec. ChargesMiscContract OptionsBilling ScenarioSA Portal

SA INFO

California / NBB-MRR, Stopped, 07-06-2019 - 08-15-2019, 1208042338

SA ID1208042338

SA STATUS

Stopped

Activate SACancel SAInitiate StopStop SA

Close SAReinstate SA

ACCOUNT ID

1202826196

Beale, Shirley, Residential, S-122.28

CIS DIVISION

California

SA TYPE

NBB-MRR

California / NBB-MRR

START DATE

07-06-2019

END DATE

08-15-2019

MAXIMUM BILL THRESHOLD

\$0.0

CUTOFF TIME

START DAY OPTION

CUSTOMER READ

No

ALLOW ESTIMATES

START OPTION

CHAR PREMISE ID

OLD ACCOUNT ID

TOTAL AMOUNT TO BILL

\$0.00

EXPIRATION DATE

07-11-2023

RENEWAL DATE

07-01-2023

NBB AUTO PAY

Excluded from Auto Pay

RECOMMENDATION RULE

Monthly Schedule - 12 Months - 10% Adj

DEBT CLASS

Non-billed Budget

DAYS OLD

ARREARS AMOUNT

CURRENT BALANCE

\$0.00

PAYOFF BALANCE

\$-241.72

SA - California / NBB-MRR, Stopped, 07-06-2019 - 08-15-2019, 1208042338

Non-billed Budget

BookmarkClearSaveRefresh

MainHistory

NON-BILLED BUDGET SA

California / NBB-MRR, Stopped, 07-06-2019 - 08-15-2019, 1208042338

SA ID 1208042338

ACCOUNT ID 1202826196 Beale, Shirley, Residential, \$-122.28

CIS DIVISION California SCHED PAYMENT AUTO PAY Excluded from Auto Pay

SA TYPE NBB-MRR NBB-MRR

RECOMMENDATION RULE MON-10A Monthly Schedule - 12 Months - 10% Adj

CURRENT BALANCE \$0.00 START DATE 07-06-2019 END DATE 08-15-2019

EXPIRATION DATE 07-11-2023 RENEWAL DATE 07-01-2023

RECOMMENDATION RULE PARAMETER VALUES

PARAMETER	VALUE
Rounding Rule (D - round down, U - round up)	U
Rounding Unit (nearest integer to round to)	1
Day of Month	10
Number of Payments in Schedule	24
True-up Rule (E - exclude, S - spread, F - add to first payment)	S

SCHEDULED PAYMENTS

		DATE	AMOUNT
+			

TOTAL OF SCHEDULED PAYMENTS \$0.00

COVERED SERVICE AGREEMENTS

		COVERED SA	SA INFORMATION	CURRENT BALANCE	PAYOFF BALANCE
+					

ACTION

RecommendRenewBreak

Admin Menu/Installation Options

Installation Options Control Central Alert Algorithms

C1HNBBSA - Highlight Non-Billed Budget SA