



C2M v2.9

4.3.2.1 C2M.Manage Collection Process

Creation Date: July 8, 2009
Last Updated: January 29, 2025

ORACLE®

Copyright © 2024, 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..... 11

TEST ASSETS RELATED TO THE CURRENT PROCESS..... 30

DOCUMENT CONTROL 31

ATTACHMENTS:..... 32

Collection Process 32

Account Financial History..... 33

Admin Menu / Installation Options Control Central Alerts 34

Dashboard..... 35

Account – Credit Rating 36

Brief Description

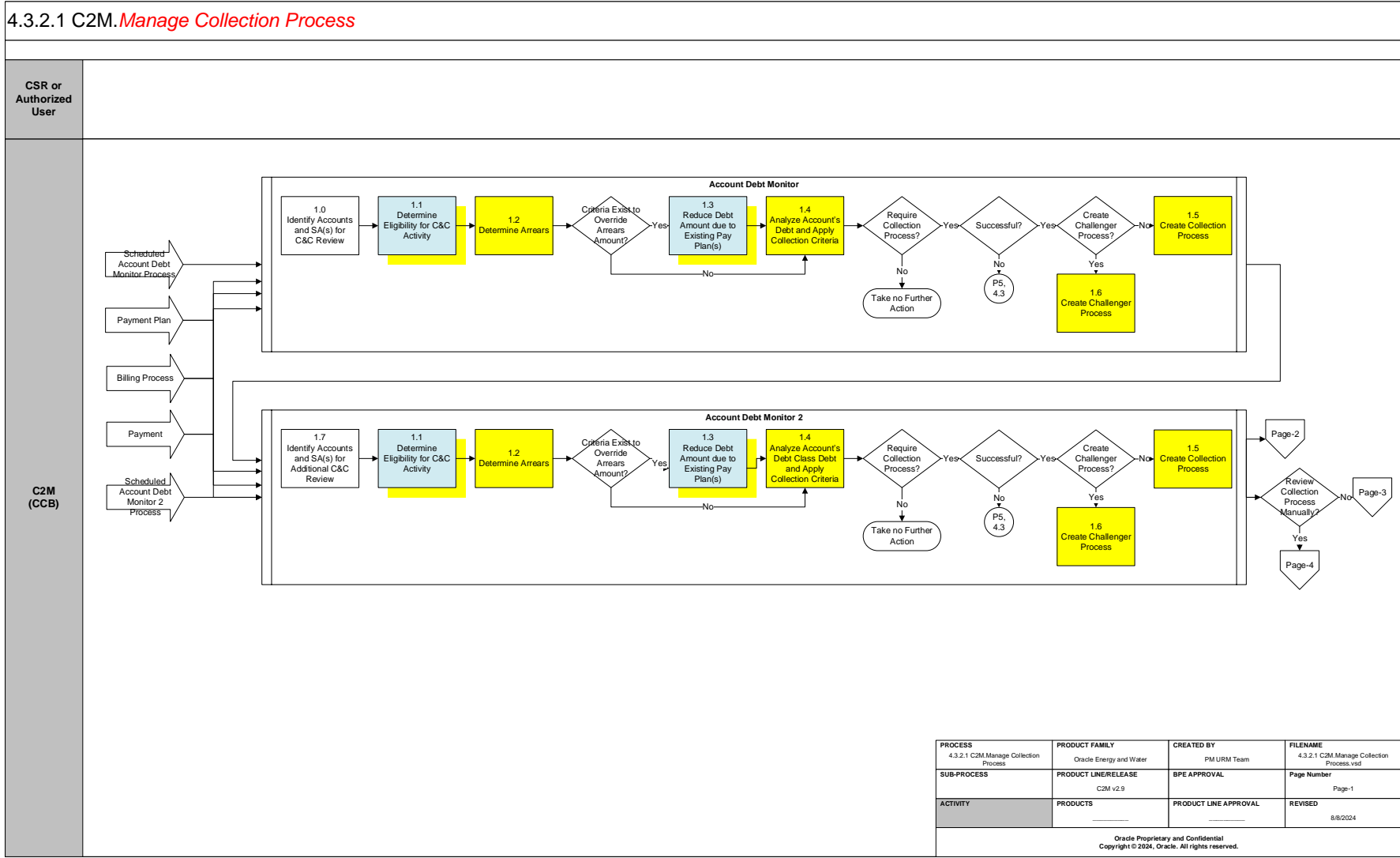
Business Process:	4.3.2.1 C2M.Manage Collection Process
Process Type:	Sub Process
Parent Process:	4.3.2 C2M.Perform Collection Activities
Sibling Processes:	4.3.2.2 C2M.Manage Severance Process, 4.3.2.3a C2M.Manage Pay Plan, 4.3.2.4a C2M.Manage Payment Arrangement, 4.3.2.5a C2M.Manage Late Payment Charge, 4.3.2.6 C2M.Write Off Uncollectable Receivables 4.3.2.7 C2M.Manage Collection Agency Referral.

This process describes the management of Collection Processing. Most organizations have collection processes that attempt to collect past due charges. A typical Collection Process is a set of activities that represent the business practices of each Company. Collection activities may vary based on the type of Customer and amount of unpaid debt.

A Collection process could be created automatically or manually based on the business rules. When a Collection Process is created, the system (C2M/CCB) automatically initiates business or system events associated with the given Collection Process. If collection activities (e.g. letters, removal from Budget, Payment Plan cancellation, affect Customer's credit score etc.) are not successful and Customer doesn't pay the debt, Severance Process with more severe actions could initiated as a last Collection activity.

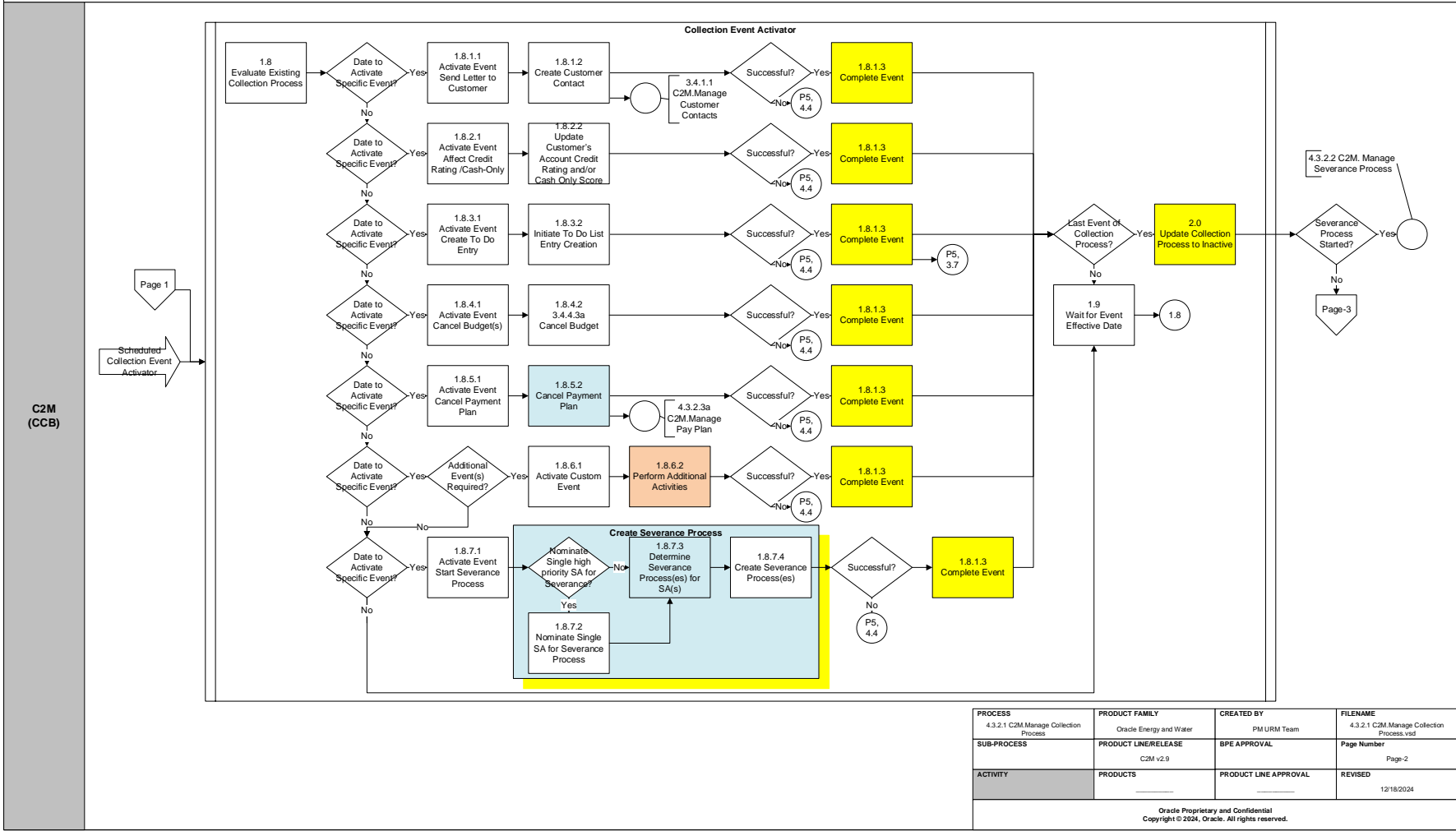
Any Collection Process is monitored by the system (C2M/CCB). It allows the stop collection activities if Customer's debt is relieved or partially relieved. The Authorized User also can monitor and control Collection activities and manipulate them with the Collection process and activities linked to the process based on business process needs.

Business Process Model Page 1

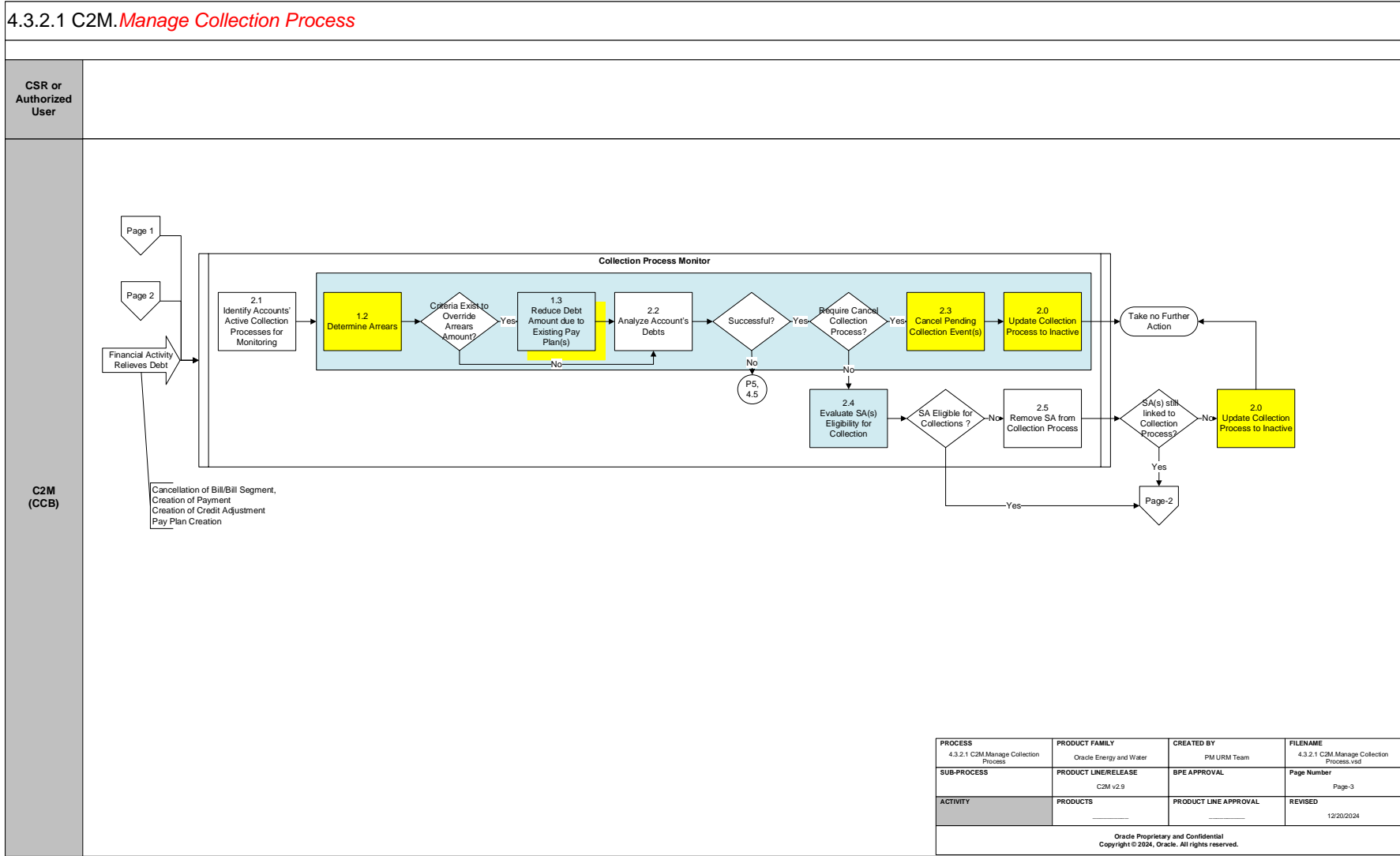


Business Process Model Page 2

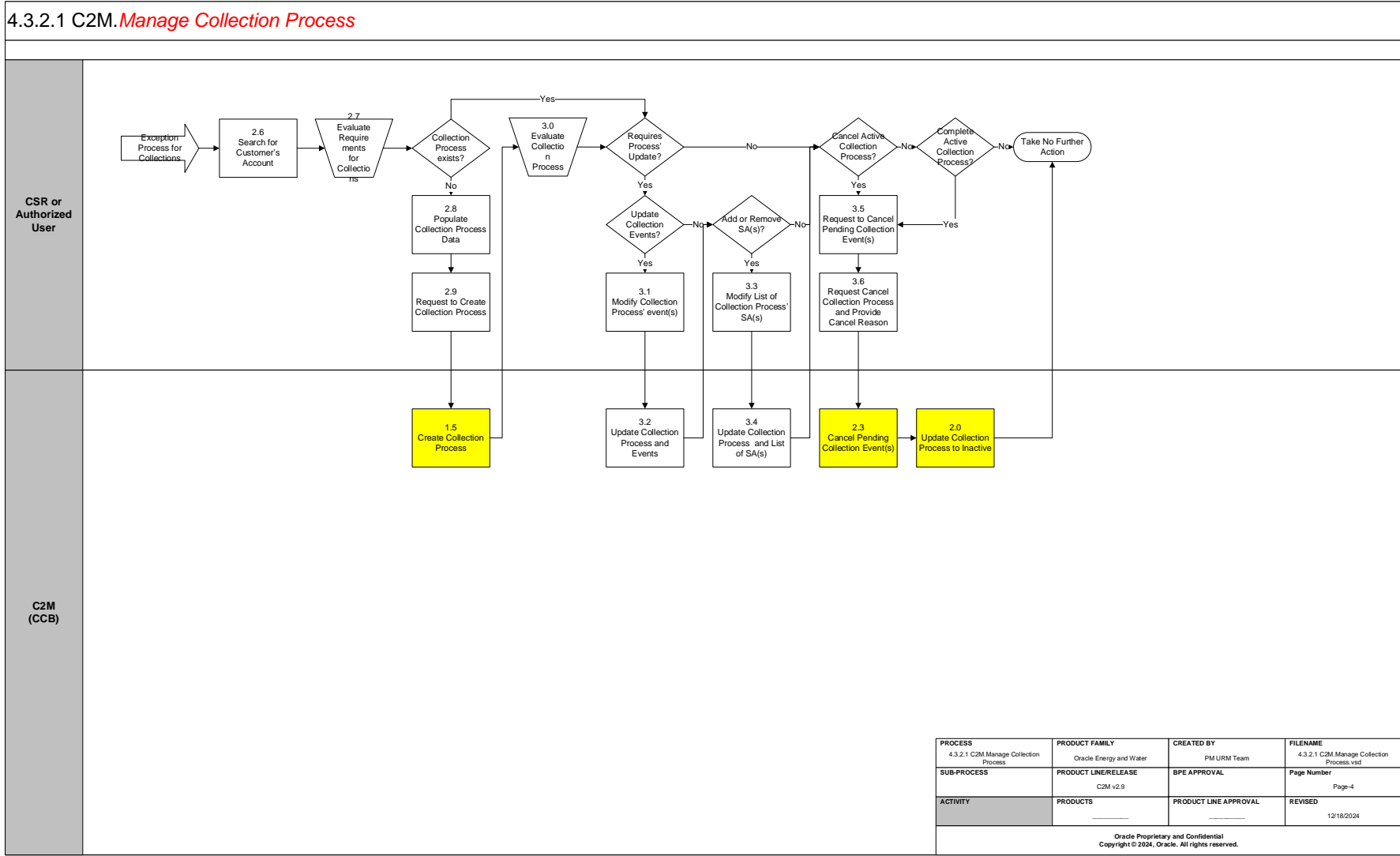
4.3.2.1 C2M.Manage Collection Process



Business Process Model Page 3

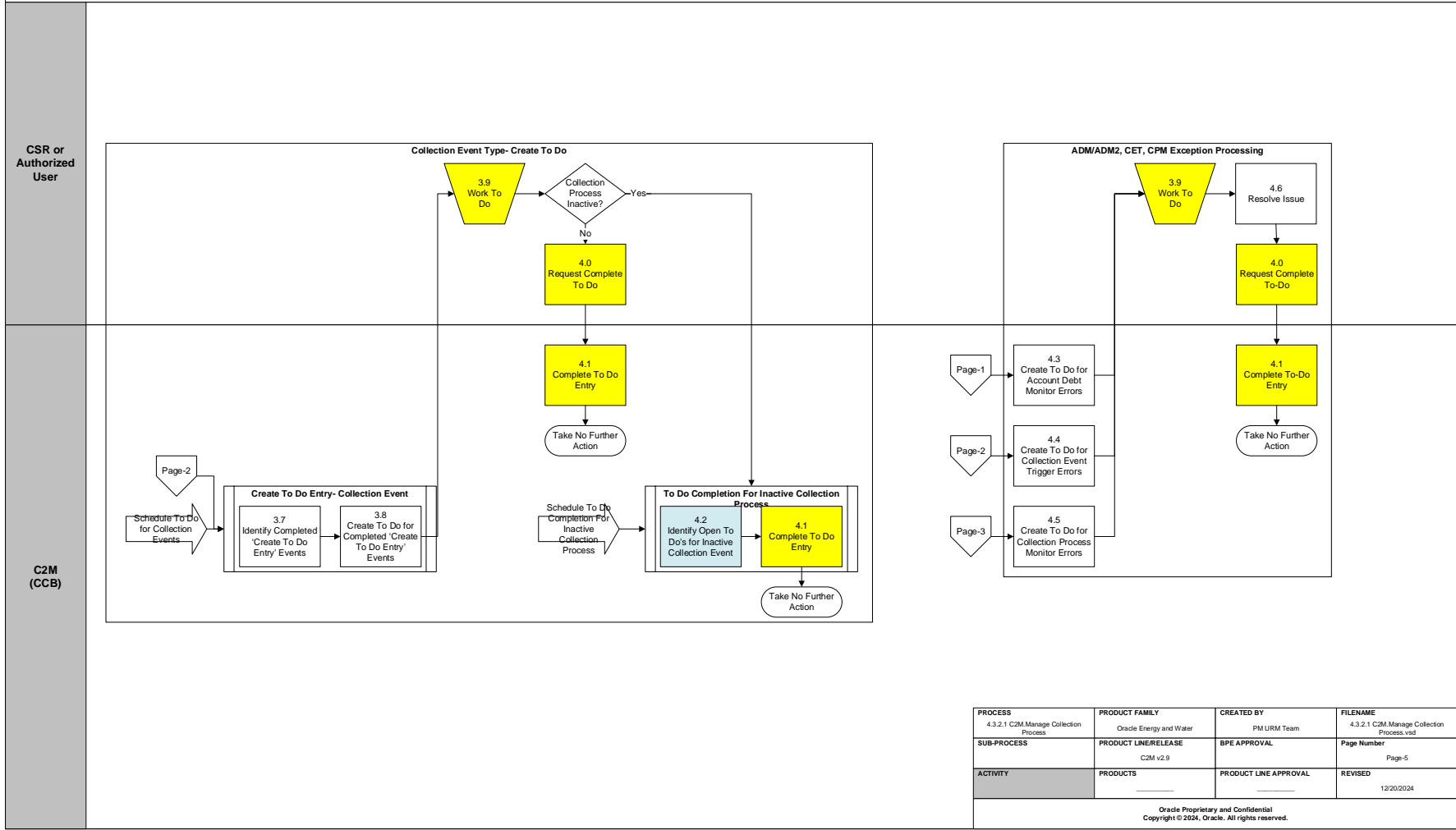


Business Process Model Page 4

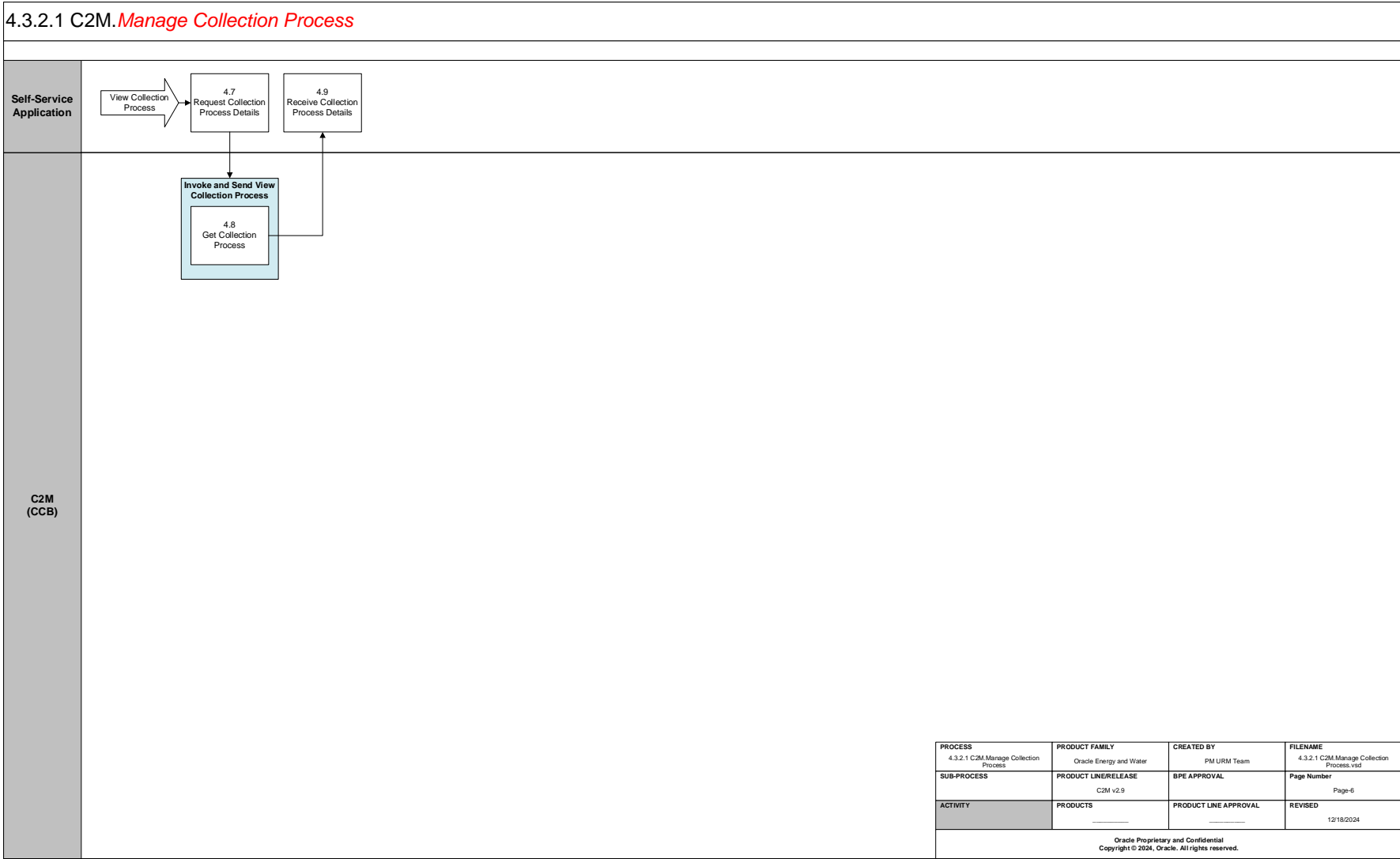


Business Process Model Page 5

4.3.2.1 C2M.Manage Collection Process



Business Process Model Page 6



Detail Business Process Model Description

1.0 Identify Accounts and Service Agreement(s) for C&C Review Group: Account Debt Monitor

Actor/Role: C2M(CCB)

Description:

This is the first step of the Account Debt Monitor background process. Account Debt Monitor periodically reviews Customer’s Accounts and it’s Service Agreement(s) in order to identify if any of Account’s Debt Class is eligible for collections.

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

C1-ADMP-SR- Select Records for Account Debt Monitor Process

Business Object Y Business Object:

C1-CollectionAgencyPhysicalBO- Physical BO for Collection Agency
C1-CollectionClassPhysicalBO- Physical BO for Collection Class
C1-CollClassControlPhysicalBO- Physical BO for Collection Class Control
C1-CollClassODRulesPhysicalBO- Physical BO for Collection Class Overdue Rules

Customizable process N Process Name:

ADM - Account Debt Monitor

Configuration required Y Entities to Configure:

Customer Class
Debt Class
Work Calendar
Feature Configuration

1.1 Determine Eligibility for C&C Activity Group: Account Debt Monitor

Group: Account Debt Monitor 2

Actor/Role: C2M(CCB)

Description:

System validates if Customer’s Account is a subject for collection criteria. Company might have more than one collection condition that needs to be verified (e.g. broken Payment Plan exists, Customer’s Credit score is below Threshold etc.) System performs all required validations based on established business rules.

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

COLL COND AS - Check if acct/debt class has WBFT service provider

Configuration required Y Entities to Configure:

COLL COND BG - Check if account is on a budget
COLL COND CS - Check if credit score < installation CR threshold
COLL COND DF - Always return true (the lowest priority condition)
COLL COND DS - Check if severance process exists for a SA in debt class
COLL COND PA - Check if customer has a broken pay arrangement

Customizable process N Process Name:

Collection Class
Collection Class Control
Debt Class

ADM - Account Debt Monitor
ADM2 - Account Debt Monitor, minimum days review

1.2 Determine Arrears Group: Account Debt Monitor
Group: Account Debt Monitor 2

Actor/Role: C2M(CCB)

Description:

System calculates Customer’s arrears for the specific group of Service Agreements linked to Customer’s Account. This group is called Debt Class

Configuration required Y Entities to Configure:

Collection Class Control
Debt Class

1.3 Reduce Debt Amount Due To Existing Pay Plan Group: Account Debt Monitor
Group: Account Debt Monitor 2

Actor/Role: C2M(CCB)

Description:

When the system determines Customer’s arrears it also verifies if there are any additional factors that may affect the debt amount (reduce or increase it). The System takes into consideration those factors and adjusts the debt amount accordingly. One of the most common factors is a Payment Plan. A pay plan’s scheduled payments are treated by the Account Debt Monitor as “pseudo payments” that relieve the Account’s debt before it is subjected to the collection criteria

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

PP OVRD ARS - Pay Plan Override Arrears

Configuration required Y **Entities to Configure:**

Debt Class
Pay Plan Type

Customizable process N **Process Name:**

ADM - Account Debt Monitor
ADM2 - Account Debt Monitor, minimum days review

1.4 Analyze Account's Debt and Apply Collection Criteria Group: Account Debt Monitor
Group: Account Debt Monitor 2

Actor/Role: C2M(CCB)

Description:

After calculation of Account's Debt Class debts (one of more Account's Service Agreement(s) may have same Debt Class) system analyzes debt amount and age of the debt and applies collection criteria to decide what collection process is required to initiate.

Usually Company has different collection criteria for:

- different jurisdictions,
- different groups of customers
- different classes of debt

Configuration required Y **Entities to Configure:**

Collection Class Control
Debt Class

Customizable process N **Process Name:**

ADM - Account Debt Monitor
ADM2 - Account Debt Monitor, minimum days review

1.5 Create Collection Process Group: Account Debt Monitor
Group: Account Debt Monitor 2

Actor/Role: C2M(CCB)

Description:

When collection criteria are satisfied (see step 1.4 above), system identifies appropriate Collection Process that has to be created.

Note: There are situations when Company has more than one template that is recommended to initiate collection process. It happens if Company wants to optimize existing collection process and compare efficiency of different collection processes in order to decide which one is the best. It called "champion / challenger" method. If this is the case and Company uses "champion / challenger" functionality, system selects and creates Champion process in this step.

Configuration required Y **Entities to Configure:**

Collection Class Control

Customizable process N Process Name:

Collection Process Template
Collection Events
Feature Configuration

ADM - Account Debt Monitor
ADM2 - Account Debt Monitor, minimum days review

1.6 Create Challenger Process Group: Account Debt Monitor
Group: Account Debt Monitor 2

Actor/Role: C2M(CCB)

Description:

This step is executed only if Company uses "champion / challenger" functionality. Based on business rules established for the period of selection the best process template, system selects challenger template and creates Collection Process.

Configuration required Y Entities to Configure:

Collection Class Control
Collection Process Template
Collection Events
Feature Configuration

ADM - Account Debt Monitor
ADM2 - Account Debt Monitor, minimum days review

Customizable process N Process Name:

1.7 Identify Accounts and Service Agreement(s) for Additional C&C Review Group: Account Debt Monitor 2
Actor/Role: C2M(CCB)

Description:

This is the first step of the Account Debt Monitor 2 background process. Account Debt Monitor 2 analyzes all accounts who have not been analyzed in the last X days (where X is the Days Between Review defined on the account's customer class

Configuration required Y Entities to Configure:

Customer Class Control
Work Calendar
Feature Configuration
Customer Class

Customizable process N Process Name:

ADM2 – Account Debt Monitor, minimum days review

1.8 Evaluate Existing Collection Process Group: Collection Event Activator

Actor/Role: C2M(CCB)

Description:

This is the first step of the Collection Event Activator process that runs periodically (usually daily). It looks for set of business and system collection activities (Collection Events) and executes those Events that scheduled for execution before or on the current date. In this step, the system evaluates the Collection Process and determines if any of the pending Collection Events need to be initiated.

Process Plug-in enabled Y	Available Algorithm(s):	C1-CETP-SR- Select Records for Collection Event Trigger Process
Business Object Y	Business Object:	C1-CollEventTypePhysicalBO- Physical BO for Collection Event Type
Configuration required Y	Entities to Configure:	Work Calendar Feature Configuration
Customizable process N	Process Name:	CET Collection Event Activator

1.8.1.1 Activate Event Send Letter to Customer Group: Collection Event Activator

Actor/Role: C2M(CCB)

Description:

System initiates execution of Collection Event with Type “Send Letter to Customer” on the specified trigger date.

Business Object Y	Business Object:	C1-CollProcTemplatePhysicalBO- Physical BO for Collection Process Template C1-CollEventTypePhysicalBO- Physical BO for Collection Event Type
Customizable process N	Process Name:	CET Collection Event Activator

1.8.1.2 Create Customer Contact Group: Collection Event Activator

Actor/Role: C2M(CCB)

Description:

C2M(CCB) creates Customer Contact This event creates a [Customer Contact](#). If configured, the Customer Contact can initiate a letter to the Customer. See 3.4.1.1 Manage Customer Contacts for details

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

LTEX-COL - Create collection event letter extract records
C1COLLEVTNOT - Collection Event Notification

Configuration required Y **Entities to Configure:**

Collection Process Template
Collection Event Type
Customer Contact Class
Customer Contact Type
Letter Template(s)

Customizable process N **Process Name:**

CET Collection Event Activator

1.8.1.3 Complete Event Group: Collection Event Activator

Actor/Role: C2M(CCB)

Description:

System completes Collection Event after successful execution.

1.8.2.1 Activate Event Affect Credit Rating/Cash Only Group: Collection Event Activator

Actor/Role: C2M(CCB)

Description:

System initiates execution of Collection Event with Type “Affect Credit Rating/Cash Only” on the specified trigger date.

Business Object Y **Business Object:**

C1-CollProcTemplatePhysicalBO- Physical BO for Collection Process Template
C1-CollEventTypePhysicalBO- Physical BO for Collection Event Type

Customizable process N **Process Name:**

CET Collection Event Activator

1.8.2.2 Update Customer’s Account Credit Rating and/or Cash Only Score Group: Collection Event Activator

Actor/Role: C2M(CCB)

Description:

C2M(CCB) automatically updates the Customer’s [Credit Rating](#) and/or [Cash Only Score](#) as defined on the Event Type

Business Object Y **Business Object:**

Customizable process N

Process Name:

C1-CollProcTemplatePhysicalBO- Physical BO for
Collection Process TemplateC1-CollEventTypePhysicalBO- Physical BO for
Collection Event Type

CET Collection Event Activator

1.8.3.1 Activate Event Create To Do Entry Group: Collection Event Activator

Actor/Role: C2M(CCB)

Description:

System initiates execution of Collection Event with Type “Create To Do Entry” on the specified trigger date.

Business Object Y

Business Object:

C1-CollProcTemplatePhysicalBO- Physical BO for
Collection Process TemplateC1-CollEventTypePhysicalBO- Physical BO for
Collection Event Type

Customizable process N

Process Name:

CET Collection Event Activator

1.8.3.2 Initiate To-Do List Entry Creation Group: Collection Event Activator

Actor/Role: C2M(CCB)

Description:

C2M(CCB) prepares information for creation of To-Do List Entry that causes initiation of the process. Separate background process will create required To Do list Entry. See Step 2.7 of the current process for details.

Business Object Y

Business Object:

C1-CollProcTemplatePhysicalBO- Physical BO for
Collection Process TemplateC1-CollEventTypePhysicalBO- Physical BO for
Collection Event Type

Configuration required Y

Entities to Configure:

To-Do Type

To-Do Role

Customizable process N

Process Name:

CET Collection Event Activator

1.8.4.1 Activate Event Cancel Budgets Group: Collection Event Activator

Actor/Role: C2M(CCB)

Description:

System initiates execution of Collection Event with Type “Cancel Budget” on the specified trigger date.

Business Object Y**Business Object:**

C1-CollProcTemplatePhysicalBO- Physical BO for Collection Process Template
--

C1-CollEventTypePhysicalBO- Physical BO for Collection Event Type

Customizable process N**Process Name:**

CET Collection Event Activator

1.8.4.2 Cancel Budget Group: Collection Event Activator**Actor/Role:** C2M(CCB)**Description:**

If Account has a budget plan, system cancels it. Refer to 3.4.4.3a Cancel Budget process for details.

Business Object Y**Business Object:**

C1-CollProcTemplatePhysicalBO- Physical BO for Collection Process Template
--

C1-CollEventTypePhysicalBO- Physical BO for Collection Event Type

Configuration required Y**Entities to Configure:**

Adjustment Type

Customizable process N**Process Name:**

CET Collection Event Activator

1.8.5.1 Activate Event Cancel Payment Plan Group: Collection Event Activator**Actor/Role:** C2M(CCB)**Description:**

System initiates execution of Collection Event with Type “Cancel Payment Plan” on the specified trigger date.

Business Object Y**Business Object:**

C1-CollProcTemplatePhysicalBO- Physical BO for Collection Process Template
--

C1-CollEventTypePhysicalBO- Physical BO for Collection Event Type

Customizable process N**Process Name:**

CET Collection Event Activator

1.8.5.2 Cancel Payment Plan Group: Collection Event Activator

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

If Account has a Payment Plan, system cancels it. Refer to 4.3.2.3a Manage Pay Plan for additional details.

Process Plug-in enabled Y	Available Algorithm(s):	COLL CAN PP – Collection Event Algorithm - Cancel Pay Plan
Business Object Y	Business Object:	C1-CollProcTemplatePhysicalBO- Physical BO for Collection Process Template
		C1-CollEventTypePhysicalBO- Physical BO for Collection Event Type
Customizable process N	Process Name:	CET Collection Event Activator

1.8.6.1 Activate Custom Event Group: Collection Event Activator**Actor/Role: C2M(CCB)****Description:**

In some cases Company's business practice requires additional activity for collection process. This step is to incorporate into Collection Process and initiate any additional activity Company may need.

Note: Custom logic and functionality may be added to any process in any sequence. If business rules require, custom functionality can partially or fully replace existing Collection Events

Business Object Y	Business Object:	C1-CollProcTemplatePhysicalBO- Physical BO for Collection Process Template
		C1-CollEventTypePhysicalBO- Physical BO for Collection Event Type
Customizable process N	Process Name:	CET Collection Event Activator

1.8.6.2 Perform Additional Activities Group: Collection Event Activator**Actor/Role: C2M(CCB)****Description:**

System executes custom functionality included into the Collection process.

Process Plug-in enabled Y	Available Algorithm(s):	COLL EVT GEN – Empty Collection Event Algorithm. Sample
Business Object Y	Business Object:	

Customizable process N

Process Name:

C1-CollProcTemplatePhysicalBO- Physical BO for Collection Process Template
C1-CollEventTypePhysicalBO- Physical BO for Collection Event Type

CET Collection Event Activator

1.8.7.1 Activate Event Start Severance Process Group: Collection Event Activator

Actor/Role: C2M(CCB)

Description:

If all the activities executed as a part of Collection Process didn't achieve the main goal and Customer still owes money to the Company, Company initiates a series of business and system events (e.g., letters, field activities) that lead to the severance of a Service Agreement. It calls Severance Process... Collection Event Start Severance process is allows to create a new Severance Process. This step initiates Severance Process creation on the scheduled date.

Process Plug-in enabled Y

Available Algorithm(s):

COLL EVT GEN – Nominate A Single SA To Sever

Business Object Y

Business Object:

C1-CollProcTemplatePhysicalBO- Physical BO for Collection Process Template
C1-CollEventTypePhysicalBO- Physical BO for Collection Event Type

Customizable process N

Process Name:

CET Collection Event Activator

1.8.7.2 Nominate Single SA for Severance Process Group: Collection Event Activator

Actor/Role: C2M(CCB)

Description:

Quite often Company wants to sever only one Service Agreement for various reasons. If this is the case, system identifies Service Agreement that business wants to nominate for severance activity.

Process Plug-in enabled Y

Available Algorithm(s):

COLL EVT GEN – Nominate A Single SA To Sever

Business Object Y

Business Object:

C1-CollProcTemplatePhysicalBO- Physical BO for Collection Process Template
C1-CollEventTypePhysicalBO- Physical BO for Collection Event Type

Customizable process N

Process Name:

CET Collection Event Activator

1.8.7.3 Determine Severance Process(s) for SA(s) Group: Collection Event Activator

Actor/Role: C2M(CCB)

Description:

System applies severance criteria and selects appropriate Severance Process Template to initiate Severance Process. This step is executed if:

- system nominated single Service Agreement for severance
- business doesn't have preferences and doesn't nominate single Service Agreement for Severance. In this case all the Service Agreements involved in Collection Process require evaluation for severance criteria and appropriate Severance process templates are selected.

Process Plug-in enabled Y	Available Algorithm(s):	<table><tr><td>COLL EVT SEV - Nominate A Single SA To Sever</td></tr><tr><td>SV CRIT LS - Person Life Support Exists</td></tr><tr><td>SV CRIT MMSA - Criteria - check if SP(s) have a char type/value</td></tr><tr><td>SV CRIT DFLT - Default (this condition is always true)</td></tr></table>	COLL EVT SEV - Nominate A Single SA To Sever	SV CRIT LS - Person Life Support Exists	SV CRIT MMSA - Criteria - check if SP(s) have a char type/value	SV CRIT DFLT - Default (this condition is always true)
COLL EVT SEV - Nominate A Single SA To Sever						
SV CRIT LS - Person Life Support Exists						
SV CRIT MMSA - Criteria - check if SP(s) have a char type/value						
SV CRIT DFLT - Default (this condition is always true)						
Business Object Y	Business Object:	<table><tr><td>C1-CollProcTemplatePhysicalBO- Physical BO for Collection Process Template</td></tr><tr><td>C1-CollEventTypePhysicalBO- Physical BO for Collection Event Type</td></tr></table>	C1-CollProcTemplatePhysicalBO- Physical BO for Collection Process Template	C1-CollEventTypePhysicalBO- Physical BO for Collection Event Type		
C1-CollProcTemplatePhysicalBO- Physical BO for Collection Process Template						
C1-CollEventTypePhysicalBO- Physical BO for Collection Event Type						
Configuration required Y	Entities to Configure:	<table><tr><td>SA Type</td></tr></table>	SA Type			
SA Type						
Customizable process N	Process Name:	<table><tr><td>CET Collection Event Activator</td></tr></table>	CET Collection Event Activator			
CET Collection Event Activator						

1.8.7.4 Create Severance Process(s) Group: Collection Event Activator

Actor/Role: C2M(CCB)

Description:

System creates Severance Process for each SA that has been identified as eligible for Severance Process

1.9 Wait for Event Effective Date Group: Collection Event Activator

Actor/Role: C2M(CCB)

Description:

Collection Event Activator background Process monitors Collection Events and executes Collection Events only on defined trigger date. Until such date the Collection Event remains in Pending status.

Customizable process N	Process Name:	<table><tr><td>CET Collection Event Activator</td></tr></table>	CET Collection Event Activator
CET Collection Event Activator			

2.0 Update Collection Process to Inactive Group: Collection Event Activator

Group: Collection Process Monitor**Actor/Role: C2M(CCB)****Description:**

This step could be initiated by system or by CSR or Authorized User.

Automatic process: When all events have been completed or canceled system transitions Collection Process to Inactive state.

Manual process: Authorized User can change status of the collection process

Customizable process N**Process Name:**

CET Collection Event Activator

CPM Collection Process Monitor

2.1 Identify Account's Active Collection Processes for Monitoring Group: Collection Process Monitor**Actor/Role: C2M(CCB)****Description:**

As a first step of Collection Process Monitor background process that runs periodically system identifies all the Active Collection Processes that need to be reviewed and evaluated in order to determine if Collection Process is still eligible for collections.

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

C1-CPMP-SR- Select Records for Collection Process Monitor Process

Customizable process N**Process Name:**

CPM Collection Process Monitor

2.2 Analyze Account's Debts Group: Collection Process Monitor**Actor/Role: C2M(CCB)****Description:**

System evaluates Account's Debt Class current cumulative arrears (more than one SA can have the same Debt Class) to determine if collection process can be cancelled. Any financial activity that relieves the debt and debits Account may have impact on decision to cancel collection process:

- Cancellation of Bill Segment
- Payment Segment Creation
- Credit Adjustment
- Pay Plan creation

Note: If as a result of any of these activities debt is fully relieved or relieved to the required threshold, system will cancel the process

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

DC COLL CAN - Cancel Collection Process If Debt Class Debt <= Threshold

Configuration required Y**Entities to Configure:**

Debt Class

Customizable process N

Process Name:

CPM Collection Process Monitor

2.3 Cancel Pending Collection Event(s) Group: Collection Process Monitor

Actor/Role: C2M(CCB)

Description:

This step is initiated automatically or manually by CSR or Authorized User

Automated process:

Company's business rules dictate required conditions to cancel Collection Process. Usually Company allows to cancel process if:

- Cumulative debt class debt is paid in full
- Cumulative debt class debt amount is below threshold

If this is the case, system cancels all the pending Collection Events and transitions collection Process to Inactive state.

Manual Process: CSR or Authorized User cancels Pending Collection events depends on current business needs

Process Plug-in enabled Y

Available Algorithm(s):

DC COLL CAN - Cancel Collection Process If Debt Class Debt <= Threshold

Configuration required Y

Entities to Configure:

Debt Class

Customizable process N

Process Name:

CPM Collection Process Monitor

2.4 Evaluate SA Eligibility for Collection Group: Collection Process Monitor

Actor/Role: C2M(CCB)

Description:

Sometimes business rules require evaluate eligibility for collections for each individual SA linked to the Collection Process and determine if a specific SA should be removed from Collection activity

Process Plug-in enabled Y

Available Algorithm(s):

COLL CC CPSA - Remove SA if debt less than or equal to threshold

Business Object Y

Business Object:

C1-CollProcTemplatePhysicalBO- Physical BO for Collection Process Template

Customizable process N

Process Name:

CPM Collection Process Monitor

2.5 Remove SA from Collection Process Group: Collection Process Monitor

Actor/Role: C2M(CCB)

Description:

If Cancellation criteria are satisfied and SA is no longer eligible for Collections system removes SA form the Process.
If the removed SA is the last SA linked to the Collection process, system also transitions Collection process to inactive state

Customizable process N	Process Name:	CPM Collection Process Monitor
------------------------	---------------	--------------------------------

2.6 Search for Customer’s Account

Actor/Role: CSR or Authorized User

Description:

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

Configuration required Y	Entities to Configure:	Installation Options
--------------------------	------------------------	--------------------------------------

2.7 Evaluate Requirements for Collection

Actor/Role: CSR or Authorized User

Description:

Based on established business rules, the CSR or Authorized User evaluates the customer’s account and associated Service Agreement(s) to determine if Collection Process is required. Control Central Alerts, and other Dashboard information assist the CSR or Authorized User in making decision process. The CSR or Authorized User reviews 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-TL-CO-EVT - Build C&C Events (Collect/Sever/WO Oriented)

Configuration required Y	Entities to Configure:	Installation Options – Control Central Alerts
		Zone

2.8 Populate Collection Process Data

Actor/Role: CSR or Authorized User

Description:

Based on established business rules, the CSR or Authorized User determines what Collection Process is the best fit for the specific Account. Usually CSR or Authorized User chooses Collection Template. Sometimes CSR or Authorized User needs to add, subtract or modify events to form Collection process that satisfies business requirements. CSR or Authorized User also links to the process all the eligible SA(s). CSR or Authorized User uses [Collection Process screen](#) to populate all the Collection Process related data.

2.9 Request to Create Collection Process

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User requests to create Collection Process

Business Object Y Business Object:

C1-CollProcTemplatePhysicalBO- Physical BO for Collection Process Template
C1-CollEventTypePhysicalBO- Physical BO for Collection Event Type

3.0 Evaluate Collection Process

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User evaluates Collection Process and decides if any changes are required

3.1 Modify Collection Process' Events

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User modifies Collection Process Events after review (e.g. update sequence, trigger date).

3.2 Update Collection Process and Events

Actor/Role: CSR or Authorized User

Description:

System validates and saves the changes made by the CSR or Authorized User

3.3 Modify List of Collection Process' SA(s)

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User modifies List of SA linked to the Collection Process after review. CSR or Authorized User can add or remove SA to/from the Collection Process.

3.4 Update Collection Process and List of SA(s)

Actor/Role: CSR or Authorized User

Description:

System validates and saves the changes made by the CSR or Authorized User.

3.5 Request to Cancel Pending Collection Events

Actor/Role: CSR or Authorized User

Description:

If CSR or Authorized User decides to cancel or complete Collection process, CSR or Authorized User cancels all the pending Collection Events

3.6 Request to Cancel Collection Process and Provide Cancel Reason

Actor/Role: CSR or Authorized User

Description:

If CSR or Authorized User decides to cancel or complete Collection process, CSR or Authorized User request to cancel process and provide appropriate valid cancellation reason

3.7 Identify Completed ‘Create To Do Entry’ Events Group: Collection Event Type- Create To Do

Actor/Role: C2M(CCB)

Description:

There are situations when business process requires manual intervention into automated processing of Collection Activities. If such a situation occurs, system initiates To Do list creation processing. (see Collection Event “Create To Do “, Step 1.8.3.2 of the current Process for details). Special background process reviews information stored in the system earlier (during To Do Collection Event processing) and creates To Do list entry for CSR or Authorized User to review and analyze.

Process Plug-in enabled Y	Available Algorithm(s):	C1-AUTOCCTDE - Auto-Complete Collection To Do Entries
Configuration required Y	Entities to Configure:	To Do Role To Do Type
Customizable process N	Process Name:	TD-CEVT - To Do batch process

3.8 Create To Do for Completed ‘Create To Do Entry’ Events Group: Collection Event Type- Create To Do

Actor/Role: C2M(CCB)

Description:

C2M(CCB) identifies completed ‘Create To Do Entry’ collection event and creates To DO list entry for each completed event, for CSR or Authorized User to review and analyze.

Process Plug-in enabled Y	Available Algorithm(s):	C1-AUTOCCTDE - Auto-Complete Collection To Do Entries
Configuration required Y	Entities to Configure:	To Do Role To Do Type
Customizable process N	Process Name:	TD-CEVT - To Do batch process

3.9 Work To Do

Actor/Role: CSR or Authorized User

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 Collection Process

4.0 Request Complete To Do Group: Collection Event Type- Create To Do

Actor/Role: CSR or Authorized User

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.

Configuration required Y Entities to Configure:

To Do Role
To Do Type

4.1 Complete To-Do Entry Group: Collection Event Type- Create To Do

Actor/Role: C2M(CCB)

Description:

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

4.2 Identify Open To Do's for Inactive Collection Event Group: Collection Event Type- Create To Do

Actor/Role: C2M(CCB)

Description:

C2M(CCB) identifies and automatically completes To Do Entries linked to inactive Collection processes.

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

C1-AUTOCCTDE - Auto-Complete Collection To Do Entries

Configuration required Y Entities to Configure:

To Do Role
To Do Type

Customizable process N Process Name:

F1-TDMON - To Do Monitor

4.3 Create To Do for Account Debt Monitor Errors Group: ADM/ADM2, CET, CPM Exception Processing

Actor/Role: C2M(CCB)

Description:

C2M(CCB) creates To DO list entry when an error is detected in Account Debt Monitor Process, for CSR or Authorized User to review and analyze.

Configuration required Y Entities to Configure:

To Do Role

Customizable process N	Process Name:	To Do Type
		ADM - Account debt monitor
		ADM2 - Account debt monitor, minimum days review

4.4 Create To Do for Collection Event Trigger Errors Group: ADM/ADM2, CET, CPM Exception Processing

Actor/Role: C2M(CCB)

Description:

C2M(CCB) creates To DO list entry when an error is detected in Collection Event Trigger Process, for CSR or Authorized User to review and analyze.

Configuration required Y	Entities to Configure:	To Do Role
		To Do Type
Customizable process N	Process Name:	CET - Collection Event Trigger

4.5 Create To Do for Collection Process Monitor Errors Group: ADM/ADM2, CET, CPM Exception Processing

Actor/Role: C2M(CCB)

Description:

C2M(CCB) creates To DO list entry when an error is detected in Collection Process Monitor Process, for CSR or Authorized User to review and analyze.

Configuration required Y	Entities to Configure:	To Do Role
		To Do Type
Customizable process N	Process Name:	CPM - Collection Process Monitor

4.6 Resolve Issue Group: ADM/ADM2, CET, CPM Exception Processing

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User determines what needs to be done and enters applicable information in system.

4.7 Request Collection Process Details

Actor/Role: Self-Service Application

Description:

The Self-Service Application requests to view Collection Process details.

System supports communicating with the external system via RESTful services or via SOAP services. In both cases, the system uses an object called inbound web service (IWS) to store the configuration. A web service class is used to distinguish whether the IWS is used for REST or SOAP.

4.8 Get Collection Process Group: Invoke and Send View Collection Process

Actor/Role: C2M(CCB)

Description:

The C2M(CCB) will identify the request, will fetch and respond with collection process details.

Process Plug-in enabled (Y/N) **Scripts(s):**

C1CollProces- Collection Process Service

Web Service(s):

C1-CollectionProcess- Collection Process

4.9 Review Collection Process Details

Actor/Role: Self-Service Application

Description:

The Self-Service Application review collection process details.

Test Assets related to the Current Process

Testing Asset Sr.No	Use Case	No Of Data sets
1	URM-C2M-4321-001-Monitor-Act-Debt-ADM	3
2	URM-C2M-4321-002-Monitor-Act-Debt-ADM2	3
3	URM-C2M-4321-003-Trigger-Coll-Evt-CET-Reminder	2
4	URM-C2M-4321-004-Trigger-Coll-Evt-CET-AffectCreditRating	2
5	URM-C2M-4321-005-Trigger-Coll-Evt-CET-SevAllSAs	1
6	URM-C2M-4321-006-Collection-Process-Monitor-CPM	1
7	URM-C2M-4321-007-Manually-Create-Collection-Process	1
8	URM-C2M-4321-008-Manually-Update-Collection-Process	2

Document Control

Change Record

Date	Author	Version	Change Reference
7/8/09	Galina Polonsky	Draft	No Previous Document
10/22/10	Geir Hedman		Updated Title and Content page
11/18/10	Yoko Iwahiro		Update Business Objects, Algorithms, Configurable Processes.
12/22/10	Ayelet Lavee		Final release review made changes to Visio, Hyperlinks, brief description and minor edits through the document
2/9/11	Geir Hedman		Updated Document and Visio
9/13/13	Mel Bachmeier	V2.4	Updated Document and Visio
08/31/17	Joshua Piccott		Updated Document and Visio to v2.6
09/22/2017	Don Lee	C2M	Updated Document to reflect proper BO's and Algorithm Type Names
09/23/2017	Galina Polonsky		Reviewed, Approved
8/14/2018	Jerry Chick		Minor grammatical and syntax changes. Replaced Page 2 Visio flow with updated version.
09/10/2018	Galina Polonsky		Reviewed, Approved
6/4/2019	Satya Kalavala		Updated format for v2.7
8/8/2024	Kunal Nerkar		Updated Document and Visio for C2M v2.9
09/21/2024	Pablo Siegrist		Reviewed
12/17/2024	Galina Polonsky		Reviewed, Approved

Attachments:

Collection Process

Collection Process
Bookmark
Previous Item

Main
SAs
Events

Collection Process
Brazil,Mark S, Inactive(Completed), Residential Standard Utility Debt, Created 04-01-2020

Account ID
3066882735
Brazil,Mark S, Residential, \$1,745.11

Collection Status
Inactive
Reason
Completed
Cancel

Collection Class Control
CA-RES-STD
Residential Standard Utility Debt
Collection Process created for \$1,718.63 overdue longer than 40 days on SAs with debt class STD

Collection Process Template
Risky utility debt

Create Date/Time
04-01-2020 4:14:59

Collection Amount Base Date
02-21-2020
Calculate Date Using
0 Days In Arrears.

Comments

Collection Process - 3067409928 Brazil,Mark S, Inactive(Completed), Residential Standard Utility Debt, Created 04-01-2020

- SA - Amount Still Owing \$177.00 ; California / Electric Residential, ER-DMINU, Active, 01-01-2016, 3062687364
- SA - Amount Still Owing \$133.10 ; California / Waste Water Residential (quart, WWDFLT, Active, 01-01-2016, 3062990044
- SA - Amount Still Owing \$462.35 ; California / Gas Residential, GASDFLT, Active, 01-01-2016, 3063744870
- SA - Amount Still Owing \$946.18 ; California / Water Residential (quarterly), WDFLT, Active, 01-01-2016, 3069252209
- Event - Completed, Risky debt reminder letter, 04-01-2020, 04-20-2020
- Event - Completed, Automated collections call, 04-06-2020, 04-20-2020
- Event - Completed, Start Sev for all SAs in Coll, 04-13-2020, 04-20-2020
- Event - Completed, Affect credit rating by 25 points, 04-13-2020, 04-20-2020
- Debt Class - No collection/severance, Current Balance: \$0.00, Delinquent Debt: \$0.00
- Debt Class - Standard utility debt, Current Balance: \$1,745.11, Delinquent Debt: \$1,718.63

The Account has other active collection activities.

Account Financial History

Account Financial History

Main

Account Financial History ⓘ

Search By

Arrears Date

Expand Filters

	Arrears Date	Financial Transaction Type	Current Amount	Current Balance	Payoff Amount	Payoff Balance
1		Late payment charge	\$26.48	\$1,745.11	\$26.48	\$1,745.11
2	08-01-2017	Bill Segment	\$1,560.94	\$1,718.63	\$1,560.94	\$1,718.63
3	08-01-2017	Bill Segment	\$111.69	\$157.69	\$111.69	\$157.69
4	06-01-2017	Bill Segment Cancellation	\$-217.30	\$46.00	\$-217.30	\$46.00
5	06-01-2017	Bill Segment	\$318.30	\$263.30	\$318.30	\$263.30
6	05-18-2017	Pay Segment	\$-319.86	\$-55.00	\$-319.86	\$-55.00
7	05-01-2017	Bill Segment	\$319.86	\$264.86	\$319.86	\$264.86
8	04-08-2017	Pay Segment	\$-808.12	\$-55.00	\$-808.12	\$-55.00
9	04-01-2017	Bill Segment	\$835.18	\$753.12	\$835.18	\$753.12
10	04-01-2017	Xfer balance - printed	\$0.00	\$-82.06	\$0.00	\$-82.06
11	03-18-2017	Pay Segment	\$-400.00	\$-82.06	\$-400.00	\$-82.06
12	03-01-2017	Bill Segment	\$372.94	\$317.94	\$372.94	\$317.94
13	03-01-2017	Non-sufficient funds	\$20.00	\$-55.00	\$20.00	\$-55.00
14	02-22-2017	Pay Segment	\$-442.67	\$-75.00	\$-442.67	\$-75.00
15	02-09-2017	Pay Segment Cancellation	\$422.67	\$367.67	\$422.67	\$367.67
16	02-09-2017	Pay Segment	\$-422.67	\$-55.00	\$-422.67	\$-55.00
17	02-01-2017	Bill Segment	\$422.67	\$367.67	\$422.67	\$367.67
18	01-13-2017	Pay Segment	\$-1,252.84	\$-55.00	\$-1,252.84	\$-55.00
19	01-01-2017	Bill Segment	\$934.93	\$1,197.84	\$934.93	\$1,197.84

Service agreement

Service Agreement

Bookmark

Previous Item

Next Item

Clear

Save

Refresh

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

SA Info

California / Electric Residential, ER-DMINU, Active, 01-01-2016, 3062687364

SA ID3062687364

SA Status

Active

Activate SA

Cancel SA

Initiate Stop

Stop SA

Close SA

Reinstate SA

Account ID

3066882735

Brazil, Mark S, Residential, \$1,745.11

CIS Division

California

SA Type

E-RES

California / Electric Residential

Start Date

01-01-2016

End Date

Maximum Bill Threshold

\$2,000.00

Cutoff Time

2:00:00

Start Day Option

Current Day

Customer Read

No

Allow Estimates

☒

Start Option

Apply New Start Option

Char Premise ID

6805897641

389 Church Street, San Francisco, CA, 94111

Old Account ID

Total Amount to Bill

\$0.00

Expiration Date

Renewal Date

Debt Class

Standard utility debt

Days Old

Arrears Amount

New Charge

\$3.35

1035

\$131.00

1096

\$46.00

Current Balance

\$180.35

SA - California / Electric Residential, ER-DMINU, Active, 01-01-2016, 3062687364

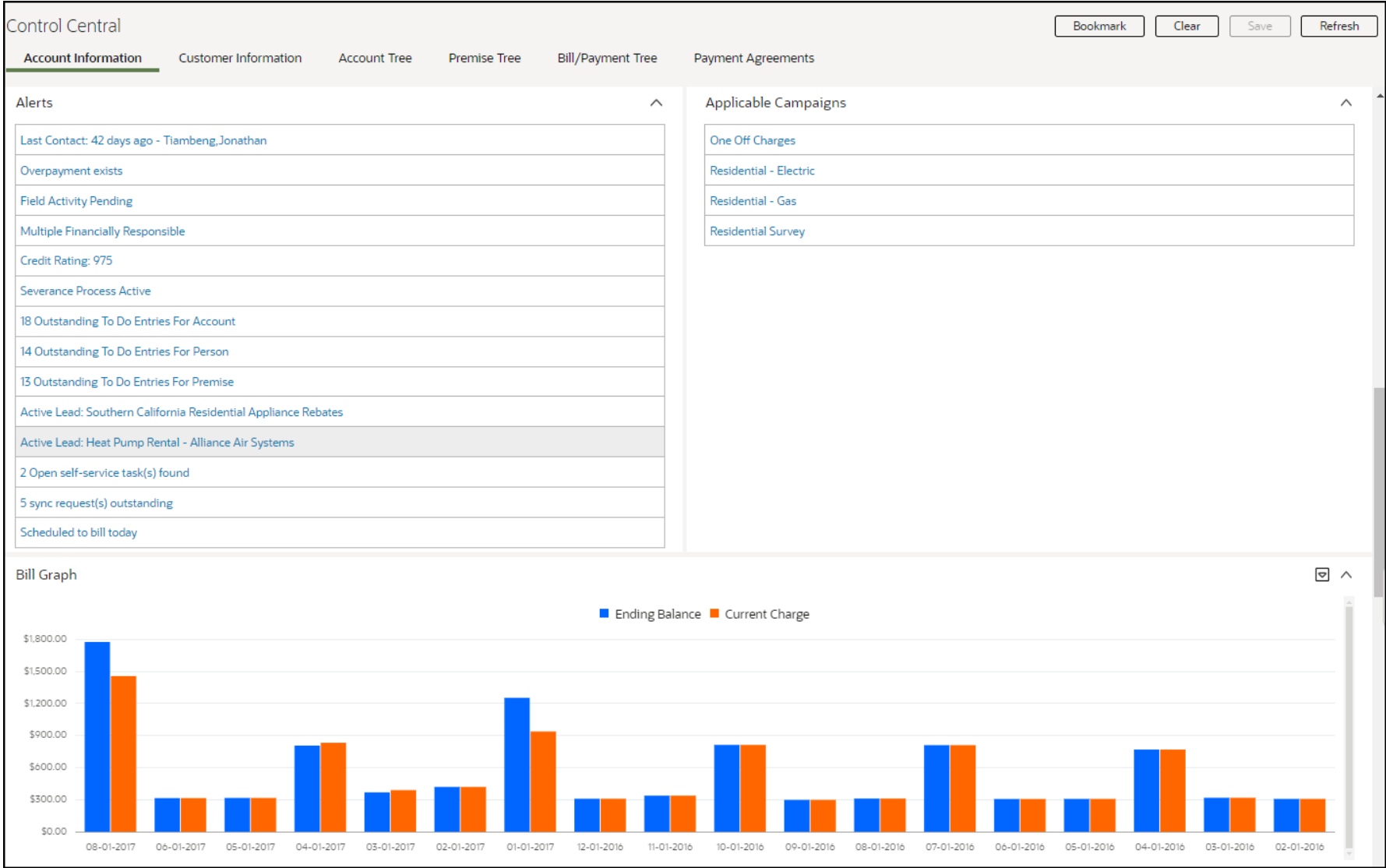
SP - 389 Church Street, San Francisco, CA, 94111 / Electric Residential / Electric / ER-1000010 / Read Cycle 01, Route 100 / Active / HTU - Add

Admin Menu / Installation Options Control Central Alerts

Installation Options Control Central Alert Algorithms

- C1_COLL-DF
- Highlight Active Collection Processes
- C1_COLLRF-DF
- Highlight Active Collection Agency Referral

Dashboard



Bill Graph

Ending Balance

Current Charge

Date	Ending Balance	Current Charge
08-01-2017	\$1,750.00	\$1,450.00
06-01-2017	\$300.00	\$300.00
05-01-2017	\$300.00	\$300.00
04-01-2017	\$800.00	\$850.00
03-01-2017	\$350.00	\$350.00
02-01-2017	\$400.00	\$400.00
01-01-2017	\$1,200.00	\$900.00
12-01-2016	\$300.00	\$300.00
11-01-2016	\$300.00	\$300.00
10-01-2016	\$800.00	\$800.00
09-01-2016	\$300.00	\$300.00
08-01-2016	\$300.00	\$300.00
07-01-2016	\$800.00	\$800.00
06-01-2016	\$300.00	\$300.00
05-01-2016	\$300.00	\$300.00
04-01-2016	\$750.00	\$750.00
03-01-2016	\$300.00	\$300.00
02-01-2016	\$300.00	\$300.00

Account – Credit Rating

Account

Main

Auto Pay

Persons

Financial Balances

Bill Messages

C & C

Budget

Deposits

Characteristics

Alerts

Account Portal

Account

Brazil,Mark S, Residential, \$1,745.11

Collection Class

Residential

Postpone Credit Review Until

01-01-2020

Last Credit Review Date

09-07-2023

Current Credit Rating

975

Current Cash Only Score

400

Credit Rating History

← "1" of "2" → +

Start Date

04-20-2020

Credit Rating History ID

3064062023

End Date

04-20-2021

Created on 04-20-2020 by Collection Process 3067409928 Event 040

Affect Credit Rating By

-25

Affect Cash-Only Score By

0

Comments