**CCS**

**24B**

**4.3.2 Perform Collection Activities**

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## Brief Description

**Business Process: 4.3.2 CCS.Perform Collection Activities**

**Process Type: Process**

**Parent Process: 4.3. Collect Revenue  
Sibling Processes:**

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

* Collection Process
* Severance Process
* Write Off Process

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

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

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

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

## Business Process Model



## Test Assets related to the Current Process

| Testing Asset Sr.No | Use Case | No Of Data sets |
| --- | --- | --- |
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## Document Control

**Change Record**

1

| Date | Author | Version | Change Reference |
| --- | --- | --- | --- |
|  |  |  |  |
| 07/20/09 | Galina Polonsky | Draft 1a | No Previous Document |
| 10/22/10 | Geir Hedman |  | Updated Title and Content page |
| 12/29/10 | Ayelet Lavee |  | Minor changes |
| 05/9/2014 | Galina Polonsky |  | Review Changes |
| 11/23/2015 | Chris Brewster |  | Updated for V2.5 |
| 11/24/2014 | Galina Polonsky |  | Review Changes, Approved |
| 08/15/2017 | Isuru Ranasinghe |  | Updated formatting for V2.6 |
| 09/14/2017 | Don Lee |  | Modified to reflect C2M modifications |
| 12/22/2017 | Galina Polonsky |  | Review Changes, Approved |
| 08/24/2018 | Jerry Chick |  | Replace Visio flow with updated version. Made several grammatical and syntax corrections. |
| 09/19/2018 | Galina Polonsky |  | Review Changes, Approved |
| 6/4/2019 | Satya Kalavala |  | Updated format for v2.7 |
| 08/28/2024 | Kunal Nerkar |  | Updated Document and Visio for CCS 24B |
| 08/29/2024 | Pablo Siegrist |  | Reviewed |
| 12/16/2024 | Galina Polonsky |  | Reviewed, Approved |

## Attachments: