**CCS**

**24B**

**4.3.2.2** **Manage Severance Process**

Creation Date: July 25, 2009

Last Updated: January 22, 2025

1. **Title, Subject, Last Updated Date, Reference Number**, **and** **Version** are marked by a Word Bookmark so that they can be easily reproduced in the header and footer of documents. When you change any of these values, be careful not to accidentally delete the bookmark. **You can make bookmarks visible by selecting Tools->Options…View and checking the Bookmarks option in the Show region.**
2. To add additional approval lines, press [Tab] from the last cell in the table above.



**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](#_Toc175852592)

[Business Process Model Page 1 5](#_Toc175852593)

[Business Process Model Page 2 6](#_Toc175852594)

[Business Process Model Page 3 7](#_Toc175852595)

[Business Process Model Page 4 8](#_Toc175852596)

[Business Process Model Page 5 9](#_Toc175852597)

[Business Process Model Page 6 10](#_Toc175852598)

[Business Process Model Page 7 11](#_Toc175852599)

[Detail Business Process Model Description 12](#_Toc175852600)

[Test Assets related to the Current Process 39](#_Toc175852601)

[Document Control 40](#_Toc175852602)

[Attachments: 41](#_Toc175852603)

[Collection Process 41](#_Toc175852604)

[Severance Process 42](#_Toc175852605)

[Account Financial History 44](#_Toc175852606)

[Service Agreement 45](#_Toc175852607)

[Control Central Alerts 46](#_Toc175852608)

[Dashboard 47](#_Toc175852609)

[Account – Credit Rating 48](#_Toc175852610)

[Customer Contact 49](#_Toc175852611)

1. To update the table of contents, put the cursor anywhere in the table and press [F9]. To change the number of levels displayed, select the menu option Insert‑>Index and Tables, make sure the Table of Contents tab is active, and change the Number of Levels to a new value.

## Brief Description

**Business Process: 4.3.2.2 CCS.Manage Severance Process**

**Process Type: Sub Process**

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

**Sibling Processes: 4.3.2.1 CCS.Manage Collection Process, 4.3.2.3a CCS.Manage Pay Plan, 4.3.2.4a CCS.Manage Payment Arrangement, 4.3.2.5a CCS.Manage Late Payment Charge, 4.3.2.6 CCS.Write Off Uncollectable Receivables 4.3.2.7 CCS.Manage Collection Agency Referral.**

This process describes the management of Severance Processing. Severance Process takes place after collection process if collection process wasn’t successful and customer still owes company money. Typical Severance Process is a set of business and system activities that require in order to sever Customer’s Service Agreement(s). Severance activities may vary based on the type of service, customer and amount of unpaid debt.

Severance Process is created automatically (as a last Collection activity) or manually and based on the established business rules. When Severance Process is created, system automatically initiates business or system events associated with the given Severance Process (Severance Events) on the specific day. System stops severance real time if Customer’s debt is relieved or partially relieved. Authorized User also can monitor and control Severance activities and manipulate with the Severance process and activities linked to the process based on business process needs.

99.9% of all severance processes are created when a "start severance" collection event is activated by the [Collection Event Activator](https://slc12cuz.us.oracle.com:6201/ohelp/faces/helppages/config.OHW+Servlet+1/locale.en-US/topics/navSetId._/X1/C1_BP08CreditAndCollections_Collection_Event_Activator.html) and require no human intervention before they are executed (refer to [How Are Severance Processes Created](https://slc12cuz.us.oracle.com:6201/ohelp/faces/helppages/config.OHW+Servlet+1/locale.en-US/topics/navSetId._/X1/C1_BP08CreditAndCollections_How_Are_Severance_Processes_Creat.html) for information about how the account debt monitor creates severance processes).

## Business Process Model Page 1



## Business Process Model Page 2



## Business Process Model Page 3



## Business Process Model Page 4



## Business Process Model Page 5



## Business Process Model Page 6



## Business Process Model Page 7



## Detail Business Process Model Description

[1.1](#_Business_Process_Model) **Search for Customer’s Account**

A**ctor/Role: CSR**

**Description:**

The CSR or Authorized User accesses Control Central Search to locate the Customer in CCS(CCB). CSR or Authorized User perform the search if there is a need to initiate manually Severance Process or work on existing one.

**Configuration required Y Entities to Configure:**

|  |
| --- |
| [Installation Options](#ControlCentralAlerts) |

[1.2](#BPM1) **Evaluate Requirements for Severance**

A**ctor/Role: CSR**

**Description:**

Based on established business rules, the CSR or Authorized User evaluates the customer’s delinquent account and associated Service Agreement(s) to determine if Severance 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](#ServiceAgreement), [Customer Contacts](#CustomerContact), [Account Financial History](#AccountFinancialHistory), [Credit and Collection](#_Collection_Process) Activities and other pertinent information.

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

|  |
| --- |
| Control Central Alerts |
| CI\_TL-COL - Collection Timeline |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| [Installation Options – Control Central Alerts](#ControlCentralAlerts) |
| Zone |

[1.3](#BPM1) **Populate Severance Process Data**

A**ctor/Role: CSR**

**Description:**

Based on established business rules, the CSR or Authorized User determines what Severance Process is the best fit for the specific Account’s Service Agreement. Usually the CSR or Authorized User tries to use the Severance Template to create the Severance Process. Sometimes the CSR or Authorized User needs to add, subtract or modify events to form a Severance process that satisfies business requirements and criteria. The CSR or Authorized User uses the [Severance](#_Severance_Process) Process Screen to populate all the Severance Process related data.

[1.4](#BPM1) **Request to Create Severance Process**

A**ctor/Role: CSR**

**Description:**

The CSR or Authorized User requests to create Severance Process

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Severance Process Template |
| Severance Event Type |

**Business Object Y Business Object:**

|  |
| --- |
| C1-SevEvtTypePhysicalBO- Physical BO for Severance Event Type |
| C1-SevProcTemplatePhysicalBO - Physical BO for Severance Process Template |

[1.5](#BPM1) **Create Severance Process**

A**ctor/Role: CCS(CCB)**

**Description:**

Severance Processes can be created Manually or Automatically. Most of the Processes are created automatically.

Automated process: This step is part of Collection process. Create collection process is actually a collection event that creates a Severance Process (see 4.3.2.1 CCS.Manage Collection Process for details for how a Severance process is created automatically).

Manual process: CSR or Authorized User creates Severance process if required by business.

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Collection Class Control |
| Collection Template |
| Collection Event Type |
| Feature Configuration |
| Severance Process Template |
| Severance Event Type |

**Customizable process N Process Name:**

|  |
| --- |
| CET Collection Event Activator |

[1.6](#_Business_Process_Model) **Evaluate Severance Process**

A**ctor/Role: CSR**

**Description:**

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

[1.7](#_Business_Process_Model) **Modify Process and Process Events**

A**ctor/Role: CSR**

**Description:**

The CSR or Authorized User modifies Severance Process and /or Severance Events linked to the Severance process.

Note: CSR or Authorized User can add/remove Severance events to/from the process

[1.8](#BPM1) **Update Collection Process and Events**

A**ctor/Role: CCS(CCB)**

**Description:**

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

[1.9](#_Business_Process_Model) **Request to Cancel Pending and Awaiting Field Activity Severance Events**

A**ctor/Role: CSR**

**Description:**

If the CSR or Authorized User decides to cancel or complete a Severance process, the CSR or Authorized User cancels all the pending or awaiting Field Activity Severance Events.

[2.0](#_Business_Process_Model) **Request to Cancel Severance Process and Provide Cancel Reason**

A**ctor/Role: CSR**

**Description:**

If the CSR or Authorized User decides to cancel or complete a Severance process, the CSR or Authorized User requests to cancel the process and provide an appropriate, valid cancellation reason.

[2.1](#_Business_Process_Model) **Cancel Pending and Awaiting Field Activity Severance Event(s) Group: Severance Event Activator**

**Group: Real Time Cancellation Severance Process**

A**ctor/Role: CCS(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 Severance Process. Usually Company allows cancellation if:

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

If this is the case, the system cancels all the pending and awaiting Field Activity Severance Events and transitions the Severance Process to Inactive state.

Manual Process:

CSR or Authorized User Cancels Pending and awaiting Field Activity Severance Events depending on current business needs. This is accomplished by requesting a Cancel which causes a request to be Sent to SOM to Cancel Existing Service Order

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

|  |
| --- |
| DC SEV CAN – Severance Process Cancellation. Cancel Severance Process if Debt Class Debt <= Threshold |
| SEV CAN CRIT - Cancel Sev Process If SA Debt <= Threshold Amount |

**Customizable process N Process Name:**

|  |
| --- |
| PUPL - Create Pending Payment Upload Job |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Debt Class |
| Feature Configuration |
| Workflow |

**Customizable process N Process Name:**

|  |
| --- |
| SET - Severance event trigger |
| BILLING - Billing |
| PUPL – Payment Upload Process |

[2.2](#BPM1) **Update Severance Process to Inactive**

A**ctor/Role: CCS(CCB)**

**Description:**

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

Manual process: The CSR or Authorized User changes the Severance Process’ status

**Customizable process N Process Name:**

|  |
| --- |
| SET - Severance event trigger |
| SEC - Severance Event Completion |
| BILLING - Billing |
| PUPL – Payment Upload Process |

**Business Object Y Business Object:**

|  |
| --- |
| C1-SevEvtTypePhysicalBO- Physical BO for Severance Event Type |
| C1-SevProcTemplatePhysicalBO - Physical BO for Severance Process Template |

[2.3](#BPM2) **Evaluate Active Severance Process Group: Severance Event Activator**

A**ctor/Role: CCS(CCB)**

**Description:**

This is the first step of the Severance Event Activator background process. Severance Event Tigger periodically reviews active Severance Processes and identifies Severance Events that require activation on the given effective (trigger) date. Prior to activation events, process evaluates Eligibility of the Service Agreement for severance. If SA is stopped, process cancels Severance process for this SA.

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Customer Class Control |
| Work Calendar |

**Customizable process N Process Name:**

|  |
| --- |
| SET - Severance event trigger |

[2.3.1.1](#BPM3) **Activate Event Send Letter to Customer Group: Severance Event Activator**

A**ctor/Role: CCS(CCB)**

**Description:**

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

**Business Object Y Business Object:**

|  |
| --- |
| C1-SevEvtTypePhysicalBO- Physical BO for Severance Event Type |
| C1-SevProcTemplatePhysicalBO - Physical BO for Severance Process Template |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Severance Process Template |
| Severance Event Type |

**Customizable process N Process Name:**

|  |
| --- |
| SET - Severance event trigger |

[2.3.1.2](#BPM3) **Create Customer Contact Group: Severance Event Activator**

A**ctor/Role: CCS(CCB)**

**Description:**

This CCS(CCB) event creates a [Customer Contact](#CustomerContact). 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-SEV- Create severance event letter extract records |

**Business Object Y Business Object:**

|  |
| --- |
| C1-SevEvtTypePhysicalBO- Physical BO for Severance Event Type |
| C1-SevProcTemplatePhysicalBO - Physical BO for Severance Process Template |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Severance Process Template |
| Severance Event Type |
| Customer Contact Class |
| Customer Contact Type |
| Letter Template(s) |

**Customizable process N Process Name:**

|  |
| --- |
| SET - Severance event trigger |

[2.3.1.3](#BPM3) **Complete Event Group: Severance Event Activator**

A**ctor/Role: CCS(CCB)**

**Description:**

System completes Severance Events after successful execution.

[2.3.2.1](#BPM3) **Activate Event Affect Credit Rating/Cash Only Group: Severance Event Activator**

A**ctor/Role: CCS(CCB)**

**Description:**

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

**Business Object Y Business Object:**

|  |
| --- |
| C1-SevEvtTypePhysicalBO- Physical BO for Severance Event Type |
| C1-SevProcTemplatePhysicalBO - Physical BO for Severance Process Template |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Severance Process Template |
| Severance Event Type |

**Customizable process N Process Name:**

|  |
| --- |
| SET - Severance event trigger |

[2.3.2.2](#BPM2) **Update Customer’s Account Credit Rating Group: Severance Event Activator**

A**ctor/Role: CCS(CCB)**

**Description:**

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

**Business Object Y Business Object:**

|  |
| --- |
| C1-SevEvtTypePhysicalBO- Physical BO for Severance Event Type |
| C1-SevProcTemplatePhysicalBO - Physical BO for Severance Process Template |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Severance Process Template |
| Severance Event Type |

**Customizable process N Process Name:**

|  |
| --- |
| SET - Severance event trigger |

[2.3.3.1](#BPM3) **Activate Event Break Payment Arrangement Group: Severance Event Activator**

A**ctor/Role: CCS(CCB)**

**Description:**

The System initiates execution of Severance Event with Type “Break Payment Arrangement” on the specified trigger date.

**Business Object Y Business Object:**

|  |
| --- |
| C1-SevEvtTypePhysicalBO- Physical BO for Severance Event Type |
| C1-SevProcTemplatePhysicalBO - Physical BO for Severance Process Template |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Severance Process Template |
| Severance Event Type |

**Customizable process N Process Name:**

|  |
| --- |
| SET - Severance event trigger |

[2.3.3.2](#BPM3) **Break Payment Arrangement and transfer debt to Original SA(s) Group: Severance Event Activator**

A**ctor/Role: CCS(CCB)**

**Description:**

If the Account has a Payment Arrangement, the system will break the Payment Arrangement. When a Payment Arrangement is broken, debt on the Payment Arrangement is transferred back to the original Service Agreement(s). Refer to 4.3.2.4a Manage Payment Arrangement for additional details.

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

|  |
| --- |
| SEV BREAK PA - Break payment arrangement - severance event |
| C1-BO-PY-ARR - Bill-Based Payment Arrangement Processing |

**Business Object Y Business Object:**

|  |
| --- |
| C1-SevEvtTypePhysicalBO- Physical BO for Severance Event Type |
| C1-SevProcTemplatePhysicalBO - Physical BO for Severance Process Template |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Severance Process Template |
| Severance Event Type |

**Customizable process N Process Name:**

|  |
| --- |
| SET - Severance event trigger |

[2.3.4.1](#BPM3) **Activate NBB Severance Event Group: Severance Event Activator**

A**ctor/Role: CCS(CCB)**

**Description:**

System initiates execution of Severance Event with Type “NBB Severance” on the specified trigger date.

**Business Object Y Business Object:**

|  |
| --- |
| C1-SevEvtTypePhysicalBO- Physical BO for Severance Event Type |
| C1-SevProcTemplatePhysicalBO - Physical BO for Severance Process Template |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Severance Process Template |
| Severance Event Type |

**Customizable process N Process Name:**

|  |
| --- |
| SET - Severance event trigger |

[2.3.4.2](#BPM3) **Break NBB Group: Severance Event Activator**

A**ctor/Role: CCS(CCB)**

**Description:**

If the Account has non-billed budget, the system breaks it by setting up a characteristic.

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

|  |
| --- |
| SVEV-NB - NBB Severance |

**Business Object Y Business Object:**

|  |
| --- |
| C1-SevEvtTypePhysicalBO- Physical BO for Severance Event Type |
| C1-SevProcTemplatePhysicalBO - Physical BO for Severance Process Template |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Severance Process Template |
| Severance Event Type |

**Customizable process N Process Name:**

|  |
| --- |
| SET - Severance event trigger |

[2.3.5.1](#BPM3) **Activate Event Start Severance Process Group: Severance Event Activator**

A**ctor/Role: CCS(CCB)**

**Description:**

If only one Service Agreement was nominated for a Severance process and all the activities executed by this time didn’t achieve the main goal and the Customer still owes money to the Company, the Company initiates Severance Processes for each Debt class’ SA in arrears. Severance Event Start Severance process allows a new Severance Process to be created. This step initiates Severance Process creation on the scheduled date.

**Business Object Y Business Object:**

|  |
| --- |
| C1-SevEvtTypePhysicalBO- Physical BO for Severance Event Type |
| C1-SevProcTemplatePhysicalBO - Physical BO for Severance Process Template |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Severance Process Template |
| Severance Event Type |

**Customizable process N Process Name:**

|  |
| --- |
| SET - Severance event trigger |

[**2.3.5.2**](#BPM3) **Identify all SA(s) require Severance Group: Severance Event Activator**

A**ctor/Role: CCS(CCB)**

**Description:**

The System identifies all the Debt Class’ Service Agreements eligible for Severance.

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

|  |
| --- |
| SEV EVT SEV – Cut all other service agreements in the debt class |

**Business Object Y Business Object:**

|  |
| --- |
| C1-SevEvtTypePhysicalBO- Physical BO for Severance Event Type |
| C1-SevProcTemplatePhysicalBO - Physical BO for Severance Process Template |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Severance Process Template |
| Severance Event Type |

**Customizable process N Process Name:**

|  |
| --- |
| SET - Severance event trigger |

[2.3.5.3](#BPM3) **Determine Severance Process(es) for SA(s) Group: Severance Event Activator**

A**ctor/Role: CCS(CCB)**

**Description:**

The System applies severance criteria and selects the appropriate Severance Process Template to initiate Severance Process for each identified Service Agreement

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

|  |
| --- |
| SEV EVT SEV – Cut all other service agreements in the debt class |
| SV CRIT LS – Person Life Support Exists |
| SV CRIT MMSA - Sev Criteria - check if SP(s) have a char type/val |
| SV CRIT DFLT - Default (this condition is always true) |

**Business Object Y Business Object:**

|  |
| --- |
| C1-SevEvtTypePhysicalBO- Physical BO for Severance Event Type |
| C1-SevProcTemplatePhysicalBO - Physical BO for Severance Process Template |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Severance Process Template |
| Severance Event Type |
| SA Type |

**Customizable process N Process Name:**

|  |
| --- |
| SET - Severance event trigger |

[2.3.5.4](#BPM3) **Create Severance Process(es) Group: Severance Event Activator**

A**ctor/Role: CCS(CCB)**

**Description:**

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

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

|  |
| --- |
| SEV EVT SEV – Cut all other service agreements in the debt class |

**Business Object Y Business Object:**

|  |
| --- |
| C1-SevEvtTypePhysicalBO- Physical BO for Severance Event Type |
| C1-SevProcTemplatePhysicalBO - Physical BO for Severance Process Template |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Severance Process Template |
| Severance Event Type |
| SA Type |

**Customizable process N Process Name:**

|  |
| --- |
| SET - Severance event trigger |

[2.3.6.1](#BPM3) **Activate Custom Event Group: Severance Event Activator**

A**ctor/Role: CCS(CCB)**

**Description:**

In some cases, Company’s business practice requires additional activity for severance processes. This step is to incorporate into Severance Process and initiates any additional activity the 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-SevEvtTypePhysicalBO- Physical BO for Severance Event Type |
| C1-SevProcTemplatePhysicalBO - Physical BO for Severance Process Template |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Severance Process Template |
| Severance Event Type |

**Customizable process N Process Name:**

|  |
| --- |
| SET - Severance event trigger |

[2.3.6.2](#BPM3) **Perform Additional Activities Group: Severance Event Activator**

A**ctor/Role: CCS(CCB)**

**Description:**

The System executes custom functionality included into the Severance process.

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

|  |
| --- |
| SEV EVT SEV – Cut all other service agreements in the debt class |

**Business Object Y Business Object:**

|  |
| --- |
| C1-SevEvtTypePhysicalBO- Physical BO for Severance Event Type |
| C1-SevProcTemplatePhysicalBO - Physical BO for Severance Process Template |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Severance Process Template |
| Severance Event Type |

**Customizable process N Process Name:**

|  |
| --- |
| SET - Severance event trigger |

[2.3.7.1](#BPM3) **Activate Event Expire SA Group: Severance Event Activator**

A**ctor/Role: CCS(CCB)**

**Description:**

In some cases, the Company’s business practice requires to expire a Service Agreement System Activates Severance event with type “Expire SA”

**Business Object Y Business Object:**

|  |
| --- |
| C1-SevEvtTypePhysicalBO- Physical BO for Severance Event Type |
| C1-SevProcTemplatePhysicalBO - Physical BO for Severance Process Template |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Severance Process Template |
| Severance Event Type |

**Customizable process N Process Name:**

|  |
| --- |
| SET - Severance event trigger |

[2.3.7.**2**](#BPM3) **Determine Expiration Date Group: Severance Event Activator**

A**ctor/Role: CCS(CCB)**

**Description:**

The System identifies Service Agreement’s expiration Date based in established business rules

**Business Object Y Business Object:**

|  |
| --- |
| C1-SevEvtTypePhysicalBO- Physical BO for Severance Event Type |
| C1-SevProcTemplatePhysicalBO - Physical BO for Severance Process Template |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Severance Process Template |
| Severance Event Type |

**Customizable process N Process Name:**

|  |
| --- |
| SET - Severance event trigger |

[2.3.7.3](#BPM3) **Update SA to Pending Stop Group: Severance Event Activator**

A**ctor/Role: CCS(CCB)**

**Description:**

The System updates the Service Agreement’s status to Pending Stop.

Note: Other processes expire Service Agreements completely when all the criteria for expiration are satisfied. Refer to 3.3.2.2 Stop Premise Based Service

**Business Object Y Business Object:**

|  |
| --- |
| C1-SevEvtTypePhysicalBO- Physical BO for Severance Event Type |
| C1-SevProcTemplatePhysicalBO - Physical BO for Severance Process Template |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Severance Process Template |
| Severance Event Type |

**Customizable process N Process Name:**

|  |
| --- |
| SET - Severance event trigger |

[2.3.8.1](#BPM3) **Activate Event Create To Do Entry Group: Severance Event Activator**

A**ctor/Role: CCS(CCB)**

**Description:**

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

**Business Object Y Business Object:**

|  |
| --- |
| C1-SevEvtTypePhysicalBO- Physical BO for Severance Event Type |
| C1-SevProcTemplatePhysicalBO - Physical BO for Severance Process Template |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Severance Process Template |
| Severance Event Type |

**Customizable process N Process Name:**

|  |
| --- |
| SET - Severance event trigger |

[2.3.8.2](#BPM3) **Initiate To Do List Entry Creation Group: Severance Event Activator**

A**ctor/Role: CCS(CCB)**

**Description:**

CCS(CCB) prepares information for creation of a To-Do List Entry that causes initiation of the process. A separate background process will create required To-Do list Entry. See Step 4.3 of the current process for details.

**Business Object Y Business Object:**

|  |
| --- |
| C1-SevEvtTypePhysicalBO- Physical BO for Severance Event Type |
| C1-SevProcTemplatePhysicalBO - Physical BO for Severance Process Template |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Severance Process Template |
| Severance Event Type |
| To-Do Type |
| To-Do Role |

**Customizable process N Process Name:**

|  |
| --- |
| SET - Severance event trigger |

[2.3.9.1](#BPM2) **Activate Event Create Field Activity Group: Severance Event Activator**

A**ctor/Role: CCS(CCB)**

**Description:**

The System initiates execution of Severance Event with Type “Create Field Activity” on the specified trigger date.

**Business Object Y Business Object:**

|  |
| --- |
| C1-SevEvtTypePhysicalBO- Physical BO for Severance Event Type |
| C1-SevProcTemplatePhysicalBO - Physical BO for Severance Process Template |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Severance Process Template |
| Severance Event Type |

**Customizable process N Process Name:**

|  |
| --- |
| SET - Severance event trigger |

[2.3.9.2](#BPM3) **Create Service Order Group: Severance Event Activator**

A**ctor/Role: CCS(CCB)**

**Description:**

The System creates appropriate Field Activity. Refer to 5.3.2.1 SOM Mange Field Activities and Field Orders.

**Business Object Y Business Object:**

|  |
| --- |
| C1-SevEvtTypePhysicalBO- Physical BO for Severance Event Type |
| C1-SevProcTemplatePhysicalBO - Physical BO for Severance Process Template |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Severance Process Template |
| Severance Event Type |
| Field Activity Type |
| Field Activity Type Profile |
| Field Activity Profile Template |

**Customizable process N Process Name:**

|  |
| --- |
| SET - Severance event trigger |

[2.3.9.3](#BPM3) **Set Event to Awaiting Service Order Group: Severance Event Activator**

A**ctor/Role: CCS(CCB)**

**Description:**

The System updates the Severance Event status to Awaiting Field Activity

[2.4](#BPM3) **Wait for Event Effective Date Group: Severance Event Activator**

A**ctor/Role: CCS(CCB)**

**Description:**

The Severance Event Activator background process (SET) monitors Severance Events and executes Severance Events only on the defined trigger date. Until such date, the Collection Event remains in Pending status.

**Business Object Y Business Object:**

|  |
| --- |
| C1-SevEvtTypePhysicalBO- Physical BO for Severance Event Type |

**Customizable process N Process Name:**

|  |
| --- |
| SET - Severance event trigger |

[2.5](#BPM3) **Wait for Population Effective Date Group: Severance Event Activator**

A**ctor/Role: CCS(CCB)**

**Description:**

The Severance Event Activator background process (SET) monitors Severance Events and executes Severance Events only if the trigger Date is populated. Until the trigger date is provided, Severance events cannot be activated.

**Business Object Y Business Object:**

|  |
| --- |
| C1-SevEvtTypePhysicalBO- Physical BO for Severance Event Type |

**Customizable process N Process Name:**

|  |
| --- |
| SET - Severance event trigger |

[2.6](#BPM4) **Request Add/Update/Cancel Service Order Group: 5.3.2.1 SOM Manage FA and Service Orders**

A**ctor/Role: CCS(CCB)**

**Description:**

The Field Activity and corresponding Service Order for the Service Point are added in CCS and dispatched. Refer to 5.3.2.1 CCS.Manage Field Activity and Service Order for details

[2.7](#BPM4) **Perform Work Group: 5.3.2.1 SOM Manage Field Activity and Service Orders**

A**ctor/Role: Field Operations**

**Description:**

The Field Operations office receives the Dispatched Field Activity; a technician is routed to the field and performs the required work. Refer to 5.3.2.1 CCS.Manage Field Activity and Service Order for details .

[2.8](#BPM4) **Send Request Results Group: 5.3.2.1 SOM Manage Field Activity and Service Orders**

A**ctor/Role: Field Operations**

**Description:**

The Results of Field work are returned to CCS(CCB). Refer to 5.3.2.1 CCS.Manage Field Activity and Service Order for details.

[2.9](#BPM4) **Receive Results and Update FA Group: 5.3.2.1 SOM Manage Field Activity and Service Orders**

A**ctor/Role: CCS(CCB)**

**Description:**

The Service Point Field Activity information is received and FA status is updated in CCS(CCB).

[3.0](#BPM4) **Identify Field Severance Events Awaiting for Service Order Completion Group: Severance Event Completion**

A**ctor/Role: CCS(CCB)**

**Description:**

This is the first step of Severance Event Completion background process. The Results of Field work are returned to CCS(CCB). Refer to 5.3.2.1 SOM Manage Field Activity and Field Orders Process for details

**Customizable process N Process Name:**

|  |
| --- |
| SEC Severance Event Completion |

[3.1](#BPM4) **Verify Service Order Results Group: Severance Event Completion**

A**ctor/Role: CCS(CCB)**

**Description:**

The System verifies Field Activity results. If the Field Activity is Completed, the system completes the Severance event. If there is no more pending Severance Events linked to the Severance Process, the system transitions Severance Process to inactive state. The Results of Field work are returned to CCS(CCB). Refer to 5.3.2.1 SOM Manage Field Activity and Field Orders Process for details

**Customizable process N Process Name:**

|  |
| --- |
| SEC Severance Event Completion |

[3.2](#BPM4) **Identify Severance Events Require Effective Date Group: Severance Event Set Dependency Date**

A**ctor/Role: CCS(CCB)**

**Description:**

This is the first step of Severance Event Set Dependency Date background process. System identifies Severance Events dependent on Completion of previous Severance Event and requires calculation and setting activation date.

**Customizable process N Process Name:**

|  |
| --- |
| SED Severance Event Set Dependency Date |

[3.3](#BPM4) **Verify Completion of Previous Event Group: Severance Event Set Dependency Date**

A**ctor/Role: CCS(CCB)**

**Description:**

In this step the System verifies if previous Severance event has been completed.

**Customizable process N Process Name:**

|  |
| --- |
| SED Severance Event Set Dependency Date |

[3.4](#BPM4) **Calculate and Set Trigger Date for Dependent Severance Event Group: Severance Event Set Dependency Date**

A**ctor/Role: CCS(CCB)**

**Description:**

If previous Severance Event has been completed, the system calculates the trigger date for the next Severance Event based on the business rules

**Customizable process N Process Name:**

|  |
| --- |
| SED Severance Event Set Dependency Date |

[3.5](#_Business_Process_Model_1) **Verify Eligibility for Severance Group: Cancellation Severance Process**

A**ctor/Role: CCS(CCB)**

**Description:**

This task is the first step if cancellation Severance process that takes place every time the system detects arrears reduction activity for the Account. It means that this process is initiated by several business events that cause debt reduction.

The following events cause this process initiation:

* Bill/Bill Segment Cancellation

**Customizable process N Process Name:**

|  |
| --- |
| BILLING - Billing |
| PUPL – Payment Upload Process |

[3.6](#_Business_Process_Model_1) **Determine Arrears Group: Cancellation Severance Process**

A**ctor/Role: CCS(CCB)**

**Description:**

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

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

|  |
| --- |
| SEV EVT GEN – Empty Severance Event Algorithm. Sample |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Debt Class |
| SA Type |
| Severance Process Template |

**Customizable process N Process Name:**

|  |
| --- |
| BILLING - Billing |
| PUPL – Payment Upload Process |

[3.7](#_Business_Process_Model_1) **Reduce Debt Amount Due To Existing Pay Plan Group: Cancellation Severance Process**

A**ctor/Role: CCS(CCB)**

**Description:**

When the System determines a Customer’s arrears, it also verifies if there are any additional factors that may affect the debt amount (reduce or increase ). 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 |

**Customizable process N Process Name:**

|  |
| --- |
| BILLING - Billing |
| PUPL – Payment Upload Process |

[3.8](#_Business_Process_Model_1) **Analyze Account’s Debt and Apply Collection Criteria Group: Cancellation Severance Process**

A**ctor/Role: CCS(CCB)**

**Description:**

After calculation of the Account’s Debt Class debts (one or more Account’s Service Agreement(s) may have same Debt Class) the System analyzes the amount of the debt and makes decision if debt is small enough (or doesn’t exists at all) to cancel process. Typically, the Company compares customer debt to the threshold.

**Customizable process N Process Name:**

|  |
| --- |
| BILLING - Billing |
| PUPL – Payment Upload Process |

[3.9](#BPM4) **Initiate Cancel Service Order Group: Severance Event Activator**

A**ctor/Role: CCS(CCB)**

**Description:**

CCs(CCB) cancels severance process and its events if its service agreement is stopped.

Severance process is also cancelled real-time whenever its service agreement's debt is reduced below threshold level because of below financial events:

* The cancellation of a bill segment.
* The creation of a payment segment.
* The creation of an adjustment that credits a service agreement.

Upon cancellation, the system automatically requests cancellation of all non-dispatched Field Activities associated with the cancelled Severance process. A request is sent to SOM to cancel current Service Order

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

|  |
| --- |
| SFAC-DFLT - Cancel Severance Process Field Activities |
| C2M-SEV-CAN - Cancel severance process if ALL debt <= $30 |
| C2M-SEVCANCR - Cancel severance process if debt <= $10 |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Installation Options |
| Feature Configuration |
| Field Activity Type |
| Field Activity Type Profile |
| Field Activity Profile Template |

**Customizable process N Process Name:**

|  |
| --- |
| SET - Severance event trigger |

[4.0](#BPM4) **Initiate To-Do Entry List Creation Group: Severance Event Activator**

A**ctor/Role: CCS(CCB)**

**Description:**

When a Severance process is cancelled due to inactive Service Agreements, the system verifies if any pending Field Activities are still linked to the cancelled Severance process. If such a Field Activity exists, CCS(CCB) initiates a To-Do list entry creation. It allows the CSR or Authorized User to analyze the situation and make correct decisions.

**Business Object Y Business Object:**

|  |
| --- |
| C1-SevProcTemplatePhysicalBO - Physical BO for Severance Process Template |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| To-Do Type |
| To-Do Role |

**Customizable process N Process Name:**

|  |
| --- |
| SET - Severance event trigger |
| TD-SPRO -To Do for Severance Processes |

[4.1](#BPM4) **Verify Post-Cancellation Conditions Group: Severance Event Activator**

A**ctor/Role: CCS(CCB)**

**Description:**

When Severance process is cancelled, system verifies if there is a need for additional process associated with Severance process cancellation.

System checks if disconnection took place while Severance process was active and decides if reconnection process should be initiated fir the service

[4.2](#BPM4) **Create Reconnection Process Group: Severance Event Activator**

A**ctor/Role: CCS(CCB)**

**Description:**

If after cancellation Severance process business dictates to create reconnect process for the service that has been disconnected as a result of Severance activity, system generates reconnect Severance Process.

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

|  |
| --- |
| SEV POST CAN - Reconnect service if service is cut and cust. pays |

**Business Object Y Business Object:**

|  |
| --- |
| C1-SevProcTemplatePhysicalBO - Physical BO for Severance Process Template |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Severance Template |

**Customizable process N Process Name:**

|  |
| --- |
| SET - Severance event trigger |
| TD-SPRO -To Do for Severance Processes |

[4.3](#BPM4) **Create To-Do Entry**

A**ctor/Role: CCS(CCB)**

**Description:**

There are situations when a business process requires manual intervention into automated processing of Severance Activities. If such a situation occurs, the System Initiates To-Do list creation processing. (See Collection Event “Create To-Do “ of the current Process for details). A Special background process reviews information stored in the system earlier and creates a To-Do list entry for the 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:**

|  |
| --- |
| TD-SPRO- To-Do batch process for Severance processes |

[4.4](#BPM4) **Work To-Do Group: Severance Event Type- Create To Do**

**Group: SET, SEC, SED Exception Processing**

A**ctor/Role: CSR**

**Description:**

The CSR or Authorized User reviews and analyzes the provided information and works on the problem.

[4.5](#BPM4) **Resolve Issue Group: Severance Event Type- Create To Do**

**Group: SET, SEC, SED 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.

[4.6](#BPM4) **Request Complete To Do Group: Severance Event Type- Create To Do**

**Group: SET, SEC, SED Exception Processing**

**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 |

**Customizable process N Process Name:**

|  |
| --- |
| F1-TDMON - To-Do Monitor |

[4.](#BPM4)7 **Complete To-Do Entry Group: Collection Event Type- Create To Do**

**Group: SET, SEC, SED Exception Processing**

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

**Description:**

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

[4.8](#_Business_Process_Model_2) **Request Stop Service Agreement**

**Actor/Role: CSR or Authorized User**

**Description:**

The Authorized User manually stops the Service Agreement in CCS(CCB).

[4.9](#_Business_Process_Model_2) **Stop Service Agreement**

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

**Description:**

CCS(CCB) cancels severance process and its events if its service agreement is stopped (i.e., when the service agreement's status becomes Stopped). Refer to 3.3.2.3 CCS Stop Premise Based Service and 3.3.2.4 CCS Stop Non-Premise Based Service for details on stop process.

**Customizable process N Process Name:**

|  |
| --- |
| SAACT – Activates pending start Service Agreements and stops pending stop Service Agreements when all required information is available. |

[5.0](#_Business_Process_Model_3) **Identify Completed ‘Create To Do Entry’ Events Group: Severance Event Type- Create To Do**

A**ctor/Role: CCS(CCB)**

**Description:**

There are situations when business process requires manual intervention into automated processing of Severance Activities. If such a situation occurs, system initiates To Do list creation processing. (see Severance Event “Create To Do “, Step 2.3.8.1 of the current Process for details). Special background process reviews information stored in the system earlier (during To Do Severance 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-SEVT - To Do batch process |

[5.1](#_Business_Process_Model_3) **Create To Do for Completed ‘Create To Do Entry’ Events Group: Severance Event Type- Create To Do**

A**ctor/Role: CCS(CCB)**

**Description:**

CCS(CCB) identifies completed ‘Create To Do Entry’ Severance 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-SEVT - To Do batch process |

[5.2](#_Business_Process_Model_3) **Identify Open To Do’s for Inactive Collection Event Group: Severance Event Type- Create To Do**

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

**Description:**

CCS(CCB) identifies and automatically completes To Do Entries linked to inactive Severance 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 |

[5.3](#_Business_Process_Model_3) **Create To Do for Severance Event Trigger Errors Group: SET, SEC, SED Exception Processing**

A**ctor/Role: CCS(CCB)**

**Description:**

CCS(CCB) creates To DO list entry when an error is detected in Severance 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:**

|  |
| --- |
| SET - Severance Event Trigger |

[5.4](#_Business_Process_Model_3) **Create To Do for** **Severance Event Completion Errors Group: SET, SEC, SED Exception Processing**

A**ctor/Role: CCS(CCB)**

**Description:**

CCS(CCB) creates To DO list entry when an error is detected in Severance Event Completion 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:**

|  |
| --- |
| SEC - Severance Event Completion |

[5.5](#_Business_Process_Model_3) **Create To Do for Severance Event Set Dependency Date Errors Group: SET, SEC, SED Exception Processing**

A**ctor/Role: CCS(CCB)**

**Description:**

CCS(CCB) creates To DO list entry when an error is detected in Severance Event Set Dependency Date 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:**

|  |
| --- |
| SED - Severance Event Set Dependency Date |

[5.6](#_Business_Process_Model_4) **Request Severance Process Details**

**Actor/Role: Self-Service Application**

**Description:**

The Self-Service Application requests to view Severance 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.

[5.7](#_Business_Process_Model_4) **Get Severance Process Group: Invoke and Send View Severance Process**

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

**Description:**

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

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

|  |
| --- |
| C1SeveraProc - Severance Process Service |

**Web Service(s):**

|  |
| --- |
| C1-SeveranceProcess - Severance Process |

[5.8](#_Business_Process_Model_4) **Review Severance Process Details**

**Actor/Role: Self-Service Application**

**Description:**

The Self-Service Application review Severance process details.

## Test Assets related to the Current Process

| Testing Asset Sr.No | Testing Asset-Flows | No Of Data sets |
| --- | --- | --- |
|  |  |  |
| 1 | URM-CCS-4322-001-Auto-Create-Sev-Proc-From-Coll-Proc-Start-Sev-Event | 3 |
| 2 | URM-CCS-4322-002-Manually-Create-Severance-Process | 3 |
| 3 | URM-CCS-4322-003-Update-Existing-Severance-Process | 4 |
| 4 | URM-CCS-4322-004-Trigger-Severance-Event-Via-SET-Batch-Process | 4 |
| 5 | URM-CCS-4322-005-Auto-Cancel-Severance-Process-When-SA-Is-Stopped | 1 |
| 6 | URM-CCS-4322-006-Auto-Cancel-Severance-Process-When-Bill-Segment-Is-Canceled | 1 |
| 7 | URM-CCS-4322-007-Auto-Cancel-Severance-Process-When-Payment-Is-Made | 1 |

## Document Control

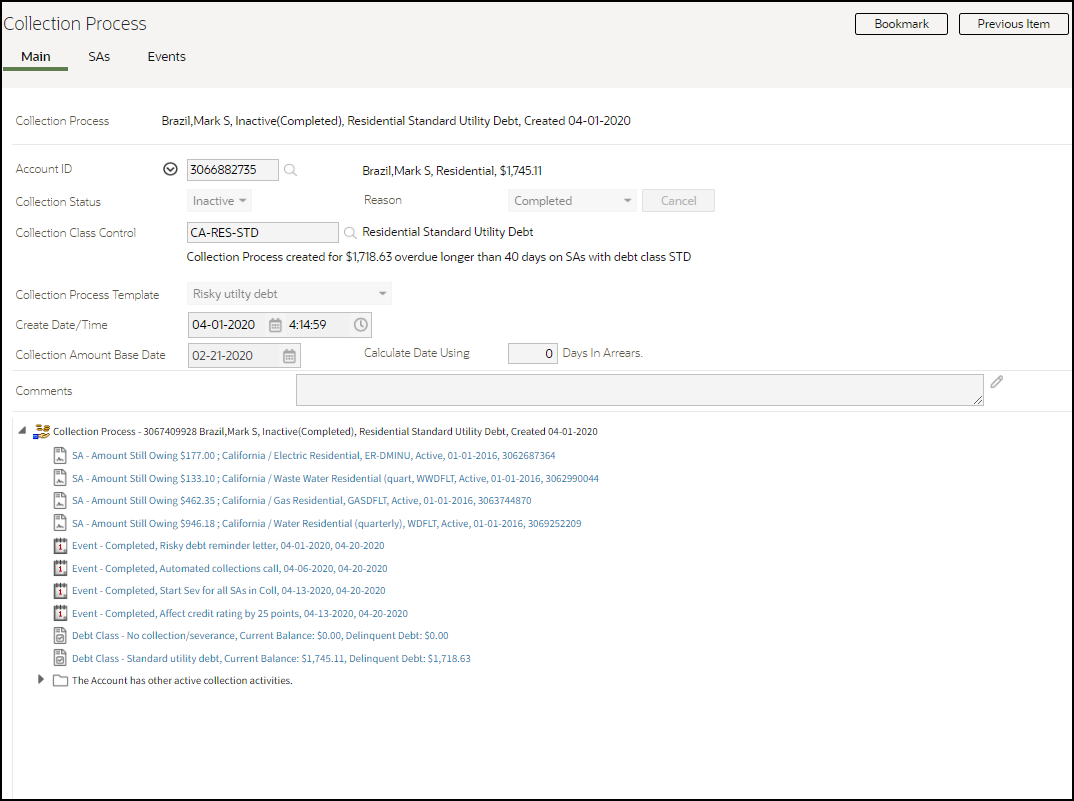
**Change Record**

31

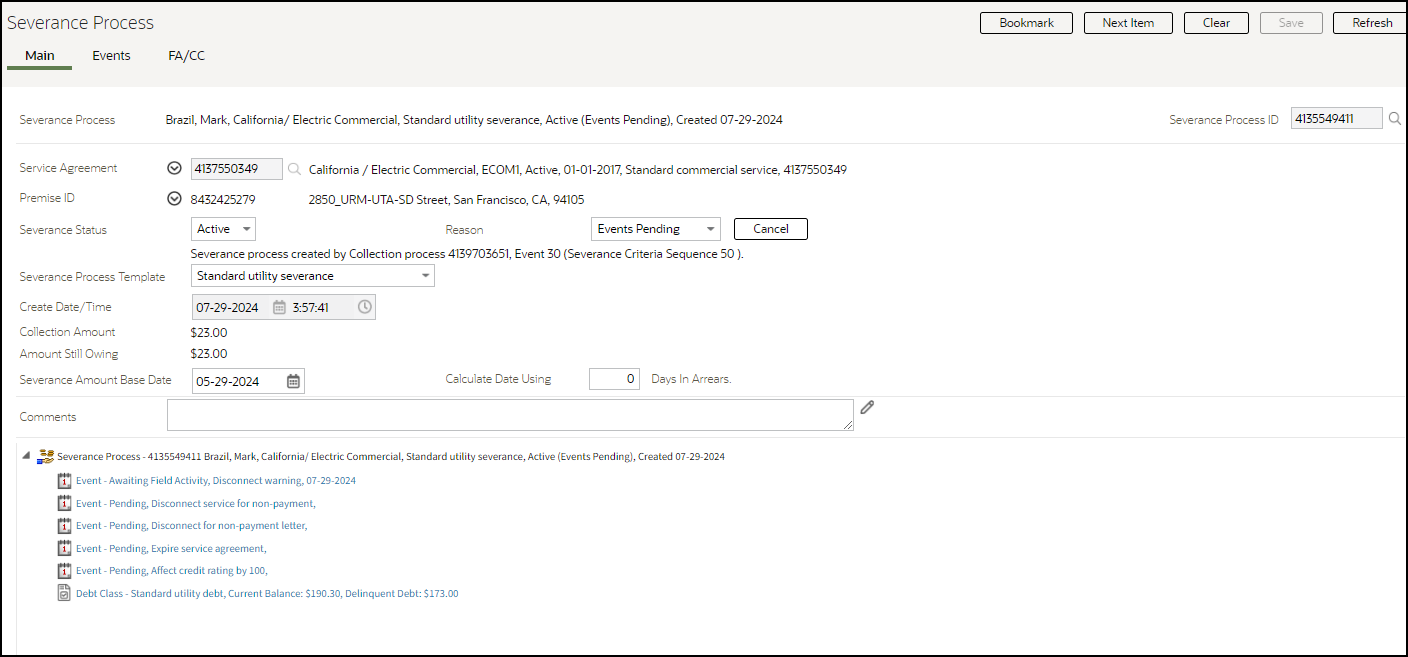
| Date | Author | Version | Change Reference | |
| --- | --- | --- | --- | --- |
|  |  |  |  |
| 07/25/09 | Galina Polonsky |  | No Previous Document | |
| 10/22/10 | Geir Hedman |  | Updated Title and Content page | |
| 11/20/10 | Yoko Iwahiro |  | Update Business Objects, Algorithms and configuration. | |
| 12/22/10 | Ayelet Lavee |  | Final release edit made corrections to table of content, hyperlinks, Attachments. | |
| 2/9/11 | Geir Hedman |  | Updated Document and Visio | |
| 08/31/17 | Joshua Piccott |  | Updated Document and Visio to v2.6 | |
| 09/22/17 | Don Lee | C2M | Updated to reflect current BO’s, Algorithms and reference to new Field Activity processed by SOM | |
| 09/25/2017 | Galina Polonsky |  | Reviewed, Approved | |
| 09/23/2018 | Jerry Chick |  | Replaced Visio flows with updated versions. Deleted steps 2.6 and 2.7. Added reference to two C2M algorithm types in step 2.4. Numerous grammatical and syntax corrections. | |
| 10/20/2018 | Galina Polonsky |  | Reviewed, Approved | |
| 6/4/2019 | Satya Kalavala |  | Updated format for v2.7 | |
| 08/12/2024 | Kunal Nerkar |  | Updated document and Visio for CCS 24B | |
| 09/20/2024 | Pablo Siegrist |  | Review | |
| 12/17/2024 | Galina Polonsky |  | Reviewed, Approved | |

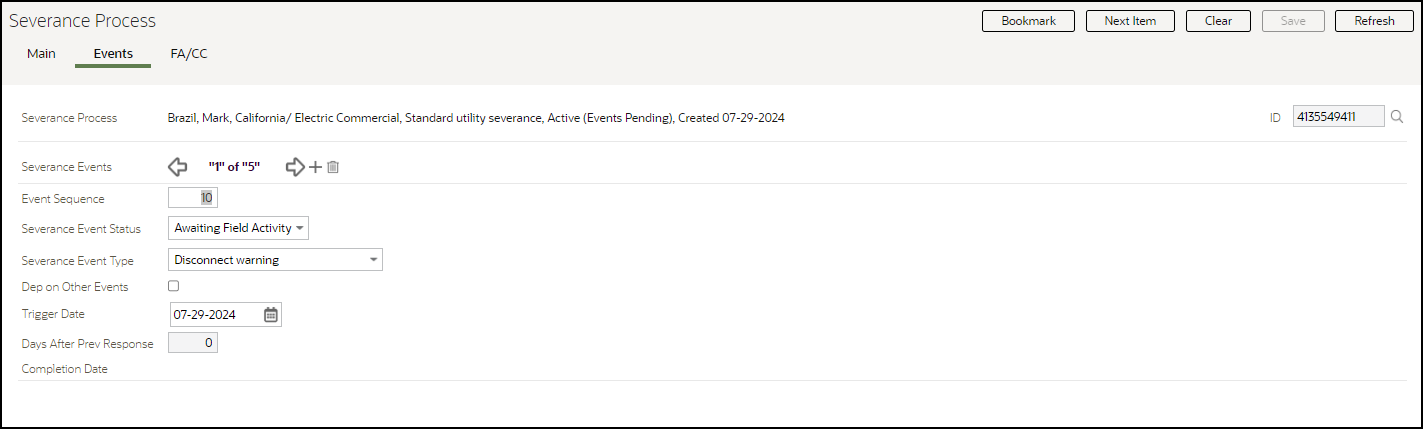
## Attachments:

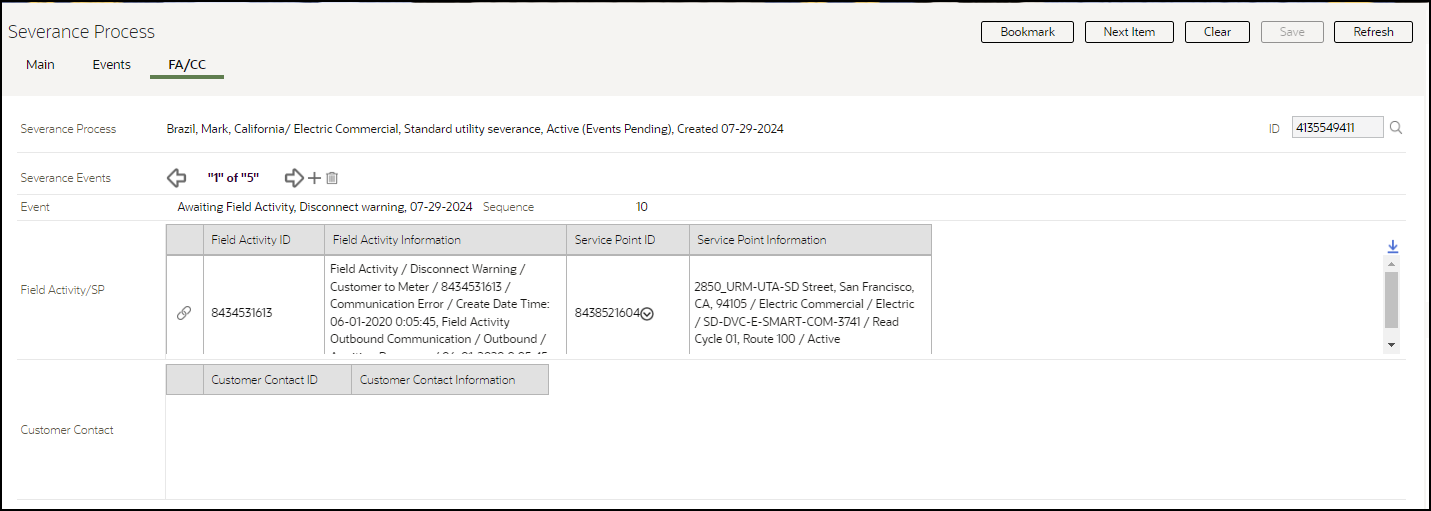
### Collection Process



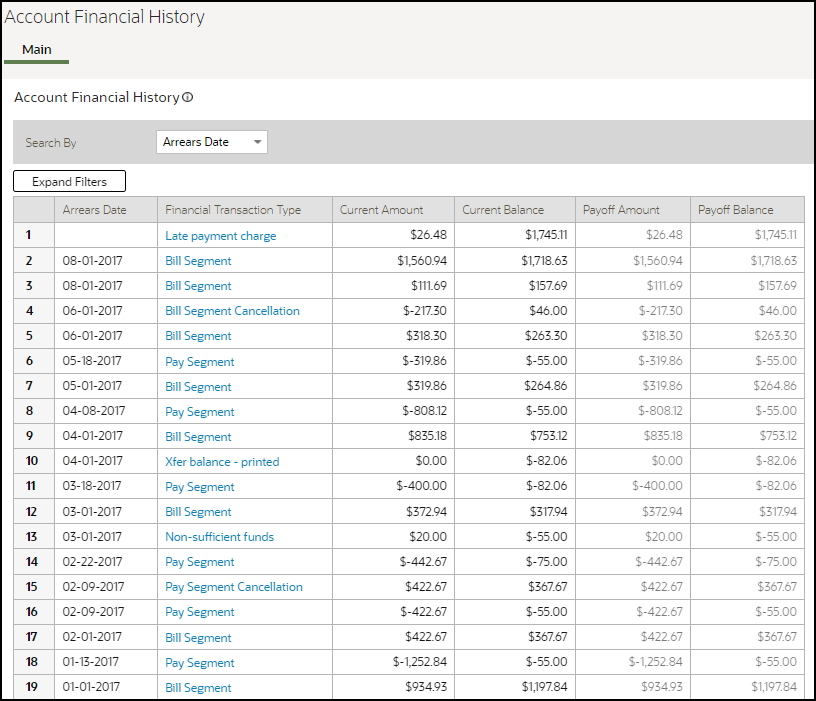
### Severance Process



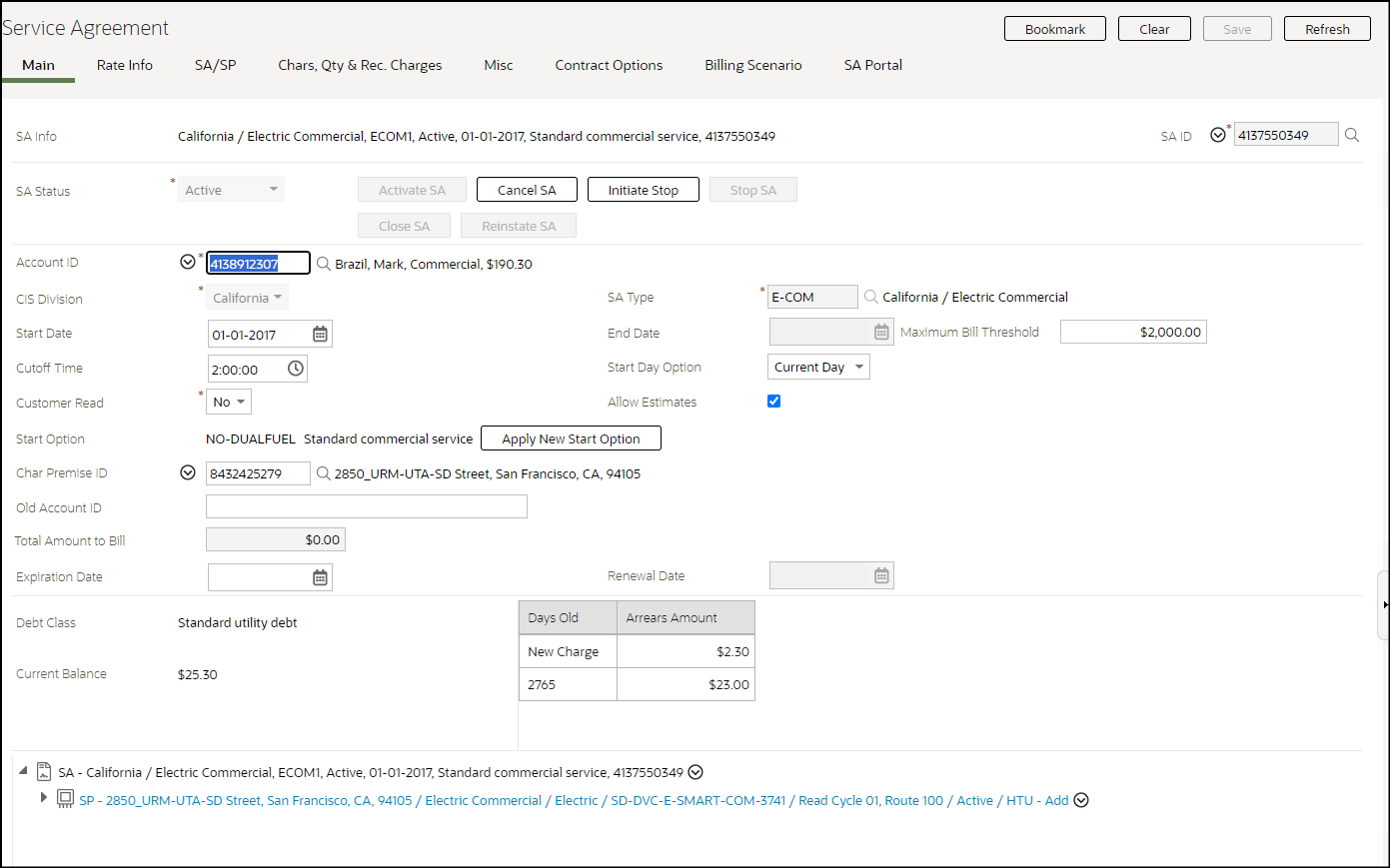




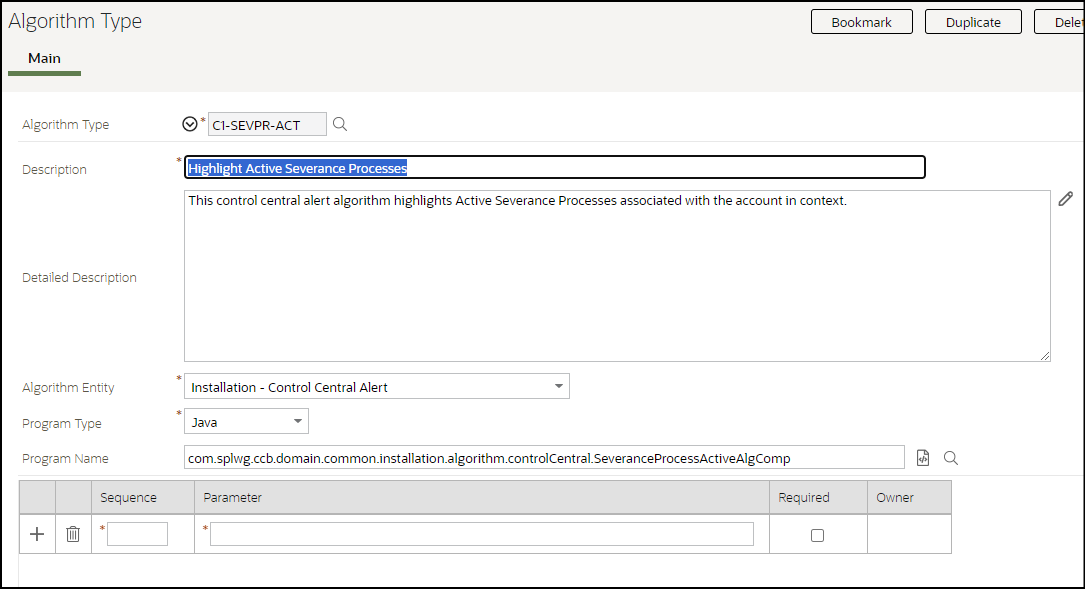
### Account Financial History



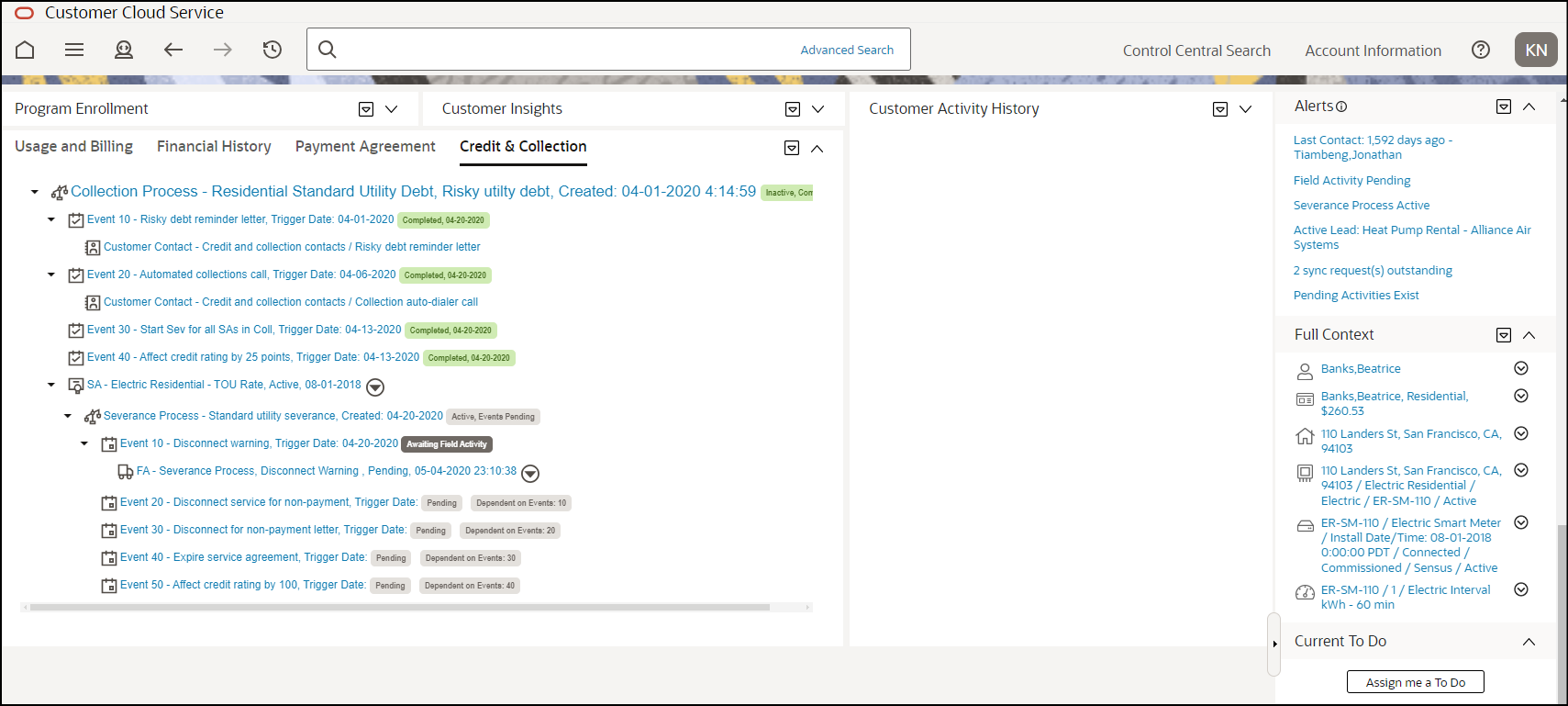
### Service Agreement



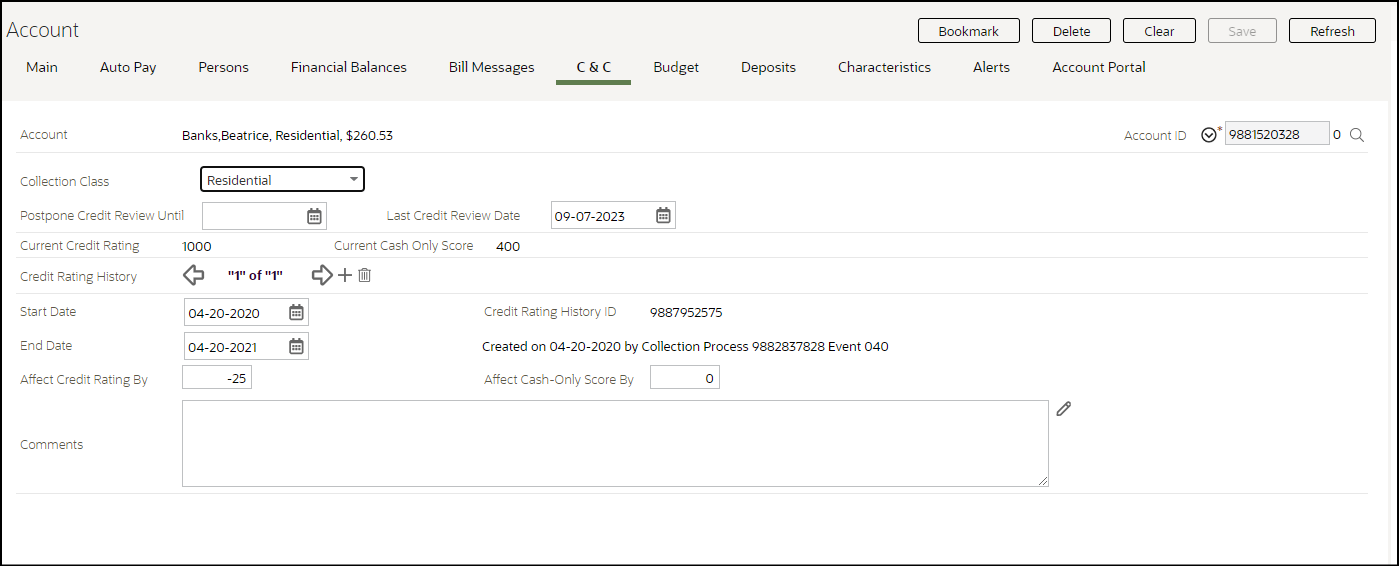
### Control Central Alerts



### Dashboard



### Account – Credit Rating



### Customer Contact

