**CCS**

**24B**

**4.3.2.7. Manage Collection Agency Referrals**

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Contents

Brief Description 4

Business Process Model 5

Detail Business Process Model Description 6

Test Documentation related to the Current Process 9

Document Control 10

Attachments 11

## Brief Description

**Business Process: 4.3.2.7. CCS.Manage Collection Agency Activity**

**Process Type: Sub Process**

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

**Sibling Processes: 4.3.2.6. CCS.Write Off Uncollectable Receivables**

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

1. In this work product, you document the analysis class in detail. An analysis class is an abstraction of one or several classes and/or sub-systems. The analysis classes will be refined during design via specialization or implementation. The focus of the analysis classes is on the functional requirements: what associations, methods and attributes an analysis should have to support the functional requirements. However, during the analysis, you may not be concerned in defining the exact types of the attributes and method parameters. An analysis is still a higher-level definition of a design class.
2. collection agency for each such organization to which you refer delinquent debtThis subsection provides the definitions of all terms, acronyms, and abbreviations required to properly interpret the **Analysis Model**.  This information may be provided by reference to the project’s Glossary.
3. This subsection describes what the rest of the Analysis Model contains and explains how the document is organized.
4. Analysis packages provide a way to better organize the Analysis Model into lower granularity pieces. It is represented via UML Class diagram where each package can be used in an analysis package containing analysis classes.
5. Detailed Interactions Diagrams are produced which show the main scenarios behind each use case, in which enterprise units collaborate by interchanging messages in order to reach the use case goals. These diagrams show actors, enterprise units and the links between them (messages exchanged during use case implementation). The system itself can be represented as a complex object. Each interaction diagram describes a significant scenario of a use case, composed of a straightforward sequence of steps (without conditional branches or loops). Interaction diagrams at the enterprise level consider enterprise units as business components that interact by sending business messages.

## Business Process Model



## Detail Business Process Model Description

[**1.1**](#_Business_Process_Model) **Determine needs in Collection Agency referral**

A**ctor/Role: CSR or Authorized User**

**Description:**

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

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

* 4.3.2.6. CCS.Write Off Uncollectable Receivables
* 4.2.2 CCS.Manage Bill

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Collection Agency |

[**1.2**](#_Business_Process_Model) **Determine Referral Amount and Assign Agency**

A**ctor/Role: CSR or Authorized User, CCS(CCB)**

**Description:**

If the CCS(CCB) automated process or CSR/Credit and Collection Specialist identifies the need to create an Initial Collection Agency Referral, CCS(CCB) automatically or CSR/ Credit and Collection Specialist must manually determine amount of referrals and assign the Collection Agency.

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

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

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

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

**Customizable process N Process Name:**

|  |
| --- |
| WET – Write Off Event trigger – The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date. |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Collection Agency |
| Adjustment Type |
| Write Off Event Template |

[**1.3**](#_Business_Process_Model) **Create Initial Collection Agency Referral**

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

**Description:**

Initial Collection Agency Referral gets created automatically or as a result of manual process.

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

|  |
| --- |
| CI\_WOEVAGYRF (WOEVT AGYRF) – This write-off event algorithm writes down liabilities and creates a collection agency referral for Collection Agency ID if the outstanding debt equals or exceeds the Debt Threshold Amount. |

**Customizable process N Process Name:**

|  |
| --- |
| WET – Write Off Event trigger – The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date. |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Collection Agency |
| Adjustment Type |
| Write Off Event Template |

[**1.3.1**](#_Business_Process_Model) **Create Alert for Account**

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

**Description:**

CCS(CCB) automatically creates an Alert that displays when Account has an active Referral(s).

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

|  |
| --- |
| Installation Options – Control Central Alert Algorithm C1\_COLLRF-DF ([C1-COLL-REF](http://sf-ugbu-05.us.oracle.com:8100/spl/help/ENG/C1/dataDictionary?type=algtype&name=C1-COLL-REF)) – This algorithm displays an alert if the current account has an active collection agency referral. |

[**1.4**](#_Business_Process_Model) **Update Collection Agency Referral**

A**ctor/Role:** **CSR or Authorized User, CCS(CCB)**

**Description:**

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

[**1.5**](#_Business_Process_Model) **Cancel Collection Agency Referral**

A**ctor/Role: CSR or Authorized User**, **CCS(CCB)**

**Description:**

Automated Process: Existing active referrals could be cancelled if:

* SA(s) balance is changed and become zero. It might happen if the following scenarios described in different processes will take place:
  + Full or partial payment received. See 4.3.1.1. CCS.Manage Payments for description and details.
* Adjustment/credit adjustment generated. See 4.1.1.1 CCS.Manage Adjustments and Adjustment Approval for description and details. Bill cancelled/re-billed. See various billing scenarios that are part of 4.2.2. CCS.Manage Bill for description and details.

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

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

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

[**1.6**](#_Business_Process_Model) **Extract Collection Agency Referrals and send them to Collection Agency(s)**

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

**Description:**

CCS(CCB) extracts the data for each Collection Agency, formats it based on Collection Agency requirements so that it can be sent to the collection agency(s).

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

**Customizable process Y Process Name**

|  |
| --- |
| DWLDCOLL – Download collection agency referrals |

[**1.7**](#_Business_Process_Model) **Receive Collection Agency Referrals**

A**ctor/Role: Collection Agency**

**Description:**

The Collection Agency receives and processes all the new, updated and cancelled referrals.

## Test Assets related to the Current Process

| Testing Asset Sr.No | Use Case | No Of Data sets |
| --- | --- | --- |
|  |  |  |
| 1 | URM-CCS-4327-001-Manually-Create-Collection-Agency-Referral | 3 |
| 2 | URM-CCS-4327-002-Manually-Update-Collection-Agency-Referral | 2 |
| 3 | URM-CCS-4327-003-Auto-Create-Or-Cancel-Coll-Agency-Ref-Via-WET | 2 |
| 4 | URM-CCS-4327-004-Auto-Cancel-Coll-Agency-Ref-When-Payment-Is-Made | 1 |
| 5 | URM-CCS-4327-005-Auto-Cancel-Coll-Agency-Ref-When-Bill-Segment-Is-Canceled | 1 |
| 6 | URM-CCS-4327-006-Auto-Cancel-Coll-Agency-Ref-Due-To-Credit-Adjustment | 1 |
| 7 | URM-CCS-4327-007-Extract-Collection-Agency-Referral-Letter | 1 |

## Document Control

**Change Record**

3

| Date | Author | Version | Change Reference |
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| 08/28/2024 | Kunal Nerkar |  | Updated Document and Visio for CCS 24B |
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## Attachments