

Oracle Utilities Customer Care and Billing Release 2.4.0

Utility Reference Model

3.3.2.2 Start Non-Premise Based Service

December 2015

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3.3.2.2 Start Non-Premise Based Service

This section provides a description of the Start Non-Premise Based Service business process. This includes:

- ♦ [Brief Description](#)
 - ♦ [Actors/Roles](#)
- ♦ [Business Process Diagrams](#)
 - ♦ [Start Non-Premise Based Service Process Model - Page 1](#)
 - ♦ [Start Non-Premise Based Service Process Model - Page 2](#)
- ♦ [Start Non-Premise Based Service Detailed Process Model Description](#)
- ♦ [Installation Options - Control Central Alert Algorithms](#)
- ♦ [Standard Non-Premise Based SA Types](#)
- ♦ [Related Training](#)

Brief Description

Business Process: 3.3.2.2 CC&B Start Non-Premise Based Service

Process Type: Sub-Process

Parent Process: 3.3.2 CC&B Manage Service Agreement

Sibling Processes:

- 3.3.2.1 CC&B.Start Premise Based Services
- 3.3.2.3 CC&B.Stop Premise Based Service
- 3.3.2.4 CC&B.Stop Non-Premise Based Service
- 3.3.3.2 CC&B.Determine Customer Deposit
- 3.3.1.1CC&B. Establish Person and/or Account
- 3.4.1.1 CC&B.Manage Customer Contacts
- 5.3.1 CC&B.Manage Fieldwork
- 4.2.2 CC&B.Manage Billing
- 4.3.1.1 CC&B.Manage Payments
- 4.3.2.1 CC&B.Manage Collection Process

This process describes the typical Start Service processing for Non Premise Based Service Agreements. After receiving a Customer request to Start Service and 3.3.1.1 Establishing Person and/or Account, a Service Agreements that determines relationships between the Service Provider and Customer is created. Customer requests to Start Non Premise Based Service are obtained from various sources. Start service may be for:

- Customer, new or existing and may be combined with Starting a Premise Based Service.
- Charges for a one time service delivered by the Company
- Charges for damages to Company property
- Charitable contribution Connection Charge

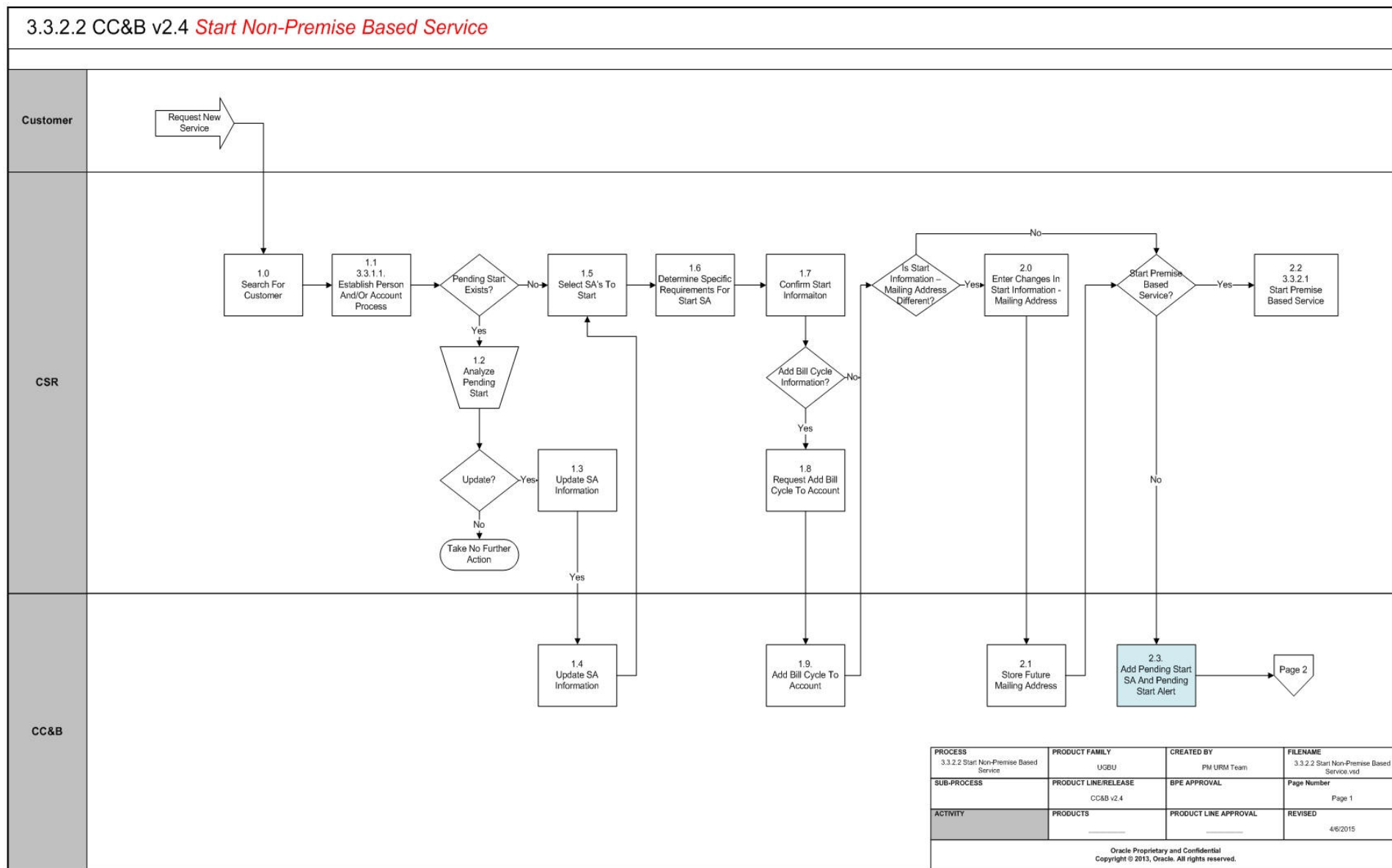
Actors/Roles

The Start Non-Premise Based Service business process involves the following actors and roles.

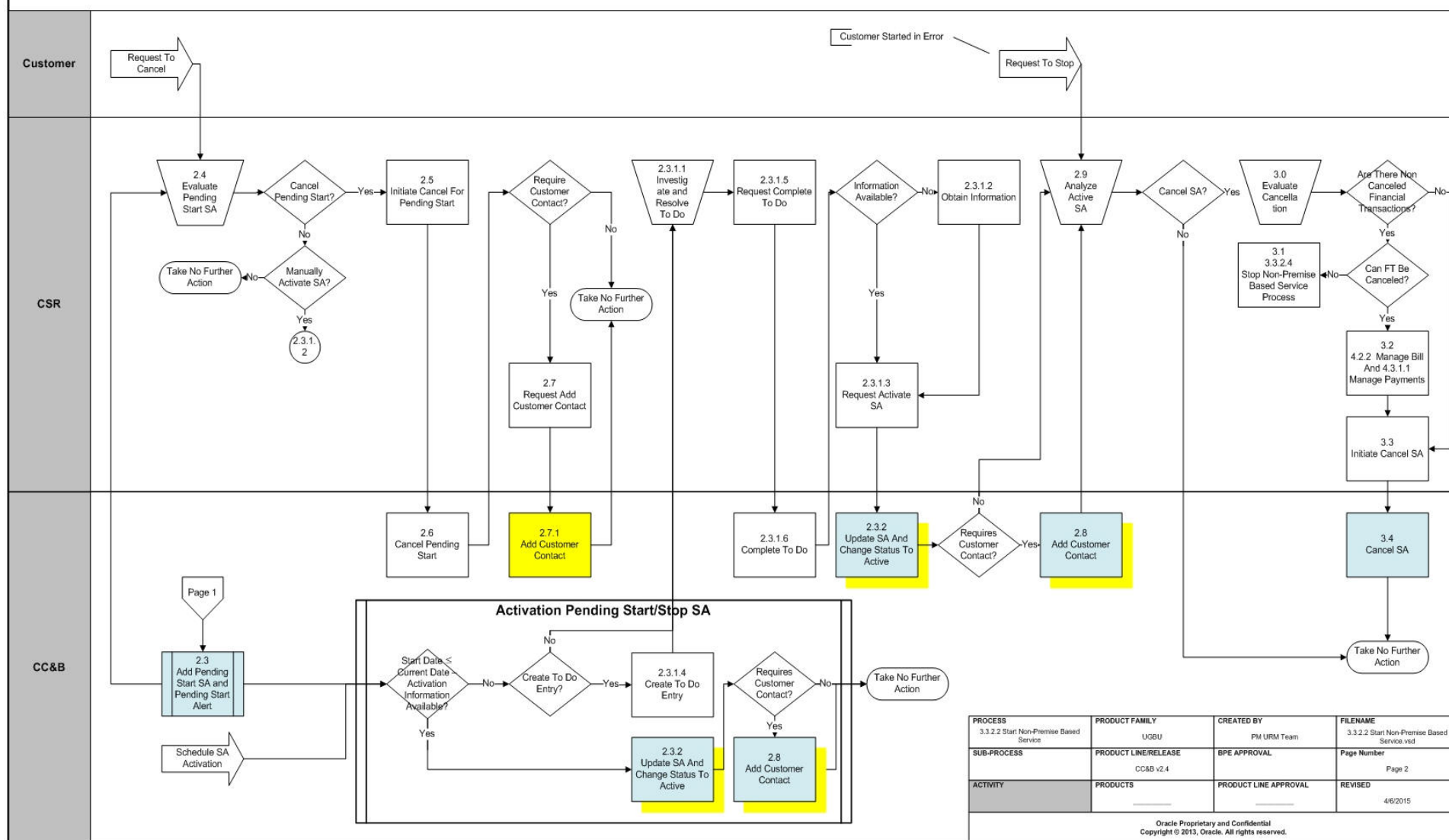
- **CC&B:** The Customer Care and Billing application. Steps performed by this actor/role are performed automatically by the application, without the need for user initiation or intervention.
- **CSR - CC&B:** CSR or Authorized User of the Customer Care and Billing application.

Business Process Diagrams

Start Non-Premise Based Service Process Model - Page 1



Start Non-Premise Based Service Process Model - Page 2

3.3.2.2 CC&B v2.4 *Start Non-Premise Based Service*

Start Non-Premise Based Service Detailed Process Model Description

This section provides a detailed description of the “Start Non-Premise Based Service” business process, including:

- ♦ 1.0 Search for Customer
- ♦ 1.1 3.3.1.1 Establish Person and/or Account Process
- ♦ 1.2 Analyze Pending Start
- ♦ 1.3 Update SA Information
- ♦ 1.4 Update SA Information
- ♦ 1.5 Select SAs to Start
- ♦ 1.6 Determine Specific Requirements for Start SA
- ♦ 1.7 Confirm Start Information
- ♦ 1.8 Request Add Bill Cycle to Account
- ♦ 1.9 Add Bill Cycle to Account
- ♦ 2.0 Enter Changes in Start Information - Mailing Address
- ♦ 2.1 Store Future Mailing Address
- ♦ 2.2 3.3.2.1 Start Premise Based Service
- ♦ 2.3 Add Pending Start SA and Pending Start Alert
- ♦ 2.3.1 Create SA Activation Exception - To Do
- ♦ 2.3.2 Update SA and Change Status to Active
- ♦ 2.3.1.1 Investigate and Resolve To Do
- ♦ 2.3.1.2 Obtain Information
- ♦ 2.3.1.3 Request Activate SA
- ♦ 2.3.1.4 Create To Do Entry
- ♦ 2.3.1.5 Request Complete To Do
- ♦ 2.3.1.6 Complete To Do Entry
- ♦ 2.4 Evaluate Pending Start Service Agreement
- ♦ 2.5 Initiate Cancel for Pending Start
- ♦ 2.6 Cancel Pending Start
- ♦ 2.7 Request Add Customer Contact
- ♦ 2.7.1 Add Customer Contact
- ♦ 2.8 Add Customer Contact
- ♦ 2.9 Analyze Active SA
- ♦ 3.0 Evaluate Cancellation
- ♦ 3.1 3.3.2.4 Stop Non-Premise Based Service Process
- ♦ 3.2 4.2.2 Manage Bill and 4.3.1.1 Manage Payments
- ♦ 3.3 Initiate Cancel SA
- ♦ 3.4 Cancel SA

1.0 Search for Customer

Reference: [Start Non-Premise Based Service Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CSR

Description: Upon receipt of request for service the CSR or Authorized User accesses Control Central Search to locate the Customer in CC&B. When a customer is selected, the CSR or Authorized User is automatically transferred to Control Central - Account Information refreshed with the selected customer's data. Dashboard Alerts provide the CSR or Authorized User with pertinent information for the customer including Pending Starts.

Entities to Configure

- Zones
- Installation Options
- Installation Options-Framework
- Identifier Type
- Geographic Type

Available Algorithms

- [Installation Options - Control Central Alert Algorithms](#)
- CI_GLBL-CTXT - Global Context

1.1 3.3.1.1 Establish Person and/or Account Process

Reference: [Start Non-Premise Based Service Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CSR - CC&B

Description: Refer to process 3.3.1.1 Establish Person and or Account Process.

1.2 Analyze Pending Start

Reference: [Start Non-Premise Based Service Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CSR

Description: The CSR or Authorized User reviews the existing Pending Start to determine if updates are required.

1.3 Update SA Information

Reference: [Start Non-Premise Based Service Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CSR

Description: A start date or other Service Agreement Information may need to be changed. The CSR or Authorized User enters the changes.

1.4 Update SA Information

Reference: [Start Non-Premise Based Service Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CC&B

Description: Any updates for the Service Agreement are made in CC&B.

Entities to Configure

- Installation Options-Framework
- SA Type
- SA Type SA Rel Type
- SA Relationship Type
- SA Type Start Option

Business Objects

- WX-ServiceAgreement - Service Agreement
- C1-AccountManagementSA - Service Agreement - Account Management
- C1-SABasic - Service Agreement Basic
- CI_DepositSAAmount - Maintain Deposit SA Amount
- WX-SAType - Service Agreement Type
- CI_SAIInfo - SA Information
- C1-SARelTypePhysicalBO - Physical BO for SA Relationship Type
- C1-SATypePhysicalBO - Physical BO for SA Type
- C1-SATypeSARelTypePhysicalBO - Physical BO for SA Type SA Relationship Type
- C1-SATypeStartOptionPhysicalBO - Physical BO for SA Type Start Option
- C1-SACreationRule - SA Creation Rule Publish
- C1-SACreationRuleTaskType - SA Creation Rule Task Type
- C1-SARelationship - SA Relationship BO
- C1-SAServiceTaskDetails - SA Service Task Details BO
- C1-SATypeBasic - SA Type Basic
- CI_SAType - SA Type Basic
- CI_SATypeStartOptionRequired - SA Type Start Option Required
- C1-SAContractDetails - Service Agreement Contract Details

Available Algorithms

- C1-SAI-INFO - This algorithm formats the "SA Information" that appears throughout the system.
- C1-SAT-INFO - This algorithm formats the "SA Information" that appears throughout the system.
- C1-SACR-AT - This SA creation algorithm activates a pending start SA.

1.5 Select SAs to Start

Reference: [Start Non-Premise Based Service Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CSR

Description: The CSR or Authorized User gathers information from the customer to initiate the Start Service process. This is used to enter SA start date to confirm a start method of "Start SA" and to choose the appropriate CIS Division and SA Type.

Entities to Configure

- SA Type
- SA Start Options
- SA Type SA Rel Type
- SA Relationship Type

Business Objects

- WX-ServiceAgreement - Service Agreement
- C1-AccountManagementSA - Service Agreement - Account Management
- C1-SABasic - Service Agreement Basic
- CI_DepositSAAmount - Maintain Deposit SA Amount
- WX-SAType - Service Agreement Type
- CI_SAIInfo - SA Information
- C1-SARelTypePhysicalBO - Physical BO for SA Relationship Type
- C1-SATypePhysicalBO - Physical BO for SA Type
- C1-SATypeSARelTypePhysicalBO - Physical BO for SA Type SA Relationship Type
- C1-SATypeStartOptionPhysicalBO - Physical BO for SA Type Start Option
- C1-SACreationRule - SA Creation Rule Publish
- C1-SACreationRuleTaskType - SA Creation Rule Task Type
- C1-SARelationship - SA Relationship BO
- C1-SAServiceTaskDetails - SA Service Task Details BO
- C1-SATypeBasic - SA Type Basic
- CI_SAType - SA Type Basic
- CI_SATypeStartOptionRequired - SA Type Start Option Required
- C1-SAContractDetails - Service Agreement Contract Details

Available Algorithms

- C1-SAI-INFO - This algorithm formats the "SA Information" that appears throughout the system.
- C1-SAT-INFO - This algorithm formats the "SA Information" that appears throughout the system.

1.6 Determine Specific Requirements for Start SA

Reference: [Start Non-Premise Based Service Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CSR

Description: There may be different start options configured for the specific SA Type. The service may be for a one-time charge, a recurring amount for the life of the Service Agreement, a recurring charge until total amount has billed, or payoff amount is satisfied. SA type, Start Option, Amount and Installment Payment or recurring charge field information may need to be populated or changed using available lookups. Based on configuration the CSR or Authorized User may determine selections for but not limited to:

- Different Connection Fees
- Specific Predetermined One Time Charges for Service outside of normal business operations
- Loan Periods and Loan Amounts
- Installment Periods and Amounts

Entities to Configure

- SA Type
- SA Type Start Options
- Rate Schedule
- Contract Quantity Type
- Contract Options Type
- Contract Option Event Type

- To Do Type
- To Do Role
- Adjustment Type
- Currency
- Billable Charge Template
- Bill Factor
- Characteristic Type
- Interval Profile Rel type
- TOU Map Relationship Type
- TOU Group
- Terms and Conditions

Business Objects

- ServiceAgreement - ServiceAgreement
- DR_ServiceAgreement - Data Replicator - SA
- C1-SABasic - Service Agreement Basic
- CI_DepositSAAmount - Maintain Deposit SA Amount
- CI_SAInfo - SA Information
- SARelationship - Service Agreement Relationship
- CI_SATypeStartOptionRequireds - SA Type Start Option Required

Available Algorithms

- SA Type CI_SAT-NOBAL - These algorithms are for display of Service Agreement Information in CC&B
- CI_SAT-NRT - Installation Options Service Agreement Information Display
- C1-SA-INFO - Installation Options Service Agreement Information Display
- SACR-WP - Create a Workflow Process for SA Created
- NEWSA To Do - Create To Do Entry when SA added
- SACR-AT - Activate SA

1.7 Confirm Start Information

Reference: [Start Non-Premise Based Service Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CSR

Description: There is dialogue with the Customer. Start Information is confirmed including the mailing address.

1.8 Request Add Bill Cycle to Account

Reference: [Start Non-Premise Based Service Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CSR

Description: In CC&B the Bill Cycle normally reflects the service point's Meter Read Cycle when there is an associated Premise Based Service Agreement. When a Premise Based Service Agreement is not associated, a Bill Cycle must be manually assigned to the Account. The CSR determines and assigns the Bill Cycle based on established business rules.

Entities to Configure

- Bill Cycles

1.9 Add Bill Cycle to Account

Reference: [Start Non-Premise Based Service Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CC&B

Description: The Bill Cycle is added to the Account. Refer to 4.2.2.1 Update Billing Information.

Entities to Configure

- Bill Cycles

2.0 Enter Changes in Start Information - Mailing Address

Reference: [Start Non-Premise Based Service Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CSR

Description: The CSR or Authorized User makes any necessary changes for contact information and enters new mailing address. The system defaults to mailing premise. If no other Premise Based Service Agreements exist, the default needs to change. CC&B address sources include Person, Premise, and Account. The address information is effective when the Service Agreement is activated. (Alternatively, the CSR or Authorized User may return to the Person Record if changes are to occur immediately).

Entities to Configure

- Postal Code Default
- Installation Options
- Bill Route Type
- Country

2.1 Store Future Mailing Address

Reference: [Start Non-Premise Based Service Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CC&B

Description: The mailing address information is stored until the Service Agreement is activated.

2.2 3.3.2.1 Start Premise Based Service

Reference: [Start Non-Premise Based Service Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CSR - CC&B

Description: Refer to 3.3.2.1 Start Premise Based Service.

2.3 Add Pending Start SA and Pending Start Alert

Reference: [Start Non-Premise Based Service Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CC&B

Description: CC&B creates a Service Agreement in Pending Start status. Selected Information from the start options and other SA Type defined configuration populate the Pending Start Service Agreement.

Entities to Configure

- To Do Type
- To Do Role
- Installation Options
- SA Type
- Workflow Process Template
- Workflow Event Type

Available Algorithms

- NEW SA TODO - New SA To Do - creates a To Do entry when SA is created
- SACR-WP - This SA creation algorithm creates a Workflow Process (using the Workflow Process Template) when a service agreement is added.
- SACR-AT - This SA creation algorithm activates a pending start SA.
- Installation Options - Control Central Alert Algorithms - C1 PENDST-DF - Highlight Pending Start SA's

2.3.1 Create SA Activation Exception - To Do

Reference: [Start Non-Premise Based Service Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CC&B

Description: The CC&B background process, SAACT, periodically checks to see if Service Agreements can be activated. CC&B creates an exception processing record for each Service Agreement with the Service Agreement's effective start date less than the current business date and with missing or incomplete information. The SA Type algorithm, SACR-AT, SA Activation may also be used to activate Non Premise based Service Agreements. If this algorithm is not plugged in on a SA Type, Service Agreements are activated by this SA Activation background process or manually activated.

Entities to Configure

- SA Type
- To Do Type
- To Do Role

Available Algorithms

- SA Type - SA Creation - SACR-AT - This SA creation algorithm activates a pending start SA.

Process Name

- SA Activation SAACT, TD-SSFTL To Do for Old Pending Start/Stops. This catches start/stop requests that have gone unfulfilled. The number of day's parameter is configurable.

2.3.2 Update SA and Change Status to Active

Reference: [Start Non-Premise Based Service Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CC&B

Description: Once information is available or obtained, the Service Agreement Activation process, SA Activation will transition the Service Agreement to active. Based on configuration, some Service Agreements are automatically transitioned from Pending Start to Stopped.

Entities to Configure

- SA Type

Available Algorithms

- CI_SAAT-NB- SA Type -SA Activation - this algorithm creates a Customer Contact for Non-billed Budget SA

2.3.1.1 Investigate and Resolve To Do

Reference: [Start Non-Premise Based Service Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CSR

Description: Based on established business rules the CSR or Authorized User investigates possible solutions or workarounds for the missing or incomplete information. The CSR or Authorized User enters this information in CC&B.

Entities to Configure

- To Do Type
- To Do Role

2.3.1.2 Obtain Information

Reference: [Start Non-Premise Based Service Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CSR

Description: The CSR or Authorized User enters available information in CC&B. This may require further investigation to provide necessary information.

2.3.1.3 Request Activate SA

Reference: [Start Non-Premise Based Service Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CSR

Description: The CSR or Authorized User manually activates the SA in CC&B.

2.3.1.4 Create To Do Entry

Reference: [Start Non-Premise Based Service Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CC&B

Description: If configured, this background process creates To Do Entries for exception processing. The exception is also available for viewing and resolution on a separate page in CC&B.

2.3.1.5 Request Complete To Do

Reference: [Start Non-Premise Based Service Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CSR

Description: If the background process creates a To Do Entry, the CSR or Authorized User marks the To Do Entry as complete and requests completion of the To Do Entry once the error is resolved. The CSR or Authorized User may add comments or a log entry for future reference.

Entities to Configure

- To Do Type
- To Do Role

2.3.1.6 Complete To Do Entry

Reference: [Start Non-Premise Based Service Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CC&B

Description: The To Do Entry is updated to Complete status in CC&B. .

Entities to Configure

- To Do Type
- To Do Role

2.4 Evaluate Pending Start Service Agreement

Reference: [Start Non-Premise Based Service Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: CSR

Description: The CSR or Authorized User reviews the Pending Start Service Agreement. Prior to Service Agreement activation, it may be determined the Service Agreement needs to be canceled. The Customer may call and request they do not want to Start Service.

2.5 Initiate Cancel for Pending Start

Reference: [Start Non-Premise Based Service Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: CSR

Description: The CSR or Authorized User cancels the Pending Start Service Agreement.

2.6 Cancel Pending Start

Reference: [Start Non-Premise Based Service Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: CC&B

Description: The Pending Start Service Agreement status is transitioned to Canceled in CC&B.

2.7 Request Add Customer Contact

Reference: [Start Non-Premise Based Service Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: CSR

Description: Based on established business rules the CSR or Authorized User creates a Customer Contact for the customer, recording pertinent information about the changes for the Service Agreement.

Entities to Configure

- Customer Contact Class
- Customer Contact Type

2.7.1 Add Customer Contact

Reference: [Start Non-Premise Based Service Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: CC&B

Description: The CSR or Authorized User can create a Customer Contact online based on established business rules. The Customer Contact is added in CC&B. CC&B creates a Dashboard Alert for the Customer Contact information and displays the last contact in the Dashboard Alert Zone. Refer to process 3.4.1.1 Manage Customer Contacts.

Entities to Configure

- Installation Options
- Customer Contact Class
- Customer Contact Type

2.8 Add Customer Contact

Reference: [Start Non-Premise Based Service Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: CC&B

Description: The Customer Contact is added in CC&B. If configured, CC&B can automatically create a Customer Contact when Service Agreements are activated. CC&B creates a Dashboard Alert for the Customer Contact information and displays the last contact in the Dashboard Alert Zone. Refer to process 3.4.1.1 Manage Customer Contacts.

Entities to Configure

- SA Type
- Installation Options
- Customer Contact Class
- Customer Contact Type

2.9 Analyze Active SA

Reference: [Start Non-Premise Based Service Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: CSR

Description: The CSR or Authorized User may review the Active Service Agreement. Information is made available that requires further evaluation. The Service Agreement may need to be canceled. The customer may also call and indicate they do not want the service provided. This request may be submitted after the Service Agreement is activated.

3.0 Evaluate Cancellation

Reference: [Start Non-Premise Based Service Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: CSR

Description: As part of the cancellation process it is determined there are financial transactions associated with the Active Service Agreement.

3.1 3.3.2.4 Stop Non-Premise Based Service Process

Reference: [Start Non-Premise Based Service Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: CSR

Description: The Financial Transactions cannot be canceled. Refer to 3.3.2.4 Stop Non-Premise Based Service.

3.2 4.2.2 Manage Bill and 4.3.1.1 Manage Payments

Reference: [Start Non-Premise Based Service Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: CSR

Description: Refer to 4.2.2.2 Manage Meter Charges and 4.3.1.1 Manage Payments for Financial Transaction Cancellations.

Entities to Configure

- Cancel Reason - for Bill, Payment or Adjustment

3.3 Initiate Cancel SA

Reference: [Start Non-Premise Based Service Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: CSR

Description: The CSR or Authorized User changes the Service Agreement status to Canceled..

Entities to Configure

- Cancel Reason - for Bill, Payment or Adjustment

3.4 Cancel SA

Reference: [Start Non-Premise Based Service Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: CSR

Description: The Service Agreement is transitioned to a Canceled status. Canceled is a final status.

Entities to Configure

- To Do Type
- To Do Role

Available Algorithms

- SACA CRTODO - Create To Do Entry when SA Canceled

Installation Options - Control Central Alert Algorithms

The following installation options are available:

Value	Description
PP-Active	Show Count of Active Pay Plans
PP-Broken	Show Count of Broken Pay Plans
PP-Kept	Show Count of Kept Pay Plans
CC-PPDENIAL	Count Pay Plan Denial Customer Contacts
CCAL WFACCTX	Display Active WF for Account Based on Context
CCAL WFPREMX	Display Active WF for Premise Based on Context
C1_CCAL-TD	Highlight Outstanding To Do Entries
CCAL-DECL	Highlight Effective Declarations for Account and Premise
C1-CCAL-CASE	Highlight Open Cases
CCAL-FAERMSG	Highlight FA's with outstanding outgoing messages
CI_WO_BILL	Highlight Written off Bills
CI_OD-PROC	Highlight Active Overdue Processes
CI_OPN_MEVT	Highlight Open and Disputed Match Event
CI_STOPSA	Highlight Stopped SA's
C1-CCAL-CLM	Highlight Open Rebate Claims
C1_COLL-DF	Highlight Active Collection Processes
C1_COLLRF-DF	Highlight Active Collection Agency Referral
C1_PENDST-DF	Highlight Pending Start Service Agreements
C1_CASH-DF	Cash Only Account
C1_CRRT-DF	Credit Rating Alert
C1_LSSL-DF	Highlight Life Support/Sensitive Load on Person
C1_LSSLPR-DF	Highlight Life Support/Sensitive Load on Premise
C1_SEVPR-DF	Highlight Active Severance Processes
C1-CCAL-OCBG	Highlight Open Off Cycle Bill Generators
F1-SYNRQALRT	Retrieve Outstanding Sync Request
C1-PPBALERT	Prepaid Biller Task Alert
C1_CRRT-DF	This control central alert algorithm displays an alert if the current account's cash only score exceeds the cash only threshold on the installation table.
C1_COLL-DF	This control central alert algorithm highlights Active Collection Processes associated with the account in context.
C1_COLLRF-DF	This control central alert algorithm displays an alert if the current account has an active collection agency referral.

Value	Description
C1_CRRT-DF	This control central alert algorithm displays an alert when the account in context has a credit rating that falls below the credit rating threshold on the installation table.
C1_LSSL-DF	This control central alert algorithm displays an alert when the account in context is linked to a person has life support/sensitive load information.
C1_PENDST-DF	This control central alert algorithm highlights if the account in context has any pending start service agreement(s).
CI_CCAL-TD	Alert - Highlight open ToDo Entries for Account
C1-CCAL-CASE	This control central alert algorithm highlights cases associated with the person, account and premise in context that are currently in a status marked as 'display alert'.
C1-STOP-SA	This control central alert algorithm creates an alert if current account has any stopped service agreement(s).

Standard Non-Premise Based SA Types

Value	Description
CHARITY	Charitable Contribution
DE-INST	Deposit for commercial cust.
DEP-I	Deposits
EXCSCRED	Excess Credit
LOAN-ST	Short Term Loans
MI-SCMSA	SA for SC memberships
NBB-MRR	Monthly NBB(Non Billed Budget) - Monitored w/Req Renew
NBB-URR	Monthly NBB(Non Billed Budget) - Unmonitored w/Req Renew
NCIS-CON	Non CIS Payments - Connect Fee
NCIS-MTR	Non CIS Payments - Mobile Meter Permit
NCIS-PUR	Non CIS Payments - Purchasing
OVR UNDR	Cash drawer over/under expense
PA-REGU	Pay arrang. - Regulated debt
SCM RFEE	SC Membership - refundable fee
SCM SFEE	SC Membership - Std Fee (non-ref)
SUSPENSE	Uploaded payments in suspense
WO-STAND	Write off

Related Training

Following User Productivity Kit (UPK) training modules are available for the Start Non-Premise Based Service Utility Reference Model (URM):

- Oracle Utilities UPK for Customer Care and Billing, Administrative Setup
- Oracle Utilities UPK for Customer Care and Billing, User Tasks
- Oracle Utilities UPK for Customer Care and Billing, Credit and Collections
- Oracle Utilities UPK for Customer Care and Billing, Rating and Billing
- Oracle Utilities UPK for Customer Care and Billing, Rating and Billing for Interval Data