

## **Oracle Utilities Customer Care and Billing Release 2.4.0**

Utility Reference Model

3.3.2.4 Stop Non-Premise Based Service

December 2015

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# Stop Non-Premise Based Service

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

- ♦ [Brief Description](#)
  - ♦ [Actors/Roles](#)
- ♦ [Business Process Diagrams](#)
  - ♦ [Stop Non-Premise Based Service Process Model - Page 1](#)
  - ♦ [Stop Non-Premise Based Service Process Model - Page 2](#)
- ♦ [Stop 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:** 3.3.2.3 CC&B Stop 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
- 3.3.2.2 CC&B.Start Non-Premise Based Service
- 3.3.3.2 CC&B.Determine Customer Deposit
- 3.3.1.1 CC&B.Establish Person and/or Account
- 3.4.1.1 CC&B.Manage Customer Contacts
- 5.3.2 CC&B.Manage Fieldworks)
- 4.2.2 CC&B.Manage Bill
- 4.3.1.1CC&B.Manage Payments
- 4.1.1.1 CC&B.Manage Adjustment
- 4.3.2.1 CC&B.Manage Collection Process

This process describes the typical Stop Service processing for Non Premise Based Service Agreements. In Stop Service process the relationship between the Service Provider and Customer is terminated. There is an effective end date for the Service Agreement.

The request for Stop Service could be for example:

- One time Charge
- Completion of Merchandise Installments
- Completion of Charitable Contribution
- CC&B's Auto-Stop of Non-Premise based Services configuration

## Actors/Roles

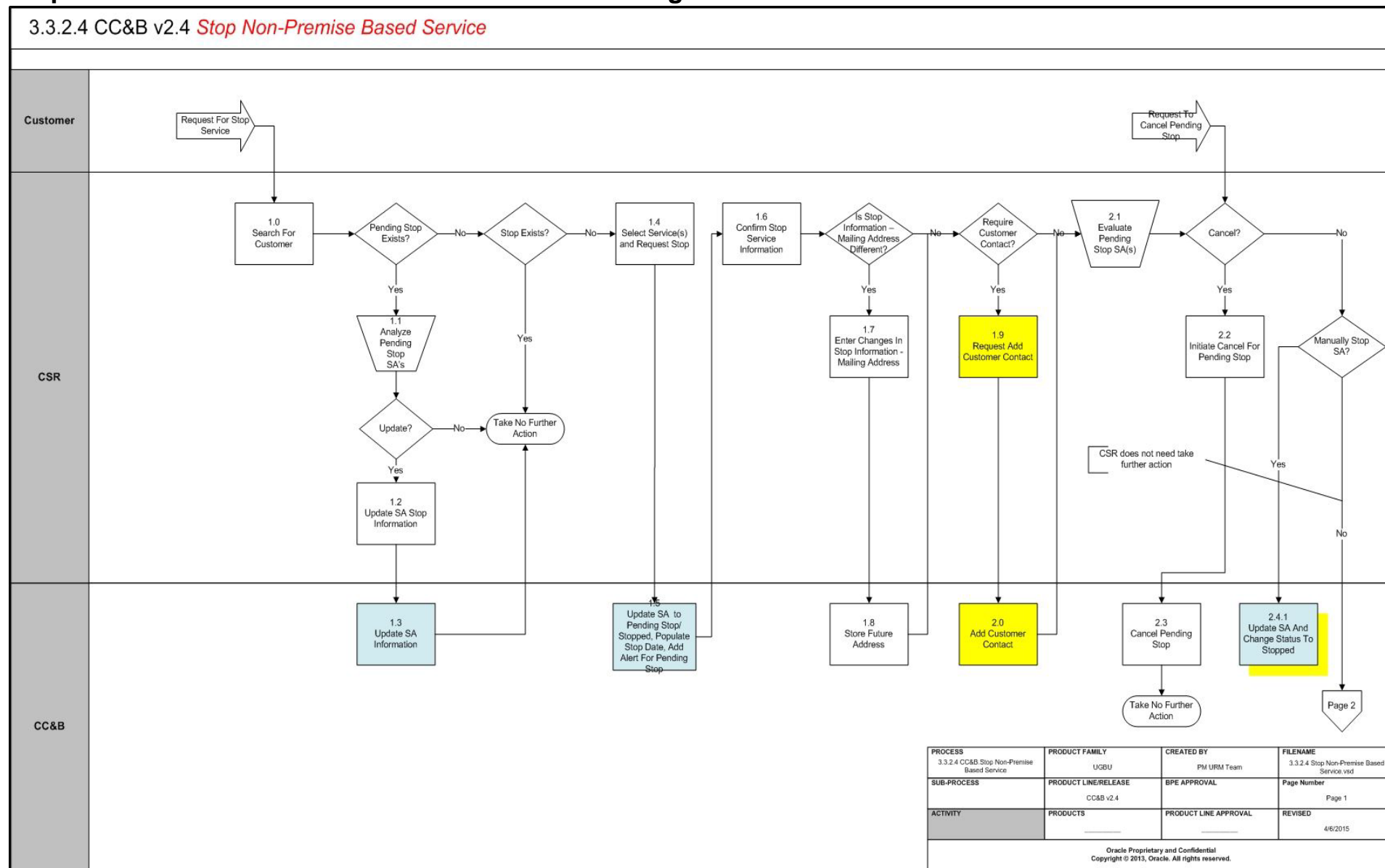
The Stop Non-Premise Based Service business process involves the following actors and roles.

- **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

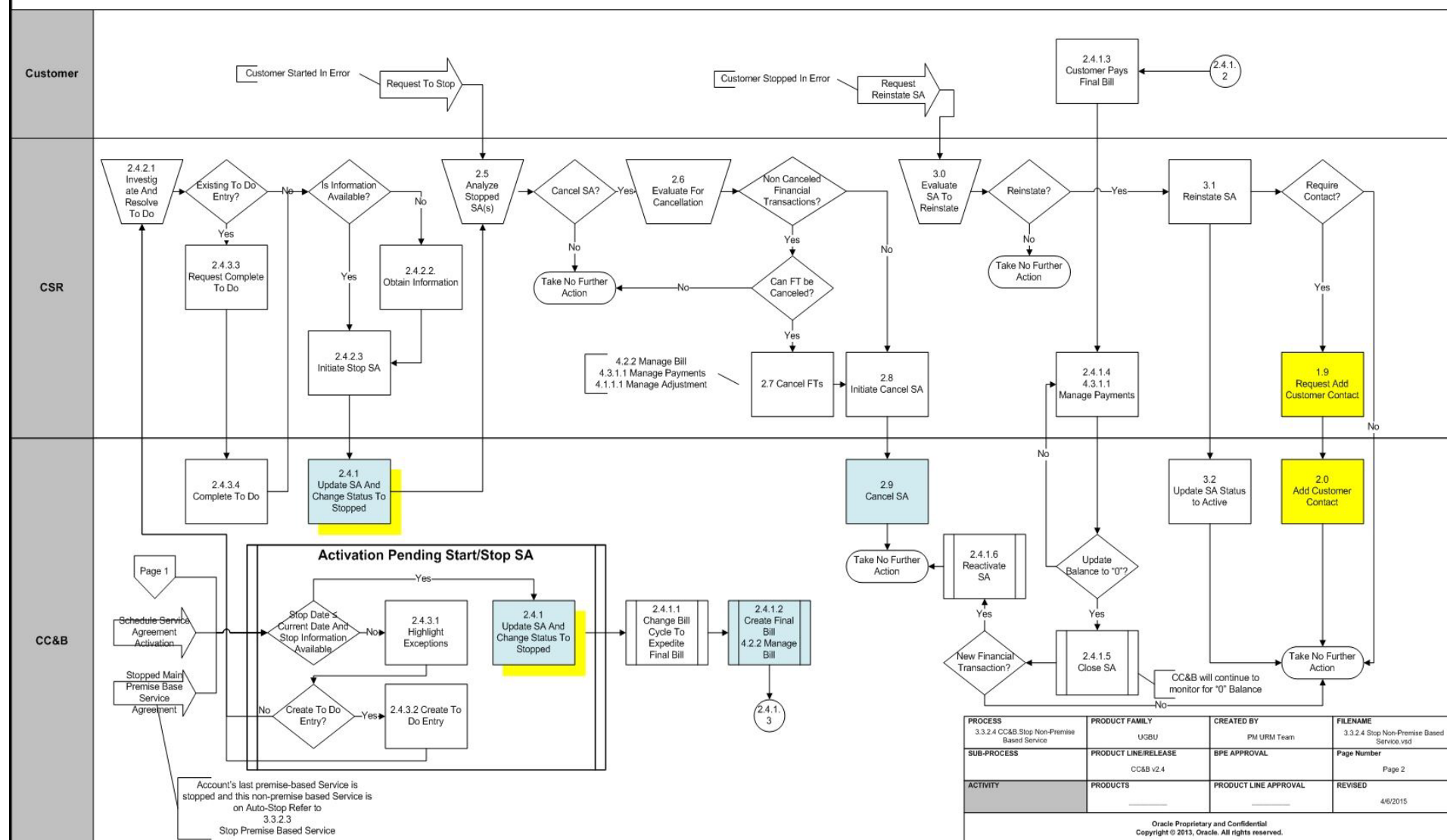
## Stop Non-Premise Based Service Process Model - Page 1

### 3.3.2.4 CC&B v2.4 *Stop Non-Premise Based Service*



## Stop Non-Premise Based Service Process Model - Page 2

### 3.3.2.4 CC&B v2.4 *Stop Non-Premise Based Service*





# Stop Non-Premise Based Service Detailed Process Model Description

This section includes detailed descriptions of the steps involved in the Stop Non-Premise Based Service business process, including:

- ♦ 1.0 Search for Customer
- ♦ 1.1 Analyze Pending Stop SAs
- ♦ 1.2 Update SA Stop Information
- ♦ 1.3 Update SA Information
- ♦ 1.4 Select Services and Request Stop
- ♦ 1.5 Change SA to Pending Stop/Stopped, Populate Stop Date, Add Alert for Pending Stop
- ♦ 1.6 Confirm Stop Service Information
- ♦ 1.7 Enter Changes in Stop Information - Mailing Address
- ♦ 1.8 Store Future Address
- ♦ 1.9 Request Add Customer Contact
- ♦ 2.0 Add Customer Contact
- ♦ 2.1 Evaluate Pending Stop SAs
- ♦ 2.2 Initiate Cancel for Pending Stop
- ♦ 2.3 Cancel Pending Stop
- ♦ 2.4.1 Update SA and Change Status to Stopped
- ♦ 2.4.1.1 Change Bill Cycle to Expedite Final Bill
- ♦ 2.4.1.2 Create Final Bill
- ♦ 2.4.1.3 Customer Pays Final Bill
- ♦ 2.4.1.4 4.3.1.1 Manage Payments
- ♦ 2.4.1.5 Close SA
- ♦ 2.4.1.6 Reactivate SA
- ♦ 2.4.2 Create SA Exception To Do
- ♦ 2.4.2.1 Investigate and Resolve To Do
- ♦ 2.4.2.2 Obtain Information
- ♦ 2.4.2.3 Initiate Stop SA
- ♦ 2.4.3.1 Highlight Exceptions
- ♦ 2.4.3.2 Create To Do Entry
- ♦ 2.4.3.3 Request Complete To Do
- ♦ 2.4.3.4 Complete To Do Entry
- ♦ 2.5 Analyze Stopped SA
- ♦ 2.6 Evaluate for Cancellation
- ♦ 2.7 Cancel FTs
- ♦ 2.8 Initiate Cancel SA
- ♦ 2.9 Cancel SA
- ♦ 3.0 Evaluate SA to Reinstate
- ♦ 3.1 Reinstate SA
- ♦ 3.2 Update SA Status to Active

## 1.0 Search for Customer

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

**Actor/Role:** CSR

**Description:** Upon receipt of request to stop 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 Stops.

### Entities to Configure

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

### Available Algorithms

- [Installation Options - Control Central Alert Algorithms](#)
- CI\_PER-INFO - This person information algorithm display summary information (name, phone number) that appears adjacent to a person ID throughout the system.
- CI\_ACCT-INFO - This algorithm formats the “Account Information” that appears throughout the system.
- CI\_PHNFMT\_NA - This phone type algorithm validate North American phone format.
- CI\_PER-INFO - This person information algorithm display summary information (name, phone number) that appears adjacent to a person ID throughout the system.
- C1-GLBL-CTXT - This global context algorithm is responsible to complete missing global context values based on values of other context fields.

## 1.1 Analyze Pending Stop SAs

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

**Actor/Role:** CSR

**Description:** The CSR or Authorized User analyzes the existing Pending Stop service to ensure all information is received from Customer and confirms stop date.

## 1.2 Update SA Stop Information

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

**Actor/Role:** CSR

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

## 1.3 Update SA Information

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

**Actor/Role:** CSR

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

**Entities to Configure**

- Installation Options

**Business Objects**

- CI\_CreateDemoServiceAgreement - Demo Data Creation - Add SA
- C1-AccountManagementSA - Service Agreement - Account Management
- WX-ServiceAgreement - This business object is used to read an instance of a service agreement.
- CI\_SAIInfo - SA Information
- CI\_DepositSAAmount - Maintain Deposit SA Amount
- C1-SAServiceTaskDetails - SA Service Task Details BO
- C1-PPBSA - This business object is used to retrieve details for a prepaid biller's (PPB) service agreement.
- C1-SABasic - Service Agreement Basic
- C1-SAContractDetails - Service Agreement Contract Details
- C1-SARelationship - SA Relationship BO
- C1-SARelTypePhysicalBO - Physical BO for SA Relationship Type
- C1-SATypeStartOptionPhysicalBO - Physical BO for SA Type Start Option
- C1-SATypeBasic - SA Type Basic
- WX-SAType - Service Agreement Type
- CI\_SAType - SA Type Basic
- CI\_SATypeStartOptionRequired - SA Type Start Option Required
- C1-SATypePhysicalBO - Physical BO for SA Type
- C1-SATypeSARelTypePhysicalBO - Physical BO for SA Type SA Relationship Type

**Available Algorithms**

- C1-SAI-INFO - This Installation algorithm formats the “SA Information” that appears throughout the system.
- C1-SAT-INFO - This SA Type SA Information algorithm formats the “SA Information” that appears throughout the system.
- C1-SAIS-ST - This SA Type initiate stop SA algorithm automatically stops a pending stop service agreement (instead of waiting for the background process that transitions SAs from pending stop to stopped).

## 1.4 Select Services and Request Stop

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

**Actor/Role:** CSR

**Description:** The CSR or Authorized User selects services to stop.

The CSR or Authorized User is presented with the following choices. The CSR or Authorized User selects options available to stop Non Premise Based Service Agreements.

- Stop Selected SA's - To Stop selected Service Agreements linked to the Account
- Stop a Premise To Stop All Services at the Premise (Address)
- Stop a SA - To Stop a specific SA
- Stop all Active SA's - To Stop All service agreements linked to the Account

## 1.5 Change SA to Pending Stop/Stopped, Populate Stop Date, Add Alert for Pending Stop

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

**Actor/Role:** CC&B

**Description:** The status of the Service Agreement changes to Pending Stop/Stopped. An effective end date is populated. CC&B creates a Dashboard Alert for a service agreement with a Pending Stop.

### Entities to Configure

- Installation Options

### Available Algorithms

- C1-SAI-INFO - This Installation algorithm formats the “SA Information” that appears throughout the system.
- C1-SAT-INFO - This SA Type SA Information algorithm formats the “SA Information” that appears throughout the system.
- C1-SAIS-ST - This SA Type initiate stop SA algorithm automatically stops a pending stop service agreement (instead of waiting for the background process that transitions SAs from pending stop to stopped).

## 1.6 Confirm Stop Service Information

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

**Actor/Role:** CSR

**Description:** The CSR or Authorized User confirms stop information including the mailing address for the final bill or if the address is changing for future bills for remaining active Service Agreements.

## 1.7 Enter Changes in Stop Information - Mailing Address

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

**Actor/Role:** CSR

**Description:** The CSR or Authorized User enters new information including a forwarding address. The CSR or Authorized User may change the default. CC&B address sources include Person, Premise, and Account. The address information is effective when the Service Agreement is stopped.

## 1.8 Store Future Address

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

**Actor/Role:** CC&B

**Description:** The new mailing address is stored in CC&B and is updated when the Service Agreement is stopped.

## 1.9 Request Add Customer Contact

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

**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

## 2.0 Add Customer Contact

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

**Actor/Role:** CSR

**Description:** The Customer Contact information is added in CC&B.

**Entities to Configure**

- Customer Contact Class
- Customer Contact Type

## 2.1 Evaluate Pending Stop SAs

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

**Actor/Role:** CSR

**Description:** The CSR or Authorized User reviews the pending stop Service Agreement. The Customer may call and indicate they want to continue the service. It is determined to cancel the Pending Stop.

## 2.2 Initiate Cancel for Pending Stop

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

**Actor/Role:** CSR

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

## 2.3 Cancel Pending Stop

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

**Actor/Role:** CC&B

**Description:** The Pending Stop Service Agreement is transitioned back to Active.

## 2.4.1 Update SA and Change Status to Stopped

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

**Actor/Role:** CC&B

**Description:** When all necessary information is available, CC&B will stop the Service Agreement.

**Manual Process:** The CSR or Authorized User may transition the Service Agreement to Stopped as a result of exception processing.

**Automated Process:** CC&B will automatically transition the Service Agreement to Stopped status when all required information is made available.

### Entities to Configure

- SA Type

### Available Algorithms

- CI\_LLREV-C - This algorithm causes service to be started under a landlord's account at a service point covered by a landlord agreement.
- LL REV - This initiate a stop for a SA algorithm causes service to be started under a landlord's account when a tenant stops service at a service point covered by a landlord agreement.
- C1-SAIS-ST- This algorithm automatically stop a pending stop service agreement (instead of waiting for the background process that transitions SAs from pending stop to stopped).
- CI\_NB-SAST- This SA Type Stop Algorithm executes additional logic that should be executed when a non-billed budget SA is stopped.
- SAST-RF - This SA Type Stop algorithm refunds a service credit membership fee.

### Process Name

- SAACT - SA Activation The service agreement activation process updates pending start and pending stop service agreements.

## 2.4.1.1 Change Bill Cycle to Expedite Final Bill

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

**Actor/Role:** CC&B

**Description:** CC&B changes the Bill Cycle when the last Service Agreement for the account is stopped to allow final bill creation.

## 2.4.1.2 Create Final Bill

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

**Actor/Role:** CC&B

**Description:** The Batch Billing process creates the final bill for the customer.

## 2.4.1.3 Customer Pays Final Bill

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

**Actor/Role:** Customer

**Description:** The Customer receives and pays final bill.

## 2.4.1.4 4.3.1.1 Manage Payments

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

**Actor/Role:** CSR

**Description:** The CSR or Authorized User enters the payment in CC&B. Refer to 4.3.1.1 Manage Payments.

## 2.4.1.5 Close SA

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

**Actor/Role:** CC&B

**Description:** The Service Agreement is automatically transitioned to Closed Status when the balance is "0".

## 2.4.1.6 Reactivate SA

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

**Actor/Role:** CC&B

**Description:** The system moves the Service Agreement to Reactivated status if a financial transaction is created after a Service Agreement is closed. When the financial balance returns to "0", the Service Agreement is transitioned to Closed again.

## 2.4.2 Create SA Exception To Do

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

**Actor/Role:** CC&B

**Description:** The CC&B background process, SA Activation, 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 missing or incomplete information. The Service Agreement may also be manually stopped.

### Entities to Configure

- To Do Type
- To Do Role

### Process Name

- SA Activation SAACT - updates pending start and pending stop service agreements - not customizable.
- TD-SSFTL To Do Creation for pending start/stops older than number of days specified. The number of day's parameter is configurable.

## 2.4.2.1 Investigate and Resolve To Do

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

**Actor/Role:** CSR

**Description:** Based on established Business Rules the CSR or Authorized User investigates possible solutions or workarounds for missing or incomplete information.

## 2.4.2.2 Obtain Information

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

**Actor/Role:** CSR

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

## 2.4.2.3 Initiate Stop SA

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

**Actor/Role:** CSR

**Description:** When all necessary information is available, the CSR or Authorized User will manually stop the Service Agreement.

## 2.4.3.1 Highlight Exceptions

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

**Actor/Role:** CC&B

**Description:** The CC&B background process, Service Agreement Activation, 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.

### Process Name

- SAACT - SA Activation - activates and stops Service Agreements when all required information is available.
- TD-SSFTL To Do for Old Pending Start/Stops-catches start/stop requests that have gone unfulfilled.

### Entities to Configure

- To Do Type
- To Do Role

## 2.4.3.2 Create To Do Entry

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

**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.

### Process Name

- SAACT - SA Activation - activates and stops Service Agreements when all required information is available.
- TD-SSFTL To Do for Old Pending Start/Stops-catches start/stop requests that have gone unfulfilled.

### Entities to Configure

- To Do Type
- To Do Role



### 2.4.3.3 Request Complete To Do

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

**Actor/Role:** CSR

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

**Entities to Configure**

- To Do Type
- To Do Role

### 2.4.3.4 Complete To Do Entry

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

**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

## 2.5 Analyze Stopped SA

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

**Actor/Role:** CSR

**Description:** The CSR or Authorized User may review the stopped Service Agreement. Information made available requires further evaluation. The Service Agreement may need to be canceled.

## 2.6 Evaluate for Cancellation

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

**Actor/Role:** CSR

**Description:** As part of the cancellation process it is determined there are Financial Transactions associated with the Service Agreement.

## 2.7 Cancel FTs

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

**Actor/Role:** CSR

**Description:** Subject to established business rules, the CSR or Authorized User cancels the existing Financial Transactions. An applicable Cancel Reason is selected. Refer to 4.2.2 Manage Bill and 4.3.1.1 Manage Payments.

**Entities to Configure**

- Cancel Reason for Bill, Payment or Adjustment

## 2.8 Initiate Cancel SA

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

**Actor/Role:** CSR

**Description:** The CSR changes the Service Agreement status to Canceled.

## 2.9 Cancel SA

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

**Actor/Role:** CC&B

**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 CRTTOD0 - Create a To Do Entry when SA Canceled

## 3.0 Evaluate SA to Reinstate

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

**Actor/Role:** CSR

**Description:** The CSR or Authorized User reviews and gathers available information to reinstate SA.

## 3.1 Reinstate SA

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

**Actor/Role:** CSR

**Description:** The CSR or Authorized User initiates the Reinstate SA function.

## 3.2 Update SA Status to Active

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

**Actor/Role:** CC&B

**Description:** The Reinstate action in CC&B changes the status of the Service Agreement to Active. The Reinstate action can be used to reinstate a closed, reactivated, or stopped Service Agreement.

## 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
CCAL WFACCTR	Display active WF for account based on char
CCAL WFPREMR	Display active WF for premise based on char
CCAL-TD	Highlight Outstanding To Do Entries
CCAL-DECL	Highlight Effective Declarations for Account and Premise
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_OMF_DF	Highlight Open and Disputed Match Even
CI_STOPSA-DF	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

## Standard Non-Premise Based SA Types

The following SA Types are available:

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

The following User Productivity Kit (UPK) modules provide training related to this business process:

- 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