

Oracle Utilities Customer Care and Billing Release 2.4.0

Utility Reference Model

3.4.4.3b Expire Non-Billed Budget

December 2015

Oracle Utilities Customer Care and Billing Utility Reference Model 3.4.4.3b Expire Non-Billed Budget, Release 2.4.0

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3.4.4.3b Expire Non-Billed Budget

This section provides a description of the “Expire Non-Billed Budget” business process. It includes:

- ♦ [Brief Description](#)
 - ♦ [Actors/Roles](#)
- ♦ [Business Process Diagrams](#)
 - ♦ [Expire Non-Billed Budget Process Model - Page 1](#)
- ♦ [Expire Non-Billed Budget Detailed Process Model Description](#)
 - ♦ [1.1 Search for Customer](#)
 - ♦ [1.2 Review Customer/Account to Stop Non-Billed Budget](#)
 - ♦ [1.3 Initiate Break \(Places Non-Billed Budget SA in Pending Stop\)](#)
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 - ♦ [1.5 Stop Non-Billed Budget](#)
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 - ♦ [2.8 Manage Customer Contacts](#)
- ♦ [Installation Options - Control Central Alert Algorithms](#)
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Brief Description

Business Process: 3.4.4.3b Expire Non-Billed Budget

Process Type: Sub-Process

Parent Process: 3.4.2 Develop Insight and Understanding

Sibling Processes:

- 4.3.1.1 Manage Payments
- 4.1.1.4 Develop Arrears Procedures
- 4.2.2 Manage Bill
- 3.4.1 Manage Contacts
- 3.3.2.2 Start Non-Premise Based Service
- 3.3.2.4 Stop Non-Premise Based Service

This process describes the activities associated with expiration and stopping of a Non Billed Budget.

Non-Billed Budget service agreements may specify an expiration date. The SA expiration background process initiates the stop process for all pending start or active SAs where the expiration date is reached (before or on the process date). If the expiration process is not successful, a To Do list entry is created.

When a stop is initiated for Non-Billed Budget, either on request or because it has expired and is not being renewed, the Non-Billed Budget is transitioned to pending stop status. CC&B can be configured to automatically transition the SA to stopped status, or the Non-Billed Budget is stopped the next time the SA activation background process runs.

A user can manually launch the expiration process for a Non-Billed Budget SA by clicking Break on the Non-Billed Budget maintenance page.

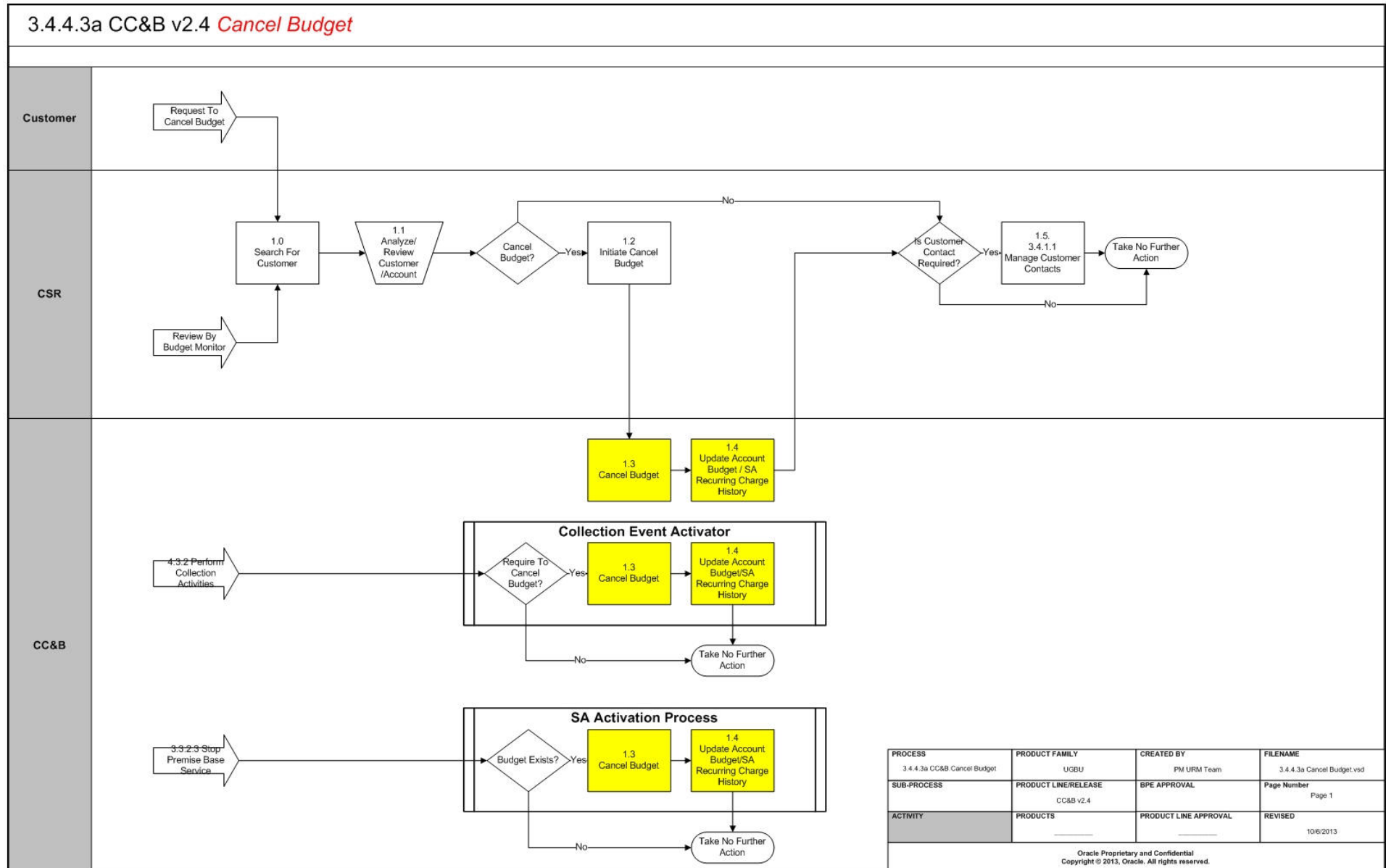
Actors/Roles

The Expire Non-Billed Budget 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:** CSR or Authorized User of the Customer Care and Billing application.

Business Process Diagrams

Expire Non-Billed Budget Process Model - Page 1



Expire Non-Billed Budget Detailed Process Model Description

This section provides a detailed description of the “Expire Non-Billed Budget” business process, including:

- ♦ 1.1 Search for Customer
- ♦ 1.2 Review Customer/Account to Stop Non-Billed Budget
- ♦ 1.3 Initiate Break (Places Non-Billed Budget SA in Pending Stop)
- ♦ 1.4 Transition Non-Billed Budget to Pending Stop Status
- ♦ 1.5 Stop Non-Billed Budget
- ♦ 1.6 Distribute any Credit on NB Budget to Covered SAs
- ♦ 1.7 Distribute Any Credit Remaining to Overpayment SA
- ♦ 1.8 Allow for Review of Account for Collection
- ♦ 1.9 Create Customer Contact
- ♦ 2.0 Flag NBB SA to Indicate Canceled (Manually Stopped)
- ♦ 2.1 Synch Current Balance and Payoff Balance of Covered SAs for Monitored NBB
- ♦ 2.2 Remove Covered SAs Scheduled Payments from Non-Billed Budget
- ♦ 2.3 Synch Current Balance and Payoff Balance of Non-Billed Budget
- ♦ 2.4 Evaluate Account with Non-Billed Budget SA
- ♦ 2.5 Flag Non-Billed Budget SA to Indicate Broken
- ♦ 2.6 Evaluate Non-Billed Budget Expire Date
- ♦ 2.7 Create Letter for Non-Billed Budget Expire
- ♦ 2.8 Manage Customer Contacts

1.1 Search for Customer

Reference: [Expire Non-Billed Budget Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CSR

Description: Upon receipt of request to stop Non Billed Budget Billing the CSR or Authorized User accesses Control Central Search to locate the customer in CC&B. There are a number of algorithms that can be stored on Installation Options for Control Central Alerts. These algorithms provide the CSR or Authorized User with valuable insight for overall analysis of the customer.

Available Algorithms

- [Installation Options - Control Central Alert Algorithms](#)

1.2 Review Customer/Account to Stop Non-Billed Budget

Reference: [Expire Non-Billed Budget Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CSR

Description: There is dialogue with Customer. The CSR or Authorized User evaluates the account and answers any questions from the Customer.

Available Algorithms

- [Installation Options - Control Central Alert Algorithms](#)

1.3 Initiate Break (Places Non-Billed Budget SA in Pending Stop)

Reference: [Expire Non-Billed Budget Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CSR

Description: The CSR or Authorized User manually launches the expiration process for a Non-Billed Budget SA by clicking Break on the Non Billed Budget maintenance page. When a Stop Non-Billed Budget is initiated on request the Non-Billed Budget is transitioned to pending stop status.

1.4 Transition Non-Billed Budget to Pending Stop Status

Reference: [Expire Non-Billed Budget Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CCB

Description: The Non-Billed Budget is transitioned to Pending Stop Status, from the Page Maintenance module.

1.5 Stop Non-Billed Budget

Reference: [Expire Non-Billed Budget Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CCB

Description: If the algorithm SAIS-ST is defined on the Non-Billed Budget SA type, the Non-Billed Budget will transition automatically to stopped. An algorithm may be defined on the Budget SA type to automatically finalize and stop the SA. If the SA Stop Immediately algorithm is not used, the Non-Billed Budget is stopped the next time the SA activation background process runs. The existing rules for SA Stop still apply when using this algorithm.

Entities to Configure

- Algorithm defined on SA Type, Overpayment Transfer Adjustment Type, Customer Contact Class and Contact Type.

Available Algorithms

- C1-SAIS-ST – Stop SA Algorithm automatically transitions the SA to stopped status. Stop logic still applies and additional logic is executed when a Non-Billed Budget SA is stopped.
- CI_NB-SAST - Stop Non-billed Budget –Algorithms of this type execute additional logic that should be executed when a Non-Billed Budget SA is stopped. This algorithm performs the following: - It distributes any credit balance from a Non-Billed Budget SA to the covered SAs. If there is still a remaining credit balance on the Non-Billed Budget (i.e., the NBB payoff balance exceeds the total payoff amounts of the covered SAs), the algorithm uses the Overpayment Transfer Adjustment Type to transfer any overpayment credit from the NBB SA according to the overpayment distribution algorithm defined for the account's customer class. - It creates a trigger to cause the account to be reviewed by the account debt monitor. - If a Customer Contact Class and Customer Contact Type are specified, a customer contact is created to indicate that the Non-Billed Budget was stopped.
- CI_NB-SAST Execute additional logic that should be executed when a non-billed budget SA is stopped.

1.6 Distribute any Credit on NB Budget to Covered SAs

Reference: [Expire Non-Billed Budget Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CCB

Description: CC&B will first distribute credit from the Non-Billed Budget to Covered Service Agreements up to the payoff balance amount. Covered SAs already in credit are excluded from the distribution. The distribution to each Covered SA will not exceed its total payoff to ensure none of the Covered SAs has a credit balance. The credit is prorated over the Covered SAs according to the relative payoff balances on each SA. The calculation of the payoff balance is adjusted to exclude the current balance to ensure the credit is prorated over debt covered by the Non-Billed Budget, not any ad-hoc debt for the SA.

Available Algorithms

- CI_NB-SAST - Stop Non-billed Budget - Execute additional logic that should be executed when a non-billed budget SA is stopped.

1.7 Distribute Any Credit Remaining to Overpayment SA

Reference: [Expire Non-Billed Budget Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CCB

Description: If configured, CC&B will then distribute any remaining credit to an Overpayment SA. If the Overpayment SA is not configured, the stopped Non-Billed Budget may have a credit balance. This credit would require manual distribution.

Entities to Configure

- Overpay SA Type
- Overpayment Transfer Adjustment Type

Available Algorithms

- CI_OVRPY-CR- Keep overpayment on a "credit SA" - This overpayment algorithm will apply an overpayment to an Excess Credit SA. If a non-canceled and non-closed Excess

Credit SA exists, the credit will be applied to it. If not, a new excess credit SA is created using CIS Division and SA Type.

1.8 Allow for Review of Account for Collection

Reference: [Expire Non-Billed Budget Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CCB

Description: When a monitored Non-Billed Budget is stopped, the stop SA algorithm (SAST-NB) creates a trigger to cause the account to be reviewed by the Account Debt Monitor. An unmonitored Budget Account is subject to Credit and Collection at all times.

Available Algorithms

- CI_NB-SAST - Stop Non-billed Budget - Execute additional logic that should be executed when a non-billed budget SA is stopped.

1.9 Create Customer Contact

Reference: [Expire Non-Billed Budget Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CCB

Description: If configured, CC&B will automatically create a Customer Contact associated with the stop for the Non-Billed Budget.

Entities to Configure

- Customer Contact Class and Contact Type

Available Algorithms

- CI_NB-SAST - Stop Non-billed Budget - Execute additional logic that should be executed when a non-billed budget SA is stopped.

2.0 Flag NBB SA to Indicate Canceled (Manually Stopped)

Reference: [Expire Non-Billed Budget Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CCB

Description: If configured, a base package break Non-Billed Budget algorithm type, NBBR-BRK creates a characteristic value to indicate a user manually stopped the Non-Billed Budget.

Entities to Configure

- Algorithm, and algorithm defined on SA Type characteristic and characteristic value

Available Algorithms

- CI_NBBR-BRK - Cancel Non-billed Budget -this algorithm creates characteristic value for manual stop – (NBB cancellation algorithm type)

2.1 Synch Current Balance and Payoff Balance of Covered SAs for Monitored NBB

Reference: [Expire Non-Billed Budget Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CCB

Description: If the Non-Billed Budget is monitored, CC&B creates adjustments to synchronize the current and payoff balance of the covered SAs, using the Adjustment Type (Synch Current) adjustment type from the covered SAs SA Type.

Entities to Configure

- Adjustment Type

2.2 Remove Covered SAs Scheduled Payments from Non-Billed Budget

Reference: [Expire Non-Billed Budget Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CCB

Description: The scheduled payments are removed from the Non-Billed Budget.

2.3 Synch Current Balance and Payoff Balance of Non-Billed Budget

Reference: [Expire Non-Billed Budget Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CCB

Description: An adjustment is created to synchronize current and payoff balances on the Non-Billed Budget SA using the Adjustment Type (Synch Current) adjustment type from the Non-Billed Budget's SA type. Synchronizing current and payoff effectively sets the current amount to zero on the Non-Billed Budget SA, as the payoff amount should have been reduced to zero by distribution and overpayment processing in the algorithm for SA Stop.

Entities to Configure

- Adjustment Type for Synch

Available Algorithms

- C1-BCMP-NBB - NBB Credit Transfer - Distribute the credit payoff balance from a non-billed budget SA to the covered SAs, thus reducing the amount owed for those SAs by the accumulated payment credits.

2.4 Evaluate Account with Non-Billed Budget SA

Reference: [Expire Non-Billed Budget Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CCB

Description: If the Non-Billed Budget is not stopped immediately, it will be evaluated for stopped the next time the SA Activation background process runs.

Process Names

- Service Agreement Activation: SAACT – SA Activation examines all pending starts and stops with an effective date less than or equal to current business date.

2.5 Flag Non-Billed Budget SA to Indicate Broken

Reference: [Expire Non-Billed Budget Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CCB

Description: A base package severance event algorithm, SVEV-NB creates a characteristic value to indicate a Non-Billed Budget is broken.

Entities to Configure

- Algorithm parameters and defined on SA Type. Characteristic and Characteristic Value.

Available Algorithms

- SVEV-NB – Severance Event Type Algorithm to indicate Broken Status of Non-Billed Budget

2.6 Evaluate Non-Billed Budget Expire Date

Reference: [Expire Non-Billed Budget Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CCB

Description: Non-Billed Budget service agreements may specify an expiration date. The SA expiration background process, SA-EXPIRE initiates the stop process for all pending start or active SAs with expiration date less than or equal to current business date.

Process Names

- SA-EXPIRE – This background process initiates stop process for all pending start or active SAs with expiration date less than or equal to current business date.

2.7 Create Letter for Non-Billed Budget Expire

Reference: [Expire Non-Billed Budget Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CCB

Description: If configured, CC&B will create a letter to be sent to the customer. A letter template is identified and associated with the Customer Contact Type.

Entities to Configure

- Letter Template and Template defined on associated Customer Contact Type.

2.8 Manage Customer Contacts

Reference: [Expire Non-Billed Budget Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CSR

Description: Associated with established Business Rules the CSR or Authorized User enters necessary information about the Non Billed Budget Plan for the Customer. Refer to 3.4.1.1. Manage Customer Contacts

Entities to Configure

- Customer Contact Class
- Customer Contact Type

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-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 SAs
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

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