

Oracle Utilities Customer Care and Billing Release 2.4.0

Utility Reference Model

4.2.2.10b CC&B Manage Monitored - Unmonitored
Non-Billed Budget Billing

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Oracle Utilities Customer Care and Billing Utility Reference Model 4.2.2.10b, Release 2.4.0

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4.2.2.10b CC&B Manage Monitored - Unmonitored Non-Billed Budget Billing

This section provides a description of the “CC&B Manage Monitored - Unmonitored Non-Billed Budget Billing” business process. It includes:

- ♦ [Brief Description](#)
 - ♦ [Actors/Roles](#)
- ♦ [Business Process Diagrams](#)
 - ♦ [CC&B Manage Monitored - Unmonitored Non-Billed Budget Billing Process Model - Page 1](#)
- ♦ [CC&B Manage Monitored - Unmonitored Non-Billed Budget Billing Detailed Process Model Description](#)
- ♦ [Installation Options - Control Central Alert Algorithms](#)
- ♦ [Related Training](#)

Brief Description

Business Process: 4.2.2.10b CC&B Manage Monitored - Unmonitored Non-Billed Budget Billing

Process Type: Sub Process

Parent Process: 3.4.2 CC&B Develop Insight and Understanding

Sibling Processes:

- 4.3.1.1 CC&B Manage Payments
- 4.1.1.4 CC&B Develop Arrears Procedures
- 4.2.2 CC&B Manage Bill
- 3.4.1 CC&B Manage Contacts
- 3.3.2.2.CC&B Start Non-Premise Based Service
- 3.3.2.4 CC&B Stop Non-Premise Based Service
- 4.3.1.1b CC&B Process Monitored Non-Billed Budget Payments
- 4.3.1.1.c CC&B Process Unmonitored Non-Billed Budget Payments
- 3.4.4.1b CC&B Enroll in Non-Billed Budget
- 3.4.4.2b CC&B Renew Non-Billed Budget
- 3.4.4.3b CC&B Expire Non-Billed Budget

This process describes how Billing impacts the customer on Monitored and Unmonitored Non-Billed Budget plans.

At billing, balances are transferred from the Monitored Non-Billed Budget SA to the Covered SAs for Monitored Non-Billed Budgets. The Current Balance for the Covered SAs remains at “0”.

At billing, balances are transferred typically from the Overpayment SA to the Covered SAs for Unmonitored Non-Billed Budgets. The Current Balance for the Unmonitored Non-Billed Budget SA is always “0”.

Actors/Roles

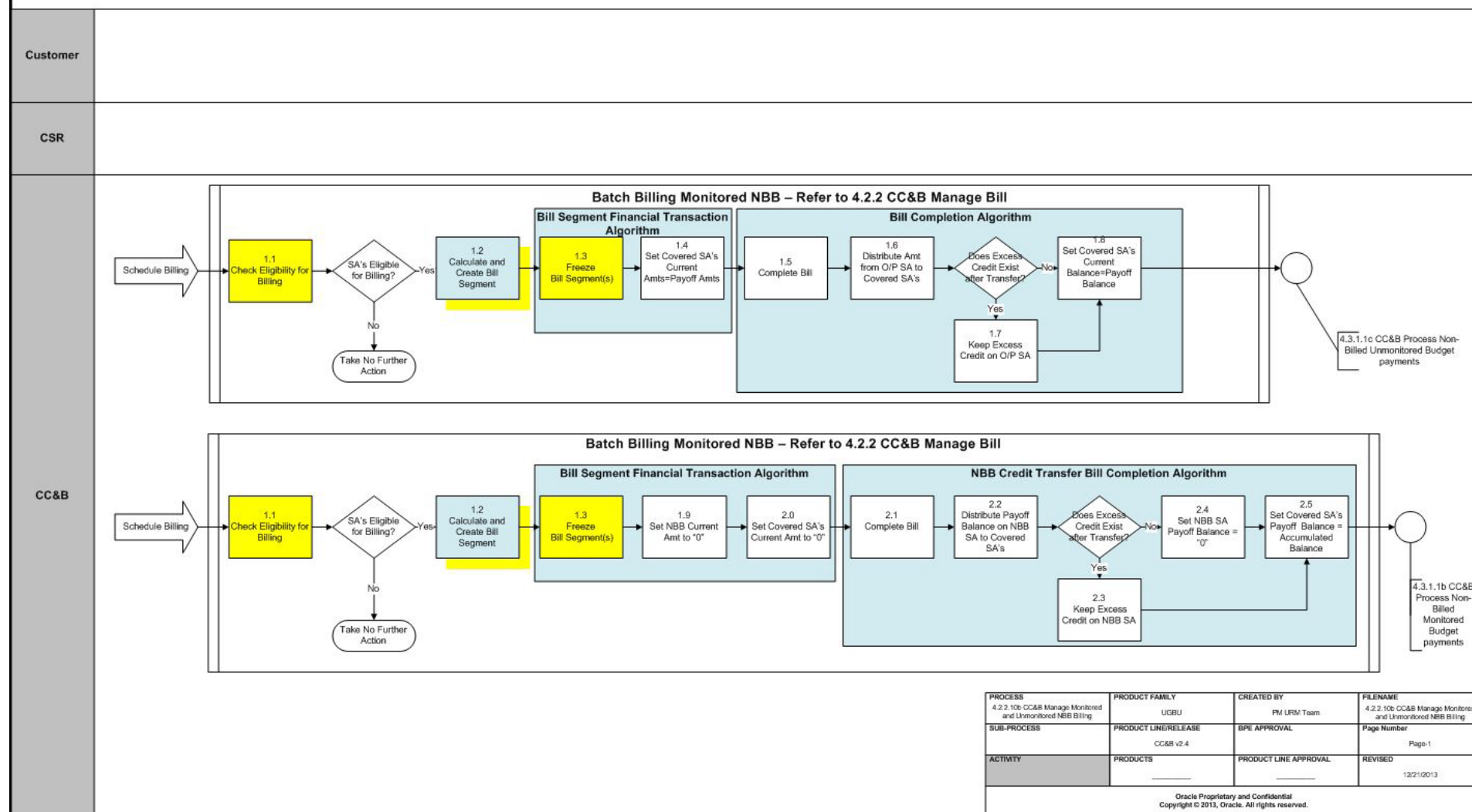
The CC&B Manage Monitored - Unmonitored Non-Billed Budget Billing business process involves the following actors and roles:

- **CC&B:** The Customer Care and Billing application.

Business Process Diagrams

CC&B Manage Monitored - Unmonitored Non-Billed Budget Billing Process Model - Page 1

4.2.2.10b CC&B v2.4 *Manage Monitored - Unmonitored Non-Billed Budget Billing*



CC&B Manage Monitored - Unmonitored Non-Billed Budget Billing Detailed Process Model Description

This section provides a detailed description of the “CC&B Manage Monitored - Unmonitored Non-Billed Budget Billing” business process, including:

- ♦ 1.1 Check Eligibility for Billing
- ♦ 1.2 Calculate and Create Bill Segment
- ♦ 1.3 Freeze Bill Segment
- ♦ 1.4 Set Covered SA's Current Amts = Payoff Amts
- ♦ 1.5 Complete Bill
- ♦ 1.6 Distribute Amt from O/P SA to Covered SA's
- ♦ 1.7 Keep Excess Credit on O/P SA
- ♦ 1.8 Set Covered SA's Current Balance = Payoff Balance
- ♦ 1.9 Set NBB SA Current Amt to "0"
- ♦ 2.0 Set Covered SA's Current Amt to "0"
- ♦ 2.1 Complete Bill
- ♦ 2.2 Distribute Payoff Balance on NBB SA to Covered SA's
- ♦ 2.3 Keep Excess Credit on NBB SA
- ♦ 2.4 Set NBB SA Payoff Balance = "0"
- ♦ 2.5 Set Covered SA's Payoff Balance = Accumulated Balance

1.1 Check Eligibility for Billing

Reference: [CC&B Manage Monitored - Unmonitored Non-Billed Budget Billing Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CC&B

Description: Batch Billing analyzes accounts with a defined bill cycle each time the bill cycle window opens. Refer to 4.2.2 CC&B Manage Bill Process for more information.

Process Names

- Billing - CIPBBILB - Refer to 4.2.2 CC&B Manage Bill.

1.2 Calculate and Create Bill Segment

Reference: [CC&B Manage Monitored - Unmonitored Non-Billed Budget Billing Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CC&B

Description: Billing process calculates, creates bill segment, and creates financial transaction. (Actual Billed Amount).

Available Algorithms

- C1-BSBF-BA (BSBF-BA) - This Bill Segment financial transaction algorithm creates a financial transaction for a Bill Segment where $\text{Payoff amount} = \text{Bill amount} - \text{Current amount} = \text{Bill amount} / \text{zero} / \text{recurring charge amount}$.
- BSBF-BA-DFT (BSBF-BA) - Bill Segment FT Creation Algorithm - $\text{Payoff Amt} = \text{Bill Amt} / \text{Current Amt} = \text{Amt Due}$

Entities to Configure

- Bill Segment Type
- SA Type (defined as eligible for Budget - recurring charge)

1.3 Freeze Bill Segment

Reference: [CC&B Manage Monitored - Unmonitored Non-Billed Budget Billing Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CC&B

Description: The Bill Segment is frozen with a financial transaction.

Available Algorithms

- C1-FREEZEBS - Freeze Bill Segments
- C1-USG-BTBS - (C1-GEN-USBS) This algorithm type is responsible for generating a bill segment within the usage request lifecycle.

1.4 Set Covered SA's Current Amts = Payoff Amts

Reference: [CC&B Manage Monitored - Unmonitored Non-Billed Budget Billing Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CC&B

Description: The Service Agreements covered by the Unmonitored Non-Billed Budget current amounts = the payoff amounts. The Current Balance is always "0" for the Unmonitored Non Billed Budget SA.

Available Algorithms

- BSBF-BA-DFT - Bill Segment FT Creation Algorithm - $\text{Payoff Amt} = \text{Bill Amt} / \text{Current Amt} = \text{Amt Due}$

Note: Current amount equals the bill amount unless the service agreement is linked to a monitored non-billed budget or its recurring charge amount is populated. If the SA is linked to a monitored non-billed budget, the current amount is set to zero. If the SA has a recurring charge, the current amount equals the recurring charge amount (e.g., the SA is part of a budget plan).

For these types of service agreements, the payoff amount is the actual bill amount, and the current amount is the budget amount (specified in the SA's recurring charge). If the recurring charge amount is zero, the current amount will be the bill amount.

1.5 Complete Bill

Reference: [CC&B Manage Monitored - Unmonitored Non-Billed Budget Billing Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CC&B

Description: The bill is completed in CC&B. Adjustments, payments, and any bill corrections are added to the bill plus the previous balance if any.

1.6 Distribute Amt from O/P SA to Covered SA's

Reference: [CC&B Manage Monitored - Unmonitored Non-Billed Budget Billing Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CC&B

Description: Payments for an Unmonitored Non-Billed Budget are typically applied to an Overpayment SA. At Bill Completion CC&B transfers the credit to the Covered SA's using standard payment distribution priority.

Available Algorithms

- PYDIST-PPRTY (PYDIST-PPRTY) - Payment Distribution Algorithm
- C1-PYDST-PPR (PYDIST-PPRTY) - Payment Distribution Algorithm
- CREDIT-XFER (CREDIT-XFER) - This bill segment completion algorithm will transfer the balance of a credit SA to other SAs linked to the account.

Entities to Configure

- Customer Class Controls
- Sync Up Adjustment Type
- Transfer Adjustment Type
- Excess Credit SA Type

1.7 Keep Excess Credit on O/P SA

Reference: [CC&B Manage Monitored - Unmonitored Non-Billed Budget Billing Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CC&B

Description: The excess credit remains on the Overpayment SA until the next time the Account bills.

1.8 Set Covered SA's Current Balance = Payoff Balance

Reference: [CC&B Manage Monitored - Unmonitored Non-Billed Budget Billing Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CC&B

Description: The Current Balance and Payoff Balance for the covered Service Agreements now reflect the Unmonitored Non-Billed Budget payment scheduled payments transferred from the Overpayment SA.

1.9 Set NBB SA Current Amt to “0”

Reference: [CC&B Manage Monitored - Unmonitored Non-Billed Budget Billing Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CC&B

Description: As the bill segment is frozen the Monitored Non-Billed Budget SA Current Amount is set to “0”.

2.0 Set Covered SA's Current Amt to “0”

Reference: [CC&B Manage Monitored - Unmonitored Non-Billed Budget Billing Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CC&B

Description: When a bill segment is created for a Monitored Non-Billed Budget the current amount is set to “0” for Service Agreements covered by the Monitored Non-Billed Budget.

2.1 Complete Bill

Reference: [CC&B Manage Monitored - Unmonitored Non-Billed Budget Billing Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CC&B

Description: The bill is completed in CC&B. Adjustments, payments, and any bill corrections are added to the bill plus the previous balance if any. If the NBB Credit Transfer bill completion algorithm is plugged in on the Monitored Non-Billed Budget SA type, the monies from the Monitored Non-Billed Budget SA are transferred to Covered Service Agreements.

Available Algorithms

- NB-BCMP (BCMP-NB) - Non Billed Budget Bill Completion Algorithm - This Algorithm distributes the credit payoff balance from a Non-Billed Budget SA to the covered SAs
- C1-BCMP-NBB (BCMP-NB) - Algorithms of this type 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.

Entities to Configure

- Monitored NBB SA Type

2.2 Distribute Payoff Balance on NBB SA to Covered SA's

Reference: [CC&B Manage Monitored - Unmonitored Non-Billed Budget Billing Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CC&B

Description: The payoff balance on the Monitored Non-Billed Budget SA is transferred to Covered Service Agreements. Covered SA's with credit balances are excluded from distribution.

Distribution to each Covered SA does not exceed the total payoff balance. The credit is prorated over the Covered SA's according to payoff balances on each SA. Ad-hoc debt, such as an adjustment is excluded.

Available Algorithms

- NB-BCMP (BCMP-NB) - Non Billed Budget Bill Completion Algorithm - This Algorithm distributes the credit payoff balance from a Non-Billed Budget SA to the covered SAs
- C1-BCMP-NBB (BCMP-NB) - Algorithms of this type 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.

Entities to Configure

- Transfer Adjustment Type
- Monitored NBB SA Type

2.3 Keep Excess Credit on NBB SA

Reference: [CC&B Manage Monitored - Unmonitored Non-Billed Budget Billing Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CC&B

Description: Any credit remains on the Monitored Non-Billed Budget SA until the next bill or the monitored Non-Billed Budget SA is stopped.

2.4 Set NBB SA Payoff Balance = “0”

Reference: [CC&B Manage Monitored - Unmonitored Non-Billed Budget Billing Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CC&B

Description: The payoff balance for the monitored Non-Billed Budget SA now= “0”.

2.5 Set Covered SA's Payoff Balance = Accumulated Balance

Reference: [CC&B Manage Monitored - Unmonitored Non-Billed Budget Billing Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CC&B

Description: The Service Agreements covered by the Monitored Non-Billed Budget reflect the transfer and are an accumulated balance.

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 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

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