

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

Utility Reference Model

4.3.1.1e Manage Pay Plan Payment

December 2015

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## 4.3.1.1e Manage Pay Plan Payment

This section provides a description of the “Manage Pay Plan Payment” business process, including:

- ♦ [Brief Description](#)
  - ♦ [Actors/Roles](#)
- ♦ [Business Process Diagrams](#)
  - ♦ [Manage Pay Plan Payment Process Model - Page 1](#)
- ♦ [Manage Pay Plan Payment Detailed Process Model Description](#)
- ♦ [Installation Options Control - Central Alert Algorithms](#)
- ♦ [Related Training](#)

## Brief Description

**Business Process:** 4.3.1.1d CC&B Manage Pay Plan Payment

**Process Type:** Sub-Process

**Parent Process:** 4.3.1 CC&B Perform Settlement Activities

**Sibling Processes:**

- 4.3.1.1 CC&B Manage Payments
- 4.3.1.1a CC&B Process Budget Payment
- 4.3.1.1b CC&B Process Non-Billed Monitored Budget payments
- 4.3.1.1c CC&B Process Non-Billed Unmonitored Budget payments
- 4.3.1.1d CC&B Manage Auto-Payments
- 4.3.1.1f CC&B Manage Credit Card Payment
- 4.3.1.2. CC&B Manage Workstation Cashiering
- 4.2.2 CC&B Manage Bill
- 3.4.1.1 CC&B Manage Customer Contacts
- 3.3.2.2 CC&B Start Non-Premise Based Service
- 3.3.2.4 CC&B Stop Non-Premise Based Service

This process describes payments for the customer on the Pay Plan. The customer makes payments on specific dates that are outside the normal billing due dates. These scheduled dates are not included with the regular periodic bill. The pay plan can be placed on Autopay using the scheduled payment dates.

## Actors/Roles

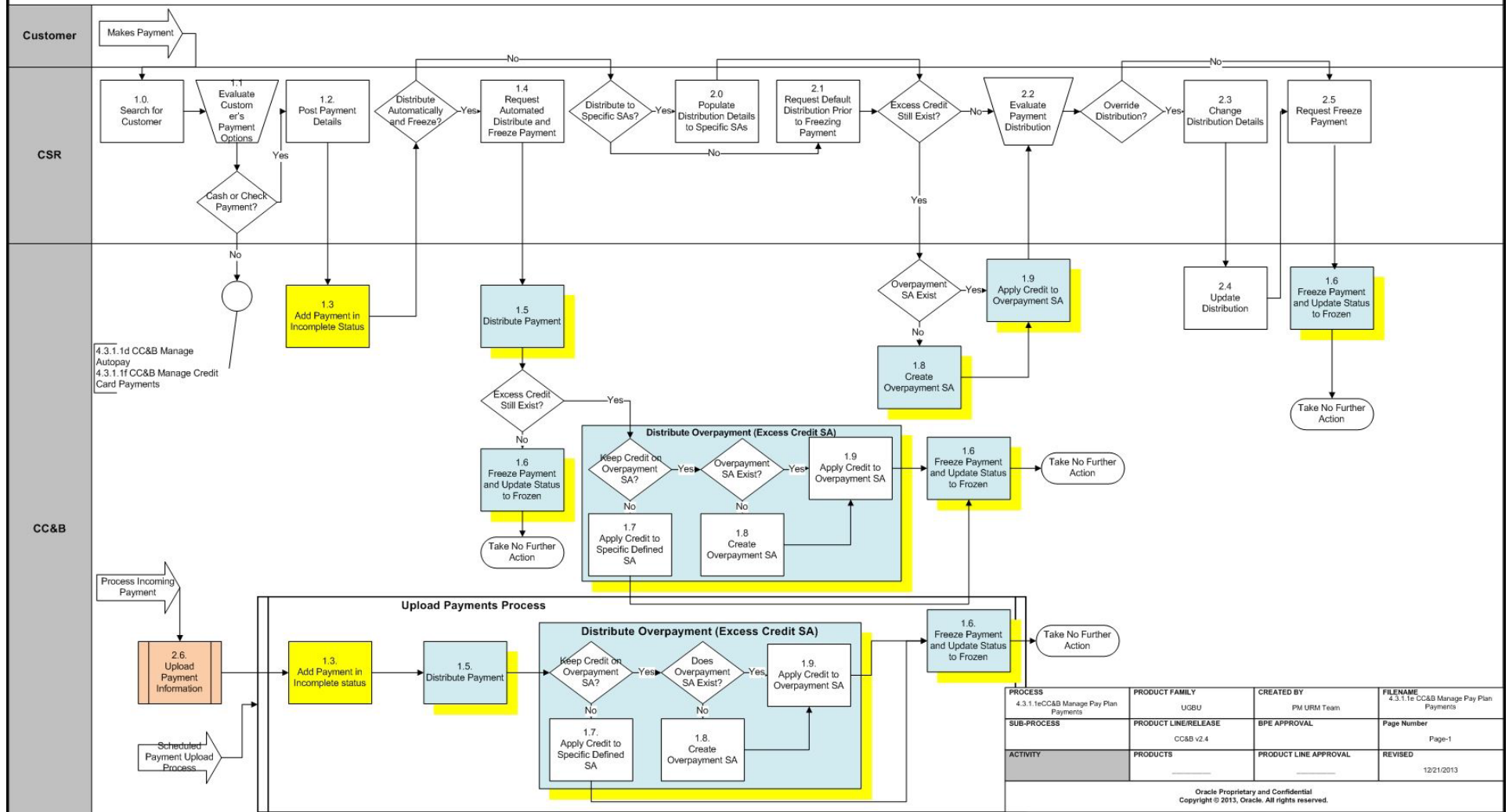
The Manage Pay Plan Payment business process involves the following actors and roles.

- **Customer:** Utility Company's Customer.
- **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.
- **Financial Institution:** Financial Institution that participates in ACH (e.g. bank).
- **Automated Clearing House Network:** Automated Clearing House (ACH) is an electronic network for financial transactions.

# Business Process Diagrams

## Manage Pay Plan Payment Process Model - Page 1

4.3.1.1e CC&B v2.4 *Pay Plan Payment*



## Manage Pay Plan Payment Detailed Process Model Description

This section provides a detailed description of the “Manage Pay Plan Payment” business process, including:

- 1.0 Search for Customer Account
- 1.1 Evaluate Customer's Payment Options
- 1.2 Process Payment (Payment in Incomplete Status)
- 1.3 Add Payment (Payment in Incomplete Status)
- 1.4 Request Automated Distribute and Freeze Payment
- 1.5 Distribute Payment Automatically Using Defined Payment Distribution Rules
- 1.6 Freeze Payment
- 1.7 Apply Credit to Specific Defined SA
- 1.8 Create Overpayment SA
- 1.9 Apply Credit to Overpayment SA
- 2.0 Populate Distribution Details Manually for Specific SAs
- 2.1 Request Default Distribution Prior to Freezing Payment
- 2.2 Evaluate Distribution of Payment
- 2.3 Change Distribution Details
- 2.4 Update Distribution
- 2.5 Request Freeze Payment
- 2.6 Upload Payment Information



## 1.0 Search for Customer Account

**Reference:** [Manage Pay Plan Payment Process Model - Page 1](#) for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** The CSR uses 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 with valuable insight for overall analysis of the customer.

### Entities to Configure

- Installation Options
- Zone

### Available Algorithms

- [Installation Options Control - Central Alert Algorithms](#)
- PYFN-PYINFO - This algorithm formats the Payment Information that appears throughout the system.
- CI\_TL-PAY - Payment Timeline
- GET AUTOPAY - Retrieve ALL automatic payment info from account.

## 1.1 Evaluate Customer's Payment Options

**Reference:** [Manage Pay Plan Payment Process Model - Page 1](#) for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** The CSR or Authorized User evaluates the account. Account Financial History, Billing History, Credit Rating, and Credit and Collection History may be reviewed. Control Central Alerts such as a Cash Only customer and other Dashboard information assist the CSR or Authorized User in determining eligibility and distribution for the Payment applying established business rules.

### Entities to Configure

- Installation Options

### Available Algorithms

- [Installation Options Control - Central Alert Algorithms](#)
- C1-PY-INFO - This algorithm formats the Payment Information that appears throughout the system.
- CI\_PEVTINFO - This algorithm formats the "Payment Event Information" that appears throughout the system.

## 1.2 Process Payment (Payment in Incomplete Status)

**Reference:** [Manage Pay Plan Payment Process Model - Page 1](#) for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** The CSR posts the payment. It is assigned an incomplete status. The CSR or Authorized User enters initial payment information using the Payment Portal, Payment Event Add, Payment Event Quick Add or Payment Quick Add functionality. Refer to 4.3.1.1 CC&B Manage Payments or 4.3.1.1d CC&B Manage Auto-Payments for details.

## 1.3 Add Payment (Payment in Incomplete Status)

**Reference:** [Manage Pay Plan Payment Process Model - Page 1](#) for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** The Payment and Tenders are added in CC&B. Refer to 4.3.1.1 CC&B Manage Payments and 4.3.1.1d CC&B Manage Auto-Payments for details.

This task is the same for online as well as automated batch processing.

### Entities to Configure

- Bank Code
- Tender Source
- Tender Type
- Distribution Codes
- Payment Template
- Payment Segment Type
- Customer Class
- Feature Configuration
- Autopay Source Type
- Autopay Route Type
- Tender Control
- Deposit Control

### Available Algorithms

- CC-NBR - VALID Credit Card Number Validation
- C1-VALIBAN - International Bank Account Number Validation
- C1-VALBINSP - Spain Bank Identification Number
- C1-VALBINPOR - Portugal Bank Identification Number
- CI\_VALBINPOR - Portugal Bank Identification Number
- POST AUTOPAY - Post ALL automatic payment info to account
- CRVL-AP - Validate ALL automatic payment information
- CI\_APAYSRCBO - Determine Auto Pay Source Type Business Object
- CI\_APAM-DFLT - Automatic Payment Amount Calculation
- CI\_APAY-DFLT - Automatic Payment Creation
- CI\_APAY-DTCL - Autopay Date Calculation

## 1.4 Request Automated Distribute and Freeze Payment

**Reference:** [Manage Pay Plan Payment Process Model - Page 1](#) for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** The CSR or Authorized User chooses Distribute and Freeze at the same time if this option is selected when posting the initial payment details in Step 1.2 or Step 1.3. The Distribute and Freeze option is used when no other review or follow up is required. The Account making the Payment is the same Account the Payment will be applied to. The Payment date is the current date. The Payment can be distributed across the Service Agreements using the configured distribution.

## 1.5 Distribute Payment Automatically Using Defined Payment Distribution Rules

**Reference:** [Manage Pay Plan Payment Process Model - Page 1](#) for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** The Payment is distributed in CC&B for Accounts and Service Agreements according to the configured distribution. Pay Segments for each associated Service Agreement are created. The defined Distribution applies for both Batch Processing and online Payments. In addition Distribution Rules and Distribution detail Characteristics can be used to distribute payments.

This task is the same for online as well as automated batch processing.

### Process Names

- PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

### Entities to Configure

- Customer Class
- SA Type
- Match Type
- Distribution Rule

### Available Algorithms

- PYDIST-PPRTY- This payment distribution algorithm distributes a payment amongst the account's service agreements based on each service agreement's SA type's Payment Priority. If service agreements have the same Payment Priority, debt is relieved based on the age of the arrears. If the Payment Priority and the Debt age are the same for more than one service agreement, the payment first pays off one service agreement before the others are reduced.
- CI\_CR-PAY-BF - This distribution rule create payment algorithm creates a single payment for an SA.
- CI\_TNDRAC-DF - This algorithm determines the Tender Account ID from the distribution detail characteristic value. It expects the value to represent an SA characteristic and it returns the SA's account as the Tender Account ID.
- DSOV SA-ID - Distribute payment to SA ID in match value.

## 1.6 Freeze Payment

**Reference:** [Manage Pay Plan Payment Process Model - Page 1](#) for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** The Payments are frozen in CC&B. This task is the same for online as well as automated batch processing.

### Process Names

- PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

### Entities to Configure

- Customer Class
- SA Type

**Available Algorithms**

- WX-SSPNOTIFY - Set Payment Notifications for Self-Service
- PAY FRZ O-I - OI ONLY! Link payment FT's to match event
- STPZ-RMVCR - Create adjustment to remove SA's credit
- CFTZ-VAT-GL - Create Excess Credit GL Details (UK VAT Only)
- UNIV PIF MSG - Create 'Paid In Full' message when deposit paid

## 1.7 Apply Credit to Specific Defined SA

**Reference:** [Manage Pay Plan Payment Process Model - Page 1](#) for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** The payment may be applied to the highest priority SA that is eligible for overpayment as defined on the SA type as defined for the Customer Class. Refer to 4.3.1.1 CC&B Manage Payments for details.

This task is the same for online as well as automated batch processing.

**Process Names**

- PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

**Entities to Configure**

- Customer Class

**Available Algorithms**

- OVRPY-PPRTY - Keep overpayment on highest priority SA

## 1.8 Create Overpayment SA

**Reference:** [Manage Pay Plan Payment Process Model - Page 1](#) for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** An overpayment SA may be created for excess credit over the amount of the account's payoff balance dependent the overpayment distribution defined on Customer Class. The overpayment SA credit will be transferred to other Service Agreements the next time the Account bills. Refer to 4.3.1.1 CC&B Manage Payments for details.

This task is the same for online as well as automated batch processing.

**Process Names**

- PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

**Entities to Configure**

- Customer Class
- SA Type

**Available Algorithms**

- OVRPY-CREDSA - Keep overpayment on a "credit SA"

## 1.9 Apply Credit to Overpayment SA

**Reference:** [Manage Pay Plan Payment Process Model - Page 1](#) for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** The overpayment is transferred to a new SA (excess credit SA type). The overpayment SA credit will be transferred to other Service Agreements the next time the Account bills. Refer to 4.3.1.1 CC&B Manage Payments for details.

This task is the same for online as well as automated batch processing.

### Process Names

- PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

### Entities to Configure

- Customer Class
- SA Type

### Available Algorithms

- OVRPY-CREDSA - Keep overpayment on a "credit SA"

## 2.0 Populate Distribution Details Manually for Specific SAs

**Reference:** [Manage Pay Plan Payment Process Model - Page 1](#) for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** The CSR may define the amount allocated to each of the account's service agreements.

## 2.1 Request Default Distribution Prior to Freezing Payment

**Reference:** [Manage Pay Plan Payment Process Model - Page 1](#) for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** The CSR may also decide to request the default distribution according to the configured distribution prior to freezing the payment.

## 2.2 Evaluate Distribution of Payment

**Reference:** [Manage Pay Plan Payment Process Model - Page 1](#) for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** The CSR or Authorized User reviews and determines whether or not to accept the current Distribution and Payment allocation.

## 2.3 Change Distribution Details

**Reference:** [Manage Pay Plan Payment Process Model - Page 1](#) for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** Upon review, the CSR or Authorized User determines to make changes to the existing Distribution and enters those allocation changes for various Service Agreements.

## 2.4 Update Distribution

**Reference:** [Manage Pay Plan Payment Process Model - Page 1](#) for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** Any changes in the Distribution allocation are updated in CC&B.

## 2.5 Request Freeze Payment

**Reference:** [Manage Pay Plan Payment Process Model - Page 1](#) for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** The CSR or Authorized User freezes the Payment.

## 2.6 Upload Payment Information

**Reference:** [Manage Pay Plan Payment Process Model - Page 1](#) for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** Most payments are added in CC&B through external interfaces such as lock box, payment station, or remittance processor. Process X refers to the mechanism used by your organization to populate the various staging tables.

**Process Names**

- Process X - This is a completely custom process designed to add the required staging tables in CC&B.

# 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

## 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