

Oracle Utilities Customer Care and Billing Release 2.4.0

Utility Reference Model

4.3.2.1 Manage Collection Process

December 2015

Oracle Utilities Customer Care and Billing Utility Reference Model 4.3.2.1, Release 2.4.0

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4.3.2.1 Manage Collection Process

This section provides a description of the “Manage Collection Process” business process, including:

- ♦ [Brief Description](#)
 - ♦ [Actors/Roles](#)
- ♦ [Business Process Diagrams](#)
 - ♦ [Manage Collection Process Model - Page 1](#)
 - ♦ [Manage Collection Process Model - Page 2](#)
 - ♦ [Manage Collection Process Model - Page 3](#)
 - ♦ [Manage Collection Process Model - Page 4](#)
- ♦ [Manage Collection Process Detailed Process Model Description](#)
- ♦ [Installation Options - Control Central Alert Algorithms](#)
- ♦ [Algorithms to Configure for Collections](#)
- ♦ [Related Training](#)

Brief Description

Business Process: 4.3.2.1 CC&B.Manage Collection Process

Process Type: Sub-Process

Parent Process: 4.3.2 CC&B.Perform Collection Activities

Sibling Processes:

- 4.3.2.2 CC&B.Manage Severance Process
- 4.3.2.3a CC&B.Manage Pay Plan
- 4.3.2.4a CC&B.Manage Payment Arrangement
- 4.3.2.5a CC&B.Manage Late Payment Charge
- 4.3.2.6 CC&B.Write Off Uncollectable Receivables
- 4.3.2.7 CC&B.Manage Collection Agency Referral
- 4.3.2.8 CC&B.Manage Bankruptcy
- 4.3.2.9 CC&B.Manage Liens
- 4.3.2.10 CC&B.Manage Foreclosures

This process describes the management of Collection Processing. Most organizations have collection processes that attempt to collect past due charges. Typical Collection Process is a set of activities that represent business practice of each Company. Collection activities may vary based on the type of Customer and amount of unpaid debt.

Collection process could be crated automatically or manually and based on the business rules. When Collection Process is created, system automatically initiates business or system events associated with the given Collection Process. If collection activities (e.g. letters, removal from Budget, Payment Plan cancellation, affect Customer's credit score etc.) are not successful and Customer doesn't pay the debt, Severance Process with more sever actions could initiated as a last Collection activity.

Any Collection Process is monitored by system. It allows the stop collection activities if Customer's debt is relieved or partially relieved. Authorized User also can monitor and control Collection activities and manipulate with the Collection process and activities linked to the process based on business process needs.

Actors/Roles

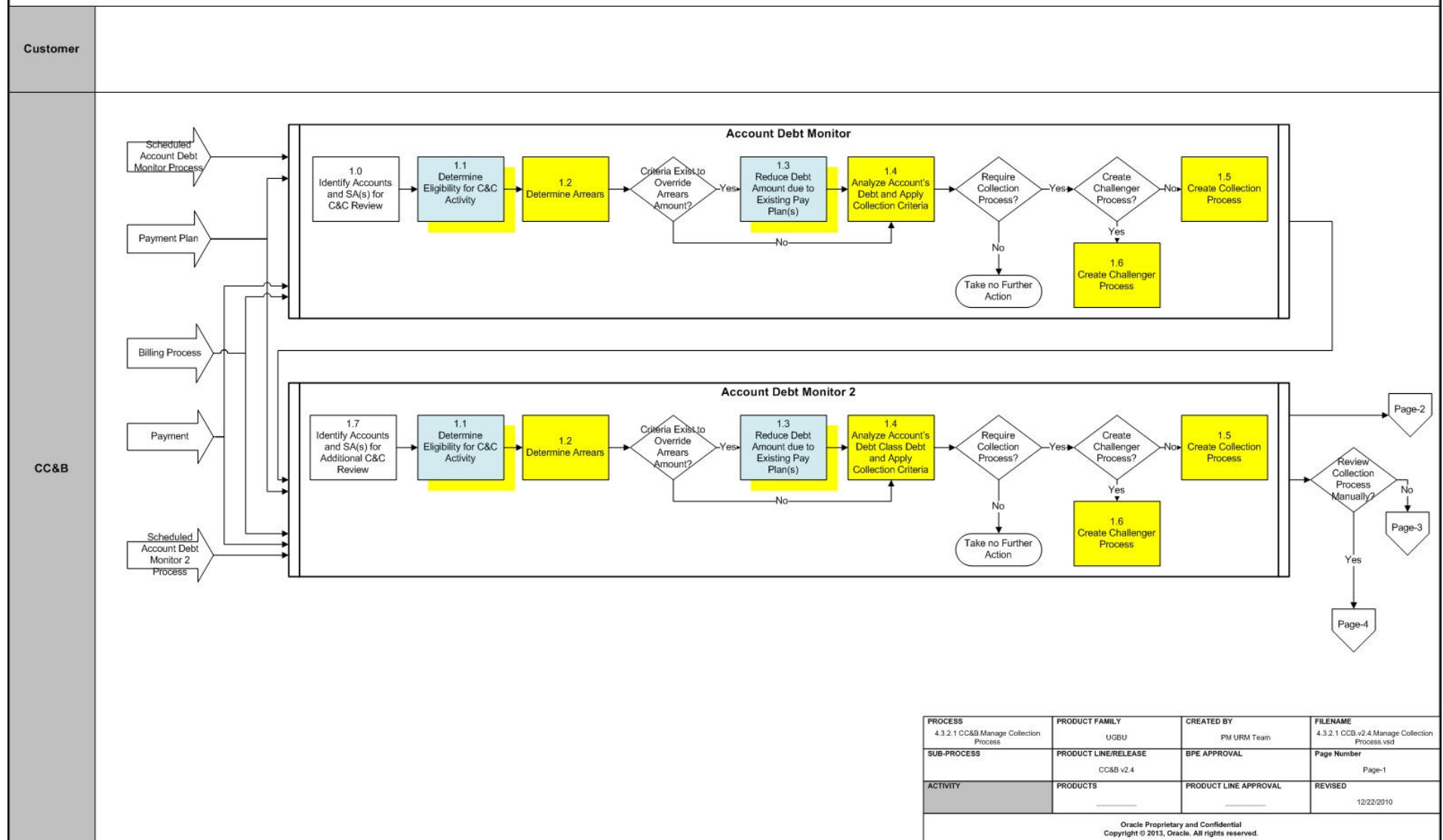
The Manage Collection Process business process involves the following actors and roles:

- **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.
- **Customer:** Utility Company's Customer.

Business Process Diagrams

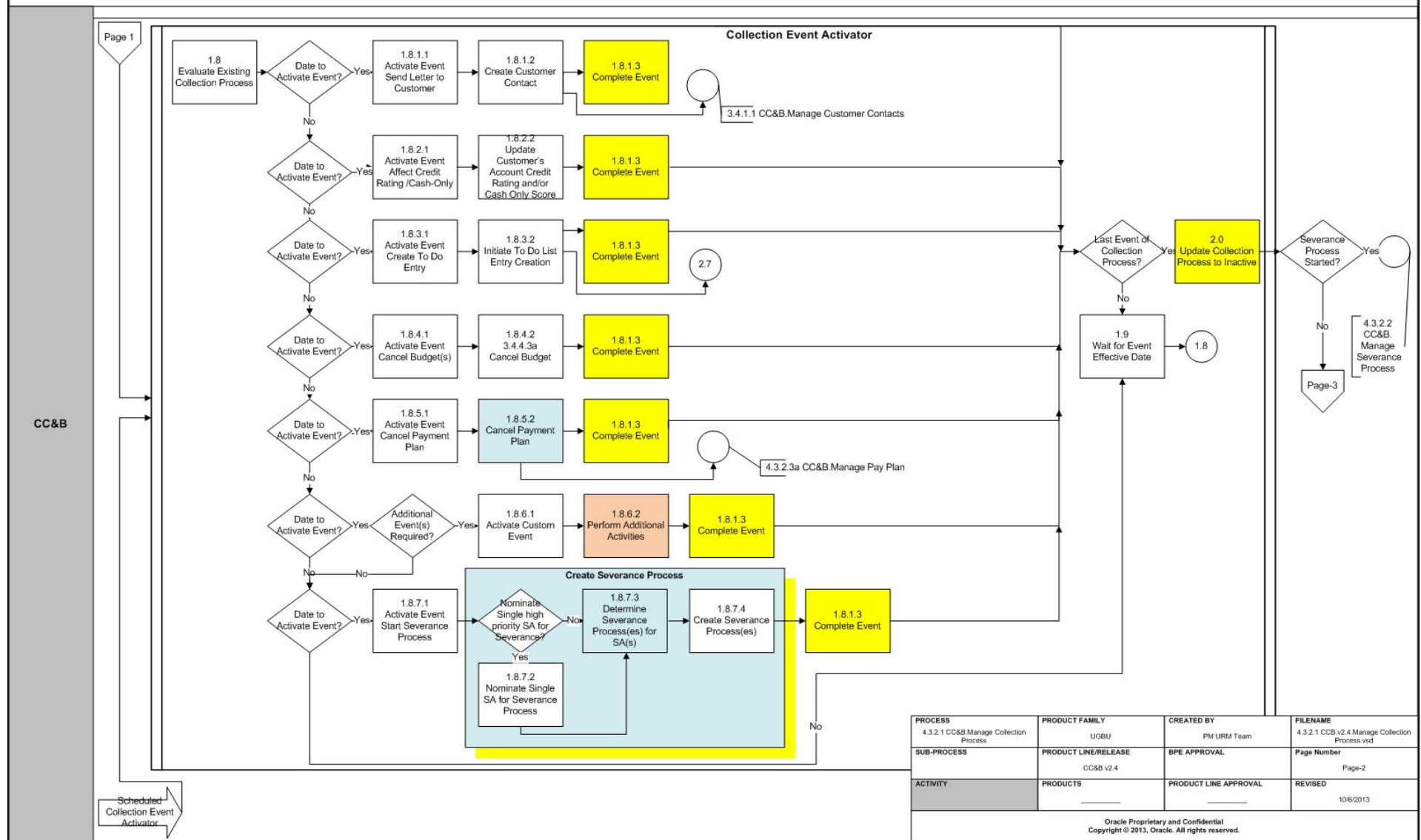
Manage Collection Process Model - Page 1

4.3.2.1 CC&B v2.4 *Manage Collection Process*



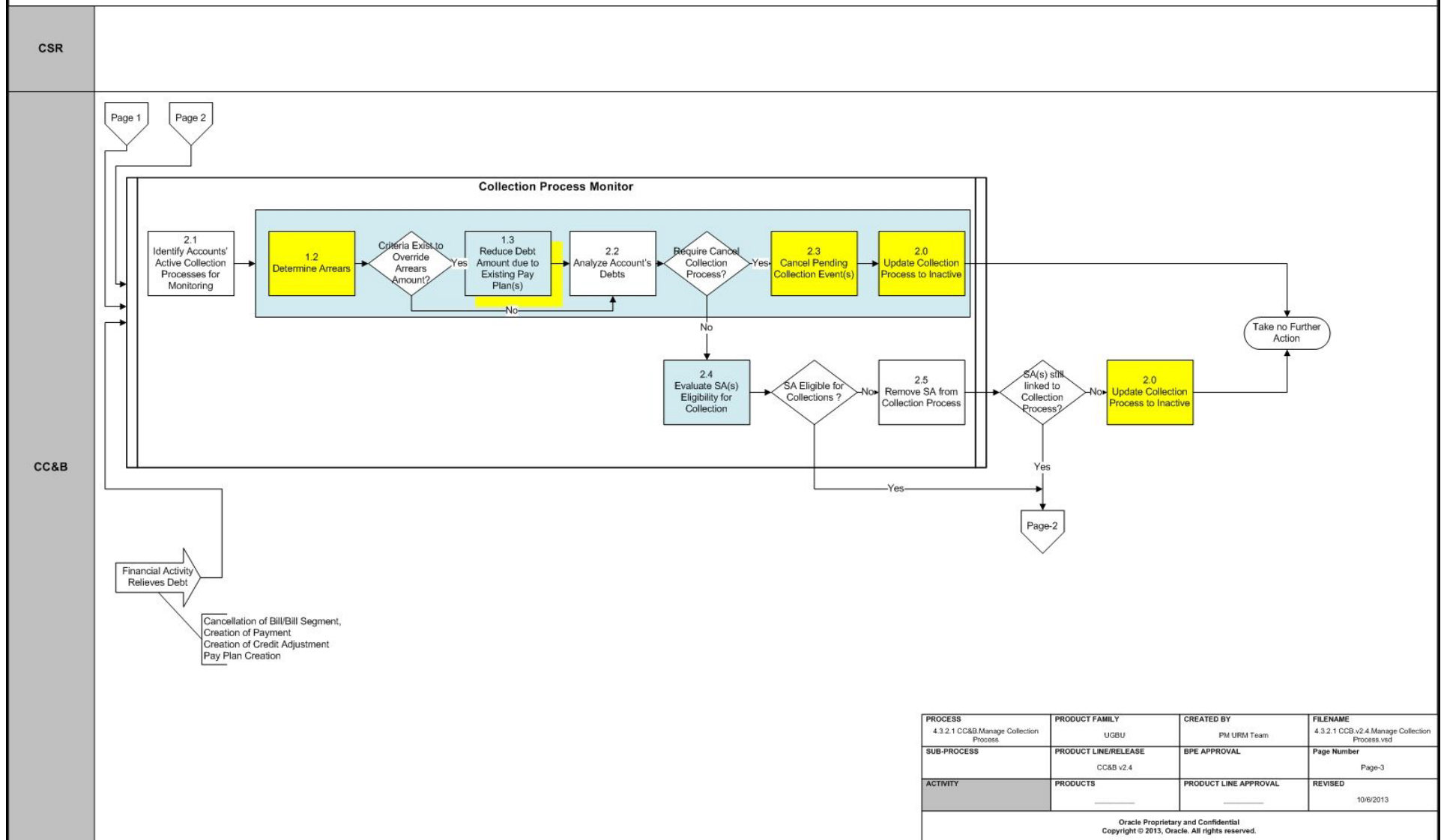
Manage Collection Process Model - Page 2

4.3.2.1 CC&B v2.4 *Manage Collection Process*



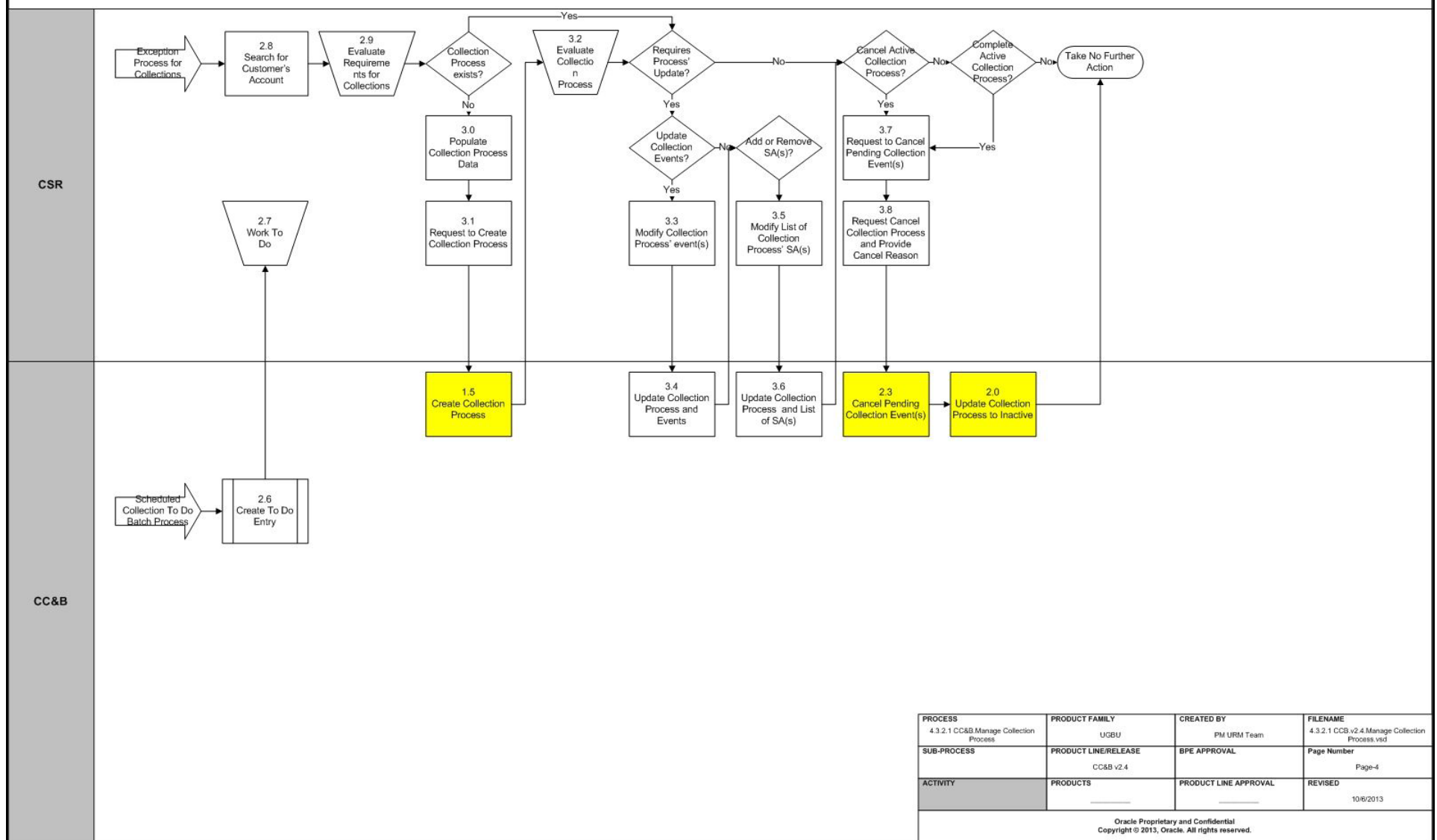
Manage Collection Process Model - Page 3

4.3.2.1 CC&B v2.4 *Manage Collection Process*



Manage Collection Process Model - Page 4

4.3.2.1 CC&B v2.4 *Manage Collection Process*



Manage Collection Process Detailed Process Model Description

This section provides a detailed description of the “Manage Collection Process” business process, including:

- 1.0 Identify Accounts and Service Agreements for C&C Review
- 1.1 Determine Eligibility for C&C Activity
- 1.2 Determine Arrears
- 1.3 Reduce Debt Amount Due To Existing Pay Plan
- 1.4 Analyze Account's Debt and Apply Collection Criteria
- 1.5 Create Collection Process
- 1.6 Create Challenger Process
- 1.7 Identify Accounts and Service Agreements for Additional C&C Review
- 1.8 Evaluate Existing Collection Process
 - 1.8.1.1 Activate Event Send Letter to Customer
 - 1.8.1.2 Create Customer Contact
 - 1.8.1.3 Complete Event
 - 1.8.2.1 Activate Event Affect Credit Rating/Cash Only
 - 1.8.1.2 Update Customer's Account Credit Rating
 - 1.8.3.1 Activate Event Create To Do Entry
 - 1.8.3.2 Initiate To Do List Entry Creation
 - 1.8.4.1 Activate Event Cancel Budgets
 - 1.8.4.2 Cancel Budget
 - 1.8.5.2 Cancel Payment Plan
 - 1.8.6.2 Perform Additional Activities
 - 1.8.7.1 Activate Event Start Severance Process
 - 1.8.7.2 Nominate Single SA for Severance Process
 - 1.8.7.3 Determine Severance Processes for SAs
 - 1.8.7.4 Create Severance Processes
- 1.9 Wait for Event Effective Date
- 2.0 Update Collection Process to Inactive
- 2.1 Identify Account's Active Collection Processes for Monitoring
- 2.2 Analyze Account's Debts
- 2.3 Cancel Pending Collection Events
- 2.4 Evaluate SA Eligibility for Collection
- 2.5 Remove SA from Collection Process
- 2.6 Create To Do Entry
- 2.7 Work To Do
- 2.8 Search for Customer's Account
- 2.9 Evaluate Requirements for Collection
- 3.0 Populate Collection Process Data
- 3.1 Request to Create Collection Process
- 3.2 Evaluate Collection Process
- 3.3 Modify Collection Process' Events
- 3.4 Update Collection Process and Events
- 3.5 Modify List of Collection Process' SAs
- 3.6 Update Collection Process and List of SAs
- 3.7 Request to Cancel Pending Collection Events
- 3.8 Request to Cancel Collection Process and Provide Cancel Reason

1.0 Identify Accounts and Service Agreements for C&C Review

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

Group: Account Debt Monitor

Actor/Role: CC&B

Description: This is the first step of the Account Debt Monitor background process. Account Debt Monitor periodically reviews Customer's Accounts and it's Service Agreements in order to identify if any of Account's Debt Class is eligible for collections.

Process Names

- ADM - Account Debt Monitor

Entities to Configure

- Customer Class
- Debt Class
- Work Calendar
- Feature Configuration

1.1 Determine Eligibility for C&C Activity

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

Group:

- Account Debt Monitor
- Account Debt Monitor2

Actor/Role: CC&B

Description: System validates if Customer's Account is a subject for collection criteria. Company might have more than one collection conditions that need to be verified (e.g. broken Payment Plan exists, Customer's Credit score is below Threshold etc.) System performs all required validations based on established business rules.

Process Names

- ADM - Account Debt Monitor
- ADM2 - Account Debt Monitor

Entities to Configure

- Collection Class
- Collection Class Control
- Debt Class

Available Algorithms

- C1-COLC-WBFT (COLL COND AS)- Check if “we bill for them” SPs are used.
- C1-COLC-BUDG (COLL COND BG) - Check if account is on a budget.
- C1-COLC-CRRT (COLL COND CS) - Check if credit score < installation CR threshold.
- (C1-COLC-DFLT) (COLL COND DF) - Always return true (the lowest priority condition).
- C1-COLC-CSEV (COLL COND DS) - Check if severance process exists for a SA in debt class.
- COLL COND PA - Check if customer has a broken pay arrangement.

1.2 Determine Arrears

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

Group:

- Account Debt Monitor
- Account Debt Monitor2

Actor/Role: CC&B

Description: System calculates Customer's arrears for the specific group of Service Agreements linked to Customer's Account. This group is called Debt Class.

Entities to Configure

- Collection Class Control
- Debt Class

1.3 Reduce Debt Amount Due To Existing Pay Plan

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

Group:

- Account Debt Monitor
- Account Debt Monitor2

Actor/Role: CC&B

Description: When system determines Customer's arrears it also verifies if there are any of additional factors that may affect debt amount (reduce or increase it). System takes in consideration those factors and adjusts debt amount accordingly. One of the most common factors is a Payment Plan. A pay plan's scheduled payments are treated by the Account Debt Monitor as “pseudo payments” that relieve the Account's debt before it is subjected to the collection criteria.

Process Names

- ADM - Account Debt Monitor
- ADM2 - Account Debt Monitor

Entities to Configure

- Debt Class
- Pay Plan Type

Available Algorithms

- C1-PPOVRDARS (PP OVRD ARS) - Override arrears using pay plan's sched. payments.

1.4 Analyze Account's Debt and Apply Collection Criteria

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

Group:

- Account Debt Monitor
- Account Debt Monitor2

Actor/Role: CC&B

Description: After calculation of Account's Debt Class debts (one of more Account's Service Agreements may have same Debt Class) system analyzes debt amount and age of the debt and

applies collection criteria to decide what collection process is required to initiate. Usually Company has different collection criteria for:

- Different Jurisdictions
- Different group of customers
- Different classes of debt

Process Names

- ADM - Account Debt Monitor
- ADM2 - Account Debt Monitor

Entities to Configure

- Debt Class
- Collection Class Control

1.5 Create Collection Process

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

Group:

- Account Debt Monitor
- Account Debt Monitor2

Actor/Role: CC&B

Description: When collection criteria are satisfied (refer to 1.4 above), system identifies appropriate Collection Process that has to be created.

Note: There are situations when Company has more than one template that is recommended to initiate collection process. It happens if Company wants to optimize existing collection process and compare efficiency of different collection processes in order to decide which one is the best. It called “champion / challenger” method. If this is the case and Company uses “champion / challenger” functionality, system selects and creates Champion process in this step.

Process Names

- ADM - Account Debt Monitor
- ADM2 - Account Debt Monitor

Entities to Configure

- Collection Class Control
- Collection Process Template
- Collection Events
- Feature Configuration

1.6 Create Challenger Process

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

Group:

- Account Debt Monitor
- Account Debt Monitor2

Actor/Role: CC&B

Description: This step is executed only if Company uses "champion / challenger" functionality. Based on business rules established for the period of selection the best process template, system selects challenger template and creates Collection Process.

Process Names

- ADM - Account Debt Monitor
- ADM2 - Account Debt Monitor

Entities to Configure

- Collection Class Control
- Collection Template
- Collection Events
- Feature Configuration

1.7 Identify Accounts and Service Agreements for Additional C&C Review

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

Group: Account Debt Monitor2

Actor/Role: CC&B

Description: This is the first step of the Account Debt Monitor 2 background process. Account Debt Monitor periodically reviews Customer's Accounts and it's Service Agreements in order to identify if any of Account's Debt Class is eligible for collections and hasn't been reviewed by Account Deb Monitor.

Process Names

- ADM2 - Account Debt Monitor

Entities to Configure

- Customer Class Control
- Work Calendar
- Feature Configuration

1.8 Evaluate Existing Collection Process

Reference: [Manage Collection Process Model - Page 2](#) for the business process diagram associated with this activity.

Group: Collection Event Activator

Actor/Role: CC&B

Description: This is the first step of the Collection Event Activator process that runs periodically (usually daily). It looks for set of business and system collection activities (Collection Events) and executes those Events that scheduled for execution before or on the current date.

In this step system evaluates Collection Process and determines if any of the pending Collection Events need to be initiated.

Process Names

- CET Collection Event Activator

Entities to Configure

- Work Calendar
- Feature Configuration

1.8.1.1 Activate Event Send Letter to Customer

Reference: [Manage Collection Process Model - Page 2](#) for the business process diagram associated with this activity.

Group: Collection Event Activator

Actor/Role: CC&B

Description: System initiates execution of Collection Event with Type "Send Letter to Customer" on the specified trigger date.

Process Names

- CET Collection Event Activator

Entities to Configure

- Collection Process Template
- Collection Event Type

1.8.1.2 Create Customer Contact

Reference: [Manage Collection Process Model - Page 2](#) for the business process diagram associated with this activity.

Group: Collection Event Activator

Actor/Role: CC&B

Description: CC&B creates Customer Contact This event creates a Customer Contact. If configured, the Customer Contact can initiate a letter to the Customer. Refer to 3.4.1.1 Manage Customer Contacts for details.

Process Names

- CET Collection Event Activator

Entities to Configure

- Collection Process Template
- Collection Event Type
- Customer Contact Class
- Customer Contact Type
- Letter Templates

Available Algorithms

- LTEX-COL - Create collection event letter extract records.

1.8.1.3 Complete Event

Reference: [Manage Collection Process Model - Page 2](#) for the business process diagram associated with this activity.

Group: Collection Event Activator

Actor/Role: CC&B

Description: System completes Collection Event after successful execution.

1.8.2.1 Activate Event Affect Credit Rating/Cash Only

Reference: [Manage Collection Process Model - Page 2](#) for the business process diagram associated with this activity.

Group: Collection Event Activator

Actor/Role: CC&B

Description: System initiates execution of Collection Event with Type “Affect Credit Rating/Cash Only” on the specified trigger date.

Process Names

- CET Collection Event Activator

Entities to Configure

- Collection Process Template
- Collection Event Type

1.8.1.2 Update Customer's Account Credit Rating

Reference: [Manage Collection Process Model - Page 2](#) for the business process diagram associated with this activity.

Group: Collection Event Activator

Actor/Role: CC&B

Description: CC&B automatically updates the Customer's Credit Rating and/or Cash Only Score as defined on the Event Type.

Process Names

- CET Collection Event Activator

Entities to Configure

- Collection Process Template
- Collection Event Type

1.8.3.1 Activate Event Create To Do Entry

Reference: [Manage Collection Process Model - Page 2](#) for the business process diagram associated with this activity.

Group: Collection Event Activator

Actor/Role: CC&B

Description: System initiates execution of Collection Event with Type “Create To Do Entry” on the specified trigger date.

Process Names

- CET Collection Event Activator

Entities to Configure

- Collection Process Template
- Collection Event Type

1.8.3.2 Initiate To Do List Entry Creation

Reference: [Manage Collection Process Model - Page 2](#) for the business process diagram associated with this activity.

Group: Collection Event Activator

Actor/Role: CC&B

Description: CC&B prepares information for creation of To Do List Entry that causes initiation of the process. Separate background process will create required To Do list Entry. Refer to Step 2.7 of the current process for details.

Process Names

- CET Collection Event Activator

Entities to Configure

- Collection Process Template
- Collection Event Type
- To Do Type
- To Do Role

1.8.4.1 Activate Event Cancel Budgets

Reference: [Manage Collection Process Model - Page 2](#) for the business process diagram associated with this activity.

Group: Collection Event Activator

Actor/Role: CC&B

Description: System initiates execution of Collection Event with Type “Cancel Budget” on the specified trigger date.

Process Names

- CET Collection Event Activator

Entities to Configure

- Collection Process Template
- Collection Event Type

1.8.4.2 Cancel Budget

Reference: [Manage Collection Process Model - Page 2](#) for the business process diagram associated with this activity.

Group: Collection Event Activator

Actor/Role: CC&B

Description: If Account has a budget plan, system cancels it. Refer to 3.4.4.3a Cancel Budget process for details.

Process Names

- CET Collection Event Activator

Entities to Configure

- Collection Process Template
- Collection Event Type
- Adjustment Type

1.8.5.1 Activate Event Cancel Payment Plan

Reference: [Manage Collection Process Model - Page 2](#) for the business process diagram associated with this activity.

Group: Collection Event Activator

Actor/Role: CC&B

Description: System initiates execution of Collection Event with Type “Cancel Payment Plan” on the specified trigger date.

Process Names

- CET Collection Event Activator

Entities to Configure

- Collection Process Template
- Collection Event Type

1.8.5.2 Cancel Payment Plan

Reference: [Manage Collection Process Model - Page 2](#) for the business process diagram associated with this activity.

Group: Collection Event Activator

Actor/Role: CC&B

Description: If Account has a Payment Plan, system cancels it. Refer to 4.3.2.3a Manage Pay Plan for additional details.

Process Names

- CET Collection Event Activator

Entities to Configure

- Collection Process Template
- Collection Event Type

Available Algorithms

- COLL CAN PP - Collection Event Algorithm - Cancel Pay Plan

1.8.6.1 Activate Custom Event

Reference: [Manage Collection Process Model - Page 2](#) for the business process diagram associated with this activity.

Group: Collection Event Activator

Actor/Role: CC&B

Description: In some cases Company's business practice requires additional activity for collection process. This step is to incorporate into Collection Process and initiate any additional activity Company may need.

Note: Custom logic and functionality may be added to any process in any sequence. If business rules require, custom functionality can partially or fully replace existing Collection Events.

Process Names

- CET Collection Event Activator

Entities to Configure

- Collection Process Template
- Collection Event Type

1.8.6.2 Perform Additional Activities

Reference: [Manage Collection Process Model - Page 2](#) for the business process diagram associated with this activity.

Group: Collection Event Activator

Actor/Role: CC&B

Description: System executes custom functionality included into the Collection process.

Process Names

- CET Collection Event Activator

Entities to Configure

- Collection Process Template
- Collection Event Type

Available Algorithms

- COLL EVT GEN - Empty Collection Event Algorithm. Sample

1.8.7.1 Activate Event Start Severance Process

Reference: [Manage Collection Process Model - Page 2](#) for the business process diagram associated with this activity.

Group: Collection Event Activator

Actor/Role: CC&B

Description: If all the activities executed as a part of Collection Process didn't achieve the main goal and Customer still owes money to the Company, Company initiates a series of business and system events (e.g., letters, field activities) that lead to the severance of a Service Agreement. It calls Severance Process Collection Event. Start Severance process allows to create a new Severance Process. This step initiates Severance Process creation on the scheduled date.

Process Names

- CET Collection Event Activator

Entities to Configure

- Collection Process Template
- Collection Event Type

Available Algorithms

- CL_EVT_SEV (COLL EVT SEV) - Collection Event Algorithm - Nominate A Single SA To Sever, if not, Sever all SAs.

1.8.7.2 Nominate Single SA for Severance Process

Reference: [Manage Collection Process Model - Page 2](#) for the business process diagram associated with this activity.

Group: Collection Event Activator

Actor/Role: CC&B

Description: Quite often Company wants to sever only one Service Agreement for various reasons. If this is the case, system identifies Service Agreement that business wants to nominate for severance activity.

Process Names

- CET Collection Event Activator

Entities to Configure

- Collection Process Template
- Collection Event Type

Available Algorithms

- CI_EVT_SEV (COLL EVT SEV) - Collection Event Algorithm - Nominate A Single SA To Sever, if not, Sever all SAs.

1.8.7.3 Determine Severance Processes for SAs

Reference: [Manage Collection Process Model - Page 2](#) for the business process diagram associated with this activity.

Group: Collection Event Activator

Actor/Role: CC&B

Description: System applies severance criteria and selects appropriate Severance Process Template to initiate Severance Process. This step is executed if:

- A system nominated single Service Agreement for severance
- A business doesn't have preferences and doesn't nominate single Service Agreement for Severance. In this case all the Service Agreements involved in Collection Process require evaluation for severance criteria and appropriate Severance process templates are selected.

Process Names

- CET Collection Event Activator

Entities to Configure

- Collection Process Template
- Collection Event Type
- SA Type

Available Algorithms

- CI_EVT_SEV (COLL EVT SEV) - Collection Event Algorithm - Nominate A Single SA To Sever, if not, Sever all SAs.
- C1-SVCRT-LS (SV CRT LS) - SA Type Severance Criteria. Check if Customer has Life Support.
- CI_SVCRTMSA (SV CRT MMSA) - SA Type Severance Criteria. Check if Service has a "Master Meter".
- C1-SVCRTDFT (SV CRT DFLT) - SA Type Severance Criteria. Always return true.

1.8.7.4 Create Severance Processes

Reference: [Manage Collection Process Model - Page 2](#) for the business process diagram associated with this activity.

Group: Collection Event Activator

Actor/Role: CC&B

Description: System creates Severance Process for each SA that has been identified as eligible for Severance Process.

1.9 Wait for Event Effective Date

Reference: [Manage Collection Process Model - Page 2](#) for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: Collection Event Activator background Process monitors Collection Events and executes Collection Events only on defined trigger date. Until such date the Collection Event remains in Pending status.

Process Names

- CET Collection Event Activator

2.0 Update Collection Process to Inactive

Reference: [Manage Collection Process Model - Page 2](#) for the business process diagram associated with this activity.

Group:

- Collection Event Activator
- Collection Process Monitor

Actor/Role: CC&B

Description: This step could be initiated by system or by CSR or Authorized User.

- Automatic process: When all events have been completed or canceled system transitions Collection Process to Inactive state.
- **Manual Process:** Authorized User can change status of the collection process.

Process Names

- CET Collection Event Activator
- CPM Collection Process Monitor

2.1 Identify Account's Active Collection Processes for Monitoring

Reference: [Manage Collection Process Model - Page 3](#) for the business process diagram associated with this activity.

Group: Collection Process Monitor

Actor/Role: CC&B

Description: As a first step of Collection Process Monitor background process that runs periodically system identifies all the Active Collection Processes that need to be reviewed and evaluated in order to determine if Collection Process is still eligible for collections.

Process Names

- CPM - Collection Process Monitor

2.2 Analyze Account's Debts

Reference: [Manage Collection Process Model - Page 3](#) for the business process diagram associated with this activity.

Group: Collection Process Monitor

Actor/Role: CC&B

Description: System evaluates Account's Debt Class current cumulative arrears (more than one SA can have the same Debt Class) to determine if collection process can be cancelled. Any financial activity that relieves the debt and debits Account may have impact on decision to cancel collection process:

- Cancellation of Bill Segment
- Payment of Segment Creation
- Credit Adjustment
- Pay Plan Creation

Note: If as a result of any of these activities debt is fully relieved or relieved to the required threshold, system will cancel the process.

Process Names

- CPM - Collection Process Monitor

Entities to Configure

- Debt Class

Available Algorithms

- CI_COLL-CXL (DC COLL CAN) - Collection Process Cancellation. Cancel Coll. Proc. If Debt Class Debt <= Threshold

2.3 Cancel Pending Collection Events

Reference: [Manage Collection Process Model - Page 3](#) for the business process diagram associated with this activity.

Group: Collection Process Monitor

Actor/Role: CC&B

Description: This step is initiated automatically or manually by CSR or Authorized User.

- **Automated Process:** Company's business rules dictate required conditions to cancel Collection Process. Usually Company allows to cancel process if:
 - Cumulative debt class debt is paid in full
 - Cumulative debt class debt amount is below threshold
 If this is the case, system cancels all the pending Collection Events and transitions collection Process to Inactive state.
- **Manual Process:** CSR or Authorized User cancels Pending Collection events depends on current business needs.

Process Names

- CPM - Collection Process Monitor

Entities to Configure

- Debt Class

Available Algorithms

- CI_COLL-CXL (DC COLL CAN) - Collection Process Cancellation. Cancel Coll. Proc. If Debt Class Debt <= Threshold

2.4 Evaluate SA Eligibility for Collection

Reference: [Manage Collection Process Model - Page 3](#) for the business process diagram associated with this activity.

Group: Collection Process Monitor

Actor/Role: CC&B

Description: Sometimes business rules require evaluate eligibility for collections for each individual SA linked to the Collection Process and determine if a specific SA should be removed from Collection activity.

Process Names

- CPM - Collection Process Monitor

Entities to Configure

- Collection Template

Available Algorithms

- CI_CC_CPSA (COLL CC CPSA) - SA Cancel Criteria- Remove SA if debt less than or equal to threshold (SA Level)

2.5 Remove SA from Collection Process

Reference: [Manage Collection Process Model - Page 3](#) for the business process diagram associated with this activity.

Group: Collection Process Monitor

Actor/Role: CC&B

Description: If Cancellation criteria are satisfied and SA is no longer eligible for Collections system removes SA form the Process. If the removed SA is the last SA linked to the Collection process, system also transitions Collection process to inactive state.

Process Names

- CPM - Collection Process Monitor

2.6 Create To Do Entry

Reference: [Manage Collection Process Model - Page 4](#) for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: There are situations when business process requires manual intervention into automated processing of Collection Activities. If such a situation occurs, system initiates To Do list creation processing. (see Collection Event “Create To Do”, Step 1.8.3.2 of the current Process for details). Special background process reviews information stored in the system earlier (during To Do Collection Event processing) and creates To DO list entry for CSR or Authorized User to review and analyze.

Process Names

- TD-CEVT- To Do batch process

Entities to Configure

- To Do Role
- To Do Type

2.7 Work To Do

Reference: [Manage Collection Process Model - Page 4](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: CSR or Authorized User reviews, analyzes provided information and work on the problem.

2.8 Search for Customer's Account

Reference: [Manage Collection Process Model - Page 4](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User accesses Control Central Search to locate the customer in CC&B.

Entities to Configure

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

2.9 Evaluate Requirements for Collection

Reference: [Manage Collection Process Model - 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 evaluates the customer's account and associated Service Agreements to determine if Collection Process is required. Control Central Alerts, and other Dashboard information assist the CSR or Authorized User in making decision process. The CSR or Authorized User reviews and consider Service Agreement Status, Customer Contacts, Account Financial History, Credit and Collection Activities and other pertinent information.

Entities to Configure

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

Available Algorithms

- Control Central Alerts
- CI_TL-COL (C1-TL-CO-EVT) - Collection Timeline

3.0 Populate Collection Process Data

Reference: [Manage Collection Process Model - 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 determines what Collection Process is the best fit for the specific Account. Usually CSR or Authorized User chooses Collection Template. Sometimes CSR or Authorized User needs to add, subtract or modify events to form Collection process that satisfies business requirements. CSR or Authorized User also links to the process all the eligible SAs. CSR or Authorized User uses Collection Process screen to populate all the Collection Process related data.

3.1 Request to Create Collection Process

Reference: [Manage Collection Process Model - Page 4](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User requests to create Collection Process.

Entities to Configure

- Collection Process Template
- Collection Event Type

3.2 Evaluate Collection Process

Reference: [Manage Collection Process Model - Page 4](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User evaluates Collection Process and decides if any changes are required.

3.3 Modify Collection Process' Events

Reference: [Manage Collection Process Model - Page 4](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User modifies Collection Process Events after review (e.g. update sequence, trigger date).

3.4 Update Collection Process and Events

Reference: [Manage Collection Process Model - Page 4](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: System validates and saves the changes made by the CSR or Authorized User.

3.5 Modify List of Collection Process' SAs

Reference: [Manage Collection Process Model - Page 4](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User modifies List of SA linked to the Collection Process after review. CSR or Authorized User can add or remove SA to/from the Collection Process.

3.6 Update Collection Process and List of SAs

Reference: [Manage Collection Process Model - Page 4](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: System validates and saves the changes made by the CSR or Authorized User.

3.7 Request to Cancel Pending Collection Events

Reference: [Manage Collection Process Model - Page 4](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: If CSR or Authorized User decides to cancel or complete Collection process, CSR or Authorized User cancels all the pending Collection Events.

3.8 Request to Cancel Collection Process and Provide Cancel Reason

Reference: [Manage Collection Process Model - Page 4](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: If CSR or Authorized User decides to cancel or complete Collection process, CSR or Authorized User request to cancel process and provide appropriate valid cancellation reason.

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

Algorithms to Configure for Collections

Debt Class Algorithms

The following debt class algorithms are available:

DEBT CL	DEBT_CL_DESCR	SYSTEM_EVENT	ALG_CD	ALG_TYPE_CD	ALG_TYPE_DESCR
CHAR	Charitable contribution	Collection Proc Cancellation Rule	CI_COLL-CXL	DC COLL CAN	Cancel Collection Process If Debt Class Debt <= Threshold
DEP	Deposit	Collection Proc Cancellation Rule	CI_COLL-CXL	DC COLL CAN	Cancel Collection Process If Debt Class Debt <= Threshold
NBB	Non-billed Budget	Collection Proc Cancellation Rule	CI_COLL-CXL	DC COLL CAN	Cancel Collection Process If Debt Class Debt <= Threshold
PA	Payment arrangement	Collection Proc Cancellation Rule	CI_COLL-CXL	DC COLL CAN	Cancel Collection Process If Debt Class Debt <= Threshold
REGU	Regulated	Collection Proc Cancellation Rule	CI_COLL-CXL	DC COLL CAN	Cancel Collection Process If Debt Class Debt <= Threshold
UNRE	Unregulated	Collection Proc Cancellation Rule	CI_COLL-CXL	DC COLL CAN	Cancel Collection Process If Debt Class Debt <= Threshold
CHAR	Charitable contribution	Severance Proc Cancellation Rule	CI_DCSEVC AN	DC SEV CAN	Cancel Sev. Proc. If Debt Class Debt <= Threshold
DEP	Deposit	Severance Proc Cancellation Rule	CI_DCSEVC AN	DC SEV CAN	Cancel Sev. Proc. If Debt Class Debt <= Threshold
NBB	Non-billed Budget	Severance Proc Cancellation Rule	CI_DCSEVC AN	DC SEV CAN	Cancel Sev. Proc. If Debt Class Debt <= Threshold
PA	Payment arrangement	Severance Proc Cancellation Rule	CI_DCSEVC AN	DC SEV CAN	Cancel Sev. Proc. If Debt Class Debt <= Threshold
REGU	Regulated	Severance Proc Cancellation Rule	CI_DCSEVC AN	DC SEV CAN	Cancel Sev. Proc. If Debt Class Debt <= Threshold
UNRE	Unregulated	Severance Proc Cancellation Rule	CI_DCSEVC AN	DC SEV CAN	Cancel Sev. Proc. If Debt Class Debt <= Threshold
DEP	Deposit	Override Arrears Due To Pay Plan Rule	C1-PPOVRDARS	PP OVRD ARS	Pay Plan Override Arrears

DEBT_CL	DEBT_CL_DESCR	SYSTEM_EVENT	ALG_CD	ALG_TYPE_CD	ALG_TYPE_DESCR
PA	Payment arrangement	Override Arrears Due To Pay Plan Rule	C1-PPOVRDARS	PP OVRD ARS	Pay Plan Override Arrears

Collection Class Algorithms

The following collection class algorithms are available:

COLL_CL_CNTL_CD	COLL_CLASS_CTRL_DESCR	ALG_TYPE_CD	ALG_TYPE_DESCR
COM/IND - REGULATED	Commercial/Industrial - regulated	COLL COND BG	Budget SA Collection Condition Algorithm
RES - REGULATED - CA	Residential - Regulated debt California	COLL COND CS	Credit Score < Credit Rating Threshold
RES - UNREGULATED	Residential - Unregulated debt	COLL COND CS	Credit Score < Credit Rating Threshold
COM/IND - DEPOSIT	Commercial/Industrial - deposit	COLL COND DF	Default (this condition is always true)
COM/IND - REGULATED	Commercial/Industrial - regulated	COLL COND DF	Default (this condition is always true)
COM/IND - UNREG	Comm/Industrial - Unregulated debt Ohio	COLL COND DF	Default (this condition is always true)
COM/IND - UNREGULAT	Commercial/Industrial - Unregulated	COLL COND DF	Default (this condition is always true)
RES - CHARIT	Residential - charitable debt	COLL COND DF	Default (this condition is always true)
RES - CHARIT - CA	Residential - charitable debt (California)	COLL COND DF	Default (this condition is always true)
RES - DEPOSIT	Residential - deposit due	COLL COND DF	Default (this condition is always true)
RES - NBB	Residential Non-Billed Budgets	COLL COND DF	Default (this condition is always true)
RES - PA	Residential - Pay Arrangement	COLL COND DF	Default (this condition is always true)
RES - REGULATED	Residential - Regulated debt	COLL COND DF	Default (this condition is always true)
RES - REGULATED - CA	Residential - Regulated debt California	COLL COND DF	Default (this condition is always true)
RES - UNREGULATED	Residential - Unregulated debt	COLL COND DF	Default (this condition is always true)
COM/IND - REGULATED	Commercial/Industrial - regulated	COLL COND DS	Severance Process Exists For Debt Class
RES - NBB	Residential Non-Billed Budgets	COLL COND DS	Severance Process Exists For Debt Class

COLL_CL_CNTL_CD	COLL_CLASS_CTRL_DESCR	ALG_TYPE_CD	ALG_TYPE_DESCR
RES - REGULATED - CA	Residential - Regulated debt California	COLL COND DS	Severance Process Exists For Debt Class
RES - UNREGULATED	Residential - Unregulated debt	COLL COND DS	Severance Process Exists For Debt Class

Collection Class Event Type Algorithms

The following collection class event type algorithms are available:

Collection Event Type	Description	Event Type	ALG_CD	ALG_TYPE_CD	ALG_TYPE_DESCR
START SEVER	Start severance processes	Generic Algorithm	CI_EVT_SEV	COLL EVT SEV	Nominate a Single SA to Sever

Collection Class Overdue Rules

The following collection class overdue rules are available:

COLLECTION_CL	SYSTEM EVENT	ALG_CD	ALG_TYPE_CD	ALG_TYPE_DESCR
Bill-Oriented Collection	Bill-based Payment Arrangement	CI_BO-PY-ARR	C1-BO-PY-ARR	Bill-Based Payment Arrangement Processing
Bill-Oriented Collection	Bill-based Payment Arrangement	C1-ACT-CSW	C1-ACT-CSW	Ignore Account If Active Collection, Severance, WO
Bill-Oriented Collection	Bill-based Payment Arrangement	CI_ODM-WO	C1-CB-CR-RAT	Check Bills Using Credit Rating, Age & Amt T'hold
Bill-Oriented Collection	Bill-based Payment Arrangement	CI_ODM-NORM	C1-CB-CR-RAT	Check Bills Using Credit Rating, Age & Amt T'hold
Bill-Oriented Collection	Bill-based Payment Arrangement	CI_WOB-DIST	C1-WOB-DIST	Write-Off Using Distribution Codes

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