

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

Utility Reference Model

4.3.2.2 Manage Severance Process

December 2015

Oracle Utilities Customer Care and Billing Utility Reference Model 4.3.2.2, Release 2.4.0

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4.3.2.2 Manage Severance Process

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

- ♦ [Brief Description](#)
 - ♦ [Actors/Roles](#)
- ♦ [Business Process Diagrams](#)
 - ♦ [Manage Severance Process Model - Page 1](#)
 - ♦ [Manage Severance Process Model - Page 2](#)
 - ♦ [Manage Severance Process Model - Page 3](#)
 - ♦ [Manage Severance Process Model - Page 4](#)
 - ♦ [Manage Severance Process Model - Page 5](#)
- ♦ [Manage Severance Process Detailed Process Model Description](#)
- ♦ [Installation Options - Control Central Alert Algorithms](#)
- ♦ [Related Training](#)

Brief Description

Business Process: 4.3.2.2 CC&B Manage Severance Process

Process Type: Sub-Process

Parent Process: 4.3.2 CC&B Perform Collection Activities

Sibling Processes:

- 4.3.2.1 CC&B Manage Collection 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 Severance Processing. Severance Process takes place after collection process if collection process wasn't successful and customer still owes company money. Typical Severance Process is a set of business and system activities that require in order to sever Customer's Service Agreements. Severance activities may vary based on the type of service, customer and amount of unpaid debt.

Severance Process is created automatically (as a last Collection activity) or manually and based on the established business rules. When Severance Process is created, system automatically initiates business or system events associated with the given Severance Process (Severance Events) on the specific day. System stops severance real time if Customer's debt is relieved or partially relieved. Authorized User also can monitor and control Severance activities and manipulate with the Severance process and activities linked to the process based on business process needs.

Actors/Roles

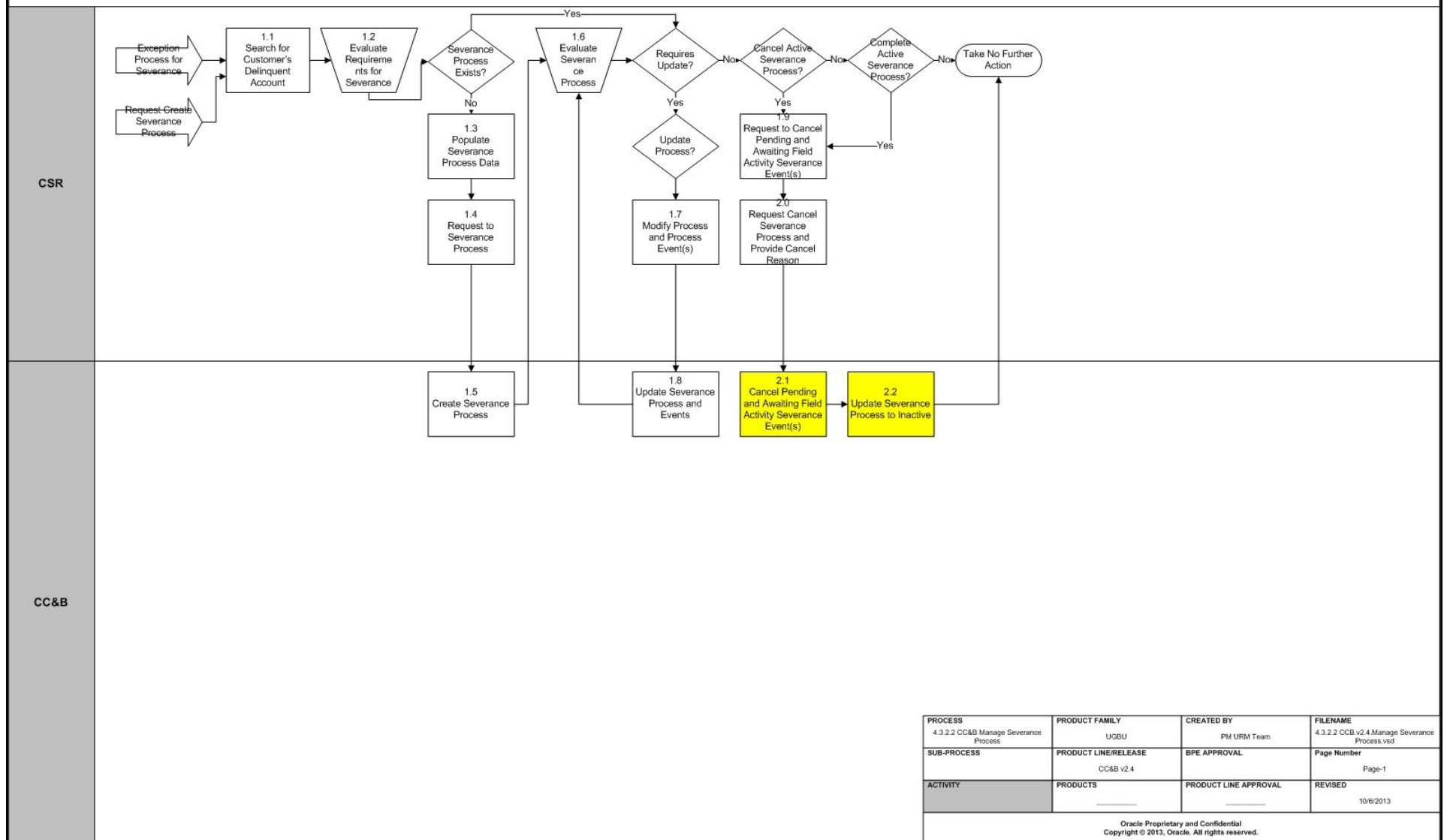
The Manage Severance Process business process involves the following actors and roles:

- **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.
- **Field Operations:** Company or department that provides operational support, coordinates and performs field work (installation, repair, maintenance, investigations etc. that allows Utilities to provide services to customers).
- **CSR:** CSR or Authorized User of the Customer Care and Billing application.

Business Process Diagrams

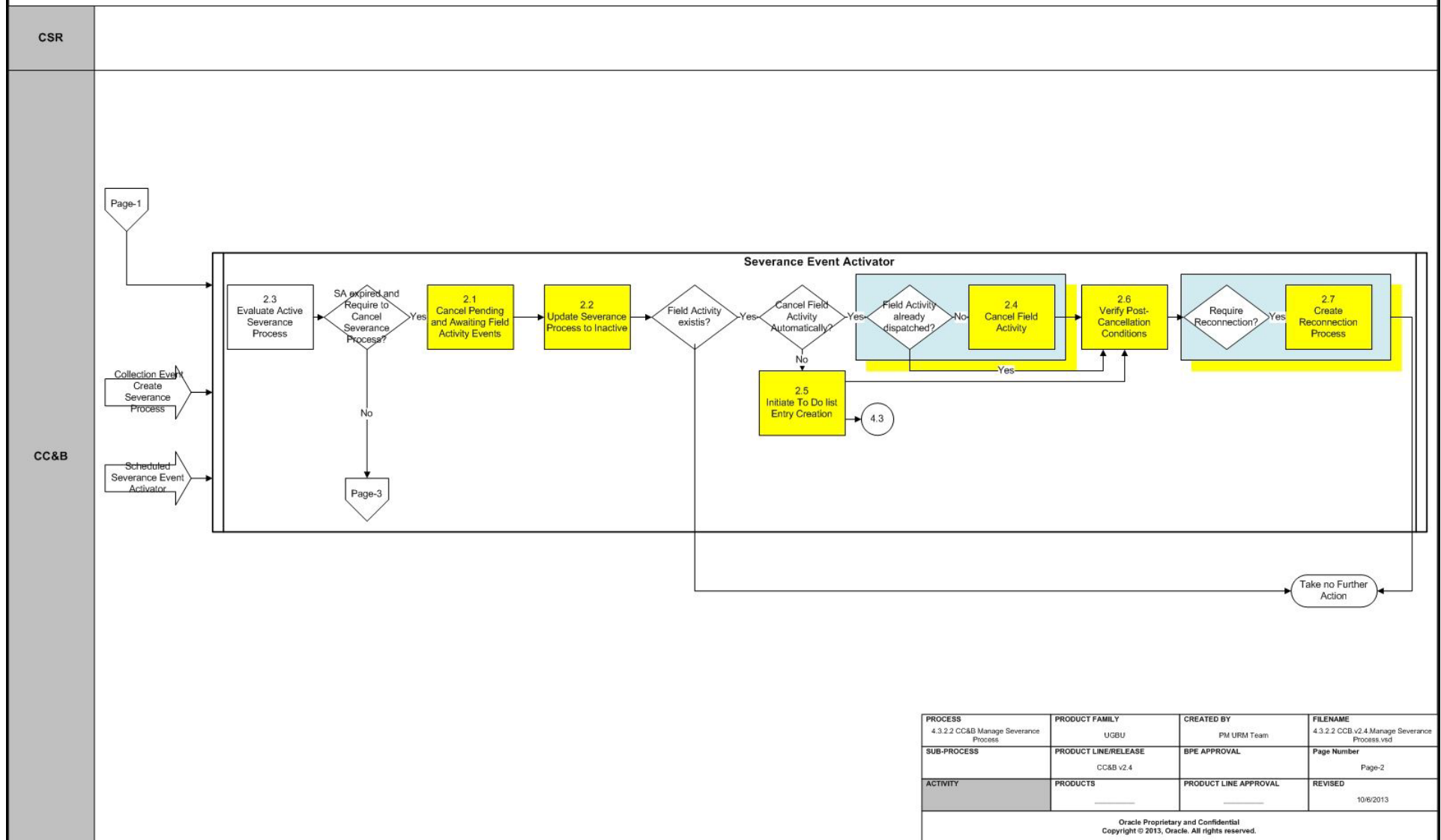
Manage Severance Process Model - Page 1

4.3.2.2 CC&B v2.4 *Manage Severance Process*



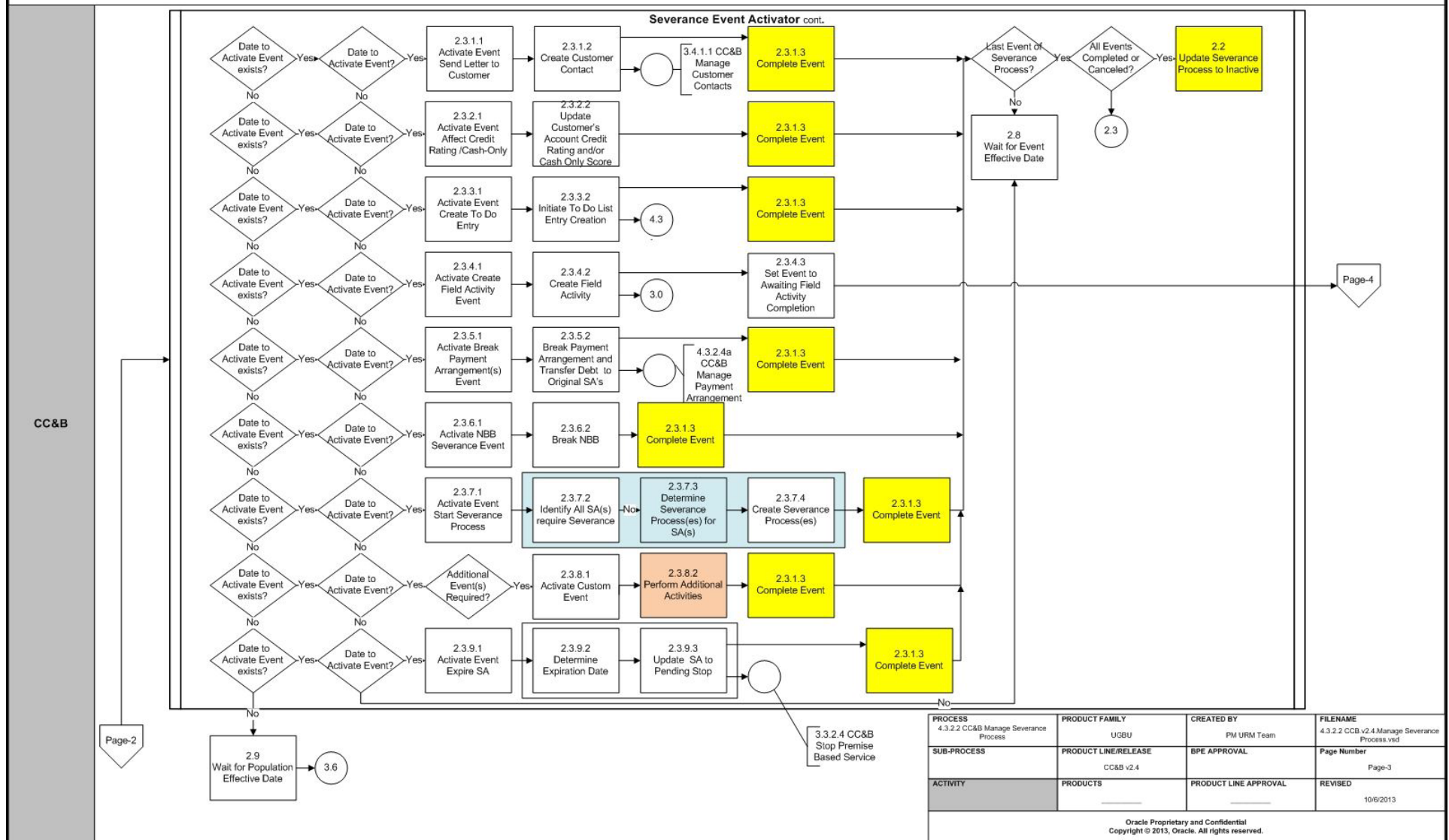
Manage Severance Process Model - Page 2

4.3.2.2 CC&B v2.4 *Manage Severance Process*



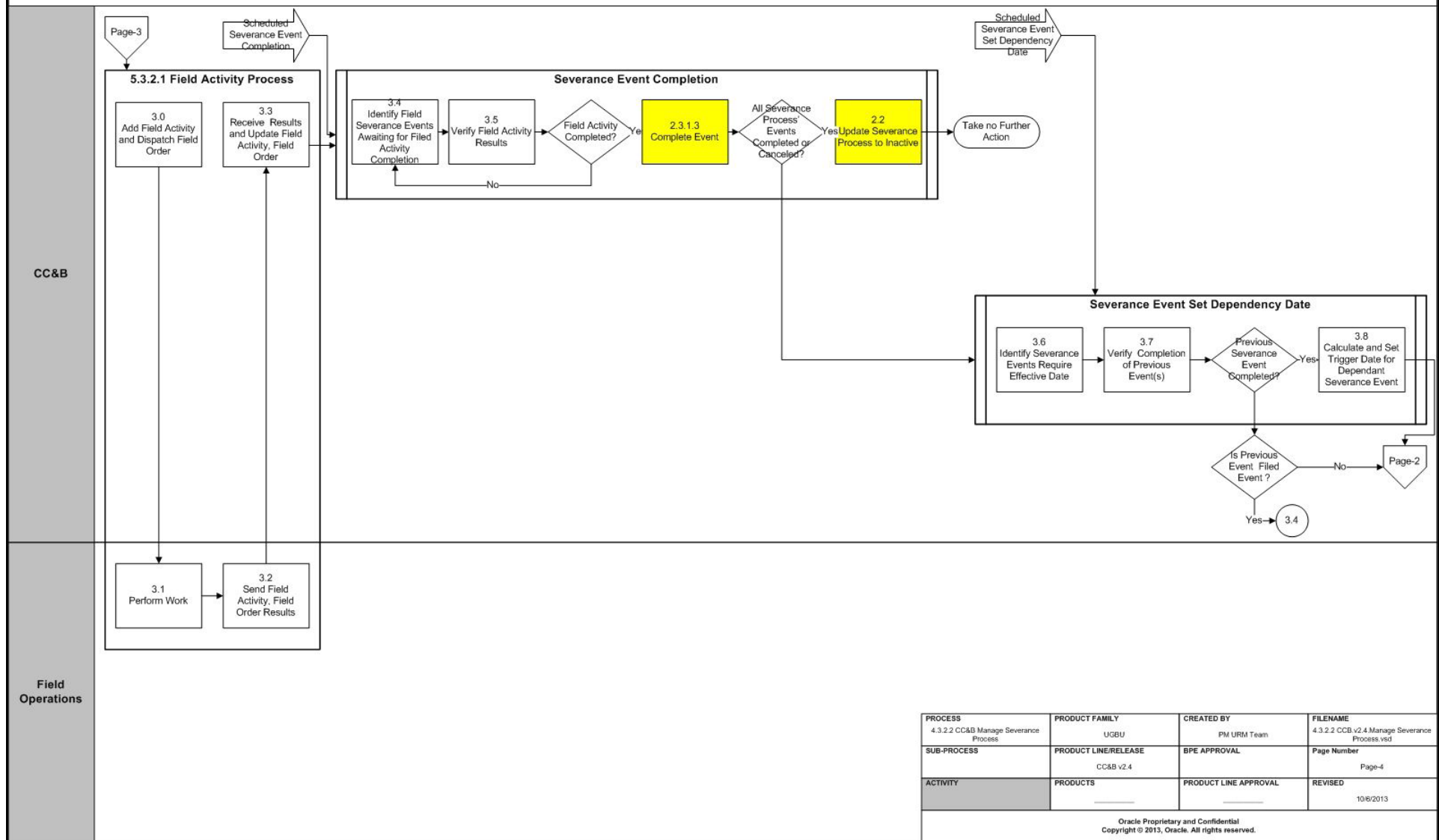
Manage Severance Process Model - Page 3

4.3.2.2 CC&B v2.4 *Manage Severance Process*



Manage Severance Process Model - Page 4

4.3.2.2 CC&B v2.4 *Manage Severance Process*





Manage Severance Process Detailed Process Model Description

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

- 1.1 Search for Customer's Account
- 1.2 Evaluate Requirements for Severance
- 1.3 Populate Severance Process Data
- 1.4 Request to Create Severance Process
- 1.6 Evaluate Severance Process
- 1.7 Modify Process and Process Events
- 1.8 Update Collection Process and Events
- 1.9 Request to Cancel Pending and Awaiting Field Activity Severance Events
- 2.0 Request to Cancel Severance Process and Provide Cancel Reason
- 2.1 Cancel Pending and Awaiting Field Activity Severance Events
- 2.2 Update Severance Process to Inactive
- 2.3 Evaluate Active Severance Process
- 2.4 Cancel Field Activity
- 2.5 Initiate To Do Entry List Creation
- 2.6 Verify Post-Cancellation Conditions
- 2.7 Create Reconnection Process
- 2.3.1.1 Activate Event Send Letter to Customer
- 2.3.1.2 Create Customer Contact
- 2.3.1.3 Complete Event
- 2.3.2.1 Activate Event Affect Credit Rating/Cash Only
- 2.3.2.2 Update Customer's Account Credit Rating
- 2.3.3.1 Activate Event Create To Do Entry
- 2.3.3.2 Initiate To Do List Entry Creation
- 2.3.4.1 Activate Event Create Field Activity
- 2.3.4.2 Create Field Activity
- 2.3.4.3 Set Event to Awaiting Field Activity
- 2.3.5.1 Activate Event Break Payment Arrangement
- 2.3.5.2 Break Payment Arrangement and Transfer Debt to Original SAs
- 2.3.6.1 Activate NBB Severance Event
- 2.3.6.2 Break NBB
- 2.3.7.1 Activate Event Start Severance Process
- 2.3.7.2 Identify All SAs Require Severance
- 2.3.7.3 Determine Severance Processes for SAs
- 2.3.7.4 Create Severance Processes
- 2.3.8.1 Activate Custom Event
- 2.3.8.2 Perform Additional Activities
- 2.3.9.1 Activate Event Expire SA
- 2.3.9.2 Determine Expiration Date
- 2.3.9.3 Update SA to Pending Stop
- 2.8 Wait for Event Effective Date
- 2.9 Wait for Population Effective Date
- 3.0 Add Field Activity and Dispatch Field Order
- 3.1 Perform Work
- 3.2 Send Field Activity, Field Order Results
- 3.3 Receive Field Activity, Field Order Results
- 3.4 Identify Field Severance Events Awaiting for Field Activity Completion

- ♦ 3.5 Verify Field Activity Results
- ♦ 3.6 Identify Severance Events Require Effective Date
- ♦ 3.7 Verify Completion of Previous Event
- ♦ 3.8 Calculate and Set Trigger Date for Dependant Severance Event
- ♦ 3.9 Verify Eligibility for Severance
- ♦ 4.0 Determine Arrears
- ♦ 4.1 Reduce Debt Amount Due To Existing Pay Plan
- ♦ 4.2 Analyze Account's Debt and Apply Collection Criteria
- ♦ 4.3 Create To Do Entry
- ♦ 4.4 Work To Do

1.1 Search for Customer's Account

Reference: [Manage Severance Process Model - Page 1](#) 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. CSR or Authorized User perform the search if there is a need to initiate manually Severance Process or work on existing one.

Entities to Configure

- Installation Options

1.2 Evaluate Requirements for Severance

Reference: [Manage Severance Process Model - Page 1](#) 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 delinquent account and associated Service Agreements to determine if Severance 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 - Collection Timeline

1.3 Populate Severance Process Data

Reference: [Manage Severance Process Model - Page 1](#) 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 Severance Process is the best fit for the specific Account's Service Agreement. Usually CSR or Authorized User tries to use Severance Template to create Severance Process. Sometimes CSR or Authorized User needs to add, subtract or modify events to form Severance process that satisfies business requirements and criteria. CSR or Authorized User uses Severance Process Screen to populate all the Severance Process related data.

1.4 Request to Create Severance Process

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

Actor/Role: CSR

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

Entities to Configure

- Severance Process Template
- Severance Event Type

1.5 Create Severance Process

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

Actor/Role: CC&B

Description: Severance Process Can be created Manually or Automatically. Most of the Processes are created automatically.

- **Automated Process:** This step is part of Collection process. Create collection process is actually collection event that creates Severance Process (See 4.3.2.1 Manage Collection Process for details how Severance process is created automatically).
- **Manual Process:** CSR or Authorized User creates Severance process if required by business.

Process Names

- CET Collection Event Activator

Entities to Configure

- Collection Class Control
- Collection Template
- Collection Event Type
- Feature Configuration
- Severance Process Template
- Severance Event Type

1.6 Evaluate Severance Process

Reference: [1.6 Evaluate Severance Process](#) for the business process diagram associated with this activity.

Actor/Role: CSR

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

1.7 Modify Process and Process Events

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

Actor/Role: CSR

Description: The CSR or Authorized User modifies Severance Process and /or Severance Events linked to the Severance process.

Note: CSR or Authorized User can add/remove Severance events to/from the process.

1.8 Update Collection Process and Events

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

Actor/Role: CC&B

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

1.9 Request to Cancel Pending and Awaiting Field Activity Severance Events

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

Actor/Role: CSR

Description: If CSR or Authorized User decides to cancel or complete Severance process, CSR or Authorized User cancels all the pending or awaiting Field Activity Severance Events.

2.0 Request to Cancel Severance Process and Provide Cancel Reason

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

Actor/Role: CSR

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

2.1 Cancel Pending and Awaiting Field Activity Severance Events

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

Group:

- Severance Event Activator
- Real Time Cancellation Severance Process

Actor/Role: CSR

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

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

Process Names

- SET - Severance event trigger
- BILLING - Billing
- PUPL - Payment Upload Process

Entities to Configure

- Debt Class
- Feature Configuration
- Workflow

Available Algorithms

- CI_DCSEVCAN (DC SEV CAN) - Severance Process Cancellation. Cancel Severance Process if Debt Class Debt <= Threshold
- CI_SPX_CRIT (SEV CAN CRIT) - Cancel severance process if debt < \$10
- CI_PUPL - Create Pending Payment Upload Job

2.2 Update Severance Process to Inactive

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

Actor/Role: CC&B

Description:

- **Automated Process:** When all events have been completed or canceled system transitions Collection Process to Inactive state.
- **Manual Process:** CSR or Authorized User changes Severance Process' status.

Process Names

- SET - Severance event trigger
- SEC - Severance Event Completion
- BILLING - Billing
- PUPL - Payment Upload Process

2.3 Evaluate Active Severance Process

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

Group: Severance Event Activator

Actor/Role: CC&B

Description: This is the first step of the Severance Event Activator background process. Severance Event Tigger periodically reviews active Severance Processes and identifies Severance Events that require activation on the given effective (trigger) date. Prior to activation events, process evaluates Eligibility of the Service Agreement for severance. If SA is stopped, process cancels Severance process for this SA.

Process Names

- SET Severance Event Trigger

Entities to Configure

- Customer Class Control
- Work Calendar

2.4 Cancel Field Activity

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

Group: Severance Event Activator

Actor/Role: CC&B

Description: When Severance process is cancelled due to inactive Service Agreement, system automatically cancels all non-dispatched Filed Activities associated with cancelled Severance process.

Process Names

- SET Severance Event Trigger

Entities to Configure

- Installation Options
- Feature Configuration
- Field Activity Type
- Field Activity Type Profile
- Field Activity Profile Template

Available Algorithms

- C1- SFAC-DFLT (SFAC-DFLT) Cancel Severance Process Field Activities

2.5 Initiate To Do Entry List Creation

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

Group: Severance Event Activator

Actor/Role: CC&B

Description: When Severance process is cancelled due to inactive Service Agreement, system verifies if any pending filed Activities are still link to the cancelled Severance process. If such a Filed Activities exist, CC&B initiates To Do list entry creation. It allows CSR or Authorized User to analyze the situation and make correct decisions.

Process Names

- SET Severance Event Trigger
- TD-SPRO To Do for Severance Processes

Entities to Configure

- To Do Type
- To Do Role

2.6 Verify Post-Cancellation Conditions

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

Group: Severance Event Activator

Actor/Role: CC&B

Description: When Severance process is cancelled, system verifies if there is a need for additional process associated with Severance process cancellation. System checks if disconnection took place while Severance process was active and decides if reconnection process should be initiated fir the service.

2.7 Create Reconnection Process

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

Group: Severance Event Activator

Actor/Role: CC&B

Description: If after cancellation Severance process business dictates to create reconnect process for the service that has been disconnected as a result of Severance activity, system generates reconnect Severance Process.

Process Names

- SET Severance Event Trigger

Entities to Configure

- Severance Template

Available Algorithms

- SEV POST CAN (SEV POST CAN) -Post Cancellation algorithm. Reconnect service if service is cut and customer pays.

2.3.1.1 Activate Event Send Letter to Customer

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

Group: Severance Event Activator

Actor/Role: CC&B

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

Process Names

- SET Severance Event Trigger

Entities to Configure

- Severance Process Template
- Severance Event Type

2.3.1.2 Create Customer Contact

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

Group: Severance 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

- SET Severance Event Trigger

Entities to Configure

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

Available Algorithms

- LTEX-SEV (LTEX-SEV)- Create severance event letter extract records.

2.3.1.3 Complete Event

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

Group: Severance Event Activator

Actor/Role: CC&B

Description: System completes Severance Event after successful execution.

2.3.2.1 Activate Event Affect Credit Rating/Cash Only

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

Group: Severance Event Activator

Actor/Role: CC&B

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

Process Names

- SET Severance Event Trigger

Entities to Configure

- Severance Process Template
- Severance Event Type

2.3.2.2 Update Customer's Account Credit Rating

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

Group: Severance 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

- Severance Process Template

Entities to Configure

- Severance Process Template
- Severance Event Type

2.3.3.1 Activate Event Create To Do Entry

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

Group: Severance Event Activator

Actor/Role: CC&B

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

Process Names

- Severance Process Template

Entities to Configure

- Severance Process Template
- Severance Event Type

2.3.3.2 Initiate To Do List Entry Creation

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

Group: Severance 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 4.3 of the current process for details.

Process Names

- SET Severance Event Trigger

Entities to Configure

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

2.3.4.1 Activate Event Create Field Activity

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

Group: Severance Event Activator

Actor/Role: CC&B

Description: System initiates execution of Severance Event with Type “Create Filed Activity” on the specified trigger date.

Process Names

- SET Severance Event Trigger

Entities to Configure

- Severance Process Template
- Severance Event Type

2.3.4.2 Create Field Activity

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

Group: Severance Event Activator

Actor/Role: CC&B

Description: System creates appropriate Field Activity. Refer to 5.3.2.1 Mange Field Activities and Field Orders.

Process Names

- SET Severance Event Trigger

Entities to Configure

- Severance Process Template
- Severance Event Type
- Field Activity Type
- Field Activity Type Profile
- Field Activity Profile Template

2.3.4.3 Set Event to Awaiting Field Activity

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

Group: Severance Event Activator

Actor/Role: CC&B

Description: System updates Field Severance Event status to Awaiting Field Activity.

2.3.5.1 Activate Event Break Payment Arrangement

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

Group: Severance Event Activator

Actor/Role: CC&B

Description: System initiates execution of Severance Event with Type “Break Payment Arrangement” on the specified trigger date.

Process Names

- SET Severance Event Trigger

Entities to Configure

- Severance Process Template
- Severance Event Type

2.3.5.2 Break Payment Arrangement and Transfer Debt to Original SAs

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

Group: Severance Event Activator

Actor/Role: CC&B

Description: If Account has a Payment Arrangement, system breaks it. When a Payment Arrangement is broken, debt on the Payment Arrangement is transferred back to the original Service Agreements. Refer to 4.3.2.4a Manage Payment Arrangement for additional details.

Process Names

- SET Severance Event Trigger

Entities to Configure

- Severance Process Template
- Severance Event Type

Available Algorithms

- SEV BREAK PA (SEV BREAK PA) - Break payment arrangement - severance event algorithm
- CI_BO-PY-ARR (C1-BO-PY-ARR) - Bill-Based Payment Arrangement Processing

2.3.6.1 Activate NBB Severance Event

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

Group: Severance Event Activator

Actor/Role: CC&B

Description: System initiates execution of Severance Event with Type “NBB Severance” on the specified trigger date.

Process Names

- SET Severance Event Trigger

Entities to Configure

- Severance Process Template
- Severance Event Type

2.3.6.2 Break NBB

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

Group: Severance Event Activator

Actor/Role: CC&B

Description: If Account has non-billed budget, system breaks it by setting up characteristic.

Process Names

- SET Severance Event Trigger

Entities to Configure

- Severance Process Template
- Severance Event Type

Available Algorithms

- NB SVEV Set Characteristic Type for Broken NBB

2.3.7.1 Activate Event Start Severance Process

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

Group: Severance Event Activator

Actor/Role: CC&B

Description: If only one Service Agreement was nominated for Severance process and all the activities executed by this time didn't achieve the main goal and Customer still owes money to the Company, Company initiates Severance Processes for each Debt class' SA in arrears. Severance Event Start Severance process allows to create a new Severance Process. This step initiates Severance Process creation on the scheduled date.

Process Names

- SET Severance Event Trigger

Entities to Configure

- Severance Process Template
- Severance Event Type

2.3.7.2 Identify All SAs Require Severance

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

Group: Severance Event Activator

Actor/Role: CC&B

Description: System identifies all the Debt Class' Service Agreements eligible for Severance.

Process Names

- SET Severance Event Trigger

Entities to Configure

- Severance Process Template
- Severance Event Type

Available Algorithms

- SEV EVT SEV (SEV EVT SEV) - Severance Event Algorithm - Cut all other SA's in the debt class.

2.3.7.3 Determine Severance Processes for SAs

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

Group: Severance Event Activator

Actor/Role: CC&B

Description: System applies severance criteria and selects appropriate Severance Process Template to initiate Severance Process fro each identified Service Agreement.

Process Names

- SET Severance Event Trigger

Entities to Configure

- Severance Process Template
- Severance Event Type
- SA Type

Available Algorithms

- SEV EVT SEV (SEV EVT SEV) - Severance Event Algorithm - Cut all other SA's in the debt class.
- SV CRIT LS (SV CRIT LS) - SA Type Severance Criteria. Check if Customer has Life Support.
- SV CRIT MMSA (SV CRIT MMSA) - SA Type Severance Criteria. Check if Service has a "Master Meter".
- SV CRIT DFLT (SV CRIT DFLT) - SA Type Severance Criteria. Always returns true.

2.3.7.4 Create Severance Processes

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

Group: Severance Event Activator

Actor/Role: CC&B

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

Entities to Configure

- Severance Process Template
- Severance Event Type
- SA Type

Available Algorithms

- SEV EVT SEV (SEV EVT SEV) - Severance Event Algorithm - Cut all other SA's in the debt class.

Process Names

- SET Severance Event Trigger

2.3.8.1 Activate Custom Event

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

Group: Severance Event Activator

Actor/Role: CC&B

Description: In some cases Company's business practice requires additional activity for severance process. This step is too incorporated into Severance Process and initiates 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

- SET Severance Event Trigger

Entities to Configure

- Severance Process Template
- Severance Event Type

2.3.8.2 Perform Additional Activities

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

Group: Severance Event Activator

Actor/Role: CC&B

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

Process Names

- SET Severance Event Trigger

Entities to Configure

- Severance Process Template
- Severance Event Type

Available Algorithms

- SEV EVT GEN (SEV EVT GEN) - Empty Severance Event Algorithm. Sample

2.3.9.1 Activate Event Expire SA

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

Group: Severance Event Activator

Actor/Role: CC&B

Description: In some cases Company's business practice requires to expire a Service Agreement System Activates Severance event with type "Expire SA."

Process Names

- SET Severance Event Trigger

Entities to Configure

- Severance Process Template
- Severance Event Type

2.3.9.2 Determine Expiration Date

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

Group: Severance Event Activator

Actor/Role: CC&B

Description: System identifies Service Agreement's expiration Data based in established business rules.

Process Names

- SET Severance Event Trigger

Entities to Configure

- Severance Process Template
- Severance Event Type

2.3.9.3 Update SA to Pending Stop

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

Group: Severance Event Activator

Actor/Role: CC&B

Description: System updates Service Agreement's status to Pending Stop.

Note: Other processes expire Service Agreement completely when all the criteria for expiration are satisfied. Refer to 3.3.2.2 Stop Premise Based Service.

Process Names

- SET Severance Event Trigger

Entities to Configure

- Severance Process Template
- Severance Event Type

2.8 Wait for Event Effective Date

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

Group: Severance Event Activator

Actor/Role: CC&B

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

Process Names

- SET Severance Event Trigger

2.9 Wait for Population Effective Date

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

Group: Severance Event Activator

Actor/Role: CC&B

Description: Severance Event Activator background Process monitors Severance Events and executes Severance Events only if trigger Date is populated. Until trigger date is provided Severance event cannot be activated.

Process Names

- SET Severance Event Trigger

3.0 Add Field Activity and Dispatch Field Order

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

Group: 5.3.2.1 Manage Field Activity and Field Orders

Actor/Role: CC&B

Description: The Field Activity and corresponding Field Order for the Service Point are added in CC&B and dispatched. Refer to 5.3.2.1 Manage Field Activity and Field Order for details.

3.1 Perform Work

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

Group: 5.3.2.1 Manage Field Activity and Field Orders

Actor/Role: Field Operations

Description: The Field Operations office receives the Dispatched Field Activity; a technician is routed to the field and performs the required work. Refer to 5.3.2.1 Manage Field Activity Process for details.

3.2 Send Field Activity, Field Order Results

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

Group: 5.3.2.1 Manage Field Activity and Field Orders

Actor/Role: Field Operations

Description: The Results of Field work are returned to CC&B. Refer to 5.3.2.1 Manage Field Activity and Field Orders Process for details.

3.3 Receive Field Activity, Field Order Results

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

Group: 5.3.2.1 Manage Field Activity and Field Orders

Actor/Role: CC&B

Description: The Service Point Field Activity information is received and stored in CC&B.

3.4 Identify Field Severance Events Awaiting for Field Activity Completion

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

Group: Severance Event Completion

Actor/Role: CC&B

Description: This is the first step of Severance Event Completion background process. System identifies Field Severance events that wait for Field Activity completion.

Process Names

- SEC Severance Event Completion

3.5 Verify Field Activity Results

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

Group: Severance Event Completion

Actor/Role: CC&B

Description: System verifies Field Activity results. If Filed Activity is Completed, system completes Severance event. If there is no more pending Severance Events linked to the Severance Process, system cancels Severance Process and transitions it to inactive state.

Process Names

- SEC Severance Event Completion

3.6 Identify Severance Events Require Effective Date

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

Group: Severance Event Set Dependency Date

Actor/Role: CC&B

Description: This is the first step of Severance Event Set Dependency Date background process. System identifies Severance Events dependent on Completion of previous Severance Event and requires calculation and setting activation date.

Process Names

- SED Severance Event Set Dependency Date

3.7 Verify Completion of Previous Event

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

Group: Severance Event Set Dependency Date

Actor/Role: CC&B

Description: In this step system verifies if previous Severance event has been completed.

Process Names

- SED Severance Event Set Dependency Date

3.8 Calculate and Set Trigger Date for Dependant Severance Event

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

Group: Severance Event Set Dependency Date

Actor/Role: CC&B

Description: If Previous Severance Event has been completed, system calculates trigger date for the next Severance Event based on the business rules.

Process Names

- SED Severance Event Set Dependency Date

3.9 Verify Eligibility for Severance

Reference: [Manage Severance Process Model - Page 5](#) for the business process diagram associated with this activity.

Group: Cancellation Severance Process

Actor/Role: CC&B

Description: This task is the first step if cancellation Severance process that takes place every time when system detects arrears reduction activity for the Account. It means that this process is initiated by several business events that cause debt reduction.

The following events cause the initiation of this process:

- Bill/Bill Segment Cancellation

Process Names

- BILLING - Billing
- PUPL - Payment Upload Process

4.0 Determine Arrears

Reference: [Manage Severance Process Model - Page 5](#) for the business process diagram associated with this activity.

Group: Cancellation Severance Process

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

Process Names

- BILLING - Billing
- PUPL - Payment Upload Process

Entities to Configure

- Debt Class
- SA Type
- Severance Process Template

Available Algorithms

- SEV EVT GEN (SEV EVT GEN) - Empty Severance Event Algorithm. Sample

4.1 Reduce Debt Amount Due To Existing Pay Plan

Reference: [Manage Severance Process Model - Page 5](#) for the business process diagram associated with this activity.

Group: Cancellation Severance Process

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

- BILLING - Billing
- PUPL - Payment Upload Process

Entities to Configure

- Debt Class

Available Algorithms

- PP OVRD ARS (PP OVRD ARS) - Pay Plan

4.2 Analyze Account's Debt and Apply Collection Criteria

Reference: [Manage Severance Process Model - Page 5](#) for the business process diagram associated with this activity.

Group: Cancellation Severance Process

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 of the debt and makes decision if debt is small enough (or doesn't exists at all) to cancel process. Typically company compares customer debt with threshold.

Process Names

- BILLING - Billing
- PUPL - Payment Upload Process

4.3 Create To Do Entry

Reference: [Manage Severance Process Model - Page 5](#) 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 Severance Activities. If such a situation occurs, system initiates To Do list creation processing. (Refer to Collection Event "Create To Do" of the current Process for details). Special background process reviews information stored in the system earlier and creates To DO list entry for CSR or Authorized User to review and analyze.

Process Names

- TD-SPRO- To Do batch process for Severance processes

Entities to Configure

- To Do Role
- To Do Type

4.4 Work To Do

Reference: [Manage Severance Process Model - Page 5](#) 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.

Installation Options - Control Central Alert Algorithms

The following installation options are available:

Value	Description
C1-CASH-ACCT	Highlight Cash Only Account
C1-CCAL-CLM	Highlight Open Rebate Claims
C1-CCAL-OCBG	Highlight Open Off Cycle Bill Generators
C1-COLL-REF	Highlight Active Collection Referral
C1-COLLPR-AC	Highlight Active Collection Process
C1-CRRT-ACCT	Highlight Credit Rating
C1-LSSL-PER	Highlight Person Life Support/Sensitive Load
C1-LSSL-PRM	Highlight Premise Life Support/Sensitive Load
C1-OD-PROC	Highlight Active Overdue Processes
C1-OPN-MEVT	Highlight Open and Disputed Match Events
C1-PEND-STRT	Highlight Pending Start
C1-SEVPR-ACT	Highlight Active Severance Processes
C1-STASKALRT	Retrieve Open Service Tasks
C1-STOP-SA	Highlight Stopped SAs
C1-STSKALSAC	Service Task Alert By SA Characteristic
C1-WO-BILL	Highlight Written Off Bills
CC BY TYPCL	Count number of customer contacts
CCAL-CASE	Highlight cases
CCAL-DECL	Highlight Effective Declarations for Acct and Prem
CCAL-FAERMSG	Highlight FAs with outstanding outgoing messages
CCAL-TD	Highlight outstanding To Do entries
CCAL-WF	Account or Premise linked to Active Workflow Process
F1-SYNRQALRT	Retrieve Outstanding Sync Request
PP BY STATUS	Count pay plans

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