

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

Utility Reference Model

4.3.2.3a Manage Pay Plan

December 2015

Copyright © 2015, Oracle and/or its affiliates. All rights reserved.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this is software or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, then the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, delivered to U.S. Government end users are "commercial computer software" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information about content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services unless otherwise set forth in an applicable agreement between you and Oracle. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services, except as set forth in an applicable agreement between you and Oracle.

Contents

4.3.2.3a Manage Pay Plan

4.3.2.3a Manage Pay Plan	1
Brief Description	2
Actors/Roles.....	2
Business Process Diagrams.....	3
Manage Pay Plan Process Model - Page 1.....	3
Manage Pay Plan Process Model - Page 2.....	4
Manage Pay Plan Process Model - Page 3.....	5
Manage Pay Plan Process Model - Page 4.....	6
Manage Pay Plan Detailed Process Model Description.....	7
1.0 Search for Customer.....	8
1.1 Analyze Eligibility and Negotiate Pay Plan.....	8
1.2 Request Add Customer Contact.....	8
1.3 Add Customer Contact.....	9
1.4 Add Alert for Pay Plan Denial.....	9
1.5 Determine and Populate Pay Plan Details.....	9
1.6 Request Add Pay Plan.....	10
1.7 Add Pay Plan.....	10
1.8. Add Alert for Pay Plan.....	10
1.9 Cancel Collection Process.....	10
2.0 Cancel Severance Process.....	11
2.1 Evaluate Existing Pay Plan.....	11
2.2 Request Cancel Pay Plan.....	11
2.3 Cancel Pay Plan.....	12
2.4 Identify Accounts with Pending Collection Processes.....	12
2.5 Identify Accounts with Active Pay Plans.....	13
2.6 Apply Pay Plan Criteria and Conditions to Payments Received.....	13
2.7 Break Pay Plan.....	13
2.8 Affect Credit Rating-Cash Only Score.....	14
2.9 Mark Account for Review By Credit and Collection.....	14
3.0 Mark Pay Plan as Kept.....	15
3.1 Highlight Exceptions.....	15
3.2 Create To Do Entry.....	15
3.3 Evaluate Exception.....	15
3.4 Resolve Exception.....	16
3.5 Update Data.....	16
3.6 Request Complete To Do.....	16
3.7 Complete To Do Entry.....	16
Installation Options - Control Central Alert Algorithms.....	17
Related Training.....	18

4.3.2.3a Manage Pay Plan

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

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

Brief Description

Business Process: 4.3.2.3a CC&B Manage Pay Plan

Process Type: Sub-Process

Parent Process: 4.3.2 CC&B Perform Collection Activities

Sibling Processes:

- 4.3.2.1 Manage Collection process
- 4.3.2.2 Manage Severance Process
- 4.3.2.4a Manage Payment Arrangement
- 4.3.2.5a Manage LPC
- 4.3.2.6 Write-off Uncollectable Receivables
- 4.3.2.7 Manage Collection Agency Referral
- 4.3.2.8. Manage Bankruptcy

This process describes how the Pay Plan functionality is used to assist customers in managing their bills. 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.

The Credit and Collection processes monitor the payment scheduled dates for the Pay Plan and provides follow up based on configured business rules.

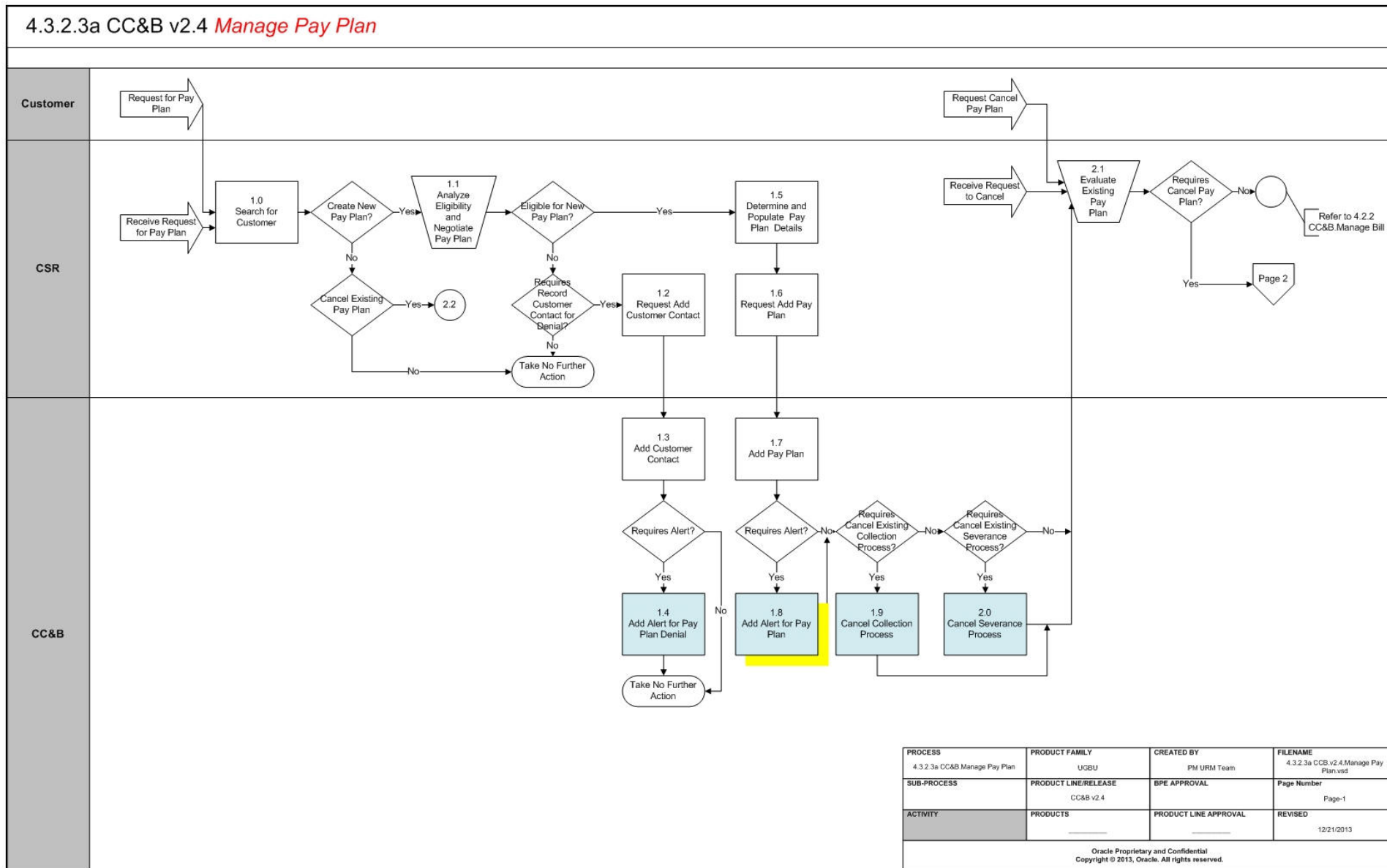
Actors/Roles

The Manage Pay Plan 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.

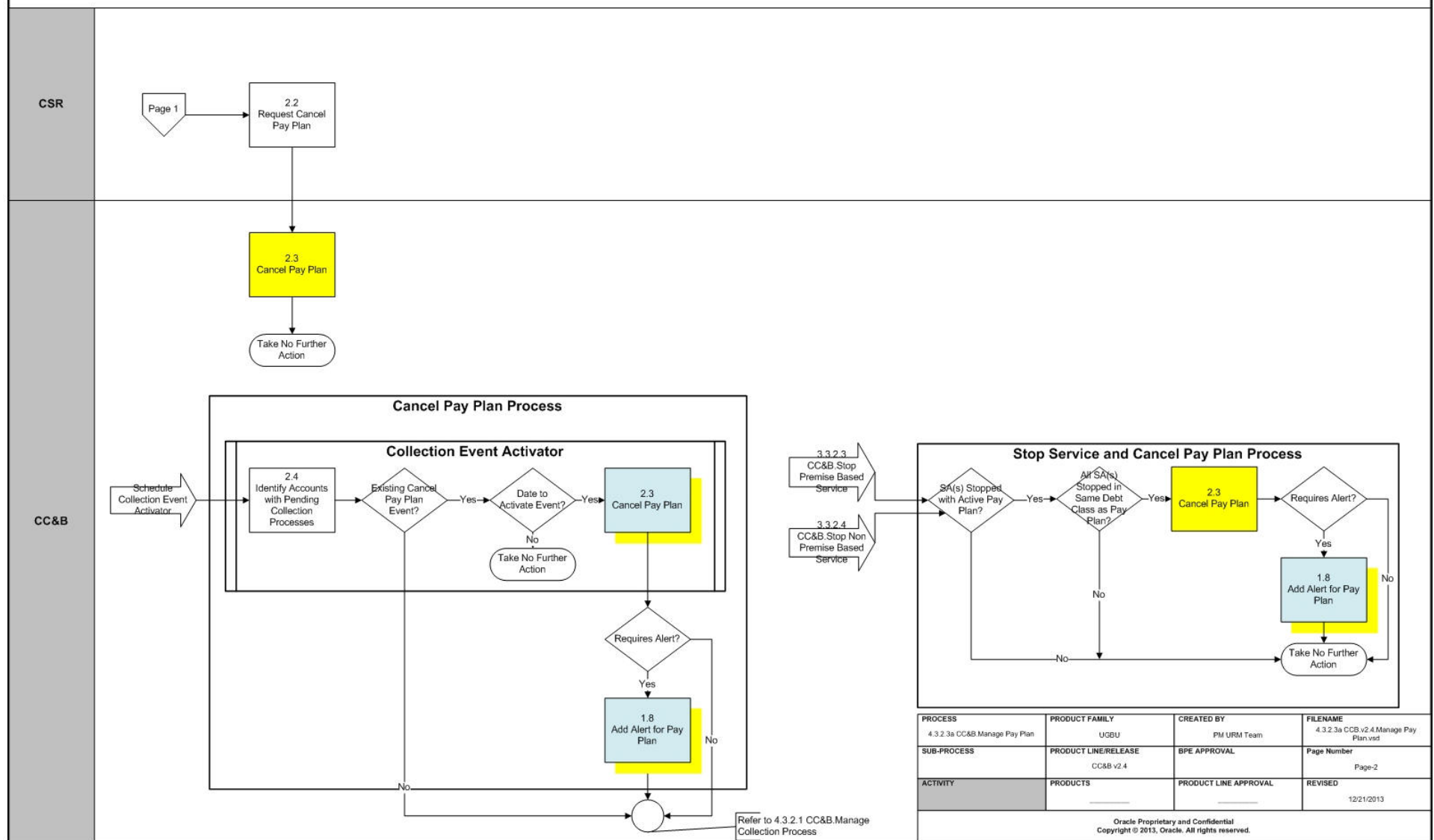
Business Process Diagrams

Manage Pay Plan Process Model - Page 1

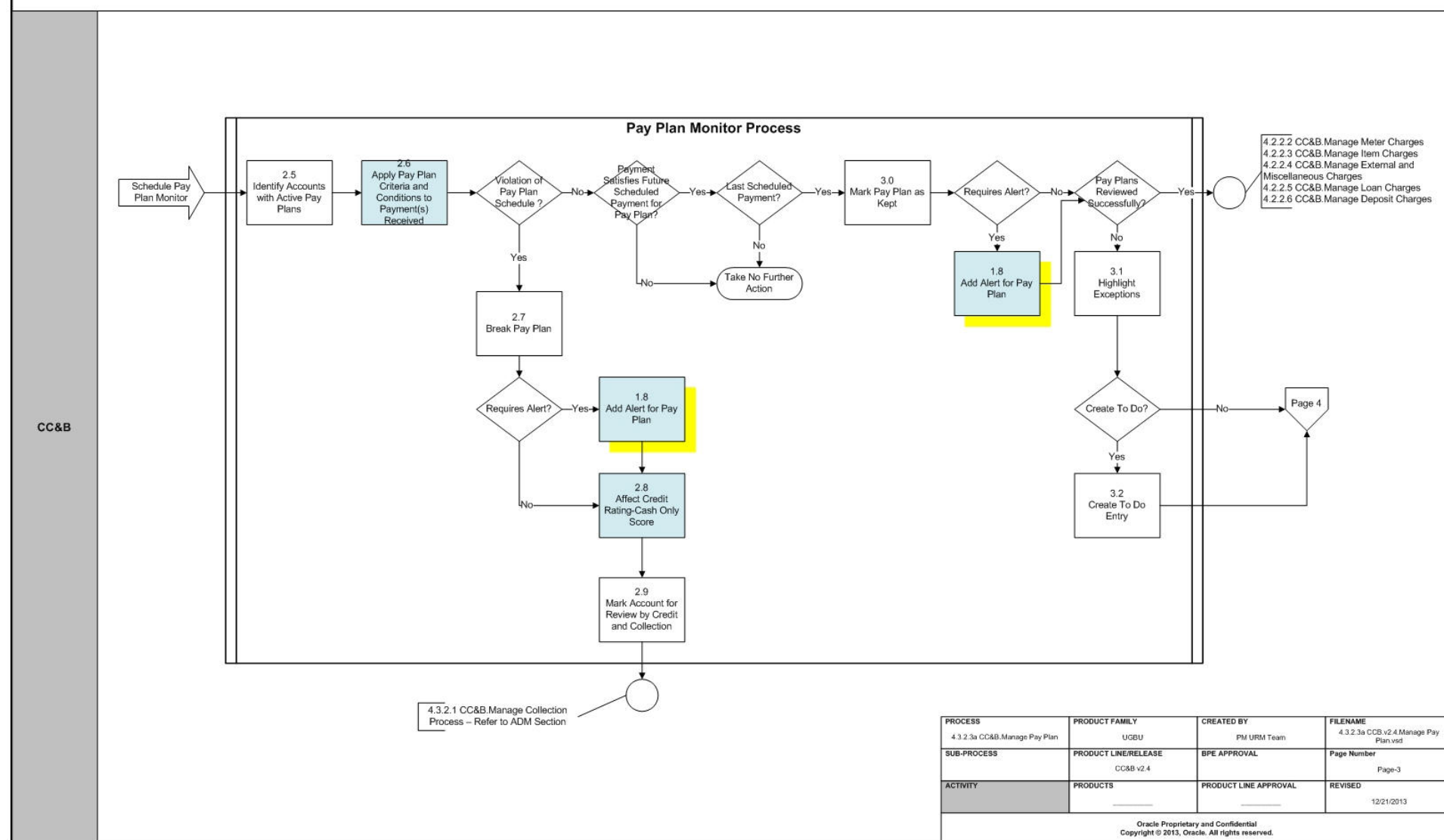


Manage Pay Plan Process Model - Page 2

4.3.2.3a CC&B v2.4 *Manage Pay Plan*

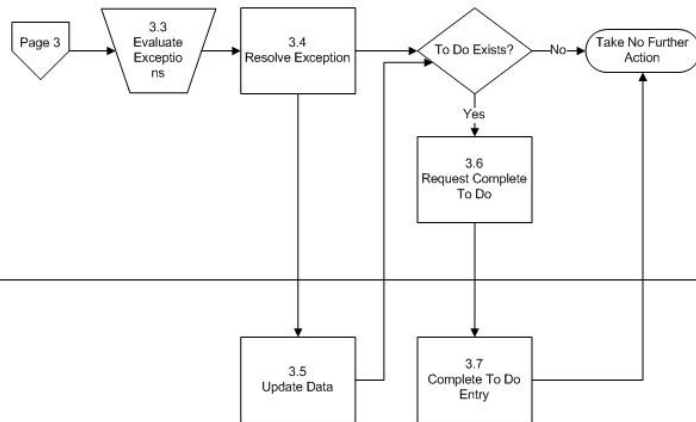


Manage Pay Plan Process Model - Page 3

4.3.2.3a CC&B v2.4 *Manage Pay Plan*

Manage Pay Plan Process Model - Page 4

4.3.2.3a CC&B v2.4 *Manage Pay Plan*



PROCESS 4.3.2.3a CC&B Manage Pay Plan	PRODUCT FAMILY UGBU	CREATED BY PM URM Team	FILENAME 4.3.2.3a CCS.v2.4 Manage Pay Plan.vsd
SUB-PROCESS	PRODUCT LINE/RELEASE CC&B v2.4	BPE APPROVAL	Page Number Page-4
ACTIVITY	PRODUCTS	PRODUCT LINE APPROVAL	REVISED 12/21/2013
Oracle Proprietary and Confidential Copyright © 2013, Oracle. All rights reserved.			

Manage Pay Plan Detailed Process Model Description

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

- ♦ 1.0 Search for Customer
- ♦ 1.1 Analyze Eligibility and Negotiate Pay Plan
- ♦ 1.2 Request Add Customer Contact
- ♦ 1.3 Add Customer Contact
- ♦ 1.4 Add Alert for Pay Plan Denial
- ♦ 1.5 Determine and Populate Pay Plan Details
- ♦ 1.6 Request Add Pay Plan
- ♦ 1.7 Add Pay Plan
- ♦ 1.8. Add Alert for Pay Plan
- ♦ 1.9 Cancel Collection Process
- ♦ 2.0 Cancel Severance Process
- ♦ 2.1 Evaluate Existing Pay Plan
- ♦ 2.2 Request Cancel Pay Plan
- ♦ 2.3 Cancel Pay Plan
- ♦ 2.4 Identify Accounts with Pending Collection Processes
- ♦ 2.5 Identify Accounts with Active Pay Plans
- ♦ 2.6 Apply Pay Plan Criteria and Conditions to Payments Received
- ♦ 2.7 Break Pay Plan
- ♦ 2.8 Affect Credit Rating-Cash Only Score
- ♦ 2.9 Mark Account for Review By Credit and Collection
- ♦ 3.0 Mark Pay Plan as Kept
- ♦ 3.1 Highlight Exceptions
- ♦ 3.2 Create To Do Entry
- ♦ 3.3 Evaluate Exception
- ♦ 3.4 Resolve Exception
- ♦ 3.5 Update Data
- ♦ 3.6 Request Complete To Do
- ♦ 3.7 Complete To Do Entry

1.0 Search for Customer

Reference: [Manage Pay Plan Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: Upon receipt of request to start a Pay Plan, the CSR or Authorized User locates the customer in CC&B using Control Central Search. When a customer is selected, the CSR or Authorized User is automatically transferred to Control Central - Account Information refreshed with the selected customer's data. Dashboard Alerts provide the CSR or Authorized User with pertinent information for the customer.

Entities to Configure

- Installation Options

Available Algorithms

- Installation Options - PERS-INFO-LF Person Information, Installation Options
- NMFM-VALFMT - Person Name Validation
- Installation Options - Control Central Alerts ([Installation Options - Control Central Alert Algorithms](#))

1.1 Analyze Eligibility and Negotiate Pay Plan

Reference: [Manage Pay Plan Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: Most organizations have business rules or procedures to follow when negotiating settlement of debt. These procedures are part of the negotiation or discussion with the customer. A customer on a Pay Plan may or may not have overdue debt. Typically the CSR or Authorized User reviews the customer's Account Financial History, Billing History, and Credit and Collection information prior to initiating a Pay Plan. The CSR or Authorized User reaches an agreement with the customer for scheduled payments over a given time period.

Entities to Configure

- Pay Plan Type
- Pay Method

1.2 Request Add Customer Contact

Reference: [Manage Pay Plan Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: Based on established business rules the Pay Plan may be denied. A Customer Contact may be required. Refer to 3.4.1.1 Manage Customer Contacts.

Entities to Configure

- Pay Plan Type
- Pay Method

1.3 Add Customer Contact

Reference: [Manage Pay Plan Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Customer Contact is added in CC&B. Refer to 3.4.1.1 Manage Customer Contacts.

Entities to Configure

- Customer Contact Class
- Customer Contact Type

1.4 Add Alert for Pay Plan Denial

Reference: [Manage Pay Plan Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: If configured, CC&B can display a Control Central Alert for number of Pay Plan denials for a Customer within a given time period. Alert Types can also be configured and manually added to an Account.

Entities to Configure

- Customer Contact
- Customer Contact Type
- Installation Options - Control Central Alerts ([Installation Options - Control Central Alert Algorithms](#))
- Alert Type

Available Algorithms

- CI-PPDENIAL (CC BY TYPCL) - This control central alert algorithm counts the number of Customer Contacts for a given Contact Type and Contact Class, whose create date is within the last X days (X being the Number of Days Cutoff) and displays an appropriate alert on control central.

1.5 Determine and Populate Pay Plan Details

Reference: [Manage Pay Plan Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User enters the required Pay Plan Information including Pay Plan Type and Start Date, Pay Method, Third Party Payor if any, and scheduled payment dates and amounts.

Entities to Configure

- Pay Plan Type
- Third Party Payor
- Pay Method

1.6 Request Add Pay Plan

Reference: [Manage Pay Plan Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: When the CSR or Authorized User has all the necessary Pay Plan information in place, he/she saves the record.

1.7 Add Pay Plan

Reference: [Manage Pay Plan Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Pay Plan is added in CC&B. If configured a Control Central Alert is displayed when there is an Active Pay Plan.

Entities to Configure

- Pay Plan Type
- Installation Options

Available Algorithms

- PP-ACTIVE - Show count of ACTIVE pay plans

1.8. Add Alert for Pay Plan

Reference: [Manage Pay Plan Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

Group:

- Cancel Pay Plan Process
- Stop Service and Cancel Pay Plan Process
- Pay Plan Monitor

Actor/Role: CC&B

Description: The Pay Plan is added in CC&B. If configured a Control Central Alert is displayed when there is an Active, Kept, Canceled or Broken Pay Plan. The system will also keep track of the number of Pay Plans and statuses within a given time period.

Entities to Configure

- Pay Plan Type
- Installation Options

Available Algorithms

- (CI_PP_ACTIVE (PP BY STATUS) - Show count of ACTIVE pay plans.
- (CI_PP_BROKEN (PP BY STATUS) - Show count of BROKEN pay plans.
- CI_PP_KEPT (PP BY STATUS) - Show count of KEPT pay plans.

1.9 Cancel Collection Process

Reference: [Manage Pay Plan Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: If configured, CC&B cancels an existing Collection Process. When a Pay Plan is activated, the system sums and compares the arrears balances of Service Agreements in the Debt Class, to the Pay Plan's Override Arrears criteria and Debt Class Cancellation Threshold. If the

adjusted arrears is less than or equal to the cancellation threshold the Collection Process is canceled. Refer to 4.3.2.1 Manage Collection Process.

Entities to Configure

- Debt Class
- Pay Plan Type
- Collection Process Template

Available Algorithms

- CI_COLL-CXL (DC COLL CAN) - Cancel collection process if ALL debt < \$50.
- C1-PPOVRDARS (PP OVRD ARS) - Override arrears using pay plans schedule Payments.

2.0 Cancel Severance Process

Reference: [Manage Pay Plan Process Model - Page 2 on page 4](#) for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: If configured CC&B cancels an existing Severance Process. When a Pay Plan is activated, the system sums and compares the arrears balances of Service Agreements in the Debt Class, to the Pay Plan's Override Arrears Algorithm and Debt Class Cancellation Threshold. If the adjusted arrears is less than or equal to the cancellation threshold the Severance Process is canceled. Refer to 3.4.2.2 Manage Severance Process.

Entities to Configure

- Debt Class
- Pay Plan Type
- Severance Process Template

Available Algorithms

- CI_DCSEVCAN (DC SEV CAN) - Cancel severance process if ALL debt < \$30.
- C1-PPOVRDARS (PP OVRD ARS) - Override arrears using pay plans schedule Payments.

2.1 Evaluate Existing Pay Plan

Reference: [Manage Pay Plan Process Model - Page 2 on page 4](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User reviews and evaluates an existing Pay Plan to confirm accuracy. At times it may be necessary to cancel a Pay Plan. The customer may not want to make use of the Pay Plan any longer or there may be other business reasons to cancel the Pay Plan.

2.2 Request Cancel Pay Plan

Reference: [Manage Pay Plan Process Model - Page 2 on page 4](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User determines to cancel the Pay Plan.

2.3 Cancel Pay Plan

Reference: [Manage Pay Plan Process Model - Page 2 on page 4](#) for the business process diagram associated with this activity.

Group:

- Cancel Pay Plan Process
- Collection Event Activator
- Stop Service and Cancel Pay Plan Process

Actor/Role: CC&B

Description: The Pay Plan is transitioned to Canceled status in CC&B. Refer to 4.3.2.1 CC&B.Manage Collection Process.

- **Manual Process:** CC&B cancels Pay Plan upon user request.
- **Automated Process:** CC&B automatically cancels Pay Plan as part of Collection Process (Cancel Pay Plan collection event).

Process Names

- CET - Collection event trigger

Entities to Configure

- Collection Process Template
- Collection Event Template

Available Algorithms

- CI_COLL-CXL (COLL CAN PP) - This collection event algorithm cancels any active payment plans associated with the collection process's debt class.

2.4 Identify Accounts with Pending Collection Processes

Reference: [Manage Pay Plan Process Model - Page 2 on page 4](#) for the business process diagram associated with this activity.

Group:

- Cancel Pay Plan Process
- Collection Event Activator

Actor/Role: CC&B

Description: The background process, Collection Event Activator reviews accounts with pending Collection Processes to determine if any Collection Events to cancel the Pay Plan exists, and checks the activation date. Collection Events that meet these criteria will be activated, and associated Pay Plans canceled. Refer to 4.3.2.1 Manage Collection Process.

Process Names

- CET - Collection event trigger

Entities to Configure

- Collection Process Template
- Collection Event Template

Available Algorithms

- COLL CAN PP - This collection event algorithm cancels any active payment plans associated with the collection process's debt class.

2.5 Identify Accounts with Active Pay Plans

Reference: [Manage Pay Plan Process Model - Page 3 on page 5](#) for the business process diagram associated with this activity.

Group: Pay Plan Monitor Process

Actor/Role: CC&B

Description: The background process, Pay Plan Monitor, selects Accounts with Active Pay Plans to determine if the Pay Plans' scheduled payments are met and to update the status of the Pay Plan. If all scheduled payments are met on time, the Pay Plan is transitioned to a Kept status. If the scheduled payments are not made on time, the Pay Plan Monitor changes the status to broken, marks the account for Credit and Collection review, and can update the customer's credit history.

Process Names

- PPM - Pay Plan Monitor

Entities to Configure

- Feature Configuration

Available Algorithms

- CI_PPM - Create Pending Pay Plan Monitor Job

2.6 Apply Pay Plan Criteria and Conditions to Payments Received

Reference: [Manage Pay Plan Process Model - Page 3 on page 5](#) for the business process diagram associated with this activity.

Group: Pay Plan Monitor Process

Actor/Role: CC&B

Description: The system collects all frozen non-cancelled payments associated for the account and same debt class. The payment dates must be after the start date of the Pay plan and associated with the Pay Plan's identified Payor. The system compares scheduled payments to actual payments to confirm scheduled payments were made on a timely basis.

Process Names

- PPM - Pay Plan Monitor

Entities to Configure

- Pay Plan
- Pay Method

Available Algorithms

- C1-PPOVRDARS (PP OVRD ARS) - This algorithm takes the arrears balances of an account's debt class, and adjusts/reduces them by the amount of the scheduled payments for pay plans of the same debt class.

2.7 Break Pay Plan

Reference: [Manage Pay Plan Process Model - Page 3 on page 5](#) for the business process diagram associated with this activity.

Group: Pay Plan Monitor

Actor/Role: CC&B

Description: If the system cannot find payments that meet the scheduled pay dates for the Pay Plan, the Pay Plan status is changed to broken.

Note: The PP's break algorithm for European / Australian pay plans, there are scenarios when the break algorithm causes the pay plan to become unbroken - when there are not at least two missed, historical scheduled payments.

Entities to Configure

- Pay Plan
- Pay Method

Process Names

- PPM - Pay Plan Monitor

2.8 Affect Credit Rating-Cash Only Score

Reference: [Manage Pay Plan Process Model - Page 3 on page 5](#) for the business process diagram associated with this activity.

Group: Pay Plan Monitor

Actor/Role: CC&B

Description: If configured, CC&B updates the associated Pay Plan's Account's credit rating history to reflect that payments were not made according to schedule.

Process Names

- PPM - Pay Plan Monitor

Entities to Configure

- Pay Plan
- Pay Method

Available Algorithms

- CI_BROKENPP (BROKEN PP) - This broken pay plan algorithm inserts a credit rating history record for an account when a pay plan is broken.

2.9 Mark Account for Review By Credit and Collection

Reference: [Manage Pay Plan Process Model - Page 3 on page 5](#) for the business process diagram associated with this activity.

Group: Pay Plan Monitor

Actor/Role: CC&B

Description: CC&B “tags” the account for review by the background process, Account Debt Monitor. The Account Debt Monitor reviews this account the next time the background process is executed.

Process Names

- PPM - Pay Plan Monitor

Entities to Configure

- Pay Plan
- Pay Method

3.0 Mark Pay Plan as Kept

Reference: [Manage Pay Plan Process Model - Page 3 on page 5](#) for the business process diagram associated with this activity.

Group: Pay Plan Monitor

Actor/Role: CC&B

Description: If all scheduled payments are made on time, CC&B transitions the status of the Pay Plan to Kept.

Process Names

- PPM - Pay Plan Monitor

Entities to Configure

- Pay Plan
- Pay Method

3.1 Highlight Exceptions

Reference: [Manage Pay Plan Process Model - Page 3 on page 5](#) for the business process diagram associated with this activity.

Group: Pay Plan Monitor

Actor/Role: CC&B

Description: If CC&B is not able to process certain Accounts with Active Pay Plans, an exception record is created.

Process Names

- PPM - Pay Plan Monitor

3.2 Create To Do Entry

Reference: [Manage Pay Plan Process Model - Page 3 on page 5](#) for the business process diagram associated with this activity.

Group: Pay Plan Monitor

Actor/Role: CC&B

Description: If configured, CC&B creates a separate To Do Entry for the exception record to be reviewed by a CSR or Authorized User.

Process Names

- PPM - Pay Plan Monitor

Entities to Configure

- To Do Role
- To Do Entry

3.3 Evaluate Exception

Reference: [Manage Pay Plan Process Model - Page 4 on page 6](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User reviews the exception to determine the cause and possible solutions. Exceptions are typically the result of missing or incomplete information.

3.4 Resolve Exception

Reference: [Manage Pay Plan Process Model - Page 4 on page 6](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User resolves the error and enters information in CC&B.

3.5 Update Data

Reference: [Manage Pay Plan Process Model - Page 4 on page 6](#) for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: Information required for resolution is updated in CC&B.

3.6 Request Complete To Do

Reference: [Manage Pay Plan Process Model - Page 4 on page 6](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User marks the To Do Entry as complete and requests completion of the To Do Entry. The CSR or Authorized User may add comments or a log entry for future reference.

3.7 Complete To Do Entry

Reference: [Manage Pay Plan Process Model - Page 4 on page 6](#) for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The To Do Entry is updated to Complete Status 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