

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

Utility Reference Model

4.3.2.4a Manage Payment Arrangement

December 2015

Oracle Utilities Customer Care and Billing Utility Reference Model 4.3.2.4a, Release 2.4.0

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

4.3.2.4a Manage Payment Arrangement

4.3.2.4a Manage Payment Arrangement	1
Brief Description	2
Actors/Roles	2
Business Process Diagrams	3
Manage Payment Arrangement Process Model - Page 1	3
Manage Payment Arrangement Process Model - Page 2	4
Manage Payment Arrangement Detailed Process Model Description	5
1.0 Search for Customer	6
1.1 Analyze Eligibility and Negotiate PA	6
1.2 Determine and Populate Payment Arrangement Details	6
1.3 Request Add Payment Arrangement	6
1.4 Create Payment Arrangement SA	7
1.5 Add Payment Arrangement Alert	7
1.6 Transfer Debt to Payment Arrangement SA	7
1.7 Update Original SAs - PA Balances and Set Recurring Charge	8
1.8 Create To Do Entry	8
1.9 Manage Severance Process	8
2.0 Update Payment Arrangement SA Status to Active	8
2.1 Create Customer Contact	9
2.2 Review Pending Start Payment Arrangement	9
2.3 Request Activate SA	9
2.4 Review Payment Arrangement	10
2.5 Make Changes	10
2.6 Update Payment Arrangement	10
2.7 Transfer Debt to/from Original SAs - Payment Arrangement SA	10
2.8 Initiate Cancel Payment Arrangement	10
2.9 Cancel Payment Arrangement	10
3.0 Cancel Associated Adjustments to Transfer Debt Back to Original SAs	11
3.1 Evaluate PA Cancellation	11
3.2 Request Cancel Adjustments and Update Balance	11
3.3 Cancel Adjustments and Reflect Changes to Balance	11
3.4 3.3.2.4 CC&B Stop Non-Premise Based Service	12
3.5 Cancel Bill Segment - 4.2.2.12 CC&B Manage Payment Arrangement Charges	12
3.6 Cancel Payment - 4.3.1.1 CC&B Manage Payments	12
3.7 Initiate Cancel Payment Arrangement SA	12
3.8 Cancel Payment Arrangement SA	12
3.9 Initiate Break Payment Arrangement	13
4.0 Update Payment Arrangement to Broken	13
4.1 Synch Current Balance and Payoff Balance for PA SAs	13
4.2 Transfer Remaining Debt to Original SAs	14
4.3 Update Payment Arrangement SA to Pending Stop Status	14
4.4 Create Broken Payment Characteristic for Payment Arrangement SA	14
4.5 Highlight for Review by Credit and Collection	15

Installation Options - Control Central Alert Algorithms	16
Related Training.....	17

4.3.2.4a Manage Payment Arrangement

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

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

Brief Description

Business Process: 4.3.2.4a CC&B Manage Payment Arrangement

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
- 4.3.2.2 CC&B Manage Severance Process
- 4.3.2.3a CC&B Manage Pay Plan
- 4.3.2.5a CC&B Manage LPC
- 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 Uncollectable Revenue

This process describes how an organization can use installments to assist a customer to pay overdue debt. A separate Service Agreement called Payment Arrangement holds the debt as overdue amounts are transferred to this Service Agreement. The Payment Arrangement amounts and number of installments is set based on the establish business rules for the organization.

Initially this Service Agreement is considered to be current. It is then billed with the customer's other services. As long as the customer keeps the agreed upon installment amounts and pays on time, the payment arrangement remains active until the balance is paid. The system automatically stops the Payment Arrangement at this time, creates a final bill, and closes the Service Agreement.

If the customer does not pay the installments by the due dates, the system breaks the Payment Arrangement and can be scheduled for further review by Credit and Collection processes.

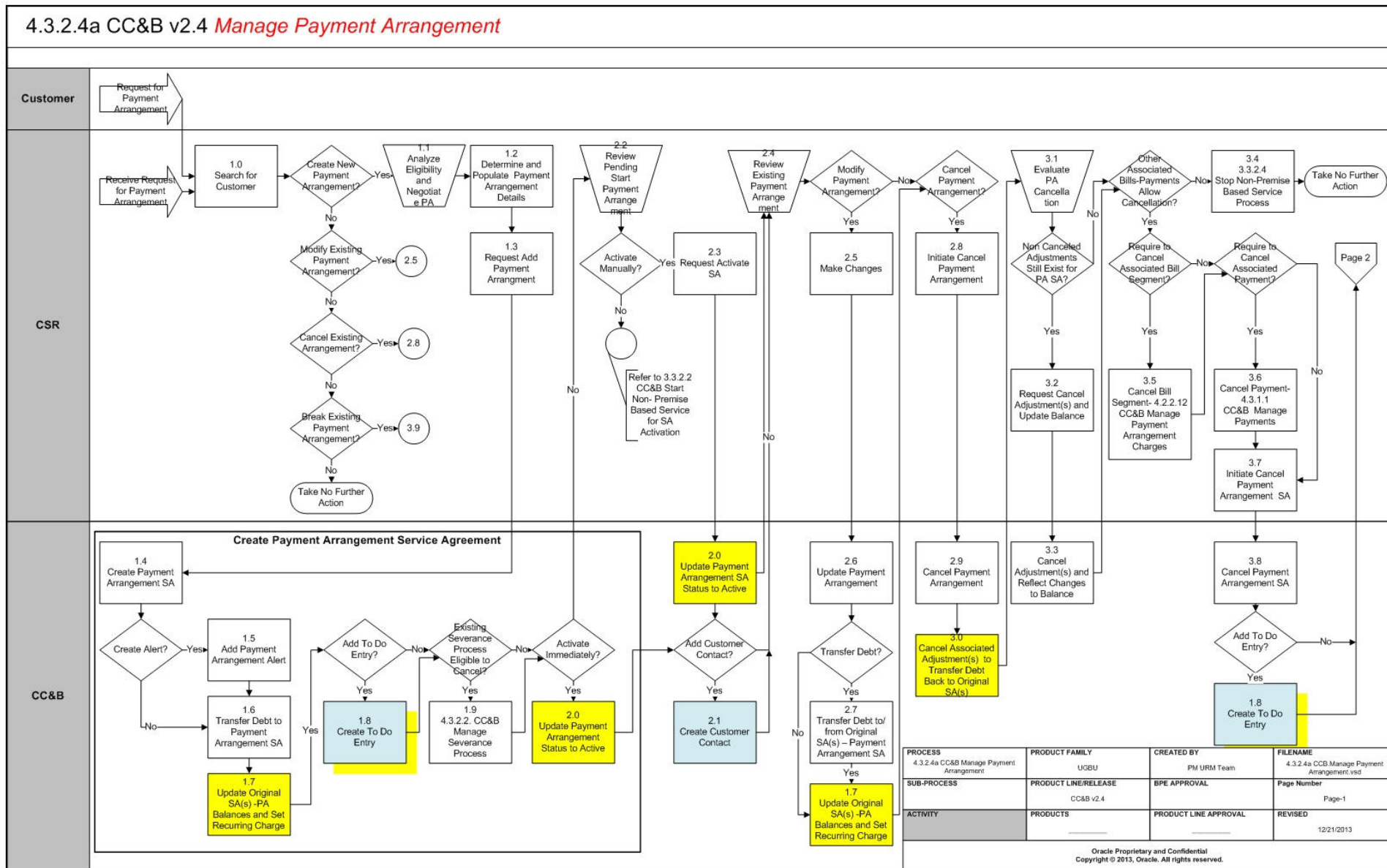
Actors/Roles

The Manage Payment Arrangement 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.

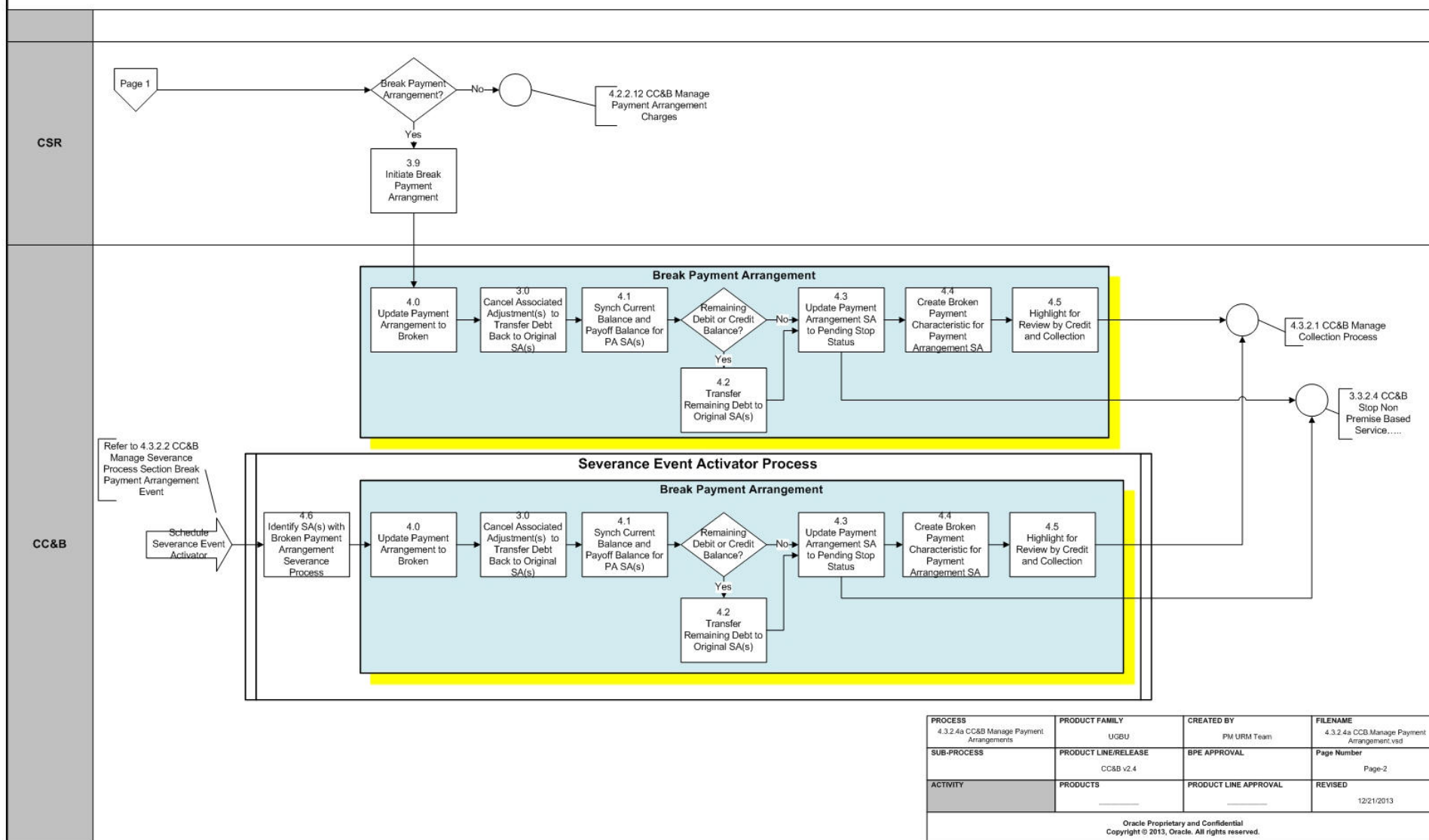
Business Process Diagrams

Manage Payment Arrangement Process Model - Page 1



Manage Payment Arrangement Process Model - Page 2

4.3.2.4a CC&B v2.4 *Manage Payment Arrangement*



Manage Payment Arrangement Detailed Process Model Description

This section includes detailed descriptions of the steps involved in the Manage Payment Arrangement business process, including:

- ♦ 1.0 Search for Customer
- ♦ 1.1 Analyze Eligibility and Negotiate PA
- ♦ 1.2 Determine and Populate Payment Arrangement Details
- ♦ 1.3 Request Add Payment Arrangement
- ♦ 1.4 Create Payment Arrangement SA
- ♦ 1.5 Add Payment Arrangement Alert
- ♦ 1.6 Transfer Debt to Payment Arrangement SA
- ♦ 1.7 Update Original SAs - PA Balances and Set Recurring Charge
- ♦ 1.8 Create To Do Entry
- ♦ 1.9 Manage Severance Process
- ♦ 2.0 Update Payment Arrangement SA Status to Active
- ♦ 2.1 Create Customer Contact
- ♦ 2.2 Review Pending Start Payment Arrangement
- ♦ 2.3 Request Activate SA
- ♦ 2.4 Review Payment Arrangement
- ♦ 2.5 Make Changes
- ♦ 2.6 Update Payment Arrangement
- ♦ 2.7 Transfer Debt to/from Original SAs - Payment Arrangement SA
- ♦ 2.8 Initiate Cancel Payment Arrangement
- ♦ 2.9 Cancel Payment Arrangement
- ♦ 3.0 Cancel Associated Adjustments to Transfer Debt Back to Original SAs
- ♦ 3.1 Evaluate PA Cancellation
- ♦ 3.2 Request Cancel Adjustments and Update Balance
- ♦ 3.3 Cancel Adjustments and Reflect Changes to Balance
- ♦ 3.4 3.3.2.4 CC&B Stop Non-Premise Based Service
- ♦ 3.5 Cancel Bill Segment- 4.2.2.12 CC&B Manage Payment Arrangement Charges
- ♦ 3.6 Cancel Payment- 4.3.1.1 CC&B Manage Payments
- ♦ 3.7 Initiate Cancel Payment Arrangement SA
- ♦ 3.8 Cancel Payment Arrangement SA
- ♦ 3.9 Initiate Break Payment Arrangement
- ♦ 4.0 Update Payment Arrangement to Broken
- ♦ 4.1 Synch Current Balance and Payoff Balance for PA SAs
- ♦ 4.2 Transfer Remaining Debt to Original SAs
- ♦ 4.3 Update Payment Arrangement SA to Pending Stop Status
- ♦ 4.4 Create Broken Payment Characteristic for Payment Arrangement SA
- ♦ 4.5 Highlight for Review by Credit and Collection

1.0 Search for Customer

Reference: [Manage Payment Arrangement 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 Payment Arrangement, 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
- Installation Options - Control Central Alerts ([Installation Options - Control Central Alert Algorithms](#))

Available Algorithms

- PERS-INFO-LF (PERS-INFO) - Person Information, Installation Options
- CI_PERS-LF (PERS-INFO) - Main name (alternate name)
- LAST,FIRST (NMFM-VALFMT) - Person Name Validation

1.1 Analyze Eligibility and Negotiate PA

Reference: [Manage Payment Arrangement 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 overdue debt. These procedures are part of the negotiation or discussion with the customer. Typically the CSR or Authorized User reviews the customer's Account Financial History, Billing History, and Credit and Collection information prior to initiating a Payment Arrangement. The CSR or Authorized User reaches an agreement with the customer for acceptable installments over a given time period.

1.2 Determine and Populate Payment Arrangement Details

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

Actor/Role: CSR

Description: Based on the discussion with the customer, the CSR or Authorized enters the debt to be included in the Payment Arrangement, installment amount or number of payments, the Division, and Service Agreement Type.

Entities to Configure

- CIS Division
- SA Type

1.3 Request Add Payment Arrangement

Reference: [Manage Payment Arrangement 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 initiates the Create Payment Arrangement action.

1.4 Create Payment Arrangement SA

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

Actor/Role: CC&B

Description: When the CSR or Authorized User initiates the Create Payment Arrangement action, a Payment Arrangement Service Agreement is typically created in Pending Start Status. If configured, the Payment Arrangement Service Agreement can be activated immediately. The installment amount is set as the recurring charge amount for the Service Agreement. The defined delinquent debt is transferred from the original Service Agreements to the Payment Arrangement Service Agreement. The Payment Arrangement debt is now considered current until billed. Refer to 3.3.2.2 Start Non-Premise Based Service.

- **Manual Process:** The CSR or Authorized User changes the status of the Payment Arrangement Service Agreement to Active.
- **Automated Process:** If configured CC&B creates and activates the Payment Arrangement Service Agreement, otherwise the Payment Arrangement Service Agreement is activated the next time the Service Agreement Activation background process is executed.

Entities to Configure

- Adjustment Type
- SA Type

Business Objects

- ServiceAgreement - ServiceAgreement
- C1-SABasic - Service Agreement Basic
- CI_SAIInfo - SA Information

Available Algorithms

- SACR-AT - This SA creation algorithm activates a pending start SA.

1.5 Add Payment Arrangement Alert

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

Actor/Role: CC&B

Description: If configured, the Payment Arrangement Service Agreement can be displayed as an alert in the Control Central Dashboard. Alert Types can also be configured and manually added to an Account.

Entities to Configure

- SA Type
- Alert Type

1.6 Transfer Debt to Payment Arrangement SA

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

Actor/Role: CC&B

Description: The assigned debt associated with the original Service Agreements is transferred to the Payment Arrangement Service Agreement.

Entities to Configure

- Adjustment Type
- SA Type

1.7 Update Original SAs - PA Balances and Set Recurring Charge

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

Actor/Role: CC&B

Description: The original Service Agreements debt is relieved and the Payment Arrangement Service Agreement now contains a balance. This balance is considered current until billed. The assigned installment amount is set as the Payment Arrangement SA's recurring charge amount.

Entities to Configure

- Adjustment Type
- SA Type

1.8 Create To Do Entry

Reference: [Manage Payment Arrangement 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 creates a To Do Entry when a Service Agreement is created or canceled.

Entities to Configure

- To Do Role
- To Do Type
- SA Type

Available Algorithms

- NEW SA TODO (NEW SA TODO) - This SA creation algorithm creates a To Do entry (using the To Do Type and To Do Role (if specified)) when a service agreement is added.
- CI_SACA-CRTD (SACA-CRTODO) SA Cancellation - Create To Do Entry - This Cancel SA algorithm creates a To Do entry using the To Do Type and To Do Role (if specified) when a service agreement is canceled.

1.9 Manage Severance Process

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

Actor/Role: CC&B

Description: When the original Service Agreements debt falls below a defined threshold, any existing Severance Process is canceled. Refer to 4.3.2.2 Manage Severance Process.

2.0 Update Payment Arrangement SA Status to Active

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

Actor/Role: CC&B

Description: The Payment Arrangement Service Agreement is transitioned to Active status in CC&B.

- **Manual Process:** The CSR or Authorized User changes the status of the Payment Arrangement Service Agreement to Active.
- **Automated Process:** If configured CC&B creates and activates the Payment Arrangement Service Agreement, otherwise the Payment Arrangement Service Agreement is activated the next time the Service Agreement Activation background process is executed.

Entities to Configure

- Adjustment Type
- SA Type

Available Algorithms

- SACR-AT (SACR-AT) - This SA creation algorithm activates a pending start SA.

Process Names

- SAACT - Activate pending start/stop SA

2.1 Create Customer Contact

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

Actor/Role: CC&B

Description: If configured, a Customer Contact can be created when a Service Agreement is activated.

Entities to Configure

- Customer Contact Class
- Customer Contact Type
- Characteristic Type
- SA Type

Available Algorithms

- SAAT-CC - This algorithm creates a customer contact of the specified Customer Contact Class and Customer Contact Type when the service agreement is activated. If a Customer Contact Characteristic Type is specified, the algorithm will also create a characteristic of that type for the customer contact, with a characteristic value equal to the SA ID of the service agreement that is being activated.

2.2 Review Pending Start Payment Arrangement

Reference: [Manage Payment Arrangement 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 reviews the newly created Payment Arrangement to determine accuracy and consider manual activation of the Payment Arrangement Service Agreement.

2.3 Request Activate SA

Reference: [Manage Payment Arrangement 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 manually changes the status of the Payment Arrangement Service Agreement to Active.

2.4 Review Payment Arrangement

Reference: [Manage Payment Arrangement 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 reviews the newly activated Payment Arrangement Service Agreement to consider changes as needed. At times, additional debt can be added or removed from the Payment Arrangement. The CSR or Authorized User considers these options.

2.5 Make Changes

Reference: [Manage Payment Arrangement 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 makes required changes based on established business rules.

2.6 Update Payment Arrangement

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

Actor/Role: CC&B

Description: The Payment Arrangement is updated in CC&B and reflects changes made.

2.7 Transfer Debt to/from Original SAs - Payment Arrangement SA

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

Actor/Role: CC&B

Description: At times, additional debt can be added or removed from the Payment Arrangement. After the CSR or Authorized User makes changes debt is transferred to or from original Service Agreements and Payment Arrangement Service Agreement.

Entities to Configure

- Adjustment Type
- SA Type

2.8 Initiate Cancel Payment Arrangement

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

Actor/Role: CSR

Description: At times it may be necessary to cancel an existing Payment Arrangement. It is possible the Payment Arrangement was created in error. The CSR or Authorized User initiates the Cancel Payment Arrangement action.

2.9 Cancel Payment Arrangement

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

Actor/Role: CC&B

Description: The Payment Arrangement is transitioned to a Canceled Status in CC&B.

3.0 Cancel Associated Adjustments to Transfer Debt Back to Original SAs

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

Actor/Role: CC&B

Description: Debt is transferred back to the original Service Agreements with the original arrears date. This happens when a Payment Arrangement is Canceled or Broken. Functionality is the same whether triggered manually or automatically.

Process Names

- SET - Severance Event Trigger

Entities to Configure

- Characteristic Type
- Characteristic Value
- Adjustment Type
- SA Type
- Adjustment Cancel Reason

Available Algorithms

- SAT BREAK PA (SAT BREAK PA) - This SA type break payment algorithm contains the logic that should be executed when a payment arrangement is broken.

3.1 Evaluate PA Cancellation

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

Actor/Role: CSR

Description: The Payment Arrangement Service Agreement requires cancellation. The CSR or Authorized User reviews the financial activity for the Payment Arrangement Service Agreement.

3.2 Request Cancel Adjustments and Update Balance

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

Actor/Role: CSR

Description: Adjustments used to sync current and payoff balances for the Payment Arrangement Service Agreement require canceling in order to cancel the Payment Arrangement Service Agreement.

Entities to Configure

- Adjustment Type
- Adjustment Cancel Reason

3.3 Cancel Adjustments and Reflect Changes to Balance

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

Actor/Role: CC&B

Description: CC&B is updated to bring the current balance for the Payment Arrangement Service Agreement to 0. In order to cancel the Payment Arrangement Service Agreement all associated financial transactions must be canceled.

3.4 3.3.2.4 CC&B Stop Non-Premise Based Service

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

Actor/Role: CSR

Description: At times it is not possible to cancel Bill Segments, Payments, or certain Adjustments. The Payment Arrangement Service Agreement must be stopped and final billed in order to close this Service Agreement. Refer to 3.3.2.4 Stop Non-Premise Based Service.

3.5 Cancel Bill Segment - 4.2.2.12 CC&B Manage Payment Arrangement Charges

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

Actor/Role: CSR

Description: Refer to 4.2.2.12 Manage Payment Arrangement Charges for canceling and rebilling of Bill Segments.

3.6 Cancel Payment - 4.3.1.1 CC&B Manage Payments

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

Actor/Role: CSR

Description: Refer to 4.3.1.1 Manage Payments for payment cancellation activities.

3.7 Initiate Cancel Payment Arrangement SA

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

Actor/Role: CSR

Description: Once Financial Transactions are canceled, the CSR or Authorized User changes the status of the Payment Arrangement Service Agreement to Canceled status.

3.8 Cancel Payment Arrangement SA

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

Actor/Role: CC&B

Description: The Payment Arrangement Service Agreement is transitioned to Canceled status in CC&B.

Entities to Configure

- To Do Role
- To Do Type

Available Algorithms

- CL_SACA-CRTD (SACA-CRTODO) SA Cancellation - Create To Do Entry
This Cancel SA algorithm creates a To Do entry using the To Do Type and To Do Role (if specified) when a service agreement is canceled.

3.9 Initiate Break Payment Arrangement

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

Actor/Role: CSR

Description: At times it may be necessary for the CSR or Authorized User to change the Payment Arrangement to broken. Typically this is part of exception processing and based on the organization's established business rules.

4.0 Update Payment Arrangement to Broken

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

Actor/Role: CC&B

Description: The Payment Arrangement is transitioned to Broken status in CC&B. The process is the same whether triggered manually or automatically.

Process Names

- SET - Severance Event Trigger.

Entities to Configure

- Characteristic Type
- Characteristic Value
- Adjustment Type
- SA Type
- Adjustment Cancel Reason

Available Algorithms

- SAT BREAK PA - This SA type break payment algorithm contains the logic that should be executed when a payment arrangement is broken.

4.1 Synch Current Balance and Payoff Balance for PA SAs

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

Actor/Role: CC&B

Description: The Current Balance and the Payoff Balance for the Payment Arrangement Service Agreement are synched. Functionality is the same whether triggered manually or automatically.

Process Names

- SET - Severance Event Trigger

Entities to Configure

- Characteristic Type
- Characteristic Value
- Adjustment Type
- SA Type
- Adjustment Cancel Reason

Available Algorithms

- SAT BREAK PA (SAT BREAK PA) - This SA type break payment algorithm contains the logic that should be executed when a payment arrangement is broken.

4.2 Transfer Remaining Debt to Original SAs

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

Actor/Role: CC&B

Description: When the Payment Arrangement is Broken any remaining debit or credit balance is transferred to original Service Agreements for the Account. Functionality is the same whether triggered manually or automatically.

Process Names

- SET - Severance Event Trigger

Entities to Configure

- Characteristic Type
- Characteristic Value
- Adjustment Type
- SA Type
- Adjustment Cancel Reason

Available Algorithms

- SAT BREAK PA (SAT BREAK PA) - This SA type break payment algorithm contains the logic that should be executed when a payment arrangement is broken.

4.3 Update Payment Arrangement SA to Pending Stop Status

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

Actor/Role: CC&B

Description: The Payment Arrangement Service Agreement is transitioned to Pending Stop status in CC&B. Functionality is the same whether triggered manually or automatically.

Process Names

- SET - Severance Event Trigger

Entities to Configure

- Characteristic Type
- Characteristic Value
- Adjustment Type
- SA Type
- Adjustment Cancel Reason

Available Algorithms

- SAT BREAK PA (SAT BREAK PA) - This SA type break payment algorithm contains the logic that should be executed when a payment arrangement is broken.

4.4 Create Broken Payment Characteristic for Payment Arrangement SA

Reference: [Manage Payment Arrangement 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 will place a characteristic on the Payment Arrangement SA to identify the Broken status. This characteristic will be used by the Credit and Collection functionality for further review of the Account's original Service Agreements. Functionality is the same whether triggered manually or automatically.

Entities to Configure

- Characteristic Type
- Characteristic Value
- Adjustment Type
- SA Type
- Adjustment Cancel Reason

Available Algorithms

- SAT BREAK PA (SAT BREAK PA) - This SA type break payment algorithm contains the logic that should be executed when a payment arrangement is broken.

Process Names

- SET - Severance Event Trigger

4.5 Highlight for Review by Credit and Collection

Reference: [Manage Payment Arrangement 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 will mark the Account for further review by the Credit and Collection processes. Functionality is the same whether triggered manually or automatically.

Process Names

- SET - Severance Event Trigger

Entities to Configure

- Characteristic Type
- Characteristic Value
- Adjustment Type
- SA Type
- Adjustment Cancel Reason

Available Algorithms

- SAT BREAK PA (SAT BREAK PA) - This SA type break payment algorithm contains the logic that should be executed when a payment arrangement is broken.

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