

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

Utility Reference Model

4.3.2.6 Write Off Uncollectible Receivables

December 2015

Oracle Utilities Customer Care and Billing Utility Reference Model 4.3.2.6, Release 2.4.0

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## 4.3.2.6 Write Off Uncollectible Receivables

This section provides a description of the “Write Off Uncollectible Receivables” business process, including:

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

## Brief Description

**Business Process:** 4.3.2.6 CC&B Write Off Uncollectible Receivable

**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
- 4.3.2.4a CC&B.Manage Payment Arrangement
- 4.3.2.5a CC&B.Manage LPC
- 4.3.2.7 CC&B.Manage Collection Agency Referral
- 4.3.2.8. CC&B.Manage Bankruptcy

This process describes the management of writing off uncollectible debt. Most organizations have processes around attempting to collect past due bills. These processes and activities may vary based on the type of customer and amount of unpaid debt. Typically the customer is sent a final notification of unpaid debt and warned of pending actions. For a period of time the customer may be referred to a Collection Agency in an effort to collect the funds. The organization may want to impact the customer's Credit Rating for future risk assessment. Due to a large amount of unpaid debt or other sensitive nature of an Account, it may be necessary to review prior to write off. At some future date the debt is written off according to the organization's accounting rules.

These activities and business rules are incorporated in CC&B. A Write Off Process is comprised of one or more of these activities called Write Off Events. A Write Off Process can be initiated automatically using background processes or online by a CSR or Authorized User. The CSR or Authorized User can intervene and make changes to Write Off Processes online.

In addition, based on established business rules, the CSR or Authorized User may manually Write Off specific debt online.

CC&B creates Write Off Service Agreements as part of the Write Off Process or when a CSR or Authorized User writes off debt online.

## Actors/Roles

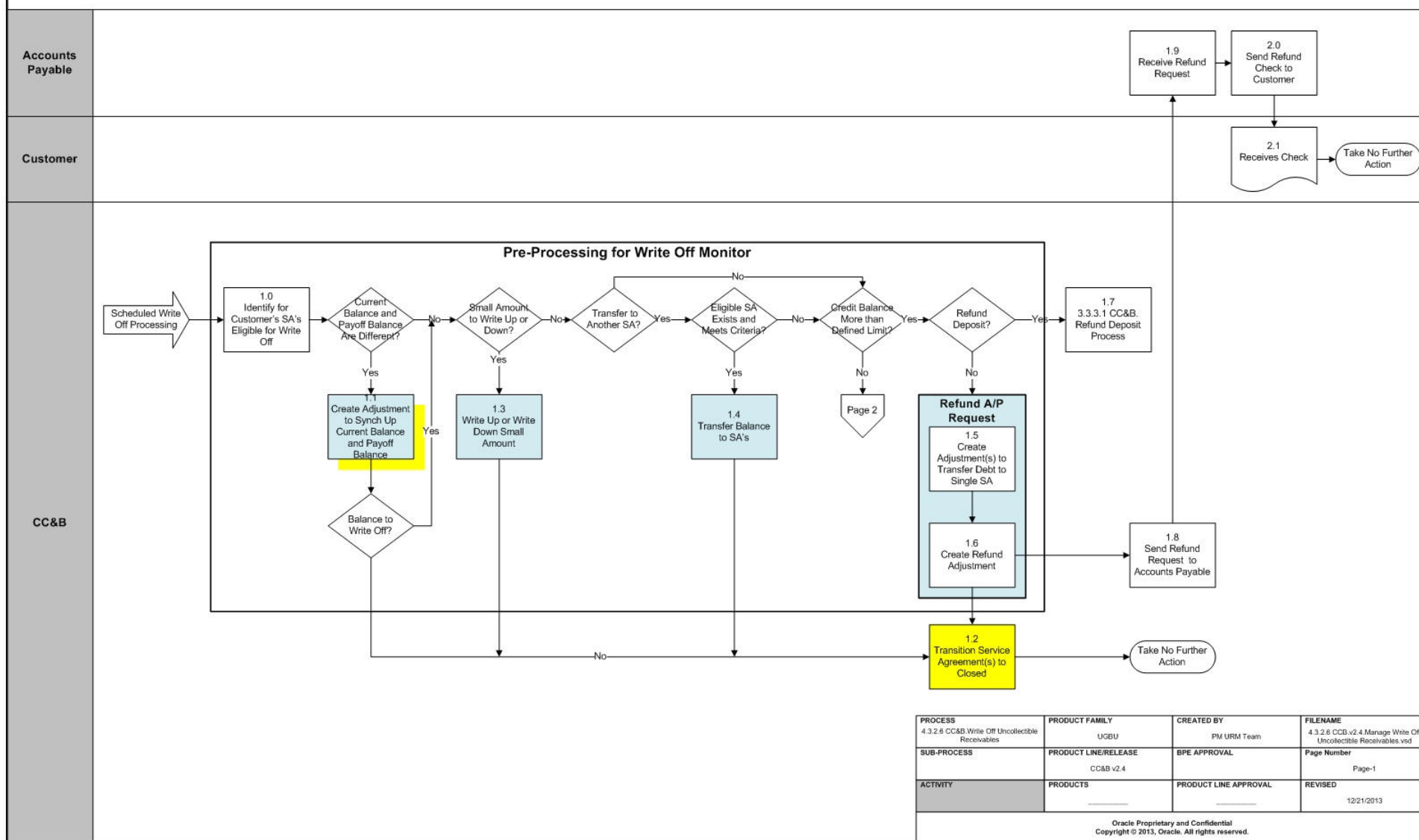
The Write Off Uncollectible Receivables business process involves the following actors and roles:

- **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.
- **Accounts Payable:** Financial Application that maintains Accounts Payable
- **Customer:** Utility Company's Customer.

# Business Process Diagrams

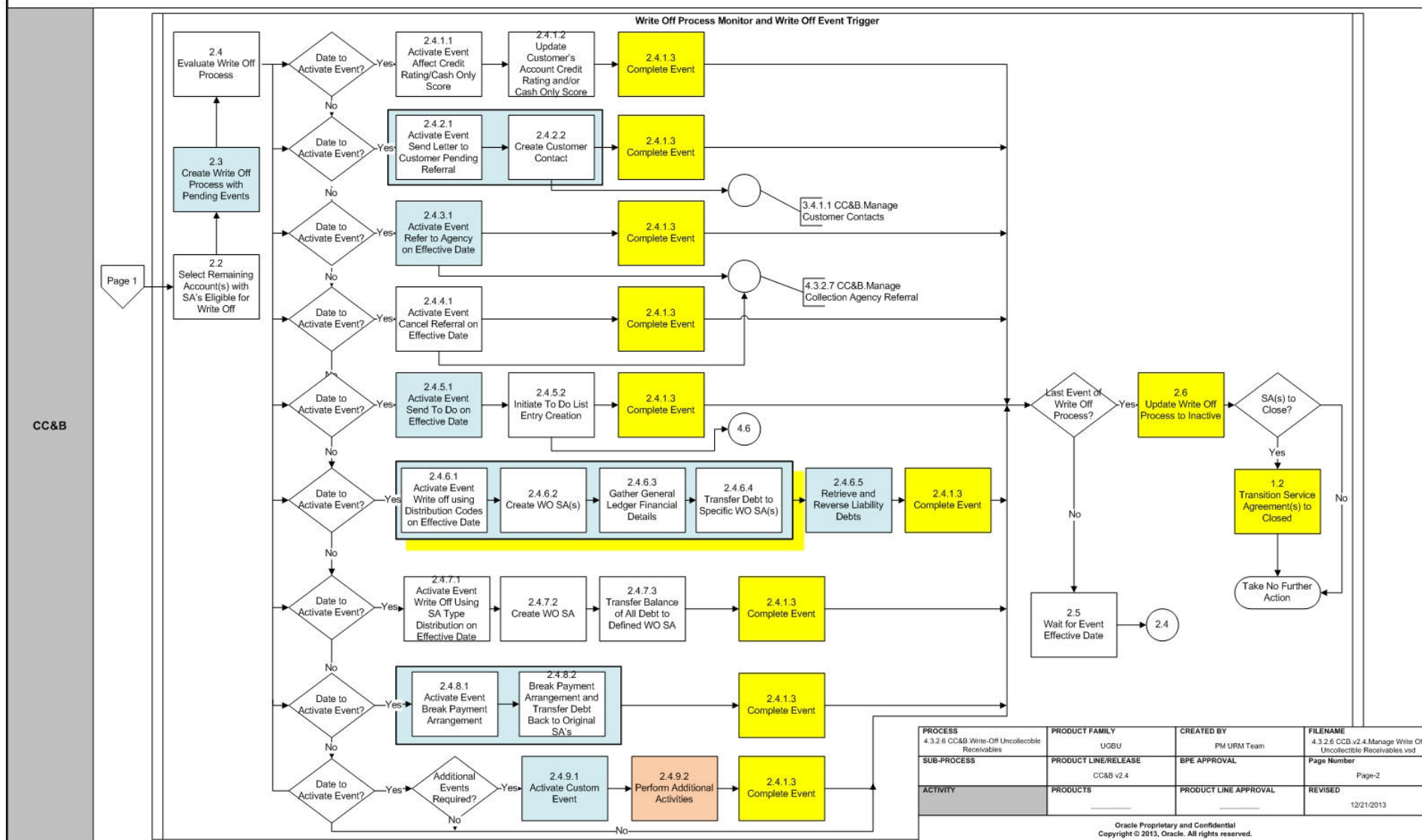
## Write Off Uncollectible Receivables Process Model - Page 1

4.3.2.6 CC&B v2.4 *Write Off Uncollectible Receivables*



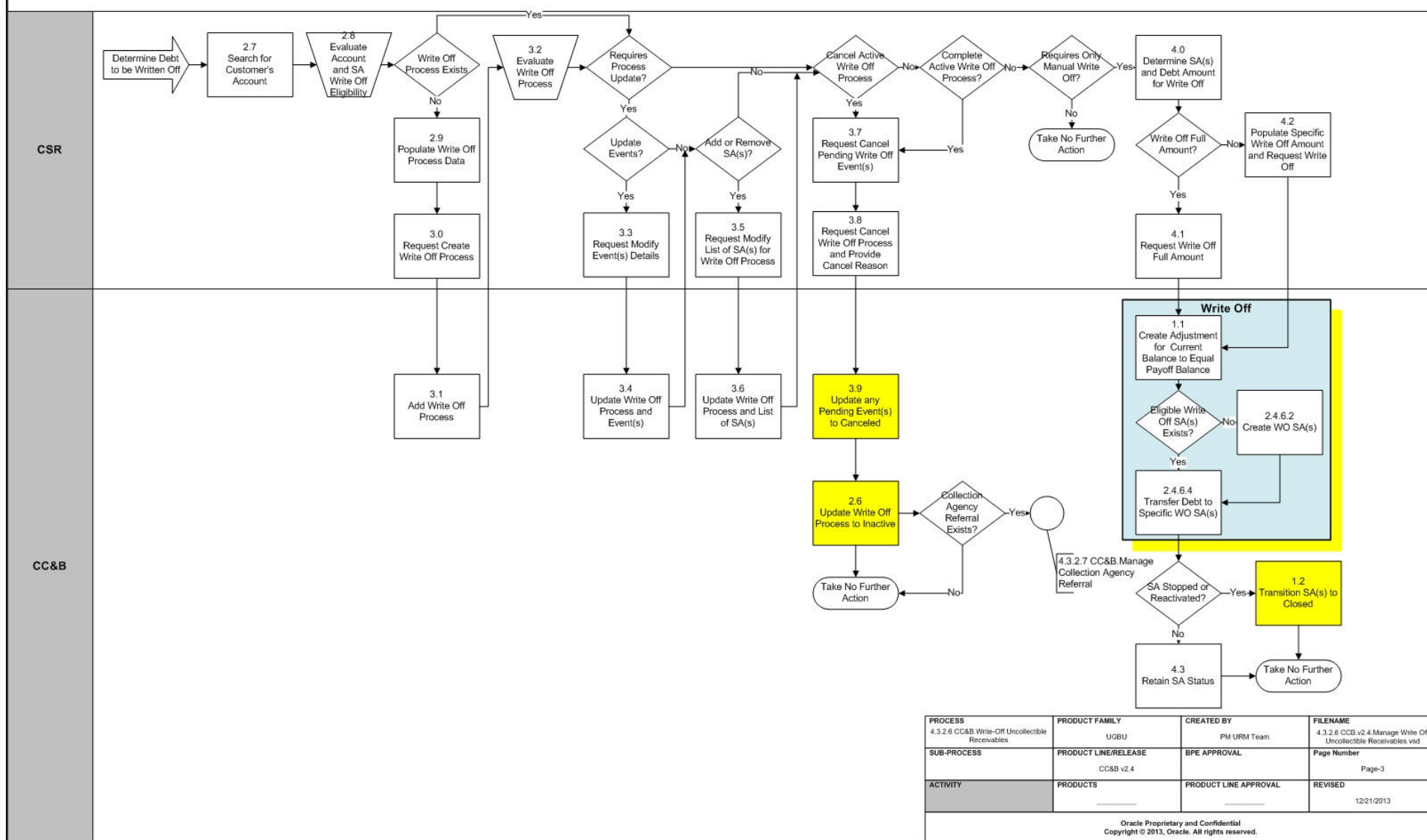
# Write Off Uncollectible Receivables Process Model - Page 2

## 4.3.2.6 CC&B v2.4 *Write Off Uncollectible Receivables*



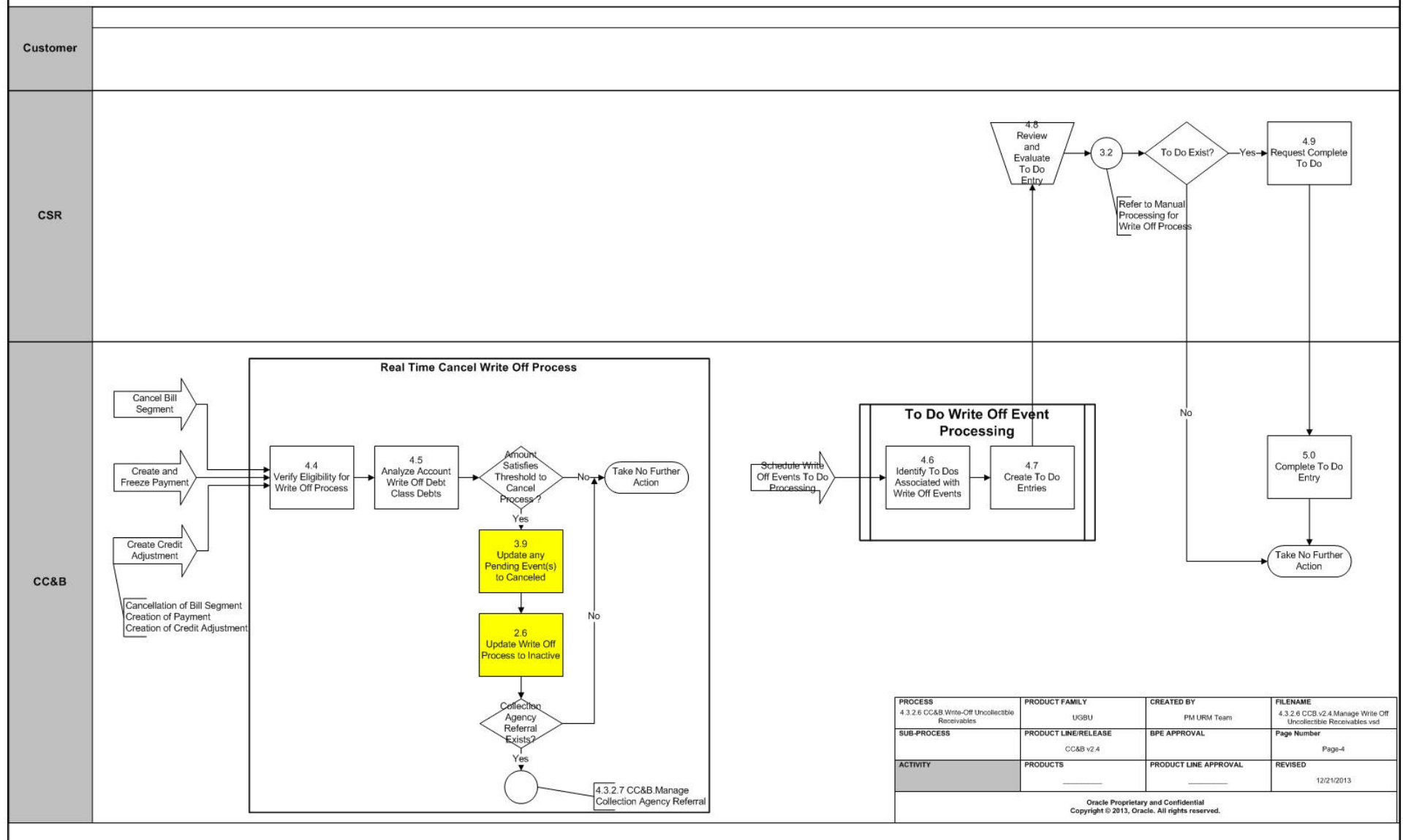


## Write Off Uncollectible Receivables Process Model - Page 3

4.3.2.6 CC&B v2.4 *Write Off Uncollectible Receivables*

# Write Off Uncollectible Receivables Process Model - Page 4

## 4.3.2.6 CC&B v2.4 *Write Off Uncollectible Receivables*



# Write Off Uncollectible Receivables Detailed Process Model Description

This section provides a detailed description of the “Write Off Uncollectible Receivables” business process, including:

- ♦ 1.0 Identify Customer's SA's Eligible for Write Off
- ♦ 1.1 Create Adjustment to Synch Up Current Balance and Payoff Balance
- ♦ 1.2 Transition Service Agreements to Closed
- ♦ 1.3 Write Up or Write Down Small Amount
- ♦ 1.4 Transfer Balance to SA's
- ♦ 1.5 Create Adjustments to Transfer Debt to Single SA
- ♦ 1.6 Create Refund Adjustment
- ♦ 1.7 3.3.3.1 Refund Deposit Process
- ♦ 1.8 Send Refund Request to Accounts Payable
- ♦ 1.9 Receive Refund Request
- ♦ 2.0 Send Refund Check to Customer
- ♦ 2.1 Receives Check
- ♦ 2.2 Select Remaining Accounts with SA's Eligible for Write Off
- ♦ 2.3 Create Write Off Process with Pending Events
- ♦ 2.4 Evaluate Write Off Process
  - ♦ 2.4.1.1 Activate Event Affect Credit Rating /Cash Only Score
  - ♦ 2.4.1.2 Update Customer's Account Credit Rating and/or Cash Only Score
  - ♦ 2.4.1.3 Complete Event
  - ♦ 2.4.2.1 Activate Event Send Letter to Customer for Pending Referral on Effective Date
  - ♦ 2.4.3.1 Activate Event Refer to Agency on Effective Date
  - ♦ 2.4.4.1 Activate Event Cancel Referral on Effective Date
  - ♦ 2.4.5.1 Activate Event Send To Do on Effective Date
  - ♦ 2.4.5.2 Initiate To Do List Entry Creation
  - ♦ 2.4.6.1 Activate Event Write Off Using Distribution Codes on Effective Date
  - ♦ 2.4.6.2 Create WO SAs
  - ♦ 2.4.6.3 Gather General Ledge Financial Details
  - ♦ 2.4.6.4 Transfer Debt to Specific Defined WO SA Types Defined on Distribution Codes
  - ♦ 2.4.6.5 Retrieve and Reverse Liability Debt
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- ♦ 2.9 Populate Write Off Process Data
- ♦ 3.0 Request Create Write Off Process
- ♦ 3.1 Add Write Off Process
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- ♦ 3.3 Request Modify Events Details

- ♦ 3.4 Update Write Off Process and Events
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- ♦ 3.6 Update Write Off Process and List of SAs
- ♦ 3.7 Request Cancel Pending Write Off Events
- ♦ 3.8 Request Cancel Write Off Process and Provide Cancel Reason
- ♦ 3.9 Update Any Pending Events to Canceled
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- ♦ 4.1 Request Write Off Full Amount
- ♦ 4.2 Populate Specific Write Off Amount and Request Write Off
- ♦ 4.3 Retain SA Status
- ♦ 4.4 Verify Eligibility for Write Off Process
- ♦ 4.5 Analyze Account Write Off Debt Class Debts
- ♦ 4.6 Identify To Do's Associated with Write Off Events
- ♦ 4.7 Create To Do Entries
- ♦ 4.8 Review and Evaluate Errors
- ♦ 4.9 Request Complete To Do
- ♦ 5.0 Complete To Do Entry

## 1.0 Identify Customer's SA's Eligible for Write Off

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 1](#) for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** The background process, Write Off Process Monitor periodically reviews Accounts with stopped or reactivated Service Agreements. Accounts with Active Service Agreements are not included in this review. Based on configuration there is an established Due Date and Collection Grace Days in CC&B. If the debt is overdue, the Write Off Process Monitor will attempt to close the affected Service Agreements through several preliminary activities.

### Process Names

- WPM - The write-off monitor analyzes all accounts with finalized, unpaid service agreements.

### Entities to Configure

- Write Off Control
- Work Calendar
- Feature Configuration

## 1.1 Create Adjustment to Synch Up Current Balance and Payoff Balance

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 1](#) for the business process diagram associated with this activity.

### Group:

- Pre-Processing for Write Off Monitor
- Write Off

**Actor/Role:** CC&B

**Description:** Some Service Agreements may have a Current Balance owing however the Payoff Balance may be zero. CC&B will align the Current Balance with the Payoff Balance by creating a synchronizing adjustment to bring the Current Balance to zero. Some Service Agreements may have a different Current and Payoff Balance. CC&B will align the Current Balance with the Payoff Balance by creating a synchronizing adjustment.

### Process Names

- WPM - The write-off monitor analyzes all accounts with finalized, unpaid service agreements.

### Entities to Configure

- Write Off Control
- Adjustment Type

### Available Algorithms

- CI\_WO\_SYNCH (WO SYNCH) - Synch current and payoff balance

## 1.2 Transition Service Agreements to Closed

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 1](#) for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** When Service Agreements are stopped or reactivated, final billed, and no longer have balances owing, CC&B automatically transitions the Service Agreements to Closed status.

## 1.3 Write Up or Write Down Small Amount

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 1](#) for the business process diagram associated with this activity.

**Group:** Pre-Processing for Write Off Monitor

**Actor/Role:** CC&B

**Description:** Based on configured business rules, CC&B will create adjustments for small amounts that do not warrant further attention through Write Off processing.

### Process Names

- WPM - The write-off monitor analyzes all accounts with finalized, unpaid service agreements.

### Entities to Configure

- Write Off Control
- Adjustment Type

### Available Algorithms

- CI\_WO\_WDOWN (WO WRITEDOWN) - Write down small debit or credit amounts.

## 1.4 Transfer Balance to SA's

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 1](#) for the business process diagram associated with this activity.

**Group:** Pre-Processing for Write Off Monitor

**Actor/Role:** CC&B

**Description:** CC&B determines if there are eligible SA's to transfer debt. With a Credit Balance, CC&B will first attempt to create an Adjustment to transfer debt to non-stopped, non-canceled SA's. If the SA is being written off has a Credit balance, CC&B attempts to transfer this balance to SAs in the same write-off debt class and account that have a debit balance. The SAs are reviewed in order of SA Type payment priority. If a non-stopped service agreement is found, the credit balance is transferred in total and processing stops. If a stopped SA is found, enough of the credit balance is transferred to bring the balance to zero. If more credit is left, the next SA is processed. If the SA being written off has a Debit balance, this balance is transferred in its entirety to a Pending Start or Active SA that is linked to the same write-off debt class and account. If multiple such service agreements exist, the service agreement with the highest payment priority on its SA type is selected.

### Process Names

- WPM - The write-off monitor analyzes all accounts with finalized, unpaid service agreements.

### Entities to Configure

- Write Off Control
- Adjustment Type

### Available Algorithms

- CI\_WO\_XFER (WO TRANSFER) - This write off event algorithm looks at all service agreements that are subject to write-off processing and attempts to transfer unpaid debt to other eligible Service Agreements for the Account.

## 1.5 Create Adjustments to Transfer Debt to Single SA

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 1](#) for the business process diagram associated with this activity.

**Group:**

- Refund A/P Request
- Pre-Processing for Write Off Monitor

**Actor/Role:** CC&B

**Description:** Adjustments are created to move debt to a single Service Agreement before requesting refund.

**Process Names**

- WPM - The write-off monitor analyzes all accounts with finalized, unpaid service agreements.

**Entities to Configure**

- Write Off Control
- Adjustment Type

**Available Algorithms**

- CI\_WO\_AP\_ADJ (WO A/P ADJ) - The system will evaluate whether or not the total SA balances within a debt class qualify for an A/P adjustment.

## 1.6 Create Refund Adjustment

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 1](#) for the business process diagram associated with this activity.

**Group:**

- Refund A/P Request
- Pre-Processing for Write Off Monitor

**Actor/Role:** CC&B

**Description:** CC&B creates a single refund adjustment to bring the customer's payoff balance to 0.

**Process Names**

- WPM - The write-off monitor analyzes all accounts with finalized, unpaid service agreements.

**Entities to Configure**

- Write Off Control
- Adjustment Type

**Available Algorithms**

- CI\_WO\_AP\_ADJ (WO A/P ADJ) - The system will evaluate whether or not the total SA balances within a debt class qualify for an A/P adjustment, a transfer all unpaid balances is made to one of the service agreements and then cut the check from it.

### 1.7 3.3.3.1 Refund Deposit Process

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 1](#) for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** If a deposit is associated with the Account to be refunded, refer to 3.3.3.1 Refund Deposit Process.

### 1.8 Send Refund Request to Accounts Payable

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 1](#) for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** As part of the refund adjustment process a separate check request for the customer is sent to Accounts Payable.

### 1.9 Receive Refund Request

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 1](#) for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** The refund check request is received in Accounts Payable.

### 2.0 Send Refund Check to Customer

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 1](#) for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** Using separate check writing software Accounts Payable will create and send a refund check to the customer. This is a customized process.

### 2.1 Receives Check

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 1](#) for the business process diagram associated with this activity.

**Actor/Role:** Customer

**Description:** The customer receives the refund check.

### 2.2 Select Remaining Accounts with SA's Eligible for Write Off

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 2](#) for the business process diagram associated with this activity.

**Group:** Write Off Process Monitor and Write Off Event Trigger

**Actor/Role:** CC&B

**Description:** Accounts that still meet criteria for Write Off are identified to start a Write Off Process.

**Process Names**

- WPM - The write-off monitor analyzes all accounts with finalized, unpaid service agreements.



**Entities to Configure**

- Write Off Control
- Write Off Process Template
- Write Off Event Template

**2.3 Create Write Off Process with Pending Events**

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 2](#) for the business process diagram associated with this activity.

**Group:** Write Off Process Monitor and Write Off Event Trigger

**Actor/Role:** CC&B

**Description:** CC&B creates a Write Off Process as defined in the configurable business rules.

**Process Names**

- WPM - The write-off monitor analyzes all accounts with finalized, unpaid service agreements.

**Entities to Configure**

- Work Calendar
- Write Off Control
- Write Off Process Template
- Write Off Event Template

**Available Algorithms**

- CI\_WOVRTDFLT (WO CRIT DFLT) - This write-off criteria algorithm contains the default criteria used when no other criteria apply for a collection class and write-off debt class. Write-off criteria are used when the system determines how to write-off a service agreement. These criteria are defined on the write-off controls associated with your collection classes and write-off debt classes.
- C1-WOCRI-NCD (WO CRIT NCD) - This write-off criteria algorithm checks if a customer has a non-cash deposit. If so, it returns a value of true.

**2.4 Evaluate Write Off Process**

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 2](#) for the business process diagram associated with this activity.

**Group:** Write Off Process Monitor and Write Off Event Trigger

**Actor/Role:** CC&B

**Description:** Write Off processes are reviewed by CC&B to determine if a Write Off Event can be activated.

**2.4.1.1 Activate Event Affect Credit Rating /Cash Only Score**

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 2](#) for the business process diagram associated with this activity.

**Group:** Write Off Process Monitor and Write Off Event Trigger

**Actor/Role:** CC&B

**Description:** The customer's credit rating is initially established as a configurable business rule on Installation Options. CC&B has a Write Off Event type that impacts the customer's Credit Rating as defined for this Event type.

**Process Names**

- WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.

**Entities to Configure**

- Installation Options - Credit & Collection
- Write Off Event Template
- Feature Configuration

**2.4.1.2 Update Customer's Account Credit Rating and/or Cash Only Score**

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 2](#) for the business process diagram associated with this activity.

**Group:** Write Off Process Monitor and Write Off Event Trigger

**Actor/Role:** CC&B

**Description:** CC&B will upon activation of this event, automatically update the customer's Credit Rating and/or Cash Only Score as defined on this Event Type. Two separate Events are configured if both Credit Rating and Cash Only Score impact the Customer for varying time periods.

**Process Names**

- WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.

**Entities to Configure**

- Write Off Event Template

**2.4.1.3 Complete Event**

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 2](#) for the business process diagram associated with this activity.

**Group:** Write Off Process Monitor and Write Off Event Trigger

**Actor/Role:** CC&B

**Description:** The system completes the specific event after successful execution of the event.

**Process Names**

- WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.

**Entities to Configure**

- Write Off Event Template

**2.4.2.1 Activate Event Send Letter to Customer for Pending Referral on Effective Date**

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 2](#) for the business process diagram associated with this activity.

**Group:** Write Off Process Monitor and Write Off Event Trigger

**Actor/Role:** CC&B

**Description:** This event creates a Customer Contact. If configured, the Customer Contact can initiate a letter to the Customer.

**Process Names**

- WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.

**Entities to Configure**

- Customer Contact Class
- Customer Contact Type
- Letter Template

## 2.4.2.2 Create Customer Contact

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 2](#) for the business process diagram associated with this activity.

**Group:** Write Off Process Monitor and Write Off Event Trigger

**Actor/Role:** CC&B

**Description:** This event creates a Customer Contact. Refer to 3.4.1.1 Customer Contact Process.

## 2.4.3.1 Activate Event Refer to Agency on Effective Date

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 2](#) for the business process diagram associated with this activity.

**Group:** Write Off Process Monitor and Write Off Event Trigger

**Actor/Role:** CC&B

**Description:** CC&B can refer a customer to a Collection Agency. Distribution of the referral to different agencies and write down of liabilities can be accomplished through configuration of this Event. Refer to 4.3.2.7 Collection Agency Referral Process.

**Process Names**

- WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.

**Entities to Configure**

- Collection Agency
- Adjustment Type
- Write Off Event Template

**Available Algorithms**

- CI\_WOEVAGYRF (WOEVT AGYRF) - This write-off event algorithm writes down liabilities and creates a collection agency referral for Collection Agency ID if the outstanding debt equals or exceeds the Debt Threshold Amount.
- C1-AGREF-EQU (AGYREF EQUAL) - Return collection agency with the least debt.

## 2.4.4.1 Activate Event Cancel Referral on Effective Date

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 2](#) for the business process diagram associated with this activity.

**Group:** Write Off Process Monitor and Write Off Event Trigger

**Actor/Role:** CC&B

**Description:** This event will cancel referral activity with a Collection Agency. The Collection Agency will be notified.

**Process Names**

- WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.

**Entities to Configure**

- Write Off Event Template

**2.4.5.1 Activate Event Send To Do on Effective Date**

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 2](#) for the business process diagram associated with this activity.

**Group:** Write Off Process Monitor and Write Off Event Trigger

**Actor/Role:** CC&B

**Description:** This event will create a To Do Entry.

**Process Names**

- WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.

**Entities to Configure**

- To Do Type
- To Do Role
- Write Off Event Template

**Available Algorithms**

- CL\_WOEVTODO (WO EVT TODO) - This write off event algorithm creates a To Do entry if the outstanding debt of the service agreements on the write-off process equals or exceeds the Debt Threshold Amount.

**2.4.5.2 Initiate To Do List Entry Creation**

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 2](#) for the business process diagram associated with this activity.

**Group:** Write Off Process Monitor and Write Off Event Trigger

**Actor/Role:** CC&B

**Description:** The To Do Entry is created by the corresponding Event. When the associated To Do background process is executed, the To Do Entry becomes available for review by a CSR or Authorized User. Refer to Step 4.6 To Do Processing later in this document.

**Process Names**

- WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.

**Entities to Configure**

- Write Off Event Template
- To Do Type
- To Do Role

## 2.4.6.1 Activate Event Write Off Using Distribution Codes on Effective Date

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 2](#) for the business process diagram associated with this activity.

**Group:** Write Off Process Monitor and Write Off Event Trigger

**Actor/Role:** CC&B

**Description:** This event allows the configured Distribution Codes accumulated from associated Financial Transactions to be used for determining the specific Write Off Service Agreements created during the Write Off Process.

### Process Names

- WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.

### Entities to Configure

- Distribution Code
- SA Type
- Customer Class
- Adjustment Type
- Write Off Event Template

### Available Algorithms

- C1-CCWO-DST (CCWO-DST) - This customer class write off method will create write off service agreements for each unique SA Type identified from the distribution codes of the financial transactions' GL details being written off.

## 2.4.6.2 Create WO SAs

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 2](#) for the business process diagram associated with this activity.

**Group:**

- Write Off
- Write Off Process Monitor and Write Off Event Trigger

**Actor/Role:** CC&B

**Description:** CC&B will use the defined method of the Event to determine required Write Off SA Types. Write Off using Distribution Codes or Write Off using SA Type is available.

### Process Names

- WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.

### Entities to Configure

- Write Off Event Template
- SA Type
- Adjustment Type

### 2.4.6.3 Gather General Ledger Financial Details

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 2](#) for the business process diagram associated with this activity.

**Group:** Write Off Process Monitor and Write Off Event Trigger

**Actor/Role:** CC&B

**Description:** CC&B accumulates the distribution codes from GL details associated with recent financial transactions linked to the service agreement being written-off. When CC&B has accumulated enough distribution codes and the amount associated with the distribution code equals or exceeds the amount to write off, the debt will be transferred to a new or existing write-off service agreements. The number and type of service agreements the bad debt is transferred is defined on the distribution codes.

**Process Names**

- WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.

**Entities to Configure**

- Write Off Event Template

### 2.4.6.4 Transfer Debt to Specific Defined WO SA Types Defined on Distribution Codes

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 2](#) for the business process diagram associated with this activity.

**Group:**

- Write Off Process Monitor and Write Off Event Trigger
- Write Off

**Actor/Role:** CC&B

**Description:** When using Write Off for Distribution Codes associated with revenue, the system will create a transfer adjustment from the normal service agreement to the write-off revenue service agreement. This will reduce (credit) the receivable on the normal service agreement and increase (debit) the expense account defined on the write-off revenue service agreement. For those Distribution Codes associated with liabilities, an organization can override the distribution code on the “transfer to” side of the transfer adjustment with the Distribution Code / Characteristic Type / Characteristic Value that was originally booked.

**Process Names**

- WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.

**Entities to Configure**

- Write Off Event Template

### 2.4.6.5 Retrieve and Reverse Liability Debt

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 2](#) for the business process diagram associated with this activity.

**Group:** Write Off Process Monitor and Write Off Event Trigger

**Actor/Role:** CC&B

**Description:** Any liabilities to be reversed are accomplished with Events of this type.

**Process Names**

- WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.

**Entities to Configure**

- Write Off Event Template
- Adjustment Type
- SA Type

**Available Algorithms**

- CI\_WOEVTRELB (WO EVT REVLB) - This write-off event algorithm retrieves the liabilities (typically taxes) associated with the write-off process's SA's and reverses them using the adjustment type provided as a parameter.

**2.4.7.1 Activate Event Write Off Using SA Type Distribution on Effective Date**

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 2](#) for the business process diagram associated with this activity.

**Group:** Write Off Process Monitor and Write Off Event Trigger

**Actor/Role:** CC&B

**Description:** With this Event type the service agreements linked to the process will be written-off by transferring their debt to a new or existing write-off service agreement.

**Process Names**

- WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.

**Entities to Configure**

- Write Off Event Template
- SA Type
- Adjustment Type

**2.4.7.2 Create WO SA**

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 2](#) for the business process diagram associated with this activity.

**Group:** Write Off Process Monitor and Write Off Event Trigger

**Actor/Role:** CC&B

**Description:** With this Event type CC&B creates a specifically defined Write Off Service Agreement for all debt to be transferred.

**Process Names**

- WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.

**Entities to Configure**

- Write Off Event Template
- SA Type
- Adjustment Type

### 2.4.7.3 Transfer Balance of All Debt to Defined WO SA Type

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 2](#) for the business process diagram associated with this activity.

**Group:** Write Off Process Monitor and Write Off Event Trigger

**Actor/Role:** CC&B

**Description:** With this Event type the balance of all debt will be transferred to one Write Off Service Agreement.

**Process Names**

- WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.

**Entities to Configure**

- Write Off Event Template
- SA Type
- Adjustment Type

### 2.4.8.1 Activate Event Break Payment Arrangement

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 2](#) for the business process diagram associated with this activity.

**Group:** Write Off Process Monitor and Write Off Event Trigger

**Actor/Role:** CC&B

**Description:** When this Event type is activated CC&B will break a Payment Arrangement if one exists.

**Process Names**

- WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.

**Entities to Configure**

- Adjustment Type
- Characteristic Type
- Characteristic Value
- Adjustment Cancel Reason
- Write Off Event Type

**Available Algorithms**

- CI\_BREAK\_PA (WO BREAK PA) - This write off event break payment algorithm contains the logic that should be executed when a payment arrangement is broken This algorithm should be specified on write-off event types that are used to break a payment arrangement.

### 2.4.8.2 Break Payment Arrangement and Transfer Debt Back to Original SA's

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 2](#) for the business process diagram associated with this activity.

**Group:** Write Off Process Monitor and Write Off Event Trigger

**Actor/Role:** CC&B

**Description:** When a Payment Arrangement is broken, debt on the Payment Arrangement is transferred back to the original Service Agreements. The Service Agreement has a broken



payment arrangement Characteristic and can be identified for special Credit and Collection processing.

#### Process Names

- WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.

#### Entities to Configure

- Adjustment Type
- Characteristic Type
- Characteristic Value
- Adjustment Cancel Reason
- Write Off Event Template

### 2.4.9.1 Activate Custom Event

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 2](#) for the business process diagram associated with this activity.

**Group:** Write Off Process Monitor and Write Off Event Trigger

**Actor/Role:** CC&B

**Description:** CC&B has placeholder logic for an organization to define other Event type functionality as required. These algorithms would be completely customized.

#### Process Names

- WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.

#### Entities to Configure

- Write Off Event Template

#### Available Algorithms

- CI\_EVT\_GENER (WO EVT GENER) - Generic Algorithm - This write off event algorithm is a “dummy” algorithm that should be used as a sample when needed to create ad hoc write off event functions.

### 2.4.9.2 Perform Additional Activities

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 2](#) for the business process diagram associated with this activity.

**Group:** Write Off Process Monitor and Write Off Event Trigger

**Actor/Role:** CC&B

**Description:** When additional functionality is required, the Generic Algorithm Event type can be used to customize needed activities.

#### Process Names

- WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.

#### Entities to Configure

- Write Off Event Template

#### Available Algorithms

- CI\_WOEVTSMML (WO EVT SMALL) - Write down if debt > -\$10 and < \$10

## 2.5 Wait for Event Effective Date

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 2](#) for the business process diagram associated with this activity.

**Group:** Write Off Process Monitor and Write Off Event Trigger

**Actor/Role:** CC&B

**Description:** The Write Off Event Trigger background process is executed periodically and activates Write Off Events on the defined effective date. Until such date the Write Off Event remains in Pending status.

**Process Names**

- WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.

## 2.6 Update Write Off Process to Inactive

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 2](#) for the business process diagram associated with this activity.

**Group:**

- Write Off Process Monitor and Write Off Event Trigger
- Real Time Cancel Write Off Process

**Actor/Role:** CC&B

**Description:** When all events have been completed or canceled, the Write Off Process is transitioned to Inactive.

**Process Names**

- WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.

## 2.7 Search for Customer's Account

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 3](#) 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.

## 2.8 Evaluate Account and SA Write Off Eligibility

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 3](#) for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** Based on established business rules, the CSR or Authorized User evaluates the customer's account and associated Service Agreements to determine if Write Off is required. Control Central Alerts, and other Dashboard information assist the CSR or Authorized User. The CSR or Authorized User will review 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](#))

**Available Algorithms**

- Control Central Alerts
- CI\_ADT-WO (C1-ADT-INFO) - Write Off Adjustment Description

## 2.9 Populate Write Off Process Data

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 3](#) for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** When creating a new Write Off Process online the CSR or Authorized User chooses the specific Write Off Control and Write Off Process Template. The eligible Service Agreements are selected. The CSR or Authorized User may need to add, subtract or modify events within the Write Off Process Template.

## 3.0 Request Create Write Off Process

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 3](#) for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** When the CSR or Authorized User has determined the specific Write Off Process and associated Write Off Events, he/she requests to create the new Write Off Process.

## 3.1 Add Write Off Process

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 3](#) for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** The Write Off Process is added in CC&B.

**Entities to Configure**

- Write Off Control
- Write Off Process Template
- Write Off Event Template

## 3.2 Evaluate Write Off Process

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 3](#) for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** The CSR or Authorized User evaluates the Write Off Process to determine if updates are required. It is possible to make changes throughout the life cycle of a Write Off Process.

## 3.3 Request Modify Events Details

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 3](#) for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** CSR or Authorized User reviews the existing Write Off Process to determine if changes to Events are required. It is possible to add, remove or cancel Pending Events for an Active Write Off Process. Future dated Events may also be changed postponing.

### 3.4 Update Write Off Process and Events

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 3](#) for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** Changes to Write Off Process and/or Events are updated in CC&B.

### 3.5 Request Modify List of SAs for Write Off Process

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 3](#) for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** The CSR or Authorized User reviews the Service Agreements included in the Write Off Process. At times it is necessary to exclude a specific Service Agreement from a Write Off Process. The CSR or Authorized User removes a given Service Agreements from the Write Off Process.

### 3.6 Update Write Off Process and List of SAs

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 3](#) for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** The Write Off Process is updated to exclude the given Service Agreements.

### 3.7 Request Cancel Pending Write Off Events

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 3](#) for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** The CSR or Authorized User determines to cancel remaining Pending Events in order to Cancel or Complete the Write Off Process.

### 3.8 Request Cancel Write Off Process and Provide Cancel Reason

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 3](#) for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** At times it is necessary to cancel a Write Off Process. The CSR or Authorized User cancels the Write Off Process and enters a cancel reason. Pertinent comments can be included.

### 3.9 Update Any Pending Events to Canceled

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 3](#) for the business process diagram associated with this activity.

**Group:** Real Time Cancel Write Off Process

**Actor/Role:** CC&B

**Description:** Existing Pending Events are transitioned to canceled.

## 4.0 Determine SAs and Debt Amount for Write Off

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 3](#) for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** At times it is necessary to expedite Write Off of particular debt without creating or waiting for a Write Off Process to be initiated. The CSR or Authorized User will decide the specific Service Agreements to include and the amount to Write Off. It is possible to Write Off all or a portion of the unpaid debt. The Write Off may be for an Active Service Agreement. There is separate functionality in CC&B for online Write Off.

### 4.1 Request Write Off Full Amount

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 3](#) for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** Based on established business rules, the CSR or Authorized User has determined to Write Off the full amount of debt.

### 4.2 Populate Specific Write Off Amount and Request Write Off

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 3](#) for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** Based on established business rules, the CSR or Authorized User has determined to Write Off a portion of debt.

### 4.3 Retain SA Status

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 3](#) for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** If all debt is not transferred to Write Off Service Agreements a balance exists for the original Service Agreements. The original Service Agreements will not close until stopped and the balance is 0.

### 4.4 Verify Eligibility for Write Off Process

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 4](#) for the business process diagram associated with this activity.

**Group:** Real Time Cancel Write Off Process

**Actor/Role:** CC&B

**Description:** When a payment is received or other Financial Transaction reduces debt for the customer's balance, a Write Off Process' Events may be canceled and the Write Off Process transitioned to Inactive. This task is the first step process that takes place when the system detects a reduced balance for the Account's Service Agreements.

## 4.5 Analyze Account Write Off Debt Class Debts

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 4](#) for the business process diagram associated with this activity.

**Group:** Real Time Cancel Write Off Process

**Actor/Role:** CC&B

**Description:** After calculation of Account's Write Off Debt Class configured criteria (one of more Account's Service Agreements included in the Write Off Process is analyzed to determine if the debt is now small enough (or doesn't exists at all) to cancel the Write Off Process. Typically this analysis is a comparison with a predefined debt threshold.

## 4.6 Identify To Do's Associated with Write Off Events

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 4](#) for the business process diagram associated with this activity.

**Group:** To Do Write Off Event Processing

**Actor/Role:** CC&B

**Description:** CC&B identifies and highlights Write Off Events that request To Do Entries.

### Process Names

- TD-WOEVTT To Do's for Write Off Events - This background process creates a To Do entry for write-off events that should generate a To Do entry.

### Entities to Configure

- Write Off Event Template
- To Do Type
- To Do Role
- Feature Configuration

### Available Algorithms

- CL\_WOEVTTODO (WO EVT TODO) - This write off event algorithm creates a To Do entry if the outstanding debt of the service agreements on the write-off process equals or exceeds the Debt Threshold Amount (C1-WFAC-CRB).

## 4.7 Create To Do Entries

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 4](#) for the business process diagram associated with this activity.

**Group:** To Do Write Off Event Processing

**Actor/Role:** CC&B

### Process Names

- TD-WOEVTT This background process creates a To Do entry for associated write-off events

### Entities to Configure

- To Do Type
- To Do Role

### Available Algorithms

- CL\_WOEVTTODO (WO EVT TODO) - This write off event algorithm creates a To Do entry if the outstanding debt of the service agreements on the write-off process equals or exceeds the Debt Threshold Amount.

## 4.8 Review and Evaluate Errors

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 4](#) for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** The CSR or Authorized User reviews To Do Entry. Based on established business rules, the CSR or Authorized User determines the next course of action related to the Write Off Event and Write Off Process.

## 4.9 Request Complete To Do

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 4](#) 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.

**Entities to Configure**

- To Do Type
- To Do Role

## 5.0 Complete To Do Entry

**Reference:** [Write Off Uncollectible Receivables Process Model - Page 4](#) 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