

**Oracle Utilities Customer Care and Billing
Release 2.3.1**

Utility Reference Model

4.3.1.1 CC&B URM Manage Payments

July 2012

Oracle Utilities Customer Care and Billing Utility Resource Model 4.3.1.1, Release 2.3.1

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Chapter 1

Overview

This chapter provides a brief description of the Manage Payments business process and associated process diagrams. This includes:

- **Brief Description**
 - **Actors/Roles**

Brief Description

Business Process: 4.3.1 Manage Payments

Process Type: Sub Process

Parent Process: 4.3.1 Perform Settlement Activities

Sibling Processes: 4.3.1.1a Process Budget Payments, 4.3.1.1b Process Non-Billed Monitored Budget Payments, 4.3.1.1c Process Non-Billed Unmonitored Budget Payments, 4.3.1.1d Manage Autopay, 4.3.1.1e Manage Pay Plan Payment, 4.3.1.1f Manage Credit Card Payment, 4.3.1.2 Manage Workstation Cashiering

This process describes the management of Payment activities. A payment includes the total amount paid as well as the form of payment including cash, check, or credit card. This is called the Tender. CC&B accepts multiple Tenders for a Payment. This information is placed on a Payment Event. The Payment can be applied to one or more Accounts. The Account making the Payment is referenced as the Payor, and the Payee is the Account(s) the funds are allocated to. There is a corresponding Payment Segment and associated Financial Transaction for each Service the customer has with the organization.

Although most Payments are uploaded through Batch processing, the CSR or Authorized User has full capability to similarly add and maintain Payments online. The CSR or Authorized User can use the Payment Portal, Payment Event Add, Payment Event Quick Add, or Payment Quick Add functionality. When a Payment is added, it is applied to Service Agreements based on debt age and Service Agreement priority. This is based on the organization's established business rules and is configurable. When errors are detected online or in batch, the Payment is saved with an error status for review.

Payments come from a variety of sources. Included are electronic payments, payments at a cashiering station, lockbox, mail, and other electronic payments from third party sources. Payments for miscellaneous services called Non-CIS Payments are also processed.

The customer is responsible for payment by a given due date. If the Customer does not pay, CC&B can detect the overdue amounts and provide notification.

Actors/Roles

The Manage Payments 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.
- **Third Party Payor:** Third Party application or User that can request to add and /or maintain meter or item data
- **Customer:** Utility Company's Customer.
- **Document Management Software:** Document Management Software that allows create and maintain paper or paperless documents and manage document workflow.

Chapter 2

Detailed Business Process Model Description

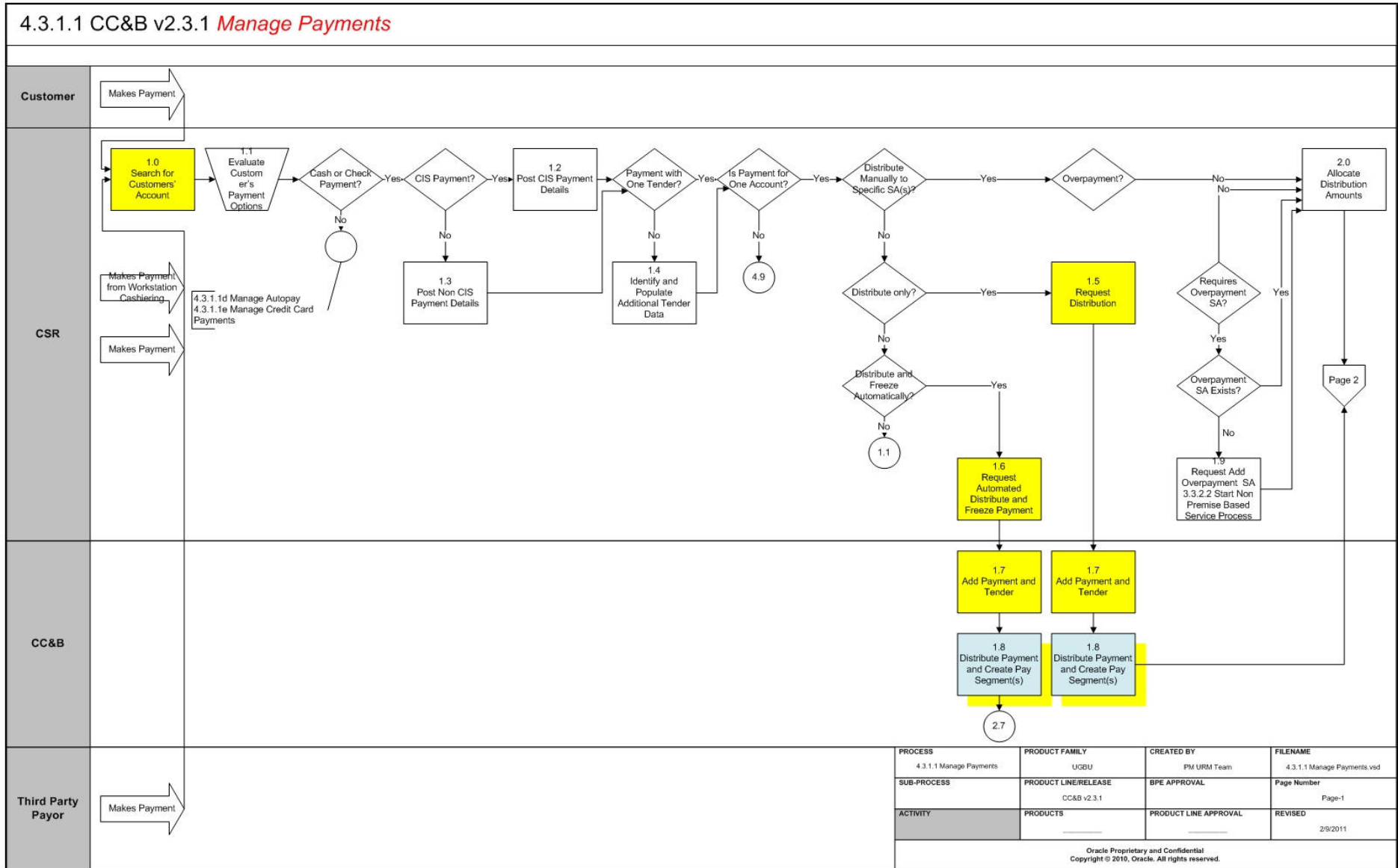
This chapter provides a detailed description of the Manage Payments business process. This includes:

- **Business Process Diagrams**
 - **Manage Payments (Page 1)**
 - **Manage Payments (Page2)**
 - **Manage Payments (Page3)**
 - **Manage Payments (Page 4)**
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 - **Manage Payments (Page 7)**
- **Manage Payments Description**
- **Manage Payments - Cash Check Description**
- **Related Training**

Business Process Diagrams

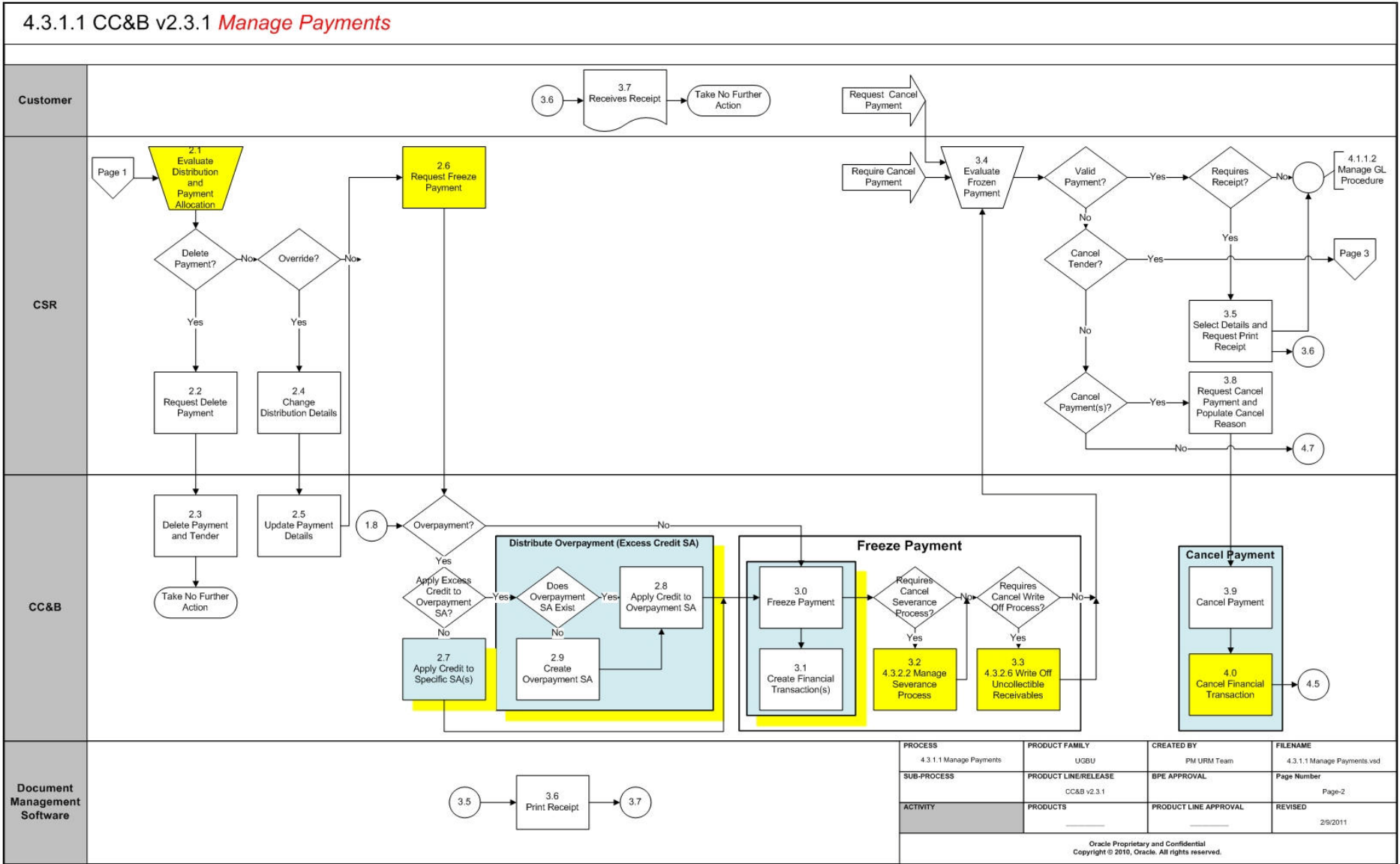
Manage Payments (Page 1)

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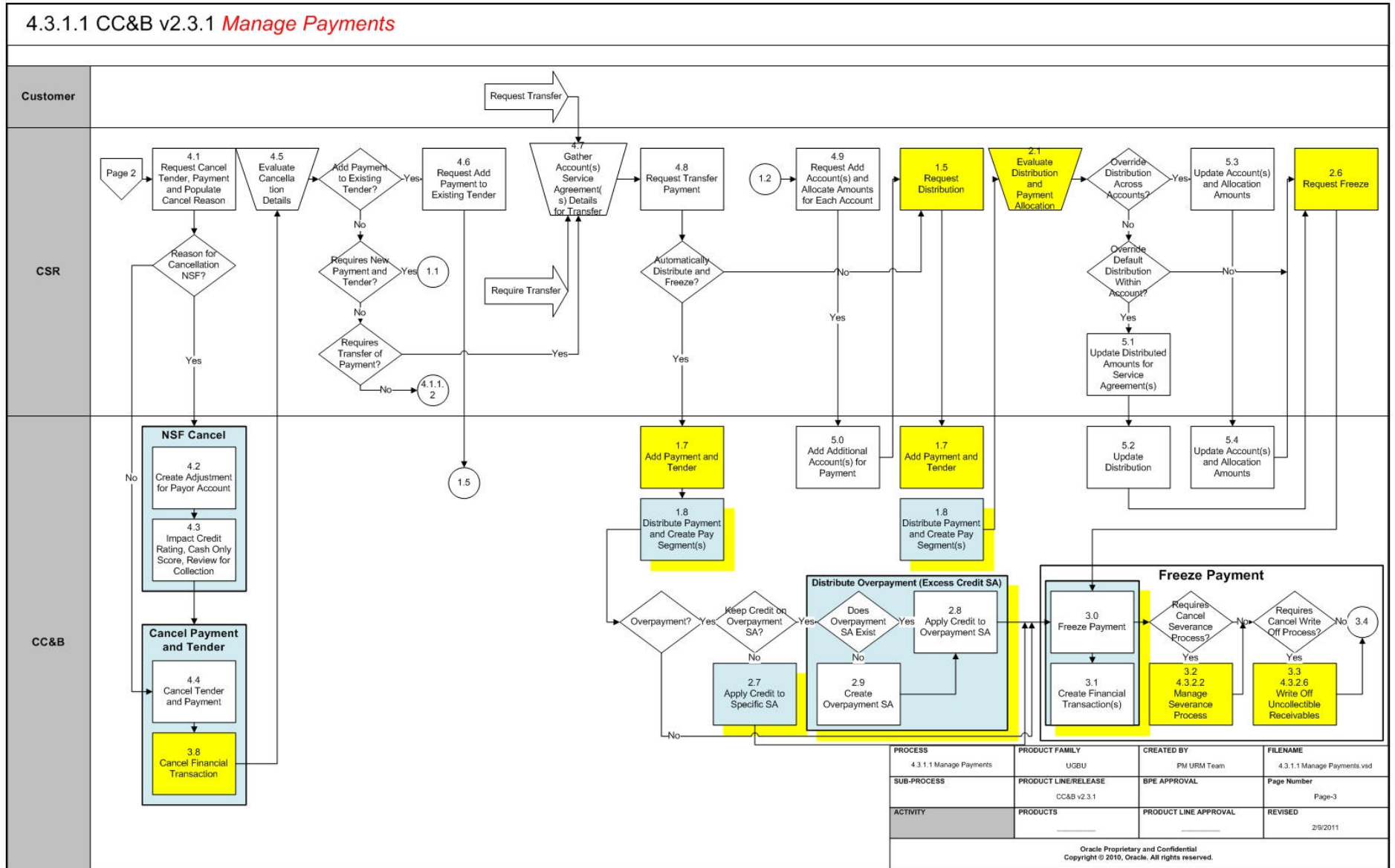
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Page2



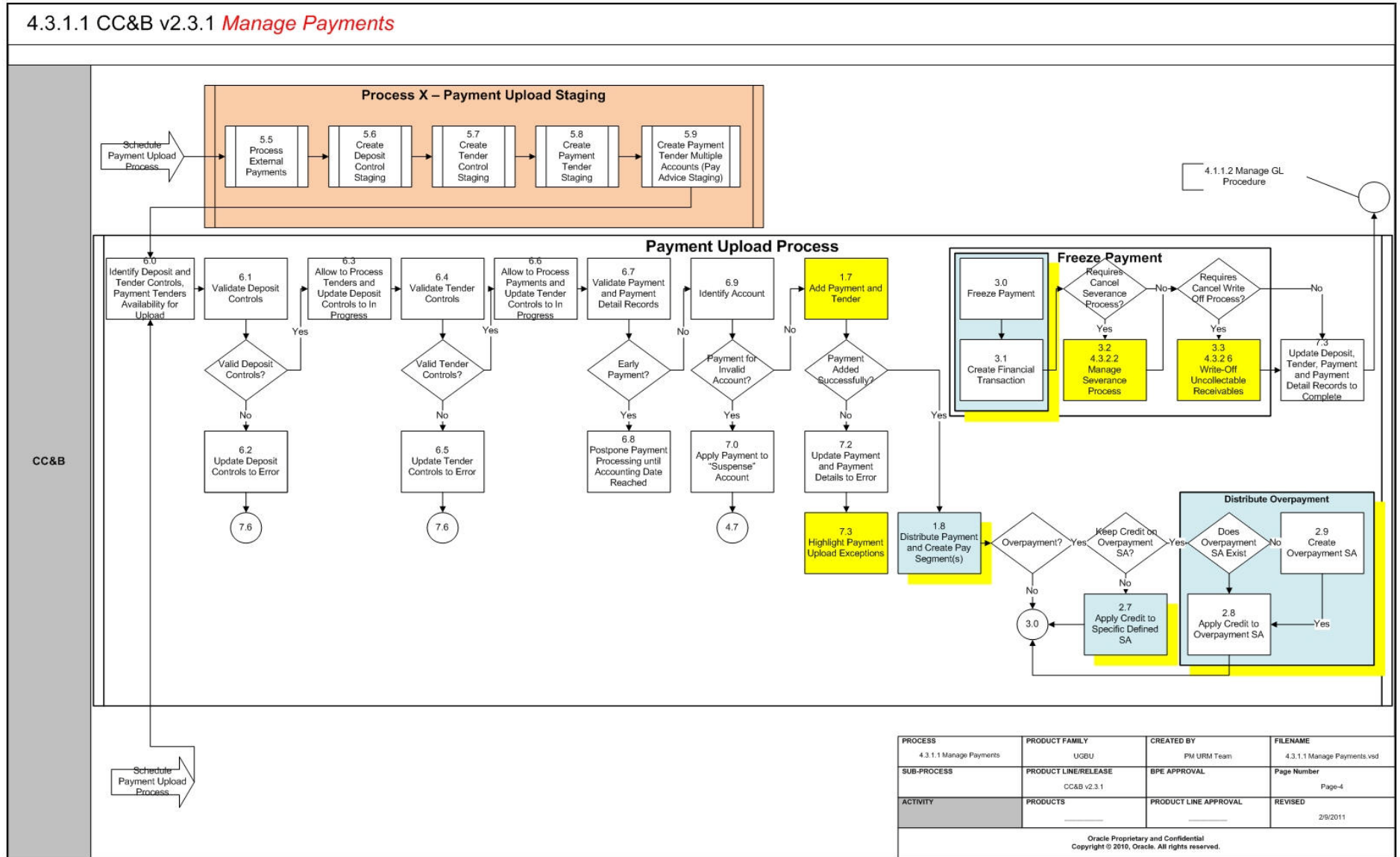
Manage Payments (Page3)

Page3



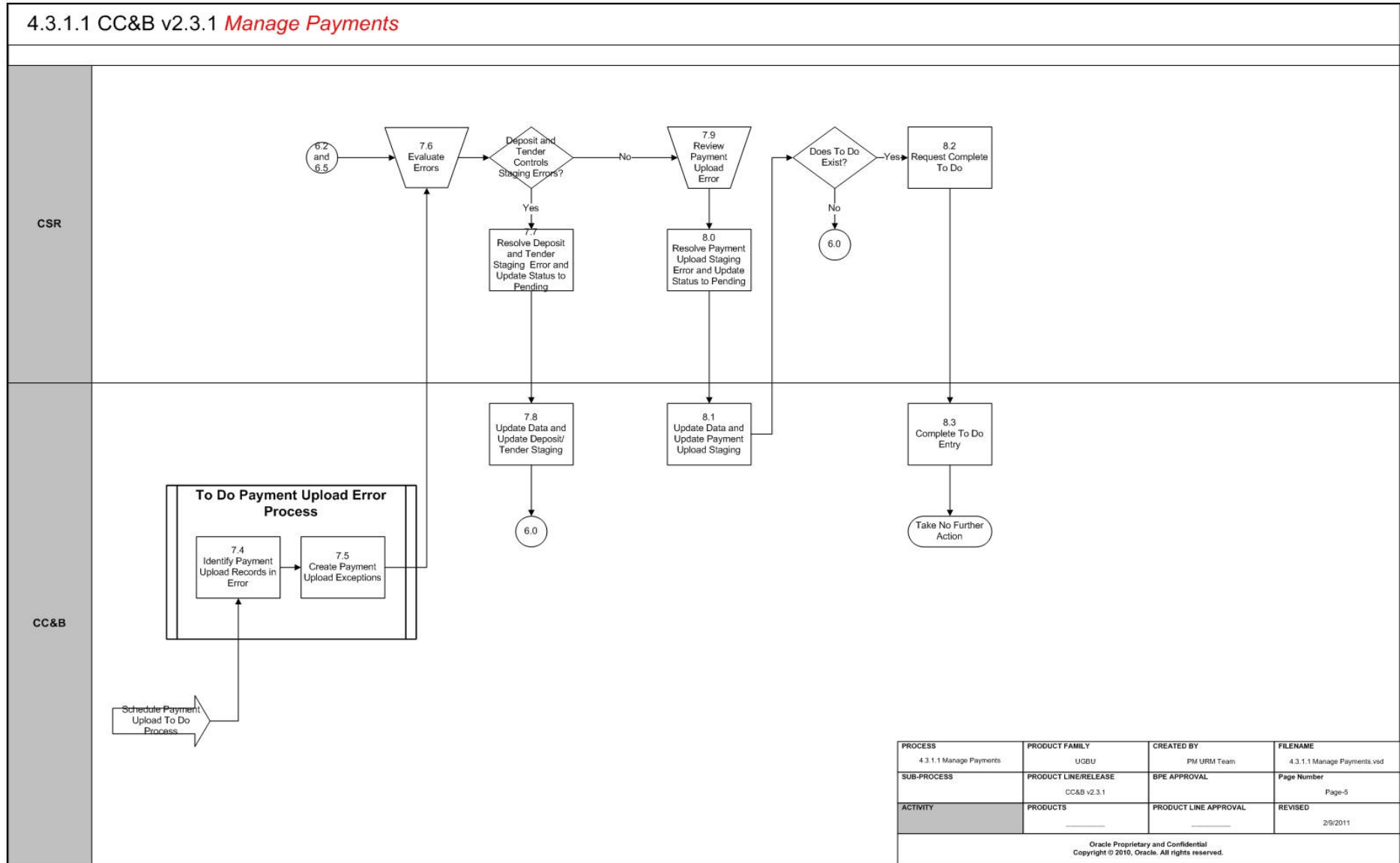
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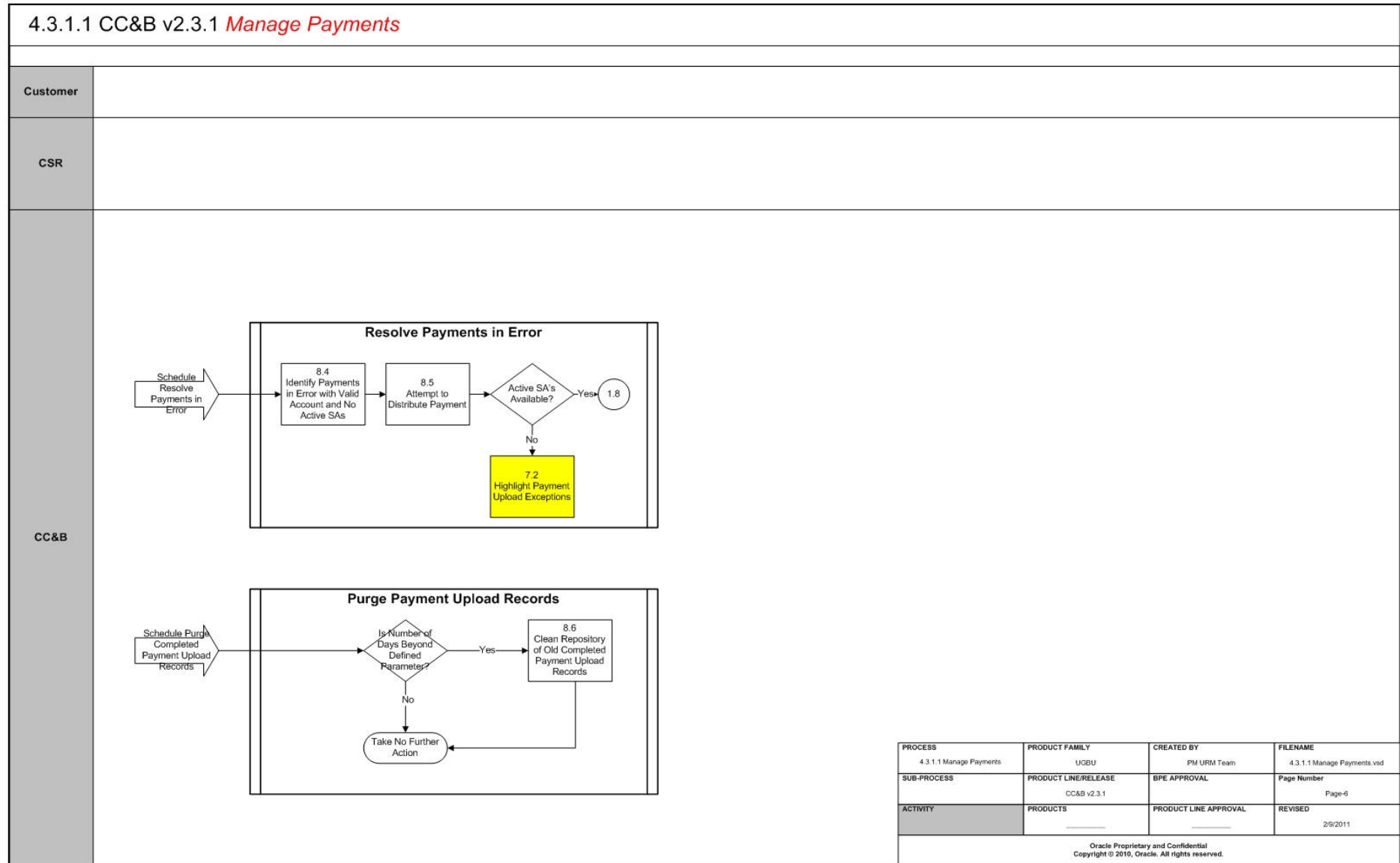
Manage Payments (Page 5)

Page5



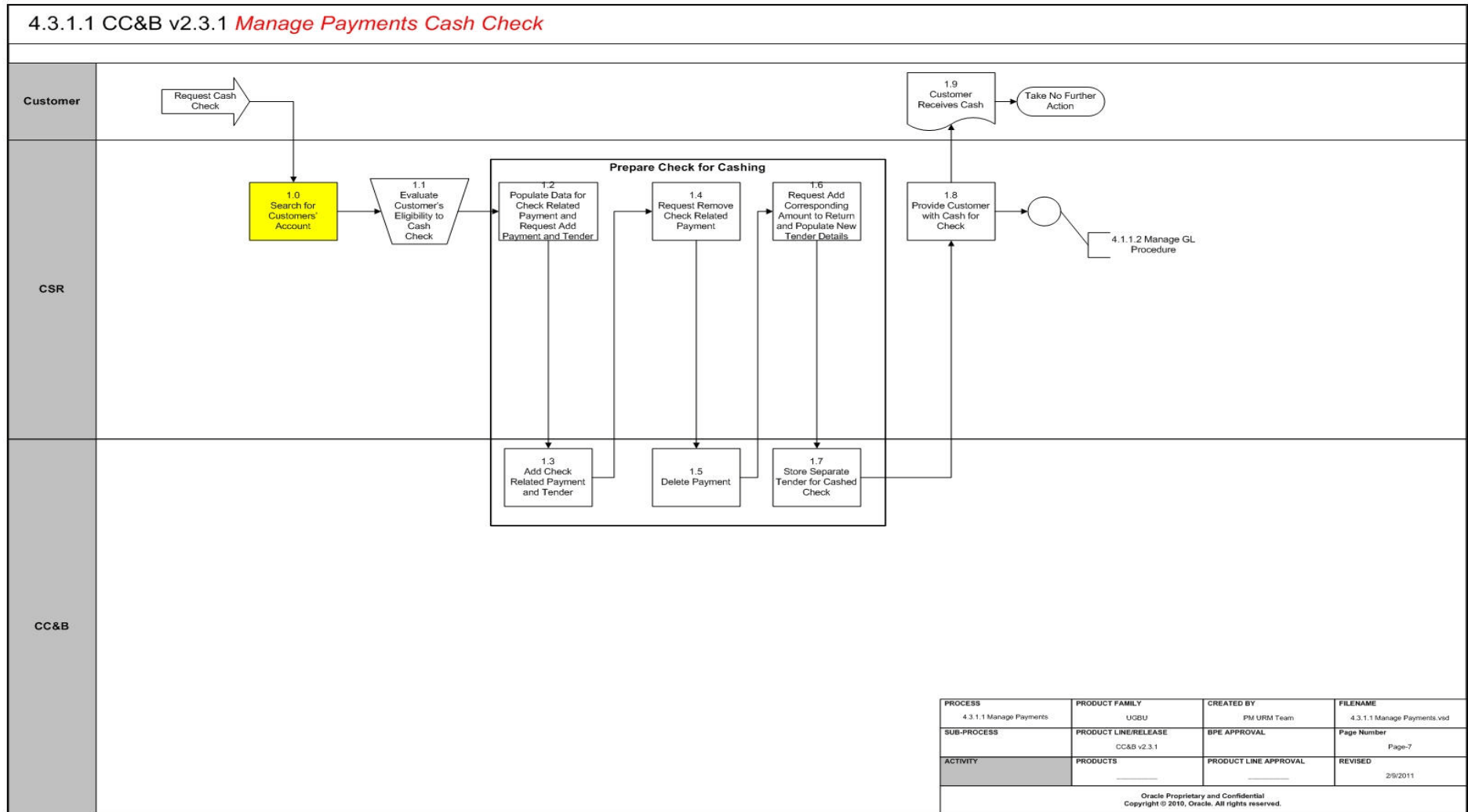
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Page6



Manage Payments (Page 7)

Page 7



PROCESS	PRODUCT FAMILY	CREATED BY	FILENAME
4.3.1.1 Manage Payments	UCBU	PM URM Team	4.3.1.1 Manage Payments.vsd
SUB-PROCESS	PRODUCT LINE/RELEASE	BPE APPROVAL	Page Number
	CC&B v2.3.1		Page-7
ACTIVITY	PRODUCTS	PRODUCT LINE APPROVAL	REVISED
			2/9/2011

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Manage Payments Description

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

- 1.0 Search for Customer Account
- 1.1 Evaluate Customer's Payment Options
- 1.2 Post CIS Payment Details
- 1.3 Post Non CIS Payment Details
- 1.4 Identify and Populate Additional Tender Data
- 1.5 Request Distribution
- 1.6 Request Automated Distribute and Freeze Payment
- 1.7 Add Payment and Tender
- 1.8 Distribute Payment and Create Pay Segment(s)
- 1.9 Request Add Overpayment SA 3.3.2.2 Start Non-Premise Based Service Process
- 2.0 Allocate Distribution Amounts
- 2.1 Evaluate Distribution and Payment Allocation
- 2.2 Request Delete Payment
- 2.3 Delete Payment and Tender
- 2.4 Change Distribution Details
- 2.5 Update Payment Details
- 2.6 Request Freeze Payment
- 2.7 Apply Credit to Specific Defined SA
- 3.0 Freeze Payment(s)
- 3.1 Create Financial Transaction(s)
- 3.2 4.3.2.2 Manage Severance Process
- 3.3 4.3.2.5 Write Off Uncollectible Receivables
- 3.4 Evaluate Frozen Payments
- 3.5 Select Details and Request Print Receipt3.6 Print Receipt
- 3.6 Print Receipt
- 3.8 Request Cancel Payment and Populate Cancel Reason
- 3.9 Cancel Payment
- 4.0 Cancel Financial Transaction
- 4.1 Request Cancel Tender, Payment and Populate Cancel Reason
- 4.2 Create Adjustment
- 4.3 Impact Credit Rating, Cash Only Score, Review for Collection
- 4.4 Cancel Tender and Payment
- 4.5 Evaluate Cancellation Details
- 4.6 Request Add Payment to Existing Tender
- 4.7 Gather Account(s) Service Agreement(s)Details for Transfer

- 4.8 Request Transfer Payment
- 4.9 Request Add Account(s) and Allocate Amounts for Each Account
- 5.0 Add Additional Account(s) for Payment
- 5.1 Update Distributed Amounts for Service Agreements
- 5.2 Update Distribution
- 5.3 Update Account(s) and Allocation Amounts
- 5.4 Update Account(s) and Allocation Amounts
- 5.5 Process External Payments
- 5.6 Create Deposit Control Staging
- 5.7 Create Tender Control Staging
- 5.8 Create Payment Tender Staging
- 5.9 Create Payment Tender Multiple Accounts (Pay Advice Staging)
- 6.0 Identify Deposit and Tender Controls, Payment Tenders Availability for Upload
- 6.1 Validate Deposit Controls
- 6.3 Allow to Process Tenders and Update Deposit Controls to In Progress
- 6.4 Validate Tender Controls
- 6.5 Update Tender Controls to Error
- 6.6 Allow to Process Payments and Update Tender Controls to In Progress
- 6.7 Validate Payment and Payment Detail Records
- 6.8 Postpone Payment Processing until Accounting Date Reached Group
- 6.9 Identify Account Group
- 7.0 Apply Payment to "Suspense" Account
- 7.1 Update Payment and Payment Details to Error
- 7.2 Highlight Payment Upload Exceptions
- 7.3 Update Deposit, Tender, Payment and Payment Detail Records to Complete
- 7.4 Identify Payment Upload Records in Error
- 7.5 Create Payment Upload Exceptions
- 7.6 Evaluate Errors
- 7.7 Resolve Deposit and Tender Staging Error and Update Status to Pending
- 7.8 Update Data and Update Deposit/Tender Staging
- 7.9 Review Payment Upload Error
- 8.0 Resolve Payment Upload Staging Error and Update Status to Pending
- 8.1 Update Data and Update Payment Upload Staging
- 8.2 Request Complete To Do
- 8.3 Complete To Do Entry
- 8.4 Identify Payments in Error Valid Account and No Active SA's
- 8.5 Attempt to Distribute Payment
- 8.6 Clean Repository of Old Completed Payment Upload Records

1.0 Search for Customer Account

See **Manage Payments (Page 1)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: Upon receipt of payment, the CSR or Authorized User accesses Control Central Search to locate the customer in CC&B.

:

Entities to Configure

Installation Options

1.1 Evaluate Customer's Payment Options

See **Manage Payments (Page 1)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User evaluates the account. Account Financial History, Billing History, Credit Rating, and Credit and Collection History may be reviewed. Control Central Alerts such as a Cash Only customer and other Dashboard information assist the CSR or Authorized User in determining eligibility and distribution for the Payment applying established business rules.

Entities to Configure

Installation Options

Available Algorithm

Installation Options -
Control Central Alerts
Installation Options -
PYFN-PYINFO This
algorithm formats the
Payment Information that
appears throughout the
system.

1.2 Post CIS Payment Details

See **Manage Payments (Page 1)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User enters initial payment information using the Payment Portal, Payment Event Add, Payment Event Quick Add or Payment Quick Add functionality. The CSR or Authorized User then selects one of the available distribution options. Options include:

- Distribute and Freeze if no other review or follow up is required. See **1.6 Request Automated Distribute and Freeze Payment**.

- Manual Distribution if special allocation to various Service Agreements is required. See **2.0 Allocate Distribution Amounts**.
- Do Not Distribute also allows for manually processing of the Payment(s) as well as Tenders. See **1.9 Request Add Overpayment SA 3.3.2.2 Start Non-Premise Based Service Process**.

:

Entities to Configure

Bank Code
Tender Source
Tender Type

Business Object

C1-CISPaymentEvent
BO Option Type Scripts:
-C1-ConvCurr (Currency Conversion Script) -
Defines the BPA script responsible for payment tender currency conversion on the payment portal.
-CI_AddLPCAdj (Additional Payment Processing Service Script) -
Defines the service script responsible for special processing after submission of the payment UI map but prior to adding the payment event. See note below.
-CI_CCAutAddr (Pre-Processing Service Script) -
Defines the service script responsible for pre-processing business logic executed prior to invoking the maintenance UI map.

Customizable Process

C1-AddPayEvt

Note: The base BPA script "C1-AddPayEvt - CIS Payment Event - Add" may be customized or cloned to invoke the new UI map "C1_AddCISPaymentEvent." When used with the new Option Type "Additional Payment Processing Service Script," the CSR or Authorized User may indicate if a Late Payment Charge adjustment will be created at the time of payment.

1.3 Post Non CIS Payment Details

See **Manage Payments (Page 1)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: Payments for miscellaneous services or products not otherwise defined are considered Non CIS Payments. The Payment references the name of the person remitting the payment and can include pertinent comments. The CSR or Authorized User typically enters initial payment information using the Payment Portal or Payment Event Add functionality. The Payment Portal allows for selecting specific Distribution Codes, otherwise the CSR or Authorized User then selects one of the available distribution options from Payment Event Add. Options include:

- Distribute and Freeze if no other review or follow up is required. See **t.1.6 Request Automated Distribute and Freeze Payment**.
- Manual Distribution if special allocation to various Service Agreements is required. See **2.0 Allocate Distribution Amounts**.
- Do Not Distribute also allows for manually processing of the Payment(s) as well as Tenders. See **1.5 Request Distribution**.

Entities to Configure

Non CIS Account
 Customer Class
 Non CIS Service Agreement
 Bank Code
 Distribution Codes
 Payment Templates
 Payment Segment Type
 Tender Source
 Tender Type

1.4 Identify and Populate Additional Tender Data

See **Manage Payments (Page 1)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The Payor remits more than one form of Tender. The CSR or Authorized User enters the additional Tender(s) information.

1.5 Request Distribution

See **Manage Payments (Page 1)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User requests Distribute if this option was selected in Step **1.2 Post CIS Payment Details** or Step **1.3 Post Non CIS Payment Details**. Do Not Distribute also allows for manually processing of the Payment(s) as well as Tenders. With this option, multiple Tenders or Payments for multiple Accounts may be added. This option also requires separate freezing of the Payment. The configured default distribution is applied across the Account(s) Service Agreements. When distributing the payment to more than one account, this configured distribution is also applied.

1.6 Request Automated Distribute and Freeze Payment

See **Manage Payments (Page 1)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User chooses Distribute and Freeze at the same time if this option is selected when posting the initial payment details in Step **1.2 Post CIS Payment Details** or Step **1.3 Post Non CIS Payment Details**. The Distribute and Freeze option is used when no other review or follow up is required. The Account making the Payment is the same Account the Payment will be applied to. The Payment date is the current date. The Payment can be distributed across the Service Agreements using the configured distribution.

1.7 Add Payment and Tender

See **Manage Payments (Page 1)** for the business process diagram associated with this activity.

Group: Payment Upload Process

Actor/Role: CSR

Description: The Payment and Tender(s) are added in CC&B. This process is similar for online as well as automated batch processing.

- Manual: The requested payment and tendered are applied in CC&B.
- Automated: CC&B attempts to add the Payment and Tender. If there is any associated Payment Advices, the money totals must add up to the expected amount of the Payment Tender Staging.

Customizable Process

PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

1.8 Distribute Payment and Create Pay Segment(s)

See **Manage Payments (Page 1)** for the business process diagram associated with this activity.

Group: Payment Upload Process

Actor/Role: CC&B

Description: The Payment is distributed in CC&B for Account(s) and Service Agreement(s) according to the configured distribution. Pay Segments for each associated Service Agreement are created. The defined Distribution applies for both Batch Processing and online Payments. In addition Distribution Rules and Distribution detail Characteristics can be used to distribute payments. This process is the same for online as well as automated batch processing.

Entities to Configure

Customer Class
SA Type
Match Type

Available Algorithm

PYDISTPPRTY- This payment distribution algorithm distributes a payment amongst the account's service agreements based on each service agreement's SA type's Payment Priority. If service agreements have the same Payment Priority, debt is relieved based on the age of the arrears. If the Payment Priority and the Debt age are the same for more than one service agreement, the payment first pays off one service agreement before the other(s) are reduced.

CI_CR-PAY-BF - This distribution rule create payment algorithm creates a single payment for an SA.

CI_TNDRAC-DF - This algorithm determines the Tender Account ID from the distribution detail characteristic value. It expects the value to represent an SA characteristic and it returns the SA's account as the Tender Account ID.

DSOV SA-ID - Distribute payment to SA ID in match value.

Customizable Process

PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

1.9 Request Add Overpayment SA 3.3.2.2 Start Non-Premise Based Service Process

See **Manage Payments (Page 1)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User determines an Overpayment SA is required. Refer to 3.3.2.2 Start Non-Premise Based Service Process.

2.0 Allocate Distribution Amounts

See **Manage Payments (Page 1)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User determines to Distribute arbitrary amounts across the Account(s) Service Agreements. This Distribution may be requested by the Customer and is based on established business rules. Manual Distribution is selected in Step **1.2 Post CIS Payment Details** or Step **1.3 Post Non CIS Payment Details** when special allocation to various service agreements is required. This option requires separate freezing of the Payment.

2.1 Evaluate Distribution and Payment Allocation

See **Manage Payments (Page2)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User reviews and determines whether or not to accept the current Distribution and Payment allocation.

2.2 Request Delete Payment

See **Manage Payments (Page2)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User determines to Delete the Payment(s).

2.3 Delete Payment and Tender

See **Manage Payments (Page2)** for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The payment and tender(s) information is deleted in CC&B. The record is removed from the database. There is no financial impact.

2.4 Change Distribution Details

See **Manage Payments (Page2)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: Upon review, the CSR or Authorized User determines to make changes to the existing Distribution and enters those allocation changes for various Service Agreements.

2.5 Update Payment Details

See **Manage Payments (Page2)** for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: Any changes in the Distribution allocation are updated in CC& B.

2.6 Request Freeze Payment

See **Manage Payments (Page2)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User freezes the Payment.

2.7 Apply Credit to Specific Defined SA

See **Manage Payments (Page2)** for the business process diagram associated with this activity.

Group: Payment Upload Process

Actor/Role: CC&B

Description: The payment is applied to the highest priority SA that is eligible for overpayment. This process is the same for online as well as automated batch processing.

Entities to Configure

Customer Class
SA Type
Adjustment Type

Available Algorithm

OVRPY-PPRTY - This overpayment algorithm will apply an overpayment to the highest priority SA that is eligible for overpayment.

STPZ-RMVCR - If a loan SA's current balance is less than zero; algorithms of this type create a frozen adjustment that applies the credit to the principal balance. The adjustment ID is stored with the pay segment so the adjustment can be canceled if the payment is later canceled.

OVPY-LO-CSA - This overpayment algorithm applies an overpayment to a loan SA and/or to an excess credit SA. If a non-canceled and non-closed loan SA exists, the credit is applied to it. However, a loan SA should never have a credit payoff balance. So if there is still a credit amount remaining, the credit is applied to an excess credit SA. If a non-canceled and non-closed excess credit SA exists, the credit is applied to it. If not, a new excess credit SA is created using CIS division and SA type.

Customizable Process

PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

2.9 Create Overpayment SA

See **Manage Payments (Page2)** for the business process diagram associated with this activity.

Group: Distribute Overpayment

Group: Payment Upload Process

Actor/Role: CC&B

Description: The payment is applied to the highest priority SA that is eligible for overpayment. This process is the same for online as well as automated batch processing.

Entities to Configure

Customer Class
SA Type

Available Algorithm

OVRPY-CREDSA - This overpayment algorithm will apply an overpayment to an Excess Credit SA. If a non-canceled and non-closed Excess Credit SA exists, the credit will be applied to it. If not, a new excess credit SA is created using CIS Division and SA Type.

Customizable Process

PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

3.0 Freeze Payment(s)

See **Manage Payments (Page2)** for the business process diagram associated with this activity.

Group: Freeze Payments

Group: Payment Upload Process

Actor/Role: CC&B

Description: The Payment(s) are frozen in CC&B. This process is the same for online as well as automated batch processing.

Entities to Configure

Customer Class
SA Type

3.1 Create Financial Transaction(s)

See **Manage Payments (Page2)** for the business process diagram associated with this activity.

Group: Freeze Payments

Group: Payment Upload Process

Actor/Role: CC&B

Description: CC&B creates the associated financial details at the time the Payment(s) are frozen. A Financial Transaction is created for each associated Pay Segment. The Financial Transaction contains the financial effects of the Payment Segment on the Service Agreement's current and payoff balances, and on the General Ledger. This process is the same for online as well as automated batch processing.

Entities to Configure

Payment Segment Type
Customer Class
SA Type

Available Algorithm

C1-NCPAY-FT - This algorithm is used for non-CIS pay segments. When the FT is created, the distribution code to credit is retrieved from the payment characteristics collection using the Distribution Code Payment Characteristic Type.

PSEG-NM - This algorithm creates a financial transaction for a payment segment where: - Payoff amount = payment segment amount. - Current amount = payment segment amount. - The General Ledger is affected This option would be used for all payment segments other than those used to pay for charitable contributions if you practice accrual accounting.

PSEG-AC - This algorithm is used for cash accounting. This algorithm creates a financial transaction for a payment segment where:

- Payoff amount = pay segment amount
- Current amount = pay segment amount
- The general ledger is affected
- Holding payable balances are relieved in proportion to the amount of receivables that are reduced by the payment segment

PSEG-CA - This algorithm creates a financial transaction for a pay segment where:

- Payoff amount = 0
 - Current amount = payment segment amount.
 - The general ledger is affected.
-

Customizable Process

PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

3.2 4.3.2.2 Manage Severance Process

See **Manage Payments (Page2)** for the business process diagram associated with this activity.

Group: Freeze Payments

Group: Payment Upload Process

Actor/Role: CC&B

Description: The status of a Severance Process can change due to freezing of a Financial Transaction. Refer to 4.3.2.2 Manage Severance Process.

Customizable Process

PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

3.3 4.3.2.5 Write Off Uncollectible Receivables

See **Manage Payments (Page2)** for the business process diagram associated with this activity.

Group: Freeze Payments

Group: Payment Upload Process

Actor/Role: CC&B

Description: The status of a Write Off Process or Write Off SA can change due to freezing of a Financial Transaction. Refer to 4.3.2.5 Write Off Uncollectible Receivables.

Customizable Process

PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

3.4 Evaluate Frozen Payments

See **Manage Payments (Page2)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User reviews accuracy of the Frozen Payment.

3.5 Select Details and Request Print Receipt

See **Manage Payments (Page2)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The customer may request or established business rules require a printed receipt. The payment must be frozen. Receipt Printing Options must be installed. Customization is required for the print option to be available for receipt printing. The CSR or Authorized User enters receipt information on a special cashiering printer. The receipt can include endorsing of a check, short or long option, and bill stub format. Receipts can also be labeled as Duplicate.

Entities to Configure

Installation Options -
Messages

Customizable Process

Customized Process for
Printing of Receipts

3.6 Print Receipt

See **Manage Payments (Page2)** for the business process diagram associated with this activity.

Actor/Role: Document Management Software

Description: The receipt is printed on special designated cashiering printers.

Customizable Process

Custom Process for
Printing of Receipts

3.7 Receives Receipt

See **Manage Payments (Page2)** for the business process diagram associated with this activity.

Actor/Role: Customer

Description: The receipt is printed on special designated cashiering printers.

3.8 Request Cancel Payment and Populate Cancel Reason

See **Manage Payments (Page2)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User determines an existing payment is not valid or is incorrect. The CSR or Authorized User enters cancellation information. The Tender is correct. Only the Payment is Canceled. A new Payment is required to balance the Payment Event.

3.9 Cancel Payment

See **Manage Payments (Page2)** for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The payment is canceled in CC&B.

Entities to Configure

Payment Cancel Reasons
Installation Options -
Beginning Credit Rating

Available Algorithm

PYCN-EMPTY This is a payment cancellation algorithm. It is a sample algorithm available to use as a base for creating an actual payment cancellation algorithm.

4.0 Cancel Financial Transaction

See **Manage Payments (Page2)** for the business process diagram associated with this activity.

Group: Cancel Payment

Group: Cancel Payment and Tender

Actor/Role: CC&B

Description: A separate cancellation Financial Transaction is created to reverse or offset the original Financial Transaction. This process is the same for online as well as automated batch processing.

Entities to Configure

Payment Cancel Reasons

Available Algorithm

PYCN-EMPTY This is a payment cancellation algorithm. It is a sample algorithm available to use as a base for creating an actual payment cancellation algorithm.

4.1 Request Cancel Tender, Payment and Populate Cancel Reason

See **Manage Payments (Page3)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User determines an existing payment and tender is not valid or is incorrect. The CSR or Authorized User enters cancellation information. When a Tender is canceled because of non-sufficient funds, an adjustment may be created to charge processing fees. The customer's credit rating and cash only score may also be impacted. The Account may be reviewed for Credit and Collection action.

4.2 Create Adjustment

See **Manage Payments (Page3)** for the business process diagram associated with this activity.

Group: NSF Cancel

Actor/Role: CC&B

Description: If configured, an adjustment is created for non-sufficient funds processing.

Entities to Configure

Adjustment Code
SA Type
Installation Options -
Beginning Credit Rating
Payment Cancel Reasons

Available Algorithm

NSFC-DFLT - This algorithm levies a non-sufficient funds (NSF) charge
 PYCN-Empty - This is a payment cancellation algorithm, available to use as a base for creating an actual payment cancellation algorithm.

4.3 Impact Credit Rating, Cash Only Score, Review for Collection

See **Manage Payments (Page3)** for the business process diagram associated with this activity.

Group: NSF Cancel

Actor/Role: CC&B

Description: If configured, CC&B will automatically impact the customer's credit rating, cash only score and examine the customer Account for Credit & Collection purposes.

Entities to Configure

Installation Options -
 Beginning Credit Rating
 Payment Cancel Reasons

Available Algorithm

NSFC-DFLT - This algorithm levies a non-sufficient funds (NSF) charge
 PYCN-Empty - This is a payment cancellation algorithm, available to use as a base for creating an actual payment cancellation algorithm.

4.4 Cancel Tender and Payment

See **Manage Payments (Page3)** for the business process diagram associated with this activity.

Group: Cancel Payment and Tender

Actor/Role: CC&B

Description: The payment and tender is canceled in CC&B. This process is the same for online as well as automated batch processing.

Entities to Configure

Installation Options - Beginning
 Credit Rating
 Payment Cancel Reasons

Available Algorithm

NSFC-DFLT - This algorithm levies a non-sufficient funds (NSF) charge
 PYCN-EMPTY This is a payment cancellation algorithm. It is a sample algorithm available to use as a base for creating an actual payment cancellation algorithm.

4.5 Evaluate Cancellation Details

See **Manage Payments (Page3)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User evaluates the canceled Payment to determine if another Payment(s) is required for the Tender. A new Payment and Tender may be required or it may be necessary to transfer a Payment.

4.6 Request Add Payment to Existing Tender

See **Manage Payments (Page3)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR adds a Payment to an existing Tender to balance the Payment.

4.7 Gather Account(s) Service Agreement(s)Details for Transfer

See **Manage Payments (Page3)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User determines the Payment requires Transfer to another Account(s) and/or Service Agreement(s). The CSR or Authorized User performs an analysis of the affected Account(s) and collects necessary information including Account Ids, Service Agreement information and amounts.

4.8 Request Transfer Payment

See **Manage Payments (Page3)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User enters Account Information for the Transfer. CC&B can transfer the complete payment to one Account distributing and freezing automatically or allow for review and manual distribution and freezing.

4.9 Request Add Account(s) and Allocate Amounts for Each Account

See **Manage Payments (Page3)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: At times it is necessary to apply a Payment to more than one Account. The CSR or Authorized User chooses this option when posting the initial Payment details. The CSR or Authorized User then adds the additional Account(s) and allocates the required amount to each Account.

5.0 Add Additional Account(s) for Payment

See **Manage Payments (Page3)** for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The additional Account(s) with allocated amounts are added in CC&B.

5.1 Update Distributed Amounts for Service Agreements

See **Manage Payments (Page3)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User reviews and may change distributed amounts for given Service Agreement(s).

5.2 Update Distribution

See **Manage Payments (Page3)** for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: Distribution details are updated in CC&B and reflect any changes made by the CSR or Authorized User.

5.3 Update Account(s) and Allocation Amounts

See **Manage Payments (Page3)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User reviews and may further add and/or change Account(s) and allocated amounts across Account(s).

5.4 Update Account(s) and Allocation Amounts

See **Manage Payments (Page3)** for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: Any additional Account(s) or changes in Allocation are updated in CC&B.

5.5 Process External Payments

See **Manage Payments (Page 4)** for the business process diagram associated with this activity.

Group: Process X - Payment Upload Staging

Actor/Role: CC&B

Description: Most payments are added in CC&B through external interfaces such as a lock box, payment station, or remittance processor. This process is completely customized. The following steps walk through the required information needed to populate various staging tables in CC&B.

Customizable Process

This is a completely custom process designed to add the required staging tables in CC&B

5.6 Create Deposit Control Staging

See **Manage Payments (Page 4)** for the business process diagram associated with this activity.

Group: Process X - Payment Upload Staging

Actor/Role: CC&B

Description: There is a Deposit Control Staging for each batch of Payments to be uploaded in CC&B. The Deposit Control Staging holds a collection of Payments from individual groups of Payments. This process creates the Deposit Control Staging(s) information.

Customizable Process

This is a completely custom process designed to add the required staging tables in CC&B.

5.7 Create Tender Control Staging

See **Manage Payments (Page 4)** for the business process diagram associated with this activity.

Group: Process X - Payment Upload Staging

Actor/Role: CC&B

Description: Each individual group of Payments is maintained in a separate Tender Control. Typically there could be several pay stations accepting Payments for the Organization. Each pay station would have separate Tender Controls and when prepared for CC&B, all Tender Controls are related to one Deposit Control. This process creates the Tender Control Staging(s) information.

Customizable Process

This is a completely custom process designed to add the required staging tables in CC&B.

5.8 Create Payment Tender Staging

See **Manage Payments (Page 4)** for the business process diagram associated with this activity.

Group: Process X - Payment Upload Staging

Actor/Role: CC&B

Description: A Payment Tender Staging record is created for each payment associated with the Tender Control Staging record.

Customizable Process

This is a completely custom process designed to add the required staging tables in CC&B.

5.9 Create Payment Tender Multiple Accounts (Pay Advice Staging)

See **Manage Payments (Page 4)** for the business process diagram associated with this activity.

Group: Process X - Payment Upload Staging

Actor/Role: CC&B

Description: If the Payment is distributed to an account different from the Payment Tender Staging record a Pay Advice Staging record is also created.

Customizable Process

This is a completely custom process designed to add the required staging tables in CC&B.

6.0 Identify Deposit and Tender Controls, Payment Tenders Availability for Upload

See **Manage Payments (Page 4)** for the business process diagram associated with this activity.

Group: Payment Upload Process

Actor/Role: CC&B

Description: Through a Batch Process, CC&B checks to see all required information is available and ready for entry in CC&B.

Customizable Process

PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

6.1 Validate Deposit Controls

See **Manage Payments (Page 4)** for the business process diagram associated with this activity.

Group: Payment Upload Process

Actor/Role: CC&B

Description: The first step is to create the Deposit Control. CC&B checks that record counts and money totals of the Tender Control Stagings equal the amount of the associated Deposit Control Staging.

Customizable Process

PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

6.2 Update Deposit Controls to Error

See **Manage Payments (Page 4)** for the business process diagram associated with this activity.

Group: Payment Upload Process

Actor/Role: CC&B

Description: The Upload of the Deposit Controls cannot continue until the number of records and money totals in the associated Tender Control Stagings add up to the expected amount on the Deposit Control Staging. The Deposit Control Staging status is transitioned to Error status. The CSR or Authorized User can review, make necessary and return status to Pending. CC&B will however, recheck totals of Deposit Control Staging's in either Error or Pending status.

Customizable Process

PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

6.3 Allow to Process Tenders and Update Deposit Controls to In Progress

See **Manage Payments (Page 1)** for the business process diagram associated with this activity.

Group: Payment Upload Process

Actor/Role: CC&B

Description: Deposit Controls are created and Staging transitions to an In Progress status. CC&B can now begin to process Tender Controls.

Customizable Process

PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

6.4 Validate Tender Controls

See **Manage Payments (Page 4)** for the business process diagram associated with this activity.

Group: Payment Upload Process

Actor/Role: CC&B

Description: The next step is to check that record counts and money totals of the Payment Tender Staging(s) add up to the expected amount of each associated Tender Control Staging.

Customizable Process

PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

6.5 Update Tender Controls to Error

See **Manage Payments (Page 4)** for the business process diagram associated with this activity.

Group: Payment Upload Process

Actor/Role: CC&B

Description: The Upload of the Tender Control(s) cannot continue until record counts and money totals add up to the expected amount(s) of the associated Tender Control Staging(s). The Tender Control is transitioned to an Error status. The CSR or Authorized User can review, make necessary and return status to Pending. CC&B will however, recheck totals of Tender Control Staging's in either Error or Pending status.

Customizable Process

PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

6.6 Allow to Process Payments and Update Tender Controls to In Progress

See **Manage Payments (Page 4)** for the business process diagram associated with this activity.

Group: Payment Upload Process

Actor/Role: CC&B

Description: Tender Controls are created and transitioned to an In Progress status. CC&B can now begin to process Payment Tenders.

Customizable Process

PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

6.7 Validate Payment and Payment Detail Records

See **Manage Payments (Page 4)** for the business process diagram associated with this activity.

Group: Payment Upload Process

Actor/Role: CC&B

Description: All Deposit and Tender Control Staging's must be in In Progress at this point. Next, CC&B starts uploading Payment Tender Staging and Payment Advice Staging.

Customizable Process

PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

6.8 Postpone Payment Processing until Accounting Date Reached Group

See **Manage Payments (Page 4)** for the business process diagram associated with this activity.

Group: Payment Upload Process

Actor/Role: CC&B

Description: If the Payment Tender Staging record has a future Accounting Date, the processing for this record is skipped. The Payment will not be frozen until the Accounting Date is reached. The record remains in Pending status.

Customizable Process

PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

6.9 Identify Account Group

See **Manage Payments (Page 4)** for the business process diagram associated with this activity.

Group: Payment Upload Process

Actor/Role: CC&B

Description: CC&B attempts to match the Account on the Payment Tender with a valid Account ID.

Customizable Process

PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

7.0 Apply Payment to "Suspense" Account

See **Manage Payments (Page 4)** for the business process diagram associated with this activity.

Group: Payment Upload Process

Actor/Role: CC&B

Description: If the Account on the Payment Tender Staging is invalid, the Account for the Tender will be assigned to the "Suspense" Account. Organizations establish this "Suspense" Account to accommodate upload of the Payments. A CSR or Authorized User investigates and transfers to valid Accounts later.

Customizable Process

PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

7.1 Update Payment and Payment Details to Error

See **Manage Payments (Page 4)** for the business process diagram associated with this activity.

Group: Payment Upload Process

Actor/Role: CC&B

Description: If money totals do not add up to the expected amount, or perhaps no Service Agreements exist to apply the payment, the Payment Tender Staging record is updated to an Error status. The Deposit and Tender Control Staging remains In Progress status.

Customizable Process

PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

7.2 Highlight Payment Upload Exceptions

See **Manage Payments (Page 1)** for the business process diagram associated with this activity.

Group: Payment Upload Process

Group: Resolve Payments in Error

Actor/Role: CC&B

Description: If CC&B cannot upload the Payment, it is placed on a Payment Exception table and available for review by a CSR or Authorized User. A message is included to help explain the error.

Customizable Process

PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

7.3 Update Deposit, Tender, Payment and Payment Detail Records to Complete

See **Manage Payments (Page 4)** for the business process diagram associated with this activity.

Group: Payment Upload Process

Actor/Role: CC&B

Description: When all uploaded records are created, the Deposit, Tender, Payment and Payment Detail Records are transitioned to Complete Status. The Deposit Control, Tender Control, Payment, and Payment Detail are created. The Deposit and Tender Control are Balanced.

Customizable Process

PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

7.4 Identify Payment Upload Records in Error

See **Manage Payments (Page 5)** for the business process diagram associated with this activity.

Group: To Process

Actor/Role: CC&B

Description: One way to view messages associated with Exception records is to make use of the To Do functionality in CC&B. The specific To Do background process can be scheduled.

Customizable Process

TD-PYUPL - This background process creates a To Do entry for every payment staging record that's in error

Entities to Configure

To Do Type
To Do Role

7.5 Create Payment Upload Exceptions

See **Manage Payments (Page 5)** for the business process diagram associated with this activity.

Group: To Do Payment Upload Error Process

Actor/Role: CC&B

Description: A message explaining the Payment Exception is available on a separate record for review by a CSR or Authorized User. The separate To Do entry allows for a supervisor and the responsible user to review and track the exception. Comments can be added based on established business rules. To Do Lists summarize and total entries for different To Do Types. Status of the To Do Entries is available for evaluation.

Entities to Configure

To Do Type
To Do Role

Customizable Process

TD-PYUPL - This background process creates a To Do entry for every payment staging record that's in error

7.6 Evaluate Errors

See **Manage Payments (Page 5)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User reviews and investigates the various upload errors. Typically errors are caused by missing or incomplete information. Based on established business rules, the CSR or Authorized User investigates possible solutions or workarounds for the missing or incomplete information.

7.7 Resolve Deposit and Tender Staging Error and Update Status to Pending

See **Manage Payments (Page 5)** 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 as needed. The CSR or Authorized User changes the Upload Staging Record to Pending.

7.8 Update Data and Update Deposit/Tender Staging

See **Manage Payments (Page 5)** for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Deposit and/or Tender Staging's are updated in CC&B.

7.9 Review Payment Upload Error

See **Manage Payments (Page 5)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized Users reviews and investigates Payment Exception and supporting information in CC&B. Typically errors are caused by missing or incomplete information. Based on established business rules, the CSR or Authorized User investigates possible solutions or workarounds for the missing or incomplete information.

8.0 Resolve Payment Upload Staging Error and Update Status to Pending

See **Manage Payments (Page 5)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User resolves the error by providing new information or changing information for the Payment and then changes the Payment Upload Staging to Pending status.

8.1 Update Data and Update Payment Upload Staging

See **Manage Payments (Page 5)** for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Payment information and Upload Staging is updated. The status is updated to Pending.

8.2 Request Complete To Do

See **Manage Payments (Page 5)** for the business process diagram associated with this activity.

Actor/Role: CC&B

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.

8.3 Complete To Do Entry

See **Manage Payments (Page 5)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The To Do Entry is updated to Complete Status in CC&B.

8.4 Identify Payments in Error Valid Account and No Active SA's

See **Manage Payments (Page6)** for the business process diagram associated with this activity.

Group: Resolve Payments in Error

Actor/Role: CSR

Description: CC&B identifies and reviews Payments with valid existing Account(s); however no Active Service Agreements are linked to the Account. It is possible the Service Agreements are not yet created or are still Pending.

Customizable Process

PY-RPE- This process periodically attempts to distribute and freeze payments in error

8.5 Attempt to Distribute Payment

See **Manage Payments (Page6)** for the business process diagram associated with this activity.

Group: Resolve Payments in Error

Actor/Role: CC&B

Description: CC&B attempts to distribute and freeze the Payment to Service Agreement(s) that may now exist.

8.6 Clean Repository of Old Completed Payment Upload Records

See **Manage Payments (Page6)** for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: CC&B will periodically purge completed Payment Upload Staging's older than a specifically defined number of days. The number of days is based on length of time the organization has need for audit and reporting requirements.

Customizable Process

PYUP-PRG - This background process periodically Payment Upload Staging's older than a defined number of days.

Manage Payments - Cash Check Description

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

- 1.1 Evaluate Customer's Eligibility to Cash Check
- 1.2 Populate Data for Check Related Payment and Request Add Payment and Tender
- 1.3 Add Check Related Payment and Tender
- 1.4 Request Remove Check Related Payment
- 1.5 Delete Payment
- 1.6 Request Add Corresponding Amount to Return and Populate New Tender Details
- 1.7 Store Separate Tender for Cashed Check
- 1.8 Provide Customer with Cash for Check
- 1.9 Receives Cash

1.1 Evaluate Customer's Eligibility to Cash Check

See **Manage Payments (Page 7)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: At times the organization may allow for check cashing for employees or customers. The CSR or Authorized User determines eligibility for cashing a check based on established business rules.

1.2 Populate Data for Check Related Payment and Request Add Payment and Tender

See **Manage Payments (Page 7)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: CC&B maintains a Payment Tender record when the CSR or Authorized User cashes a check. There isn't actually a Payment however the check and returned cash is documented. The CSR or Authorized User enters the required information for this record.

1.3 Add Check Related Payment and Tender

See **Manage Payments (Page 7)** for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: A payment and tender is added in CC&B.

1.4 Request Remove Check Related Payment

See **Manage Payments (Page 7)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: As there isn't actually a payment, the payment data is removed. The CSR or Authorized User deleted the payment information.

1.5 Delete Payment

See **Manage Payments (Page 7)** for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Payment information is removed from CC&B.

1.6 Request Add Corresponding Amount to Return and Populate New Tender Details

See **Manage Payments (Page 7)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User then enters the amount of cash to return to the Customer as a separate Tender and saves the Tender information.

1.7 Store Separate Tender for Cashed Check

See **Manage Payments (Page 7)** for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: CC&B stores the amount of the returned cash as a negative payment. The Payment now reflects a Tender for the check and a Tender for the returned cash.

1.8 Provide Customer with Cash for Check

See **Manage Payments (Page 7)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User returns cash to the customer.

1.9 Receives Cash

See **Manage Payments (Page 7)** for the business process diagram associated with this activity.

Actor/Role: Customer

Description: The customer receives the requested cash.

Related Training

The following User Productivity Kit (UPK) modules provide training related to this business process:

- Oracle Utilities UPK for Customer Care and Billing, User Tasks