

**Oracle Utilities Customer Self Service
Release 2.1.0**

Utility Reference Model

4.3.1.1 OUCSS-CCB Manage Payments

May 2016

Oracle Utilities Customer Self Service Release 2.1.0 Utility Reference Model 4.3.1.1 OUCSS-CCB Manage Payments

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Contents

4.3.1.1 OUCSS-CCB Manage Payments

4.3.1.1 OUCSS-CCB Manage Payments	1
Brief Description	2
Actors/Roles.....	2
Business Process Diagrams.....	3
OUCSS-CCB Manage Payments Process Model - Page 1.....	3
OUCSS-CCB Manage Payments Process Model - Page 2.....	4
OUCSS-CCB Manage Payments Process Model - Page 3.....	5
OUCSS-CCB Manage Payments Process Model - Page 4.....	6
OUCSS-CCB Manage Payments Process Model - Page 5.....	7
OUCSS-CCB Manage Payments Detailed Process Model Description.....	8
1.0 Log Into Utility Web Portal.....	10
1.1 Establish and Maintain Self Service User.....	10
1.2 Review Accounts	10
1.3 Select Account.....	10
1.4 Request to Make Payment.....	10
1.5 Redirect Request for One-Time Payment.....	10
1.6 Process Payment.....	10
1.6.1 Update Account Payment Information.....	11
1.7 Request List of Self Service Payment Methods.....	11
1.8 Retrieve and Send Payment Methods.....	11
1.9 Select Payment Method	11
2.0 Request Payment Method Details.....	11
2.1 Retrieve and Send Information Required for Payment	12
2.2 Populate Required Payment Details	12
2.3 Validate Populated Data	12
2.4 Confirm Payment Details and Submit Payment Request.....	12
2.5 Send Payment Request.....	12
2.6 Create One Time Payment Task in Pending Status	13
2.6.1 Send Confirmation ID.....	13
2.6.2 Receive Confirmation and Generate Message	13
2.6.3 Receive Confirmation	13
2.7 Transition to In Progress State.....	13
2.8 Apply Credit to Specific Defined SA.....	14
2.9 Apply Credit to Overpayment SA.....	14
3.0 Create Overpayment SA.....	14
3.1 Freeze Payment(s).....	15
3.2 Create Financial Transaction(s)	15
3.3 Manage Severance Process.....	15
3.4 Write Off Uncollectible Receivables.....	15
3.5 Create To Do.....	16
3.6 Transition to Error Status	16
3.7 Transition to Complete Status.....	16
3.8 Send Confirmation Email.....	16

3.9 Receive Email.....	17
4.0 Request to Setup Auto Payment.....	17
4.1 Redirect Request for AutoPay	17
4.2 Setup Auto Payment.....	17
4.3 Request List of Self Service Auto Payment Methods	17
4.4 Retrieve and Send Auto Payment Methods.....	17
4.5 Select Auto Payment Method	18
4.6 Request Auto Payment Method Details.....	18
4.7 Retrieve and Send Information Required for Auto Payment	18
4.8 Populate Required Auto Payment Details	18
4.9 Update Auto Payment Details	18
5.0 Request Disable of Auto Payment.....	18
5.1 Send Auto Payment Details	19
5.2 Create Auto Payment Task in Pending Status.....	19
5.3 Transition to Process Status.....	19
5.4 Update Account Information with Auto Payment Data.....	19
5.5 Disable Auto Payment	20
5.6 Transition to Complete Status	20
5.7 Transition to Error Status	20
5.8 Request Latest Alerts.....	20
5.9 Process Request	20
6.0 Check Alerts for Account.....	21
6.1 Send Response	21
6.2 Process Response.....	21
6.3 Review Alerts.....	21
6.4 Evaluate Error and Work To Do.....	21
6.5 Send Payment Failure Email.....	21
6.6 Receive Email.....	22
6.7 Contact Customer.....	22
6.8 Provide Additional Details	22

4.3.1.1 OUCSS-CCB Manage Payments

This section provides a description of the “OUCSS-CCB Manage Payments” business process. This includes:

- ♦ [Brief Description](#)
 - ♦ [Actors/Roles](#)
- ♦ [Business Process Diagrams](#)
 - ♦ [OUCSS-CCB Manage Payments Process Model - Page 1](#)
 - ♦ [OUCSS-CCB Manage Payments Process Model - Page 2](#)
 - ♦ [OUCSS-CCB Manage Payments Process Model - Page 3](#)
 - ♦ [OUCSS-CCB Manage Payments Process Model - Page 4](#)
 - ♦ [OUCSS-CCB Manage Payments Process Model - Page 5](#)
- ♦ [OUCSS-CCB Manage Payments Detailed Process Model Description](#)

Brief Description

Business Process: 4.3.1.1 OUCSS-CCB Manage Payments

Process Type: Sub-Process

Parent Process: 4.3.1 OUCSS-CCB Perform Settlement Activities

Sibling Processes: n/a

This process takes place when a customer submits a payment via the self-service portal. The process allows understanding the relationship between the web-portal and payment processing in CC&B.

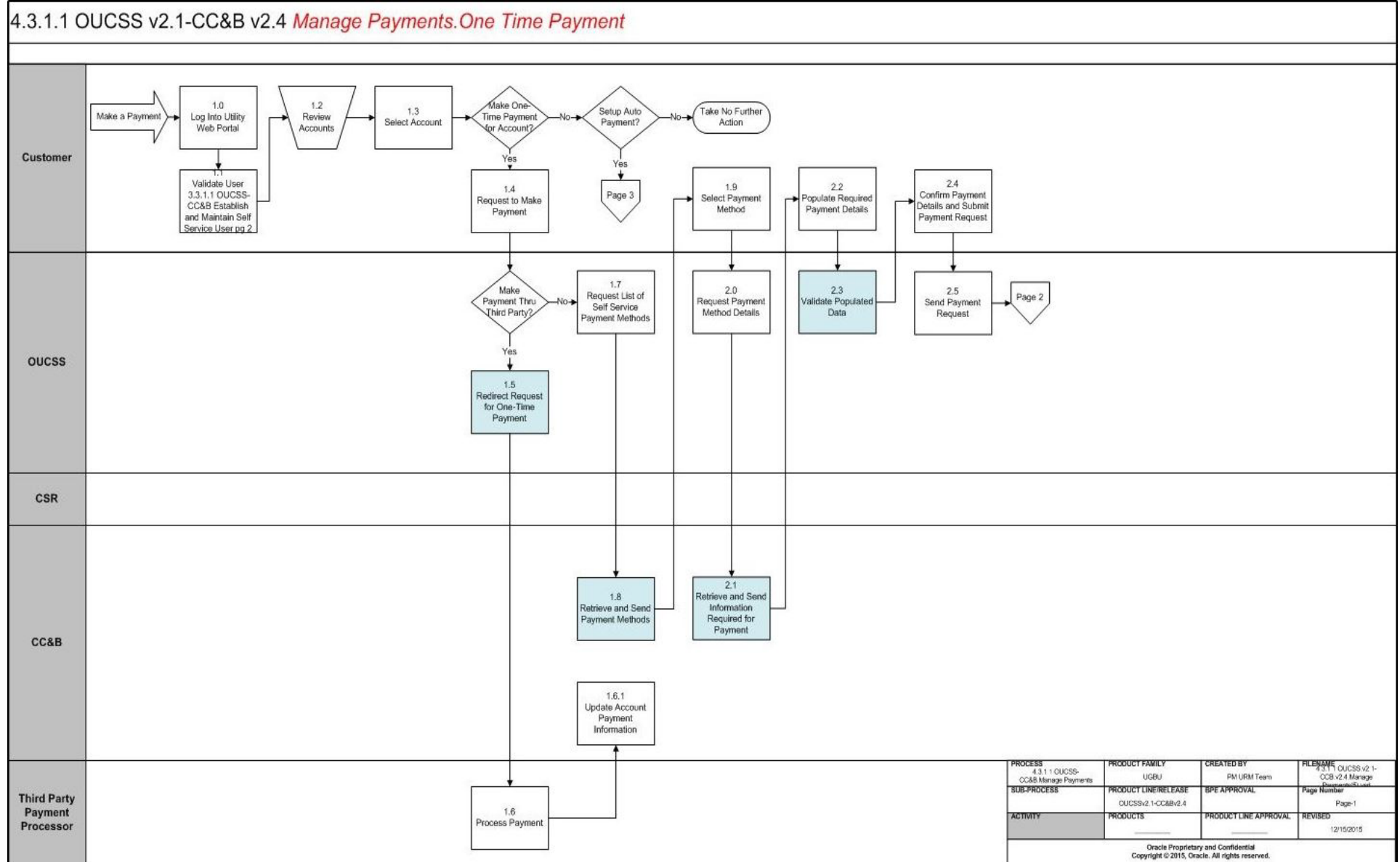
Actors/Roles

The OUCSS-CCB 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.
- **Customer:** The service customer.
- **OUCSS:** The Oracle Utilities Customer Self Service application.
- **Third Party Payment Processor:** The third-party payment processor. Takes the payment information from the customer and processes it.

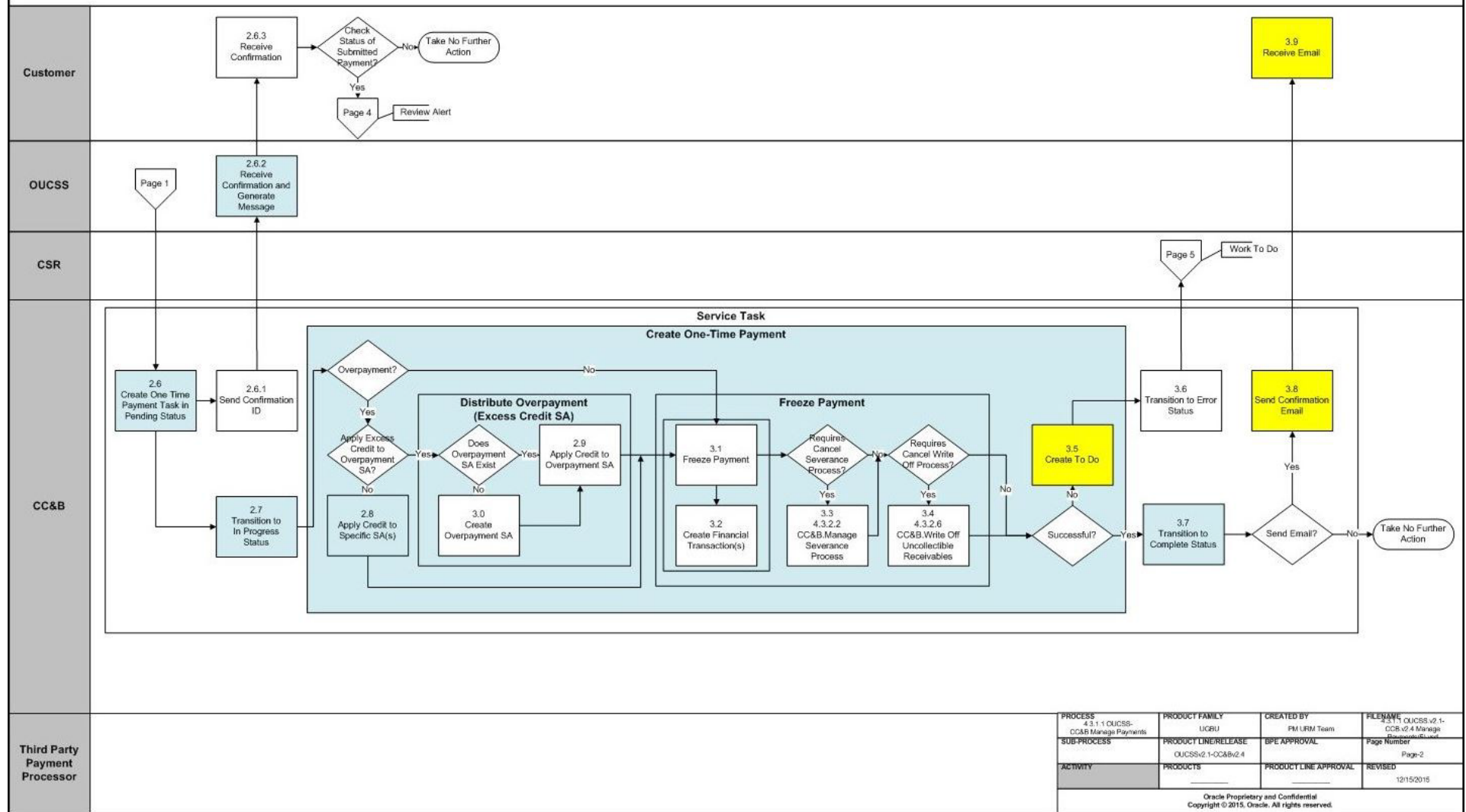
Business Process Diagrams

OUCSS-CCB Manage Payments Process Model - Page 1



OUCSS-CCB Manage Payments Process Model - Page 2

4.3.1.1 OUCSS v2.1-CC&B v2.4 *Manage Payments. One Time Payment*

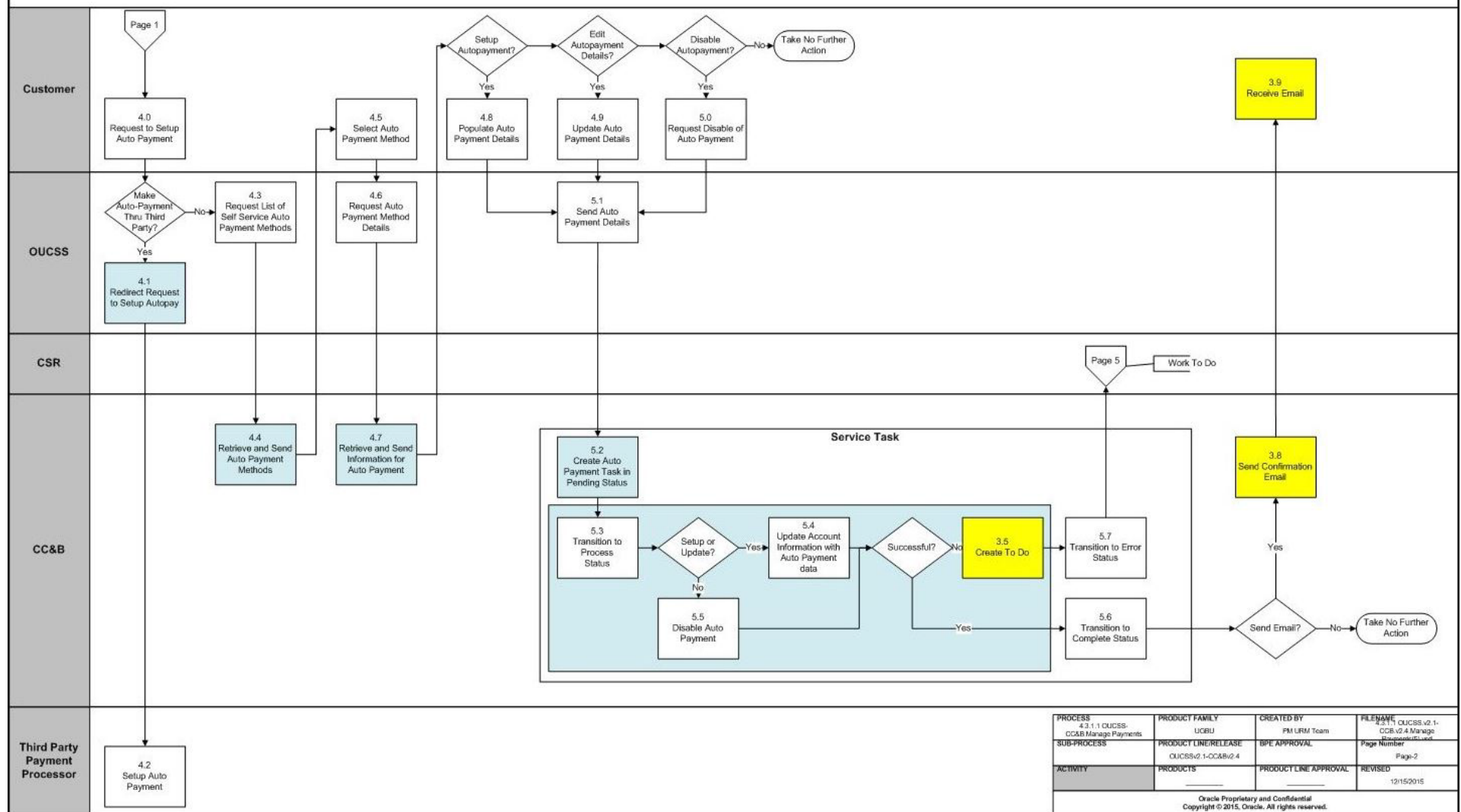


PROCESS	4.3.1.1 OUCSS-CC&B Manage Payments	PRODUCT FAMILY	UCBU	CREATED BY	FM LRM Team	FILENAME	4.3.1.1 OUCSS v2.1-CC&B v2.4 Manage Payments v2.4
SUB-PROCESS		PRODUCT LINE/RELEASE	OUCSS v2.1-CC&B v2.4	BPE APPROVAL		Page Number	Page-2
ACTIVITY		PRODUCTS		PRODUCT LINE APPROVAL		REVISED	12/15/2015

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OUCSS-CCB Manage Payments Process Model - Page 3

4.3.1.1 OUCSS v2.1-CC&B v2.4 *Manage Payments. Setup Auto Payment*

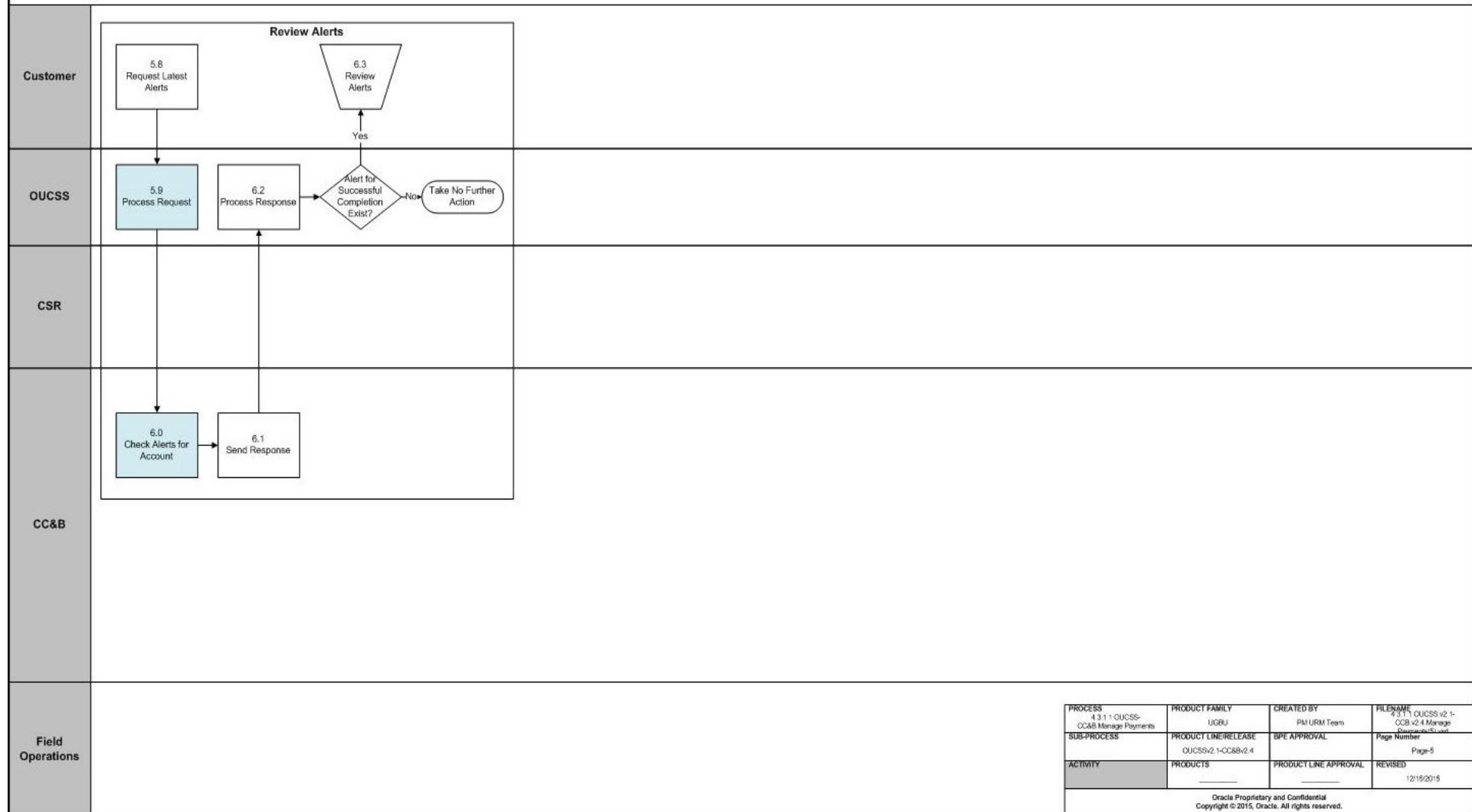


PROCESS	4.3.1.1 OUCSS-CC&B Manage Payments	PRODUCT FAMILY	UCBU	CREATED BY	FM LRM Team	FILE NAME	4.3.1.1 OUCSS v2.1-CC&B v2.4 Manage Payments (Page 2)
SUB-PROCESS		PRODUCT LINE/RELEASE	OUCSS v2.1-CC&B v2.4	BP APPROVAL		Page Number	Page-2
ACTIVITY		PRODUCTS		PRODUCT LINE APPROVAL		REVISED	12/15/2015

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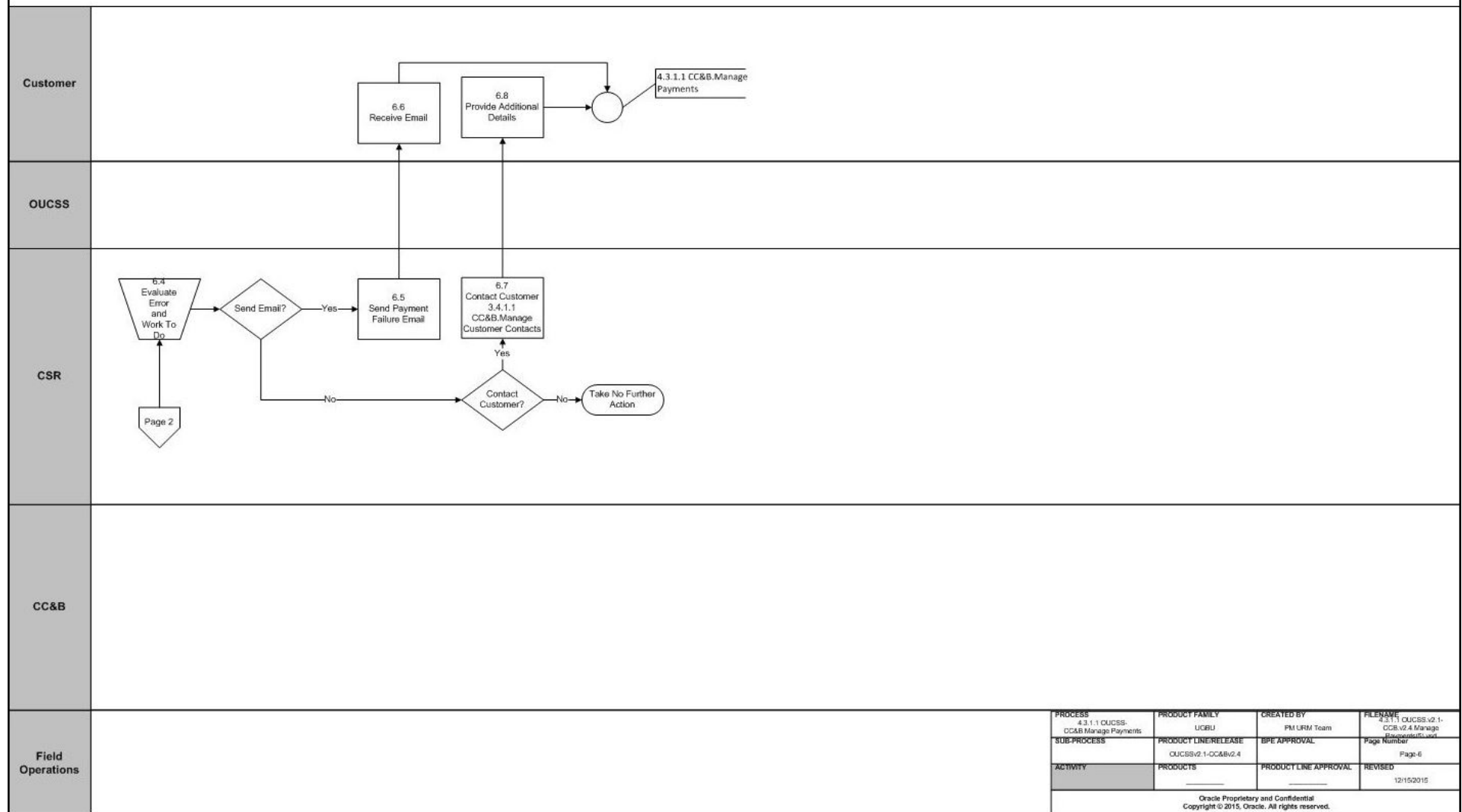
OUCSS-CCB Manage Payments Process Model - Page 4

4.3.1.1 OUCSS v2.1-CC&B v2.4 *Manage Payments.Review Alerts*



OUCSS-CCB Manage Payments Process Model - Page 5

4.3.1.1 OUCSS v2.1-CC&B v2.4 *Manage Payments.Process Exception*



OUCSS-CCB Manage Payments Detailed Process Model Description

This section provides a detailed description of the “OUCSS-CCB Manage Payments” business process, including:

- ♦ 1.0 Log Into Utility Web Portal
- ♦ 1.1 Establish and Maintain Self Service User
- ♦ 1.2 Review Accounts
- ♦ 1.3 Select Account
- ♦ 1.4 Request to Make Payment
- ♦ 1.5 Redirect Request for One-Time Payment
- ♦ 1.6 Process Payment
- ♦ 1.6.1 Update Account Payment Information
- ♦ 1.7 Request List of Self Service Payment Methods
- ♦ 1.8 Retrieve and Send Payment Methods
- ♦ 1.9 Select Payment Method
- ♦ 2.0 Request Payment Method Details
- ♦ 2.1 Retrieve and Send Information Required for Payment
- ♦ 2.2 Populate Required Payment Details
- ♦ 2.3 Validate Populated Data
- ♦ 2.4 Confirm Payment Details and Submit Payment Request
- ♦ 2.5 Send Payment Request
- ♦ 2.6 Create One Time Payment Task in Pending Status
- ♦ 2.6.1 Send Confirmation ID
- ♦ 2.6.2 Receive Confirmation and Generate Message
- ♦ 2.6.3 Receive Confirmation
- ♦ 2.7 Transition to In Progress State
- ♦ 2.8 Apply Credit to Specific Defined SA
- ♦ 2.9 Apply Credit to Overpayment SA
- ♦ 3.0 Create Overpayment SA
- ♦ 3.1 Freeze Payment(s)
- ♦ 3.2 Create Financial Transaction(s)
- ♦ 3.3 Manage Severance Process
- ♦ 3.4 Write Off Uncollectible Receivables
- ♦ 3.5 Create To Do
- ♦ 3.6 Transition to Error Status
- ♦ 3.7 Transition to Complete Status
- ♦ 3.8 Send Confirmation Email
- ♦ 3.9 Receive Email
- ♦ 4.0 Request to Setup Auto Payment
- ♦ 4.1 Redirect Request for AutoPay
- ♦ 4.2 Setup Auto Payment
- ♦ 4.3 Request List of Self Service Auto Payment Methods
- ♦ 4.4 Retrieve and Send Auto Payment Methods
- ♦ 4.5 Select Auto Payment Method
- ♦ 4.6 Request Auto Payment Method Details
- ♦ 4.7 Retrieve and Send Information Required for Auto Payment
- ♦ 4.8 Populate Required Auto Payment Details
- ♦ 4.9 Update Auto Payment Details
- ♦ 5.0 Request Disable of Auto Payment

- ◆ 5.1 Send Auto Payment Details
- ◆ 5.2 Create Auto Payment Task in Pending Status
- ◆ 5.3 Transition to Process Status
- ◆ 5.4 Update Account Information with Auto Payment Data
- ◆ 5.5 Disable Auto Payment
- ◆ 5.6 Transition to Complete Status
- ◆ 5.7 Transition to Error Status
- ◆ 5.8 Request Latest Alerts
- ◆ 5.9 Process Request
- ◆ 6.0 Check Alerts for Account
- ◆ 6.1 Send Response
- ◆ 6.2 Process Response
- ◆ 6.3 Review Alerts
- ◆ 6.4 Evaluate Error and Work To Do
- ◆ 6.5 Send Payment Failure Email
- ◆ 6.6 Receive Email
- ◆ 6.7 Contact Customer
- ◆ 6.8 Provide Additional Details

1.0 Log Into Utility Web Portal

Reference: [OUCSS-CCB Manage Payments Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Customer

Description: User logs into self-service account to access Utility Web Portal.

1.1 Establish and Maintain Self Service User

Reference: [OUCSS-CCB Manage Payments Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Customer

Description: See process 3.3.1.1 OUCSS-CC&B.Establish and Maintain Self Service User.

1.2 Review Accounts

Reference: [OUCSS-CCB Manage Payments Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Customer

Description: Customer reviews list of account(s) enrolled for self-service access and decides to make a payment. Selection is made via the navigation menu.

1.3 Select Account

Reference: [OUCSS-CCB Manage Payments Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Customer

Description: Customer selects the account for which they want to make a payment.

1.4 Request to Make Payment

Reference: [OUCSS-CCB Manage Payments Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Customer

Description: Customer requests to make a payment.

1.5 Redirect Request for One-Time Payment

Reference: [OUCSS-CCB Manage Payments Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: OUCSS

Description: OUCSS redirects the customer to a third-party payment processor to make a payment. This requires a custom integration based on the payment processor's APIs. It is typically done as a new tab/window.

1.6 Process Payment

Reference: [OUCSS-CCB Manage Payments Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Third Party Payment Processor

Description: The third-party payment processor takes the payment information from the customer and processes it.

1.6.1 Update Account Payment Information

Reference: [OUCSS-CCB Manage Payments Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CC&B

Description: The third-party payment processor updates CC&B with the payment information.

1.7 Request List of Self Service Payment Methods

Reference: [OUCSS-CCB Manage Payments Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: OUCSS

Description: OUCSS requests the list of self-service payments methods configured in CC&B.

1.8 Retrieve and Send Payment Methods

Reference: [OUCSS-CCB Manage Payments Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CC&B

Description: CC&B sends the list of self-service payment method types to OUCSS.

Entities to Configure

- XAI Service: WXMakePayment
- Master Configuration - Payment Type, Tender Type

Business Objects

- WX-SelfServiceIntegration
- WX-SelfServiceTaskTypeBasis
- WX-OneTimePayTaskType

Available Algorithm(s)

- WX-PMTYP-VAL

1.9 Select Payment Method

Reference: [OUCSS-CCB Manage Payments Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Customer

Description: Customer selects the payment method they want to use.

2.0 Request Payment Method Details

Reference: [OUCSS-CCB Manage Payments Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: OUCSS

Description: OUCSS requests the details of the payment method selected by the customer.

2.1 Retrieve and Send Information Required for Payment

Reference: [OUCSS-CCB Manage Payments Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CC&B

Description: CC&B retrieves the details for the payment method selected by the customer and sends it to OUCSS.

Note: Inbound service exposes the One Time Payment service script as a web service with “read action”.

Entities to Configure

- XAI Service: WXMakePayment
- Master Configuration - Payment Type, Tender Type
- Currency
- Installation Options

Available Plug-in(s)

- WX-MakePay

2.2 Populate Required Payment Details

Reference: [OUCSS-CCB Manage Payments Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Customer

Description: Customer populates the required information for processing the payment.

2.3 Validate Populated Data

Reference: [OUCSS-CCB Manage Payments Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: OUCSS

Description: OUCSS user-interface validates the provided payment details.

Note: Additional payment validations can be added to the task flow.

Entities to Customize

- Task Flow: OneTimePayment

2.4 Confirm Payment Details and Submit Payment Request

Reference: [OUCSS-CCB Manage Payments Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Customer

Description: Customer validates the payment details and submits the request.

2.5 Send Payment Request

Reference: [OUCSS-CCB Manage Payments Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: OUCSS

Description: OUCSS sends the payment details to CC&B for processing.

2.6 Create One Time Payment Task in Pending Status

Reference: [OUCSS-CCB Manage Payments Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: CC&B

Description: CC&B creates service task for processing One Time Payment.

Entities to Configure

- XAI Service: WXMakePayment

Business Object

- WX-OneTimePayTask

Available Algorithm(s)

- WX-SSTINFO
- F1-TRN-DF-NS (Monitor)

2.6.1 Send Confirmation ID

Reference: [OUCSS-CCB Manage Payments Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: CC&B

Description: CC&B sends service task ID confirming the Payment Request was received by the application.

Entities to Configure

- XAI Service: WXMakePayment

Business Object

- WX-OneTimePayTask

2.6.2 Receive Confirmation and Generate Message

Reference: [OUCSS-CCB Manage Payments Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: OUCSS

Description: Application receives service task ID from CC&B and generates message to display to the customer.

Entities to Configure

- OUCSS Admin: Labels (Payments)

2.6.3 Receive Confirmation

Reference: [OUCSS-CCB Manage Payments Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: Customer

Description: Customer receives confirmation message in portal.

2.7 Transition to In Progress State

Reference: [OUCSS-CCB Manage Payments Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: CC&B

Description: CC&B initiates processing of the payment request.

Business Objects

- WX-OneTimePayTask

Available Algorithm(s)

- WX-CRE-OTPAY

2.8 Apply Credit to Specific Defined SA

Reference: [OUCSS-CCB Manage Payments Process Model - Page 2 on page 4](#) for the associated business process diagram.

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.

Business Objects

- WX-OneTimePayTask

Available Algorithm(s)

- WX-CRE-OTPAY

2.9 Apply Credit to Overpayment SA

Reference: [OUCSS-CCB Manage Payments Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: CC&B

Description: The overpayment is transferred to a new SA (excess credit SA type). The credit on the Overpayment SA may be transferred to other Service Agreements the next time the Account bills. This process is the same for online as well as automated batch processing.

Business Objects

- WX-OneTimePayTask

Available Algorithm(s)

- WX-CRE-OTPAY

3.0 Create Overpayment SA

Reference: [OUCSS-CCB Manage Payments Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: CC&B

Description: An Overpayment SA is created for excess credit over the amount of the account's payoff balance dependent on overpayment distribution defined on Customer Class. The credit on the Overpayment SA may be transferred to other Service Agreements the next time the Account bills. This process is the same for online as well as automated batch processing.

Business Objects

- WX-OneTimePayTask

Available Algorithm(s)

- WX-CRE-OTPAY

3.1 Freeze Payment(s)

Reference: [OUCSS-CCB Manage Payments Process Model - Page 2 on page 4](#) for the associated business process diagram.

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.

Business Objects

- WX-OneTimePayTask

Available Algorithm(s)

- WX-CRE-OTPAY

3.2 Create Financial Transaction(s)

Reference: [OUCSS-CCB Manage Payments Process Model - Page 2 on page 4](#) for the associated business process diagram.

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.

Business Objects

- WX-OneTimePayTask

Available Algorithm(s)

- WX-CRE-OTPAY

3.3 Manage Severance Process

Reference: [OUCSS-CCB Manage Payments Process Model - Page 2 on page 4](#) for the associated business process diagram.

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.

Business Objects

- WX-OneTimePayTask

Available Algorithm(s)

- WX-CRE-OTPAY

3.4 Write Off Uncollectible Receivables

Reference: [OUCSS-CCB Manage Payments Process Model - Page 2 on page 4](#) for the associated business process diagram.

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.

Business Objects

- WX-OneTimePayTask

Available Algorithm(s)

- WX-CRE-OTPAY

3.5 Create To Do

Reference: [OUCSS-CCB Manage Payments Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: CC&B

Description: CC&B creates To Do for customer service representative to process exception.

Entities to Configure

- To Do Types
- To Do Roles

Business Objects

- WX-OneTimePayTask

Available Algorithm(s)

- WX-CRE-OTPAY
- F1-AddToDoEntry

3.6 Transition to Error Status

Reference: [OUCSS-CCB Manage Payments Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: CC&B

Description: CC&B transitions service task to Error status and creates a To Do entry.

Business Objects

- WX-OneTimePayTask

3.7 Transition to Complete Status

Reference: [OUCSS-CCB Manage Payments Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: CC&B

Description: CC&B transitions service task to Complete status.

Business Objects

- WX-OneTimePayTask

3.8 Send Confirmation Email

Reference: [OUCSS-CCB Manage Payments Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: CC&B

Description: If business requires, CC&B sends customer email to confirm that payment has been made successfully.

Business Objects

- WX-OneTimePayTask

Available Algorithm(s)

- CI_Confrmeml

3.9 Receive Email

Reference: [OUCSS-CCB Manage Payments Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: Customer

Description: Customer receives email with confirmation.

4.0 Request to Setup Auto Payment

Reference: [OUCSS-CCB Manage Payments Process Model - Page 3 on page 5](#) for the associated business process diagram.

Actor/Role: Customer

Description: Customer requests to setup auto payment.

4.1 Redirect Request for AutoPay

Reference: [OUCSS-CCB Manage Payments Process Model - Page 3 on page 5](#) for the associated business process diagram.

Actor/Role: OUCSS

Description: OUCSS redirects the customer to a third-party payment processor to setup automatic payments. This requires a custom integration based on the payment processor's APIs. This is typically done as a new tab/window.

4.2 Setup Auto Payment

Reference: [OUCSS-CCB Manage Payments Process Model - Page 3 on page 5](#) for the associated business process diagram.

Actor/Role: Third Party Payment Processor

Description: The third-party payment processor takes the automatic payment information from the customer and processes it.

4.3 Request List of Self Service Auto Payment Methods

Reference: [OUCSS-CCB Manage Payments Process Model - Page 3 on page 5](#) for the associated business process diagram.

Actor/Role: OUCSS

Description: OUCSS requests the list of self-service payments methods configured in CC&B.

4.4 Retrieve and Send Auto Payment Methods

Reference: [OUCSS-CCB Manage Payments Process Model - Page 3 on page 5](#) for the associated business process diagram.

Actor/Role: CC&B

Description: CC&B sends the list of self-service payment method types to OUCSS.

Entities to Configure

- XAI Service: WXAutoPaySetup
- Master Configuration
- Accepted Payment Types, Accepted Credit Card Types - Master Configuration > Self-Service Integration > Payment Processing Information

Business Objects

- WX-AutoPayTaskType
- WX-AutoPayTask

4.5 Select Auto Payment Method

Reference: [OUCSS-CCB Manage Payments Process Model - Page 3 on page 5](#) for the associated business process diagram.

Actor/Role: Customer

Description: Customer selects the automatic payment method they want to use.

4.6 Request Auto Payment Method Details

Reference: [OUCSS-CCB Manage Payments Process Model - Page 3 on page 5](#) for the associated business process diagram.

Actor/Role: OUCSS

Description: OUCSS requests the details of the payment method selected by the customer.

4.7 Retrieve and Send Information Required for Auto Payment

Reference: [OUCSS-CCB Manage Payments Process Model - Page 3 on page 5](#) for the associated business process diagram.

Actor/Role: CC&B

Description: CC&B retrieves the details for the payment method selected by the customer and sends it to OUCSS.

4.8 Populate Required Auto Payment Details

Reference: [OUCSS-CCB Manage Payments Process Model - Page 3 on page 5](#) for the associated business process diagram.

Actor/Role: Customer

Description: Customer populates the required information for processing the automatic payment.

4.9 Update Auto Payment Details

Reference: [OUCSS-CCB Manage Payments Process Model - Page 3 on page 5](#) for the associated business process diagram.

Actor/Role: Customer

Description: Customer updates the required information for processing the automatic payment.

5.0 Request Disable of Auto Payment

Reference: [OUCSS-CCB Manage Payments Process Model - Page 3 on page 5](#) for the associated business process diagram.

Actor/Role: Customer

Description: Customer populates the required information for processing the automatic payment.

5.1 Send Auto Payment Details

Reference: [OUCSS-CCB Manage Payments Process Model - Page 3 on page 5](#) for the associated business process diagram.

Actor/Role: OUCSS

Description: OUCSS sends the automatic payment details to CC&B for processing.

5.2 Create Auto Payment Task in Pending Status

Reference: [OUCSS-CCB Manage Payments Process Model - Page 3 on page 5](#) for the associated business process diagram.

Actor/Role: CC&B

Description: CC&B creates service task for processing Automatic Payment.

Entities to Configure

- XAI Service: WXAutoPaySetup
- Master Configuration

Business Objects

- WX-AutoPayTask

Available Algorithm(s)

- WX-SSTINFO
- F1-TRN-DF-NS (Monitor)

5.3 Transition to Process Status

Reference: [OUCSS-CCB Manage Payments Process Model - Page 3 on page 5](#) for the associated business process diagram.

Actor/Role: CC&B

Description: CC&B initiates processing of the payment request.

Business Objects

- WX-AutoPayTask

Available Algorithm(s)

- WX-SETAPAY

5.4 Update Account Information with Auto Payment Data

Reference: [OUCSS-CCB Manage Payments Process Model - Page 3 on page 5](#) for the associated business process diagram.

Actor/Role: CC&B

Description: CC&B updates the customer's automatic payment account information.

Business Objects

- WX-AutoPayTask

Available Algorithm(s)

- WX-SETAPAY

5.5 Disable Auto Payment

Reference: [OUCSS-CCB Manage Payments Process Model - Page 3 on page 5](#) for the associated business process diagram.

Actor/Role: CC&B

Description: CC&B disables the customer's automatic payment.

Business Objects

- WX-AutoPayTask

Available Algorithm(s)

- WX-SETAPAY

5.6 Transition to Complete Status

Reference: [OUCSS-CCB Manage Payments Process Model - Page 3 on page 5](#) for the associated business process diagram.

Actor/Role: CC&B

Description: CC&B transitions service task to Complete status.

Business Objects

- WX-AutoPayTask

5.7 Transition to Error Status

Reference: [OUCSS-CCB Manage Payments Process Model - Page 3 on page 5](#) for the associated business process diagram.

Actor/Role: CC&B

Description: CC&B transitions service task to Error status and creates a To Do entry.

Business Objects

- WX-AutoPayTask

5.8 Request Latest Alerts

Reference: [OUCSS-CCB Manage Payments Process Model - Page 4 on page 6](#) for the associated business process diagram.

Actor/Role: Customer

Description: Customer requests the latest alerts from OUCSS portal.

5.9 Process Request

Reference: [OUCSS-CCB Manage Payments Process Model - Page 4 on page 6](#) for the associated business process diagram.

Actor/Role: OUCSS

Description: OUCSS requests alerts from all of the different edge applications (CC&B, MDM, NMS).

Entities to Configure

- BPEL: OUCSSGetAlertsEBF
- Self Service Alert Types
- Master Configuration

6.0 Check Alerts for Account

Reference: [OUCSS-CCB Manage Payments Process Model - Page 4 on page 6](#) for the associated business process diagram.

Actor/Role: CC&B

Description: CC&B provides alerts for the specific account to OUCSS to render and display to the user.

Entities to Configure

- XAI Service: WXGetCCBAAlerts
- Master Configuration

6.1 Send Response

Reference: [OUCSS-CCB Manage Payments Process Model - Page 4 on page 6](#) for the associated business process diagram.

Actor/Role: CC&B

Description: CC&B sends Alert information to OUCSS to render and display to the user.

6.2 Process Response

Reference: [OUCSS-CCB Manage Payments Process Model - Page 4 on page 6](#) for the associated business process diagram.

Actor/Role: OUCSS

Description: OUCSS processes the alerts from CC&B and presents them to the user.

6.3 Review Alerts

Reference: [OUCSS-CCB Manage Payments Process Model - Page 4 on page 6](#) for the associated business process diagram.

Actor/Role: Customer

Description: Customer reviews alerts in OUCSS Portal.

6.4 Evaluate Error and Work To Do

Reference: [OUCSS-CCB Manage Payments Process Model - Page 5 on page 7](#) for the associated business process diagram.

Actor/Role: CSR

Description: CSR evaluates the To Do and begins working on it.

6.5 Send Payment Failure Email

Reference: [OUCSS-CCB Manage Payments Process Model - Page 5 on page 7](#) for the associated business process diagram.

Actor/Role: CSR

Description: If business requires, CC&B sends customer email to inform that payment has failed.

Business Objects

- WX-OneTimePayTask

Available Algorithm(s)

- CI_Confrmeml

6.6 Receive Email

Reference: [OUCSS-CCB Manage Payments Process Model - Page 5 on page 7](#) for the associated business process diagram.

Actor/Role: Customer

Description: Customer receives email with payment failure notification.

6.7 Contact Customer

Reference: [OUCSS-CCB Manage Payments Process Model - Page 5 on page 7](#) for the associated business process diagram.

Actor/Role: CSR

Description: CSR contacts customer to manually process payment. See process 3.4.1.1.CCB Manage Customer Contacts for details.

6.8 Provide Additional Details

Reference: [OUCSS-CCB Manage Payments Process Model - Page 5 on page 7](#) for the associated business process diagram.

Actor/Role: Customer

Description: Customer provides CSR with additional details to manually process the payment.