

**Oracle Utilities Customer Care and Billing  
Release 2.5.0**

Utility Reference Model

4.3.1.1d Manage Auto-Payments

August 2016

Oracle Utilities Customer Care and Billing Release 2.5.0 Utility Reference Model 4.3.1.1d Manage Auto-Payments

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## 4.3.1.1d Manage Auto-Payments

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

- ♦ [Brief Description](#)
  - ♦ [Actors/Roles](#)
- ♦ [Business Process Diagrams](#)
  - ♦ [Manage Auto-Payments Process Model - Page 1](#)
  - ♦ [Manage Auto-Payments Process Model - Page 2](#)
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- ♦ [Manage Auto-Payments Detailed Process Model Description](#)
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- ♦ [Related Training](#)

## Brief Description

**Business Process:** 4.3.1.1d CC&B v2.5 Manage Auto-Payments

**Process Type:** Sub-Process

**Parent Process:** 4.3.1 CC&B v2.5 Perform Settlement Activities

**Sibling Processes:**

- 4.3.2 CC&B v2.5 Perform Collection Activities
- 4.3.1.1 CC&B v2.5 Manage Payments
- 4.3.1.1a CC&B v2.5 Process Budget Payments
- 4.3.1.1b CC&B v2.5 Process Non-Billed Monitored Budget Payments
- 4.3.1.1c CC&B v2.5 Process Non-Billed Unmonitored Budget Payments
- 4.3.1.1e CC&B v2.5 Manage Credit Card Payment
- 4.3.1.2. CC&B v2.5 Manage Workstation Cashiering

Current document contains description of Auto Payment process. This process takes place when Customer decides to pay bills automatically and places request to set up Auto Payment. If business rules allow you to process the Customer's request to set up Auto Payment, CSR or Authorized User will populate all the required information in CC&B that allows system to create Auto Payment transaction after Billing calculates Customer's bill. The standard ACH record is created automatically and becomes available for Automated Clearing House system. It allows Utility Company to receive payment from the Financial Institution indicated by the Customer. CSR of any Authorized User has ability to control Auto Payment process manually and modify it if needed.

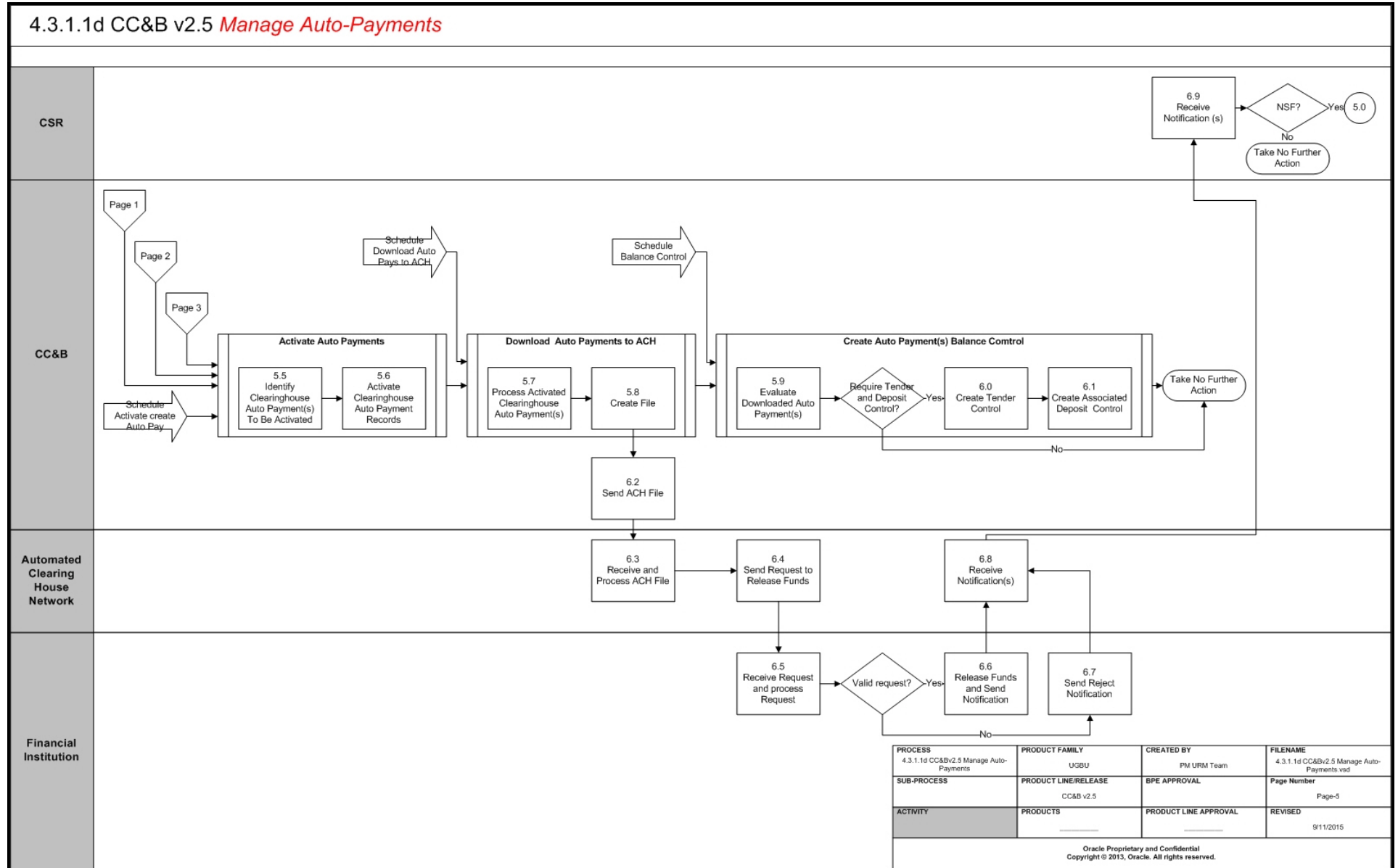
## Actors/Roles

The Manage Auto-Payments business process involves the following actors and roles.

- **Customer:** Utility Company's Customer
- **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.
- **Financial Institution:** Financial Institution that participates in ACH (e.g. bank)
- **Automated Clearing House Network:** Automated Clearing House (ACH) is an electronic network for financial transactions

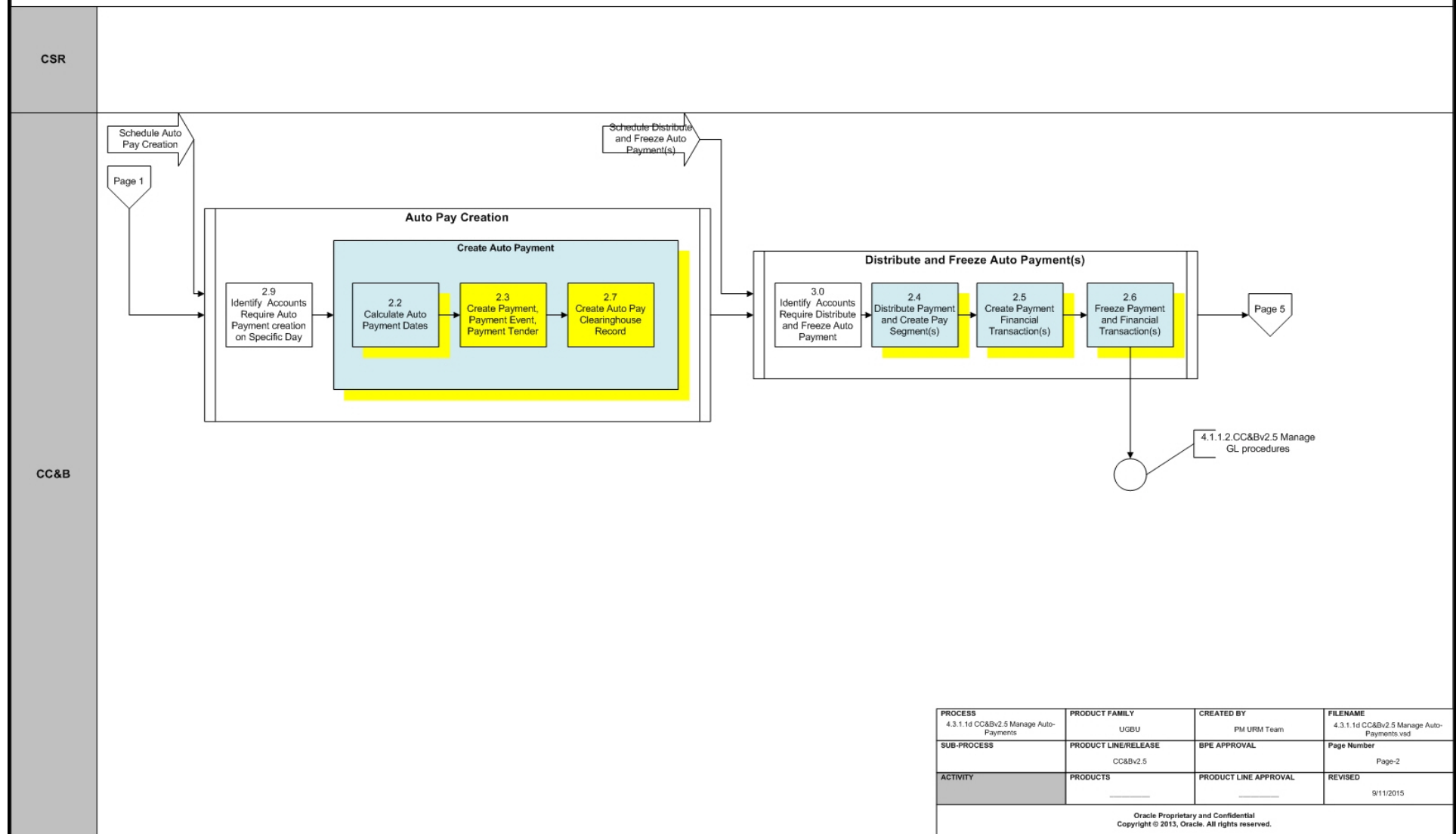
# Business Process Diagrams

## Manage Auto-Payments Process Model - Page 1



# Manage Auto-Payments Process Model - Page 2

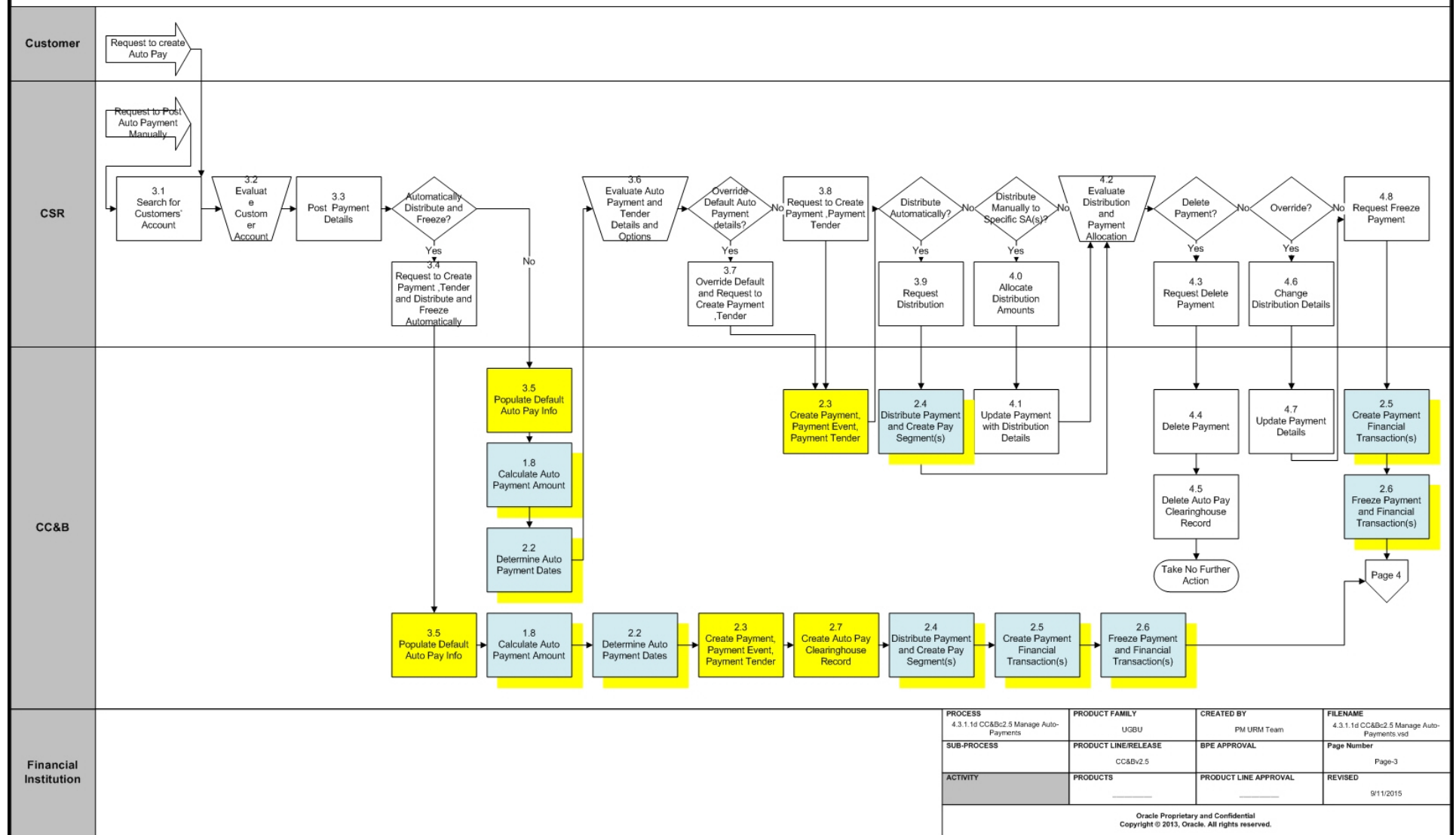
4.3.1.1d CC&B v2.5 *Manage Auto-Payments*





# Manage Auto-Payments Process Model - Page 3

## 4.3.1.1d CC&B v2.5 *Manage Auto-Payments*

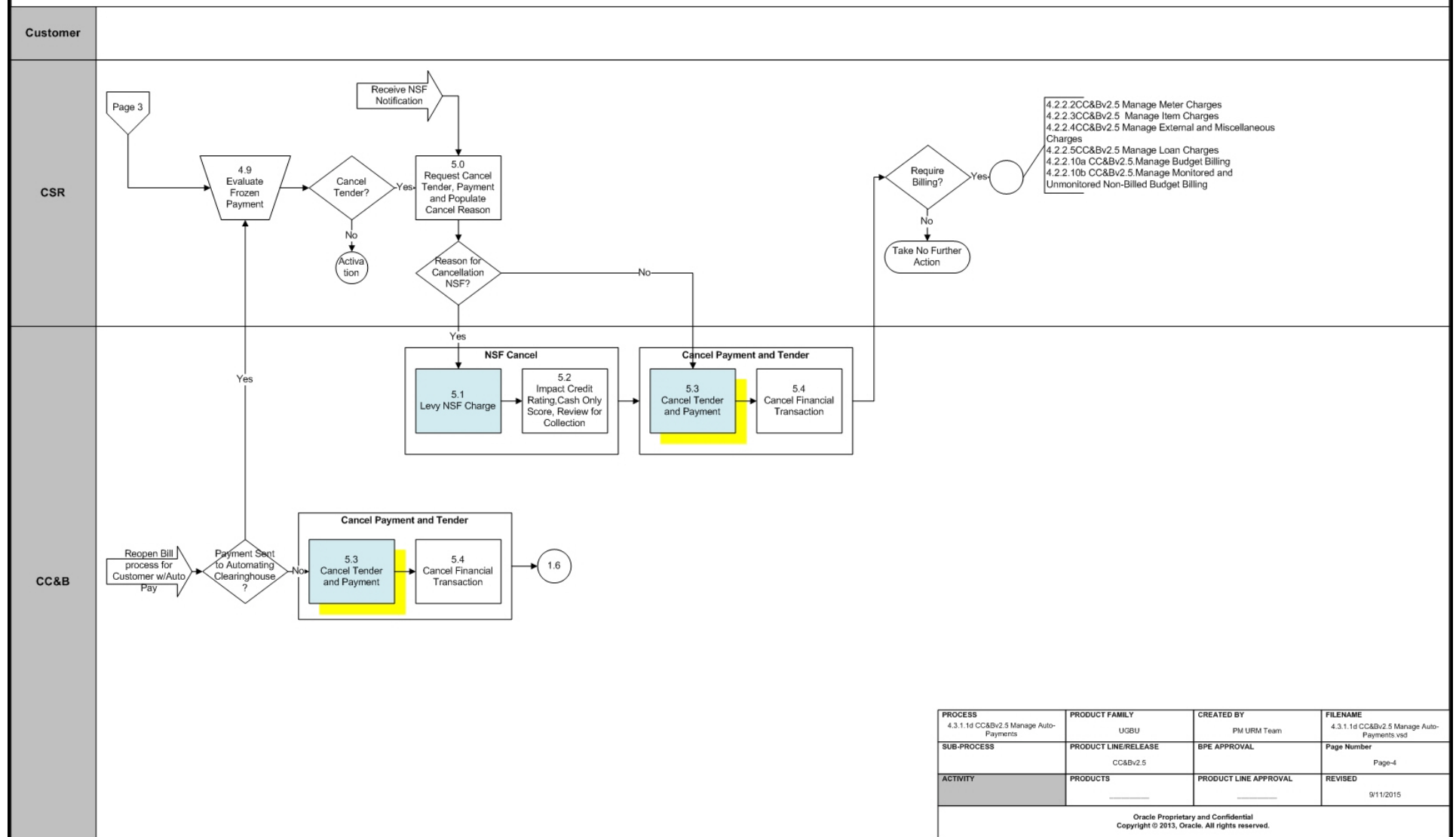


PROCESS	4.3.1.1d CC&B v2.5 Manage Auto-Payments	PRODUCT FAMILY	UGBU	CREATED BY	PM URM Team	FILENAME	4.3.1.1d CC&B v2.5 Manage Auto-Payments.vsd
SUB-PROCESS		PRODUCT LINE/RELEASE	CC&B v2.5	BPE APPROVAL		Page Number	Page-3
ACTIVITY		PRODUCTS		PRODUCT LINE APPROVAL		REVISED	9/11/2015

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# Manage Auto-Payments Process Model - Page 4

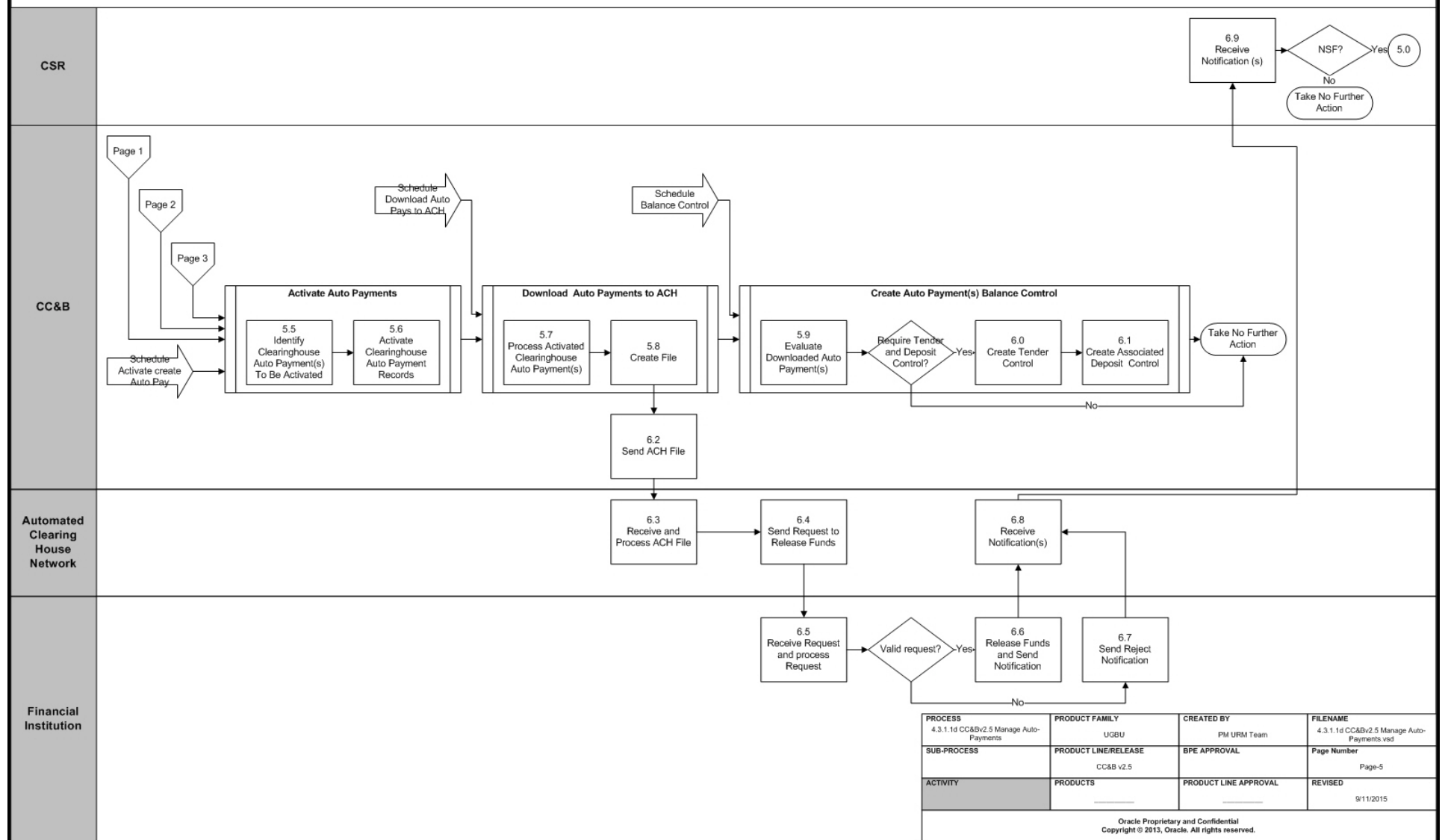
## 4.3.1.1d CC&B v2.5 *Manage Auto-Payments*



<b>PROCESS</b> 4.3.1.1d CC&Bv2.5 Manage Auto-Payments	<b>PRODUCT FAMILY</b> UGBU	<b>CREATED BY</b> PM URM Team	<b>FILENAME</b> 4.3.1.1d CC&Bv2.5 Manage Auto-Payments.vsd
<b>SUB-PROCESS</b>	<b>PRODUCT LINE/RELEASE</b> CC&Bv2.5	<b>BPE APPROVAL</b>	<b>Page Number</b> Page-4
<b>ACTIVITY</b>	<b>PRODUCTS</b>	<b>PRODUCT LINE APPROVAL</b>	<b>REVISED</b> 9/11/2015
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# Manage Auto-Payments Process Model - Page 5

## 4.3.1.1d CC&B v2.5 *Manage Auto-Payments*



## Manage Auto-Payments Detailed Process Model Description

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

- ♦ 1.0 Search for Customer Account
- ♦ 1.1 Evaluate Customer Account
- ♦ 1.2 Set Up Auto Pay Option for Account
- ♦ 1.3 Update Customer's Account Information
- ♦ 1.4 Populate Updated Data and Request Update Account
- ♦ 1.5 Request Stop Auto Pay for Account
- ♦ 1.6 Manage Bill
- ♦ 1.7 Evaluate Customer's Account for Auto Pay Option Eligibility.
- ♦ 1.8 Calculate Auto Payment Amount
- ♦ 1.9 Reduce Auto Payment Amount
- ♦ 2.0 Create To Do
- ♦ 2.1 Work To Do
- ♦ 2.2 Calculate Auto Payment Dates
- ♦ 2.3 Create Payment, Payment Event, Payment Tender
- ♦ 2.4 Distribute Payment and Create Pay Segments
- ♦ 2.5 Create Payment Financial Transactions
- ♦ 2.6 Freeze Payment and Financial Transactions
- ♦ 2.7 Create Auto Pay Clearinghouse Record
- ♦ 2.8 Update Bills with Auto Pay Information
- ♦ 2.9 Identify Accounts Require Auto Payment Creation on Specific Date
- ♦ 3.0 Identify Accounts Require Distribute and Freeze Auto Payment on Specific Date
- ♦ 3.1 Search for Customers' Account
- ♦ 3.2 Evaluate Customer Account
- ♦ 3.3 Post Payment Details
- ♦ 3.4 Request to Create Payment, Tender and Distribute and Freeze Automatically
- ♦ 3.5 Populate Default Auto Pay Info
- ♦ 3.6 Evaluate Auto Payment and Tender Details and Options
- ♦ 3.7 Override Default and Request to Create Payment, Tender
- ♦ 3.8 Request to Create Payment, Payment Tender
- ♦ 3.9 Request Distribution
- ♦ 4.0 Allocate Distribution Amounts
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- ♦ 4.2 Evaluate Distribution and Payment Allocation
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- ♦ 4.6 Change Distribution Details
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- ♦ 4.8 Request Freeze Payment
- ♦ 4.9 Evaluate Frozen Payment
- ♦ 5.0 Request Cancel Tender, Payment and Populate Cancel Reason
- ♦ 5.1 Levy NSF Charge
- ♦ 5.2 Impact Credit Rating, Cash Only Score, Review for Collection
- ♦ 5.3 Cancel Tender and Payment
- ♦ 5.4 Cancel Financial Transactions
- ♦ 5.5 Identify Clearinghouse Auto Payments To Be Activated

- ♦ 5.6 Activate Clearinghouse Auto Payment Records
- ♦ 5.7 Process Activated Clearinghouse Auto Payments
- ♦ 5.8 Create File
- ♦ 5.9 Evaluate Downloaded Auto Payments
- ♦ 6.0 Create Tender Control
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- ♦ 6.2 Send ACH File
- ♦ 6.3 Receive and Process ACH file
- ♦ 6.4 Send Request to Release Funds
- ♦ 6.5 Receive and Process Request
- ♦ 6.6 Release Funds and Send Notification
- ♦ 6.7 Release Funds and Send Notification
- ♦ 6.8 Receive Notifications
- ♦ 6.9 Receive Notifications

## 1.0 Search for Customer Account

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

**Actor/Role:** CSR

**Description:** After Customer's request to set up Automatic Payments for an Account, the CSR or Authorized User accesses Control Central Search to locate the customer in CC&B. CSR or Authorized User performs the same search if Customer requests to stop Automatic Payment for the Account.

### Entities to Configure

- [Installation Options - Control Central Alert Algorithms](#)

## 1.1 Evaluate Customer Account

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

**Actor/Role:** CSR

**Description:** The CSR or Authorized User evaluates the Customer's 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 for Auto Payment based on established business rules.

### Entities to Configure

- Installation Options

### Available Algorithms

- [Installation Options - Control Central Alert Algorithms](#)
- Installation Options - C1-PY-INFO This algorithm formats the Payment Information that appears throughout the system.
- CI\_APAY-DFLT - Automatic Payment Creation

## 1.2 Set Up Auto Pay Option for Account

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

**Actor/Role:** CSR

**Description:** The CSR or Authorized User enters information required for setting up auto pay and provided by Customer using Auto Pay tab. If the customer requested to stop Auto Payment CSR or Authorized User updates Auto Pay setting using Auto Pay tab. An Order can also be used to set up Auto Pay Option for Account.

### Entities to Configure

- Autopay Source Type
- Autopay Route Type

### Available Algorithms

- C1-CR-NBRVAL - Credit Card Number Validation
- CI\_VALIBANFR - France IBAN Validation
- CI\_VALIBANDE - Germany IBAN Validation
- C1-VALBINSP - Spain Bank Identification Number
- C1-VALBINPOR - Portugal Bank Identification Number
- CI\_P\_AUTOPAY - Post ALL automatic payment info to account

- CI\_V\_AUTOPAY - Validate ALL automatic payment information

### 1.3 Update Customer's Account Information

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

**Actor/Role:** CC&B

**Description:** Auto Payment related information entered by CSR or Authorized User is stored in CC&B.

### 1.4 Populate Updated Data and Request Update Account

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

**Actor/Role:** CSR

**Description:** If the customer requests to Update Auto Payment, CSR or Authorized User updates Auto Pay setting using Auto Pay tab.

### 1.5 Request Stop Auto Pay for Account

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

**Actor/Role:** CSR

**Description:** If the customer requests to stop Auto Payment CSR, or Authorized User updates Auto Pay setting using Auto Pay tab.

#### Business Objects

- C1-StartStopRequestTask - Start/Stop Request Task
- CI\_StopApayNSFAccountTyp - Activity Request - Activity Type - Stop Auto Pay on NSF Account
- CI\_StopApayNSFAccountReq - Activity Type - Stop Auto Pay on NSF Account
- C1-NotifyExpiringCreditCardReq - Activity Request - Auto Pay with Expiring Credit Cards
- C1-NotifyExpiringCreditCardReq - Activity Type - Auto Pay with Expiring Credit Cards
- C1-NotifyExpiringCreditCardTyp - Activity Request - Stop Auto Pay on Expired Credit Cards
- CI\_StopExpiredCreditCardTyp - Activity Type - Stop Auto Pay on Expired Credit Cards
- C1-ExpireCreditCardCustContact - Customer Contact - Auto Pay Credit Cards Expiration Notice

#### Available Algorithms

- C1-NT-CS-CRX - Auto Pay Expiring Credit Card Notice
- CI\_STAPAYECC - Stop Auto Pay on Expired Credit Cards
- CI\_STAPAYNSF - Stop Auto Pay on NSF Accounts

## 1.6 Manage Bill

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

**Actor/Role:** CC&B

**Description:** When Automatic Payment option comes into effect, CC&B initiates Automated Payment process when batch or online Billing process takes place. Refer 4.2.2 CC&B v2.5 Manage Bill processes.

Automated Payment process is triggered when the following processes take place:

- 4.2.2.2 CC&B v2.5 Manage Meter Charges
- 4.2.2.3 CC&B v2.5 Manage Item Charges
- 4.2.2.4 CC&B v2.5 Manage External and Miscellaneous Charges
- 4.2.2.5 CC&B v2.5 Manage Loan Charges
- 4.2.2.6 CC&B v2.5 Manage Deposit Charges
- 4.2.2.10a CC&B v2.5 Manage Budget Billing
- 4.2.2.10b CC&B v2.5 Manage Monitored and Unmonitored Non-Billed Budget Billing

**Note:** Automated Payment process is triggered when Account's bill is getting completed. Refer to Bill Completion Group for details.

### Entities to Configure

- Rates

### Available Algorithms

- C1-RCE-APAY - Return True If On Autopay

## 1.7 Evaluate Customer's Account for Auto Pay Option Eligibility.

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

**Group:** Billing, Bill Completion

**Actor/Role:** CC&B

**Description:** This step is a part of batch or manual Billing process and gets executed at the very end of the Billing process when Bill Completion takes place.

Refer to any of the following processes for clarifications:

- 4.2.2.2 CC&B v2.5 Manage Meter Charges
- 4.2.2.3 CC&B v2.5 Manage Item Charges
- 4.2.2.4 CC&B v2.5 Manage External and Miscellaneous Charges
- 4.2.2.5 CC&B v2.5 Manage Loan Charges
- 4.2.2.6 CC&B v2.5 Manage Deposit Charges
- 4.2.2.10a CC&B v2.5 Manage Budget Billing
- 4.2.2.10b CC&B v2.5 Manage Monitored and Unmonitored Non-Billed Budget Billing.

Billing process evaluates configuration setting and determines if Automatic Payment can be created for the Account's bill. If Account is eligible for Automatic Payment and Automatic Payment is in effect, system initiates Automatic Payment processing. Currently there are two options when Automatic Payment is created:

- At the bill completion time



- After bill is completed (process is initiated at the bill completion time, however completion of Auto Payment process takes place later and done by background extraction process or, as an exception, manually).

Utility Company selects the option that suites Company's business practice the best way and configure system accordingly.

#### Entities to Configure

- Customer Class
- SA Type
- Installation Option

#### Process Names

- BILLING - Billing

## 1.8 Calculate Auto Payment Amount

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

#### Group:

- Billing. Bill Completion
- Autopay Creation

**Actor/Role:** CC&B

**Description:** Regardless of the Automatic Payment creation option selected by business (refer to step 1.7 of the current process description for details) CC&B calculates Automatic Payment amount when Billing process (Bill Completion) takes place.

- **Automated Process:** System calculates Auto Payment Amount based on the business rules associated with automated process (sometimes business rules for automated process could be different from manual process). Automatic Payment calculation takes place when:
  - Billing process (completion) is executed.
  - Autopay Creation process is executed.
- **Manual Process:** This step is executed when:
  - Bill is calculated and CSR or Authorized User completes bill manually.
  - CSR or Authorized User creates Automatic Payment is online via Payment Event (using Payment Event Add screen. System calculates Auto Payment Amount based on the business rules associated with online Billing or online Payment processes.

#### Entities to Configure

- Installation Option

#### Process Names

- BILLING - Billing
- PPAPAY - Auto Pay Creation

#### Available Algorithms

- CI\_APAM-DFLT - Automatic Payment Amount Calculation
- CI\_APAY-DFLT - Automatic Payment Creation

## 1.9 Reduce Auto Payment Amount

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

**Group:** Billing. Bill Completion

**Actor/Role:** CC&B

**Description:** Some of the Companies' business rules require to control and limit the amount of money that can be automatically debited from Customer's financial institution account. If such a limit exists for Customer's Account and Auto Payment Amount calculated in step 1.5 is greater than the indicated maximum withdrawal amount, system reduces Auto Payment Amount calculated in step 1.5 to the withdrawal maximum amount. This step is executed by batch and online billing processes.

**Automated Process:** System reduces Automated Payment Amount to the withdrawal maximum as required by established business rules as a part of batch Billing (Bill completion) process.

**Manual Process:** System reduces Automated Payment Amount to the withdrawal maximum as required by established business rules if CSR or Authorized User completes bill manually (this happens only if option to create Automated Payment at the bill completion time is selected and configured).

**Note:** System will not reduce Auto Payment Amount automatically if CSR or Authorized User creates Payment manually.

### Entities to Configure

- Installation Option
- Customer Class

### Process Names

- BILLING - Billing

### Available Algorithms

- CI\_APAM-DFLT - Automatic Payment Amount Calculation
- C1-APOL-RA - Create a To Do entry if autopay over account's limit
- CI\_APAY-DFLT - Automatic Payment Creation

## 2.0 Create To Do

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

**Group:** Billing. Bill Completion

**Actor/Role:** CC&B

**Description:** If Automated Payment Amount has been reduced by system to maximum withdrawal amount (refer to step 1.9 of the current process for details), system creates To DO list entry to allow CSR or Authorized User to resolve the conflict.

**Automated Process:** System generates To Do list entry only if this step is executed from the Batch Billing.

### Process Names

- BILLING - Billing

### Entities to Configure

- Installation Option
- Customer Class

- To Do Type
- To Do Role

#### Available Algorithms

- CI\_APAM-DFLT - Automatic Payment Amount Calculation
- C1-APOL-RA - Create a To Do entry if autopay over account's

## 2.1 Work To Do

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

**Actor/Role:** CSR

**Description:** CSR or Authorized User resolves the issue that arises when system reduces Automated Payment Amount to the maximum withdrawal amount.

## 2.2 Calculate Auto Payment Dates

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

#### Group:

- Billing. Bill Completion
- Autopay Creation

**Actor/Role:** CC&B

**Description:** When Automatic Payment amount is calculated, system determined Automatic Payment related dates:

- Autopay Extract Date
- Autopay GL Distribution Date
- Payment Date

**Automated Process:** This step is executed by background processes (Billing, Auto Pay creation).

**Manual Process:** This step is executed when CSR or Authorized User completes Customer's bill or creates Payment.

#### Process Names

- BILLING - Billing
- PPAPAY - Auto Pay Creation
- APAYCRET - Create autopay on extract date

#### Entities to Configure

- Auto Pay Route TypeInstallation Options-Framework

#### Available Algorithms

- CI\_APAY-DTCL - Autopay Date Calculation
- CI\_APAY-DFLT - Automatic Payment Creation

## 2.3 Create Payment, Payment Event, Payment Tender

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

**Group:**

- Billing. Bill Completion
- Autopay Creation

**Actor/Role:** CC&B

**Description:** System adds Payment, Payment Event, Payment Tender for the amount previously calculated based on the established business rules.

**Process Names**

- BILLING - Billing
- PPAPAY - Auto Pay Creation

**Entities to Configure**

- Installation Options

**Available Algorithms**

- CI\_APAY-DFLT - Automatic Payment Creation

## 2.4 Distribute Payment and Create Pay Segments

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

**Group:**

- Billing. Bill Completion
- Distribute and Freeze Auto Payments

**Actor/Role:** CC&B

**Description:** System distributes recently created payments (refer to step 2.3 above) using established business rules. Refer to 4.3.1.1 CC&B v2.5 Manage Payments. This step is executed from batch and online processing.

**Automated Process:** System automatically distributes payment that needs to be communicated to ACH:

- As a part of batch Billing (Bill completion) process when business requires Automatic Payment creation at the Bill completion time
- As a part of Distribute and Freeze Auto Payment background process , that gets executed right after Auto Payment Creation process

**Manual Process:**

- Auto payment is distributed by CSR or Authorized User when CSR or Authorized User creates/modifies Automatic Payment for Account using Payment Event screen
- Auto Payment amount is distributed with default setting if CSR or Authorized User completes the Customer's Bill online (in case that business requires to create Auto Payment at bill completion type)

**Process Names**

- BILLING - Billing
- APAYDSFR - Distribute and Freeze Auto Payments

**Entities to Configure**

- Customer Class
- SA Type

- Installation Options
- Payment Segment Type
- Distribution Rule
- Bank

#### Available Algorithms

- C1-PYDST-DLP - Pay delinquent high priority debt first - prorated
- C1-PYDST-PPR - Distribute Based On SA Type Priority/Debt Age
- C1-PYDS-BDU - Distribute by Bill Due Date
- APAYDFLTR - Standard automatic payment creation
- CI\_CR-PAY-BF - Create Payment for a specific SA
- CI\_CR-PAY-DF - Create payment for a specific SA (OI)
- C1-TNDRAC-BF - Determine tender account via SA characteristic
- CI\_APAYDSFR - Create Pending Distribute and Freeze Autopay Job
- GLCNST-DFLT - Returns GL account defined on Dist Code Table

## 2.5 Create Payment Financial Transactions

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

#### Group:

- Billing. Bill Completion
- Distribute and Freeze Auto Payments

#### Actor/Role: CC&B

**Description:** System creates corresponding Financial Transactions and Financial Transaction-General Ledger data using established business rules. Refer to 4.3.1.1 CC&B v2.5 Manage Payments.

This step is executed from batch and online processing.

**Automated Process:** System automatically creates Automatic Payment Financial Transactions when:

- Billing (Bill completion) process runs and business rules require Automatic Payment creation at the Bill completion time.
- Distribute and Freeze Auto Payment background process runs (it runs right after Auto Payment Creation process).

**Manual Process:** Automatic Payment Financial Transactions get created when:

- CSR or Authorized User creates/modifies Automatic Payment for Account using Payment Event screen.
- CSR or Authorized User completes the Customer's bill (in case that business requires to create Auto Payment at bill completion type).

#### Entities to Configure

- Customer Class
- Installation Options
- Payment Segment Type

#### Available Algorithms

- C1-PSEG-CA - Payment FT creation (Payoff Amt = 0 / Cur Amt = Pay Amt / GL AFFECTED)
- C1-PSEG-NM - Payment FT creation (Payoff Amt = Current Amt = Pay Amt)
- C1-PSEG-AC - CASH ACCTING! Payoff Amt = Current Amt = Pay Amt

- CI-FTGL-PSAC - Deferred Accrual Payment = Current = Payment Amt
- C1-NCPAY-FT - Create FT for Non CIS Payments
- CI\_APAY-DFLT - Automatic Payment Creation

#### Process Names

- BILLING - Billing
- APAYDSFR - Distribute and Freeze Auto Payments

## 2. 6 Freeze Payment and Financial Transactions

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

#### Group:

- Billing. Bill Completion
- Distribute and Freeze Auto Payments

#### Actor/Role: CC&B

**Description:** System freezes Payment and corresponding Financial Transactions. Refer to 4.3.1.1 CC&B v2.5 Manage Payments.

This step is executed from batch and online processing.

**Automated Process:** System automatically freezes Payment and Automatic Payment Financial Transactions when:

- Billing (Bill completion) process runs and business rules require Automatic Payment creation at the Bill completion time.
- Distribute and Freeze Auto Payment background process runs (it runs right after Auto Payment Creation process).

**Manual Process:** Automatic Payment and corresponding Financial Transactions get become frozen when:

- CSR or Authorized User creates/modifies Automatic Payment for Account using Payment Event screen.
- CSR or Authorized User completes the Customer's bill (in case that business requires to create Auto Payment at bill completion type).

#### Entities to Configure

- Customer Class
- Installation Options
- SA Type

#### Available Algorithms

- CI\_APAYDSFR DD Creation - Pay Plan Auto Pay Distribute and Freeze Process
- CI\_STPZ-RMVC- Create adjustment to remove SA's credit
- CI\_RMCR\_PPB - Prepay Automatic Payment Set Current=0
- CI\_APAY-DFLT - Automatic Payment Creation
- CI\_PAYFRZ\_OI - OI ONLY! Link payment FT's to match event
- WX-SSPNOTIFY - Set Payment Notifications for Self-Service

#### Process Names

- BILLING - Billing
- APAYDSFR - Distribute and Freeze Auto Payments

## 2. 7 Create Auto Pay Clearinghouse Record

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

**Group:**

- Billing. Bill Completion
- Distribute and Freeze Auto Payments

**Actor/Role:** CC&B

**Description:** System prepares Automatic Payment information to be extracted and sent to Automatic Clearing House Network. CC&B creates Clearinghouse record within the system. This step is executed from batch and online processing:

**Automated Process:** System automatically creates Clearinghouse record when:

- Billing (Bill completion) process runs and business rules require Automatic Payment creation at the Bill completion time.
- Auto Pay Creation process runs.

**Manual Process:** Automatic Payment Financial Transactions get created when:

- CSR or Authorized User creates/modifies Automatic Payment for Account using Payment Event screen.
- CSR or Authorized User completes the Customer's bill ( in case that business requires to create Auto Payment at bill completion type).

**Process Names**

- BILLING - Billing
- PPAPAY - Auto Pay Creation

**Entities to Configure**

- Installation Options

**Available Algorithms**

- CI\_APAY-DFLT - Automatic Payment Creation

## 2. 8 Update Bills with Auto Pay Information

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

**Group:** Billing. Bill Completion

**Actor/Role:** CC&B

**Description:** If business requires to create Automatic Payment on the scheduled payment date (other words, company's business practice is to create Automatic Payment after billing, on the actual scheduled payment date, before Automatic Payments are extracted and sent to the Automatic Clearing House Network) system stores all Automatic Payment related information ( calculated Automatic Payment amount, scheduled payment date) on the Customer's bill. This information will be used in the near future by Create Auto Pay process to create Automatic Payments.

**Automated Process:** This step is executed by Billing (Bill completion) process when business rules do not require Automatic Payment creation at the Bill completion time.

**Process Names**

- BILLING - Billing

## 2.9 Identify Accounts Require Auto Payment Creation on Specific Date

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

**Group:** Auto Pay Creation

**Actor/Role:** CC&B

**Description:** If business requires to create Automatic Payment on the scheduled payment date (after customer's bill is completed) system initiates Auto Pay Creation background process. As a first step of this process CC&B identifies all the Customer's Accounts with Autopay that require Autopay creation on the selected specific date, then system applies business rules and logic required to create Automatic Payment for the given Customer's Account (Refer to steps 2.2, 2.3 and 2.7 of the current process for details).

### Process Names

- PPAPAY - Auto Pay Creation
- NBBAPAY - Create autopay for NBB's

## 3.0 Identify Accounts Require Distribute and Freeze Auto Payment on Specific Date

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

**Group:** Auto Pay Creation

**Actor/Role:** CC&B

**Description:** If business requires creation of Automatic Payment on the scheduled payment date (after customer's bill is completed) system initiates Distribute and Freeze Auto Payments background process after successful completion of Auto Pay Creation background process. As a first step of Distribute and Freeze Auto Payments process CC&B identifies all the Customer's Accounts with Autopay that require Autopay creation on the selected specific date. For each identified customer's Auto Payment, system distributes payment amount and freezes it followed by the established business rules (refer to steps 2.4, 2.5, 2.6 from the current process for details).

### Process Names

- APAYDSFR - Distribute and Freeze Auto Payments

## 3.1 Search for Customers' Account

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

**Actor/Role:** CSR

**Description:** There are some situations when CSR or Authorized User has a necessity to create manually Payment that is actually Automatic Payment and needs to be sent to Automated Clearing House Network. If this is a case, CSR or Authorized User starts the manual process from searching for Customer's Account in CC&B. Typically CSR or Authorized User uses Control Central Search to locate the Customer and Customer's Account.

### Entities to Configure

- Installation Options



## 3.2 Evaluate Customer Account

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

**Actor/Role:** CSR

**Description:** The CSR or Authorized User evaluates the Customer's Account before making decision to create Automatic Payment. 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 to create Automatic Payment by applying established business rules.

### Entities to Configure

- Installation Options

### Available Algorithms

- [Installation Options - Control Central Alert Algorithms](#)
- C1-PY-INFO - Formats the Payment Information that appears throughout the system.

## 3.3 Post Payment Details

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

**Actor/Role:** CSR

**Description:** The CSR or Authorized User enters payment information using the Payment Portal, Payment Event Add, screens.

**Note:** The CSR or Authorized User also selects one of the available distribution options that determine specifics of the manual business process and allows manual and/or automated payment distribution and freeze.

Refer to 4.3.1.1 CC&B v2.5 Manage Payment process Step 1.2 for details.

### Entities to Configure

- Bank Code
- Tender Source
- Tender Type

## 3.4 Request to Create Payment, Tender and Distribute and Freeze Automatically

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

**Actor/Role:** CSR

**Description:** The CSR or Authorized User chooses to allow system to create Auto Payment fully automatically using default set up.

## 3.5 Populate Default Auto Pay Info

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

**Actor/Role:** CC&B

**Description:** If Auto Pay is set up for the selected Customer's Account, CC&B makes Auto Pay set up information available in order to create payment.

### 3.6 Evaluate Auto Payment and Tender Details and Options

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

**Actor/Role:** CSR

**Description:** This step takes place if CSR or Authorized User chooses do not create Auto Payment fully automatically and would like to control process of Auto Payment creation. CSR or Authorized User evaluates pre-populated Payment, Tender and Auto Payment details and has ability to select required path for the Auto Payment creation. (Refer to step [3.4 Request to Create Payment, Tender and Distribute and Freeze Automatically](#) for more details).

### 3.7 Override Default and Request to Create Payment, Tender

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

**Actor/Role:** CSR

**Description:** CSR or Authorized User makes required changes in populated Payment /Tender data and requests to create Payment, Payment Event and Payment Tender.

### 3.8 Request to Create Payment, Payment Tender

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

**Actor/Role:** CSR

**Description:** If there is no need to modify defaulted data, CSR or Authorized User requests to create Payment, Payment Event and Payment Tender.

### 3.9 Request Distribution

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

**Actor/Role:** CSR

**Description:** As a part of manual step-by-step Auto Payment creation, CSR or Authorized User requests from the system distribute payment amount using default distribution logic configured in the system.

### 4.0 Allocate Distribution Amounts

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

**Actor/Role:** CSR

**Description:** As a part of manual step-by-step Auto Payment creation process, CSR or Authorized User selects an option to distribute payment amount manually and allocates specific payment amount for each individual Customer's Service Agreement manually. This distribution may be requested by the Customer and is based on established business rules.

### 4.1 Update Payment with Distribution Details

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

**Actor/Role:** CSR

**Description:** CC&B updates Payment with distribution details provided by CSR.

## 4.2 Evaluate Distribution and Payment Allocation

**Reference:** [Manage Auto-Payments Process Model - Page 3 on page 5](#) 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.

## 4.3 Request Delete Payment

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

**Actor/Role:** CSR

**Description:** The CSR or Authorized User determines to delete the Payments after evaluation of Payment distribution and allocation.

## 4.4 Delete Payment

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

**Actor/Role:** CC&B

**Description:** The payment is deleted in CC&B. The record is removed from the database. There is no financial impact.

## 4.5 Delete Auto Pay Clearinghouse Record

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

**Actor/Role:** CC&B

**Description:** The Auto Pay Clearinghouse record is deleted in CC&B.

## 4.6 Change Distribution Details

**Reference:** [Manage Auto-Payments Process Model - Page 3 on page 5](#) 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 appropriate Customer's Service Agreements.

## 4.7 Update Payment Details

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

**Actor/Role:** CC&B

**Description:** Changes made in the distribution allocation are updated in CC&B.

## 4.8 Request Freeze Payment

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

**Actor/Role:** CSR

**Description:** As a part of manual step-by-step Auto Payment creation process the CSR or Authorized User requests to freeze the payment.

## 4.9 Evaluate Frozen Payment

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

**Actor/Role:** CSR

**Description:** CSR or Authorized User evaluates frozen Payment.

## 5.0 Request Cancel Tender, Payment and Populate Cancel Reason

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

**Actor/Role:** CSR

**Description:** The CSR or Authorized User determines an existing payment and tender is not valid or is incorrect. It also happens if notification is received from Customer financial institution provided by customer as a source of Payment for Auto Pay. 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.

## 5.1 Levy NSF Charge

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

**Group:** NSF Cancel

**Actor/Role:** CC&B

**Description:** When a Tender is canceled because of non-sufficient funds, an adjustment, an adjustment is created for non-sufficient funds processing.

### Entities to Configure

- Customer Class
- Pay Cancel Reasons

### Business Objects

- CI\_StopApayNSFAccountReq - Activity Request - Stop Auto Pay on NSF Account
- CI\_StopApayNSFAccountTyp - Activity Type - Stop Auto Pay on NSF Account

### Available Algorithms

- CI\_STAPAYNSF - Stop Auto Pay on NSF Accounts

## 5.2 Impact Credit Rating, Cash Only Score, Review for Collection

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

**Group:** NSF Cancel

**Actor/Role:** CC&B

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

### Entities to Configure

- Customer Class
- Pay Cancel Reasons
- Installation Options
- Pay Plan Type

### Available Algorithms

- CI\_BROKENPP - Affect credit rating / cash only score
- CI\_CBYIDFLT - Default Credit Rating 'Created By' Info Algorithm

## 5.3 Cancel Tender and Payment

**Reference:** [Manage Auto-Payments Process Model - Page 4 on page 6](#) 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.

### Entities to Configure

- Installation Options
- Payment Cancel Reasons

## 5.4 Cancel Financial Transactions

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

**Actor/Role:** CC&B

**Description:** System cancels Payment Financial Transactions. Corresponding Financial Transaction is created to reverse or offset the original Financial Transaction.

## 5.5 Identify Clearinghouse Auto Payments To Be Activated

**Reference:** [Manage Auto-Payments Process Model - Page 5 on page 7](#) for the business process diagram associated with this activity.

**Group:** Activate Auto Payments

**Actor/Role:** CC&B

**Description:** When an automatic payment is created manually or automatically, it gets marked with an extract date. System identifies the Auto Payments that need to be activated on the specific date (extract date). This step is the first step of Activate Auto Payment background process that runs periodically.

**Note:** The extract date is the date the automatic payment will be downloaded to the respective financial institution.

**Process Names**

- ACTVTAPY - Activating Automatic Payments

**5.6 Activate Clearinghouse Auto Payment Records**

**Reference:** [Manage Auto-Payments Process Model - Page 5 on page 7](#) for the business process diagram associated with this activity.

**Group:** Activate Auto Payments

**Actor/Role:** CC&B

**Description:** System marks selected Auto Payments for download to ACH.

**Process Names**

- ACTVTAPY - Activating Automatic Payments

**5.7 Process Activated Clearinghouse Auto Payments**

**Reference:** [Manage Auto-Payments Process Model - Page 5 on page 7](#) for the business process diagram associated with this activity.

**Group:** Download Auto Payments to ACH

**Actor/Role:** CC&B

**Description:** System selects and processes all the marked for download to ACH Clearinghouse Auto Payments.

**Process names**

- APAYACH - Download Automatic Payments to ACH (Automatic Clearing House).
- C1-APACH - Download Automatic Payments to ACH (Automatic Clearing House).

**Note:** C1-APACH is alternative to using APAYACH.

**5.8 Create File**

**Reference:** [Manage Auto-Payments Process Model - Page 5 on page 7](#) for the business process diagram associated with this activity.

**Group:** Download Auto Payments to ACH

**Actor/Role:** CC&B

**Description:** System creates file that will be sent to Automated Clearing House Network.

**Process Names**

- APAYACH - Download Automatic Payments to ACH (Automatic Clearing House).
- C1-APACH - Download Automatic Payments to ACH (Automatic Clearing House).

**Note:** C1-APACH is alternative to using APAYACH

**5.9 Evaluate Downloaded Auto Payments**

**Reference:** [Manage Auto-Payments Process Model - Page 5 on page 7](#) for the business process diagram associated with this activity.

**Group:** Create Auto Payments Balance Control

**Actor/Role:** CC&B

**Description:** System evaluates each group of downloaded Auto Payments (typically processed in one run of download to ACH).

**Process Names**

- BALAPY- Create Auto Payment Balance Control.

**6.0 Create Tender Control**

**Reference:** [Manage Auto-Payments Process Model - Page 5 on page 7](#) for the business process diagram associated with this activity.

**Group:** Create Auto Payments Balance Control

**Actor/Role:** CC&B

**Description:** System creates a new Tender Control for each unique group of extracted Auto Payments if payment tender doesn't have tender control yet.

**Available Algorithms**

- CI\_BALAPY - Create Pending Autopay Tender Controls Job.

**Process Names**

- BALAPY- Create Auto Payment Balance Control.

**6.1 Create Associated Deposit Control**

**Reference:** [Manage Auto-Payments Process Model - Page 5 on page 7](#) for the business process diagram associated with this activity.

**Group:** Create Auto Payments Balance Control

**Actor/Role:** CC&B

**Description:** System creates new associated Deposit Control.

**Process Names**

- BALAPY- Create Auto Payment Balance Control

**6.2 Send ACH File**

**Reference:** [Manage Auto-Payments Process Model - Page 5 on page 7](#) for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** CC&B sends created ACH file to Automated Clearing House Network (ODFI, Network Operator).

**6.3 Receive and Process ACH file**

**Reference:** [Manage Auto-Payments Process Model - Page 5 on page 7](#) for the business process diagram associated with this activity.

**Actor/Role:** Automated Clearing House Network

**Description:** ACH file is received and getting processed.

**6.4 Send Request to Release Funds**

**Reference:** [Manage Auto-Payments Process Model - Page 5 on page 7](#) for the business process diagram associated with this activity.

**Actor/Role:** Automated Clearing House Network

**Description:** ACH Operator routes Payment information to the Financial Institution indicated by Customer as a source of funds for Payment.

## 6.5 Receive and Process Request

**Reference:** [Manage Auto-Payments Process Model - Page 5 on page 7](#) for the business process diagram associated with this activity.

**Actor/Role:** Financial Institution

**Description:** Customer's Financial Institution receives request to release payment ACH Operator and processes it.

## 6.6 Release Funds and Send Notification

**Reference:** [Manage Auto-Payments Process Model - Page 5 on page 7](#) for the business process diagram associated with this activity.

**Actor/Role:** Financial Institution

**Description:** If request to release funds is valid, Financial Institution (typically bank) releases funds and sends notification to ACH network (RDFI and Network Operator).

## 6.7 Release Funds and Send Notification

**Reference:** [Manage Auto-Payments Process Model - Page 5 on page 7](#) for the business process diagram associated with this activity.

**Actor/Role:** Financial Institution

**Description:** If request to release funds is not valid, Financial Institution rejects request and sends notification to ACH network (RDFI and Network Operator).

## 6.8 Receive Notifications

**Reference:** [Manage Auto-Payments Process Model - Page 5 on page 7](#) for the business process diagram associated with this activity.

**Actor/Role:** Automated Clearing House Network

**Description:** Network Operator receives notifications and route it to the Originator Company.

## 6.9 Receive Notifications

**Reference:** [Manage Auto-Payments Process Model - Page 5 on page 7](#) for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** CSR receives and reviews notifications. If Payment has been rejected by Financial Institution and funds were not released, the payment will be canceled (refer to step 5.0 of the current process for details).



## Installation Options - Control Central Alert Algorithms

The following installation options are available:

<b>Value</b>	<b>Description</b>
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

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## 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