C2M.CCB v2.6

4.1.1.1 Manage Adjustment and Adjustment Approval

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ORACLE

Contents

Brief Description

Business Process: **4.1.1.1 C2M.CCB.Manage Adjustment and Adjustment Approval**
Process Type: **Sub Process**
Parent Process: **4.1.1 C2M.CCB.Create Adjustment**
Sibling Processes:

This document describes the Adjustment and Adjustment approval process. An adjustment is used to change the amount of debt stored on a service agreement. Some adjustments need to be approved by one or more managers before they impact a customer's debt and the general ledger. This model reflects the Adjustment Approval lifecycle, and incorporates the logic and sequence of business events.

When an Adjustment's Adjustment Type references an Approval Profile, the system will not allow the user to freeze the Adjustment. When the Adjustment is created, it is submitted for approval. C2M(CCB) determines the necessary approval levels and notifies the first approver. C2M(CCB) will freeze the Adjustment when last approver approves the Adjustment.

Adjustments are created by Authorized Users, dedicated C2M(CCB) batch processes or algorithms or interfaced from external systems. Adjustment Upload Staging tables and related Adjustment Upload Staging batch processes facilitate interfacing adjustments information from external systems.

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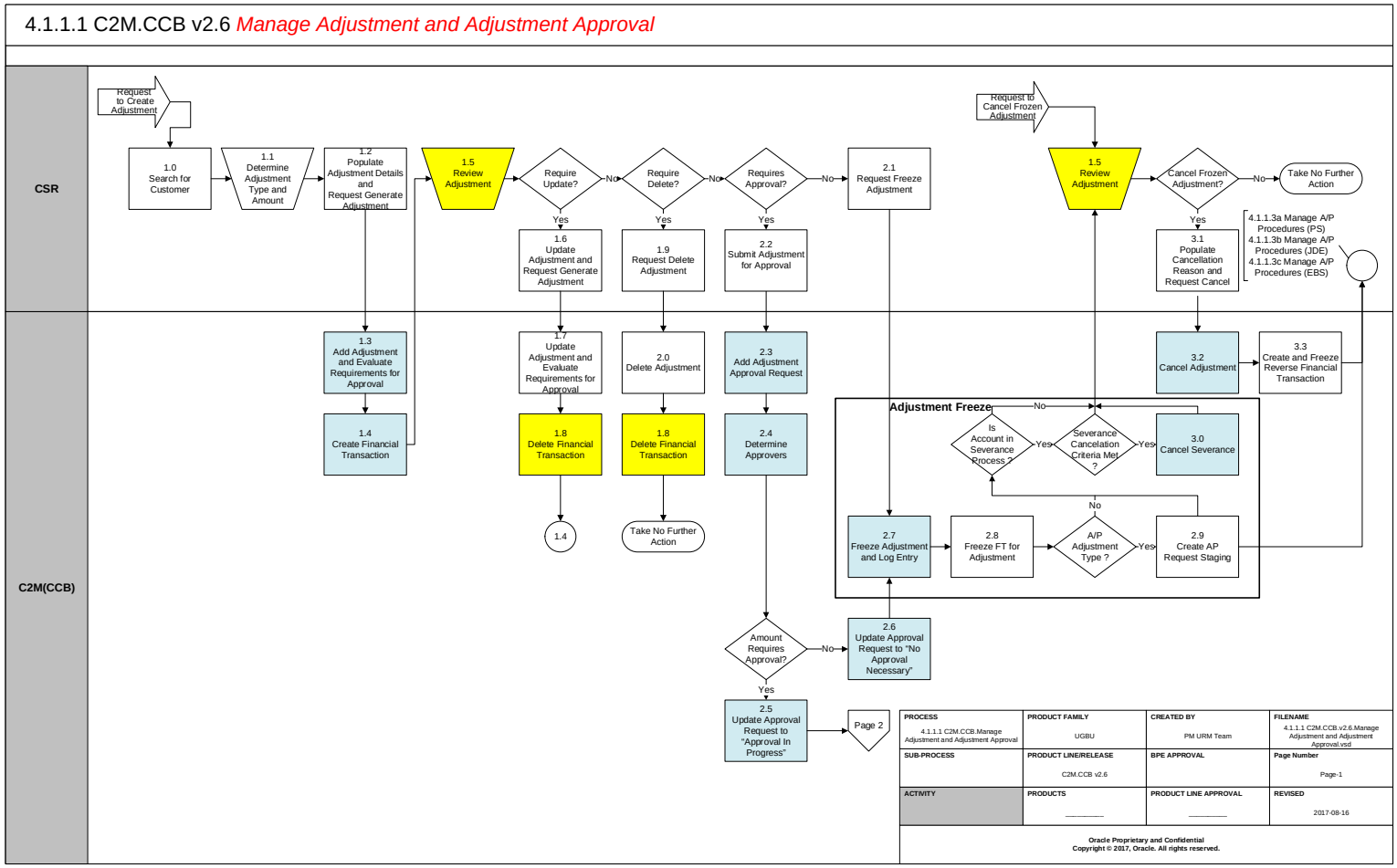

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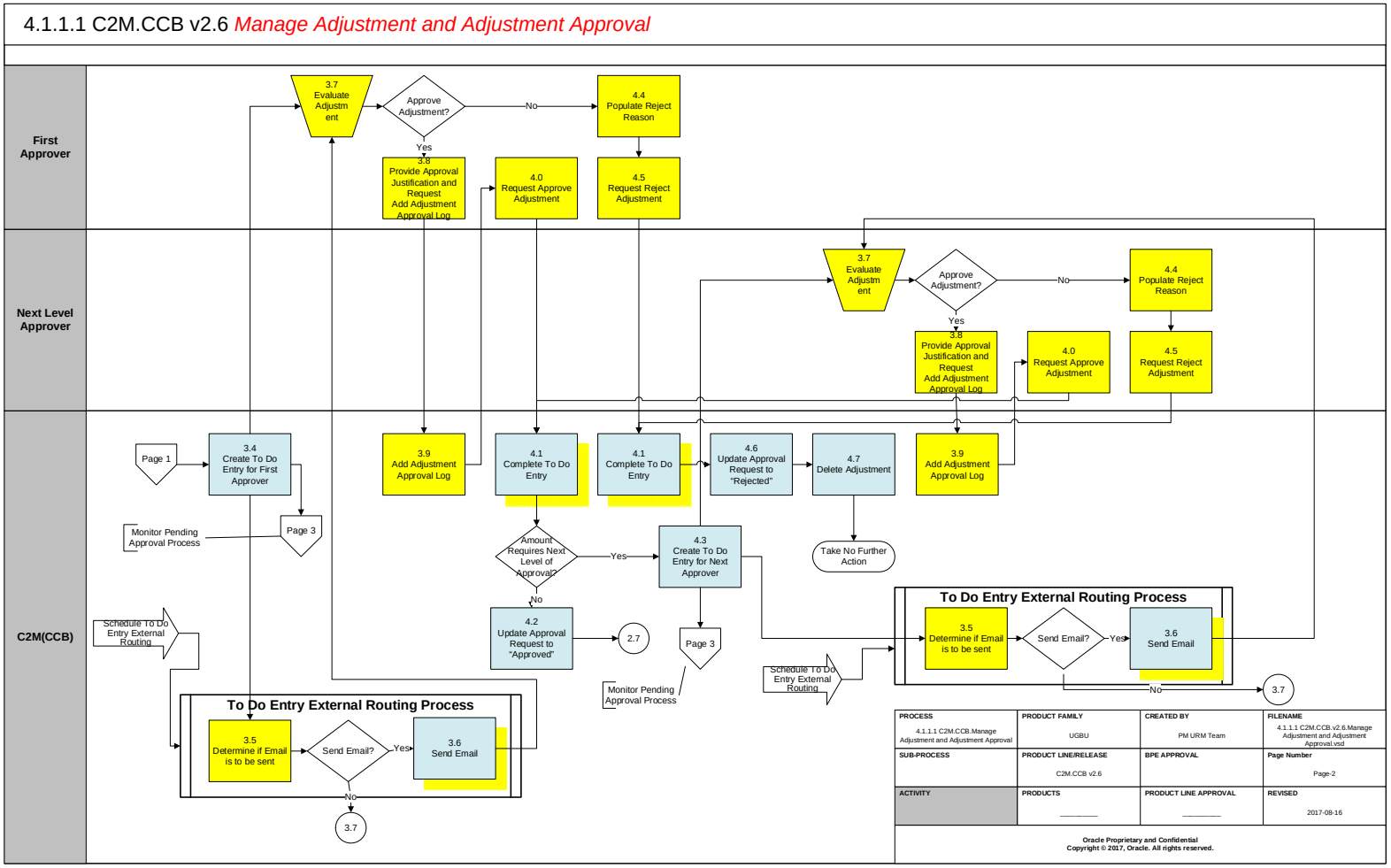

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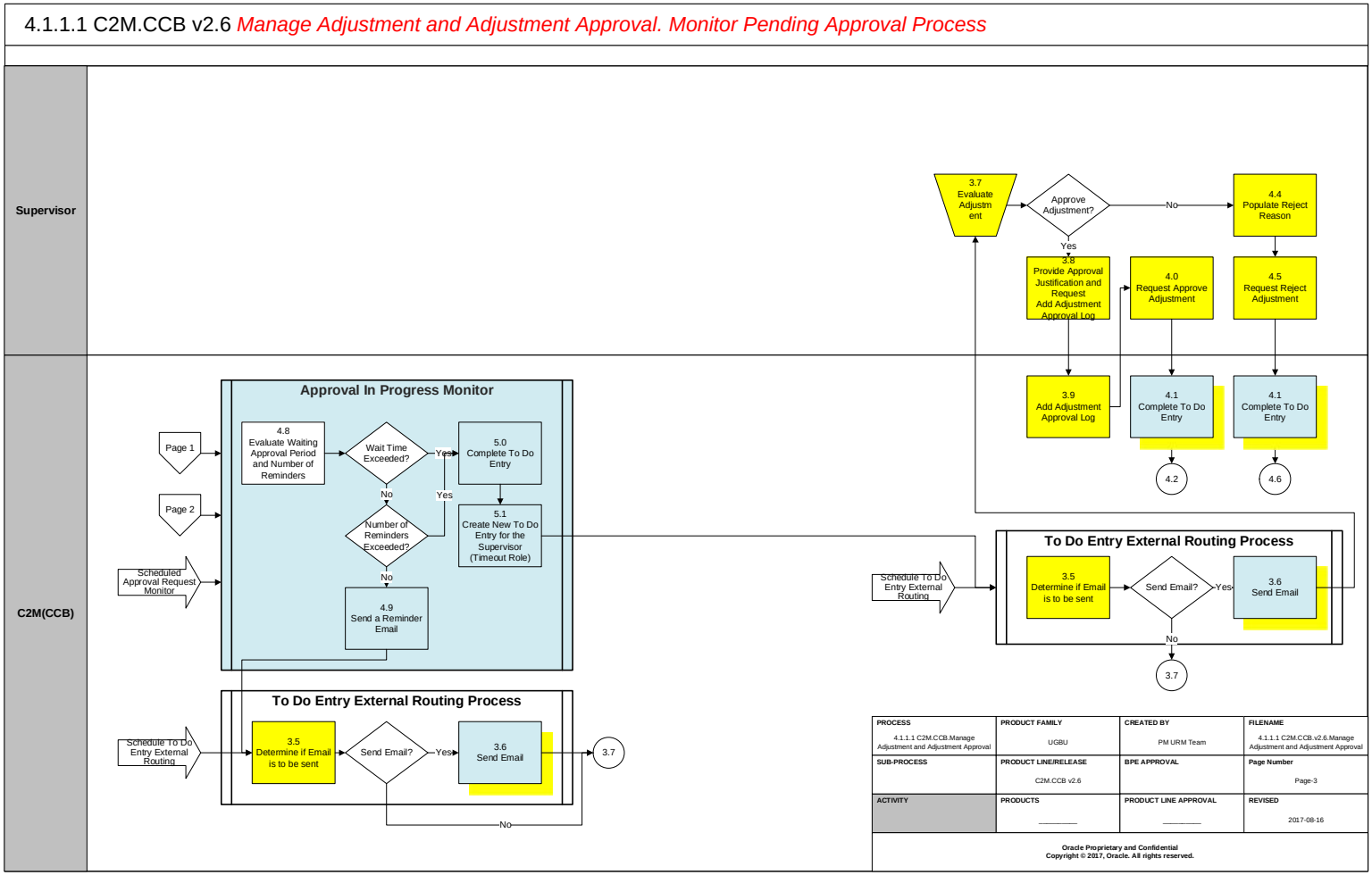

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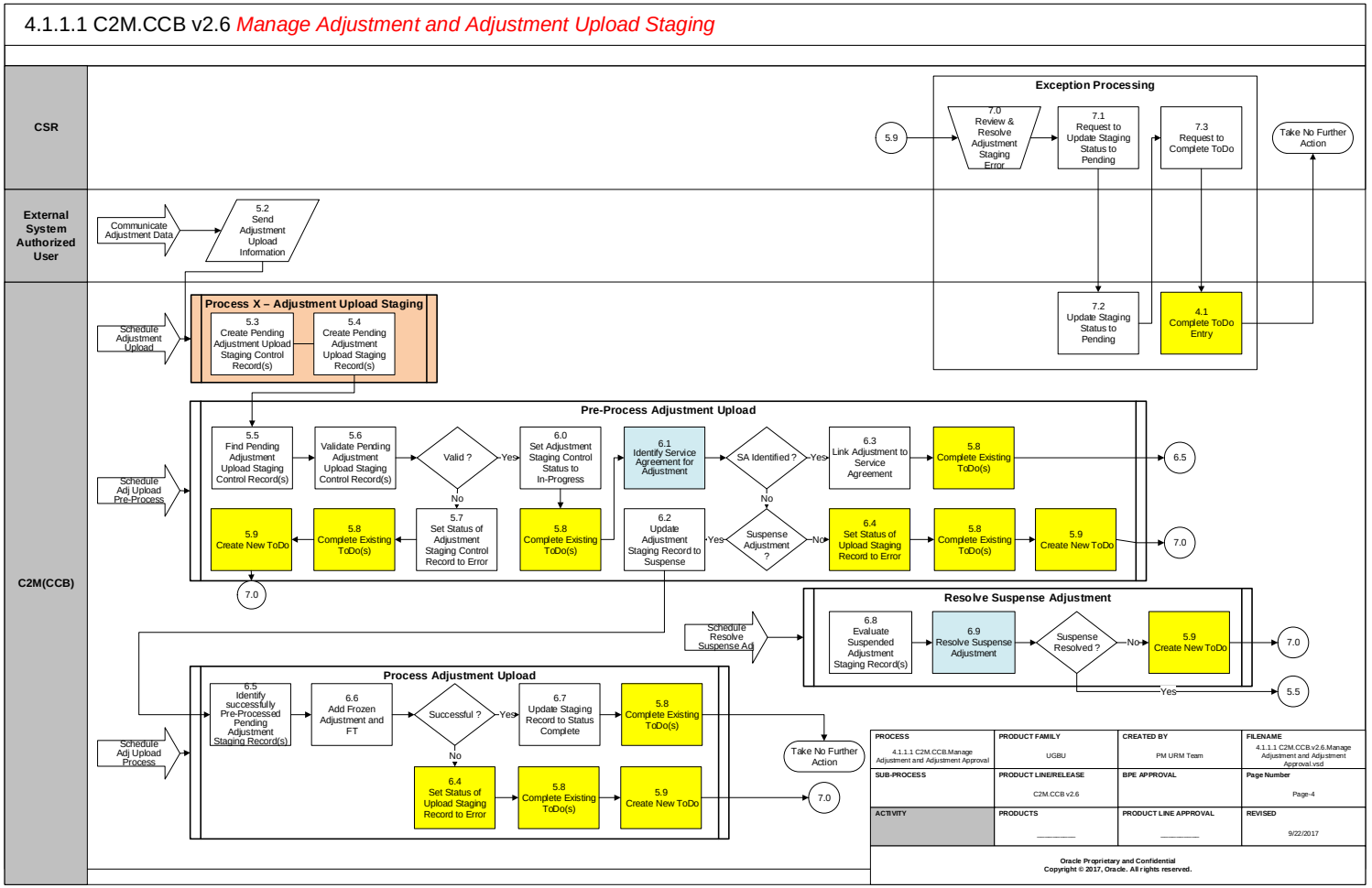

Detail Business Process Model Description

1.0 Search for Customer

Actor/Role: CSR
Description:
The CSR or Authorized User accesses Control Central Search to locate the customer in C2M(CCB).

Configuration required Y **Entities to Configure:**

Installation Options

1.1 Determine Adjustment Type and Amount

Actor/Role: CSR
Description:
The CSR or Authorized User determines the adjustment type and adjustment debit or credit amount.

Configuration required Y **Entities to Configure:**

Adjustment Type
Adjustment Type Profile

1.2 Populate Adjustment Details and Request Generate Adjustment

Actor/Role: CSR
Description:
The CSR or Authorized User verifies Account, Service Agreement and Premise information for the Service Agreement being adjusted. CSR or Authorized User selects the Adjustment Type, populates the debit or credit Amount, adds comments if required, and requests to generate Adjustment.

1.3 Add Adjustment and Evaluate Requirements for Approval

Actor/Role: C2M(CCB)
Description:
C2M(CCB) adds the adjustment and evaluates the requirements for approval for the given Adjustment type and amount.

Note: if business requires calculate adjustment amount, system automatically calculates and populates adjustment amount if appropriate Adjustment Type is selected.

Process Plug-in enabled Y **Available Algorithm(s):**

ADJG-RT – This adjustment generation algorithm is used to calculate an adjustment by calling rate application. Rate application returns a total amount and "bill lines" that show how the charge was calculated (these are derived from the rate's rate components). Rate Schedule identifies the rate that's used to calculate the adjustment. This algorithm passes to this rate the adjustment's base amount as a service quantity and the calculation date as the effective date. The service quantity is identified by the Service Quantity Identifier (SQI), Time of Use (TOU) and Unit of Measure (UOM). The next three parameters are used to apply taxes based on a bill-level threshold. If a bill's accumulated tax amount is less than the tax threshold amount defined on the Apply Taxation Threshold pre-bill completion algorithm, then taxes should not be charged. The pre-bill completion algorithm adds the Tax Not Applicable Characteristic to the adjustment. When the adjustment is regenerated to remove taxes, this characteristic is added into the characteristic collection used by rate application so that it is made available to rate component eligibility criteria to skip the tax calculation lines.
C1-ADJG-WO - This adjustment generation algorithm is used to generate a write off adjustment for a given FT based on its billed and unpaid amounts.

Configuration required Y **Entities to Configure:**

Approval Profile
Adjustment Type
Adjustment Profile
Rate Schedule
To Do Roles

Business Object Y	**Business Object:**	C1-Adjustment - Adjustment - This is business object used to retrieve adjustment details.
		C1-AdjustmentType - Adjustment Type - Main Details - This business object retrieves the adjustment type main details.

1.4 Create Financial Transaction

A**ctor/Role:** C2M(CCB)
Description: When system creates adjustment a financial transaction is created as well.

Process Plug-in enabled Y	**Available Algorithm:**	ADJT-AC - Payoff=Current=Adj Amount (Cash Accounting)
		ADJT-AD - Payoff=Current=Adj Amount (Cash Accounting)
		ADJT-CA - Payoff Amt = 0 / Current Amt = Adj Amount (no GL)
		ADJT-GL - Payoff=Current=0 (GL only)
		ADJT-NM - Payoff=Current=Adj Amount
		ADJT-RA - Payoff=Adj Amt/Current=0, No GL (Conversion Only)
		ADJT-TA - Payoff Amt = Adj / Current Amt = 0
		ADJT-TC - Payoff=Adj Amt/Current=0 (Cash Accounting)
		C1-FTGL-AD - Deferred Accrual WriteDown-Affects Payoff, Curr,GL
		C1-FTGL-ADAC - Deferred Accrual Adj - Affects Payoff,Current & GL
		C1-FTGL-ADTC - Deferred Accrual Adj - Affects Payoff & GL
		C1-SETL-ADJ - FT GL Creation for Settlement Adjustments
		C1-AC-TFHDBL - Payoff=Current=Adj Amount (Cash Acctg) Xfer Hldng

C1-ADJT-CL - Payoff=Current=Adj Amt (Calc Line Dist Code Source)
C1-FTGL-ADNM – Process Holding Account Amounts

Configuration required Y **Entities to Configure:**

Adjustment Type

1.5 Review Adjustment

Actor/Role: CSR
Description:
The CSR or Authorized User reviews the generated adjustment to determine whether the adjustment needs to be updated, submitted for approval, frozen, or deleted.

1.6 Update Adjustment and Request Generate Adjustment

Actor/Role: CSR
Description:
The CSR or Authorized User updates the adjustment information and requests the generation of adjustment with updated information.

1.7 Update Adjustment and Evaluate Requirements for Approval

Actor/Role: C2M(CCB)
Description:
C2M(CCB) updates the adjustment with the new information and then determines if approval would be necessary for the updated adjustment based on the approval profile settings.

Process Plug-in enabled Y **Available Algorithm(s):**

ADJG-RT – This adjustment generation algorithm is used to calculate an adjustment by calling rate application. Rate application returns a total amount and "bill lines" that show how the charge was calculated (these are derived from the rate's rate components).
C1-ADJG-WO - This adjustment generation algorithm is used to generate a write off adjustment for a given FT based on its billed and unpaid amounts.

Configuration required Y **Entities to Configure:**

Approval Profile
Adjustment Type
Rate Schedule

1.8 Delete Financial Transaction

Actor/Role: C2M(CCB)
Description:
C2M(CCB) removes the unfrozen Financial Transaction(s) relating to the deleted or updated adjustment.

1.9 Request Delete Adjustment

Actor/Role: CSR
Description:
The CSR or Authorized User determines that the adjustment is invalid or incorrect. The CSR or Authorized User requests to delete the adjustment entry.

2.0 Delete Adjustment

Actor/Role: C2M(CCB)
Description:
C2M(CCB) deletes the adjustment when the CSR or Authorized User confirms the deletion request. Financial Transactions linked to the Adjustment are deleted from the system along with the adjustment entry.

2.1 Request Freeze Adjustment

Actor/Role: CSR
Description:
The CSR or Authorized User issues a request to freeze the adjustment.

2.2 Submit Adjustment for Approval

Actor/Role: CSR

Description:
The CSR or Authorized User submits the adjustment for approval when the adjustment type requires approval.

2.3 Add Adjustment Approval Request

Actor/Role: C2M(CCB)
Description:
C2M(CCB) adds the adjustment approval request once the CSR submits the adjustment for approval.

Process Plug-in enabled Y	**Available Algorithm(s):**	C1-ADJAPREQT - This algorithm creates an approval request for the adjustment that was submitted for approval. The approval profile for the request is derived from the adjustment type. The Business Object of the Adjustment Approval Request is used for a new approval request record
		C1-ADJAR-INF – This algorithm formats the adjustment approval request information that appears throughout the system
		C1-ADJAPVAL – This algorithm is used to validate an adjustment approval profile.

Business Object Y	**Business Object:**	C1-AdjustmentApprovalProfile
		C1-AdjustmentApprovalRequest

Configuration required Y	**Entities to Configure:**	Approval Profile
		To Do Type
		To Do Role

2.4 Determine Approvers

Actor/Role: C2M(CCB)
Description:
C2M(CCB) determines the approvers based on the adjustment amount against the threshold amounts for the approval request's approval profile.

		C1-DET-APRVR – The algorithm is responsible for determining the list of users responsible for

Process Plug-in enabled Y	**Available Algorithm(s):**	approving an adjustment. The adjustment amount is compared to the list of threshold amounts for the approval request's approval profile. If the adjustment amount exceeds the threshold amount, the associated role is added to the list of approvers. If the adjustment amount is below the lowest threshold, the approval request will be transitioned to the 'No Approval Required' state, otherwise the approval request is transitioned to 'Approval In Progress'.
Business Object Y	**Business Object:**	C1-AdjustmentApprovalRequest
Configuration required Y	**Entities to Configure:**	Approval Profile

2.5 Update Approval Request to "Approval In Progress"

A**ctor/Role:** C2M(CCB)
Description:
If adjustment requires approval and adjustment amount justifies approval (based on the approval profile settings), C2M(CCB) updates the Approval Request Log to "Approval In Progress".

Business Object Y	**Business Object:**	C1-AdjustmentApprovalRequest

2.6 Update Approval Request to "No Approval Necessary"

A**ctor/Role:** C2M(CCB)
Description:
If adjustment requires approval but adjustment amount is lower than approval threshold (based on the approval profile settings), C2M(CCB) updates the Approval Request Log to "No Approval Necessary".

Business Object Y	**Business Object:**	C1-AdjustmentApprovalRequest

2.7 Freeze Adjustment and Log Entry; Group: Adjustment Freeze

Actor/Role: C2M(CCB)
Description:
C2M(CCB) freezes the Adjustment. C2M(CCB) updates the Approval Request Log to "Frozen". No further action is necessary.

Process Plug-in enabled Y **Available Algorithm(s):**

ADFR-CRTODO – This algorithm type creates a To Do entry (using the To Do Type and To Do Role (if specified)) when an adjustment of a particular type is frozen. The base package includes the To Do Type ADJFRZ to use for this parameter value, unless you've set up your own.
C1-DISPPBAP - This algorithm type is used to remove a prepaid customer from automatic payment. Note: to enable this functionality, ensure that the prepaid SA type's NSF adjustment type references this algorithm.
C1-PPBADJFRZ - This algorithm type is used when creating a prepaid funds request adjustment.

Business Object Y **Business Object:**

C1-AdjustmentType - Adjustment Type - Main Details

Configuration required Y **Entities to Configure:**

To Do Type
To Do Role
Adjustment Type

2.8 Freeze FT for Adjustment; Group: Adjustment Freeze

Actor/Role: C2M(CCB)
Description:
C2M(CCB) freezes the Financial Transaction(s) for the adjustment.

2.9 Create AP Request Staging; Group: Adjustment Freeze

Actor/Role: C2M(CCB)
Description:
If the adjustment's adjustment type is an A/P adjustment, C2M(CCB) creates the A/P request staging for it.

3.0 Cancel Severance; Group: Adjustment Freeze

Actor/Role: C2M(CCB)
Description:
After the Adjustment and the FT are frozen, C2M(CCB) determines if the account is in severance process and if it meets severance cancellation criteria; if so, C2M(CCB) cancels the severance.

Process Plug-in enabled Y **Available Algorithm(s):**

SEV CAN CRIT - Severance Process Template – Cancel Criteria: Cancel Sev Process If SA Debt <= Threshold Amount
DC SEV CAN - Debt Class – Severance Process Cancellation. Cancel Sev. Proc. If Debt Class Debt <= Threshold

Configuration required Y **Entities to Configure:**

Debt Class
Severance Process Template

3.1 Populate Cancellation Reason and Request Cancel

Actor/Role: CSR
Description:
The CSR or Authorized User populates the adjustment cancellation reason and requests to cancel the frozen adjustment.

3.2 Cancel Adjustment

Actor/Role: C2M(CCB)
Description:
C2M(CCB) cancels the frozen adjustment. To Do entry may be created when Adjustment's Adjustment Type is configured with an algorithm that creates To Dos.

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Process Plug-in enabled Y **Available Algorithm(s):**	ADCA-CRTODO – This algorithm type creates a To Do entry using the input To Do Type when an adjustment of a particular type is canceled.

3.3 Create and Freeze Reverse Financial Transaction

Actor/Role: C2M(CCB)
Description:
Upon cancellation of the frozen adjustment, C2M(CCB) creates and freezes a reverse Financial Transaction to negate the amount of the original FT.

3.4 Create To Do Entry for First Approver

Actor/Role: C2M(CCB)
Description:
C2M(CCB) creates a To Do entry for the First Approver

C1-NTFY-APPR – This algorithm type is responsible for assigning the approval request to the next approval role. If there are more approval roles left in the approval list, a To Do entry is created for the next role in the approval list using the To Do type defined on the approval profile related to this approval request. The role is then removed from the approval list. Once the To Do entry is created, an entry is added to the approval request log referencing this To Do Id and the approval request's current approval To Do id is populated with this value as well. The algorithm also resets the Waiting Retry Count and sets the Waiting Start Date/Time to the current date/time.
C1-VALTDROLE - Validate that To Do Role is not changed. This algorithm prevents the To Do Role from being changed. This algorithm would typically be used on To Do Types that are used for Adjustment Approval. This ensures that the corresponding

Process Plug-in enabled Y	**Available Algorithm(s):**	Approval Roles are preserved.
Business Object Y	**Business Object:**	C1-AdjustmentApprovalRequest
Configuration required Y	**Entities to Configure:**	To Do Type To Do Role

3.5 Determine if Email is to be sent; Group: To Do Entry External Routing Process

Actor/Role: C2M(CCB)
Description:
C2M(CCB) determines if an email is to be sent when the new To Do entry is created.

Customizable process N	**Process Name:**	F1-TDEER – This batch process will read all To Do entries for a given batch control and run. For each To Do entry record read, it will invoke the external routing algorithm (defined on the entry's To Do type).

3.6 Send Email; Group: To Do Entry External Routing Process

Actor/Role: C2M(CCB)
Description:
If an email should be sent, C2M(CCB) sends an email message as soon as the To Do entry is generated.

		C1-ADJAREQEM – This algorithm type creates an email outbound message requesting the user to respond to an approval request for the adjustment linked to the To Do entry being processed. The outbound message type and external system are determined by the first two parameters. If the To Do is 'Open', the email will be sent to all users linked to the To Do Role. If the To Do is 'Being Worked On', only the assigned user will receive an email. The 'from' address for the email is determined by the third parameter (Email From Address).

Process Plug-in enabled Y	**Available Algorithm(s):**	The body of the email includes a hyperlink to navigate to the adjustment requiring approval. C1-VALTDROLE - Validate that To Do Role is not changed. This algorithm prevents the To Do Role from being changed. This algorithm would typically be used on To Do Types that are used for Adjustment Approval. This ensures that the corresponding
Configuration required Y	**Entities to Configure:**	Outbound Message Type External System
Customizable process N	**Process Name:**	F1-TDEER – This batch process will read all To Do entries for a given batch control and run. For each To Do entry record read, it will invoke the external routing algorithm (defined on the entry's To Do type).

3.7 Evaluate Adjustment

Actor/Role: First Approver, Next Level Approver, Supervisor
Description:
The First Approver, Next Level Approver, Supervisor or Authorized User evaluates the adjustment by drilling down on the adjustment approval To Do entry. This opens the Adjustment Approval portal which contains summary information about the adjustment approval.

3.8 Provide Approval Justification and Request Add Adjustment Approval Log

Actor/Role: First Approver, Next Level Approver, Supervisor
Description:
The First Approver, Next Level Approver, Supervisor or Authorized User provides an adjustment approval reason and issues a request to add an adjustment approval log entry.

3.9 Add Adjustment Approval Log

Actor/Role: C2M(CCB)
Description:
C2M(CCB) adds the adjustment approval log entry.

4.0 Request Approve Adjustment

Actor/Role: First Approver, Next Level Approver, Supervisor
Description:
The First Approver, Next Level Approver, Supervisor or Authorized User requests approval for the adjustment.

4.1 Complete To Do Entry

Actor/Role: C2M(CCB)
Description:
C2M(CCB) completes any Pending Approval To Do Entry when there is a request to approve or reject the adjustment.

Process Plug-in enabled Y	**Available Algorithm(s):**	F1-TODOCOMPL – This algorithm type completes To Do entries that are linked to an object when the object exits a given state. The system finds all open To Do entries with drill keys for the current business object's primary key, and completes them, unless the To Do entry's type has been configured with an Exclude To Do Type Characteristic Type indicating that it should not be automatically completed.
Configuration required Y	**Entities to Configure:**	To Do Type
		To Do Role

4.2 Update Approval Request to "Approved"

Actor/Role: C2M(CCB)

Description:
C2M(CCB) updates the adjustment approval request to Approved in the Approval Request Log. The adjustment is then frozen in the system.

Business Object Y	**Business Object**	C1-AdjustmentApprovalRequest
Process Plug-in enabled Y	**Available Algorithm(s):**	C1-FRZ-ADJ – This algorithm is responsible for freezing the adjustment(s) linked to the approved request. An 'approved' log entry is created for the related adjustment. If this is a transfer adjustment, a second log is created for that adjustment id. If the adjustment type for the adjustment is configured to Freeze at Will the algorithm then freezes the adjustment. If the adjustment type is configured to Freeze at Completion, no further action is taken

4.3 Create To Do Entry for Next Approver

A**ctor/Role:** C2M(CCB)
Description:
C2M(CCB) creates a To Do entry for the Next Level Approver. Approval Profile for the adjustment determines whether a higher level of approval is required so that a new To Do entry is created to the next To Do role in the approval hierarchy.

Business Object Y	**Business Object:**	C1-AdjustmentApprovalRequest
		C1-NTFY-APPR – This algorithm type is responsible for assigning the approval request to the next approval role. If there are more approval roles left in the approval list, a To Do entry is created for the next role in the approval list using the To Do type defined on the approval profile related to this approval request. The role is then removed from the approval list. Once the To Do entry is created, an entry is added to the approval request log referencing this To Do Id and the approval request's current approval To Do Id is populated with this value as well.

Process Plug-in enabled Y	**Available Algorithm(s):**	The algorithm also resets the Waiting Retry Count and sets the Waiting Start Date/Time to the current date/time.
Configuration required Y	**Entities to Configure:**	To Do Type To Do Role

4.4 Populate Reject Reason

Actor/Role: First Approver, Next level Approver, Supervisor
Description:
The First Approver, Next Level Approver, Supervisor or Authorized User populates the adjustment approval reject reason.

4.5 Request Reject Adjustment

Actor/Role: First Approver, Next level Approver, Supervisor
Description:
The First Approver, Next Level Approver, Supervisor or Authorized User issues a request to reject the adjustment approval request.

4.6 Update Approval Request to "Rejected"

Actor/Role: C2M(CCB)
Description:
C2M(CCB) updates the adjustment approval request to "Rejected" in the Approval Request Log.

C1-DEL-ADJ – This algorithm is responsible for deleting the adjustment(s) linked to a rejected adjustment approval request. A 'rejected' log entry is created indicating the SA of the related adjustment. If this is a transfer adjustment, a second log is created for the SA of the transfer adjustment. The related adjustments are deleted and the

Process Plug-in enabled Y	**Available Algorithm(s):**	approval request's adjustment id is reset.
Business Object Y	**Business Object:**	C1-AdjustmentApprovalRequest
Lookup Field Y	**Lookup Field:**	C1_AREQ_REJECT_RSN_FLG

C1_AREQ_REJECT_RSN_FLG

4.7 Delete Adjustment

A**ctor/Role:** C2M(CCB)
Description:
C2M(CCB) deletes the adjustment once the approval has been rejected. Financial Transactions generated by the adjustment are deleted as well.

Process Plug-in enabled Y	**Available Algorithm(s):**	C1-DEL-ADJ – This algorithm deletes the adjustment if it is rejected by the approver.
Configuration required Y	**Entities to Configure:**	Adjustment Type

4.8 Evaluate Waiting Approval Period and Number of Reminders; Group: Approval In Progress Monitor

A**ctor/Role:** C2M(CCB)
Description:
C2M(CCB) evaluates the waiting approval period and the number of reminders to determine if the waiting time has exceeded the required threshold as set by the business, and if so, proceeds to re-route approval to upper management.

	C1-APR-TMOUT – This algorithm is responsible for determining if an adjustment approval request has been waiting too long. The algorithm will first determine if the current waiting time for the request exceeds the timeout threshold. If the maximum waiting time has been exceeded, the algorithm will then determine if the maximum number of

Process Plug-in enabled Y	**Available Algorithm(s):**	reminders has been sent. If the number of reminders is below the threshold and the algorithm is configured to send another email reminder, the algorithm will reset the external routing batch control on the current To Do to trigger the creation of a new email. If the number of reminders is above the threshold, the request is deemed to have timed out. The algorithm will complete the current To Do if it's Open and create a new To Do, assigned to the timeout To Do role. Note that if the current To Do is Being Worked On it is not completed, but a new To Do assigned to the timeout To Do role is created.
Business Object Y	**Business Object:**	C1-AdjustmentApprovalRequest
Configuration required Y	**Entities to Configure:**	To Do Type To Do Role
Customizable process N	**Process Name:**	C1-APRTR – Approval Request Monitor (Deferred) This batch process invokes monitoring rules associated with the current state of approval requests. All monitoring rules throughout the approval request's business object's inheritance chain are considered. This batch control is set up with the "Restrict By Batch Code" parameter set to true to restrict processing to approval requests whose current state is associated with this specific batch control.

4.9 Send a Reminder Email; Group: Approval In Progress Monitor

Actor/Role: C2M(CCB)
Description:
C2M(CCB) sends an email reminder for a To Do entry that has been waiting too long for approval to the Current Approver

		C1-APR-TMOUT – This algorithm type is responsible for determining if an adjustment approval request has been waiting too long.

Process Plug-in enabled Y	**Available Algorithm(s):**	The algorithm will first determine if the current waiting time for the request exceeds the timeout threshold. If the maximum waiting time has been exceeded, the algorithm will then determine if the maximum number of reminders has been sent. If the number of reminders is below the threshold and the algorithm is configured to send another email reminder, the algorithm will reset the external routing batch control on the current To Do to trigger the creation of a new email. If the number of reminders is above the threshold, the request is deemed to have timed out. The algorithm will complete the current To Do if it's Open and create a new To Do, assigned to the timeout To Do role.
Business Object Y	**Business Object:**	C1-AdjustmentApprovalRequest
Configuration required Y	**Entities to Configure:**	To Do Type To Do Role
Customizable process N	**Process Name:**	C1-APRPR – This batch process invokes monitoring rules associated with the current state of approval requests. All monitoring rules throughout the approval request's business object's inheritance chain are considered. By default, the process periodically monitors approval requests whose current state is not associated with a batch code. Batch parameters govern whether the processing is further restricted by batch code, approval profile, business object and status.

5.0 Complete To Do Entry; Group: Approval In Progress Monitor

Actor/Role: C2M(CCB)
Description:
C2M(CCB) completes the current To Do entry when the To Do has not been completed by the Approver and the timeout threshold has passed.

Process Plug-in enabled Y **Available Algorithm(s):**

F1-TODOCOMPL – This algorithm type completes To Do entries that are linked to an object when the object exits a given state.

The system finds all open To Do entries with drill keys for the current business object's primary key, and completes them, unless the To Do entry's type has been configured with an Exclude To Do Type Characteristic Type indicating that it should not be automatically completed.

Customizable process N **Process Name:**

C1-APRPR – This batch process invokes monitoring rules associated with the current state of approval requests. All monitoring rules throughout the approval request's business object's inheritance chain are considered.

By default, the process periodically monitors approval requests whose current state is not associated with a batch code.

Batch parameters govern whether the processing is further restricted by batch code, approval profile, business object and status.

5.1 Create New To Do Entry for the Supervisor (Timeout Role); Group: Approval In Progress Monitor

Actor/Role: C2M(CCB)
Description:
C2M(CCB) creates a new To Do entry for a Supervisor or Authorized User when the timeout threshold has passed.

Process Plug-in enabled Y	**Available Algorithm(s):**	C1-NTFY-APPR – This algorithm type is responsible for assigning the approval request to the next approval role. If there are more approval roles left in the approval list, a To Do entry is created for the next role in the approval list using the To Do type defined on the approval profile related to this approval request. The role is then removed from the approval list. Once the To Do entry is created, an entry is added to the approval request log referencing this To Do Id and the approval request's current approval To Do Id is populated with this value as well. The algorithm also resets the Waiting Retry Count and sets the Waiting Start Date/Time to the current date/time.
Business Object Y	**Business Object:**	C1-AdjustmentApprovalRequest
Configuration required Y	**Entities to Configure:**	To Do Type To Do Role
Customizable process N	**Process Name:**	C1-APRPR – This batch process invokes monitoring rules associated with the current state of approval requests. All monitoring rules throughout the approval request's business object's inheritance chain are considered.

5.2 Send Adjustment Upload Information

Actor/Role: External System Authorized User
Description:

Authorized User gathers the information needed for uploading the adjustment(s) including adjustment amount, account id, and adjustment date, and creates the Adjustment Upload Flat File. This file is used by process X to upload the adjustment(s).

5.3 Create Pending Adjustment Upload Staging Control Record(s), Group: Process X – Adjustment Upload Staging

Actor/Role: C2M(CCB)
Description:
This is a custom process. The following steps walk through the required information needed to populate various staging tables in C2M(CCB).
When process X is executed, it requests C2M(CCB) to create Adjustment Upload Staging Control record(s) in Pending status.
An adjustment upload staging control record is needed for each batch of adjustments to be uploaded into the system.
Depending on the business needs, an adjustment staging control characteristic record may also be defined for each characteristic you want to link to the adjustment staging control.

Customizable process Y **Process X**

This is a completely custom process designed to add Pending records to the required staging tables in C2M(CCB). Specifically, CI_ADJ_STG_CTL and CI_ADJ_STG_CTL_CHAR may be affected.

5.4 Create Pending Adjustment Upload Staging Record(s), Group: Process X – Adjustment Upload Staging

Actor/Role: C2M(CCB)
Description:
C2M(CCB) creates Adjustment Upload Staging records in Pending status. The adjustment information is from the adjustment upload flat file.
An adjustment upload staging record is created for each adjustment you want to upload. Depending on the business need, an adjustment characteristic upload staging record may also be defined for each characteristic you want to link to the adjustment upload staging.

Customizable process Y **Process X**

This is a completely custom process designed to add Pending records to the required staging tables in C2M(CCB). Specifically, CI_ADJ_STG_UP and CI_ADJ_STG_UP_CHAR may be affected.

5.5 Find Pending Adjustment Upload Staging Control Record(s), Group: Pre-Process Adjustment Upload

Actor/Role: C2M(CCB)

Description:
Navigating the Adjustment Upload Staging Control table, C2M(CCB) finds each Control record in Pending state. These records will be validated and processed.

Customizable process N	**Process Name:**	C1-ADUP1 - The upload adjustment pre-process batch control performs high level validation of the adjustment staging control and identifies the service agreement for each of the adjustment staging records.

5.6 Validate Pending Adjustment Upload Staging Control Record(s), Group: Pre-Process Adjustment Upload

A**ctor/Role:** C2M(CCB)
Description:
C2M(CCB) validates each Pending adjustment Upload Staging Control record. If validation fails for a record, it changes the status to Error and creates a new ToDo for it. If no errors are found, the status of the Adjustment Staging Control is set to In-Progress.

5.7 Set Status of Adjustment Staging Control Record to Error, Group: Pre-Process Adjustment Upload

A**ctor/Role:** C2M(CCB)
Description:
If validation fails for a Control or Staging record, C2M(CCB) changes the status to Error and creates a new To Do for it.

Group: Process Adjustment Upload

5.8 Complete Existing ToDo(s), Group: Pre-Process Adjustment Upload
Actor/Role: C2M(CCB)
Description:
C2M(CCB) completes any existing ToDo(s) that may exist for the current record.

Group: Process Adjustment Upload,
Group: Resolve Suspense Adjustment

5.9 Create New ToDo, Group: Pre-Process Adjustment Upload

A**ctor/Role:** C2M(CCB)
Description:
C2M(CCB) creates a new ToDo entry for the record in Error.

Configuration required Y **Entities to Configure:**

To Do Type
To Do Role

6.0 Set Adjustment Staging Control Status to In-Progress, Group: Pre-Process Adjustment Upload

A**ctor/Role:** C2M(CCB)
Description:
If validation succeeds for a record, C2M(CCB) changes the status to In-Progress.

6.1 Identify Service Agreement for Adjustment, Group: Pre-Process Adjustment Upload

A**ctor/Role:** C2M(CCB)
Description:
For each Pending adjustment upload staging record that is linked to an In-Progress staging Control which does not have an SA ID, C2M(CCB) finds its SA ID and stamps it onto the upload staging record.

Process Plug-in enabled Y **Available Algorithm(s):**

C1-CANSUSADJ - Cancel Suspense Adjustment his Resolve Suspense algorithm checks if a valid customer SA can be found for an adjustment staging record in suspense. For each adjustment upload staging record found in suspense, it attempts to find a valid prepaid SA for the badge number.

6.2 Update Adjustment Staging Record to Suspense, Group: Pre-Process Adjustment Upload

A**ctor/Role:** C2M(CCB)
Description:
When the adjustment upload pre-processor is unable to identify a valid SA ID for the adjustment upload staging record, it can put the adjustment in suspense. In this case, the Suspense flag is set to "In Suspense" on the adjustment upload staging.
Adjustments are put in suspense only if such logic is plugged in as the Determine SA algorithm on the Adjustment Type.

6.3 Link Adjustment to Service Agreement, Group: Pre-Process Adjustment Upload

Actor/Role: C2M(CCB)
Description:
Once the service agreement is identified, C2M(CCB) links the SA to the adjustment upload record by adding the SA ID to the upload staging record.

6.4 Set Status of Upload Staging Record to Error, Group: Pre-Process Adjustment Upload

Actor/Role: C2M(CCB)
Description:
If C2M(CCB) cannot find an SA ID for the upload staging record or encounters other errors, it will set the status of such staging record to Error.

6.5 Identify Successfully Pre-Processed Pending Adjustment Staging Record(s), Group: Process Adjustment Upload

Actor/Role: C2M(CCB)
Description:
Navigating the Adjustment Upload Staging table, C2M(CCB) finds each record in Pending state that has an SA ID in order to create an adjustment for it.
These are the upload records that have been pre-processed and validated.

Customizable process N	**Process Name:**	C1-ADUP2 - The upload adjustment process batch control finds all Pending adjustment upload staging records that reference a service agreement, and creates Frozen Adjustment for each

6.6 Add Frozen Adjustment and FT, Group: Process Adjustment Upload

Actor/Role: C2M(CCB)
Description:
C2M(CCB) adds frozen adjustment for each upload staging record that was found having an SA ID. C2M(CCB) also adds the corresponding Financial Transaction.

6.7 Update Staging Record to Status Complete: Process Adjustment Upload

Actor/Role: C2M(CCB)
Description:
Once the adjustment is added successfully, C2M(CCB) updated the status of upload staging record to Complete.

6.8 Evaluate Suspended Adjustment Staging Record(s); Group: Resolve Suspense Adjustment

Actor/Role: C2M(CCB)
Description:
C2M(CCB) selects all suspended adjustment staging records, and attempts to resolve the suspension.

Customizable process N	**Process Name**:	C1-ADURS - This batch process picks up all adjustment upload staging records that are In Suspense. For each record, it calls the 'Resolve Suspense' plug-in for the adjustment upload staging's adjustment type.

6.9 Resolve Suspense Adjustment; Group: Resolve Suspense Adjustment

Actor/Role: C2M(CCB)
Description:
The Resolve Suspense algorithm checks if a valid SA can be found for the adjustment staging record in suspense. If a valid SA is found, a new adjustment is created for the SA, and the SA is linked to the adjustment upload staging record, then the suspense adjustment is canceled. If a valid SA is not found, it checks to see if the record has been in suspense for too long; and if so, it creates a To Do Entry for the upload staging.

C1-CANSUSADJ – Cancel Suspense Adjustment This Resolve Suspense algorithm checks if a valid customer SA can be found for an adjustment staging record in suspense. For each adjustment upload staging record found in suspense, it attempts to find a valid prepaid SA for the badge number. This algorithm expects the following: - The badge number is supplied as a characteristic

Process Plug-in enabled Y	**Available Algorithm(s):**	(with the Badge Number Characteristic Type - parm 1) on the adjustment upload staging record - A prepaid SA is one whose SA Type has a characteristic with the Prepaid Characteristic Type (parm 2) If a valid SA is found: - A new adjustment is created for the SA using the Adjustment Type (parm 3) - The new adjustment ID is linked to the adjustment upload staging - The suspense adjustment is canceled using the Adjustment Cancel Reason (parm 4). The suspense adjustment remains linked to the adjustment upload staging as an audit. If a valid SA is not found, check to see if the record has been in suspense for too long. If Number Of Days (parm 5) > 0 and To Do Type (parm 6) is supplied: - Calculate the number of days that the record has been in suspense - Create a To Do Entry using the input To Do Type if the calculated number exceeds the input number of days You may specify a To Do Role. For more information about how a To Do Role is assigned, launch the online help and navigate to the index entry "To Do Entries Reference A Role". The algorithm populates the To Do Entry with the sort keys, drill keys and message parameters as shown in the base package To Do Type C1-ADSUS, which you may use for this algorithm. If you want to create your own To Do Type, you must set up the values to match those in the base To Do Type.
Configuration required Y	**Entities to Configure:**	Adjustment Type

7.0 Review and Resolve Adjustment Staging Error; Group: Exception Processing

Actor/Role: CSR
Description:
CSR or Authorized User reviews and resolves the adjustment staging error.

7.1 Request to Update Staging Status to Pending; Group: Exception Processing

Actor/Role: CSR
Description:
Once the Error is resolved, the CSR or Authorized user requests that the status of the upload staging to be set to Pending or In-Progress.

7.2 Update Staging Status to Pending; Group: Exception Processing

Actor/Role: C2M(CCB)
Description:
C2M(CCB) changes the status of the upload staging to be set to Pending or In-Progress.

7.3 Request to Complete To Do; Group: Exception Processing

Actor/Role: CSR
Description:
CSR or Authorized User requests to Complete the To Do.

Test Documentation related to the Current Process

ID	Document Name	Test Type

Document Control

Change Record

Date	Author	Version	Change Reference
10/11/2011	Leonel Urena	1.0	Revised document version.
03/05/2012	Ahad Gholipour-Abbasi	1.1	Updated Document and Visio
03/15/2012	Galina Polonsky	1.1	Reviewed
9/13/2013	Mel Bachmeier, Dean Davis	2.0	Updated Document and Visio
9/26.2013	Galina Polonsky	2.0	Approved
8/18/2015	Jane Cuenco Tan	3.0	Updated Document and Visio
10/08/2015	Galina Polonsky	2.0	Reviewed, Approved
08/16/2017	Ekta Dua		Updated Document and Visio to v2.6
09/22/2017	Genti Kondili		Updated Document and Visio for C2M
10/18/2017	Galina Polonsky		Reviewed, Approved

Attachments

Control Central Search

Control Central Search.docx

Admin Menu / Installation Options Control Central Alerts

Installation Options Alert Algori

Adjustment Approval Lifecycle

Adjustment Approval Profile.doc

Adjustment Approval Page

Adjustment Approval Page.docx

Add Adjustment with Approval

Add Adjustment with Approval.docx

Add Adjustment without Approval

Add Adjustment without Approval.dc

Approval Profile

Adjustment Approval Profile.doc

Cancel Adjustment

Cancel Adjustment.docx

Delete Adjustment

Delete Adjustment.docx

Evaluate Adjustment - To Do - First Approver - Level 1

Adjustment Approval To Do Leve

Evaluate Adjustment - To Do - Next Approver Level 2

Adjustment Approval To Do Leve

Evaluate Adjustment - To Do - Last Approver Level 3

Adjustment Approval To Do Leve

Reject Adjustment

Reject Adjustment.docx

Submit for Approval - Approval Required

Submitt Adjustment for Approval.docx

Adjustment Type Entities

Adjustment Type Entities.docx

Adjustment Type and Adjustment Approval Algorithms

Adjustment Type Algorithms.docx