



## C2M.CCB v2.6

### 4.3.1.1f C2M.CCB.v2.6.Manage Credit Card Payments

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Last Updated: November 7, 2017

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## Brief Description

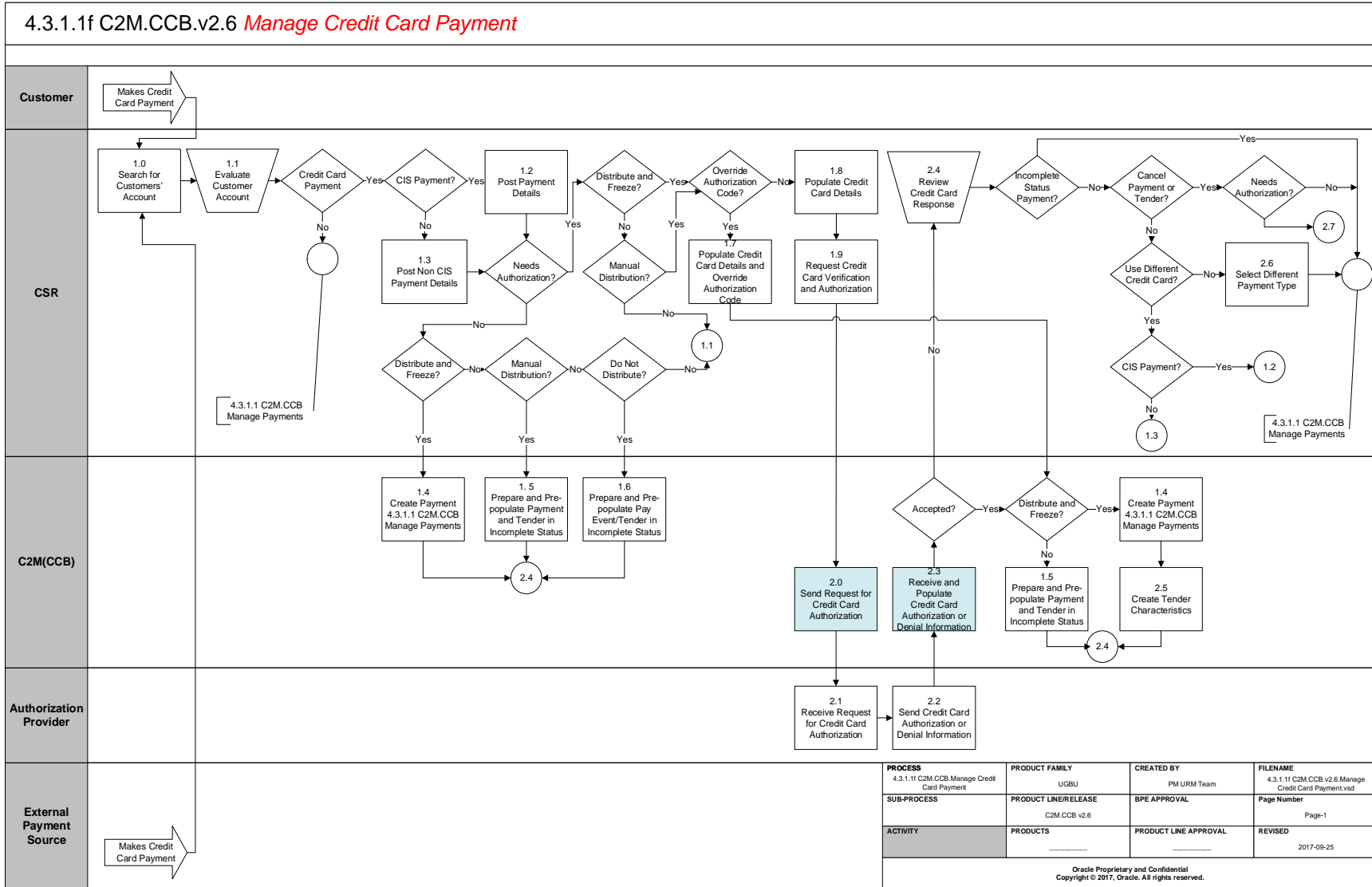
**Business Process:** 4.3.1.1f C2M.CCB.Manage Credit Card Payment  
**Process Type:** Sub-Process  
**Parent Process:** 4.3.1 C2M.CCB.Perform Settlement Activities  
**Sibling Processes:** 4.3.1.1 C2M.CCB.Manage Payments, 4.3.1.1a C2M.CCB.Process Budget Payments, 4.3.1.1b C2M.CCB.Process Non-Billed Monitored Budget Payments, 4.3.1.1c C2M.CCB.Process Non-Billed Unmonitored Budget Payments, 4.3.1.1d C2M.CCB.Manage Auto-Payments, 4.3.1.1e C2M.CCB.Manage Pay Plan Payment, 4.3.1.2 C2M.CCB.Manage Workstation Cashiering.

This process describes the management of Credit Card Payment activities. Most organizations accept different credit and debit cards as payment for services provided. Credit Card Payments will be received from payments at a cashiering station or other electronic payments from third party sources. The processing is very similar to entering any other Payment; however it is possible to manage required authorization and reversal information for Credit Card Payments real-time. In addition, decline information can be retrieved real time and communicated with the customer.

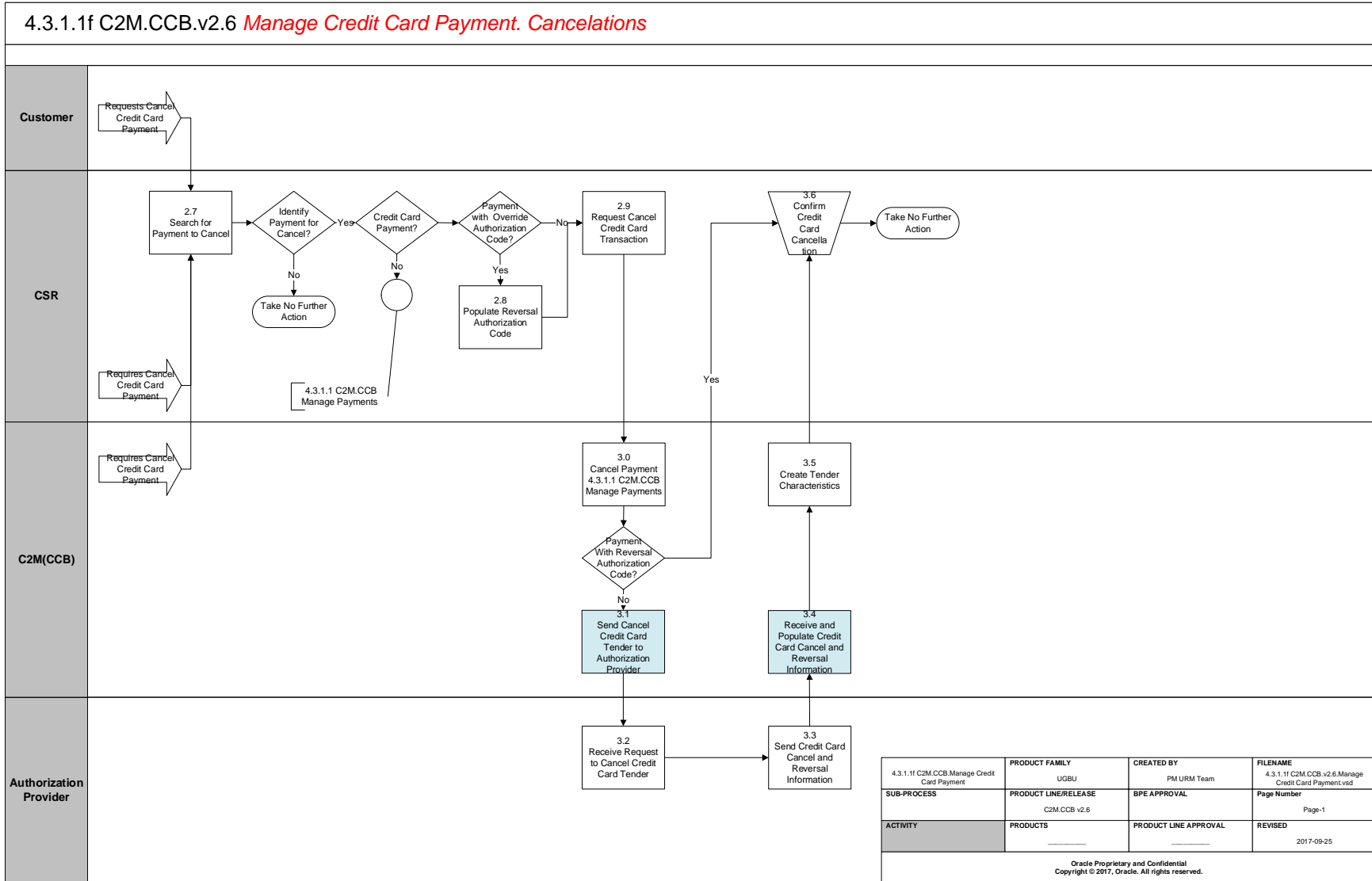
The CSR or Authorized User typically uses the [Payment Portal](#) or [Payment Event Add](#) functionality for Credit Card Payments. [Payment Event Quick Add](#) or [Payment Quick Add](#) may also be used dependent on configuration and the business rules of the organization. The Payment Portal included in the base package provides ease of entry for CIS as well as Non CIS payments.

Auto pay Credit Card Payments are discussed in a separate process.

# Business Process Model Page 1



# Business Process Model Page 2



## Detail Business Process Model Description

### 1.0 Search for Customer Account

Actor/Role: CSR

Description:

Upon receipt of payment, the CSR or Authorized user accesses [Control Central Search](#) to locate the customer in C2M(CCB).

Configuration required Y

Entities to Configure:

|                                      |
|--------------------------------------|
| <a href="#">Installation Options</a> |
|--------------------------------------|

### 1.1 Evaluate Customer Account

Actor/Role: CSR

Description:

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

Process Plug-in enabled Y

Available Algorithm(s):

|   |
|---|
| <a href="#">Installation Options</a> – Control Central Alerts   |
| Installation Options - C1-PY-INFO This algorithm formats the Payment Information that appears throughout the system.                        |
| Installation Options - C1_PEVTINFO – This algorithm formats the "Payment Event Information" that appears throughout the system.             |
| F1-MASK – Mask Data (Algorithm Type)<br>This masking algorithm is a simple, nearly all-purpose algorithm type to handle most masking needs. |

Configuration required Y

Entities to Configure:

|                       |
|-----------------------|
| Installation Options  |
| Feature Configuration |

### 1.2 Post Payment Details

Actor/Role: CSR

Description:

The CSR or Authorized User typically enters initial payment information using the [Payment Portal](#) or [Payment Event Add](#) functionality. The CSR or Authorized User then selects one of the available distribution options. Refer to 4.3.1.1 C2M.CCB Manage Payments for further details. Options include:

- Distribute and Freeze
- Manual Distribution Multiple Payments
- Do Not Distribute

**Configuration required Y      Entities to Configure:**

|                   |
|-------------------|
| Bank Code         |
| Tender Source     |
| Tender Type       |
| Payment Template  |
| Distribution Code |

**Business Object Y      Business Object:**

|  |
|--|
| <p>C1-CreditCardWithAuthorization - Tender Type - Credit Card with Authorization<br/>This business object is used on the Payment Portal page.</p>  |
| <p>C1-CyberSourceCreditCardAuth - CyberSource - Credit Card Authorization<br/>This business object is used on the payment portal page when creating the credit card authorization request.</p>               |
| <p>C1-CyberSourceCreditCardRev CyberSource - Credit Card Reversal<br/>This business object is used on the payment portal page when reversing a credit card payment.</p>                                      |
| <p>C1-CybersourceSecurityInfo - User - Cybersource Security Information<br/>Security information (e.g. user id, password, etc.) needed to interface with CyberSource are stored as user characteristics.</p> |
| <p>C1-CISPaymentEvent - Payment Event - CIS Payment</p>  |



**1.3 Post Non CIS Payment Details**

**Actor/Role:** CSR

**Description:**

Payments for miscellaneous services or products not otherwise defined are considered Non CIS Payments. The Payment references the name of the person remitting the payment and can include pertinent comments. The CSR or Authorized User typically enters initial payment information using the [Payment Portal](#) functionality. The Payment Portal allows for selecting specific Distribution Codes. Refer to 4.3.1.1 C2M.CCB Manage Payments for further details

|  |                                |   |   |  |   |  |                   |                     |                      |         |                |                   |
|--|--------------------------------|---|---|--|---|--|-------------------|---------------------|----------------------|---------|----------------|-------------------|
| <b>Configuration required Y</b>  | <b>Entities to Configure:</b>  | <table border="1"> <tr><td>Bank Code</td></tr> <tr><td>Tender Source</td></tr> <tr><td>Tender Type</td></tr> <tr><td>Payment Template</td></tr> <tr><td>Distribution Code</td></tr> <tr><td>Characteristic Type</td></tr> <tr><td>Payment Segment Type</td></tr> <tr><td>SA Type</td></tr> <tr><td>Customer Class</td></tr> <tr><td>Non CIS - Account</td></tr> </table>  | Bank Code   | Tender Source  | Tender Type   | Payment Template   | Distribution Code | Characteristic Type | Payment Segment Type | SA Type | Customer Class | Non CIS - Account |
| Bank Code  |                                |   |   |  |   |  |                   |                     |                      |         |                |                   |
| Tender Source  |                                |   |   |  |   |  |                   |                     |                      |         |                |                   |
| Tender Type  |                                |   |   |  |   |  |                   |                     |                      |         |                |                   |
| Payment Template   |                                |   |   |  |   |  |                   |                     |                      |         |                |                   |
| Distribution Code  |                                |   |   |  |   |  |                   |                     |                      |         |                |                   |
| Characteristic Type  |                                |   |   |  |   |  |                   |                     |                      |         |                |                   |
| Payment Segment Type   |                                |   |   |  |   |  |                   |                     |                      |         |                |                   |
| SA Type  |                                |   |   |  |   |  |                   |                     |                      |         |                |                   |
| Customer Class   |                                |   |   |  |   |  |                   |                     |                      |         |                |                   |
| Non CIS - Account  |                                |   |   |  |   |  |                   |                     |                      |         |                |                   |
| <b>Process Plug-in enabled Y</b>   | <b>Available Algorithm(s):</b> | <table border="1"> <tr><td>C1-BOV-TPDTL - Non CIS Payment Template Validation</td></tr> <tr><td>C1-NCPAY-FT - Create FT for Non CIS Payments</td></tr> </table>   | C1-BOV-TPDTL - Non CIS Payment Template Validation  | C1-NCPAY-FT - Create FT for Non CIS Payments   |   |  |                   |                     |                      |         |                |                   |
| C1-BOV-TPDTL - Non CIS Payment Template Validation   |                                |   |   |  |   |  |                   |                     |                      |         |                |                   |
| C1-NCPAY-FT - Create FT for Non CIS Payments   |                                |   |   |  |   |  |                   |                     |                      |         |                |                   |
| <b>Business Object Y</b>   | <b>Business Object:</b>        | <table border="1"> <tr> <td>C1-CreditCardWithAuthorization - Tender Type - Credit Card with Authorization<br/>This business object is used on the Payment Portal page.</td> </tr> <tr> <td>C1-CyberSourceCreditCardAuth - CyberSource - Credit Card Authorization<br/>This business object is used on the payment portal page when creating the credit card authorization request.</td> </tr> <tr> <td>C1-NonCISPaymentEvent - Payment Event - Non CIS Payment</td> </tr> <tr> <td>C1-NonCISPayTemplate - Payment Template - Non CIS Payments</td> </tr> </table> | C1-CreditCardWithAuthorization - Tender Type - Credit Card with Authorization<br>This business object is used on the Payment Portal page. | C1-CyberSourceCreditCardAuth - CyberSource - Credit Card Authorization<br>This business object is used on the payment portal page when creating the credit card authorization request. | C1-NonCISPaymentEvent - Payment Event - Non CIS Payment | C1-NonCISPayTemplate - Payment Template - Non CIS Payments |                   |                     |                      |         |                |                   |
| C1-CreditCardWithAuthorization - Tender Type - Credit Card with Authorization<br>This business object is used on the Payment Portal page.  |                                |   |   |  |   |  |                   |                     |                      |         |                |                   |
| C1-CyberSourceCreditCardAuth - CyberSource - Credit Card Authorization<br>This business object is used on the payment portal page when creating the credit card authorization request. |                                |   |   |  |   |  |                   |                     |                      |         |                |                   |
| C1-NonCISPaymentEvent - Payment Event - Non CIS Payment  |                                |   |   |  |   |  |                   |                     |                      |         |                |                   |
| C1-NonCISPayTemplate - Payment Template - Non CIS Payments   |                                |   |   |  |   |  |                   |                     |                      |         |                |                   |

#### **1.4 Create Payment and Tender(s) in Frozen Status**

**Actor/Role:** C2M(CCB)

**Description:**

The Payment and associated Tenders are populated in C2M(CCB). The Payment has a Frozen status. Refer to 4.3.1.1 C2M.CCB Manage Payments for further details

#### **1.5 Prepare and Pre-populate Payment Event, Payment Header and Tender(s) in Incomplete Status**

**Actor/Role:** C2M(CCB)

**Description:**

The Payment and associated Tenders are populated in C2M(CCB). The Payment has an Incomplete status. Refer to 4.3.1.1 C2M.CCB Manage Payments for further details

#### **1.6 Prepare and Pre-populate Payment Event and Tender(s) in Incomplete Status**

**Actor/Role:** C2M(CCB)

**Description:**

The Payment Event and associated Tenders are populated in C2M(CCB). The Payment has an Incomplete status. Refer to 4.3.1.1 C2M.CCB Manage Payments for further details

#### **1.7 Populate Credit Card Details with Override Authorization Code**

**Actor/Role:** CSR

**Description:**

At times when entering a Credit Card Payment, it is necessary to override the authorization code. The CSR or Authorized User enters an override authorization code. The Authorization Provider will not be contacted when using an override authorization code.

**Configuration required Y**

**Entities to Configure:**

|   |
|---|
| Feature Configuration - Allow Manual authorization override |
|---|

#### **1.8 Populate Credit Card Details**

**Actor/Role:** CSR

**Description:**

When Credit Card authorization is required, the CSR or Authorized User enters additional details including credit card type, credit card number, expiration date, card validation code and customer's credit card billing address.

**1.9 Request Credit Card Verification and Authorization****Actor/Role:** CSR**Description:**

The CSR or Authorized User initiates a request for the Authorization Provider to verify and provide authorization code for the Credit Card Payment.

**2.0. Send Request for Credit Card Authorization****Actor/Role:** C2M(CCB)**Description:**

C2M(CCB) initiates a request to verify the credit card and provide an authorization code.

|  |                                |  |  |   |  |                               |             |  |                      |
|--|--------------------------------|--|--|---|--|-------------------------------|-------------|--|----------------------|
| <b>Process Plug-in enabled Y</b>   | <b>Available Algorithm(s):</b> | C1_TNDR_AUTH - Tender Type Tender Authorization thru Cybersource (Algorithm Type)  |  |   |  |                               |             |  |                      |
| <b>Configuration required Y</b>  | <b>Entities to Configure:</b>  | <table border="1"> <tr><td>Outbound Message Type</td></tr> <tr><td>Message Sender</td></tr> <tr><td>External System</td></tr> <tr><td>User and User Characteristics</td></tr> <tr><td>Tender Type</td></tr> <tr><td>Algorithm - Tender Authorization (BO System Event Algorithm)</td></tr> <tr><td>Characteristic Types</td></tr> </table>   | Outbound Message Type  | Message Sender  | External System  | User and User Characteristics | Tender Type | Algorithm - Tender Authorization (BO System Event Algorithm) | Characteristic Types |
| Outbound Message Type  |                                |  |  |   |  |                               |             |  |                      |
| Message Sender   |                                |  |  |   |  |                               |             |  |                      |
| External System  |                                |  |  |   |  |                               |             |  |                      |
| User and User Characteristics  |                                |  |  |   |  |                               |             |  |                      |
| Tender Type  |                                |  |  |   |  |                               |             |  |                      |
| Algorithm - Tender Authorization (BO System Event Algorithm)   |                                |  |  |   |  |                               |             |  |                      |
| Characteristic Types   |                                |  |  |   |  |                               |             |  |                      |
| <b>Business Object Y</b>   | <b>Business Object:</b>        | <table border="1"> <tr> <td>C1-CyberSourceCreditCardAuth - CyberSource - Credit Card Authorization<br/>This business object is used on the payment portal page when creating the credit card authorization request.</td> </tr> <tr> <td>C1-CreditCardWithAuthorization - Tender Type - Credit Card with Authorization<br/>This business object is used on the Payment Portal page.</td> </tr> <tr> <td>C1-CybersourceSecurityInfo - User - Cybersource Security Information<br/>Security information (e.g. user id, password, etc.) needed to interface with CyberSource are stored as user characteristics.</td> </tr> </table> | C1-CyberSourceCreditCardAuth - CyberSource - Credit Card Authorization<br>This business object is used on the payment portal page when creating the credit card authorization request. | C1-CreditCardWithAuthorization - Tender Type - Credit Card with Authorization<br>This business object is used on the Payment Portal page. | C1-CybersourceSecurityInfo - User - Cybersource Security Information<br>Security information (e.g. user id, password, etc.) needed to interface with CyberSource are stored as user characteristics. |                               |             |  |                      |
| C1-CyberSourceCreditCardAuth - CyberSource - Credit Card Authorization<br>This business object is used on the payment portal page when creating the credit card authorization request.               |                                |  |  |   |  |                               |             |  |                      |
| C1-CreditCardWithAuthorization - Tender Type - Credit Card with Authorization<br>This business object is used on the Payment Portal page.  |                                |  |  |   |  |                               |             |  |                      |
| C1-CybersourceSecurityInfo - User - Cybersource Security Information<br>Security information (e.g. user id, password, etc.) needed to interface with CyberSource are stored as user characteristics. |                                |  |  |   |  |                               |             |  |                      |

**2.1 Receive Request for Credit Card Authorization**

**Actor/Role:** Authorization Provider

**Description:**

The Authorization Provider receives the necessary information to analyze and determine authorization or denial for the given credit card.

**2.2 Send Credit Card Authorization or Denial Information**

**Actor/Role:** Authorization Provider

**Description:**

The Authorization Provider returns authorization or denial code information.

**2.3 Receive and Populate Credit Card Authorization or Denial Information**

**Actor/Role:** C2M(CCB)

**Description:**

C2M(CCB) receives the returned information from the Authorization Provider.

|                                  |                                |   |
|----------------------------------|--------------------------------|---|
| <b>Process Plug-in enabled Y</b> | <b>Available Algorithm(s):</b> | C1_TNDR_AUTH - Tender Type Tender Authorization thru Cybersource (Algorithm Type) |
|----------------------------------|--------------------------------|---|

|                                 |                               |  |
|---------------------------------|-------------------------------|--|
| <b>Configuration required Y</b> | <b>Entities to Configure:</b> | Outbound Message Type  |
|                                 |                               | Message Sender   |
|                                 |                               | External System  |
|                                 |                               | User and User Characteristics                                |
|                                 |                               | Tender Type  |
|                                 |                               | Algorithm - Tender Authorization (BO System Event Algorithm) |

|                          |                         |  |
|--------------------------|-------------------------|--|
| <b>Business Object Y</b> | <b>Business Object:</b> | C1-CyberSourceCreditCardAuth - CyberSource - Credit Card Authorization<br>This business object is used on the payment portal page when creating the credit card authorization request. |
|                          |                         | C1-CreditCardWithAuthorization - Tender Type - Credit Card with Authorization<br>This business object is used on the Payment Portal  |

|       |
|-------|
| page. |
|-------|

|  |
|--|
| C1-CybersourceSecurityInfo - User - Cybersource Security Information<br>Security information (e.g. user id, password, etc.) needed to interface with CyberSource are stored as user characteristics. |
|--|

**2.4 Review Credit Card Response****Actor/Role:** CSR**Description:**

The CSR or Authorized User reviews the authorization or denial information to further determine the next steps for distributing the payment or options for a new type of Payment.

**2.5 Create Tender's Characteristics****Actor/Role:** C2M(CCB)**Description:**

C2M(CCB) creates the tender's characteristics associated to credit card payment authorization with override or not.

**2.6 Select Different Payment Type****Actor/Role:** CSR**Description:**

Based on communication with the Customer and established business rules, the CSR or Authorized User selects a different Payment type.

**2.7 Search for Payment to Cancel****Actor/Role:** CSR**Description:**

The CSR or Authorized User searches for the Payment to be canceled. Multiple Search methods are available from Tender Search on the [Payment Portal Tender Search](#), [Payment](#), [Payment Event](#), and [Payment/Tender Search](#).

**2.8 Populate Reversal Authorization Code****Actor/Role:** CSR**Description:**

When payment's tender has an override authorization code then the CSR or Authorized User populates an override reversal authorization code before initiating Tender cancelation. The credit card reversal authorization code is entered as a Tender Characteristic. The Authorization Provider will not be contacted when using an override reversal authorization code

**Configuration required Y****Entities to Configure:**

|                     |
|---------------------|
| Characteristic Type |
|---------------------|

**2.9. Request Cancel Credit Card Transaction**

**Actor/Role:** CSR

**Description:**

Based on established business rules the CSR or Authorized User selects Cancel Reason relevant to the Credit Card Payment cancellation.

**3.0 Cancel Payment 4.3.1.1 C2M.CCB Manage Payments**

**Actor/Role:** C2M(CCB)

**Description:**

Refer to 4.3.1.1 C2M.CCB Manage Payments for further details for canceling (reversing) a tender

**3.1 Send Cancel Credit Card Tender to Authorization Provider**

**Actor/Role:** C2M(CCB)

**Description:**

The cancellation information is sent to the Authorization Provider to reverse the Credit Card transaction.

|   |                                |   |  |   |                 |                               |             |  |
|---|--------------------------------|---|--|---|-----------------|-------------------------------|-------------|--|
| <b>Process Plug-in enabled</b> Y  | <b>Available Algorithm(s):</b> | C1_TNDR_AUTH - Tender Type Tender Authorization thru Cybersource (Algorithm Type)   |  |   |                 |                               |             |  |
| <b>Configuration required</b> Y   | <b>Entities to Configure:</b>  | <table border="1"> <tr><td>Outbound Message Type</td></tr> <tr><td>Message Sender</td></tr> <tr><td>External System</td></tr> <tr><td>User and User Characteristics</td></tr> <tr><td>Tender Type</td></tr> <tr><td>Algorithm - Tender Authorization (BO System Event Algorithm)</td></tr> </table> | Outbound Message Type  | Message Sender  | External System | User and User Characteristics | Tender Type | Algorithm - Tender Authorization (BO System Event Algorithm) |
| Outbound Message Type   |                                |   |  |   |                 |                               |             |  |
| Message Sender  |                                |   |  |   |                 |                               |             |  |
| External System   |                                |   |  |   |                 |                               |             |  |
| User and User Characteristics   |                                |   |  |   |                 |                               |             |  |
| Tender Type   |                                |   |  |   |                 |                               |             |  |
| Algorithm - Tender Authorization (BO System Event Algorithm)                                  |                                |   |  |   |                 |                               |             |  |
| <b>Business Object</b> Y  | <b>Business Object:</b>        | <table border="1"> <tr><td>C1-CyberSourceCreditCardRev - CyberSource - Credit Card Reversal</td></tr> <tr><td>This business object is used on the payment portal page when reversing a credit card payment.</td></tr> </table>  | C1-CyberSourceCreditCardRev - CyberSource - Credit Card Reversal | This business object is used on the payment portal page when reversing a credit card payment. |                 |                               |             |  |
| C1-CyberSourceCreditCardRev - CyberSource - Credit Card Reversal                              |                                |   |  |   |                 |                               |             |  |
| This business object is used on the payment portal page when reversing a credit card payment. |                                |   |  |   |                 |                               |             |  |

**3.2 Receive Request to Cancel Credit Card Tender**

**Actor/Role: Authorization Provider**

**Description:**

The Authorization Provider receives information to cancel the original Credit Card transaction.

**3.3 Send Credit Card Cancel and Reversal Information**

**Actor/Role: Authorization Provider**

**Description:**

The Authorization Provider returns cancel information and a Credit Card Transaction reversal code.

**3.4 Receive and Populate Credit Card Cancel and Reversal Information**

**Actor/Role: C2M(CCB)**

**Description:**

Credit Card cancel information and a Credit Card Transaction reversal code is received and populated in C2M(CCB).

|                                  |                                |   |
|----------------------------------|--------------------------------|---|
| <b>Process Plug-in enabled Y</b> | <b>Available Algorithm(s):</b> | C1_TNDR_AUTH - Tender Type Tender Authorization thru Cybersource (Algorithm Type) |
|----------------------------------|--------------------------------|---|

|                                 |                               |  |
|---------------------------------|-------------------------------|--|
| <b>Configuration required Y</b> | <b>Entities to Configure:</b> | Outbound Message Type  |
|                                 |                               | Message Sender   |
|                                 |                               | External System  |
|                                 |                               | User and User Characteristics                                |
|                                 |                               | Tender Type  |
|                                 |                               | Algorithm - Tender Authorization (BO System Event Algorithm) |

**3.5 Create Tender’s Characteristics**

**Actor/Role: C2M(CCB)**

**Description:**

C2M(CCB) creates the tender’s characteristics associated to credit card payment authorization with override or not.

**3.6 Confirm Credit Card Cancellation**

**Actor/Role: CSR**

**Description:**

The CSR confirms the cancellation information and ensures affected records are accurate.

---

## Test Documentation related to the Current Process

| ID | Document Name | Test Type |
|----|---------------|-----------|
|    |               |           |
|    |               |           |
|    |               |           |



## Document Control

### Change Record

| Date       | Author          | Version  | Change Reference  |
|------------|-----------------|----------|---|
| 6/30/09    | Colleen King    | Draft 1a | No Previous Document  |
| 7/1/09     | Colleen King    |          | Changes After review  |
| 7/6/09     | Colleen King    |          | Changes After Review  |
| 10/22/10   | Geir Hedman     |          | Updated Title and Content pages   |
| 11/18/10   | Yoko Iwahiro    |          | Update Business Objects, Algorithms, configuration  |
| 12/22/10   | Ayelet Lavee    |          | Release review made minor changes to Visio and hyperlinks.  |
| 2/9/11     | Geir Hedman     |          | Update Document and Visio   |
| 2/14/2013  | Philip DePadua  |          | Updated algorithm, BO, configuration, processes to be used for 2.4  |
| 02/21/2013 | Galina Polonsky |          | Reviewed, Approved  |
| 08/31/17   | Joshua Piccott  |          | Updated Document and Visio to v2.6  |
| 09/05/2017 | Genti Kondili   |          | Update for C2M.Update Algorithm, BO, and configuration details to be used for 2.6. Update Visio (cancelations). |
| 09/22/2017 | Ekta Dua        |          | Updated Document and Visio  |
| 09/30/2017 | Galina Polonsky |          | Reviewed, Approved  |

---

## Attachments:

### Control Central Search



Control Central  
Search.docx

### Admin Menu / Installation Options Control Central Alerts



Installation  
Options Alert Algori

### Control Central / Dashboard



Dashboard.docx

### Account Financial History



Account Financial  
History.docx

### Billing History



Billing History.docx

## Account/Credit & Collection



Credit And  
Collection History.docx

## Payment Portal



Payment  
Portal.docx

## Payment Event Quick Add



Payment Event  
Quick Add.docx

## Payment Quick Add



Payment Quick  
Add.docx

## Payment Event Add



Payment Event  
Add.docx

## Payment Event



Payment Event.docx

## Payment



Payment.docx

## Payment/Tender Search



Payment Tender  
Search.docx