C2M.v2.7.CCB

4.3.1.1. Manage Payments

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Contents

Brief Description

Business Process: **4.3.1.1 C2M.CCB.Manage Payments**
Process Type: **Sub-Process**
Parent Process: **4.3. .C2M.CCB.Perform Settlement Activities**
Sibling Processes: **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 Autopay, 4.3.1.1e C2M.CCB.Manage Pay Plan Payment, 4.3.1.1 C2M.CCB.Manage Credit Card Payment, 4.3.1.2 C2M.CCB.Manage Workstation Cashiering**

 This process describes the management of [Payment](#) activities. A payment includes the total amount paid as well as the form of payment including cash, check, or credit card. This is called the [Tender](#). C2M(CCB)B accepts multiple Tenders for a Payment. This information is placed on a [Payment Event](#).   The Payment can be applied to one or more Accounts. The Account making the Payment is referenced as the Payor, and the Payee is the Account(s) the funds are allocated to. There is a corresponding [Payment Segment](#) and associated [Financial Transaction](#) for each Service the customer has with the organization.

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

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

The customer is responsible for payment by a given due date. If the Customer does not pay, C2M(CCB) can detect the overdue amounts and provide notification.

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4.3.1.1 C2M.v2.7.CCB *Manage Payments*

Customer
- Makes Payment

CSR or Authorized User
- 1.0 Search for Customers' Account
- 1.1 Evaluate Customer's Payment Options
- Cash or Check Payment? — Yes / No
- CIS Payment? — Yes / No
- 1.2 Post CIS Payment Details
- 1.3 Post Non CIS Payment Details
- Payment with One Tender? — Yes / No
- 1.4 Identify and Populate Additional Tender Data
- Is Payment for One Account? — Yes / No
- P3, 4.9
- Distribute Only Automatically? — Yes / No
- Distribute or Redistribute Manually to Specific SA(s)? — Yes / No
- Overpayment? — Yes / No
- 2.0 Allocate Distribution Amounts
- Distribute and Freeze Automatically?
- Do Not Distribute? — No
- Manual Distribution?
- 1.1
- Requires Overpayment SA? — No
- Overpayment SA Exists? — Yes / No
- Page 2
- Makes Payment from Workstation Cashiering
- 4.3.1.1d.C2M.CCB.Manage Autopay
- 4.3.1.1f.C2M.CCB.Manage Credit Card Payments
- Makes Payment
- 1.5 Request Distribution
- 1.6 Request Automated Distribute and Freeze Payment
- Request Add Overpayment SA 3.3.2.2.C2M.CCB. Start Non Premise Based Service Process

C2M(CCB)
- Request Automated Distribute and Freeze
- 1.7 Add Payment Event, Header and Tender
- 1.7a Add Payment Event and Tender
- 1.7 Add Payment Event, Header and Tender
- 1.8 Distribute Payment and Create Pay Segment(s)
- 1.8 Distribute Payment and Create Pay Segment(s)
- 4.3.1.1f.C2M.CCB.Manage Credit Card Payments
- P2, 2.7
- CIS Payment? — Yes / No
- 1.2
- 1.3

Third Party Payor
- Makes Payment

PROCESS	PRODUCT FAMILY	CREATED BY	FILENAME
4.3.1.1 C2M.CCB.Manage Payments	UGBU	PM URM Team	VisioDocument
SUB-PROCESS	PRODUCT LINE/RELEASE	BPE APPROVAL	Page Number
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PROCESS	PRODUCT FAMILY	CREATED BY	FILENAME
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4.3.1.1 C2M.v2.7.CCB *Manage Payments*

PROCESS	PRODUCT FAMILY	CREATED BY	FILENAME
4.3.1.1 C2M.CCB.Manage Payments	UGBU	PM URM Team	VisioDocument
SUB-PROCESS	PRODUCT LINE/RELEASE	BPE APPROVAL	Page Number
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4.3.1.1 C2M.v2.7.CCB *Manage Payments*

Process X – Payment Upload Staging

Schedule Payment Upload Process

| 5.5 Process External Payments | 5.6 Create Deposit Control Staging | 5.7 Create Tender Control Staging | 5.8 Create Payment Tender Staging | 5.9 Create Payment Tender Multiple Accounts (Pay Advice Staging) |

4.1.1.2.C2M.CCB.Manage GL Procedure

Payment Upload Process

Freeze Payment

| 6.0 Identify Deposit and Tender Controls, Payment Tenders Availability for Upload | 6.1 Validate Deposit Controls | 6.3 Allow to Process Tenders and Update Deposit Controls to In Progress | 6.4 Validate Tender Controls | 6.6 Allow to Process Payments and Update Tender Controls to In Progress | 6.7 Validate Payment and Payment Detail Records | 6.9 Identify Account | 1.7 Add Payment Event, Header and Tender |

3.0 Freeze Payment

Requires Cancel Severance Process?

Requires Cancel Write Off Process?

Valid Deposit Controls? — No → 6.2 Update Deposit Controls to Error — Yes

Valid Tender Controls? — No → 6.5 Update Tender Controls to Error — Yes

Early Payment? — Yes → 6.8 Postpone Payment Processing until Accounting Date Reached

Payment for Invalid Account? — Yes → 7.0 Apply Payment to "Suspense" Account — No

Payment Added Successfully? — No → 7.2 Update Payment and Payment Details to Error — Yes

3.1 Create Financial Transaction

3.2 4.3.2.2 Manage Severance Process (Yes)

3.3 4.3.2.6 Write-Off Uncollectable Receivables (Yes)

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

7.4 Highlight Payment Upload Exceptions

P5, 7.6

P5, 7.6

P3, 4.7

1.8 Distribute Payment and Create Pay Segment(s)

Overpayment? — Yes → Keep Credit on Overpayment SA? — Yes → Does Overpayment SA Exist — No → 2.9 Create Overpayment SA

Distribute Overpayment

No → P3, 3.0

2.7 Apply Credit to Specific Defined SA (No)

2.8 Apply Credit to Overpayment SA (Yes)

Schedule Payment Upload Process

C2M(CCB)

PROCESS	4.3.1.1 C2M.CCB.Manage Payments	PRODUCT FAMILY	UGBU	CREATED BY	PM URM Team	FILENAME	VisioDocument
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4.3.1.1 C2M.v2.7.CCB *Manage Payments*

CSR or Authorized User

P4, 6.2

P4, 6.5

7.6 Evaluate Errors

Deposit and Tender Controls Staging Errors?

No →

7.9 Review Payment Upload Error

Does To Do Exist?

Yes →

8.2 Request Complete To Do

Yes ↓

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

8.0 Resolve Payment Upload Staging Error and Update Status to Pending

No ↓

P4, 6.0

C2M(CCB)

7.8 Update Data and Update Deposit/Tender Staging

8.1 Update Data and Update Payment Upload Staging

8.3 Complete To Do Entry

To Do Payment Upload Error Process

7.4 Identify Payment Upload Records in Error

7.5 Create Payment Upload Exceptions

P4, 6.0

Take No Further Action

Schedule Payment Upload To Do Process

PROCESS	PRODUCT FAMILY	CREATED BY	FILENAME
4.3.1.1 C2M.CCB.Manage Payments	UGBU	PM URM Team	VisioDocument
SUB-PROCESS	**PRODUCT LINE/RELEASE**	**BPE APPROVAL**	**Page Number**
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4.3.1.1 C2M.v2.7.CCB *Manage Payments*

Customer	
CSR or Authorized User	
C2M(CCB)	

Resolve Payments in Error

Schedule Resolve Payments in Error

8.4 Identify Payments in Error with Valid Account and No Active SAs

8.5 Attempt to Distribute Payment

Active SA's Available? — Yes → P1. 1.8

No

7.2 Highlight Payment Upload Exceptions

Purge Payment Upload Records

Schedule Purge Completed Payment Upload Records

Is Number of Days Beyond Defined Parameter? — Yes → 8.6 Clean Repository of Old Completed Payment Upload Records

No

Take No Further Action

PROCESS 4.3.1.1 C2M.CCB.Manage Payments	PRODUCT FAMILY UGBU	CREATED BY PM URM Team	FILENAME VisioDocument
SUB-PROCESS	PRODUCT LINE/RELEASE C2M.v2.7.CCB	BPE APPROVAL	Page Number Page-6
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4.3.1.1 C2M.v2.7.CCB *Manage Payments Cash Check*

Customer	Request Cash Check / 1.9 Customer Receives Cash / Take No Further Action
CSR or Authorized User	1.0 Search for Customers' Account / 1.1 Evaluate Customer's Eligibility to Cash Check / **Prepare Check for Cashing** / 1.2 Populate Data for Check Related Payment and Request Add Payment and Tender / 1.4 Request Remove Check Related Payment / 1.6 Request Add Corresponding Amount to Return and Populate New Tender Details / 1.8 Provide Customer with Cash for Check / 4.1.1.2.C2M.CCB.Manage GL Procedure / 1.3 Add Check Related Payment and Tender / 1.5 Delete Payment / 1.7 Store Separate Tender for Cashed Check
C2M(CCB)	

PROCESS	PRODUCT FAMILY	CREATED BY	FILENAME
4.3.1.1 C2M.CCB.Manage Payments	UGBU	PM URM Team	VisioDocument
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Detail Business Process Model Description

1.0 Search for Customer Account
Actor/Role: CSR or Authorized User
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:	Installation Options

1.1 Evaluate Customer's Payment Options
Actor/Role: CSR or Authorized User
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):	Installation Options – Control Central Alerts
		Installation Options - C1-PY-INFO This algorithm formats the Payment Information that appears throughout the system. C1-PEVT-INFO – This algorithm formats the "Payment Event Information" that appears throughout the system.
Configuration required Y	Entities to Configure:	Installation Options

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

- Distribute and Freeze if no other review or follow up is required.   See 1.6.
- Manual Distribution if special allocation to various Service Agreements is required. See 2.0.
- Do Not Distribute also allows for manually processing of the Payment(s) as well as Tenders. See 1.9.

Business Objects Y	Business Object	

C1-CISPaymentEvent

BO Option Type Scripts:
- C1-ConvCurr (Currency Conversion Script) – Defines the BPA script responsible for payment tender currency conversion on the payment portal.
- c1ncispyTabMenu (Payment Port Options) Navigational Portal PayEvent ID or Tender ID depending on required Action

Configuration required Y	Entities to Configure:	

Bank Code
Tender Source
Tender Type

Customizable process N	Batch Process Name	C1-AddPayEvt

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

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

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

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

C1-BOV-TPDTL – This algorithm is used to validate a non CIS payment template. The following validation is performed:
    - Ensure that at least one payment template distribution line exists.
    - Validate that the account specified on the template is a non-CIS account.
    - Validate that the service agreement specified the template is valid for the account.

Business Objects Y	Business Object	**C1-NonCISPaymentEvent** BO Option Type Scripts: - C1-NCPayPre (Pre-Processing Service Script) – Defines the service script responsible for pre-processing business logic executed prior to invoking the maintenance UI map. - C1-NCPayPP (Post Processing Service Script) – Defines the service script responsible for post-processing business logic executed prior to invoking the maintenance UI map.
		C1-NonCISPayTemplate BO Option Type Scripts: - C1-NCPTmPre(Pre-Processing Service Script) - D Defines the service script responsible for pre-processing business logic executed prior to invoking the maintenance UI map. - C1-NCPTmPost (Post Processing Service Script) – Defines the service script responsible for post-processing business logic executed prior to invoking the maintenance UI map. - C1-NCPTmDt (Display Map Service Script) – Defines the service script responsible for retrieving information displayed on the business object's map zone.

Configuration required Y	Entities to Configure:	Non CIS Account
		Customer Class
		Non CIS Service Agreement
		Bank Code
		Distribution Codes
		Payment Templates
		Payment Segment Type
		Tender Source
		Tender Type

1.4 Identify and Populate Additional Tender Data

Actor/Role: CSR or Authorized User

Description:

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

1.5 Request Distribution

Actor/Role: CSR or Authorized User

Description:

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

1.6 Request Automated Distribute and Freeze Payment

Actor/Role: CSR or Authorized User

Description:

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

1.7 Add Payment Event, Payment Header and Tender Group: Payment Upload Process

Actor/Role: C2M(CCB)

Description:

The Payment Event, Payment Header and Tender(s) are added in C2M(CCB). This process is similar for online as well as automated batch processing.

Manual: The requested payment event, payment header and tender are applied in C2M(CCB).

Automated: C2M(CCB) attempts to add the Payment Event, Payment Header and Tender. If there is any associated Payment Advices, the money totals must add up to the expected amount of the Payment Tender Staging.

Customizable process N	**Batch Process Name:**	PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

1.7a Add Payment Event and Tender Group
Actor/Role: C2M(CCB)
Description:
The Payment Event and Tender(s) are added only in C2M(CCB) when CSR or authorized User selected to do not distribute.

1.8 Distribute Payment and Create Pay Segment(s) Group: Payment Upload Process
Actor/Role: C2M(CCB)
Description:
The Payment is distributed in C2M(CCB) for Account(s) and Service Agreement(s) according to the configured distribution. Pay Segments for each associated Service Agreement are created. The defined Distribution applies for both Batch Processing and online Payments. In addition Distribution Rules and Distribution detail Characteristics can be used to distribute payments. This process is the same for online as well as automated batch processing

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

C1-PYDST-PPR - This payment distribution algorithm distributes a payment amongst the account's service agreements based on each service agreement's SA type's Payment Priority. If service agreements have the same Payment Priority, debt is relieved based on the age of the arrears. If the Payment Priority and the Debt age are the same for more than one service agreement, the payment first pays off one service agreement before the other(s) are reduced
CI_CR-PAY-BF - This distribution rule create payment algorithm creates a single payment for an SA. Note: Distribution rules and associated algorithms are normally only used with Open-Item accounting where the payment is directed to a specific debt (SA).
C1-TNDRAC-DF - This algorithm Determine tender account via SA characteristic value. It expects the value to represent an SA characteristic and it returns the SA's account as the Tender Account ID Note: This algorithm is only used with Distribution rules which are normally only used with Open-Item accounting.
C1-DSOV-SAID – Distribute payment to SA ID in match value.

Customizable process N	**Batch Process Name:**	PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

Configuration required Y	**Entities to Configure:**	Customer Class
		SA Type
		Match Type

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

Actor/Role: CSR

Description:

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

2.0 Allocate Distribution Amounts

Actor/Role: CSR

Description:

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

2.1 Evaluate Distribution and Payment Allocation

Actor/Role: CR

Description:

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

2.2 Request Delete Payment

Actor/Role: CSR

Description:

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

2.3 Delete Payment and Tender

Actor/Role: C2M(CCB)

Description:

The payment and tender(s) information is deleted in C2M(CCB). The record is removed from the database. There is no financial impact.

2.4 Change Distribution Details

Actor/Role: CSR or Authorized User

Description:

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

2.5 Update Payment Details

Actor/Role: C2M(CCB)

Description:

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

2.6 Request Freeze Payment

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User freezes the [Payment](#).

2.7 Apply Credit to Specific Defined SA Group: Payment Upload Process

Actor/Role: C2M(CCB)

Description:

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

Process Plug-in enabled Y	**Available Algorithm(s):**	C1-OVRPYPRTY - This overpayment algorithm will apply an overpayment to the highest priority SA that is eligible for overpayment

Customizable process N	**Batch Process Name:**	PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

Configuration required Y .	**Entities to Configure:**	Customer Class
		SA Type
		Adjustment Type

2.8 Apply Credit to Overpayment SA Group: Distribute Overpayment
Group: Payment Upload Process

Actor/Role: C2M(CCB)
Description:
The overpayment is transferred to a new SA (excess credit SA type). The credit on the Overpayment SA may be transferred to other Service Agreements the next time the Account bills. This process is the same for online as well as automated batch processing.

Process Plug-in enabled Y	**Available Algorithm(s):**	C1-OVRPYPRTY - This overpayment algorithm will apply an overpayment to the highest priority SA that is eligible for overpayment (as specified on the SA type), excluding SAs with a relationship type of They Bill For Us.

Customizable process N	**Batch Process Name:**	PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

Configuration required Y	**Entities to Configure:**	Customer Class
		SA Type

2.9 Create Overpayment SA Group: Distribute Overpayment
Group: Payment Upload Process

Actor/Role: C2M(CCB)
Description:
An Overpayment SA is created for excess credit over the amount of the account's payoff balance dependent on overpayment distribution defined on Customer Class. The credit on the Overpayment SA may be transferred to other Service Agreements the next time the Account bills. This process is the same for online as well as automated batch processing.

Process Plug-in enabled Y	**Available Algorithm(s):**	C1-OVRPYPRTY - This overpayment algorithm will apply an overpayment to the highest priority SA that is eligible for overpayment (as specified on the SA type), excluding SAs with a relationship type of They Bill For Us.

Customizable process N	**Batch Process Name:**	PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

Configuration required Y	**Entities to Configure:**	Customer Class
		SA Type

3.0 Freeze Payment(s) Group: Freeze Payments
Group: Payment Upload Process

Actor/Role: C2M(CCB)
Description:
The Payment(s) are frozen in C2M(CCB). This process is the same for online as well as automated batch processing.

Configuration required Y	**Entities to Configure:**	Customer Class
		SA Type

3.1 Create Financial Transaction(s) Group: Freeze Payments
Group: Payment Upload Process

Actor/Role: C2M(CCB)
Description:
C2M(CCB) creates the associated financial details at the time the Payment(s) are frozen. A Financial Transaction is created for each associated Pay Segment. The Financial Transaction contains the financial effects of the Payment Segment on the Service Agreement's current and payoff balances, and on the General Ledger. This process is the same for online as well as automated batch processing.

Process Plug-in enabled Y	**Available Algorithm(s):**	
		C1-NCPAY-FT - This algorithm is used for non-CIS pay segments. When the FT is created, the distribution code to credit is retrieved from the payment characteristics collection using the Distribution Code Payment Characteristic Type.
		C1-PSEG-NM - This algorithm creates a financial transaction for a payment segment where: - Payoff amount = payment segment amount. - Current amount = payment segment amount. - The General Ledger is affected This option would be used for all payment segments other than those used to pay for charitable contributions if you practice accrual accounting.
		C1-PSEG-AC – This algorithm is used for cash accounting. This algorithm creates a financial transaction for a payment segment where: - Payoff amount = pay segment amount - Current amount = pay segment amount - The general ledger is affected - Holding payable balances are relieved in proportion to the amount of receivables that are reduced by the payment segment
		C1-PSEG-CA – This algorithm creates a financial transaction for a pay segment where: - Payoff amount = 0 - Current amount = payment segment amount. - The general ledger is affected.

Customizable process N	**Batch Process Name:**	PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

Configuration required Y	**Entities to Configure:**	Payment Segment Type
		SA Type
		Customer Class

3.2 4.3.2.2 Manage Severance Process Group: Freeze Payments
Group: Payment Upload Process
Actor/Role: C2M(CCB)
Description:
The status of a Severance Process can change due to freezing of a Financial Transaction. Refer to 4.3.2.2 Manage Severance Process.

Customizable process N	**Batch Process Name:**	PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

3.3 4.3.2.5 Write Off Uncollectible Receivables Group: Freeze Payments
Group: Payment Upload Process
Actor/Role: C2M(CCB)
Description:
The status of a Write Off Process or Write Off SA can change due to freezing of a Financial Transaction. Refer to 4.3.2.5 Write Off Uncollectible Receivables.

Customizable process N	**Batch Process Name:**	PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

3.4 Evaluate Frozen Payments
Actor/Role: CSR or Authorized User
Description:
The CSR or Authorized User reviews accuracy of the Frozen Payment.

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

Customizable process Y   **Batch Process Name:**   Customized Process for Printing of Receipts

Configuration required Y   **Entities to Configure:**   Installation Options - Messages

3.6 Print Receipt
Actor/Role: Document Management Software
Description:
The receipt is printed on special designated cashiering printers.

Customizable process Y   **Batch Process Name:**   Custom Process for Printing of Receipts

3.7 Receives Receipt
Actor/Role: Customer
Description:
The customer receives a copy of the receipt for verification of proof of payment.

3.8 Request Cancel Payment and Populate Cancel Reason
Actor/Role: CSR or Authorized User
Description:
The CSR or Authorized User determines an existing payment is not valid or is incorrect. The CSR or Authorized User enters cancellation information. The Tender is correct. Only the Payment is Canceled. A new Payment is required to balance the Payment Event.

3.9 Cancel Payment Group: Cancel Payment
Actor/Role: C2M(CCB)
Description:
The payment is canceled in C2M(CCB).

Process Plug-in enabled Y   **Available Scripts:**

WX-CanSchPay This is the service script that the Cancel Scheduled One-Time Payment (WX-CanSchedPay) inbound service exposes. It invokes the One Time Payment Cancellation processing script that is defined in Self-Service Integration master configuration. The base product provides the script WX-CanSchPay that discards the *service task*.

Configuration required Y   **Entities to Configure:**

Payment Cancel Reasons
Installation Options – Beginning Credit Rating

4.0 Cancel Financial Transaction Group: Cancel Payment
<div align="center">

Group: Cancel Payment and Tender
</div>

Actor/Role: C2M(CCB)
Description:
A separate cancellation Financial Transaction is created to reverse or offset the original Financial Transaction. This process is the same for online as well as automated batch processing.

Process Plug-in enabled Y   **Available Scripts:**

C1-CanPayTnd – Cancel Pay Tender

Configuration required Y   **Entities to Configure:**

Payment Cancel Reasons

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

4.2 Create Adjustment Group: NSF Cancel

Actor/Role: C2M(CCB)

Description:

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

Process Plug-in enabled Y	**Available Algorithm(s):**	C1-NSFC-DFLT - This algorithm levies a non-sufficient funds (NSF) charge
		PYCN-Empty – This is a payment cancellation algorithm, available to use as a base for creating an actual payment cancellation algorithm.

Configuration required Y	**Entities to Configure:**	Adjustment Code
		SA Type
		Installation Options – Beginning Credit Rating
		Payment Cancel Reasons

4.3 Impact Credit Rating, Cash Only Score, Review for Collection Group: NSF Cancel

Actor/Role: C2M(CCB)

Description:

If configured, C2M(CCB) will automatically impact the customer's credit rating, cash only score and examine the customer Account for Credit & Collection purposes.

Process Plug-in enabled Y	**Available Algorithm(s):**	C1-NSFC-DFLT - This algorithm levies a non-sufficient funds (NSF) charge
	Available Script:	WX-CanSchPay This is the service script that the Cancel Scheduled One-Time Payment (WXCancelSchedPay) inbound service exposes. It invokes the One Time Payment Cancellation processing script that is defined in Self-Service Integration master configuration. The base product provides the script WX-CanSchPay that discards the *service task*.

Configuration required Y	**Entities to Configure:**	Installation Options – Beginning Credit Rating
		Payment Cancel Reasons

4.4 Cancel Tender and Payment Group: Cancel Payment and Tender

Actor/Role: C2M(CCB)

Description:

The payment and tender is canceled in C2M(CCB). This process is the same for online as well as automated batch processing.

Process Plug-in enabled Y	Available Algorithm(s):	C1-NSFC-DFLT - This algorithm levies a non-sufficient funds (NSF) charge
	Available Script:	WX-CanSchPay This is the service script that the Cancel Scheduled One-Time Payment (WXCancelSchedPay) inbound service exposes. It invokes the One Time Payment Cancellation processing script that is defined in Self-Service Integration master configuration. The base product provides the script WX-CanSchPay that discards the *service task*.

Configuration required Y	Entities to Configure:	Installation Options – Beginning Credit Rating
		Payment Cancel Reasons

4.5 Evaluate Cancellation Details

Actor/Role: CSR or Authorized User

Description:

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

4.6 Request Add Payment to Existing Tender

Actor/Role: CSR or Authorized User

Description:

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

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

Actor/Role: CSR or Authorized User

Description:

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

4.8 Request Transfer Payment
Actor/Role: CSR or Authorized User
Description:
The CSR or Authorized User enters Account Information for the Transfer. C2M(CCB) can transfer the complete payment to one Account distributing and freezing automatically or allow for review and manual distribution and freezing.

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

5.0 Add Additional Account(s) for Payment
Actor/Role: C2M(CCB)
Description:
The additional Account(s) with allocated amounts are added in C2M(CCB).

5.1 Update Distributed Amounts for Service Agreements
Actor/Role: CSR or Authorized User
Description:
The CSR or Authorized User reviews and may change distributed amounts for given Service Agreement(s).

5.2 Update Distribution
Actor/Role: C2M(CCB)
Description:
Distribution details are updated in C2M(CCB) and reflect any changes made by the CSR or Authorized User.

5.3 Update Account(s) and Allocation Amounts
Actor/Role: CSR or Authorized User
Description:
The CSR or Authorized User reviews and may further add and/or change Account(s) and allocated amounts across Account(s).

5.4 Update Account(s) and Allocation Amounts
Actor/Role: C2M(CCB)
Description:
Any additional Account(s) or changes in Allocation are updated in C2M(CCB).

5.5 Process External Payments Group: Process X – Payment Upload Staging
Actor/Role: C2M(CCB)
Description:
Most payments are added in C2M(CCB) through external interfaces such as a lock box, payment station, or remittance processor. This process is completely customized.   The following steps walk through the required information needed to populate various staging tables in C2M(CCB).

Customizable process Y   **Process X**

This is a completely custom process designed to add the required staging tables in C2M(CCB)

5.6 Create Deposit Control Staging Group: Process X – Payment Upload Staging
Actor/Role: C2M(CCB)
Description:
There is a Deposit Control Staging for each batch of Payments to be uploaded in C2M(CCB). The Deposit Control Staging holds a collection of Payments from individual groups of Payments. This process creates the Deposit Control Staging(s) information.

Customizable process Y   **Process X**

This is a completely custom process designed to add the required staging tables in C2M(CCB)

5.7 Create Tender Control Staging Group: Process X – Payment Upload Staging
Actor/Role: C2M(CCB)
Description:
Each individual group of Payments is maintained in a separate Tender Control. Typically there could be several pay stations accepting Payments for the Organization. Each pay station would have separate Tender Controls and when prepared for C2M(CCB), all Tender Controls are related to one Deposit Control. This process creates the Tender Control Staging(s) information

Customizable process Y   **Process X**

This is a completely custom process designed to add the required staging tables in C2M(CCB)

5.8 Create Payment Tender Staging Group: Process X – Payment Upload Staging
Actor/Role: C2M(CCB)
Description:
A Payment Tender Staging record is created for each payment associated with the Tender Control Staging record.

Customizable process Y	**Process X**	This is a completely custom process designed to add the required staging tables in C2M(CCB)

5.9 Create Payment Tender Multiple Accounts (Pay Advice Staging) Group: Process X – Payment Upload Staging
Actor/Role: C2M(CCB)
Description:
If the Payment is distributed to an account different from the Payment Tender Staging record a Pay Advice Staging record is also created.

Customizable process Y	**Process X**	This is a completely custom process designed to add the required staging tables in C2M(CCB)

6.0 Identify Deposit and Tender Controls, Payment Tenders Availability for Upload Group: Payment Upload Process
Actor/Role: C2M(CCB)
Description:
Through a Batch Process, C2M(CCB) checks to see all required information is available and ready for entry in C2M(CCB).

Customizable process N	**Batch Process Name**	PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

6.1 Validate Deposit Controls Group: Payment Upload Process
Actor/Role: C2M(CCB)
Description:
The first step is to create the Deposit Control. C2M(CCB) checks that record counts and money totals of the Tender Control Stagings equal the amount of the associated Deposit Control Staging.

Customizable process N	**Batch Process Name:**	PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

6.2 Update Deposit Controls to Error Group: Payment Upload Process
Actor/Role: C2M(CCB)
Description:
The Upload of the Deposit Controls cannot continue until the number of records and money totals in the associated Tender Control Stagings add up to the expected amount on the Deposit Control Staging. The Deposit Control Staging status is transitioned to Error status. The CSR or Authorized User can review, make necessary and return status to Pending. C2M(CCB) will however, recheck totals of Deposit Control Staging's in either Error or Pending status.

Customizable process N	**Batch Process Name:**	PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

6.3 Allow to Process Tenders and Update Deposit Controls to In Progress Group: Payment Upload Process
Actor/Role: C2M(CCB)
Description:
Deposit Controls are created and Staging transitions to an In Progress status. C2M(CCB) can now begin to process Tender Controls.

Customizable process N	**Batch Process Name:**	PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

6.4 Validate Tender Controls Group: Payment Upload Process
Actor/Role: C2M(CCB)
Description:
The next step is to check that record counts and money totals of the Payment Tender Staging(s) add up to the expected amount of each associated Tender Control Staging.

Customizable process N	**Batch Process Name:**	PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

6.5 Update Tender Controls to Error Group: Payment Upload Process

Actor/Role: C2M(CCB)

Description:

The Upload of the Tender Control(s) cannot continue until record counts and money totals add up to the expected amount(s) of the associated Tender Control Staging(s). The Tender Control is transitioned to an Error status. The CSR or Authorized User can review, make necessary and return status to Pending. C2M(CCB) will however, recheck totals of Tender Control Staging's in either Error or Pending status.

Customizable process N	Batch Process Name:	PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

6.6 Allow to Process Payments and Update Tender Controls to In Progress Group: Payment Upload Process

Actor/Role: C2M(CCB)

Description:

Tender Controls are created and transitioned to an In Progress status. C2M(CCB) can now begin to process Payment Tenders.

Customizable process N	Batch Process Name:	PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

6.7 Validate Payment and Payment Detail Records Group: Payment Upload Process

Actor/Role: C2M(CCB)

Description:

All Deposit and Tender Control Staging's must be in In Progress at this point. Next, C2M(CCB) starts uploading Payment Tender Staging and Payment Advice Staging.

Customizable process N	Batch Process Name:	PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

6.8 Postpone Payment Processing until Accounting Date Reached Group: Payment Upload Process
Actor/Role: C2M(CCB)
Description:
If the Payment Tender Staging record has a future Accounting Date, the processing for this record is skipped. The Payment will not be frozen until the Accounting Date is reached. The record remains in Pending status.

Customizable process N	**Batch Process Name:**	PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

6.9 Identify Account Group: Payment Upload Process
Actor/Role: C2M(CCB)
Description:
C2M(CCB) attempts to match the Account on the Payment Tender with a valid Account ID.

Customizable process N	**Batch Process Name:**	PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

7.0 Apply Payment to "Suspense" Account Group: Payment Upload Process
Actor/Role: C2M(CCB)
Description:
If the Account on the Payment Tender Staging is invalid, the Account for the Tender will be assigned to the "Suspense" Account. Organizations establish this "Suspense" Account to accommodate upload of the Payments. A CSR or Authorized User investigates and transfers to valid Accounts later.

Customizable process N	**Batch Process Name:**	PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

7.1 Update Payment and Payment Details to Error Group: Payment Upload Process
Actor/Role: C2M(CCB)
Description:
If money totals do not add up to the expected amount, or perhaps no Service Agreements exist to apply the payment, the Payment Tender Staging record is updated to an Error status. The Deposit and Tender Control Staging remains In Progress status.

Customizable process N   **Batch Process Name:**

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

7.2 Highlight Payment Upload Exceptions Group: Payment Upload Process
Group: Resolve Payments in Error

Actor/Role: C2M(CCB)

Description:

If C2M(CCB) cannot upload the Payment, it is placed on a Payment Exception table and available for review by a CSR or Authorized User. A message is included to help explain the error.

Customizable process N   **Batch Process Name:**

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

7.3 Update Deposit, Tender, Payment and Payment Detail Records to Complete Group: Payment Upload Process
Actor/Role: C2M(CCB)

Description:

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

Customizable process N   **Batch Process Name:**

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

7.4 Identify Payment Upload Records in Error Group: To Do Payment Upload Error Process
Actor/Role: C2M(CCB)

Description:

One way to view messages associated with Exception records is to make use of the To Do functionality in C2M(CCB). The specific To Do background process can be scheduled.

Customizable process N   **Batch Process Name:**

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

Configuration required Y   **Entities to Configure:**

To Do Type
To Do Role

7.5 Create Payment Upload Exceptions Group: To Do Payment Upload Error Process
Actor/Role: C2M(CCB)
Description:
A message explaining the Payment Exception is available on a separate record for review by a CSR or Authorized User. The separate To Do entry allows for a supervisor and the responsible user to review and track the exception. Comments can be added based on established business rules. To Do Lists summarize and total entries for different To Do Types. Status of the To Do Entries is available for evaluation.

Customizable process N	Batch Process Name:	TD-PYUPL - This background process creates a To Do entry for every payment staging record that's in error

Configuration required Y	Entities to Configure:	To Do Type
		To Do Role

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

7.7 Resolve Deposit and Tender Staging Error and Update Status to Pending
Actor/Role: CSR or Authorized User
Description:
The CSR or Authorized User resolves the error and enters information in C2M(CCB) as needed. The CSR or Authorized User changes the Upload Staging Record to Pending.

7.8 Update Data and Update Deposit/Tender Staging
Actor/Role: C2M(CCB)
Description:
The Deposit and/or Tender Staging's are updated in C2M(CCB).

7.9 Review Payment Upload Error

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized Users reviews and investigates Payment Exception and supporting information in C2M(CCB). Typically errors are caused by missing or incomplete information. Based on established business rules, the CSR or Authorized User investigates possible solutions or workarounds for the missing or incomplete information.

8.0 Resolve Payment Upload Staging Error and Update Status to Pending

Actor/Role: CSR or Authorized User

Description:

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

8.1 Update Data and Update Payment Upload Staging

Actor/Role: C2M(CCB)

Description:

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

8.2 Request Complete To Do

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User marks the To Do Entry as complete and requests completion of the To Do Entry. The CSR or Authorized User may add comments or a log entry for future reference.

8.3 Complete To Do Entry

Actor/Role: CSR or Authorized User

Description:

The To Do Entry is updated to Complete Status in C2M(CCB).

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

Actor/Role: C2M(CCB)

Description:

C2M(CCB) identifies and reviews Payments with valid existing Account(s); however no Active Service Agreements are linked to the Account. It is possible the Service Agreements are not yet created or are still Pending.

Customizable process N   **Resolve Payments in Error**

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

8.5 Attempt to Distribute Payment Group: Resolve Payments in Error

Actor/Role: C2M(CCB)

Description:

C2M(CCB) attempts to distribute and freeze the Payment to Service Agreement(s) that may now exist.

8.6 Clean Repository of Old Completed Payment Upload Records

Actor/Role: C2M(CCB)

Description:

C2M(CCB) will periodically purge completed Payment Upload Staging's older than a specifically defined number of days. The number of days is based on length of time the organization has need for audit and reporting requirements.

Customizable process N   **Purge Payment Upload**

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

Manage Payments - Cash Check

1.1 Evaluate Customer's Eligibility to Cash Check
Actor/Role: CSR or Authorized User
Description:
At times the organization may allow for check cashing for employees or customers. The CSR or Authorized User determines eligibility for cashing a check based on established business rules.

1.2 Populate Data for Check Related Payment and Request Add Payment and Tender
Actor/Role: CSR or Authorized User
Description:
C2M(CCB) maintains a Payment Tender record when the CSR or Authorized User cashes a check. There isn't actually a Payment however the check and returned cash is documented. The CSR or Authorized User enters the required information for this record.

1.3 Add Check Related Payment and Tender
Actor/Role: C2M(CCB)
Description:
A payment and tender is added in C2M(CCB).

1.4 Request Remove Check Related Payment
Actor/Role: CSR or Authorized User
Description:
As there isn't actually a payment, the payment data is removed. The CSR or Authorized User deleted the payment information.

1.5 Delete Payment
Actor/Role: C2M(CCB)
Description:
The Payment information is removed from C2M(CCB).

1.6 Request Add Corresponding Amount to Return and Populate New Tender Details
Actor/Role: CSR or Authorized User
Description:
The CSR or Authorized User then enters the amount of cash to return to the Customer as a separate Tender and saves the Tender information.

1.7 Store Separate Tender for Cashed Check

Actor/Role: C2M(CCB)
Description:
C2M(CCB) stores the amount of the returned cash as a negative payment. The Payment now reflects a Tender for the check and a Tender for the returned cash.

1.8 Provide Customer with Cash for Check
Actor/Role: CSR or Authorized User
Description:
The CSR or Authorized User returns cash to the customer.

1.9 Receives Cash
Actor/Role: Customer
Description:
The customer receives the requested cash.

Test Documentation related to the Current Process

ID	Document Name	Test Type

Document Control

Change Record

Date	Author	Version	Change Reference
6/24/09	Colleen King	Draft 1a	No Previous Document
6/25/09	Colleen King		After review
6/26/09	Colleen King		After review
6/29/09	Colleen King		After review
9/4/09	Colleen King		After review
9/8/09	Colleen King		After review
10/22/10	Geir Hedman		Updated Title and Content page
2/9/11	Geir Hedman		Updated Document and Visio
03/08/11	Conrad Pinili		Technical Updates for v2.3.1
03/01/13	Philip dePadua		Technical Updates for 2.4
03/15/2013	Galina Polonsky		Reviewed, Approved
09/04/15	Don Lee		Updated to v2.5
09/15/2015	Galina Polonsky		Reviewed, Approved
08/17/2017	Isuru Ranasinghe		Updated formatting to v2.6
08/22/2017	Don Lee		Modified and Added any additional functionality – Some Background processes changed from Algorithm to Service Scripts
12/13/2017	Jerry Chick		Made a few edits and commented regarding Distribution Rules and associated algorithms.
12/21/2017	Galina Polonsky		Reviewed, Approved
09/26/2018	Jerry Chick		Made a few minor changes
10/28/2018	Galina Polonsky		Reviewed, Approved
6/4/2019	Satya Kalavala		Updated format for v2.7

Attachments:

Control Central Search

"Control Central
Search.doc"

Admin Menu / Installation Framework Options Control Central Alerts

Installation Options
Control Central Alert

Account Financial History

"Account Financial
History.doc"

Billing History

"Billing History.doc"

Account/Credit & Collection

"Credit-Collection
History.doc"

Payment Portal

"Payment Portal.doc"

Payment Event Quick Add

"Payment Event Quick Add.doc"

Payment Event Add

PaymentEventAdd.doc

Deposit Control

"Deposit Control.doc"

Tender Control

"Tender Control.doc"

Payment Event

"Payment Event.doc"

Overpayment SA

Payment

Payment.doc

Deposit – Tender Control Staging

"Deposit-Tender
Control Staging.doc"

Payment Upload Staging

"Payment Upload
Staging.doc"