C2M.v2.7.CCB

4.3.1.1a Process Budget Payments

Creation Date: April 29, 2009

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Contents

Brief Description

Business Process: **4.3.1.1a C2M.CCB.Process Budget Payments**
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 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 Credit Card Payment, 4.3.1.2 C2M.CCB.Manage Workstation Cashiering, 4.2.2 C2M.CCB.Manage Bill, 3.4.1.1 C2M.CCB.Manage Customer Contacts, 3.3.2.2 C2M.CCB.Start Non-Premise Based Service, 3.3.2.4 C2M.CCB.Stop Non-Premise Based Service**

This process describes payments for a customer on the [Budget Plan](). The customer's current balance is what they think they owe or their monthly payment. The payoff balance is the actual amount owed for all the Account's Service Agreements.

Business Process Model

4.3.1.1a C2M.v2.7.CCB *Process Budget Payments*

Customer

Makes Payment

Authorized User

1.0 Search for Customer → 1.1 Evaluate Customer's Payment Options → 1.2 Post Payment Details → Distribute Automatically and Freeze? — No → 1.4 Request Automated Distribute and Freeze Payment → Distribute to Specific SAs? — Yes → 2.0 Populate Distribution Details to Specific SAs → 2.1 Request Default Distribution Prior to Freezing Payment → Excess Credit Still Exist? — No → 2.2 Evaluate Payment Distribution → Override Distribution? — Yes → 2.3 Change Distribution Details → 2.5 Request Freeze Payment

Cash or Check Payment? — Yes / No

C2M(CCB)

1.3 Add Payment in Incomplete Status

4.3.1.1d C2M.CCB Manage Autopay
4.3.1.1f C2M.CCB Manage Credit Card Payments

1.5 Distribute Payment

Excess Credit Still Exist? — No / Yes

1.6 Freeze Payment and Update Status to Frozen

Take No Further Action

Distribute Overpayment (Excess Credit SA)

Keep Credit on Overpayment SA? — Yes → Overpayment SA Exist? — Yes → 1.9 Apply Credit to Overpayment SA → 1.6 Freeze Payment and Update Status to Frozen → Take No Further Action

No ↓ 1.7 Apply Credit to Specific Defined SA

No ↓ 1.8 Create Overpayment SA

Overpayment SA Exist — Yes → 1.9 Apply Credit to Overpayment SA
No → 1.8 Create Overpayment SA

2.4 Update Distribution

1.6 Freeze Payment and Update Status to Frozen

Take No Further Action

Process Incoming Payment

2.6 Upload Payment Information

Scheduled Payment Upload Process

Upload Payments Process

1.3 Add Payment in Incomplete status → 1.5 Distribute Payment

Distribute Overpayment (Excess Credit SA)

Keep Credit on Overpayment SA? — Yes → Does Overpayment SA Exist? — Yes → 1.9 Apply Credit to Overpayment SA → 1.6 Freeze Payment and Update Status to Frozen → Take No Further Action

No ↓ 1.7 Apply Credit to Specific Defined SA

No ↓ 1.8 Create Overpayment SA

Financial Effect of Payments - 4.3.1.1.C2M.CCB.Manage Payments

Payment in Full
Set Current Balance = "0".
Set Payoff Balance = (Accumulated Actual Balance – Payment)

Underpayment
Set Current Balance = (Budget Amount – Payment). Set Payoff Balance = (Accumulated Actual Balance – Payment)

Overpayment
Set Current Balance= (Budget Amount – Payment).
Set Payoff Balance = (Accumulated Actual Balance – Payment). May be Credit Balance.

PROCESS	PRODUCT FAMILY	CREATED BY	FILENAME
4.3.1.1a C2M.CCB.Process Budget Payments	UGBU	PM URM Team	VisioDocument
SUB-PROCESS	PRODUCT LINE/RELEASE	BPE APPROVAL	Page Number
	C2M.v2.7.CCB		Page-1
ACTIVITY	PRODUCTS	PRODUCT LINE APPROVAL	REVISED
			10/28/2019

Detail Business Process Model Description

1.0 Search for Customer
Actor/Role: Authorized User
Description:

The Authorized User uses Control Central Search to locate the customer in C2M(CCB). There are a number of algorithms that can be stored on Installation Options for Control Central Alerts. These algorithms provide the Authorized User with valuable insight for overall analysis of the customer.

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

Installation Options – Control Central Alerts
C1-PY-INFO This algorithm formats the Payment Information that appears throughout the system.
C2M-APAYDFLT - Automatic Payment Creation

Configuration required N   **Entities to Configure:**

Installation Options
Zone

1.1 Evaluate Customer's Payment Options
Actor/Role: Authorized User
Description:

The 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 can assist the 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
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 Payment Details
Actor/Role: Authorized User

Description:
The Authorized User posts the payment. It is assigned an incomplete status. The Authorized User enters initial payment information using the Payment Portal, Payment Event Add, Payment Event Quick Add or Payment Quick Add functionality. Refer to 4.3.1.1 C2M.CCB.Manage Payments or 4.3.1.1d C2M.CCB.Manage Auto-Payments for details.

1.3   Add Payment in Incomplete Status
Actor/Role: C2M(CCB)
Description:
The Payment and Tender(s) are added in C2M(CCB). This process is similar for online as well as automated batch processing. Refer to 4.3.1.1 C2M.CCB.Manage Payments and 4.3.1.1d C2M.CCB.Manage Auto-Payments for details.

This task is the same for online as well as automated batch processing.

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

C1-CR-NBRVAL Credit Card Number Validation
Algorithm Type - C1-VALIBAN - International Bank Account Number Validation
CI_APAM-DFLT - Automatic Payment Amount Calculation
C2M-APAYDTCL - Autopay Date Calculation
C2M-APAYDFLT - Automatic Payment Creation

Configuration required Y   **Entities to Configure:**

Bank Code
Tender Source
Tender Type
Distribution Codes
Payment Template
Payment Segment Type
Customer Class
Feature Configuration
Autopay Source Type
Autopay Route Type
Tender Control
Deposit Control

Customizable process N   **Process Name:**

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

Business Object Y   **Business Object:**

C1-CISPaymentEvent - Payment Event – CIS Payment

1.4 Request Automated Distribute and Freeze payment
Actor/Role: Authorized User
Description:
The 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.

1.5 Distribute Payment
Actor/Role: C2M (CCB)
Description:
The Authorized User distributes the payment using the distribution rules defined on Customer Class and the Payment Segment Type's associated financial algorithm as defined on each SA Type. The normal payment segment type financial algorithm is defined as payoff amt = pay amt / Current amt = pay segment amt. One of the base package payment distribution algorithms distributes a payment based on age of each service agreement's debt and the payment distribution priority of each service agreement's SA type. Refer to 4.3.1.1 C2M.CCB.Manage Payments for more information. The payment is added and distributed in C2M(CCB). The Payment is in freezable status.

This task 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
		Algorithm Type - C1-CR-PAY-DF - Pay an SA via SA Characteristic
		C1-TNDRAC-DF - This algorithm determines the Tender Account ID from the distribution detail characteristic value. It expects the value to represent an SA characteristic and it returns the SA's account as the Tender Account ID.
		C1-DSOV-SAID – Distribute payment to SA ID in match value.
		WX-CRE-OTPAY - Create One Time Payment

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

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

1.6 Freeze Payment and Update Status to Frozen
Actor/Role: C2M(CCB)
Description:
The Payment(s) are frozen in C2M(CCB).

This task is the same for online as well as automated batch processing.

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

WX-SSPNOTIFY - Set Payment Notifications for Self-Service
C1-PYDS-BDU - OI Only! Pay oldest bill first
Algorithm Type - C1-PDOV-PYBL - Match by Bill ID, Pay Target Bill (Open Item)
Algorithm Type - C1-PDOV-PYSA - Match by SA ID, Pay Oldest Bill First
STPZ-RMVCR - Create adjustment to remove SA's credit
C2M-CFTZ-VAT - Create Excess Credit GL Details (UK VAT Only)
C2M-DEP-PAID - Deposit amount paid in full message

Configuration required Y   **Entities to Configure:**

Customer Class
SA Type

Customizable process N   **Process Name:**

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

1.7 Apply Credit to Specific Defined SA
Actor/Role: C2M(CCB)
Description:
The payment may be applied to the highest priority SA that is eligible for overpayment as defined on the SA type as defined for the Customer Class. Refer to 4.3.1.1 Manage Payments for details.

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

C1-OVRPYPRTY - Keep overpayment on highest priority SA

Configuration required Y   **Entities to Configure:**

Customer Class

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

1.8 Create Overpayment SA
Actor/Role: C2M(CCB)
Description:
An overpay SA may be created for excess credit over the amount of the account's payoff balance dependent upon the overpayment distribution defined on Customer Class. The overpayment SA credit will be transferred to other Service Agreements the next time the Account bills. Refer to 4.3.1.1.C2M.CCB.Manage Payments for details.

Process Plug-in Enabled Y	Available Algorithm(s):	C2M-OVRPY-CR - Keep overpayment on a "credit SA" -CA
		OVRPY-CREDOH - Keep overpayment on a "credit SA" - Ohio
		C1-OVRPYPRTY - Keep overpayment on highest priority SA

Configuration required Y	Entities to Configure:	Customer Class
		SA Type

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

1.9 Apply Credit to Overpayment SA
Actor/Role: C2M(CCB)
Description:
The overpayment is transferred to a new SA (excess credit SA type). The overpayment SA credit will be transferred to other Service Agreements the next time the Account bills. Refer to 4.3.1.1 C2M.CCB.Manage Payments for details.

Process Plug-in Enabled Y	Available Algorithm(s):	C2M-OVRPY-CR - Keep overpayment on a "credit SA" - CA

		Customer Class

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

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

2.0 Populate Distribution Details to Specific SAs
Actor/Role: Authorized User
Description:
The Authorized User may define the amount allocated to each of the account's service agreements.

2.1 Request Default Distribution Prior to Freezing Payment
Actor/Role: Authorized User
Description:
The Authorized User may also decide to request the default distribution according to the configured distribution prior to freezing the payment.

2.2 Evaluate Payment Distribution
Actor/Role: Authorized User
Description:
The Authorized User reviews and determines whether or not to accept the current Distribution and Payment allocation.

2.3 Change Distribution Details
Actor/Role: Authorized User
Description:
Upon review, the Authorized User determines to make changes to the existing Distribution and enters those allocation changes for various Service Agreements.

2.4 Update Distribution
Actor/Role: C2M(CCB)
Description:
Any changes in the Distribution allocation are updated in C2M(CCB).

2.5 Request Freeze Payment
Actor/Role: Authorized User
Description:
The Authorized User freezes the Payment.

2.6 Upload Payment Information
Actor/Role: C2M(CCB)

Description:
Most payments are added in C2M(CCB) through external interfaces such as lock box, payment station, or remittance processor. Process X refers to the mechanism used by your organization to populate the various staging tables.

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

Test Documentation related to the Current Process

ID	Document Name	Test Type

Document Control

Change Record

Date	Author	Version	Change Reference
03/10/2009	Colleen King	Draft 1a	No Previous Document
4/29/2009	Colleen King		Multiple Changes in April
5/3/2009	Colleen King		Additional Changes
5/4/2009	Colleen King		Additional Changes
05/10/2009	Galina Polonsky		Reviewed
10/22/2010	Geir Hedman		Updated Title and Content page
11/24/2010	Yoko Iwahiro		Framework updates.
12/27/2010	Ayelet Lavee		Release review changed parent and siblings, minor edits.
2/9/2011	Geir Hedman		Updated Document and Visio
2/19/2011	Galina Polonsky		Reviewed, Approved
10/21/2013	Emma Lee Tiamzon		Update Document and Visio
09/08/2015	Don Lee		Update to v2.5
09/15/2015	Galina Polonsky		Reviewed, Approved
11/27/2017	Chetan Raut		Updated the Visio, screenshots and descriptions to reflect C2M changes.
12/19/2017	Galina Polonsky		Reviewed, Approved
8/17/2018	Jerry Chick		Minor grammatical and syntax corrections.
10/21/2018	Galina Polonsky		Reviewed, Approved
6/4/2019	Satya Kalavala		Updated format for v2.7

Attachments:

Control Central Search

"Control Central Search.doc"

Admin Menu Budget Plan

"Budget Plan – Residential.doc"

Account Budget

Account-Budget.doc

Admin Menu Installation Options

"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 Add

PaymentEventAdd.d
oc

Payment Quick Add

"Payment Quick
Add.doc"

Payment Event Quick Add

"Payment Event
Quick Add.doc"

Payment

Payment.doc