C2M.v2.7.CCB

4.3.1.1b Process Non-Billed Monitored Budget Payments

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Contents

Brief Description

Business Process: **4.3.1.1b C2M.CCB.Process Non-Billed Monitored Budget Payments**
Type: **Sub Process**
Parent Process: **4.3.1 C2M.CCB.Perform Settlement Activities**
Sibling Processes: **4.3.1.1 C2M.CCB.Manage Payments, 4.3.1.1c 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, 3.4.4.1b C2M.CCB.Enroll in Non-Billed Budget, 3.4.4.2b C2M.CCB.Renew Non-Billed Budget, 3.4.4.3b C2M.CCB.Expire Non-Billed Budget, 4.2.2.10b C2M.CCB.Manage Monitored-Unmonitored Non-Billed Budget Billing**

This process describes the Non-Billed Budget Scheduled Payment Background Process for monitored Non-Billed Budgets. In addition, the payment process and financial impact for the monitored Non-Billed Budget and Covered SA's are provided.

When a scheduled payment is due for a monitored Non-Billed Budget, an adjustment is created to increase the Non-Billed Budget's current balance by the expected amount. The current balance on the Non-Billed Budget SA can be monitored to ensure payments are made on time.

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4.3.1.1b C2M.v2.7.CCB *Process Non-Billed Monitored Budget Payments*

Customer	
CSR or Authorized User	
C2M(CCB)	

NBB Scheduled Payment Processing Background Process

Scheduled NBB Payment Processing →

1.0 Create Adjustment for NBB SA for Amount of Expected Payment

1.1 O/P SA Exists with Credit ? — No → Take No Further Action — Yes →

Apply Credit Balance to NBB SA up to Scheduled Payment Amt

O/P SA has Credit Remaining > Scheduled Payment? — No → Take No Further Action — Yes →

1.2 Keep Remaining Credit on Excess Credit SA

1.3 Financial Effect of NBB Scheduled Payment Processing Background Process

Non Billed Budget
Set NBB Current Balance = Amt of Expected Payment. Set NBB Payoff Balance = "0" (No Impact to Payoff Balance

Covered SA's
Set Covered SA Current Balance = "0". Set Covered SA Payoff Balance = Actual Amt Owed

Payment Upload Process

Process Payment →

1.4 Upload Payment Information (Process X Custom Process)

1.5 Add Payment (in Incomplete Status)

1.6 Distribute Payment Automatically to NBB SA

Excess Credit Still Exists? — Yes →

Distribute Overpayment (Excess Credit SA)

Keep Credit on Overpayment SA? — Yes → Does Overpayment SA Exist — Yes → 1.9 Apply Credit to Excess Credit SA

No → 1.7 Apply Credit to NBB SA

No → 1.8 Create Excess Credit SA

No →

2.0 Freeze Payment → Page 2

No →

Financial Effect of Payments for Monitored Non Billed Budget – Refer to 4.3.1.1 C2M.CCB.Manage payments

Payment in Full
Set NBB Current Balance = "0". Set Payoff Balance = (Accumulated Balance including Payment)

Underpayment
Set NBB Current Balance = Scheduled Payment less Actual Payment. Set Payoff Balance = (Accumulated Balance including Payment

Overpayment
Set NBB Current Balance = "0". Set Payoff Balance = (Accumulated Balance including Payment)

PROCESS 4.3.3.1b C2M.CCB.Process Non-Billed Monitored Budget 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-1
ACTIVITY	PRODUCTS _____	PRODUCT LINE APPROVAL _____	REVISED 10/28/2019

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4.3.1.1b C2M.v2.7.CCB *Process Non-Billed Monitored Budget Payments*

PROCESS	PRODUCT FAMILY	CREATED BY	FILENAME
4.3.3.1b C2M.CCB.Process Non-Billed Monitored Budget Payments	UGBU	PM URM Team	VisioDocument
SUB-PROCESS	PRODUCT LINE/RELEASE	BPE APPROVAL	Page Number
	C2M.v2.7.CCB		Page-2
ACTIVITY	PRODUCTS	PRODUCT LINE APPROVAL	REVISED
		_____	10/28/2019

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Detail Business Process Model Description

1.0 Group - Create Adjustment for Non Billed Budget SA for Amount of Expected Payment
Actor/Role: C2M(CCB)
Description:
When a scheduled payment is due, C2M(CCB) creates an adjustment to increase the monitored Non-Billed Budget's current balance by the expected payment amount. The Adjustment Code and Algorithm to create the Adjustment need to be created for payment. The attached Algorithm handles the Payment using the Algorithm and Adjustment Code to create the Financial Payment

Process Plug-in enabled Y	**Available Algorithm(s):**	C1-BCMP-NBB – Algorithms of this type distribute the credit payoff balance from a non-billed budget SA to the covered SAs, thus reducing the amount owed for those SAs by the accumulated payment credits. Moneys may be distributed to any SA covered by the non-billed budget, even if it was not billed.
Customizable process N	**Batch Process Name:**	NBBPS – Non-Billed Budget Scheduled Payment Process
Configuration required Y	**Entities to Configure:**	Algorithms
		Adjustment Type
		Payment Segment Type

1.1 Group - Apply Credit Balance to Non Billed Budget SA up to Scheduled Payment Amt
Actor/Role: C2M(CCB)
Description:
After the Process Non Billed Budget Scheduled Payment Algorithm creates the next scheduled payment, (adjustment), it looks for a credit amount on an overpayment SA and creates an adjustment to transfer the credit balance (or amount of payment if the credit is more than the scheduled payment amount) from the overpayment SA to the Non-Billed Budget SA.

Process Plug-in enabled Y	**Available Algorithm(s):**	C1-BCMP-NBB – Algorithms of this type distribute the credit payoff balance from a non-billed budget SA to the covered SAs, thus reducing the amount owed for those SAs by the accumulated payment credits. Moneys may be distributed to any SA covered by the non-billed budget, even if it was not billed.
Customizable process Y	**Batch Process Name:**	NBBPS – Non-Billed Budget Scheduled Payment Process

Configuration required Y	**Entities to Configure:**	Algorithm
		Overpayment Transfer Adjustment Type
		Overpayment SA Type

1.2 Group Keep Remaining Credit on Excess Credit SA
Actor/Role: C2M(CCB)
Description:
The remaining credit is kept on the Excess Credit SA to be applied when the scheduled background process is executed again.

1.3 Financial Effect of Non Billed Budget Scheduled Payment Processing Background Process
Actor/Role: C2M(CCB)
Description:
The Current Balance is the Scheduled Payment Amount and Payoff Balance for the Non- Billed Budget is "0". The Covered SA's Current Balance = "0". The Covered SA's Payoff Balance = Actual Amount Owed.

1.4 Upload Payment Information (Process X Custom Process)
Actor/Role: C2M(CCB)
Description:
Payments are uploaded in C2M(CCB). This is a custom process.

1.5 Add Payment (in Incomplete Status)
Actor/Role: C2M(CCB)
Description:
The payment is added and assigned an incomplete status in C2M(CCB).

1.6 Distribute Payment Automatically to Non Billed Budget SA
Actor/Role: CSR or Authorized User
Description:
The CSR or Authorized User distributes the payment.

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 and age of Debt.
		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 and age of Debt.
		C1-BCMP-NBB - NBB Credit Transfer - This algorithm of this type distribute the credit payoff balance from a non-billed budget SA to the covered SAs, thus reducing the amount owed for those SAs by the accumulated payment credits

Configuration required Y	Entities to Configure:	
		Customer Class Controls
		Payment Distribution Algorithm
		Payment Segment type

1.7 Apply Credit to Non Billed Budget SA
Actor/Role: C2M(CCB)
Description:
 An overpayment is applied to the highest priority SA. The Non-Billed Budget SA must be configured as the highest priority and allow overpayment.

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)

Configuration required Y	**Entities to Configure:**	Non Billed Budget SA Type
		Customer Class Controls
		Overpayment Distribution Algorithm

1.8 Create Excess Credit SA
Actor/Role: C2M(CCB)
Description:
It is recommended an Excess Credit SA be used to distribute overpayments for Non-Billed Budgets. Payments in excess of the Non-Billed Budget's current balance are credited to an overpayment (excess credit) SA.

Process Plug-in enabled Y	**Available Algorithm(s):**	C2M-OVRPY-CR - This algorithm books excess credit from an overpayment to an excess credit service agreement identified by CIS Division and SA Type. Recommended CIS Division and SA type supplied is one-time and non-billable.
		The excess credit SA is determined as follows:
		  - If a non-canceled and non-closed excess credit SA exists, the excess credit will be applied to it.
		  - If closed excess credit SA exists and if Reinstate Excess Credit SA is set to 'Y', the closed SA is reinstated and the excess credit will be applied to it.
		  - If not, a new excess credit SA is created using CIS Division and SA Type.

Non Billed Budget SA type
Customer Class Controls
Excess Credit SA type

Configuration required Y   **Entities to Configure:**

Overpayment Distribution Algorithm

1.9 Apply Credit to Excess Credit SA
Actor/Role: C2M(CCB)
Description:
The remaining credit is transferred to an Excess Credit SA.

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

CI_OVRPY-CR - This overpayment algorithm will apply an overpayment to an Excess Credit SA. If a non-canceled and non-closed Excess Credit SA exists, the credit will be applied to it. If not, a new excess credit SA is created.

Configuration required Y   **Entities to Configure:**

Non Billed Budget SA type
Customer Class Controls
Excess Credit SA type
Overpayment Distribution Algorithm

2.0 Freeze Payment
Actor/Role: C2M(CCB)
Description:
The Payment is frozen in C2M(CCB).

C1-PSEG-AC -This algorithm is only used if you practice Cash Accounting.
C1-PSEG-CA - This algorithm creates a financial transaction for a payment segment where: - Payoff amount = 0. - Current amount = payment segment amount. - The general ledger is affected
C1-PSEG-NM - This algorithm creates a financial transaction for a payment segment where: - Payoff amount = payment segment amount.

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

- Current amount = payment segment amount. - The General Ledger is affected

Configuration required Y   **Entities to Configure:**

Payment Segment Type

2.1 Financial Effect of Payments Monitored NBB – Refer to 4.3.1.1 C2M.CCB.Manage Payments

Actor/Role: C2M(CCB)
Description:
The customer on a Non-Billed Budget Plan has a Current Balance of "0", and the Payoff Balance is always the amount the customer really owes or the actual balance for the covered utility SA's.   The Non-Billed Budget SA is impacted by payments as follows:

Payment in Full
Set NBB Current Balance = "0". Set Payoff Balance = (Accumulated Balance including Payment)

Underpayment
Set NBB Current Balance = Schedule payment less Actual Payment. Set Payoff Balance = (Accumulated Balance including Payment)

Overpayment
Set NBB Current Balance = "0". Set Payoff Balance = (Accumulated Balance including Payment)

2.2 Search for Customer

Actor/Role: CSR or Authorized User
Description:
To apply a payment the CSR or Authorized User locates the customer in C2M(CCB) using Control Central Search. Once the customer is located Control Central Alerts assist the CSR or Authorized User with pertinent information for the customer/account.

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

Installation Options – Control Central Alerts

2.3 Post Payment Details

Actor/Role: CSR or Authorized User
Description:
The CSR or Authorized User posts the payment details including amount tendered and total payment amount. The payment is assigned an incomplete status.

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2.4 Request Automated Distribute and Freeze Payment
Actor/Role: CSR or Authorized User
Description:
The CSR or Authorized User selects automated distribution and freezing of payment. The payment is distributed using the distribution priority defined on Customer Class and the Payment Segment Type's associated financial algorithm as defined on each SA Type.

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

C1-PSEG-AC -This algorithm is only used if you practice 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 payment segment where: - Payoff amount = 0. - Current amount = payment segment amount. - The general ledger is affected
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

Customer Class Controls

Configuration required Y   **Entities to Configure:**

Payment Segment Type

2.5 Populate Distribution Details Manually to Specific SAs
Actor/Role: CSR or Authorized User
Description:
The CSR or Authorized User may override the defined payment distribution and apply the payment to one specific service agreement or may alternately distribute the payment to many service agreements. The Payment is in freezable status.

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 and age of Debt.

C1-PSEG-AC -This algorithm is only used if you practice 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 payment segment where: - Payoff amount = 0. - Current amount = payment segment amount. - The general ledger is affected
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

Configuration required Y   **Entities to Configure:**

Customer Class Controls
Payment Segment Type

Payment Distribution Algorithms

2.6 Update Distribution
Actor/Role: C2M(CCB)
Description:
Changes to Distribution are updated in C2M(CCB).

2.7 Request Default Distribution Prior to Freezing Payment
Actor/Role: CSR or Authorized User
Description:
The CSR or Authorized User determines there is an overpayment or wants to view default distribution prior to any other changes in distribution. An overpayment or Excess Credit SA is created for an overpayment.

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 and age of Debt.

C1-PSEG-CA - This algorithm creates a financial transaction for a payment segment where: - Payoff amount = 0. - Current amount = payment segment amount. - The general ledger is affected
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

Configuration required Y   **Entities to Configure:**

Customer Class Controls
Payment Segment Type

2.8 Evaluate Distribution of Payment
Actor/Role: CSR or Authorized User
Description:
The CSR or Authorized User reviews and evaluates the existing distribution to determine if any changes are required.

2.9 Change Distribution Details
Actor/Role: CSR or Authorized User
Description:
The CSR or Authorized User determines there is a need to change the presented distribution and makes changes accordingly.

3.0 Request Freeze Payment
Actor/Role: CSR or Authorized User
Description:
The CSR or Authorized User freezes the payment.

C1-PSEG-AC -This algorithm is only used if you practice 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 payment segment where: - Payoff amount = 0.   - Current amount = payment segment amount.

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

- The general ledger is affected
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

Configuration required Y   **Entities to Configure:**

Customer Class Controls
Payment Distribution Algorithm
Payment Segment type

Test Documentation related to the Current Process

ID	Document Name	Test Type

Document Control

Change Record

Date	Author	Version	Change Reference
3/25/09	Colleen King	Draft 1a	No Previous Document
5/5/09	Colleen King		Multiple Changes April - May
5/22/09	Colleen King		Changes based on new guidelines and changes to payment distribution
10/22/10	Geir Hedman		Updated Title and Content page
12/03/10	Ze'ev Lavee		Update Algorithms and Background process
12/26/10	Ayelet Lavee		Release review minor changes to Visio and edits through the document.
2/9/11	Geir Hedman		Updated Document and Visio
11/18/13	Dean Davis		Updated Document and Visio
11/30/2013	Galina Polonsky		Reviewed
09/09/15	Don Lee		Updated to v2.5
09/15/2015	Galina Polonsky		Reviewed, Approved
08/16/2017	Isuru Ranasinghe		Updated formatting for v2.6
08/24/2017	Don Lee		Updated for C2M. Updated Algorithms used in new version and updated screen shots.
09/22/2017	Ekta Dua		Updated Document and Visio
09/25/2017	Galina Polonsky		Reviewed, Approved
6/7/2019	Satya Kalavala		Updated format for v2.7
		6	Galina Polonsky	Reviewed, Approved

Attachments:

Account/Monitored Non Billed Budget

"Non-Billed
Budget.doc"

Control Central Search

"Control Central
Search.doc"

Admin Menu/Installation Options

"Installation Options
Control Central Alert /

Account/Monitored Non-Billed Budget Service Agreement

"Non-Billed Budget
SA.doc"