



C2M.v2.7.CCB

4.3.1.1c Process Non-Billed Unmonitored Budget Payments

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Contents

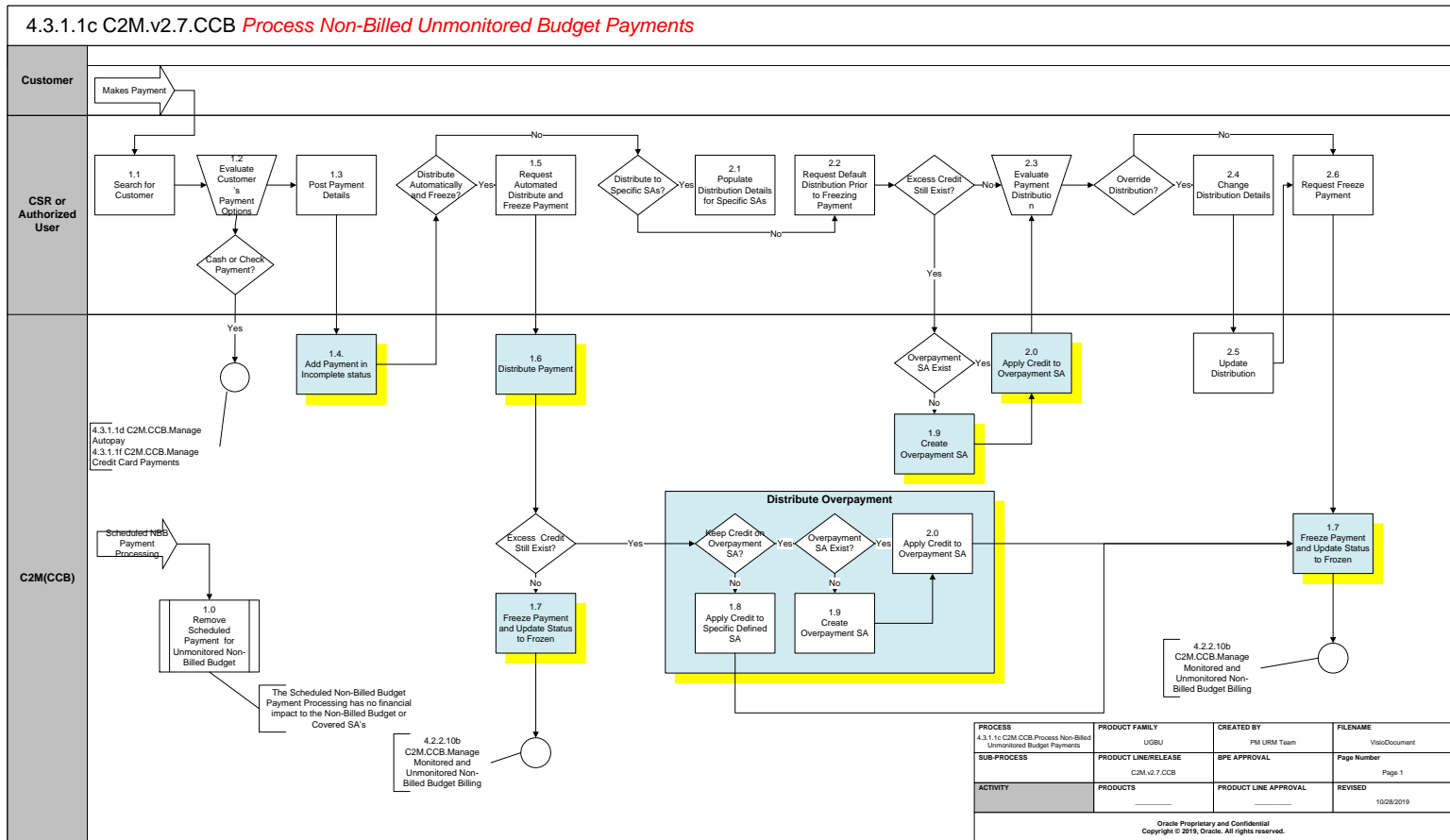
BRIEF DESCRIPTION	4
BUSINESS PROCESS MODEL PAGE 1	5
BUSINESS PROCESS MODEL PAGE 2	6
DETAIL BUSINESS PROCESS MODEL DESCRIPTION.....	7
TEST DOCUMENTATION RELATED TO THE CURRENT PROCESS.....	15
DOCUMENT CONTROL	16
ATTACHMENTS:.....	17
<i>Account/Unmonitored Non Billed Budget</i>	17
<i>Control Central Search</i>	Error! Bookmark not defined.
<i>Admin Menu/Installation Options</i>	18
<i>Account/Unmonitored Non-Billed Budget Service Agreement</i>	Error! Bookmark not defined.

Brief Description

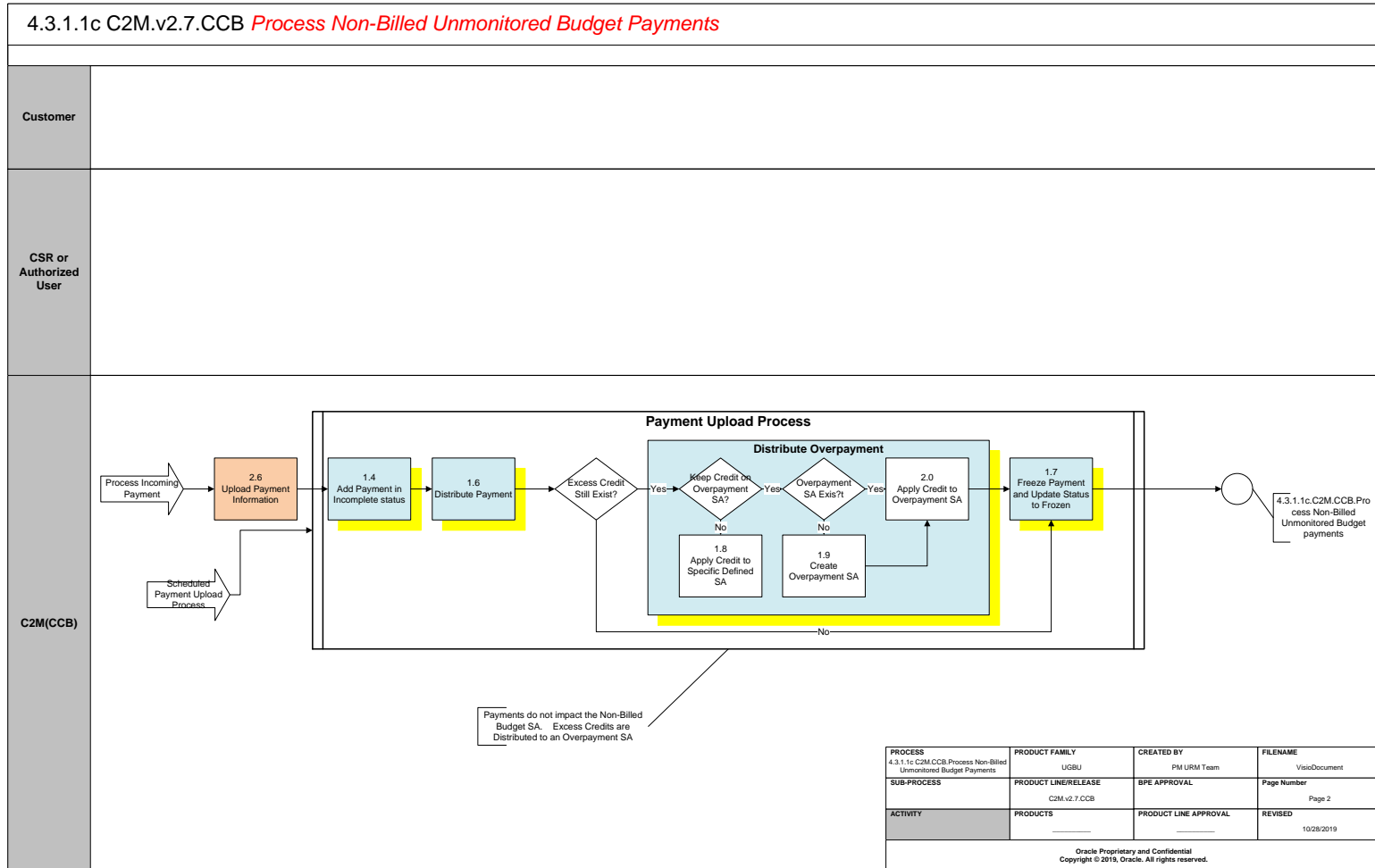
Business Process:	4.3.1.1c C2M.CCB.Process Non-Billed Unmonitored Budget payments
Process Type:	Sub Process
Parent Process:	4.3.1. C2M.CCB.Perform Settlement Activities
Sibling Processes:	4.3.1.1 C2M.CCB.Manage Payments, 4.3.1.1b C2M.CCB.Process Non-Billed Monitored Budget Payments, 4.3.1.1d C2M.CCB.Manage Auto-Payments, 4.3.1.1e C2M.CCB.Manage Credit Card Payment, 4.3.1.2. C2M.CCB.Manage Workstation Cashiering, 4.2.2.10a C2M.CCB.Manage Budget Billing, 4.2.2.10b C2M.CCB.Manage Monitored and Unmonitored Budget Billing, 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, 4.3.1.1b C2M.CCB.Process Monitored Non-Billed Budget Payments, 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

This process describes the Non-Billed Budget application of payments for Unmonitored Non-Billed Budgets. In addition the financial impact to the Unmonitored Non-Billed Budget and Covered SA's are provided. The Unmonitored [Non-Billed Budget](#) Plan allows a customer to make optional prepayments towards a bill. The Unmonitored [Non-Billed Budget Service Agreement](#) holds the Payment Schedule for the customer.

Business Process Model Page 1



Business Process Model Page 2



Detail Business Process Model Description

1.0 Remove Scheduled Payment for Unmonitored Non-Billed Budget

Actor/Role: C2M(CCB)

Description:

When a customer is on Unmonitored Non-Billed Budget C2M(CCB) removes the scheduled payment. No adjustments for the payment amount are created. The Unmonitored [Non-Billed Budget SA](#) Current and Payoff balances are not impacted. Financial transactions remain on the Covered SA's. The Unmonitored Non-Billed Budget balance is always "0".

Customizable process: Y **Batch Process Name:**

NBBPS - Process NBB scheduled payments
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Configuration required: Y **Entities to Configure:**

Unmonitored NBB SA Type

1.1 Search for Customer

Actor/Role: CSR or Authorized User

Description:

When the Customer contacts the Company to make 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
C1-PY-INFO This algorithm formats the Payment Information that appears throughout the system.
C1-RCE-APAY - Return true if on autopay

1.2 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.

Installation Options - Control Central Alerts

Process Plug-in enabled Y

Available Algorithm(s):

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

1.3 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 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. The payment is assigned an incomplete status.

1.4 Add Payment in Incomplete Status

Actor/Role: C2M(CCB)

Description:

The payment is added and assigned an incomplete status in C2M(CCB)

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
		C1-ICChkApy - Check if account is on autopay

Service Script:	C1-PayEvtPre - Add payment event pre processing service script (shared by CIS and Non-CIS
	WX-APDisp - Automatic Payment Task Display Script
	C1-RETLATAAP - Retrieve Account Autopay Details
Business Service:	

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	Batch Process Name:	PPAPAY - Auto Pay Creation
		APAYCRET - Create autopay on extract date

Business Object Y	Business Object:	C1-CISPaymentEvent - Payment Event - CIS Payment
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1.5 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 when posting the initial payment details in Step 1.3 and Step 1.4. 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 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.

1.6 Distribute Payment

Actor/Role: C2M(CCB)

Description:

The payment is distributed in C2M(CCB) automatically. 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.

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
		WX-CRE-OTPAY -- This algorithm type is used to process a one time payment.
		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.

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

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.
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1.7 Freeze Payment and Update Status to Frozen

Actor/Role: C2M(CCB)

Description:

The payment is frozen in C2M(CCB)

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

C1-PSEG-NM - Payoff Amt = Current Amt = Pay Amt

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

Customer Class Controls
Payment Segment 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.

1.8 Apply Credit to Specific Defined SA

Actor/Role: C2M(CCB)

Description:

One of the configurable options is to apply the overpayment to the highest priority SA that allows overpayment.

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

C1-OVRPYPTY- 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:**

Customer Class Controls
Overpayment Distribution Algorithm

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 Create Overpayment SA SA

Actor/Role: C2M(CCB)

Description:

Another option is to apply the excess credit to an overpayment (excess credit) SA type. It is recommended an Overpayment or Excess Credit SA be used to distribute overpayments for Non-Billed Budgets.

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.

If Create Separate Payment is set to 'Y', a separate payment is created for the Excess Credit SA. This separate payment may be used to pay-off new charges. This option is to be implemented in combination with the SA Type - Bill Completion algorithm, Payoff Account's Debt using Credit SA balance (C1-PYOF-DBT).

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

Customer Class Controls
Overpayment SA type
Adjustment 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 Apply Credit to Overpayment SA

Actor/Role: C2M(CCB)

Description:

The credit is transferred to an overpayment or Excess Credit SA type.

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 Reinstated 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.

If Create Separate Payment is set to 'Y', a separate payment is created for the Excess Credit SA. This separate payment may be used to pay-off new charges. This option is to be implemented in combination with the SA Type - Bill Completion algorithm, Payoff Account's Debt using Credit SA balance (C1-PYOF-DBT).

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

Customer Class Controls
Overpayment SA Type
Adjustment 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.

2.1 Populate Distribution Details for 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.

2.2 Request Default Distribution Prior to Freezing Payment

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized may also decide to request the default distribution according to the configured distribution prior to freezing the payment.

2.3 Evaluate Payment Distribution

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.

2.4 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.

2.5 Update Distribution

Actor/Role: C2M(CCB)

Description:

Changes to Distribution are updated in C2M(CCB)

2.6 Request Freeze Payment

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User freezes the payment.

2.6 Upload Payment Information

Actor/Role: C2M(CCB)

Description:

Payments from Customers are uploaded in C2M(CCB) This is a custom process.

Customizable process Y

Batch 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
		Draft 1a	No Previous Document
5/5/09	Colleen King		Multiple Changes April - May
5/16/09	Colleen King		Additional Changes for Payment Distribution
5/19/09	Colleen King		Added an additional decision box missed earlier
8/20/09	Colleen King		After review
10/22/10	Geir Hedman		Updated Title and Content page
12/6/10	Ze'ev Lavee		Update Algorithms and background process
12/25/10	Ayelet Lavee		Release review change name of document and Visio, minor editing.
2/9/11	Geir Hedman		Updated Document and Visio
10/16/13	Emma Lee Tiamzon		Updated Document and Visio
10/25/2013	Galina Polonsky		Reviewed, Approved
09/09/15	Don Lee		Update to v2.5
09/15/2015	Galina Polonsky		Reviewed, Approved
08/16/2017	Isuru Ranasinghe		Updated formatting to v2.6
08/28/2017	Don Lee		Updated for C2M. Multiple changes to background process changes from Algorithm to Script
09/22/2017	Ekta Dua		Updated Document and Visio
6/4/2019	Satya Kalavala		Updated format for v2.7

Attachments:

Control Central Search



"Control Central
Search.doc"

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

Account/Unmonitored Non Billed Budget



"UnmonitoredNon-Bil
ed Budget.doc"

Admin Menu/Installation Options



"Installation Options
Control Central Alert /