



C2M.v2.7.CCB

4.3.1.1e Manage Pay Plan Payment

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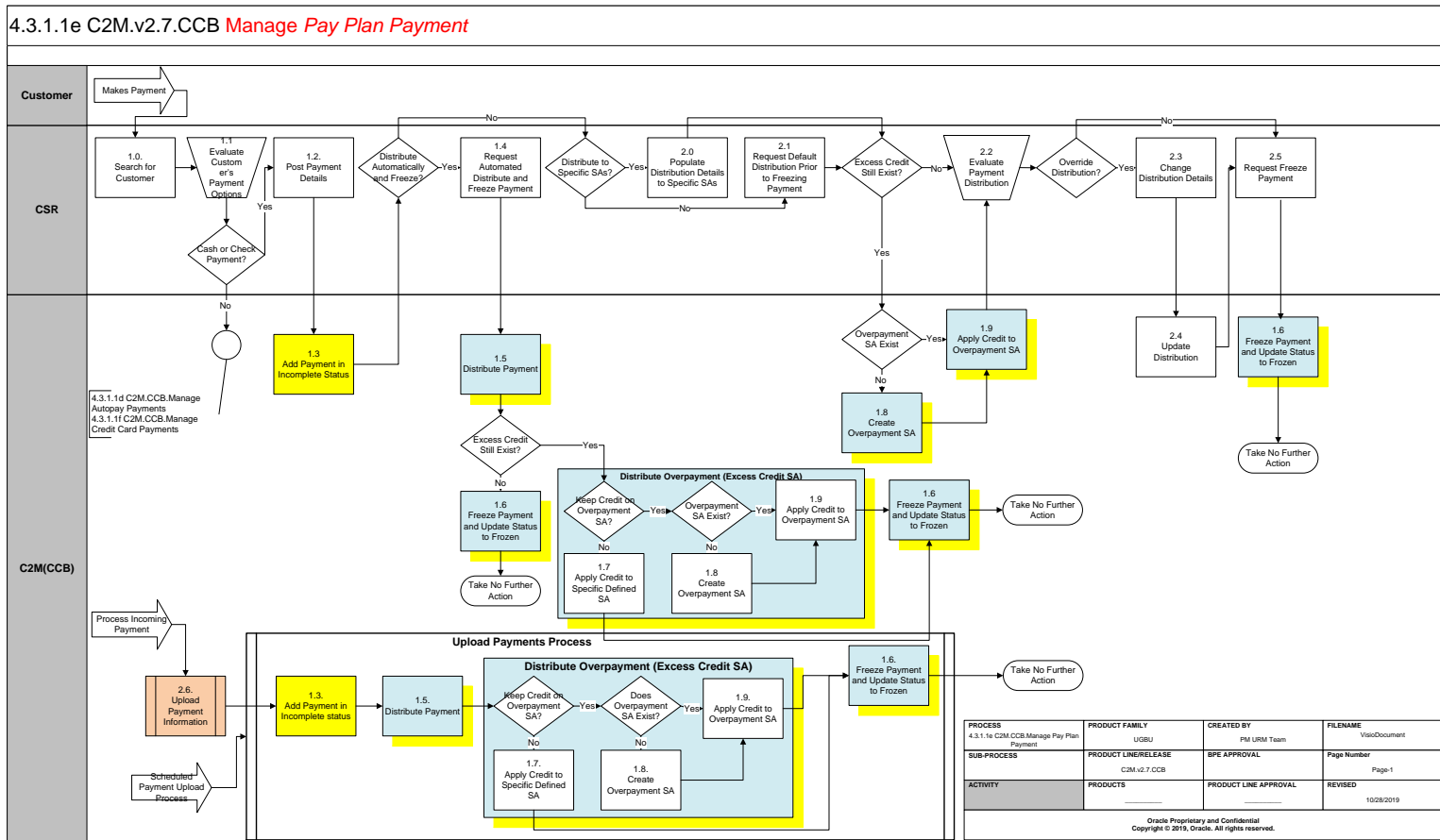
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Brief Description

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

This process describes payments for the customer on a [Pay Plan](#). The customer makes payments on specific dates that are outside the normal billing due dates. These scheduled dates are not included with the regular periodic bill. The pay plan can be placed on Autopay using the scheduled payment dates.

Business Process Model



Detail Business Process Model Description

1.0 Search for Customer

Actor/Role: CSR

Description:

The CSR 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 CSR 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 - Payment Information. This algorithm formats the "Payment Info" that appears throughout the system. |
| C1-TL-PY-EVT - Build Payment Events This algorithm type builds a timeline with events for payments linked to the account in context. |

Configuration required Y

Entities to Configure:

| |
|----------------------|
| Installation Options |
| Zone |

1.1 Evaluate Customer's Payment Options

Actor/Role: CSR

Description:

The CSR or Authorized User evaluates the account. [Account Financial History](#), [Billing History](#), Credit Rating, and [Credit and Collection History](#) may be reviewed. Control Central Alerts such as a Cash Only customer and other [Dashboard](#) information can 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 |
| C1-PY-INFO - Payment Information. This algorithm formats the "Payment Info" that appears throughout the system. |
| C1-PEVT-INFO - Payment Event Information. This algorithm formats the "Payment Event Information" that appears throughout the system. |

Configuration required Y

Entities to Configure:

| |
|----------------------|
| Installation Options |
|----------------------|

1.2 Process Payment (Payment in Incomplete Status)**Actor/Role:** CSR**Description:**

The CSR posts the payment. It is assigned an incomplete status. 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. 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 (Payment in Incomplete Status)**Actor/Role:** C2M(CCB)**Description:**

The Payment and Tender(s) are added in C2M(CCB). 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 |
| CI_VALIBAN - International Bank Account Number Validation (Algorithm Type) |
| CRPS-AP - Update Account Auto Pay Info (Algorithm Type) |
| CRVL-AP - Validate Account Auto Pay Info (Algorithm Type) |
| C1_APAM-DFLT - Automatic Payment Amount Calculation |
| C2M-APAYDFLT - Automatic Payment Creation |
| C2M-APAYDTCL - Autopay Date Calculation |

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 - Generate autopay for pay plans (Batch Control) |
| | | APAYCRET - Create autopay on extract date (Batch Control) |

| | | |
|--------------------------|-------------------------|--|
| Business Object Y | Business Object: | C1-CISPaymentEvent - Payment Event - CIS Payment |
| | | C1-AutoPaySourcePhysicalBO - Physical BO for Auto Pay Source |

1.4 Request Automated Distribute and Freeze payment

Actor/Role: CSR

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.

1.5 Distribute Payment Automatically using Defined Payment Distribution Rules

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

| | | |
|----------------------------------|--------------------------------|---|
| Process Plug-in enabled Y | Available Algorithm(s): | C1-PYDST-PPR - Distribute Based On SA Type Priority/Debt Age. 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 |
| | | |

| |
|---|
| <p>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 (i.e., the payment is NOT prorated).</p> |
| <p>C1-CR-PAY-DF - Pay an SA via SA Characteristic (Algorithm Type) This distribution rule create payment algorithm creates a single payment for an SA and finds the appropriate SA via a characteristic such as an external reference id. It expects that the distribution rule where this algorithm is plugged in to reference an appropriate characteristic type for this external id.</p> |
| <p>C1-TNDRAC-DF - Determine tender account via SA characteristic. 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.</p> |
| <p>C1-DSOV-SAID - Distribute payment to SA ID in match value.</p> |

Configuration required Y Entities to Configure:

| |
|-------------------|
| Customer Class |
| SA Type |
| Match Type |
| Distribution Rule |

Customizable process N Process Name:

| |
|---|
| <p>PUPL - Payment upload. (Batch Control) The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.</p> |
|---|

1.6 Freeze Payment

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 |
| | | PAY FRZ O-I - OI ONLY! Link payment FT's to match event (Algorithm Type) |
| | | STPZ-RMVCR - Create adjustment to remove SA's credit (Algorithm Type) |
| | | CFTZ-VAT-GL - Create Excess Credit GL Details (UK VAT Only) (Algorithm Type) |
| 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 C2M.CCB Manage 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-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 [overpayment SA](#) may be created for excess credit over the amount of the account's payoff balance dependent 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.

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

| | | |
|----------------------------------|--------------------------------|---|
| Process Plug-in enabled Y | Available Algorithm(s): | OVRPY-CREDSA - Keep overpayment on a separate service agreement (Algorithm Type) |
| 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.

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

| | | |
|----------------------------------|--------------------------------|---|
| Process Plug-in enabled Y | Available Algorithm(s): | OVRPY-CREDSA - Keep overpayment on a separate service agreement (Algorithm Type) |
| 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. |

2.0 Populate Distribution Details Manually for Specific SAs

Actor/Role: CSR

Description:

The CSR or 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: CSR

Description:

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

2.2 Evaluate Distribution of Payment

Actor/Role: CSR

Description:

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

2.3 Change Distribution Details

Actor/Role: CSR

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.

2.4 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: CCB

Description:

The CSR or 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 payment details in the required payment upload staging tables in 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 |
| 10/10/13 | Emma Lee Tiamzon | | Initial Document |
| 10/26/2013 | Galina Polonsky | | Reviewed, Approved |
| 01/06/2016 | Chris Brewster | | Updated for version 2.5 |
| 09/05/2017 | Genti Kondili | | Update for version C2M(CCB) v 2.6 |
| 09/22/2017 | Ekta Dua | | Updated document and visio |
| 09/30/2017 | Galina Polonsky | | Reviewed, Approved |
| 08/17/2018 | Jerry Chick | | Minor grammatical and syntax corrections. |
| 09/20/2018 | Galina Polonsky | | Reviewed, Approved |
| 6/4/2019 | Satya Kalavala | | Updated format for v2.7 |

Attachments:

Pay Plan



Pay Plan.docx

Control Central Search



Control Central
Search.docx

Admin Menu Installation Options



Installation
Options Alert Algori

Account Financial History



Account Financial
History.docx

Billing History



Billing History.docx

Account/Credit & Collection



Credit And
Collection History.d

Control Central / Dashboard



Dashboard.docx

Payment Portal



Payment
Portal.docx

Payment Event Add



Payment Event
Add.docx

Payment Quick Add



Payment Quick
Add.docx

Payment Event Quick Add



Payment Event
Quick Add.docx

Payment



Payment.docx

Overpayment SA



Overpayment
SA.docx