



C2M.v2.7.CCB

4.3.1.2 C2M.CCB.Manage Workstation Cashiering

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Brief Description

Business Process:	4.3.1.2 C2M.CCB.Manage Work Station Cashiering
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 Payments, 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 Pay Plan Payment, 4.3.1.1e C2M.CCB.Manage Credit Card Payments

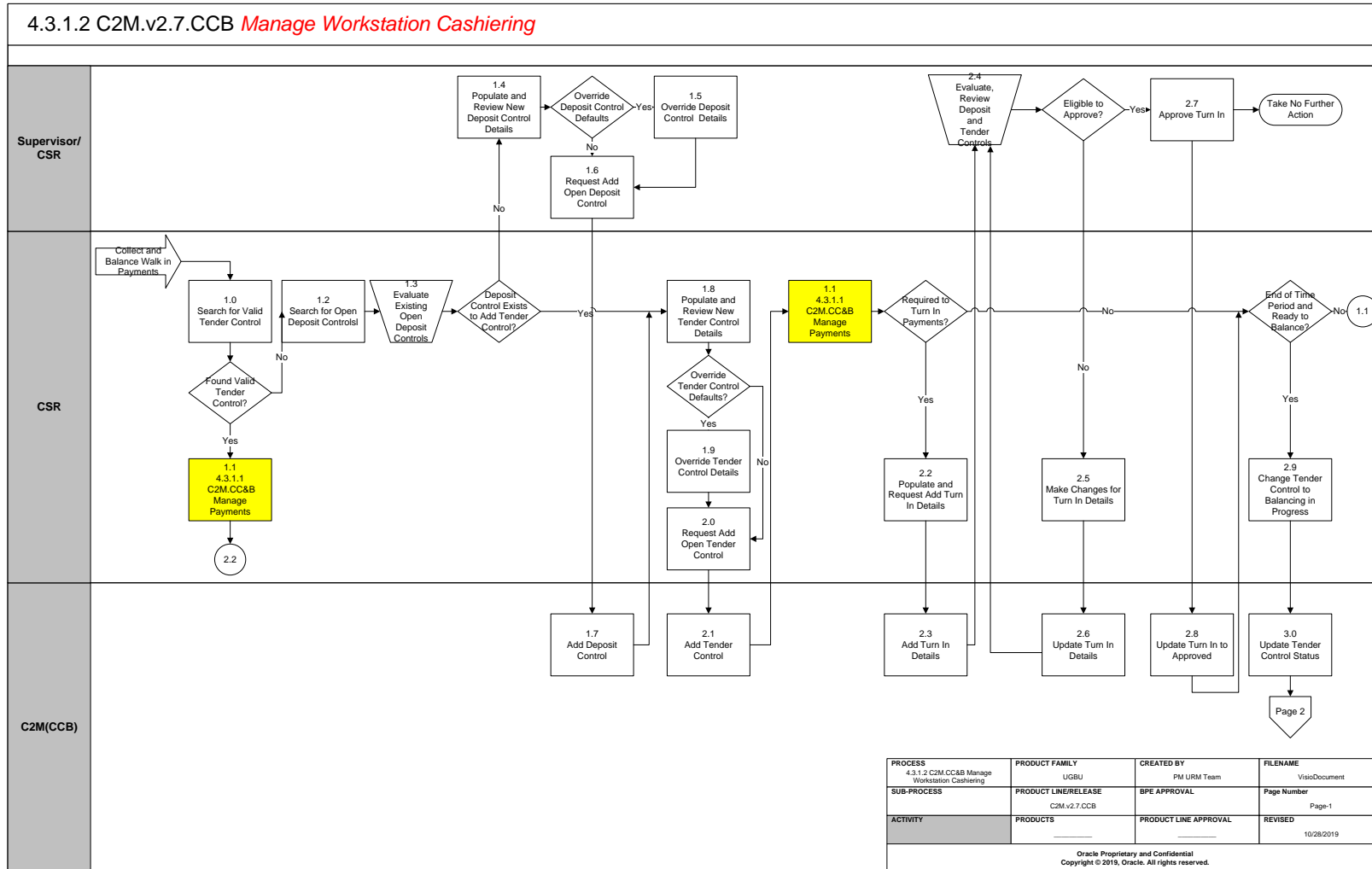
This process describes the management of cash drawers. Organizations that provide for walk in payment processing use the Work Station Cashiering functionality in C2M(CCB). With cash drawer processing the CSR or Authorized User creates a Tender Control. Before C2M(CCB) can begin accepting Payments, automatically or manually, an open Tender Control must exist as a record to hold the Payments. The Tender Control organizes all the Payments in one location for the cash drawer. An associated Deposit Control must be created to turn in tenders for deposit. A Deposit Control gives a head cashier or supervisor administrative control over all Tender Controls to be included for deposit.

Once the Tender Control and its associated Deposit Control is created, the CSR or Authorized User can begin processing Payments for the day. The CSR or Authorized User typically uses the [Payment Portal](#) or [Payment Event Add](#) functionality for entering Payments. [Payment Event Quick Add](#) or [Payment Quick Add](#) may also be used dependent upon the configuration and the business rules of the organization. The Payment Portal included in the base package provides ease of entry for CIS as well as Non CIS payments.

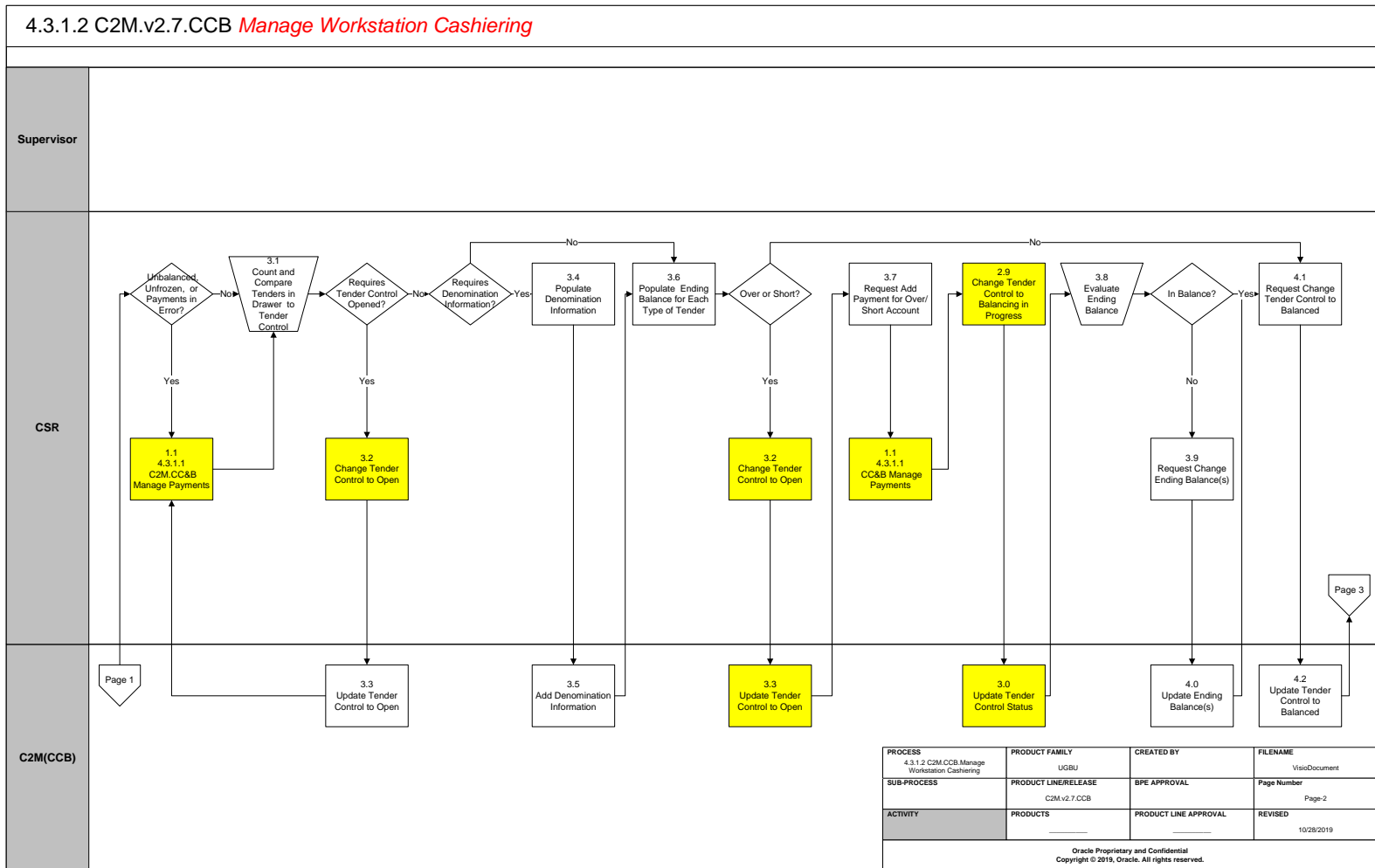
Multiple Deposit Controls and Tender Controls may be created daily to accommodate business rules and procedures. A CSR or Authorized User may open a new Tender Control to continue accepting Payments while balancing a separate Tender Control. Typically, a cash drawer starts with an opening balance to make change as necessary. The CSR or Authorized User can view the Tender Control balance at any time. Sometimes organizations limit cash held in the cash drawer. A turn in can be recorded and approved. Tenders are balanced against an expected total, turned in, and later deposited in the bank using the Deposit Control. An ending balance will include funds to make change for the next Tender Control. When balanced, the Tender Control and Deposit Control no longer accept further Payments. Each may be reopened for processing exceptions.

Tender and Deposit Controls are also used for Payments from external sources. C2M(CCB) automatically creates Tender and Deposit Controls and sets their status to balance when uploaded successfully.

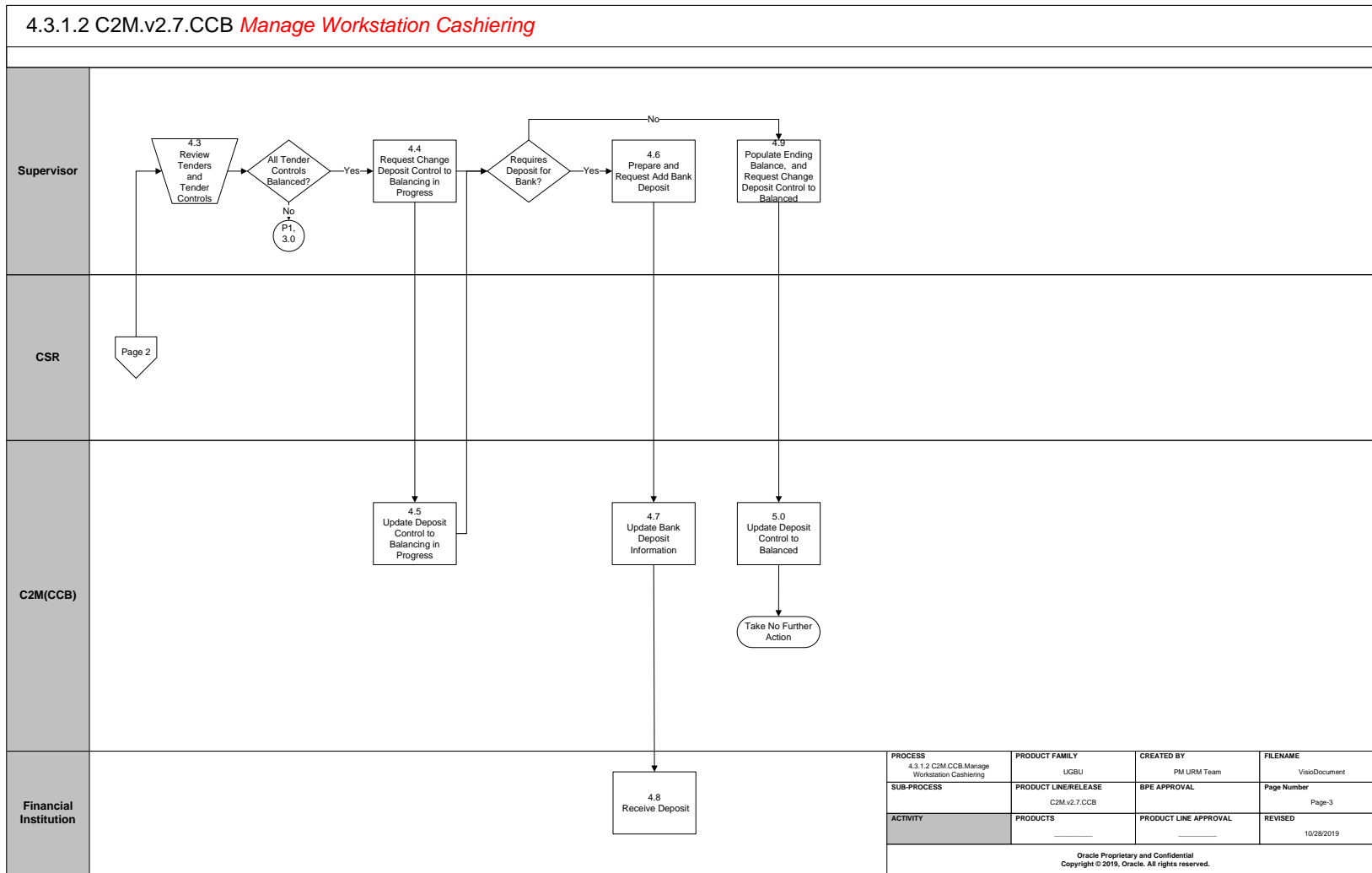
Business Process Model Page 1



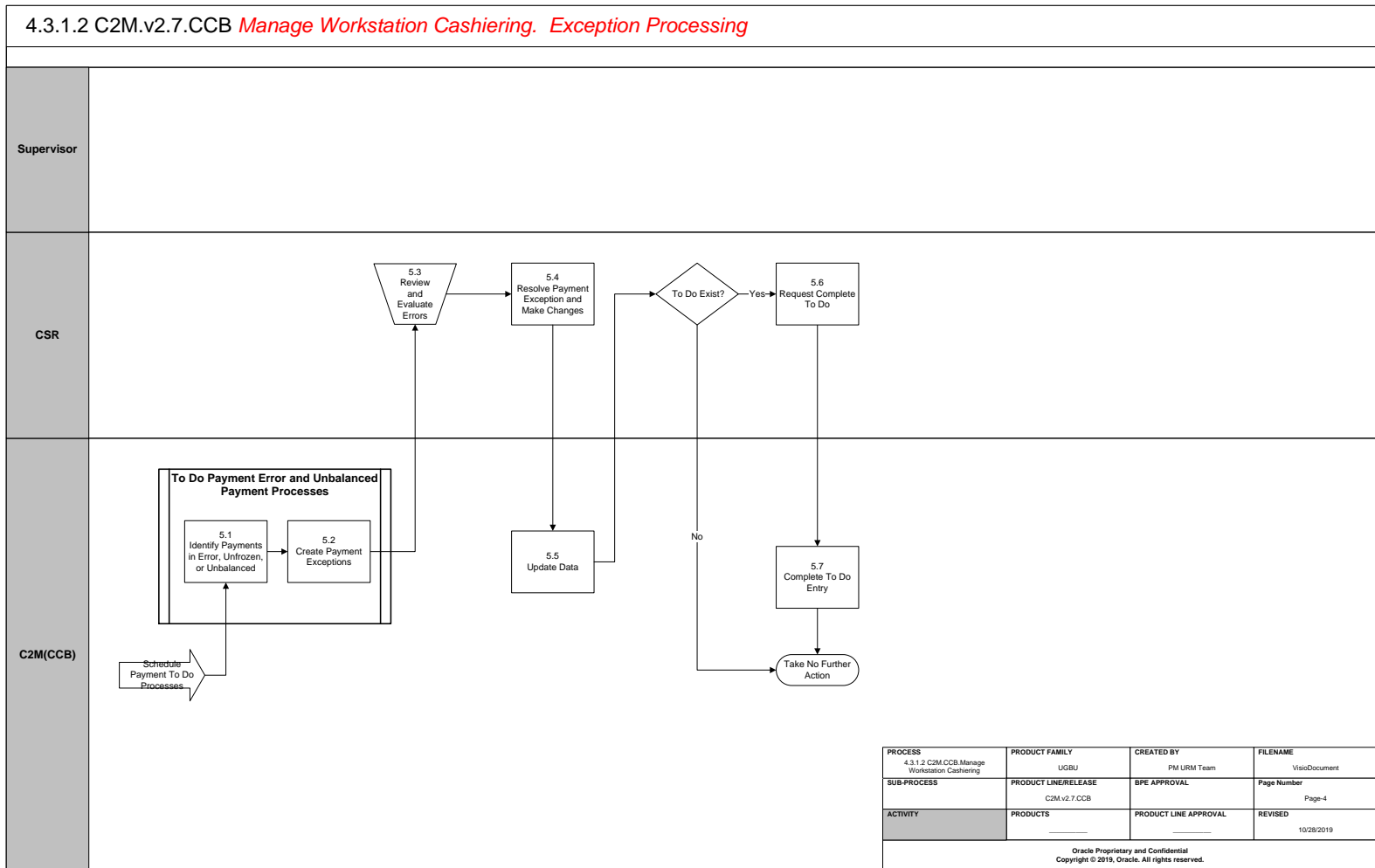
Business Process Model Page 2



Business Process Model Page 3



Business Process Model Page 4



Detail Business Process Model Description

1.0 Search for Valid Tender Control

Actor/Role: CSR

Description:

The CSR or Authorized User searches for an existing [Tender Control](#). This is a previously opened [Tender Control](#) that is still available to accept further payments for the given user.

1.1 4.3.1.1 C2M.CCB.Manage Payments

Actor/Role: CSR

Description:

The CSR or Authorized User begins processing Payments. Throughout the day, customers remit tenders to the cashier. Every tender put into the drawer is associated with the drawer's [Tender Control](#) created at the start of the day. Refer to 4.3.1.1 C2M.CCB.Manage Payments for payment processing details.

1.2 Search for Open Deposit Control

Actor/Role: CSR

Description:

The CSR or Authorized User searches for existing [Deposit Controls](#) to link a new [Tender Control](#).

1.3 Evaluate Existing Open Deposit Controls

Actor/Role: CSR

Description:

Based on established business rules and daily procedures, the CSR or Authorized User determines if any existing Deposit Controls may be used for linking a new Tender Control. Dependent on the organization's business rules each CSR or Authorized User may be responsible for opening their own Deposit and Tender Control for processing of Payments.

1.4 Populate and Review New Deposit Control Details

Actor/Role: Supervisor/CSR

Description:

The [Deposit Control](#) can be associated with one or many [Tender Controls](#). The Deposit Control is used to maintain the administrative functions for approval and deposits to the banks. A Supervisor, CSR or Authorized User is required to create a Deposit Control before any Tender Controls can be created. When initially displayed, the Deposit Control has information defaulted based on configuration.

Tender Source
Tender Types
Users (Cashier ID's)

Configuration required Y **Entities to Configure:**

Installation Options

1.5 Override Deposit Control Details

Actor/Role: Supervisor/CSR

Description:

Based on established business rules, a Supervisor, CSR or Authorized User may override the default configured Tender Source Type.

Configuration required Y **Entities to Configure:**

Tender Source
Tender Types
Users (Cashier ID's)
Installation Options

1.6 Request Add Open Deposit Control

Actor/Role: Supervisor/CSR

Description:

Once information is entered, the Supervisor, CSR or Authorized User adds the [Deposit Control](#) in an Open status.

1.7 Add Deposit Control

Actor/Role: C2M(CCB)

Description:

A new Deposit Control is added in C2M(CCB).

1.8 Populate and Review New Tender Control Details

Actor/Role: CSR

Description:

A Tender Control is required to begin accepting payments. When initially displayed, the [Tender Control](#) defaults information based on configuration. The starting balance is configurable. The Tender Source can be configured to default based on the User. If multiple users will accept payments the cash drawer is marked for All Users.

Configuration required Y **Entities to Configure:**

Tender Source
Tender Types
Users (Cashier ID's)
Characteristic Type
Portal Preferences
Installation Options

1.9 Override Tender Control Details**Actor/Role:** CSR**Description:**

Based on established business rules, the CSR or Authorized User may override information for the [Tender Control](#) including Tender Source, Starting balance, and associated Deposit Control. If multiple users will accept payments the cash drawer is marked for All Users.

Configuration required Y**Entities to Configure:**

Tender Source
Tender Types
Users (Cashier ID's)
Characteristic Type
Portal Preferences
Installation Options

2.0 Request Add Open Tender Control**Actor/Role:** CSR**Description:**

The CSR or Authorized User adds the [Tender Control](#) to begin accepting Payments.

2.1 Add Tender Control**Actor/Role:** C2M(CCB)**Description:**

The Tender Control is added in C2M(CCB) in Open status.

2.2 Populate and Request Add Turn In Details**Actor/Role:** CSR**Description:**

Based on established business rules the CSR or Authorized User may be required to turn in tenders from the cash drawer periodically or when a certain limit is reached. The established limit is configurable.

Configuration required Y**Entities to Configure:**

Tender Source
Tender Type

2.3 Add Turn In Details**Actor/Role:** C2M(CCB)**Description:**

The Turn In information is recorded in C2M(CCB).

2.4 Evaluate, Review Deposit and Tender Controls

Actor/Role: Supervisor/CSR

Description:

The Supervisor, CSR or Authorized User at the end of the shift or at a specific established time, reviews the [Tender Control](#) to prepare for Balancing. The Deposit Control is also periodically checked for Turn-Ins received from Tender Controls.

2.5 Make Changes for Turn In Details

Actor/Role: CSR

Description:

There may be discrepancies in the Turn-Ins. The CSR or Authorized User enters required changes in the Turn-In Details.

2.6 Update Turn Ins Details

Actor/Role: C2M(CCB)

Description:

The Turn-In is now stored with updated information in C2M(CCB).

2.7 Approve Turn Ins

Actor/Role: Supervisor/CSR

Description:

Once confirmed, the Supervisor, CSR, or Authorized User approves Turn-Ins in preparation for balancing and bank deposits.

2.8 Update Turn Ins to Approved

Actor/Role: C2M(CCB)

Description:

The Turn-In is now stored as approved in C2M(CCB).

2.9 Change Tender Control to Balancing in Progress

Actor/Role: CSR

Description:

As part of the Balancing process, the CSR or Authorized User will transition the Tender Control to Balancing in Progress status. No Payments can be added when the [Tender Control](#) is in Balancing in Progress Status.

3.0 Update Tender Control Status

Actor/Role: C2M(CCB)

Description:

The Tender Control is updated in C2M(CCB) to a Balancing in Progress Status.

3.1 Count and Compare Tenders in Drawer to Tender Control

Actor/Role: CSR

Description:

The CSR or Authorized User counts and validates that each type of tender adds up to the expected balances in the given [Tender Control](#).

3.2 Change Tender Control to Open

Actor/Role: CSR

Description:

The CSR or Authorized User determines a payment was missed, needs updating, and/or a new Payment is required. The Tender Control is returned to Open status.

3.3 Update Tender Control to Open

Actor/Role: C2M(CCB)

Description

The Tender Control is returned to an open status in C2M(CCB).

3.4 Populate Denomination Information

Actor/Role: CSR

Description:

Based on established business rules the CSR or Authorized User separates and records a count of each denomination.

Configuration required Y

Entities to Configure:

Characteristic Type

3.5 Add Denomination Information

Actor/Role: C2M(CCB)

Description:

The denomination information is added in C2M(CCB).

Configuration required Y **Entities to Configure:**

Characteristic Type

3.6 Populate Ending Balance for Each Type of Tender

Actor/Role: CSR

Description:

The CSR or Authorized User enters ending totals for each type of Tender that corresponds with the actual amounts in the cash drawer.

3.7 Request Add Payment for Over/Short Account

Actor/Role: CSR

Description:

The CSR or Authorized User posts a payment to a specific Over/Short Account. A payment is recorded for an “over” amount, and a negative payment is recorded for the “under” amount.

Configuration required Y **Entities to Configure:**

SA Type
Over/Short Account
Customer Class

3.8 Evaluate Ending Balance

Actor/Role: CSR

Description:

The CSR or Authorized User reviews the ending balances for each tender type to ensure accuracy. The ending balances should equal the expected ending balances.

3.9 Request Change Ending Balance(s)

Actor/Role: CSR

Description:

The CSR or Authorized User makes any necessary changes.

4.0 Update Ending Balance(s)

Actor/Role: C2M(CCB)

Description:

The Tender Control balances are updated in C2M(CCB).

4.1 Request Change Tender Control to Balanced

Actor/Role: CSR

Description:

The CSR or Authorized User transitions the status of the [Tender Control](#) to Balanced.

4.2 Update Tender Control to Balanced

Actor/Role: C2M(CCB)

Description:

The Tender Control is transitioned to a Balanced status in C2M(CCB).

4.3 Review Tenders and Tender Controls

Actor/Role: Supervisor/CSR

Description:

The Supervisor, CSR or Authorized User again reviews the Turn-Ins to ensure accuracy and checks to see that all Tender Controls are balanced. The Deposit Control cannot be balanced until all Tender Controls are balanced.

4.4 Request Change Deposit Control to Balancing in Progress

Actor/Role: Supervisor/CSR

Description:

When ready to begin balancing the Supervisor, CSR or Authorized User changes the [Deposit Control](#) to Balancing in Progress.

4.5 Update Deposit Control to Balancing in Progress

Actor/Role: C2M(CCB)

Description:

The Deposit Control status is changed in C2M(CCB) to Balancing in Progress.

4.6 Prepare and Request Add Bank Deposit

Actor/Role: Supervisor/CSR

Description:

The Supervisor, CSR or Authorized User prepares and enters the required information for Tenders to be deposited in various banks.

Configuration required Y Entities to Configure:

Bank Code
Bank Account

4.7 Update Bank Deposit Information

Actor/Role: C2M(CCB)

Description:

The deposit for the bank is recorded in C2M(CCB).

4.8 Receive Deposit

Actor/Role: Financial Institution

Description:

The Financial Institution receives the bank deposit.

4.9 Populate Ending Balance and Request Change Deposit Control to Balanced

Actor/Role: Supervisor/CSR

Description:

When the ending balance equals the expected ending balance the Supervisor, CSR or Authorized User enters this information and transitions the Deposit Control to Balanced status.

5.0 Update Deposit Control to Balanced

Actor/Role: C2M(CCB)

Description:

The [Deposit Control](#) is transitioned to a Balanced status in C2M(CCB).

5.1 Identify Payments in Error, Unfrozen, or Unbalanced Group: To Do Payment Error and Unbalanced Payment Processes

Actor/Role: C2M(CCB)

Description:

C2M(CCB) identifies Payments in error, unfrozen or unbalanced status. These background processes can create To-Do entries for every payment that's in error, unfrozen, or unbalanced.

Customizable process N	Process Name	TD-PYERR- identifies payments in error or unfrozen and creates To-Do entries. TD-UNBAL - identifies payments in unbalanced status.
Configuration required Y	Entities to Configure:	To Do Type To Do Role

5.2 Create Payment Exceptions

Actor/Role: C2M(CCB)

Description:

The Payments are labeled as exceptions and available for review.

5.3 Review and Evaluate Errors

Actor/Role: CSR

Description:

The CSR or Authorized User reviews and investigates the Payment Exception and supporting information in C2M(CCB). Typically, errors are caused by missing or incomplete information

5.4 Resolve Payment Exception and Make Changes

Actor/Role: CSR

Description:

Based on established business rules, the CSR or Authorized User investigates possible solutions or workarounds for the missing or incomplete information.

5.5 Update Data

Actor/Role: C2M(CCB)

Description:

Any changes are updated in C2M(CCB).

5.6 Request Complete To Do

Actor/Role: CSR

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.

5.7 Complete To Do Entry

Actor/Role: C2M(CCB)

Description:

The [To-Do Entry](#) is updated to Complete Status in C2M(CCB).

Test Documentation related to the Current Process

ID	Document Name	Test Type

Document Control

Change Record

Date	Author	Version	Change Reference
6/30/09	Colleen King	Draft 1a	No Previous Document
7/1/09	Colleen King		Changes After review
7/6/09	Colleen King		Changes After Review
7/9/09	Colleen King		Changes After Review
10/22/10	Geir Hedman		Updated Title and Content page
2/9/11	Geir Hedman		Updated Document and Visio
3/30/2011	Conrad Pinili		Updated Document and Visio
10/08/2013	Emma Lee Tiamzon		Updated Document and Visio
10/30/2013	Galina Polonsky		Reviewed, Approved
08/31/17	Joshua Piccott		Updated Document and Visio to v2.6
09/08/2017	Genti Kondili		Update details to C2M
09/30/2017	Galina Polonsky		Reviewed, Approved
8/10/2018	Jerry Chick		Replaced Page 3 Visio flow. Minor grammatical and syntax updates.
10/21/2018	Galina Polonsky		Reviewed, Approved
6/4/2019	Satya Kalavala		Updated format for v2.7

Attachments:

Payment Portal



Payment
Portal.docx

Payment Event Quick Add



Payment Event
Quick Add.docx

Payment Quick Add



Payment Quick
Add.docx

Payment Event Add



Payment Event
Add.docx

Payment Event



Payment Event.docx

Payment



Payment.docx

Payment/Tender Search



Payment Tender
Search.docx

Payment Portal Tender Search



Payment Portal
Tender Search.docx

Tender Control



Tender
Control.docx

Deposit Control



Deposit
Control.docx

To Do Entry (TD-UNBAL)



TD-UNBAL.docx