C2M.v2.7.CCB

4.3.1.2 C2M.CCB.Manage Workstation Cashiering

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ORACLE
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Brief Description

Business Process: 4.3.2 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, 4.3.1.1e C2M.CCB.Manage Pay Plan Payment, 4.3.1.1f 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.
Collect and Balance Walk In Payments

1.8 Populate and Review New Tender Control Details
2.0 Request Add Open Tender Control

1.9 Evaluate Existing Open Deposit Controls

1.3 Evaluate Open Deposit Control Details

1.6 Request Add Open Deposit Control

1.5 Override Deposit Control Details

1.0 Search for Valid Tender Control

2.2 Populate and Request Add Turn In Details

2.1 Update Turn In Details

Override Tender Control Details?

Yes

Override Tender Control Details?

Yes

Change Tender Control to Balancing in Progress?

Yes

End of Time Period and Ready to Balance?

Yes

No

Take No Further Action

Yes

No

Update Tender Control Status

No

Yes

Make Changes for Turn In Details

Approve Turn In

No

Yes

2.5 Update Turn In to Approved

Override Deposit Control Details?

Yes

No

Override Deposit Control Details

No

Override Tender Control Details

No

Override Tender Control Details

Yes

Approve Turn In

Override Tender Control Details

No

2.4 Evaluate Tender Control Details

Enable to Approve?

Yes

No

2.7 Approve Turn In

Page 2
4.3.1.2 C2M.v2.7.CCB Manage Workstation Cashiering

The Business Process Model illustrates the workflow for handling deposit requests and controls. The process starts with a supervisor reviewing tenders and tender controls. If there are no tender controls, a request is made for a deposit control to be balanced. If not, the process moves to preparing a deposit for the bank.

The CSR (Customer Service Representative) is responsible for updating the deposit control as balanced. The next step involves preparing deposit information for the bank.

After updating the deposit control, the financial institution takes action based on the status of the deposit: if the deposit is balanced, action is taken; if not, no further action is required.

The process concludes with receiving the deposit, with options for updating the deposit control as balanced or taking no further action.

The diagram is a flowchart depicting the steps and decision points in this financial institution process.
4.3.1.2 C2M.v2.7.CCB. Manage Workstation Cashiering. Exception Processing

**To Do Payment Error and Unbalanced Payment Processes**

1. Identify Payments in Error, Unfrozen, or Unbalanced
2. Create Payment Exceptions
3. Review and Evaluate Errors
4. Resolve Payment Exception and Make Changes
5. Update Data
6. Request Complete To Do
7. Complete To Do Entry

(Flowchart showing the process flow)

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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.
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:

<table>
<thead>
<tr>
<th>Tender Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tender Types</td>
</tr>
<tr>
<td>Users (Cashier ID's)</td>
</tr>
<tr>
<td>Installation Options</td>
</tr>
</tbody>
</table>

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.
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.

<table>
<thead>
<tr>
<th>Configuration required Y</th>
<th>Entities to Configure:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Tender Source</td>
</tr>
<tr>
<td></td>
<td>Tender Types</td>
</tr>
<tr>
<td></td>
<td>Users (Cashier ID’s)</td>
</tr>
<tr>
<td></td>
<td>Characteristic Type</td>
</tr>
<tr>
<td></td>
<td>Portal Preferences</td>
</tr>
<tr>
<td></td>
<td>Installation Options</td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>Configuration required Y</th>
<th>Entities to Configure:</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Tender Source</td>
</tr>
<tr>
<td></td>
<td>Tender Type</td>
</tr>
</tbody>
</table>

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).
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.

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
4.3.1.2 C2M.v2.7.CCB.Manage Workstation Cashiering

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.

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<thead>
<tr>
<th>Customizable process</th>
<th>Process Name</th>
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<tbody>
<tr>
<td></td>
<td>TD-PYERR - identifies payments in error or unfrozen and creates To-Do entries.</td>
</tr>
<tr>
<td></td>
<td>TD-UNBAL - identifies payments in unbalanced status.</td>
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</table>

<table>
<thead>
<tr>
<th>Configuration required</th>
<th>Entities to Configure:</th>
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</thead>
<tbody>
<tr>
<td>Y</td>
<td>To Do Type</td>
</tr>
<tr>
<td></td>
<td>To Do Role</td>
</tr>
</tbody>
</table>

### 5.2 Create Payment Exceptions
4.3.1.2 C2M.v2.7.CCB.Manage Workstation Cashiering

**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

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## Document Control

### Change Record

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<td>Draft 1a</td>
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<tr>
<td>7/1/09</td>
<td>Colleen King</td>
<td></td>
<td>Changes After review</td>
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<td>Replaced Page 3 Visio flow. Minor grammatical and syntax updates.</td>
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<td>Satya Kalavala</td>
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Attachments:

Payment Portal

Payment Event Quick Add

Payment Quick Add

Payment Event Add

Payment Event

Payment
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