



C2M.v2.7.CCB

4.3.2.4a Manage Payment Arrangement

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Brief Description

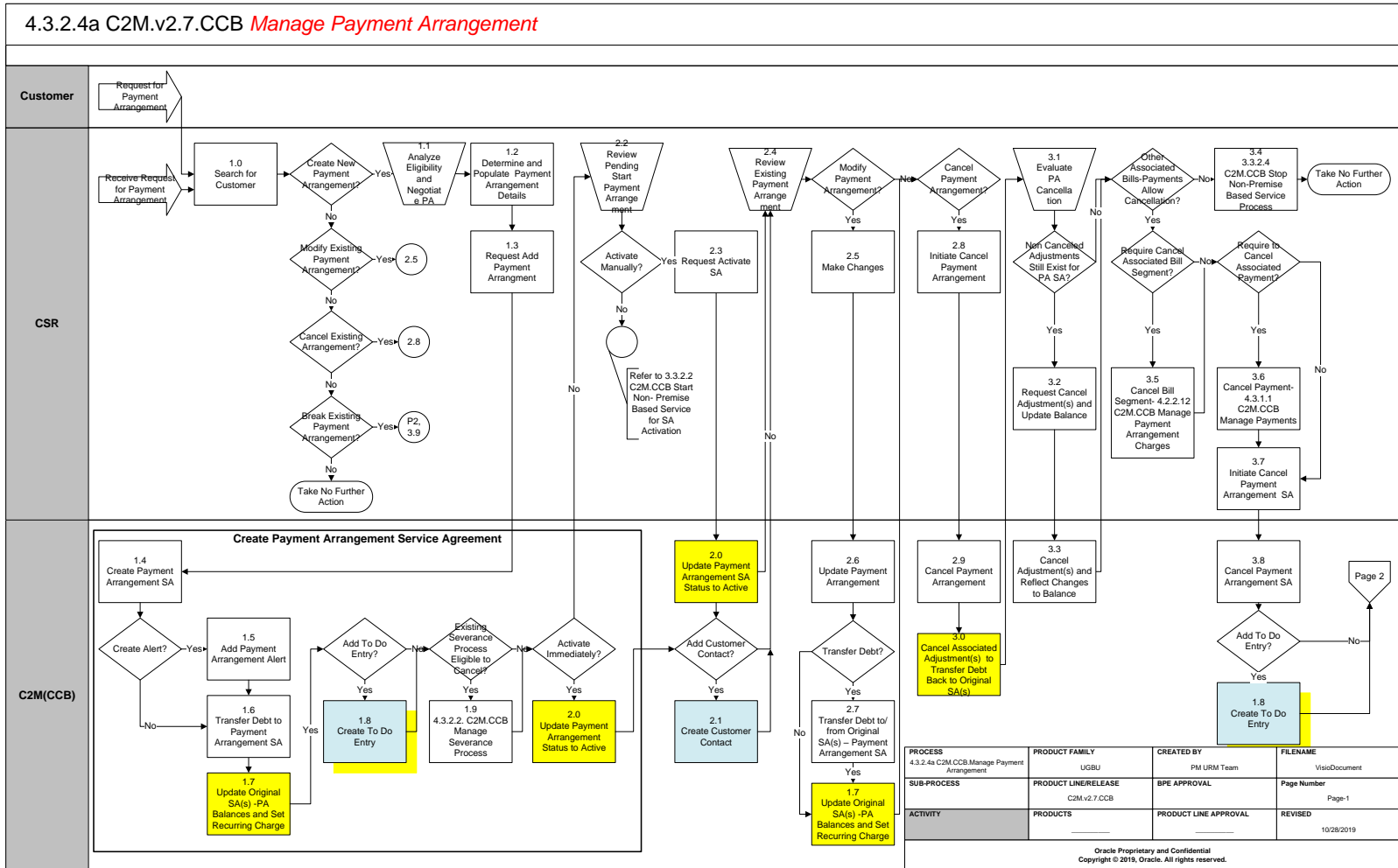
Business Process: 4.3.2.4a C2M.CCB.Manage Payment Arrangement
Process Type: Sub Process
Parent Process: 4.3.2 C2M.CCB.Perform Collection Activities
Sibling Processes: 4.3.2.1 C2M.CCB.Manage Collection process, 4.3.2.2 C2M.CCB.Manage Severance Process, 4.3.2.3a C2M.CCB.Manage Pay Plan, 4.3.2.5a C2M.CCB.Manage LPC 4.3.2.6 C2M.CCB.Write-off Uncollectable Receivables, 4.3.2.7 C2M.CCB.Manage Collection Agency Referral, 4.3.2.8. C2M.CCB.Manage Uncollectable Revenue

This process describes how an organization can use installments to assist a customer to pay overdue debt. A separate Service Agreement called [Payment Arrangement](#) holds the debt as overdue amounts are transferred to this [Service Agreement](#). The Payment Arrangement amounts and number of installments is set based on the establish business rules for the organization.

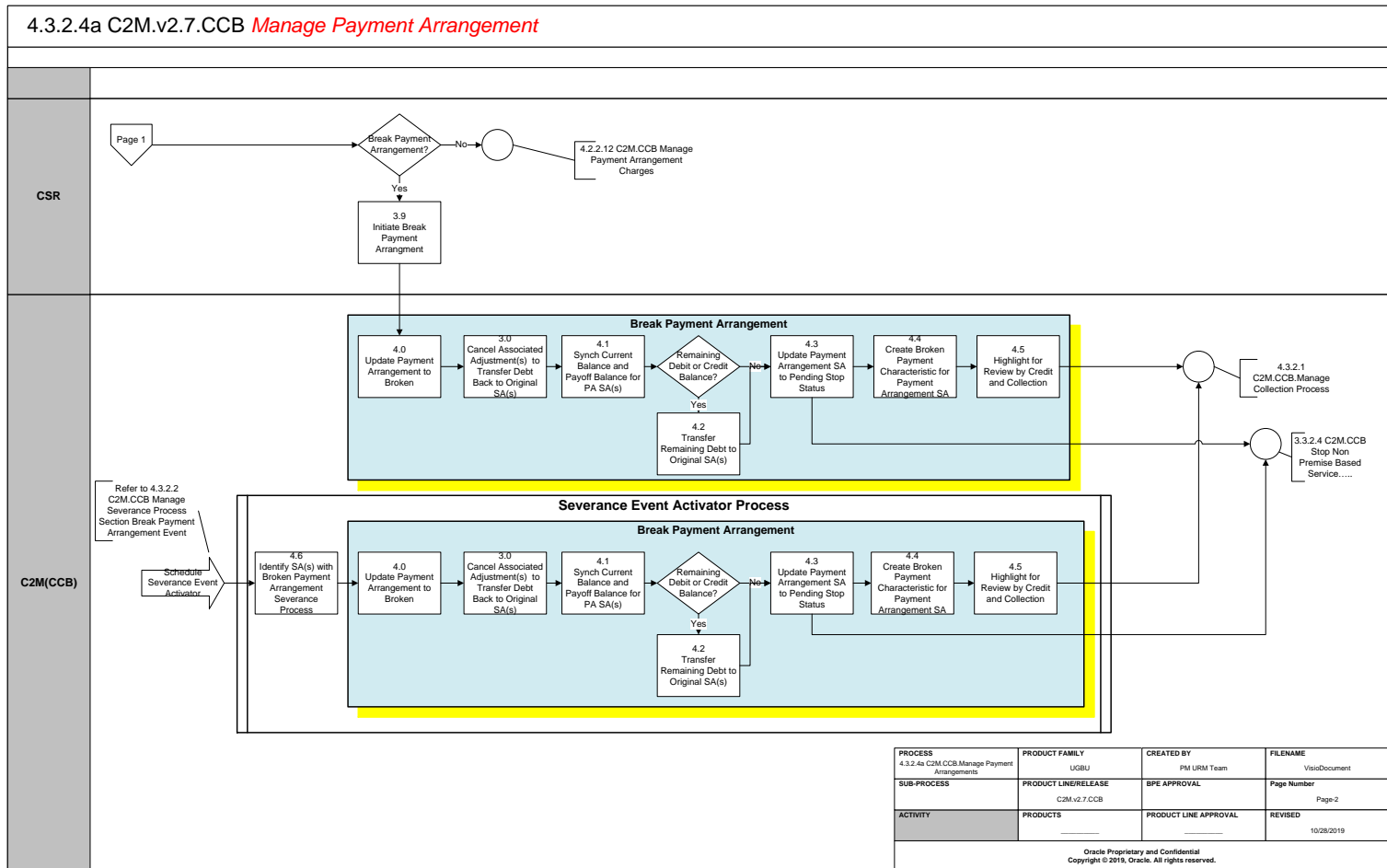
Initially this Service Agreement is considered to be current. It is then billed with the customer's other services. As long as the customer keeps the agreed upon installment amounts and pays on time, the payment arrangement remains active until the balance is paid. The system automatically stops the Payment Arrangement at that time, creates a final bill, and closes the Service Agreement.

If the customer does not pay the installments by the due date(s), the system breaks the Payment Arrangement and can be scheduled for further review by Credit and Collection processes.

Business Process Model Page 1



Business Process Model Page 2



Detail Business Process Model Description

1.0 Search for Customer

Actor/Role: CSR

Description:

Upon receipt of a request to Start [a Payment Arrangement](#), the CSR or Authorized User locates the customer in C2M(CCB) using [Control Central Search](#). When a customer is selected, the CSR or Authorized User is automatically transferred to Control Central - Account Information refreshed with the selected customer's data. Dashboard Alerts provide the CSR or Authorized User with pertinent information for the customer.

Business Object Y	Business Object:	C1-InstallationPerson - Installation Options - Person
Process Plug-in Enabled Y	Available Algorithm(s):	PERS-INFO - Main name (alternate name) - phone number NMFMT-VALFMT - Person Name Format Validation
Configuration required Y	Entities to Configure:	Installation Options

1.1 Analyze Eligibility and Negotiate PA

Actor/Role: CSR

Description:

Most organizations have business rules or procedures to follow when negotiating settlement of overdue debt. These procedures are part of the negotiation or discussion with the customer. Typically, the CSR or Authorized User reviews the customer's Account Financial History, Billing History, and Credit and Collection information prior to initiating a Payment Arrangement. The CSR or Authorized User reaches an agreement with the customer for acceptable installments over a given time period.

1.2 Determine and Populate Payment Arrangement Details

Actor/Role: CSR

Description:

Based on the discussion with the customer, the CSR or Authorized enters the debt to be included in the [Payment Arrangement](#), installment amount or number of payments, the Division, and Service Agreement Type.

Configuration required Y **Entities to Configure:**

CIS Division
SA Type

1.3 Request Add Payment Arrangement

Actor/Role: CSR

Description:

The CSR or Authorized User initiates the Create Payment Arrangement action.

1.4 Create Payment Arrangement SA

Actor/Role: C2M(CCB)

Description:

When the CSR or Authorized User initiates the Create [Payment Arrangement](#) action, a Payment Arrangement [Service Agreement](#) is typically created in Pending Start Status. If configured, the Payment Arrangement Service Agreement can be activated immediately. The installment amount is set as the recurring charge amount for the Service Agreement. The defined delinquent debt is transferred from the original Service Agreement(s) to the Payment Arrangement Service Agreement. The Payment Arrangement debt is now considered current until billed. Refer to 3.3.2.2 C2M.CCB.Start Non-Premise Based Service.

Manual Process: The CSR or Authorized User changes the status of the Payment Arrangement Service Agreement to Active.

Automated Process: If configured, C2M(CCB) creates and activates the Payment Arrangement Service Agreement, otherwise the Payment Arrangement Service Agreement is activated the next time the Service Agreement Activation background process is executed.

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

SACR-AT - Activate SA

Configuration required Y **Entities to Configure:**

Adjustment Type
SA Type

Business Object Y **Business Object:**

C1-SABasic - Service Agreement Basic
C1-PayArrangementTask - Payment Arrangement Task
C1-PATaskType - Payment Arrangement Task Type

1.5 Add Payment Arrangement Alert**Actor/Role:** C2M(CCB)**Description:**

If configured, the Payment Arrangement Service Agreement can be displayed as an alert in the Control Central Dashboard. Alert Types can also be configured and manually added to an Account.

Configuration required Y Entities to Configure:

SA Type
Alert Type

1.6 Transfer Debt to Payment Arrangement SA**Actor/Role:** C2M(CCB)**Description:**

The assigned debt associated with the original Service Agreements is transferred to the Payment Arrangement Service Agreement.

Configuration required Y Entities to Configure:

Adjustment Type
SA Type

1.7 Update Original SA(s) - PA Balances and Set Recurring Charge**Actor/Role:** C2M(CCB)**Description:**

The original Service Agreement(s) debt is relieved and the Payment Arrangement Service Agreement now contains a balance. This balance is considered current until billed. The assigned installment amount is set as the [Payment Arrangement SA's](#) recurring charge amount.

Configuration required Y Entities to Configure:

Adjustment Type
SA Type

1.8 Create To-Do Entry**Actor/Role:** C2M(CCB)**Description:**

If configured, C2M(CCB) creates a To-Do Entry when a Service Agreement is created or canceled.

Business Object Y**Business Object:**

C1-PayArrangementTask - Payment Arrangement Task
C1-PATaskType - Payment Arrangement Task Type

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

NEW SA TODO - Create a To-Do entry when a SA is added
SACA-CRTODO - SA Cancellation - Create To-Do Entry This Cancel SA algorithm creates a To-Do entry using the To-Do Type and To-Do Role (if specified) when a service agreement is canceled.

Configuration required Y**Entities to Configure:**

To-Do Role
To-Do Type
SA Type

1.9 4.3.2.2 C2M.CCB.Manage Severance Process**Actor/Role:** C2M(CCB)**Description:**

When the original Service Agreement(s) debt falls below a defined threshold, any existing Severance Process is canceled. Refer to 4.3.2.2 C2M.CCB.Manage Severance Process.

2.0 Update Payment Arrangement SA Status to Active**Actor/Role:** C2M(CCB)**Description:**

The Payment Arrangement [Service Agreement](#) is transitioned to Active status in C2M(CCB).

Manual Process: The CSR or Authorized User changes the status of the Payment Arrangement Service Agreement to Active.

Automated Process: If configured, C2M(CCB) creates and activates the Payment Arrangement Service Agreement, otherwise the Payment Arrangement Service Agreement is activated the next time the Service Agreement Activation background process is executed.

Business Object Y	Business Object:	C1-PayArrangementTask - Payment Arrangement Task C1-PATaskType - Payment Arrangement Task Type
Process Plug-in Enabled Y	Available Algorithm(s):	SACR-AT - Activate SA
Configuration required Y	Entities to Configure:	Adjustment Type SA Type
Customizable process N	Process Name:	SAACT - Activate pending start/stop SA.

2.1 Create Customer Contact

Actor/Role: C2M(CCB)

Description:

If configured, a Customer Contact can be created when a Service Agreement is activated.

Business Object Y	Business Object:	C1-PayArrangementTask - Payment Arrangement Task C1-PATaskType - Payment Arrangement Task Type
Process Plug-in Enabled Y	Available Algorithm(s):	SAACT-CC - SA Activation - Create Customer Contact
Configuration required Y	Entities to Configure:	Customer Contact Class Customer Contact Type Characteristic Type SA Type

2.2 Review Pending Start Payment Arrangement

Actor/Role: CSR

Description:

The CSR or Authorized User reviews the newly created Payment Arrangement to determine accuracy and consider manual activation of the Payment Arrangement Service Agreement.

2.3 Request Activate SA

Actor/Role: CSR

Description:

The CSR or Authorized User manually changes the status of the Payment Arrangement Service Agreement to Active.

2.4 Review Payment Arrangement

Actor/Role: CSR

Description:

The CSR or Authorized User reviews the newly activated Payment Arrangement Service Agreement to consider changes as needed. At times, additional debt can be added or removed from the Payment Arrangement. The CSR or Authorized User considers these options.

2.5 Make Changes

Actor/Role: CSR

Description:

The CSR or Authorized User makes required changes based on established business rules.

2.6 Update Payment Arrangement

Actor/Role: C2M(CCB)

Description

The Payment Arrangement is updated in C2M(CCB) and reflects changes made.

2.7 Transfer Debt to/from Original SA(s) - Payment Arrangement SA

Actor/Role: C2M(CCB)

Description

At times, additional debt can be added or removed from the Payment Arrangement. After the CSR or Authorized User makes changes debt is transferred to or from original Service Agreement(s) and Payment Arrangement Service Agreement.

Configuration required Y **Entities to Configure:**

Adjustment Type
SA Type

2.8 Initiate Cancel Payment Arrangement

Actor/Role: CSR

Description:

At times it may be necessary to cancel an existing [Payment Arrangement](#). It is possible the Payment Arrangement was created in error. The CSR or Authorized User initiates the Cancel Payment Arrangement action.

2.9 Cancel Payment Arrangement

Actor/Role: C2M(CCB)

Description:

The Payment Arrangement is transitioned to a Canceled Status in C2M(CCB).

3.0 Cancel Associated Adjustment(s) to Transfer Debt Back to Original SA(s)

Actor/Role: C2M(CCB)

Description:

Debt is transferred back to the original Service Agreement(s) with the original arrears date. This happens when a Payment Arrangement is Canceled or Broken. Functionality is the same whether triggered manually or automatically.

Business Object Y

Business Object:

C1-PayArrangementTask - Payment Arrangement Task
C1-PATaskType - Payment Arrangement Task Type

Process Plug-in Enabled Y

Available Algorithm(s):

C2M-SA-BRKPA- This SA type break payment algorithm contains the logic that should be executed when a payment arrangement is broken
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Customizable process N

Process Name:

SET - Severance Event Trigger.

Configuration required Y Entities to Configure:

Characteristic Type
Characteristic Value
Adjustment Type
SA Type
Adjustment Cancel Reason

3.1 Evaluate PA Cancellation

Actor/Role: CSR

Description:

The Payment Arrangement Service Agreement requires cancellation. The CSR or Authorized User reviews the financial activity for the Payment Arrangement Service Agreement.

3.2 Request Cancel Adjustment(s) and Update Balance

Actor/Role: CSR

Description:

Adjustments used to sync current and payoff balances, for the Payment Arrangement Service Agreement, require canceling in order to cancel the Payment Arrangement Service Agreement.

Configuration required Y Entities to Configure:

Adjustment Type
Adjustment Cancel Reason

3.3 Cancel Adjustment(s) and Reflect Changes to Balance

Actor/Role: C2M(CCB)

Description:

C2M(CCB) is updated to bring the current balance for the Payment Arrangement [Service Agreement](#) to 0. In order to cancel the Payment Arrangement Service Agreement, all associated financial transactions must be canceled.

3.4 3.3.2.4 C2M.CCB.Stop Non-Premise Based Service

Actor/Role: CSR

Description:

At times it is not possible to cancel Bill Segments, Payments, or certain Adjustments. The Payment Arrangement Service Agreement must be stopped and final billed in order to close this Service Agreement. Refer to 3.3.2.4 C2M.CCB.Stop Non-Premise Based Service.

3.5 Cancel Bill Segment- 4.2.2.12 C2M.CCB.Manage Payment Arrangement Charges

Actor/Role: CSR

Description:

Refer to 4.2.2.12 C2M.CCB.Manage Payment Arrangement Charges for canceling and rebilling of Bill Segments.

3.6 Cancel Payment- 4.3.1.1 C2M.CCB.Manage Payments

Actor/Role: CSR

Description:

Refer to 4.3.1.1 C2M.CCB.Manage Payments for payment cancellation activities.

3.7 Initiate Cancel Payment Arrangement SA

Actor/Role: CSR

Description:

Once Financial Transactions are canceled, the CSR or Authorized User changes the status of the Payment Arrangement Service Agreement to Canceled status.

3.8 Cancel Payment Arrangement SA

Actor/Role: C2M(CCB)

Description:

The Payment Arrangement Service Agreement is transitioned to Canceled status in C2M(CCB).

Business Object Y

Business Object:

C1-PayArrangementTask - Payment Arrangement Task
C1-PATaskType - Payment Arrangement Task Type

Process Plug-in Enabled Y	Available Algorithm(s):	SACA-CRTODO - SA Cancellation - Create To Do Entry This Cancel SA algorithm creates a To Do entry using the To Do Type and To Do Role (if specified) when a service agreement is canceled.
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Configuration required Y	Entities to Configure:	To Do Role To Do Type
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3.9 Initiate Break Payment Arrangement

Actor/Role: CSR

Description:

At times it may be necessary for the CSR or Authorized User to change the [Payment Arrangement](#) to broken. Typically, this is part of exception processing and based on the organization’s established business rules.

4.0 Update Payment Arrangement to Broken

Actor/Role: C2M(CCB)

Description:

The Payment Arrangement is transitioned to Broken status in C2M(CCB). The process is the same whether triggered manually or automatically.

Business Object Y	Business Object:	C1-PayArrangementTask - Payment Arrangement Task C1-PATaskType - Payment Arrangement Task Type
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Process Plug-in Enabled Y	Available Algorithm(s):	C2M-SA-BRKPA- This SA type break payment algorithm contains the logic that should be executed when a payment arrangement is broken
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Customizable process N **Process Name:**

SET - Severance Event Trigger.

Configuration required Y **Entities to Configure:**

Characteristic Type
Characteristic Value
Adjustment Type
SA Type
Adjustment Cancel Reason

4.1 Synch Current Balance and Payoff Balance for PA SA(s)

Actor/Role: C2M(CCB)

Description:

The Current Balance and the Payoff Balance for the Payment Arrangement [Service Agreement](#) are synched. Functionality is the same whether triggered manually or automatically.

Business Object Y **Business Object:**

C1-PayArrangementTask - Payment Arrangement Task
C1-PATaskType - Payment Arrangement Task Type

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

C2M-SA-BRKPA- This SA type break payment algorithm contains the logic that should be executed when a payment arrangement is broken
--

Customizable process N **Process Name:**

SET - Severance Event Trigger.

Configuration required Y **Entities to Configure:**

Characteristic Type
Characteristic Value
Adjustment Type
SA Type
Adjustment Cancel Reason

4.2 Transfer Remaining Debt to Original SA(s)

Actor/Role: C2M(CCB)

Description:

When the Payment Arrangement is Broken, any remaining debit or credit balance is transferred to original Service Agreements for the Account. Functionality is the same whether triggered manually or automatically.

Business Object Y	Business Object:	C1-PayArrangementTask - Payment Arrangement Task C1-PATaskType - Payment Arrangement Task Type
Process Plug-in Enabled Y	Available Algorithm(s):	C2M-SA-BRKPA- This SA type break payment algorithm contains the logic that should be executed when a payment arrangement is broken
Customizable process N	Process Name:	SET - Severance Event Trigger.
Configuration required Y	Entities to Configure:	Characteristic Type Characteristic Value Adjustment Type SA Type Adjustment Cancel Reason

4.3 Update Payment Arrangement SA to Pending Stop Status

Actor/Role: C2M(CCB)

Description:

The Payment Arrangement Service Agreement is transitioned to Pending Stop status in C2M(CCB). Functionality is the same whether triggered manually or automatically.

Business Object Y	Business Object:	C1-PayArrangementTask - Payment Arrangement Task C1-PATaskType - Payment Arrangement Task Type
Process Plug-in Enabled Y	Available Algorithm(s):	C2M-SA-BRKPA- This SA type break payment algorithm contains the logic that should be executed when a payment arrangement is broken

Customizable process N **Process Name:**

SET - Severance Event Trigger.

Configuration required Y **Entities to Configure:**

Characteristic Type
Characteristic Value
Adjustment Type
SA Type
Adjustment Cancel Reason

4.4 Create Broken Payment Characteristic for Payment Arrangement SA

Actor/Role: C2M(CCB)

Description:

If configured, C2M(CCB) will place a characteristic on the [Payment Arrangement SA](#) to identify the Broken status. This characteristic will be used by the Credit and Collection functionality for further review of the Account's original Service Agreements. Functionality is the same whether triggered manually or automatically.

Business Object Y **Business Object:**

C1-PayArrangementTask - Payment Arrangement Task
C1-PATaskType - Payment Arrangement Task Type

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

C2M-SA-BRKPA- This SA type break payment algorithm contains the logic that should be executed when a payment arrangement is broken
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Customizable process N **Process Name:**

SET - Severance Event Trigger...

Configuration required Y **Entities to Configure:**

Characteristic Type
Characteristic Value
Adjustment Type
SA Type
Adjustment Cancel Reason

4.5 Highlight for Review by Credit and Collection

Actor/Role: C2M(CCB)

Description:

If configured, C2M(CCB) will mark the Account for further review by the Credit and Collection processes. Functionality is the same whether triggered manually or automatically.

Business Object Y	Business Object:	<table border="1"> <tr> <td>C1-PayArrangementTask - Payment Arrangement Task</td> </tr> <tr> <td>C1-PATaskType - Payment Arrangement Task Type</td> </tr> </table>	C1-PayArrangementTask - Payment Arrangement Task	C1-PATaskType - Payment Arrangement Task Type			
C1-PayArrangementTask - Payment Arrangement Task							
C1-PATaskType - Payment Arrangement Task Type							
Process Plug-in Enabled Y	Available Algorithm(s):	<table border="1"> <tr> <td>C2M-SA-BRKPA- This SA type break payment algorithm contains the logic that should be executed when a payment arrangement is broken</td> </tr> </table>	C2M-SA-BRKPA- This SA type break payment algorithm contains the logic that should be executed when a payment arrangement is broken				
C2M-SA-BRKPA- This SA type break payment algorithm contains the logic that should be executed when a payment arrangement is broken							
Customizable process N	Process Name:	<table border="1"> <tr> <td>SET - Severance Event Trigger.</td> </tr> </table>	SET - Severance Event Trigger.				
SET - Severance Event Trigger.							
Configuration required Y	Entities to Configure:	<table border="1"> <tr> <td>Characteristic Type</td> </tr> <tr> <td>Characteristic Value</td> </tr> <tr> <td>Adjustment Type</td> </tr> <tr> <td>SA Type</td> </tr> <tr> <td>Adjustment Cancel Reason</td> </tr> </table>	Characteristic Type	Characteristic Value	Adjustment Type	SA Type	Adjustment Cancel Reason
Characteristic Type							
Characteristic Value							
Adjustment Type							
SA Type							
Adjustment Cancel Reason							

Test Documentation related to the Current Process

ID	Document Name	Test Type

Document Control

Change Record

Date	Author	Version	Change Reference
10/15/09	Colleen King		Draft
10/20/09	Colleen King		Complete after initial review
10/22/09	Colleen King		Changes after Review
10/22/10	Geir Hedman		Updated Title and Content page
11/23/10	Yoko Iwahiro		Update Business Objects, Algorithms, configuration.
12/22/10	Ayelet Lavee		Final release review minor corrections through the document and the Visio.
2/9/11	Geir Hedman		Updated Document and Visio
10/03/13	Dean Davis		Updated Document and Visio
10/29/2013	Galina Polonsky		Reviewed, Approved
08/31/17	Joshua Piccott		Updated Document and Visio to v2.6
09/27/17	Don Lee	C2M	Modified to update screen shots and BO's and Algorithm's used
10/01/2017	Galina Polonsky		Reviewed, Approved
08/23/2018	Jerry Chick		Replaced Page-1 and Page-2 Visio diagrams with updated versions. Grammatical and syntax corrections.
10/10/2018	Galina Polonsky		Reviewed, Approved
6/4/2019	Satya Kalavala		Updated format for v2.7

Attachments:

Payment Arrangement



Payment
Arrangement.docx

Payment Arrangement SA



Payment
Arrangement SA.doc

Admin - Installation Options - Control Central Alert Algorithms



Installation Options
Control Central Alert