



C2M.v2.7.CCB

4.3.2.5a Manage Late Payment Charge

Creation Date: October 29, 2009
Last Updated: February 11, 2020

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Brief Description

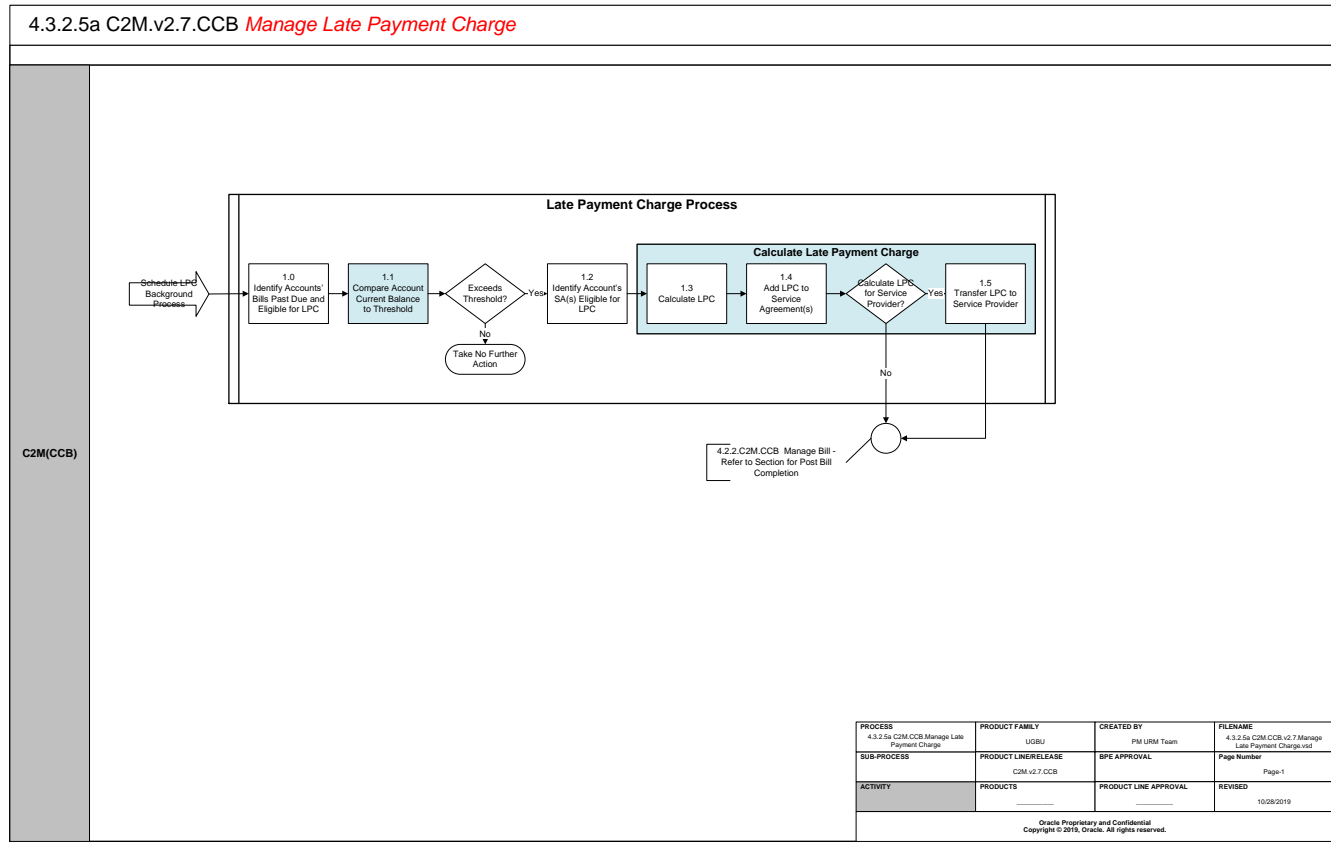
Business Process: 4.3.2.5a C2M.CCB.Manage Late Payment Charge
Process Type: Sub Process
Parent Process: 4.3.2 C2M.CCB.Perform Collection Activities
Sibling Processes: 4.3.2.1 C2M.CCB.Manage Collection Process, 4.3.2.2 C2M.CCB.Manage Severance Process, 4.3.2.3 C2M.CCB.Manage Pay Plan, 4.3.2.4 C2M.CCB.Manage Payment Arrangement, 4.3.2.6 C2M.CCB.Write Off Uncollectable Receivables, 4.3.2.7 C2M.CCB.Manage Collection Agency Referral, 4.3.2.9 C2M.CCB.Manage Liens, 4.3.2.10 C2M.CCB.Manage

Foreclosure

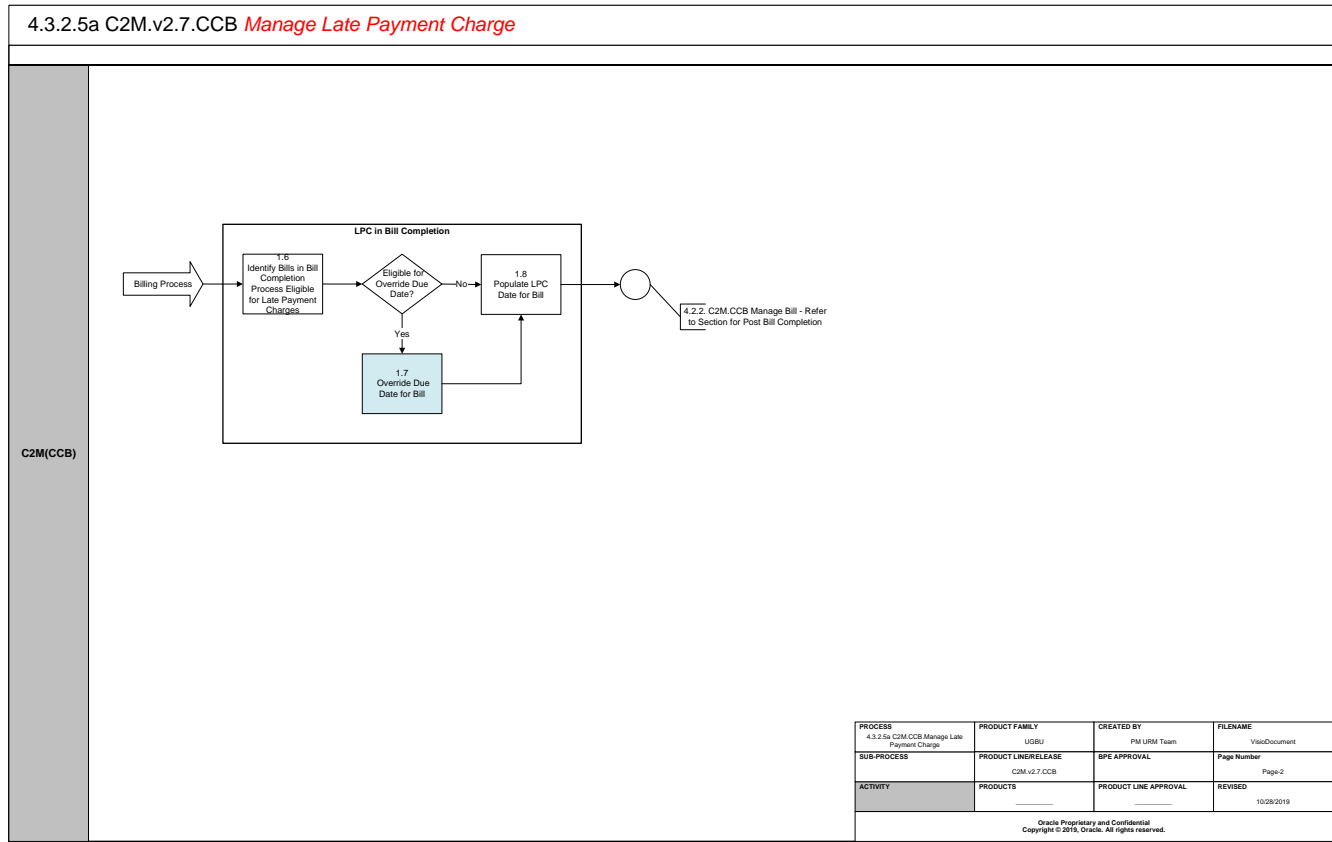
This process describes how C2M(CCB) monitors and assesses late payment charges.

The background process, Late Payment Charge, reviews Bills for Accounts eligible for Late Payment Charge assessments. The Late Payment Charge is calculated based on configurable business rules and added as an adjustment to specified Service Agreements for the Account.

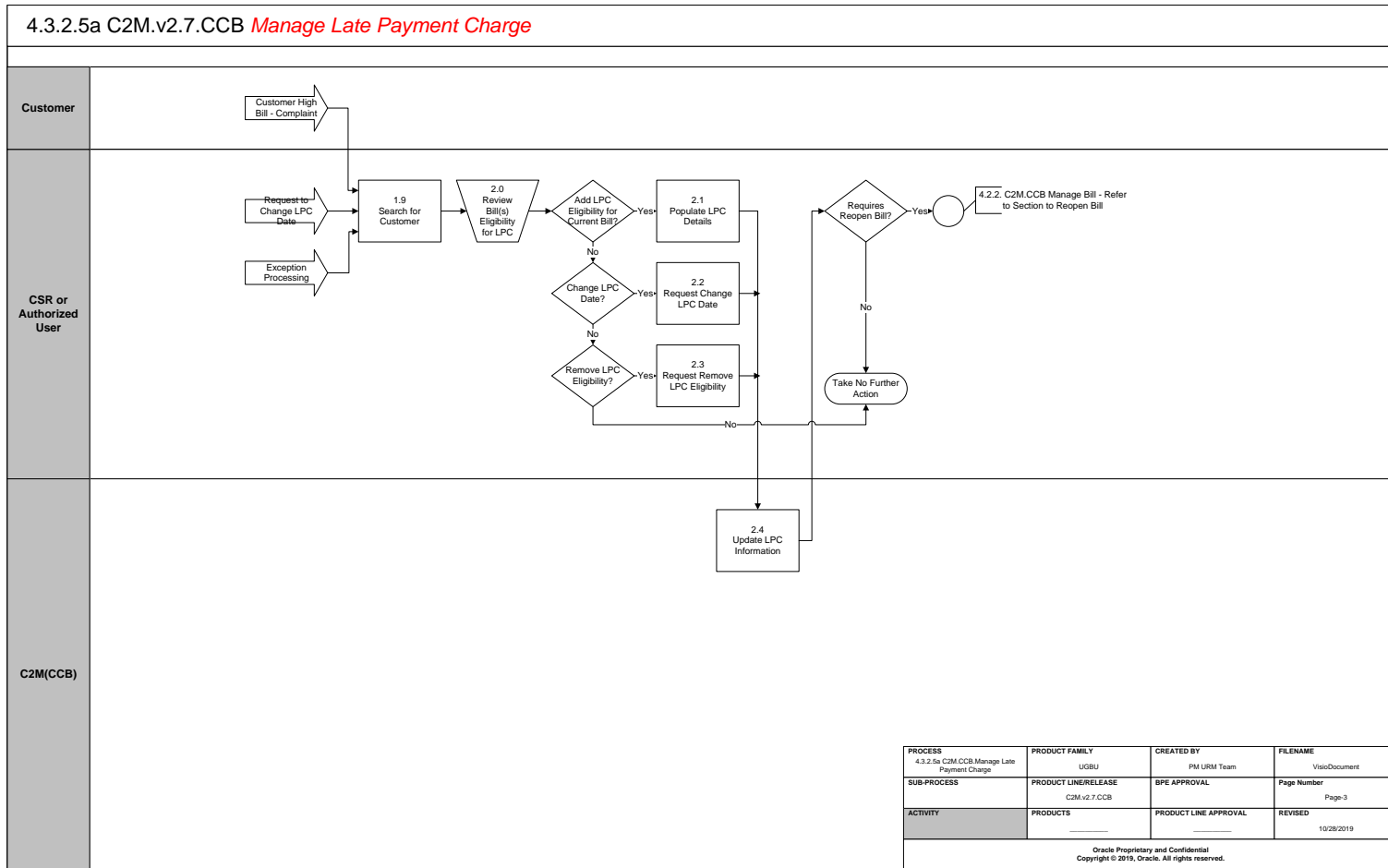
Business Process Model Page 1



Business Process Model Page 2



Business Process Model Page 3



Detail Business Process Model Description

1.0 Identify Accounts' Bills Past Due and Eligible for LPC

Actor/Role: C2M(CCB)

Description:

The background process, Create Late Payment Charge Process, selects [Bills](#) for customers that are past due and eligible for Late Payment Charge assessments.

Customizable process N

Process Name:

SA Type
Customer Class

LATEPYMT - Create Late Payment Charge Process
The late payment generator creates late payment charges when an account doesn't pay a bill by the end of the grace period.

Configuration required Y
Entities to

Configure:

1.1 Compare Account Current Balance to Threshold

Actor/Role: C2M(CCB)

Description:

If configured, C2M(CCB) compares the Account's current balance to a threshold. If the current balance is greater than the defined threshold, C2M(CCB) assesses a Late Payment Charge against the account's eligible Service Agreements.

Process Plug-in Enabled Y

Available Algorithm(s):

BILPE-ALL - This algorithm type is used during the late payment charge background process to determine if an account is eligible for late payment charges. This algorithm determines if an account is eligible for late payment charge assessment by comparing the account's current amount against a Threshold Amount. If the current amount is greater than the threshold amount, the account's service agreements will be levied a late payment charge using the respective late payment charge algorithm defined on each SA's SA type.

Customizable process N

Process Name:

SA Type
Customer Class

LATEPYMT - Create Late Payment Charge Process
 The late payment generator creates late payment charges when an account doesn't pay a bill by the end of the grace period.

Configuration required Y

Entities to Configure:

1.2 Identify Account's SA(s) Eligible for LPC

Actor/Role: C2M(CCB)

Description:

Each Service Agreement associated with an Account must be defined as eligible for Late Payment Charge assessments. This background process selects the specific Service Agreements to be assessed the Late Payment Charge.

Customizable process N

Process Name

SA Type
Customer Class

LATEPYMT - Late Payment Charge Process
 The late payment generator creates late payment charges when an account doesn't pay a bill by the end of the grace period.

Configuration required Y
 Entities to

Configure:

1.3 Calculate LPC

Actor/Role: C2M(CCB)

Description:

If configured, C2M(CCB) assesses a late payment charge for every Service Agreement associated with an account. Included in the calculation are debits based on the Bill's Late Payment Charge Date minus all the recent credits for the given Service Agreement. An [Adjustment](#) is created and applied to the Service Agreement. The system can then pass along the Late Payment fees to a Service Provider.

BILPC-TOTAL - Calculate a percentage of amount due on LPC date
 This algorithm type is used to calculate the late payment charge amount for a specific service agreement linked to an account. The late payment

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

LATEPYMT - Late Payment Charge Process
 The late payment generator creates late payment charges when an account doesn't pay a bill by the end of the grace period.

SA Type
Customer Class
Adjustment Type

charge amount is calculated by multiplying the current amount due on the late payment charge cutoff date minus all recent credits by the LPC Percentage (defined using Bill Factor Code). It's important to note that LPC percentage changes are not prorated.

The system levies the late payment charge against the service agreement by creating an adjustment (the adjustment type is defined using Adjustment Type).

If Allow Negative LPC Amount parameter is N and the calculated late payment charge is a negative amount, a zero amount will be returned. Default value for Allow Negative LPC Amount is Y.

BILPC-SPRC - LPC Calculation for TBFU Service Providers

This algorithm calculates late payment charges associated with the debt associated with "they bill for us" (TBFU) service providers. TBFU service providers are organizations that provide billing services for a company. Charges are calculated and then transferred to the service provider and the service provider sends them to the customer.

**Customizable process N
 Process Name:**

Configuration required Y Entities to Configure:

1.4 Add LPC to Service Agreement(s)

Actor/Role: C2M(CCB)

Description:

The [Late Payment Charge](#) is added and applied to the Service Agreement(s) as an Adjustment.

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

BILPC-TOTAL - Calculate a percentage of amount due on LPC date.

This algorithm type is used to calculate the late payment charge amount for a specific service agreement linked to an account. The late payment

LATEPYMT - Late Payment Charge Process
 The late payment generator creates late payment charges when an account doesn't pay a bill by the end of the grace period.

Process Name:

SA Type
Customer Class
Adjustment Type

charge amount is calculated by multiplying the current amount due on the late payment charge cutoff date minus all recent credits by the LPC Percentage (defined using Bill Factor Code). It's important to note that LPC percentage changes are not prorated. The system levies the late payment charge against the service agreement by creating an adjustment (the adjustment type is defined using Adjustment Type).
 If Allow Negative LPC Amount parameter is N and the calculated late payment charge is a negative amount, a zero amount will be returned. Default value for Allow Negative LPC Amount is Y.

BILPC-SPRC - LPC Calculation for TBFU Service Providers
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Customizable process N

Configuration required Y Entities to Configure:

1.5 Transfer LPC to Service Provider

Actor/Role: C2M(CCB)

Description:

If the organization has a Service Provider that does the actual Billing, Late Payment Charges need to be passed along to that Service Provider to bill the customer.

Process Plug-in Enabled Y	Available Algorithm(s):	BILPC-SPRC - LPC Calculation for TBFU Service Providers This algorithm calculates late payment charges associated with the debt associated with "they bill for us" (TBFU) service providers. TBFU service providers are organizations that provide billing services for a company. Charges are calculated and then transferred to the service provider and the service provider sends them to the customer.
Customizable process N	Process Name:	LATEPYMT - Late Payment Charge Process The late payment generator creates late payment charges when an account doesn't pay a bill by the end of the grace period.
Configuration required Y	Entities to Configure:	SA Type Customer Class Adjustment Type

1.6 Identify Bills in Bill Completion Process Eligible for Late Payment Charges

Actor/Role: C2M(CCB)

Description:

As part of the Bill Completion process C2M(CCB) determines Bill eligibility for Late Payment Charges. A date is placed on the [Bill](#) to be used later by the Late Payment Charge Process to assess fees as required. The date is populated through online Bill Completion or through the Batch Billing process.

Customizable process N	Process Name:	BILLING - Create bills using bill cycle This process creates bills for accounts with an "open" bill cycle.
Configuration required Y	Entities to Configure:	SA Type Customer Class

1.7 Override Due Date for Bill

Actor/Role: C2M(CCB)

Description:

The Bill due date can be different than what is defined for the specified customer type. The date can be configured to be the same day each month, i.e. the 5th of each month, or can be defined to be a specific number of days after the bill date. This override due date information is stored on the Account as a Characteristic.

Process Plug-in Enabled Y	Available Algorithm(s):	C2M-OVRDUEDT (DUE DT OVRD) - This override bill due date algorithm may override a bill's due date.
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Customizable process N	Process Name:	BILLING - Create bills using bill cycle This process creates bills for accounts with an "open" bill cycle.
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Configuration required Y	Entities to Configure:	Customer Class
		SA Type
		Account Characteristic Type
		Account Characteristic Value

1.8 Populate LPC Date for Bill

Actor/Role: C2M(CCB)

Description:

C2M(CCB) populates either the due date for the [Bill](#) specified for the customer type, or the configured override due date.

Process Plug-in Enabled Y	Available Algorithm(s):	C2M-OVRDUEDT (DUE DT OVRD) - This override bill due date algorithm may override a bill's due date.
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Customer Class

Configuration required Y Entities to Configure:

SA Type
Account Characteristic Type
Account Characteristic Value

1.9 Search for Customer

Actor/Role: CSR or Authorized User

Description:

Upon receipt of a request to review the customer’s due date for a particular Bill, 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.

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

Installation Options - C1-PCT-INFO Person Information
Installation Options - C1-ACCT-INFO - Account Information
Installation Options - C1-BILL-INFO - Bill Information
Installation Options - C1-ADJ-INFO - Adjustment Information
Installation Options – Control Central Alerts

Configuration required Y Entities to Configure:

Installation Options

2.0 Review Bill(s) Eligibility for LPC

Actor/Role: CSR or Authorized User

Description:

Based on established business rules, the CSR or Authorized User determines if the Late Payment Charge Date can be modified or removed for a given [Bill](#).

2.1 Populate LPC Date

Actor/Role: CSR or Authorized User

Description:

Due to an anomaly or some exception in processing, the CSR or Authorized User is required to add a Late Payment Charge Date for a given Bill.

2.2 Request Change LPC Date

Actor/Role: CSR or Authorized User

Description:

There may be a special circumstance when the CSR or Authorized User changes the populated Late Payment Charge Date. The change would align with established business rules.

2.3 Request Remove LPC Eligibility

Actor/Role: CSR or Authorized User

Description:

There may be a special circumstance when the CSR or Authorized User removes the Late Payment Charge Date for a given [Bill](#). Removal of this date would align with established business rules.

2.4 Update LPC Information

Actor/Role: C2M(CCB)

Description:

The Late Payment Charge eligibility and date information are updated in C2M(CCB).

Test Documentation related to the Current Process

ID	Document Name	Test Type

Document Control

Change Record

Date	Author	Version	Change Reference
10/29/09	Colleen King	Draft 1a	No Previous Document
10/22/10	Geir Hedman		Updated Title and Content page
2/10/11	Geir Hedman		Updated Document and Visio
10/03/13	Dean Davis		Updated Document and Visio
11/01/2013	Galina Polonsky		Reviewed, Approved
08/31/17	Joshua Piccott		Updated Document and Visio to v2.6
10/04/2017	Genti Kondili		Update for C2M.Update algorithms info details. Update screenshots
10/05/2017	Galina Polonsky		Reviewed, Approved
08/23/2018	Jerry Chick		Minor grammatical and syntax corrections.
10/01/2018	Galina Polonsky		Reviewed, Approved
6/4/2019	Satya Kalavala		Updated format for v2.7

Attachments:

Control Central Search



Control Central
Search.docx

Installation Options - Control Central Alerts



Installation
Options Alert Algori

Dashboard



Control Central
Dashboard.docx

Bill Notebook - Late Payment Charge Date Populated



Bill NoteBook
LPC.docx

Adjustment Notebook - Late Payment Charge



Adjustment
LPC.docx