C2M.v2.7.CCB

4.3.2.5a Manage Late Payment Charge

Creation Date: October 29, 2009
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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.
4.3.2.5a C2M.v2.7.CCB Manage Late Payment Charge

Business Process Model  Page 1

![Diagram of the Late Payment Charge Process]

- **Calculate Late Payment Charge**: This step involves calculating the late payment charge for each account that exceeds the threshold.
- **Schedule LPC**: After calculating the charge, the process schedules the late payment charge for the service provider.
- **Transfer LPC to Service Provider**: The calculated late payment charge is transferred to the service provider.

### Late Payment Charge Process

1. **Identify Accounts' Bills Past Due and Eligible for LPC**
2. **Calculate LPC**
3. **Add LPC to Service Agreement(s)**
4. **Transfer LPC to Service Provider**

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[Diagram showing the steps of the process with arrows and decision points.]

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[Contextual information and additional details related to the process.]
4.3.2.5a C2M.v2.7.CCB Manage Late Payment Charge

Business Process Model  Page 2

4.3.2.5a C2M.v2.7.CCB Manage Late Payment Charge
Customer High Bill - Complaint

1.9 Search for Customer

2.1 Request Change LPC Date

2.2 Change LPC Eligibility for Future Bill

2.3 Request Remove LPC Eligibility

2.4 Update LPC Information

CSRB or Authorized User

1.7 Search for Customer

3.1 Populate LPC Details

3.2 Request Change LPC Date

3.3 Request Remove LPC Eligibility

C2M(CCB)

4.2.2 C2M.CCB Manage Bill - Refer to Section to Reopen Bill

Yes

No

Yes

No

Yes

No
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.

<table>
<thead>
<tr>
<th>Customizable process N</th>
<th>Process Name:</th>
<th>LATEPYMT - Create Late Payment Charge Process</th>
</tr>
</thead>
<tbody>
<tr>
<td>SA Type</td>
<td>Process Description:</td>
<td>The late payment generator creates late payment charges when an account doesn't pay a bill by the end of the grace period.</td>
</tr>
<tr>
<td>Customer Class</td>
<td></td>
<td>Configuration required</td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>Process Plug-in Enabled</th>
<th>Available Algorithm(s):</th>
</tr>
</thead>
<tbody>
<tr>
<td>Y</td>
<td>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.</td>
</tr>
</tbody>
</table>
## 4.3.2.5a C2M.v2.7.CCB: Manage Late Payment Charge

### 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.

### 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.

### 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.

### 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.

### 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...
4.3.2.5a C2M.v2.7.CCB Manage Late Payment Charge

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

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 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.

LATEPYMT - Late Payment Charge Process
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.
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:

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<th>SA Type</th>
<th>Customer Class</th>
<th>Adjustment Type</th>
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</table>

Configuration required Y  Entities to Configure:

1.5 Transfer LPC to Service Provider
Actor/Role: C2M(CCB)
Description:

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.
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.

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<th>Entities to Configure:</th>
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<tbody>
<tr>
<td>Y</td>
<td>SA Type</td>
</tr>
<tr>
<td></td>
<td>Customer Class</td>
</tr>
</tbody>
</table>

**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.

<table>
<thead>
<tr>
<th>Customizable process N</th>
<th>Process Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>BILLING - Create bills using bill cycle</td>
</tr>
<tr>
<td></td>
<td>This process creates bills for accounts with an &quot;open&quot; bill cycle.</td>
</tr>
</tbody>
</table>

<table>
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<tr>
<th>Configuration required</th>
<th>Entities to Configure:</th>
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</thead>
<tbody>
<tr>
<td>Y</td>
<td>SA Type</td>
</tr>
<tr>
<td></td>
<td>Customer Class</td>
</tr>
</tbody>
</table>
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.

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:   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.

Customer Class
4.3.2.5a C2M.v2.7.CCB.Manage Late Payment Charge

Configuration required Y Entities to Configure:

<table>
<thead>
<tr>
<th>SA Type</th>
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<tbody>
<tr>
<td>Account Characteristic Type</td>
</tr>
<tr>
<td>Account Characteristic Value</td>
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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):

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<tbody>
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<tr>
<td>Installation Options - CI-BILL-INFO - Bill Information</td>
</tr>
<tr>
<td>Installation Options - CI-ADJ-INFO - Adjustment Information</td>
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</tbody>
</table>

| 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

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Document Control

Change Record

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<td>Joshua Piccott</td>
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<td>Updated Document and Visio</td>
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<td>Genti Kondili</td>
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Attachments:

Control Central Search

Installation Options – Control Central Alerts

Dashboard

Bill Notebook - Late Payment Charge Date Populated

Adjustment Notebook – Late Payment Charge