



## C2M v2.9

### 4.3.1.1. Manage Payments

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## Brief Description

<b>Business Process:</b>	<b>4.3.1.1 C2M.Manage Payments</b>
<b>Process Type:</b>	<b>Sub-Process</b>
<b>Parent Process:</b>	<b>4.3. .C2M.Perform Settlement Activities</b>
<b>Sibling Processes:</b>	<b>4.3.1.1b C2M.Process Non-Billed Monitored Budget Payments, 4.3.1.1c C2M.Process Non-Billed Unmonitored Budget Payments, 4.3.1.1d C2M.Manage Autopay, 4.3.1.1e C2M.Manage Pay Plan Payment, 4.3.1.1 C2M.Manage Credit Card Payment, 4.3.1.2 C2M.Manage Workstation Cashiering</b>

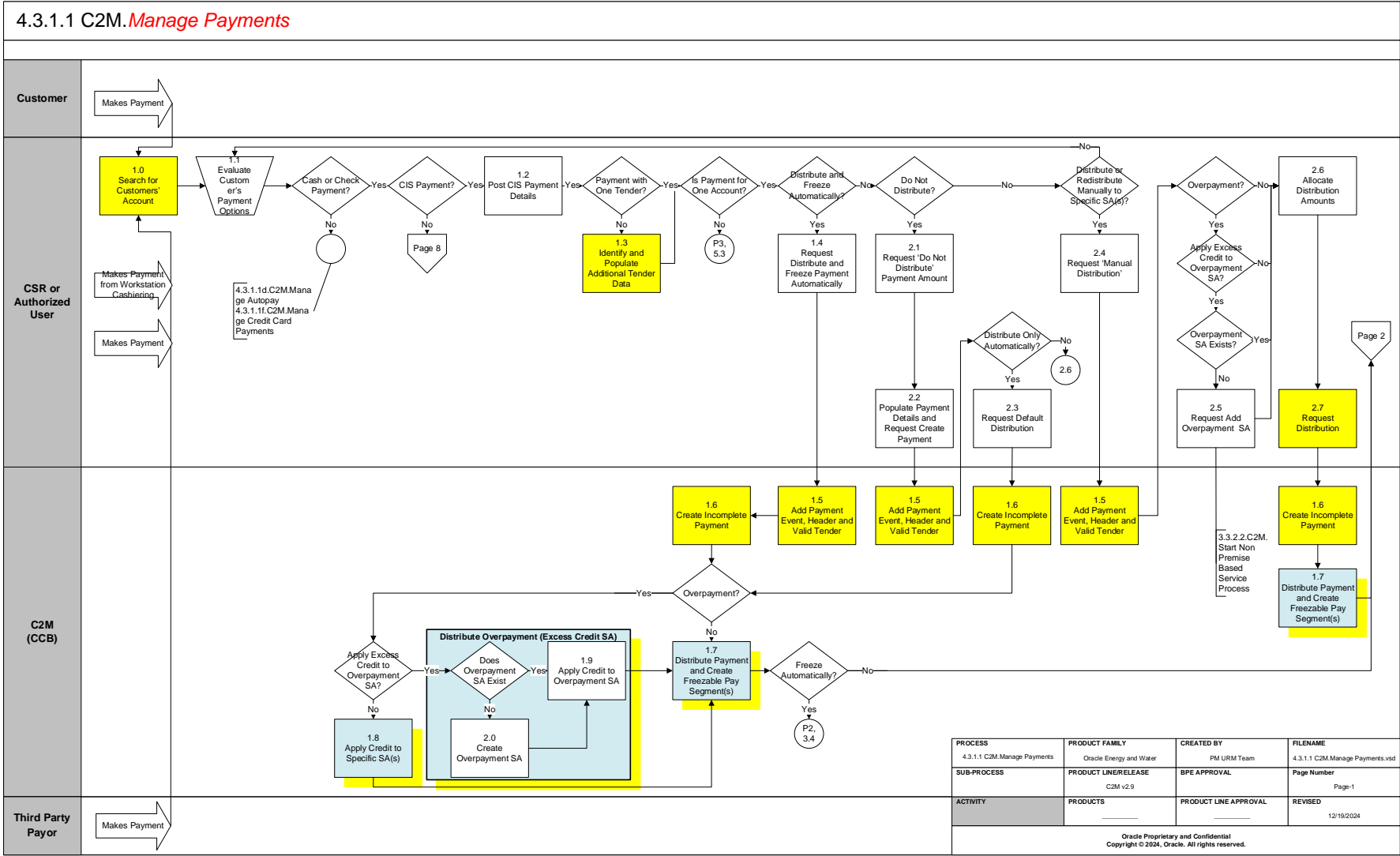
This process describes the management of [Payment](#) activities. A payment includes the total amount paid as well as the form of payment including cash, check, or credit card. This is called the [Tender](#). C2M(CCB)B accepts multiple Tenders for a Payment. This information is placed on a [Payment Event](#). The Payment can be applied to one or more Accounts. The Account making the Payment is referenced as the Payor, and the Payee is the Account(s) the funds are allocated to. There is a corresponding [Payment Segment](#) and associated [Financial Transaction](#) for each Service the customer has with the organization.

Although most Payments are uploaded through Batch processing, the CSR or Authorized User has full capability to similarly add and maintain Payments online. The CSR or Authorized User can use the [Payment Portal](#), [Payment Event Add](#), [Payment Event Quick Add](#), or [Payment Quick Add](#) functionality. When a Payment is added, it is applied to Service Agreements based on debt age and Service Agreement priority. This is based on the organization's established business rules and is configurable. When errors are detected online or in batch, the Payment is saved with an error status for review.

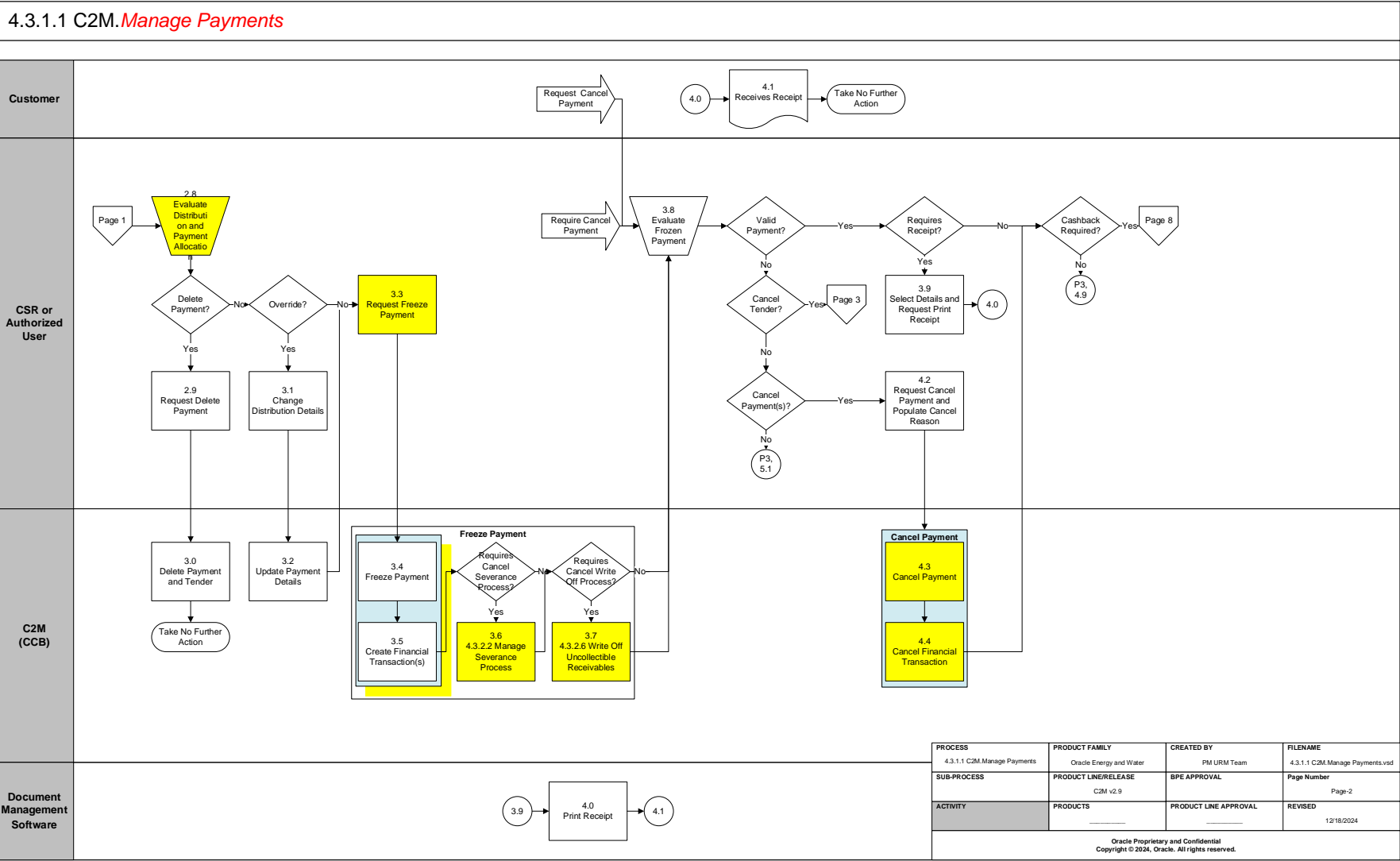
Payments come from a variety of sources. Included are electronic payments, payments at a cashiering station, lockbox, mail, and other electronic payments from third party sources. Payments for miscellaneous services called Non-CIS Payments are also processed

The customer is responsible for payment by a given due date. If the Customer does not pay, C2M(CCB) can detect the overdue amounts and provide notification.

Business Process Model Page 1



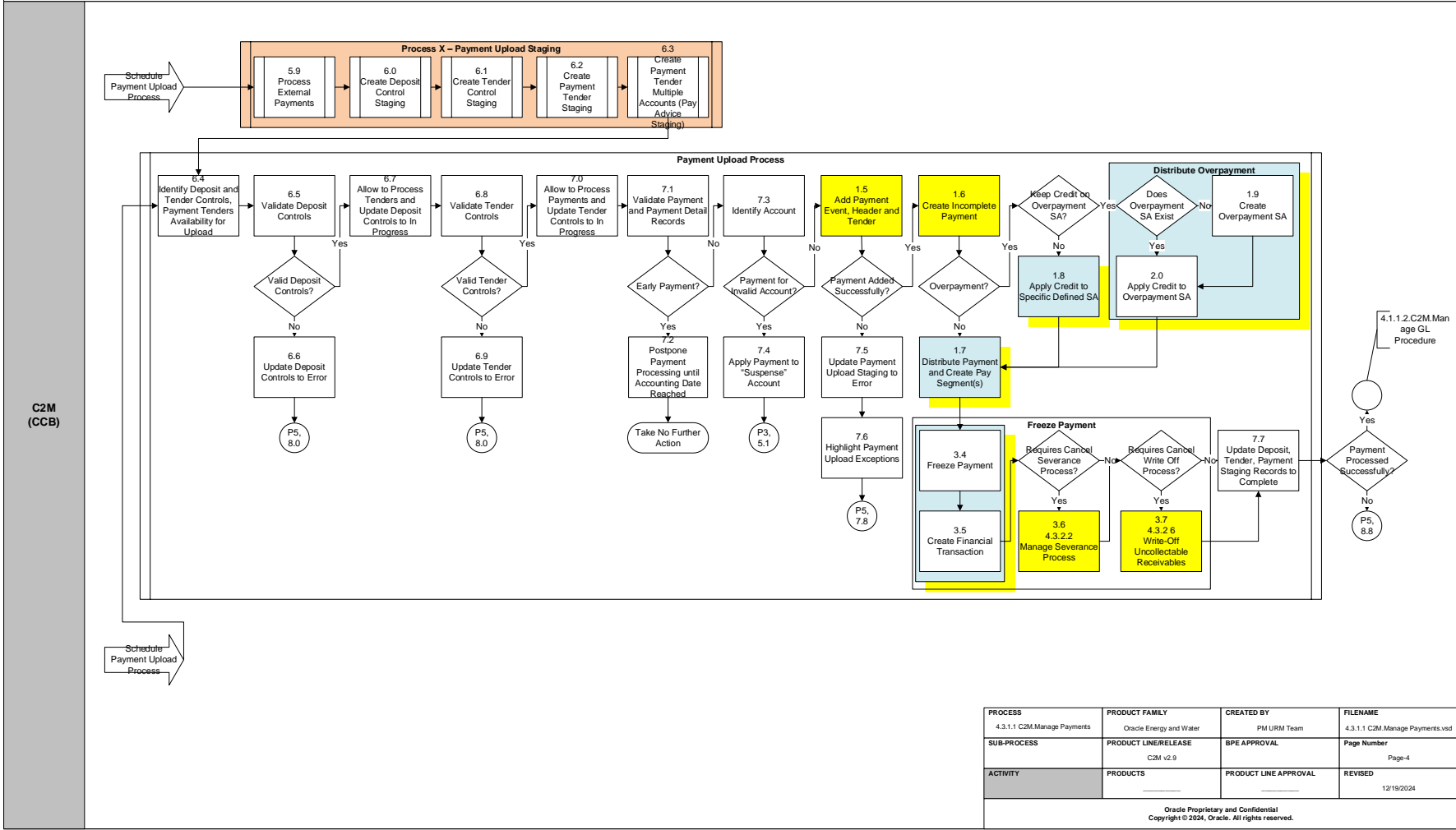
Business Process Model Page 2



[illegible]

Business Process Model Page 4

4.3.1.1 C2M.Manage Payments





**CSR or Authorized User**

```

graph TD
    subgraph "Processing Deposit, Tender, Payment Staging Exceptions"
        P4_6_6((P4, 6.6)) --> 8.0[/8.0 Evaluate Errors/]
        P4_6_9((P4, 6.9)) --> 8.0
        8.0 --> 8.0{Deposit and Tender Controls Staging Errors?}
        8.0 -- No --> 8.3[/8.3 Review Payment Upload Error/]
        8.0 -- Yes --> 8.1[8.1 Resolve Deposit and Tender Staging Error and Request Update]
        8.3 --> 8.4[8.4 Resolve Payment Upload Staging Error and Request Update]
    end

    subgraph "To Do Payment Upload Error Process"
        8.1 --> 8.2[8.2 Update Data and Update Deposits/ Tender Staging and Update Status to Pending]
        8.4 --> 8.5[8.5 Update Data and Update Payment Upload Staging to Pending]
        8.2 --> P4_6_4_2((P4, 6.4))
        8.5 --> 8.6[8.6 Remove Payment Staging Exception Record]
        8.6 --> 8.6{To Do Exist?}
        8.6 -- Yes --> 7.8((7.8))
        8.6 -- No --> P4_6_4_1((P4, 6.4))
    end

    7.8 --> 7.8{Entry Exists in Exception Table?}
    7.8 -- Yes --> 7.9[7.9 Create To Do for Payment Upload Exceptions]
    7.8 -- No --> 8.7[8.7 Complete To Do Entry]
    7.9 --> 8.7
    8.7 --> P4_6_4_3((P4, 6.4))
    P4_6_4_3 --> 8.0
    P4_6_4_1 --> 8.0
    P4_6_4_2 --> 8.0
    
```

**C2M (CCB)**

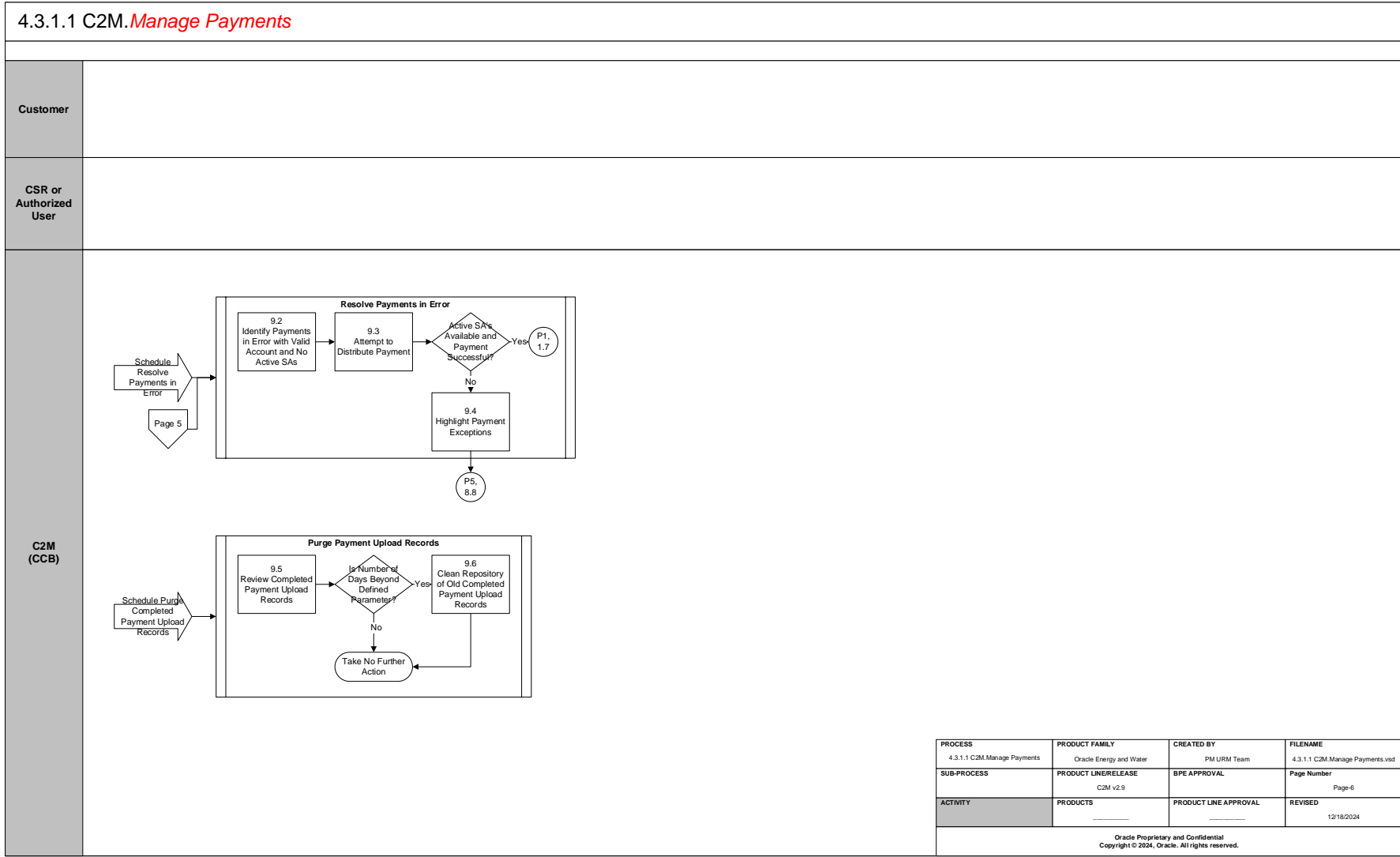
```

graph TD
    subgraph "Processing Payment in Error/Unfrozen"
        9.0[/9.0 Review Payment Upload Exceptions/] --> 9.1[9.1 Resolve Issue]
        9.1 --> 9.1{Reprocess Payment Immediately?}
        9.1 -- Yes --> P1_1_1((P1, 1.1))
        9.1 -- No --> Page6{{Page 6}}
    end

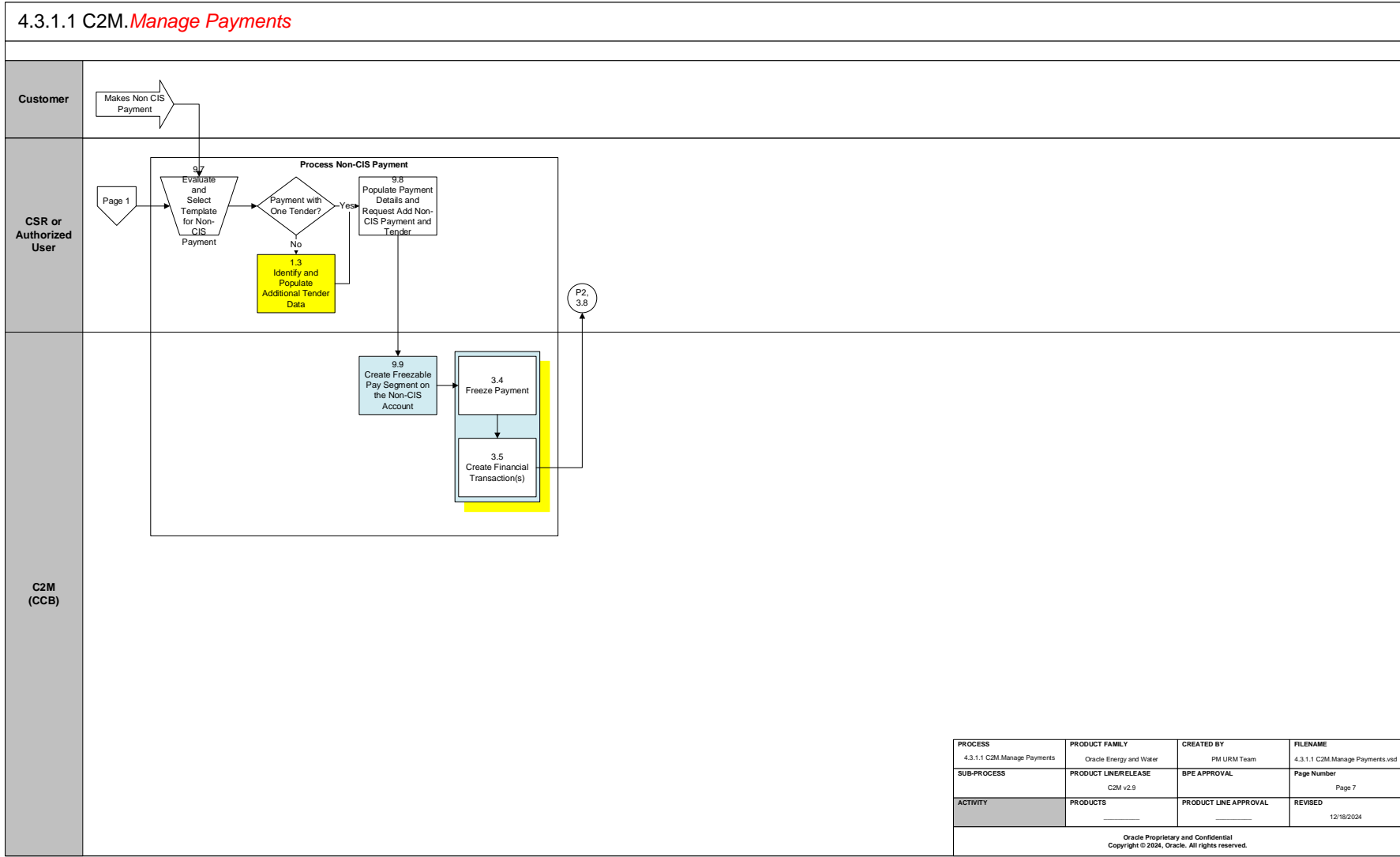
    subgraph "To Do Payments in Error/Unfrozen Process"
        8.8[8.8 Identify Payment Records in Error] --> 8.8{Entry Exists in Exception Table?}
        8.8 -- Yes --> 8.9[8.9 Create To Do for Payment Exceptions]
        8.8 -- No --> 8.7[8.7 Complete To Do Entry]
        8.9 --> 8.7
        8.7 --> TakeNoFurtherAction([Take No Further Action])
        8.7 --> 8.7{To Do Exist?}
        8.7 -- Yes --> 7.8((7.8))
        8.7 -- No --> P4_6_4_4((P4, 6.4))
    end

    7.8 --> 7.8{Entry Exists in Exception Table?}
    7.8 -- Yes --> 8.9
    7.8 -- No --> 8.7
    8.9 --> 8.7
    8.7 --> P4_6_4_5((P4, 6.4))
    P4_6_4_4 --> 8.0
    P4_6_4_5 --> 8.0
    
```

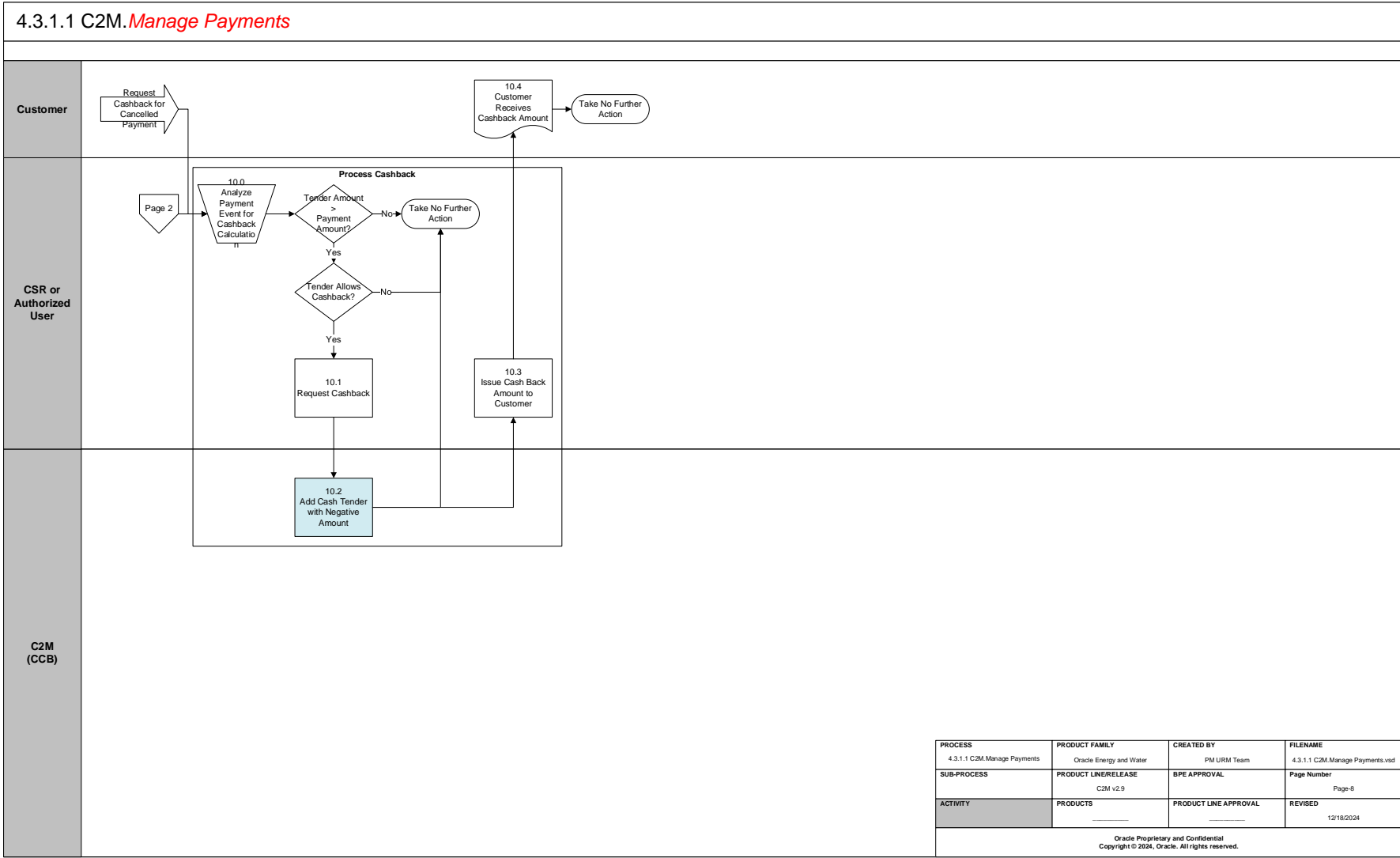
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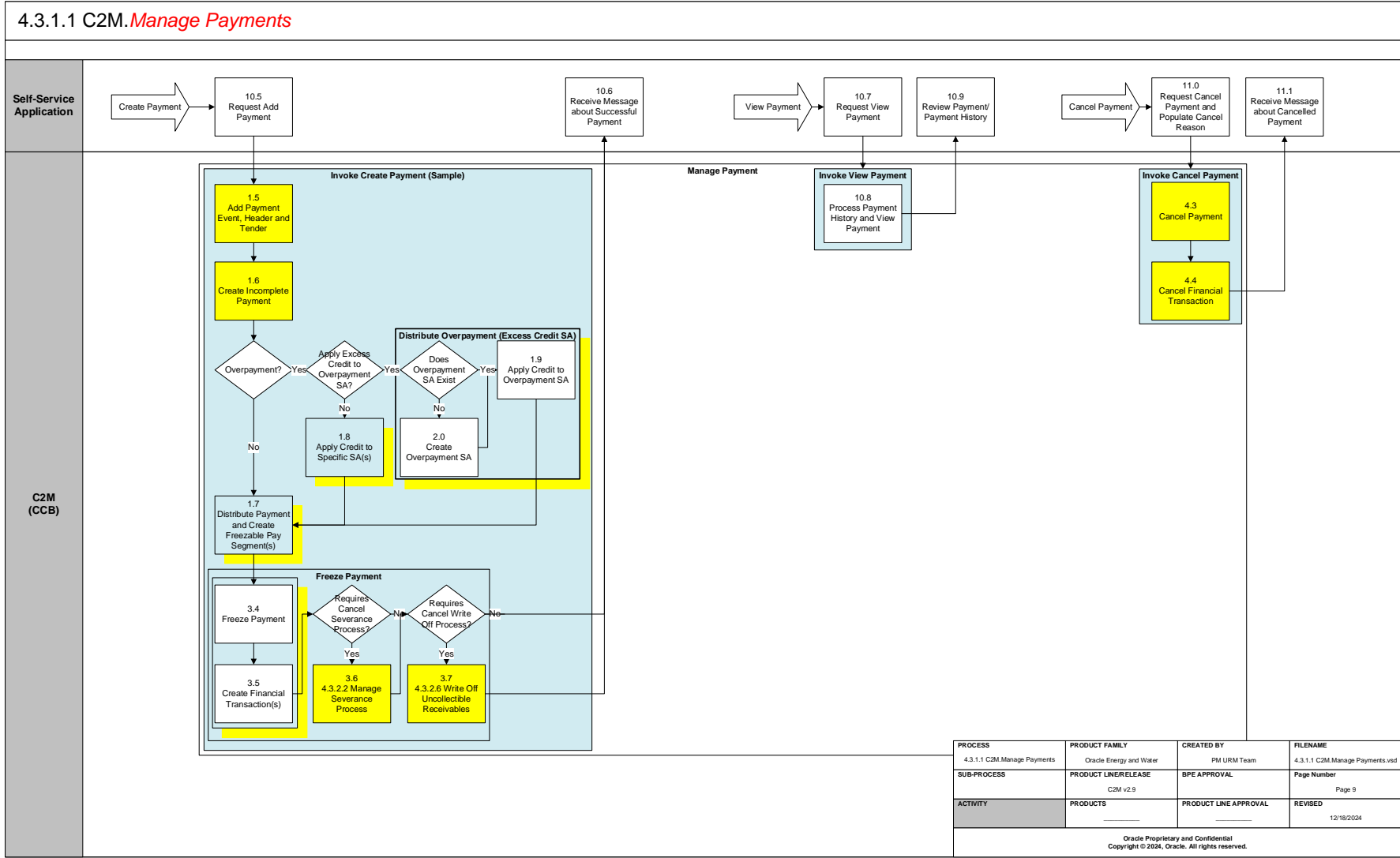
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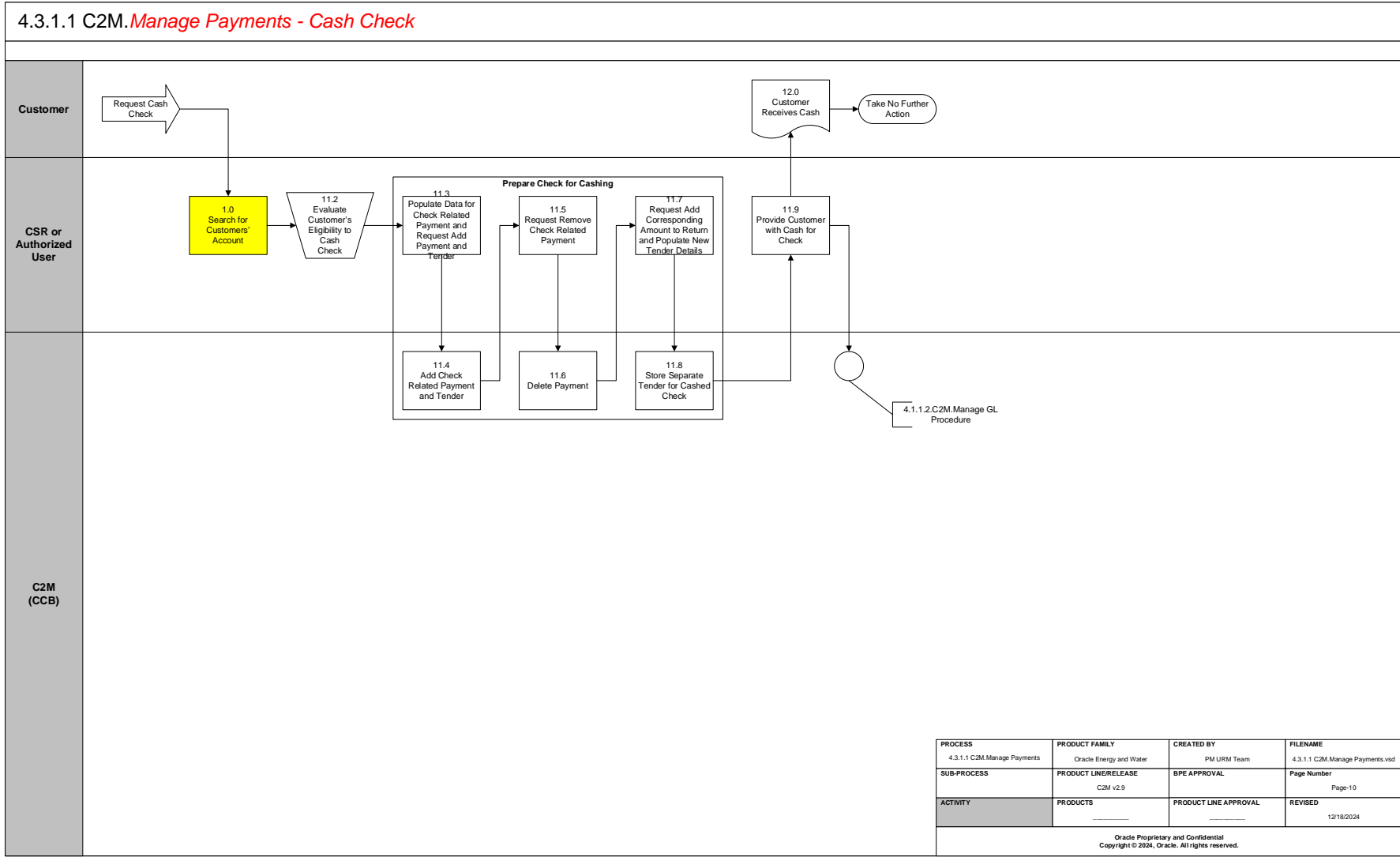
Business Process Model Page 8



Business Process Model Page 9



Business Process Model Page 10



## Detail Business Process Model Description

### 1.0 Search for Customer Account

**Actor/Role:** CSR or Authorized User

**Description:**

Upon receipt of payment, the CSR or Authorized User accesses [Control Central Search](#) to locate the customer in C2M(CCB).

**Configuration required** Y      **Entities to Configure:**

<a href="#">Installation Options</a>
--------------------------------------

### 1.1 Evaluate Customer's Payment Options

**Actor/Role:** CSR or Authorized User

**Description:**

The CSR or Authorized User evaluates the account. [Account Financial History](#), [Billing History](#), Credit Rating, and [Credit and Collection History](#) may be reviewed. [Control Central Alerts](#) such as a Cash Only customer and other [Dashboard](#) information assist the CSR or Authorized User in determining eligibility and distribution for the Payment applying established business rules.

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

<a href="#">Installation Options</a> – Control Central Alerts
Installation Options - C1-PY-INFO This algorithm formats the Payment Information that appears throughout the system. C1-PEVT-INFO – This algorithm formats the "Payment Event Information" that appears throughout the system.

**Configuration required** Y      **Entities to Configure:**

<a href="#">Installation Options</a>
--------------------------------------

### 1.2 Post CIS Payment Details

**Actor/Role:** CSR or Authorized User

**Description:**

The CSR or Authorized User enters initial payment information using the [Payment Portal](#), [Payment Event Add](#), [Payment Event Quick Add](#) or [Payment Quick Add](#) functionality. The CSR or Authorized User then selects one of the available distribution options. Options include:

- Distribute and Freeze if no other review or follow up is required.
- Manual Distribution if special allocation to various Service Agreements is required.
- Do Not Distribute also allows for manually processing of the Payment(s) as well as Tenders.

**Business Objects** Y      **Business Object**

		<b><u>C1-CISPaymentEvent</u></b>  BO Option Type Scripts: <ul style="list-style-type: none"> <li>- C1-ConvCurr (Currency Conversion Script) - Defines the BPA script responsible for payment tender currency conversion on the payment portal.</li> <li>- c1ncispyTabMenu (Payment Port Options) Navigational Portal PayEvent ID or Tender ID depending on required Action</li> </ul>
Configuration required Y	Entities to Configure:	<div>Bank Code</div> <div>Tender Source</div> <div>Tender Type</div>
Customizable process N	Batch Process Name	<div>C1-AddPayEvt</div>

**Note:** The base BPA script “C1-AddPayEvt – CIS Payment Event – Add” may be customized or cloned to invoke the new UI map “C1\_AddCISPaymentEvent.” When used with the new Option Type “Additional Payment Processing Service Script,” the CSR or Authorized User may indicate if a Late Payment Charge adjustment will be created at the time of payment.

### **1.3 Identify and Populate Additional Tender Data Group: Process Non-CIS Payment**

**Actor/Role:** CSR or Authorized User

**Description:**

The Payor remits more than one form of Tender. The CSR or Authorized User enters the additional Tender(s) information.

### **1.4 Request Distribute and Freeze Payment Automatically**

**Actor/Role:** CSR or Authorized User

**Description:**

The CSR or Authorized User chooses Distribute and Freeze at the same time if this option is selected when posting the initial payment details for CIS or Non-CIS payment. The Distribute and Freeze option is used when no other review or follow up is required. The Account making the Payment is the same Account the Payment will be applied to. The Payment date is the current date. The Payment can be distributed across the Service Agreements using the configured distribution.

### **1.5 Add Payment Event, Payment Header and Tender Group: Payment Upload Process** **Group: Invoke Create Payment**

**Actor/Role:** C2M(CCB)

**Description:**

The Payment Event, Payment Header and Tender(s) are added in C2M(CCB). This process is similar for online as well as automated batch processing.

**Manual:** The requested payment event, payment header and tender are applied in C2M(CCB).



Automated: C2M(CCB) attempts to add the Payment Event, Payment Header and Tender. If there is any associated Payment Advices, the money totals must add up to the expected amount of the Payment Tender Staging.

Customizable process N      Process Name:

PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

**1.6 Create Incomplete Payment Group: Payment Upload Process**  
**Group: Invoke Create Payment**

**Actor/Role:** C2M(CCB)

**Description:**

C2M(CCB) creates payment in the Incomplete state.

**1.7 Distribute Payment and Create Freezable Pay Segment(s) Group: Payment Upload Process**  
**Group: Invoke Create Payment**

**Actor/Role:** C2M(CCB)

**Description:**

The Payment is distributed in C2M(CCB) for Account(s) and Service Agreement(s) according to the configured distribution. Pay Segments for each associated Service Agreement are created. The defined Distribution applies for both Batch Processing and online Payments. In addition Distribution Rules and Distribution detail Characteristics can be used to distribute payments. This process is the same for online as well as automated batch processing

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

C1-PYDST-PPR - This payment distribution algorithm distributes a payment amongst the account's service agreements based on each service agreement's SA type's Payment Priority. If service agreements have the same Payment Priority, debt is relieved based on the age of the arrears. If the Payment Priority and the Debt age are the same for more than one service agreement, the payment first pays off one service agreement before the other(s) are reduced

CI\_CR-PAY-BF - This distribution rule create payment algorithm creates a single payment for an SA.  
Note: Distribution rules and associated algorithms are normally only used with Open-Item accounting where the payment is directed to a specific debt (SA).

C1-TNDRAC-DF - This algorithm Determine tender account via SA characteristic value. It expects the

Configuration required Y	Entities to Configure:	value to represent an SA characteristic and it returns the SA's account as the Tender Account ID Note: This algorithm is only used with Distribution rules which are normally only used with Open-Item accounting.
		C1-DSOV-SAID – Distribute payment to SA ID in match value.
Customizable process N	Process Name:	Customer Class
		SA Type
		Match Type
		PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

### **1.8 Apply Credit to Specific Defined SA Group: Payment Upload Process**

#### **Group: Invoke Create Payment**

**Actor/Role:** C2M(CCB)

**Description:**

The payment is applied to the highest priority SA that is eligible for overpayment. This process is the same for online as well as automated batch processing.

Process Plug-in Enabled Y	Available Algorithm(s):	C1-OVRPYPTY - This overpayment algorithm will apply an overpayment to the highest priority SA that is eligible for overpayment
Configuration required Y	Entities to Configure:	Customer Class
		SA Type
Customizable process N	Process Name:	Adjustment Type
		PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

### **1.9 Apply Credit to Overpayment SA Group: Distribute Overpayment**

#### **Group: Payment Upload Process**

#### **Group: Invoke Create Payment**

**Actor/Role:** C2M(CCB)

**Description:**

The overpayment is transferred to a new SA ([excess credit SA type](#)). The credit on the [Overpayment SA](#) may be transferred to other Service Agreements the next time the Account bills. This process is the same for online as well as automated batch processing.

Process Plug-in Enabled Y	Available Algorithm(s):	C1-OVRPYPRTY - This overpayment algorithm will apply an overpayment to the highest priority SA that is eligible for overpayment (as specified on the SA type), excluding SAs with a relationship type of They Bill For Us.
Configuration required Y	Entities to Configure:	Customer Class
		SA Type
Customizable process N	Process Name:	PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

**2.0 Create Overpayment SA Group: Distribute Overpayment**  
**Group: Payment Upload Process**  
**Group: Invoke Create Payment**

**Actor/Role:** C2M(CCB)

**Description:**

An [Overpayment SA](#) is created for excess credit over the amount of the account’s payoff balance dependent on overpayment distribution defined on Customer Class. The credit on the Overpayment SA may be transferred to other Service Agreements the next time the Account bills. This process is the same for online as well as automated batch processing.

Process Plug-in Enabled Y	Available Algorithm(s):	C1-OVRPYPRTY - This overpayment algorithm will apply an overpayment to the highest priority SA that is eligible for overpayment (as specified on the SA type), excluding SAs with a relationship type of They Bill For Us.
Configuration required Y	Entities to Configure:	Customer Class
		SA Type
Customizable process N	Process Name:	

PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

### **2.1 Request 'Do Not Distribute' Payment Amount**

**Actor/Role:** CSR or Authorized User

**Description:**

The CSR or Authorized User requests 'Do Not Distribute' if the Payor's account is different from the account whose debt is being relieved by the payment. Do Not Distribute also allows for manually processing of the Payment(s) as well as Tenders. With this option, multiple Tenders or Payments for multiple Accounts may be added. This option also requires separate freezing of the Payment. The configured default distribution is applied across the Account(s) Service Agreements. When distributing the payment to more than one account, this configured distribution is also applied.

### **2.2 Populate Payment Details and Request Create Payment**

**Actor/Role:** CSR or Authorized User

**Description:**

The CSR or Authorized User Populate Payment Details and Request Create Payment

### **2.3 Request Default Distribution**

**Actor/Role:** CSR

**Description:**

The CSR or Authorized User request for default distribution so that the payment is distributed in C2M(CCB) for Account(s) and Service Agreement(s) according to the configured distribution.

### **2.4 Request Manual Distribution**

**Actor/Role:** CSR

**Description:**

The CSR or Authorized User request for manual distribution of payment to manually distribute a payment amongst account's service agreements.

### **2.5 Request Add Overpayment SA**

**Actor/Role:** CSR or Authorized User

**Description:**

The CSR or Authorized User determines an [Overpayment SA](#) is required. Refer to 3.3.2.2 Start Non-Premise Based Service Process.

### **2.6 Allocate Distribution Amounts**

**Actor/Role:** CSR or Authorized User

**Description:**

The CSR or Authorized User determines to Distribute arbitrary amounts across the Account(s) Service Agreements. This Distribution may be requested by the Customer and is based on established business rules. Manual Distribution is selected for CIS or Non-CIS Payment when special allocation to various service agreements is required. This option requires separate freezing of the Payment.

### **2.7 Request Distribution**

**Actor/Role:** CSR or Authorized User

**Description:**

The CSR or Authorized User request distribution of manually allotted amounts.

### **2.8 Evaluate Distribution and Payment Allocation**

**Actor/Role:** CSR or Authorized User

**Description:**

The CSR or Authorized User reviews and determines whether or not to accept the current Distribution and Payment allocation.

### **2.9 Request Delete Payment**

**Actor/Role:** CSR

**Description:**

The CSR or Authorized User determines to Delete the Payment(s).

### **3.0 Delete Payment and Tender**

**Actor/Role:** C2M(CCB)

**Description:**

The payment and tender(s) information is deleted in C2M(CCB). The record is removed from the database. There is no financial impact.

### **3.1 Change Distribution Details**

**Actor/Role:** CSR or Authorized User

**Description:**

Upon review, the CSR or Authorized User determines to make changes to the existing Distribution and enters those allocation changes for various Service Agreements.

### **3.2 Update Payment Details**

**Actor/Role:** C2M(CCB)

**Description:**

Any changes in the Distribution allocation are updated in CC&B.

### **3.3 Request Freeze Payment**

**Actor/Role:** CSR or Authorized User

**Description:**

The CSR or Authorized User freezes the [Payment](#).

### **3.4 Freeze Payment(s) Group: Freeze Payments**

**Group:** Payment Upload Process

**Group:** Process Non-CIS Payment

**Group:** Invoke Create Payment

**Actor/Role:** C2M(CCB)

**Description:**

The Payment(s) are frozen in C2M(CCB). This process is the same for online as well as automated batch processing.

Configuration required Y      Entities to Configure:

Customer Class
SA Type

**3.5 Create Financial Transaction(s)** Group: Freeze Payments  
Group: Payment Upload Process  
Group: Process Non-CIS Payment  
Group: Invoke Create Payment

**Actor/Role:** C2M(CCB)

**Description:**

C2M(CCB) creates the associated financial details at the time the Payment(s) are frozen. A [Financial Transaction](#) is created for each associated Pay Segment. The Financial Transaction contains the financial effects of the Payment Segment on the Service Agreement’s current and payoff balances, and on the General Ledger. This process is the same for online as well as automated batch processing.

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

C1-NCPAY-FT - This algorithm is used for non-CIS pay segments. When the FT is created, the distribution code to credit is retrieved from the payment characteristics collection using the Distribution Code Payment Characteristic Type.
C1-PSEG-NM - This algorithm creates a financial transaction for a payment segment where: - Payoff amount = payment segment amount. - Current amount = payment segment amount. - The General Ledger is affected This option would be used for all payment segments other than those used to pay for charitable contributions if you practice accrual accounting.
C1-PSEG-AC - This algorithm is used for cash accounting. This algorithm creates a financial transaction for a payment segment where: - Payoff amount = pay segment amount - Current amount = pay segment amount - The general ledger is affected - Holding payable balances are relieved in proportion to the amount of receivables that are reduced by the payment segment
C1-PSEG-CA - This algorithm creates a financial transaction for a pay segment where:

Configuration required Y

Entities to Configure:

- Payoff amount = 0
- Current amount = payment segment amount.
- The general ledger is affected.

Payment Segment Type
SA Type
Customer Class

Customizable process N

Process Name:

PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

**3.6 4.3.2.2 Manage Severance Process Group: Freeze Payments**

Group: Payment Upload Process

Group: Invoke Create Payment

Actor/Role: C2M(CCB)

Description:

The status of a Severance Process can change due to freezing of a Financial Transaction. Refer to 4.3.2.2 Manage Severance Process.

Customizable process N

Process Name:

PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

**3.7 4.3.2.5 Write Off Uncollectible Receivables Group: Freeze Payments**

Group: Payment Upload Process

Group: Invoke Create Payment

Actor/Role: C2M(CCB)

Description:

The status of a Write Off Process or Write Off SA can change due to freezing of a Financial Transaction. Refer to 4.3.2.5 Write Off Uncollectible Receivables.

Customizable process N

Process Name:

PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

**3.8 Evaluate Frozen Payments**

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User reviews accuracy of the Frozen [Payment](#).

**3.9 Select Details and Request Print Receipt**

**Actor/Role:** CSR or Authorized User

**Description:**

The customer may request or established business rules require a printed receipt. The payment must be frozen. Receipt Printing Options must be installed. Customization is required for the print option to be available for receipt printing. The CSR or Authorized User enters receipt information on a special cashiering printer. The receipt can include endorsing of a check, short or long option, and bill stub format. Receipts can also be labeled as Duplicate.

<b>Configuration required Y</b>	<b>Entities to Configure:</b>	<div>Installation Options - Messages</div>
<b>Customizable process N</b>	<b>Process Name:</b>	<div>Customized Process for Printing of Receipts</div>

**4.0 Print Receipt**

**Actor/Role:** Document Management Software

**Description:**

The receipt is printed on special designated cashiering printers.

<b>Customizable process N</b>	<b>Process Name:</b>	<div>Customized Process for Printing of Receipts</div>
-------------------------------	----------------------	--

**4.1 Receives Receipt**

**Actor/Role:** Customer

**Description:**

The customer receives a copy of the receipt for verification of proof of payment.

**4.2 Request Cancel Payment and Populate Cancel Reason**

**Actor/Role:** CSR or Authorized User

**Description:**

The CSR or Authorized User determines an existing payment is not valid or is incorrect. The CSR or Authorized User enters cancellation information. The Tender is correct. Only the [Payment](#) is Canceled. A new Payment is required to balance the [Payment Event](#).

**4.3 Cancel Payment Group: Cancel Payment**  
**Group: Invoke Cancel Payment**

**Actor/Role:** C2M(CCB)

**Description:**

The payment is canceled in C2M(CCB).

<b>Process Plug-in enabled Y</b>	<b>Available Scripts:</b>
----------------------------------	---------------------------



WX-CanSchPay This is the service script that the Cancel Scheduled One-Time Payment (WX-CanSchedPay) inbound service exposes. It invokes the One Time Payment Cancellation processing script that is defined in Self-Service Integration master configuration. The base product provides the script WX-CanSchPay that discards the service task.

Configuration required Y      Entities to Configure:

Payment Cancel Reasons

Installation Options – Beginning Credit Rating

#### 4.4 Cancel Financial Transaction Group: Cancel Payment

Group: Cancel Payment and Tender

Group: Invoke Cancel Payment

Actor/Role: C2M(CCB)

##### **Description:**

A separate cancellation Financial Transaction is created to reverse or offset the original Financial Transaction. This process is the same for online as well as automated batch processing.

Process Plug-in enabled Y      Available Scripts:

C1-CanPayTnd – Cancel Pay Tender

Configuration required Y      Entities to Configure:

Payment Cancel Reasons

#### 4.5 Request Cancel Tender, Payment and Populate Cancel Reason

Actor/Role: CSR or Authorized User

##### **Description:**

The CSR or Authorized User determines an existing payment and tender is not valid or is incorrect. The CSR or Authorized User enters cancellation information. When a Tender is canceled because of non-sufficient funds, an adjustment may be created to charge processing fees. The customer's credit rating and cash only score may also be impacted. The Account may be reviewed for Credit and Collection action.

#### 4.6 Create Adjustment for Payor Account Group: NSF Cancel

Actor/Role: C2M(CCB)

##### **Description:**

If configured, an adjustment is created for non-sufficient funds processing.

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

C1-NSFC-DFLT - This algorithm levies a non-sufficient funds (NSF) charge

**Configuration required Y****Entities to Configure:**

PYCN-Empty - This is a payment cancellation algorithm, available to use as a base for creating an actual payment cancellation algorithm.
--

Adjustment Code
-----------------

SA Type
---------

Installation Options - Beginning Credit Rating
--

Payment Cancel Reasons
------------------------

**4.7 Impact Credit Rating, Cash Only Score, Review for Collection Group: NSF Cancel****Actor/Role:** C2M(CCB)**Description:**

If configured, C2M(CCB) will automatically impact the customer's credit rating, cash only score and examine the customer Account for Credit & Collection purposes.

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

C1-NSFC-DFLT - This algorithm levies a non-sufficient funds (NSF) charge
--

**Available Script:**

WX-CanSchPay This is the service script that the Cancel Scheduled One-Time Payment (WX-CanSchedPay) inbound service exposes. It invokes the One Time Payment Cancellation processing script that is defined in Self-Service Integration master configuration. The base product provides the script WX-CanSchPay that discards the service task.
---

**Configuration required Y****Entities to Configure:**

Installation Options - Beginning Credit Rating
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Payment Cancel Reasons
------------------------

**4.8 Cancel Tender and Payment Group: Cancel Payment and Tender****Actor/Role:** C2M(CCB)**Description:**

The payment and tender is canceled in C2M(CCB). This process is the same for online as well as automated batch processing.

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

C1-NSFC-DFLT - This algorithm levies a non-sufficient funds (NSF) charge
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**Available Script:**

WX-CanSchPay This is the service script that the Cancel Scheduled One-Time Payment (WX-CanSchedPay) inbound service exposes. It invokes the One Time Payment Cancellation processing script that is defined in Self-Service Integration master configuration. The base product provides the script WX-CanSchPay that discards the service task.

Configuration required Y      Entities to Configure:

Installation Options – Beginning Credit Rating
Payment Cancel Reasons

**4.9 Evaluate Cancellation Details**

**Actor/Role:** CSR or Authorized User

**Description:**

The CSR or Authorized User evaluates the canceled Payment to determine if another [Payment\(s\)](#) is required for the Tender. A new Payment and Tender may be required or it may be necessary to transfer a Payment.

**5.0 Request Add Payment to Existing Tender**

**Actor/Role:** CSR or Authorized User

**Description:**

The CSR adds a Payment to an existing Tender to balance the Payment.

**5.1 Gather Account(s) Service Agreement(s)Details for Transfer**

**Actor/Role:** CSR or Authorized User

**Description:**

The CSR or Authorized User determines the Payment requires Transfer to another Account(s) and/or Service Agreement(s). The CSR or Authorized User performs an analysis of the affected Account(s) and collects necessary information including Account Ids, Service Agreement information and amounts.

**5.2 Request Transfer Payment**

**Actor/Role:** CSR or Authorized User

**Description:**

The CSR or Authorized User enters Account Information for the Transfer. C2M(CCB) can transfer the complete payment to one Account distributing and freezing automatically or allow for review and manual distribution and freezing.

**5.3 Request Add Account(s) and Allocate Amounts for Each Account**

**Actor/Role:** CSR or Authorized User

**Description:**

At times it is necessary to apply a Payment to more than one Account. The CSR or Authorized User chooses this option when posting the initial Payment details. The CSR or Authorized User then adds the additional Account(s) and allocates the required amount to each Account.

**5.4 Add Additional Account(s) for Payment**

**Actor/Role:** C2M(CCB)

**Description:**

The additional Account(s) with allocated amounts are added in C2M(CCB).

**5.5 Update Distributed Amounts for Service Agreements**

**Actor/Role:** CSR or Authorized User

**Description:**

The CSR or Authorized User reviews and may change distributed amounts for given Service Agreement(s).

**5.6 Update Distribution**

**Actor/Role:** C2M(CCB)

**Description:**

Distribution details are updated in C2M(CCB) and reflect any changes made by the CSR or Authorized User.

**5.7 Update Account(s) and Allocation Amounts**

**Actor/Role:** CSR or Authorized User

**Description:**

The CSR or Authorized User reviews and may further add and/or change Account(s) and allocated amounts across Account(s).

**5.8 Update Account(s) and Allocation Amounts**

**Actor/Role:** C2M(CCB)

**Description:**

Any additional Account(s) or changes in Allocation are updated in C2M(CCB).

**5.9 Process External Payments Group: Process X – Payment Upload Staging**

**Actor/Role:** C2M(CCB)

**Description:**

Most payments are added in C2M(CCB) through external interfaces such as a lock box, payment station, or remittance processor. This process is completely customized. The following steps walk through the required information needed to populate various staging tables in C2M(CCB).

Customizable process Y

Process X

This is a completely custom process designed to add the required staging tables in C2M(CCB)

**6.0 Create Deposit Control Staging Group: Process X – Payment Upload Staging**

**Actor/Role:** C2M(CCB)

**Description:**

There is a [Deposit Control Staging](#) for each batch of Payments to be uploaded in C2M(CCB). The Deposit Control Staging holds a collection of Payments from individual groups of Payments. This process creates the [Deposit Control Staging](#)(s) information.

Customizable process Y      Process X

This is a completely custom process designed to add the required staging tables in C2M(CCB)

#### **6.1 Create Tender Control Staging Group: Process X – Payment Upload Staging**

**Actor/Role:** C2M(CCB)

**Description:**

Each individual group of Payments is maintained in a separate [Tender Control](#). Typically there could be several pay stations accepting Payments for the Organization. Each pay station would have separate Tender Controls and when prepared for C2M(CCB), all Tender Controls are related to one Deposit Control. This process creates the [Tender Control Staging](#)(s) information

Customizable process Y      Process X

This is a completely custom process designed to add the required staging tables in C2M(CCB)

#### **6.2 Create Payment Tender Staging Group: Process X – Payment Upload Staging**

**Actor/Role:** C2M(CCB)

**Description:**

A Payment Tender Staging record is created for each payment associated with the [Tender Control Staging](#) record.

Customizable process Y      Process X

This is a completely custom process designed to add the required staging tables in C2M(CCB)

#### **6.3 Create Payment Tender Multiple Accounts (Pay Advice Staging) Group: Process X – Payment Upload Staging**

**Actor/Role:** C2M(CCB)

**Description:**

If the Payment is distributed to an account different from the [Payment Tender Staging](#) record a Pay Advice Staging record is also created.

Customizable process Y      Process X

This is a completely custom process designed to add the required staging tables in C2M(CCB)

#### **6.4 Identify Deposit and Tender Controls, Payment Tenders Availability for Upload Group: Payment Upload Process**

**Actor/Role:** C2M(CCB)

**Description:**

Through a Batch Process, C2M(CCB) checks to see all required information is available and ready for entry in C2M(CCB).

Customizable process N      Process Name:

PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

#### **6.5 Validate Deposit Controls Group: Payment Upload Process**

**Actor/Role:** C2M(CCB)

**Description:**

The first step is to create the Deposit Control. C2M(CCB) checks that record counts and money totals of the Tender Control Stagings equal the amount of the associated Deposit Control Staging.

**Customizable process N**

**Process Name:**

PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

#### **6.6 Update Deposit Controls to Error Group: Payment Upload Process**

**Actor/Role:** C2M(CCB)

**Description:**

The Upload of the Deposit Controls cannot continue until the number of records and money totals in the associated Tender Control Stagings add up to the expected amount on the [Deposit Control Staging](#). The Deposit Control Staging status is transitioned to Error status. The CSR or Authorized User can review, make necessary and return status to Pending. C2M(CCB) will however, recheck totals of Deposit Control Staging's in either Error or Pending status.

**Customizable process N**

**Process Name:**

PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

#### **6.7 Allow to Process Tenders and Update Deposit Controls to In Progress Group: Payment Upload Process**

**Actor/Role:** C2M(CCB)

**Description:**

Deposit Controls are created and Staging transitions to an In Progress status. C2M(CCB) can now begin to process [Tender Controls](#).

**Customizable process N**

**Process Name:**

PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

#### **6.8 Validate Tender Controls Group: Payment Upload Process**

**Actor/Role:** C2M(CCB)

**Description:**

The next step is to check that record counts and money totals of the [Payment Tender Staging](#)(s) add up to the expected amount of each associated Tender Control Staging.

Customizable process N

Process Name:

PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

#### **6.9 Update Tender Controls to Error Group: Payment Upload Process**

Actor/Role: C2M(CCB)

Description:

The Upload of the Tender Control(s) cannot continue until record counts and money totals add up to the expected amount(s) of the associated [Tender Control Staging](#)(s). The Tender Control is transitioned to an Error status. The CSR or Authorized User can review, make necessary and return status to Pending. C2M(CCB) will however, recheck totals of Tender Control Staging's in either Error or Pending status.

Customizable process N

Process Name:

PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

#### **7.0 Allow to Process Payments and Update Tender Controls to In Progress Group: Payment Upload Process**

Actor/Role: C2M(CCB)

Description:

[Tender Controls](#) are created and transitioned to an In Progress status. C2M(CCB) can now begin to process Payment Tenders.

Customizable process N

Process Name:

PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

#### **7.1 Validate Payment and Payment Detail Records Group: Payment Upload Process**

Actor/Role: C2M(CCB)

Description:

All Deposit and Tender Control Staging's must be in In Progress at this point. Next, C2M(CCB) starts uploading [Payment Tender Staging](#) and Payment Advice Staging.

Customizable process N

Process Name:

PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

**7.2 Postpone Payment Processing until Accounting Date Reached Group: Payment Upload Process****Actor/Role:** C2M(CCB)**Description:**

If the Payment Tender Staging record has a future Accounting Date, the processing for this record is skipped. The Payment will not be frozen until the Accounting Date is reached. The record remains in Pending status.

**Customizable process N****Process Name:**

PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

**7.3 Identify Account Group: Payment Upload Process****Actor/Role:** C2M(CCB)**Description:**

C2M(CCB) attempts to match the Account on the Payment Tender with a valid Account ID.

**Customizable process N****Process Name:**

PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

**7.4 Apply Payment to "Suspense" Account Group: Payment Upload Process****Actor/Role:** C2M(CCB)**Description:**

If the Account on the Payment Tender Staging is invalid, the Account for the Tender will be assigned to the "Suspense" Account. Organizations establish this "Suspense" Account to accommodate upload of the Payments. A CSR or Authorized User investigates and transfers to valid Accounts later.

**Customizable process N****Process Name:**

PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

**7.5 Update Payment and Payment Details to Error Group: Payment Upload Process****Actor/Role:** C2M(CCB)**Description:**

If money totals do not add up to the expected amount, or perhaps no Service Agreements exist to apply the payment, the Payment Tender Staging record is updated to an Error status. The Deposit and Tender Control Staging remains In Progress status.

**Customizable process N****Process Name:**



PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

**7.6 Highlight Payment Upload Exceptions Group: Payment Upload Process**  
**Group: Resolve Payments in Error**

**Actor/Role:** C2M(CCB)  
**Description:**  
If C2M(CCB) cannot upload the Payment, it is placed on a Payment Exception table and available for review by a CSR or Authorized User. A message is included to help explain the error.

**Customizable process N**      **Process Name:**

PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

**7.7 Update Deposit, Tender, Payment Staging Records to Complete Group: Payment Upload Process**  
**Actor/Role:** C2M(CCB)

**Description:**  
When all uploaded records are created, the Deposit, Tender, Payment and Payment Detail Records are transitioned to Complete Status. The Deposit Control, Tender Control, Payment, and Payment Detail are created. The Deposit and Tender Control are Balanced.

**Customizable process N**      **Process Name:**

PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

**7.8 Identify Payment Upload Records in Error Group: To Do Payment Upload Error Process**  
**Group: Processing Deposit, Tender, Payment Staging Exceptions**

**Actor/Role:** C2M(CCB)  
**Description:**  
One way to view messages associated with Exception records is to make use of the To Do functionality in C2M(CCB). The specific To Do background process can be scheduled.

**Customizable process N**      **Process Name:**

TD-PYUPL - This background process creates a To Do entry for every payment staging record that's in error

**Configuration required Y**      **Entities to Configure:**

To Do Type
To Do Role

**7.9 Create To Do for Payment Upload Exceptions Group: To Do Payment Upload Error Process**  
**Group: Processing Deposit, Tender, Payment Staging Exceptions**

**Actor/Role:** C2M(CCB)

**Description:**

A message explaining the payment upload exception is available on a separate record for review by a CSR or Authorized User. The separate To Do entry allows for a supervisor and the responsible user to review and track the exception. Comments can be added based on established business rules. To Do Lists summarize and total entries for different To Do Types. Status of the To Do Entries is available for evaluation.

**Customizable process N      Process Name:**

TD-PYUPL - This background process creates a To Do entry for every payment staging record that's in error
---

**Configuration required Y      Entities to Configure:**

To Do Type
To Do Role

**8.0 Evaluate Errors Group: Processing Deposit, Tender, Payment Staging Exceptions**

**Actor/Role:** CSR or Authorized User

**Description:**

The CSR or Authorized User reviews and investigates the various upload errors. Typically errors are caused by missing or incomplete information. Based on established business rules, the CSR or Authorized User investigates possible solutions or workarounds for the missing or incomplete information.

**8.1 Resolve Deposit and Tender Staging Error and Request Update Group: Processing Deposit, Tender, Payment Staging Exceptions**

**Actor/Role:** CSR or Authorized User

**Description:**

The CSR or Authorized User resolves the error and enters information in C2M(CCB) as needed. The CSR or Authorized User changes the Upload Staging Record to Pending.

**8.2 Update Data and Update Deposit/Tender Staging and Update Status to Pending Group: Processing Deposit, Tender, Payment Staging Exceptions**

**Actor/Role:** C2M(CCB)

**Description:**

The Deposit and/or Tender Staging's are updated in C2M(CCB).

**8.3 Review Payment Upload Error Group: Processing Deposit, Tender, Payment Staging Exceptions**

**Actor/Role:** CSR or Authorized User

**Description:**

The CSR or Authorized Users reviews and investigates Payment Exception and supporting information in C2M(CCB). Typically errors are caused by missing or incomplete information. Based on established business rules, the CSR or Authorized User investigates possible solutions or workarounds for the missing or incomplete information.

**8.4 Resolve Payment Upload Staging Error and Request Update Group: Processing Deposit, Tender, Payment Staging Exceptions**

**Actor/Role:** CSR or Authorized User

**Description:**

The CSR or Authorized User resolves the error by providing new information or changing information for the Payment and then changes the [Payment Upload Staging](#) to Pending status.

**8.5 Update Data and Update Payment Upload Staging to Pending Group: Processing Deposit, Tender, Payment Staging Exceptions**

**Actor/Role:** C2M(CCB)

**Description:**

The Payment information and Upload Staging is updated. The status is updated to Pending.

**8.6 Remove Payment Staging Exception Record Group: Processing Deposit, Tender, Payment Staging Exceptions**

**Actor/Role:** C2M(CCB)

**Description:**

C2M(CCB) removes payment staging exception entry from the payment staging exception table when status is updated to Pending.

**8.7 Complete To Do Entry Group: To Do Payment Upload Error Process Group: Processing Deposit, Tender, Payment Staging Exceptions**  
**Group: Processing Payment in Error/Unfrozen**

**Actor/Role:** C2M(CCB)

**Description:**

The To Do Entry is updated to Complete Status in C2M(CCB) when the record is removed from the payment staging exception table.

**8.8 Identify Payment Records in Error Group: To Do Payments in Error/ Unfrozen Process**  
**Group: Processing Payment in Error/Unfrozen**

**Actor/Role:** C2M(CCB)

**Description:**

One way to view messages associated with payment records in error is to make use of the To Do functionality in C2M(CCB). The specific To Do background process can be scheduled.

**Customizable process N      Process Name:**

TD-PYERR - This background process creates a To Do entry for every payment that's in error or that is unfrozen.
---

**Configuration required Y      Entities to Configure:**

To Do Type
To Do Role

**8.9 Create To Do for Payment Exceptions Group: To Do Payments in Error/ Unfrozen Process**  
**Group: Processing Payment in Error/Unfrozen**

**Actor/Role: C2M(CCB)**

**Description:**

A message explaining the Payment Exception is available on a separate record for review by a CSR or Authorized User. The separate To Do entry allows for a supervisor and the responsible user to review and track the exception. Comments can be added based on established business rules. To Do Lists summarize and total entries for different To Do Types. Status of the To Do Entries is available for evaluation.

**Customizable process N      Process Name:**

TD-PYERR - This background process creates a To Do entry for every payment that's in error or that is unfrozen.
---

**Configuration required Y      Entities to Configure:**

To Do Type
To Do Role

**9.0 Review Payment Exceptions Group: Processing Payment in Error/Unfrozen**

**Actor/Role: CSR or Authorized User**

**Description:**

The CSR or Authorized Users reviews and investigates Payment Exception and supporting information in C2M(CCB). Typically errors are caused by missing or incomplete information. Based on established business rules, the CSR or Authorized User investigates possible solutions or workarounds for the missing or incomplete information.

**9.1 Resolve Issue Group: Processing Payment in Error/Unfrozen**

**Actor/Role: CSR or Authorized User**

**Description:**

The CSR or Authorized User resolves the error by providing new information or changing information for the Payment. The payment can then be processed immediately or can be scheduled by background process.

**9.2 Identify Payments in Error Valid Account and No Active SA's Group: Resolve Payments in Error**

**Actor/Role: C2M(CCB)**

**Description:**

C2M(CCB) identifies and reviews Payments with valid existing Account(s); however no Active Service Agreements are linked to the Account. It is possible the Service Agreements are not yet created or are still Pending.

**Customizable process N      Resolve Payments in Error**

PY-RPE- This process periodically attempts to distribute and freeze payments in error
---

**9.3 Attempt to Distribute Payment Group: Resolve Payments in Error**

**Actor/Role: C2M(CCB)**

**Description:**

C2M(CCB) attempts to distribute and freeze the Payment to Service Agreement(s) that may now exist.

Customizable process N      Resolve Payments in Error

PY-RPE- This process periodically attempts to distribute and freeze payments in error

**9.4 Highlight Payment Exceptions Group: Resolve Payments in Error**

**Actor/Role:** C2M(CCB)

**Description:**

If C2M(CCB) cannot complete the Payment, it is placed on a Payment Exception table and available for review by a CSR or Authorized User. A message is included to help explain the error.

Customizable process N      Resolve Payments in Error

PY-RPE- This process periodically attempts to distribute and freeze payments in error

**9.5 Review Completed Payment Upload Records Group: Purge Payment Upload Records**

**Actor/Role:** C2M(CCB)

**Description:**

C2M(CCB) will review completed payment upload records to initiate periodic purging process for completed payment upload staging records

Customizable process N      Process Name:

PYUP-PRG – This background process periodically Payment Upload Staging’s older than a defined number of days.

**9.6 Clean Repository of Old Completed Payment Upload Records Group: Purge Payment Upload Records**

**Actor/Role:** C2M(CCB)

**Description:**

C2M(CCB) will periodically purge completed Payment Upload Staging’s older than a specifically defined number of days. The number of days is based on length of time the organization has need for audit and reporting requirements.

Customizable process N      Process Name:

PYUP-PRG – This background process periodically Payment Upload Staging’s older than a defined number of days.

**9.7 Evaluate and Select Template for Non-CIS Payment Group: Process Non-CIS Payment**

**Actor/Role:** CSR or Authorized User

**Description:**

The CSR or Authorized Users evaluates configured Non-CIS payment types and create required Non -CIS payments based on payment templates. The CSR or Authorized User typically enters initial payment information using the [Payment Portal](#) or [Payment Event Add](#) functionality. Payments for miscellaneous services or products not otherwise defined are considered Non CIS Payments

**9.8 Populate Payment Details and Request Add Non-CIS Payment and Tender Group: Process Non-CIS Payment**

**Actor/Role:** CSR or Authorized User

**Description:**

The CSR or Authorized Users populates payment details and request to add Non-CIS payment and tender. The payment portal allows user to add non-CIS payments using a payment template. Payment Templates can be configured for common types of payment allocations to pre-populate the payment distribution, allowing non-CIS payments to be directly allocated against the appropriate distribution codes.

Process Plug-in enabled Y	Available Algorithm(s):	C1-BOV-TPDTL – Non CIS Payment Template Validation
Business Objects Y	Business Object	C1-NonCISPaymentEvent - Payment Event - Non CIS Payment C1-NonCISPayTemplate - Payment Template - Non CIS Payments
Configuration required Y	Entities to Configure:	Non CIS Account Customer Class Non CIS Service Agreement Bank Code Distribution Codes Payment Templates Payment Segment Type Tender Source Tender Type

**9.9 Create Freezable Pay Segment on the Non-CIS Account Group: Process Non-CIS Payment**

**Actor/Role:** C2M(CCB)

**Description:**

C2M(CCB) creates freezable pay segment on the Non-CIS account. The Payment references the name of the person remitting the payment and can include pertinent comments. The Payment Portal allows for selecting specific Distribution Codes, otherwise the CSR or Authorized User then selects one of the available distribution options from Payment Event Add. Options include:

- Distribute and Freeze if no other review or follow up is required.
- Manual Distribution if special allocation to various Service Agreements is required.
- Do Not Distribute also allows for manually processing of the Payment(s) as well as Tenders.

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

C1-BOV-TPDTL – This algorithm is used to validate a Non CIS payment template. The following validation is performed:

- Ensure that at least one payment template distribution line exists.
- Validate that the account specified on the template is a non-CIS account.

Validate that the service agreement specified the template is valid for the account.

Business Objects Y      Business Object

**C1-NonCISPaymentEvent**

BO Option Type Scripts:

- C1-NCPayPre (Pre-Processing Service Script)  
- Defines the service script responsible for pre-processing business logic executed prior to invoking the maintenance UI map.

C1-NCPayPP (Post Processing Service Script) – Defines the service script responsible for post-processing business logic executed prior to invoking the maintenance UI map.

**C1-NonCISPayTemplate**

BO Option Type Scripts:

- C1-NCPTmPre(Pre-Processing Service Script)  
- D Defines the service script responsible for pre-processing business logic executed prior to invoking the maintenance UI map.
- C1-NCPTmPost (Post Processing Service Script) – Defines the service script responsible for post-processing business logic executed prior to invoking the maintenance UI map.

C1-NCPTmDt (Display Map Service Script) – Defines the service script responsible for retrieving information displayed on the business object’s map zone.

Configuration required Y      Entities to Configure:

Non CIS Account

Customer Class
Non CIS Service Agreement
Bank Code
Distribution Codes
Payment Templates
Payment Segment Type
Tender Source
Tender Type

#### **10.0 Analyze Payment Event for Cashback Calculation Group: Process Cashback**

**Actor/Role:** CSR or Authorized User

**Description:**

The CSR or Authorized Users analyze payment event for cash back calculation. Cashback could be allowed only if the payment amount is less than the tender amount. The system will only allow a user to remit more than the payment amount if the tender type indicates "cash back" is allowed

#### **10.1 Request Cashback Group: Process Cashback**

**Actor/Role:** CSR or Authorized User

**Description:**

The CSR or Authorized Users requests cash back if it is allowed for the tender type.

#### **10.2 Add Cash Tender with Negative Amount Group: Process Cashback**

**Actor/Role:** C2M(CCB)

**Description:**

C2M(CCB) will initiate cash back. The payment event will have two tenders - one will be for the amount and type entered by the user, the other will be a negative amount with a tender type of cash (note, this tender type is retrieved from the Starting Balance Tender Type on the installation record).

**Configuration required Y      Entities to Configure:**

Tender Type
Installation Options

#### **10.3 Issue Cash Back Amount to Customer Group: Process Cashback**

**Actor/Role:** CSR or Authorized User

**Description:**

The CSR or Authorized users issue cash back amount to customer.

#### **10.4 Customer Receives Cashback Amount**

**Actor/Role:** Customer

**Description:**

Customer receives cash back amount from CSR.



**10.5 Request Add Payment****Actor/Role:** Self-Service Application**Description:**

The Self-Service Application requests to Add Payment. This will invoke payment web service to create payment in C2M(CCB).

System supports communicating with the external system via RESTful services or via SOAP services. In both cases, the system uses an object called inbound web service (IWS) to store the configuration. A web service class is used to distinguish whether the IWS is used for REST or SOAP.

**Process Plug-in enabled (Y/N)**      **Scripts(s):**

C1ActionPyt - Action Payment Service

C1-CxPayment – Payment Service

**Web Service(s):**

C1-Payment - Payment

**10.6 Receive Message about Successful Payment****Actor/Role:** Self-Service Application**Description:**

The Self-Service Application User receives message about successful Payment.

**10.7 Request View Payment****Actor/Role:** Self-Service Application**Description:**

The Self-Service Application requests to view payment.

System supports communicating with the external system via RESTful services or via SOAP services. In both cases, the system uses an object called inbound web service (IWS) to store the configuration. A web service class is used to distinguish whether the IWS is used for REST or SOAP.

**10.8 Process Payment History and View Payment****Actor/Role:** C2M(CCB)**Description:**

The C2M(CCB) will identify the request, will fetch payment history and will respond with payment details

**Process Plug-in enabled (Y/N)**      **Scripts(s):**

C1ActionPyt - Action Payment Service

C1-CxPayment – Payment Service

C1PaySumry – Payment Summary Service

C1GetPaySegm - Get Pay Segments Service

**Web Service(s):**

C1-Payment - Payment

**10.9 Review Payment/Payment History**

**Actor/Role: Self-Service Application**

**Description:**

The Self-Service Application review payment/payment history.

**11.0 Request Cancel Payment and Populate Cancel Reason**

**Actor/Role: Self-Service Application**

**Description:**

The Self-Service Application requests to request cancel payment and populate cancel reason. This will invoke payment web service to cancel payment in C2M(CCB).

System supports communicating with the external system via RESTful services or via SOAP services. In both cases, the system uses an object called inbound web service (IWS) to store the configuration. A web service class is used to distinguish whether the IWS is used for REST or SOAP.

**Process Plug-in enabled (Y/N)**      **Scripts(s):**

C1ActionPyt - Action Payment Service
C1-DeltPaymt - Delete Payment Service

**Web Service(s):**

C1-Payment - Payment
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**11.1 Receive Message about Cancelled Payment**

**Actor/Role: Self-Service Application**

**Description:**

The Self-Service Application User receives message about Cancelled Payment.

**11.2 Evaluate Customer's Eligibility to Cash Check**

**Actor/Role: CSR or Authorized User**

**Description:**

At times the organization may allow for check cashing for employees or customers. The CSR or Authorized User determines eligibility for cashing a check based on established business rules.

**11.3 Populate Data for Check Related Payment and Request Add Payment and Tender Group: Prepare Check for Cashing**

**Actor/Role: CSR or Authorized User**

**Description:**

C2M(CCB) maintains a Payment Tender record when the CSR or Authorized User cashes a check. There isn't actually a Payment however the check and returned cash is documented. The CSR or Authorized User enters the required information for this record.

**11.4 Add Check Related Payment and Tender Group: Prepare Check for Cashing**

**Actor/Role: C2M(CCB)**

**Description:**

A payment and tender is added in C2M(CCB).

**11.5 Request Remove Check Related Payment Group: Prepare Check for Cashing**

**Actor/Role:** CSR or Authorized User

**Description:**

As there isn't actually a payment, the payment data is removed. The CSR or Authorized User deleted the payment information.

**11.6 Delete Payment Group: Prepare Check for Cashing**

**Actor/Role:** C2M(CCB)

**Description:**

The Payment information is removed from C2M(CCB).

**11.7 Request Add Corresponding Amount to Return and Populate New Tender Details Group: Prepare Check for Cashing**

**Actor/Role:** CSR or Authorized User

**Description:**

The CSR or Authorized User then enters the amount of cash to return to the Customer as a separate Tender and saves the Tender information.

**11.8 Store Separate Tender for Cashed Check Group: Prepare Check for Cashing**

**Actor/Role:** C2M(CCB)

**Description:**

C2M(CCB) stores the amount of the returned cash as a negative payment. The Payment now reflects a Tender for the check and a Tender for the returned cash.

**11.9 Provide Customer with Cash for Check**

**Actor/Role:** CSR or Authorized User

**Description:**

The CSR or Authorized User returns cash to the customer.

**12.0 Receives Cash**

**Actor/Role:** Customer

**Description:**

The customer receives the requested cash.

## Test Assets related to the Current Process

Testing Asset Sr.No	Use Case	No Of Data sets
1	URM-C2M-4311-001-Add-Payment-Distribute-Freeze	8
2	URM-C2M-4311-002-Add-Multiple-Payments-For-Single-Payment-Event	3
3	URM-C2M-4311-003-Add-Overpayment-Distributed-To-Excess-Credit-SA	3
4	URM-C2M-4311-004-Delete-Distributed-But-Unfrozen-Payment	3
5	URM-C2M-4311-005-Cancel-Payment-Tender-Due-To-NSF	3
6	URM-C2M-4311-006-Cancel-Payment-Tender-Due-To-Data-Entry-Error	3
7	URM-C2M-4311-007-Cancel-Frozen-Payment	3
8	URM-C2M-4311-008-Transfer-Payment-To-Another-Account-Via-Payment-Event	3
9	URM-C2M-4311-009-Transfer-Payment-To-Another-Account-Via-Payment	3
10	URM-C2M-4311-010-Add-Payment-To-Cancel-Severance-Process	3
11	URM-C2M-4311-011-Add-Payment-To-Cancel-WriteOff-Process	3
12	URM-C2M-4311-012-Run-Payment-Upload-Staging-Process	1
13	URM-C2M-4311-013-Purge-Completed-Payment-Upload-Staging-Records	1

## Document Control

### Change Record

Date	Author	Version	Change Reference
6/24/09	Colleen King	Draft 1a	No Previous Document
6/25/09	Colleen King		After review
6/26/09	Colleen King		After review
6/29/09	Colleen King		After review
9/4/09	Colleen King		After review
9/8/09	Colleen King		After review
10/22/10	Geir Hedman		Updated Title and Content page
2/9/11	Geir Hedman		Updated Document and Visio
03/08/11	Conrad Pinili		Technical Updates for v2.3.1
03/01/13	Philip dePadua		Technical Updates for 2.4
03/15/2013	Galina Polonsky		Reviewed, Approved
09/04/15	Don Lee		Updated to v2.5
09/15/2015	Galina Polonsky		Reviewed, Approved
08/17/2017	Isuru Ranasinghe		Updated formatting to v2.6
08/22/2017	Don Lee		Modified and Added any additional functionality - Some Background processes changed from Algorithm to Service Scripts
12/13/2017	Jerry Chick		Made a few edits and commented regarding Distribution Rules and associated algorithms.
12/21/2017	Galina Polonsky		Reviewed, Approved
09/26/2018	Jerry Chick		Made a few minor changes
10/28/2018	Galina Polonsky		Reviewed, Approved
6/4/2019	Satya Kalavala		Updated format for v2.7
06/24/2024	Kunal Nerkar		Updated Document and Visio for C2M v2.9
09/20/2024	Pablo Siegrist		Review
12/18/2024	Galina Polonsky		Reviewed, Approved

Attachments:

Control Central Search

Control Central Search

Bookmark

Refresh

Main

Control Central Search

Search By

Name and Address

Name

Address

CIS Division

Show All Premises

Search

City

Postal

Admin Menu / Installation Framework Options Control Central Alerts

Installation Framework Options Control Central Alert Algorithms

PP-Active	Show Count of Active Pay Plans
PP-Broken	Show Count of Broken Pay Plans
PP-Kept	Show Count of Kept Pay Plans

4.3.1.1 C2M.Manage Payments

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CC-PPDENIAL	Count Pay Plan Denial Customer Contacts
CCAL WFACCTX	Display Active WF for Account Based on Context
CCAL WFPREMX	Display Active WF for Premise Based on Context
C1_CCAL-TD	Highlight Outstanding To Do Entries
CCAL-DECL	Highlight Effective Declarations for Account and Premise
C1-CCAL-CASE	Highlight Open Cases
CCAL-FAERMSG	Highlight FA's with outstanding outgoing messages
CI_WO_BILL	Highlight Written off Bills
CI_OD-PROC	Highlight Active Overdue Processes
CI_OPN_MEVT	Highlight Open and Disputed Match Event
CI_STOPSA	Highlight Stopped SA's
C1-CCAL-CLM	Highlight Open Rebate Claims
C1_COLL-DF	Highlight Active Collection Processes
C1_COLLRF-DF	Highlight Active Collection Agency Referral
C1_PENDST-DF	Highlight Pending Start Service Agreements
C1_CASH-DF	Cash Only Account
C1_CRRT-DF	Credit Rating Alert
C1_LSSL-DF	Highlight Life Support/Sensitive Load on Person
C1_LSSLPR-DF	Highlight Life Support/Sensitive Load on Premise
C1_SEVPR-DF	Highlight Active Severance Processes
C1-CCAL-OCBG	Highlight Open Off Cycle Bill Generators
F1-SYNRQALRT	Retrieve Outstanding Sync Request
C1-PPBALERT	Prepaid Biller Task Alert
C1-SCHOTPAY	Highlight Scheduled One Time Payments

Account Financial History

Account Financial History

Main

Account Financial History ⓘ

Search By

Arrears Date ▾

Account ID

0029948887 🔍

Brazil, Mark, Commercial, \$0.00

Search

Hide Filters

	Arrears Date	Financial Transaction Type	Current Amount	Current Balance	Payoff Amount	Payoff Balance
1	07-01-2020	Pay Segment	\$-63.32	\$0.00	\$-63.32	\$0.00
2	07-01-2020	Bill Segment	\$63.32	\$63.32	\$63.32	\$63.32
3	06-01-2020	Pay Segment	\$-36.04	\$0.00	\$-36.04	\$0.00
4	06-01-2020	Bill Segment	\$36.04	\$36.04	\$36.04	\$36.04
5	05-01-2020	Pay Segment	\$-50.63	\$0.00	\$-50.63	\$0.00
6	05-01-2020	Bill Segment	\$50.63	\$50.63	\$50.63	\$50.63
7	04-01-2020	Pay Segment	\$-29.03	\$0.00	\$-29.03	\$0.00
8	04-01-2020	Bill Segment	\$29.03	\$29.03	\$29.03	\$29.03
9	03-01-2020	Pay Segment	\$-42.28	\$0.00	\$-42.28	\$0.00



Billing History

SA Billing History

Bookmark

Clear

Save

Refresh

Main

Account ID

0029948887

Brazil, Mark, Commercial, \$0.00

SA Information

California / Electric Commercial, ECOM1, Active, 01-01-2020, Standard commercial service, 0023582171

SA ID

0023582171

	Start Date	End Date	Days	Status	Current Amount	Payoff Amount	UOM	Billable Service Quantity	Average Daily Service Quantity
	06-01-2020	07-01-2020	30	Frozen	\$63.32	\$63.32	Kilowatt-Hours	799.560000	26.65
	05-01-2020	06-01-2020	31	Frozen	\$36.04	\$36.04	Kilowatt-Hours	500.300000	16.14
	04-01-2020	05-01-2020	30	Frozen	\$50.63	\$50.63	Kilowatt-Hours	699.570000	23.32
	03-01-2020	04-01-2020	31	Frozen	\$29.03	\$29.03	Kilowatt-Hours	399.460000	12.89
	02-01-2020	03-01-2020	29	Frozen	\$42.28	\$42.28	Kilowatt-Hours	600.000000	20.69
	01-01-2020	02-01-2020	32	Frozen	\$81.35	\$81.35	Kilowatt-Hours	691.300000	21.60

Account/Credit & Collection

Account

Bookmark

Delete

Main

Auto Pay

Persons

Financial Balances

Bill Messages

C & C

Budget

Deposits

Characteristics

Alerts

Account

Brazil,Mark, Commercial, \$173.31

Collection Class

Commercial / Industrial

Postpone Credit Review Until

01-01-2020

Last Credit Review Date

09-07-2023

Current Credit Rating

1000

Current Cash Only Score

0

Credit Rating History

← "1" of "2" → + 🗑

Start Date

09-05-2023

Credit Rating History ID

7885799906

End Date

09-05-2024

Created on 09-05-2023 by Collection Process 7884314502 Event 040

Affect Credit Rating By

-25

Affect Cash-Only Score By

0

Comments

Payment Portal

Payment Portal

Bookmark

Refresh

Main

Tender Search

Search By

Name / Date / Amount

Customer Name

Payment Date

Tender Amount

Search

Add Non CIS Payment

	Template	Add Payment
1	Connect Fee	<div>Add</div>
2	Mobile Meter Permit	<div>Add</div>
3	Purchasing	<div>Add</div>

Add CIS Payment

Person

Brazil, Mark

Account

Brazil, Mark, Commercial, \$0.00

Add Payment

Payment Event Quick Add

Payment Event Quick Add

Bookmark

Clear

Save

Refresh

Main

Tender Control ID

7741862616

01-01-2022,Cashiering Station 01,Open

Payment Date

01-01-2022

Number of Payment Events

Multiple

Create

Payments

	Distribution Rule	Rule Value		Tender Amount	Tender Type
	Contract Number			\$0.00	Check
				\$0.00	
				\$0.00	
				\$0.00	
				\$0.00	
				\$0.00	
				\$0.00	
				\$0.00	
				\$0.00	

Payment Event Add

Payor Account ID

0029948887

Q Brazil, Mark, Commercial, \$0.00

Payment Amount

\$100.00

		Amount Tendered	Tender Type	Check Number
+		<div>\$100.00</div>	<div>Cash</div>	<div></div>

Match Type

Match Value

Payment Date

01-01-2022

Distribute Action

Distribute and Freeze if OK

Distribute and Freeze if OK

Do not Distribute

Manual Distribution

OK

Deposit Control

Deposit Control

Bookmark

Next Item

Clear

Save

Refresh

Main

Tender Control

Tender Deposit

Turn Ins

Characteristics

Deposit Control

01-01-2022,Online Cashiering,Open

Deposit Control ID 7745617008

User

KNERKAR

Tender Source Type

\* Online Cashiering

Create Date/Time

01-01-2022 4:46:22

Currency Code

\* United States Dollars

Starting Balance

\$0.00

Deposit Control Status

\* Open

Total Tenders Amount

\$260.17

Balanced User ID

Total Tender Controls

1 for

\$260.17

Total Tender Deposits

0 for

\$0.00

Expected Ending Balance

\$260.17

Balanced Date/Time

Ending Balance

\$0.00

Outstanding Over/Under

\$-260.17

Comments

Tender Control

Tender Control

Bookmark

Clear

Save

Refresh

MainTendersTurn InsExceptionsCharacteristics

Tender Control01-01-2022,Cashiering Station 01,Open

Tender Control ID7741862616

Tender SourceCASH-01Cashiering Station 01

☐ All Users

Deposit Control ID774561700801-01-2022,Online Cashiering,Open

User IDKNERKAR

Currency CodeUnited States Dollars

Create Date/Time01-01-2022 4:46:29

Starting Balance\$0.00

Balanced User ID

Tender Control StatusOpenBalance

Balanced Date/Time

Tender Type	Number of Tenders	Tender Total Amount	Turn In Amount	Starting Balance	Expected Ending Bal	Ending Balance	Outstanding Over/Under
Cash	7	\$192.05	\$0.00	\$0.00	\$192.05	\$0.00	\$0.00
Check	3	\$68.12	\$0.00	\$0.00	\$68.12	\$0.00	\$0.00

Total Tender Amount\$260.17

Expected Ending Balance\$260.17

Ending Balance\$0.00

Outstanding Over/Under\$0.00

Comments

Payment Event

Payment Event

Bookmark

Clear

Save

Refresh

Main

Tenders

Characteristics

Pay Event Info

01-01-2022, \$20.00

Payment Event ID

660654601609

Payment Date

01-01-2022

1 Payment(s)

\$20.00

Amount Tendered

\$20.00

1 Tender(s)

\$20.00

Account Filter

All

Search

Payments

		Account ID		Payment Amount	Payment Status	Match Type	Match Value
+		<div>6607121765</div>	Dayton, Benjamin, Residential, \$0.00	<div>\$20.00</div>	Canceled		
+		<div>6607121765</div>	Dayton, Benjamin, Residential, \$0.00	<div>\$20.00</div>	Frozen		

Payments Actions

Distribute

Print

Freeze

Pay Event Actions

Transfer

Delete



Payment Event

BookmarkClearSaveRefresh

MainTendersCharacteristics

Payment Date01-01-20221 Payment(s)\$20.00Amount Tendered\$20.001 Tender(s)\$20.00

Tenders

Payor Account ID6607121765Dayton,Benjamin,Residential,\$0.00Pay Tender ID660219941167

Tender Amount\$20.00Tender TypeCash

Check NumberTender StatusValid

MICR IDExt. Reference ID

Customer IDName

Tender Control ID774186261601-01-2022,Cashiering Station 01,Open

Included in Tender Ctl Balance

Deposit Control01-01-2022,Online Cashiering,Open

Tender ActionCancel

	Characteristic Type	Sequence	Characteristic Value
+ <div></div>	* <div></div>	* <div></div>	<div></div>

4.3.1.1 C2M.Manage Payments

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Overpayment SA

Service Agreement

Bookmark

Clear

Save

Refresh

MainRate InfoSA/SPChars, Qty & Rec. ChargesMiscContract OptionsBilling ScenarioSA Portal

SA Info

Division 1 / Excess credit (overpayment), Active, 01-01-2022, 8159383710

SA ID

8159383710

SA Status

Active

Activate SA

Cancel SA

Initiate Stop

Stop SA

Close SA

Reinstate SA

Account ID

8156476368

Daniels,Warner, Residential, \$-200.00

CIS Division

Division 1

SA Type

EXCSCRED

Division 1 / Excess credit (overpayment)

Start Date

01-01-2022

End Date

Maximum Bill Threshold

\$0.00

Cutoff Time

Start Day Option

Customer Read

No

Allow Estimates

Start Option

Char Premise ID

Old Account ID

Total Amount to Bill

\$0.00

Expiration Date

Renewal Date

Debt Class

No collection/severance

Days Old

Arrears Amount

Current Balance

\$ -200.00

Payment

Payment

Bookmark

Clear

Save

Refresh

MainPay SegmentsManual DistributionCharacteristics

Payment Info07-01-2020,\$63.32,Frozen,Brazil, Mark, Commercial, \$0.00Payment ID002778103874

Payment Event ID00287247863107-01-2020, \$63.32

1 Payment(s)\$63.32

1 Tender(s)\$63.32

Account ID0029948887Brazil, Mark, Commercial, \$0.00

Payment Amount\$63.32

Payment StatusFrozen

Match Type

Match Value

Payment Segments

Premise	SA Information	Distributed Amt
7996_URM-UTA-SD Street, San Francisco, CA, 94105	California / Electric Commercial, ECOM1, Active, 01-01-2020, Standard commercial service, 0023582171	\$63.32

Payment Amount\$63.32Billed Amount\$36.04Current Balance\$0.00

Distributed Amount\$63.32 (1 payment segment(s))Delinquent Amount\$0.00

Payment Actions

Redistribute

Freeze

Delete

Cancel

Transfer

4.3.1.1 C2M.Manage Payments

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Payment

Bookmark

Clear

Save

Refresh

Main

Pay Segments

Manual Distribution

Characteristics

Payment Info

07-01-2020,\$63.32,Frozen,Brazil, Mark, Commercial, \$0.00

Payment ID 

002778103874

Payment Event ID 

002872478631

07-01-2020, \$63.32

1 Payment(s)

\$63.32

1 Tender(s)

\$63.32

SA Filter

All

Search

Premise	SA Information	Distributed Amt	Billed Amount	Delinquent Amount	Current Balance
7996_URM-UTA-SD Street, San Francisco, CA, 94105	California / Electric Commercial, ECOM1, Active, 01-01-2020, Standard commercial service, 0023582171	* <div>\$63.32</div>	\$36.04	\$0.00	\$0.00

Payment Amount

\$63.32

Billed Amount

\$36.04

Current Balance

\$0.00

Distributed Amount

\$63.32 (1 payment segment(s))

Delinquent Amount

\$0.00

Payment Actions

Redistribute

Confirm

Freeze

Deposit – Tender Control Staging

Deposit Control Staging

Bookmark

Next Item

Clear

Save

Refresh

Main

Tender Control Staging

Deposit Control Staging

External Source ID

External Transmit ID

Status

Deposit Control ID

Transmission Date/Time

Total Tender Controls

Tender Control Total Amount

Currency Code

LB001

001

Complete

7082923039

01-01-2022 5:06:50

3

\$223.00

United States Dollars

Deposit Control Staging

Bookmark

Next Item

Clear

Save

Refresh

Main

Tender Control Staging

Deposit Control Staging

External Source ID

External Transmit ID

LB001

001

		External Batch ID	Status	Tender Control ID	Total Tenders Amount	Total Number of Tenders
+		*001	Complete	7089633864	\$11.00	1
+		*002	Complete	7086426833	\$12.00	1
+		*003	Complete	7084086103	\$200.00	1

Payment Upload Staging

Payment Upload Staging

Bookmark

Previous Item

Delete

Clear

Save

Refresh

Tender Detail

Payment Advice

Characteristics

Payment Upload Staging

External Source ID

LB001

External Transmission ID

001

External Batch ID

003

External Reference ID

003

Customer ID

8156476368

Daniels,Warner, Residential, \$-200.00

Tender Amount

\$200.00

Tender Type

Check

MICR ID

2343

Check Number

343

Name

TEST PUPL3

Accounting Date

01-01-2022

Pay Tender Staging Status

Complete

Payment Event ID

815383521000 01-01-2022, \$200.00