



C2M v2.9

4.3.1.1a Process Budget Payments

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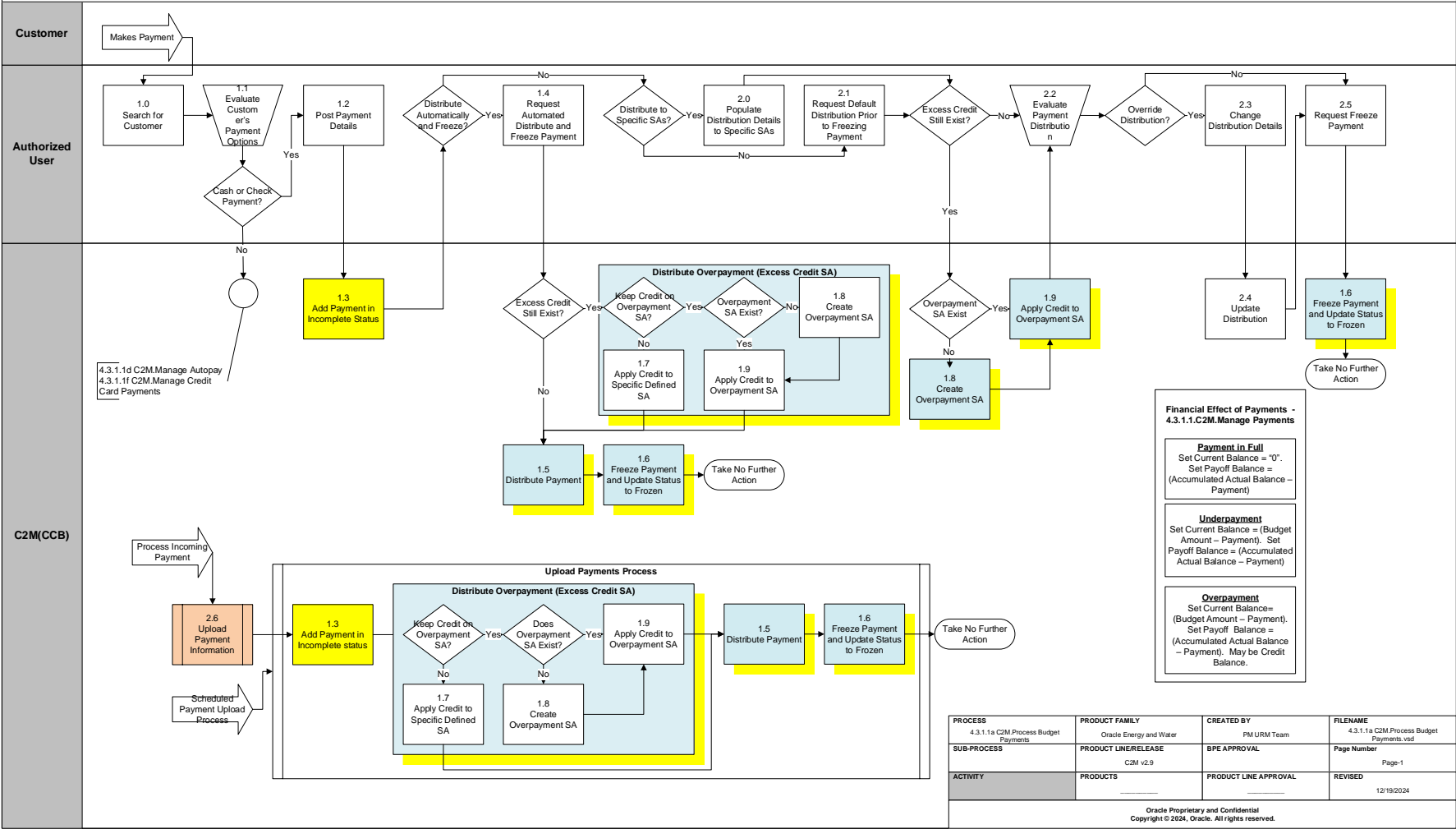
Brief Description

Business Process:	4.3.1.1a C2M.Process Budget Payments
Process Type:	Sub Process
Parent Process:	4.3.1 C2M.Perform Settlement Activities,
Sibling Processes:	4.3.1.1 C2M.Manage Payments, 4.3.1 C2M.Process Non-Billed Monitored Budget payments, 4.3.1.1c C2M.Process Non-Billed Unmonitored Budget payments, 4.3.1.1d C2M.Manage Auto-Payments, 4.3.1.1e C2M.Manage Credit Card Payment, 4.3.1.2 C2M.Manage Workstation Cashiering, 4.2.2 C2M.Manage Bill, 3.4.1.1 C2M.Manage Customer Contacts, 3.3.2.2 C2M.Start Non-Premise Based Service, 3.3.2.4 C2M.Stop Non-Premise Based Service

This process describes payments for a customer on the [Budget Plan](#). The customer’s current balance is what they think they owe or their monthly payment. The payoff balance is the actual amount owed for all the Account’s Service Agreements.

Business Process Model

4.3.1.1a C2M.Process Budget Payments



Detail Business Process Model Description

1.0 Search for Customer

Actor/Role: Authorized User

Description:

The Authorized User uses [Control Central Search](#) to locate the customer in C2M(CCB). There are a number of algorithms that can be stored on [Installation Options for Control Central Alerts](#). These algorithms provide the Authorized User with valuable insight for overall analysis of the customer.

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

Installation Options – Control Central Alerts
C1-PY-INFO This algorithm formats the Payment Information that appears throughout the system.
C2M-APAYDFLT - Automatic Payment Creation

Configuration required N Entities to Configure:

Installation Options
Zone

1.1 Evaluate Customer’s Payment Options

Actor/Role: Authorized User

Description:

The 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 can assist the Authorized User in determining eligibility and distribution for the Payment applying established business rules.

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

Installation Options – Control Central Alerts
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:

Installation Options

1.2 Post Payment Details

Actor/Role: Authorized User

Description:

The Authorized User posts the payment. It is assigned an incomplete status. The Authorized User enters initial payment information using the [Payment Portal](#), [Payment Event Add](#), [Payment Event Quick Add](#) or [Payment Quick Add](#) functionality. Refer to 4.3.1.1 C2M.Manage Payments or 4.3.1.1d C2M.Manage Auto-Payments for details.

1.3 Add Payment in Incomplete Status

Actor/Role: C2M(CCB)

Description:

The Payment and Tender(s) are added in C2M(CCB). This process is similar for online as well as automated batch processing. Refer to 4.3.1.1 C2M.Manage Payments and 4.3.1.1d C2M.Manage Auto-Payments for details.

This task is the same for online as well as automated batch processing.

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

C1-CR-NBRVAL Credit Card Number Validation
Algorithm Type - C1-VALIBAN - International Bank Account Number Validation
CI_APAM-DFLT - Automatic Payment Amount Calculation
C2M-APAYDTCL - Autopay Date Calculation
C2M-APAYDFLT - Automatic Payment Creation

Configuration required Y Entities to Configure:

Bank Code
Tender Source
Tender Type
Distribution Codes
Payment Template
Payment Segment Type
Customer Class
Feature Configuration
Autopay Source Type
Autopay Route Type
Tender Control
Deposit Control

Customizable process N Process Name:

PPAPAY - Auto Pay Creation
APAYCRET - Create autopay on extract date

Business Object Y Business Object:

C1-CISPaymentEvent - Payment Event – CIS Payment
--

1.4 Request Automated Distribute and Freeze payment.

Actor/Role: Authorized User

Description:

The Authorized User chooses Distribute and Freeze at the same time if this option is selected when posting the initial payment details in Step 1.2 or Step 1.3. 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 Distribute Payment

Actor/Role: C2M (CCB)

Description:

The Authorized User distributes the payment using the distribution rules defined on Customer Class and the Payment Segment Type's associated financial algorithm as defined on each SA Type. The normal payment segment type financial algorithm is defined as $\text{payoff amt} = \text{pay amt} / \text{Current amt} = \text{pay segment amt}$. One of the base package payment distribution algorithms distributes a payment based on age of each service agreement's debt and the payment distribution priority of each service agreement's SA type. Refer to 4.3.1.1 C2M.Manage Payments for more information. The payment is added and distributed in C2M(CCB). The Payment is in freezable status.

This task 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
Algorithm Type - C1-CR-PAY-DF - Pay an SA via SA Characteristic
C1-TNDRAC-DF - This algorithm determines the Tender Account ID from the distribution detail characteristic value. It expects the value to represent an SA characteristic and it returns the SA's account as the Tender Account ID.
C1-DSOV-SAID - Distribute payment to SA ID in match value.
WX-CRE-OTPAY - Create One Time Payment

Configuration required Y Entities to Configure:

Customer Class
SA Type

Customizable process N Process Name:

Match Type
Distribution Rule
APAYDSFR - Distribute and Freeze Auto Payments
PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

1.6 Freeze Payment and Update Status to Frozen

Actor/Role: C2M(CCB)

Description:

The Payment(s) are frozen in C2M(CCB).

This task is the same for online as well as automated batch processing.

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

WX-SSPNOTIFY - Set Payment Notifications for Self-Service
C1-PYDS-BDU - OI Only! Pay oldest bill first
Algorithm Type - C1-PDOV-PYBL - Match by Bill ID, Pay Target Bill (Open Item)
Algorithm Type - C1-PDOV-PYSA - Match by SA ID, Pay Oldest Bill First
STPZ-RMVCR - Create adjustment to remove SA's credit
C2M-CFTZ-VAT - Create Excess Credit GL Details (UK VAT Only)
C2M-DEP-PAID - Deposit amount paid in full message

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.

1.7 Apply Credit to Specific Defined SA

Actor/Role: C2M(CCB)

Description:

The payment may be applied to the highest priority SA that is eligible for overpayment as defined on the SA type as defined for the Customer Class. Refer to 4.3.1.1 Manage Payments for details.

Process Plug-in Enabled Y	Available Algorithm(s):	C1-OVRPYPTY - Keep overpayment on highest priority SA
Configuration required Y	Entities to Configure:	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.

1.8 Create Overpayment SA

Actor/Role: C2M(CCB)

Description:

An overpay SA may be created for excess credit over the amount of the account’s payoff balance dependent upon the overpayment distribution defined on Customer Class. The overpayment SA credit will be transferred to other Service Agreements the next time the Account bills. Refer to 4.3.1.1.C2M.Manage Payments for details.

Process Plug-in Enabled Y	Available Algorithm(s):	C2M-OVRPY-CR - Keep overpayment on a "credit SA" -CA OVRPY-CREDOH - Keep overpayment on a "credit SA" - Ohio C1-OVRPYPTY - Keep overpayment on highest priority SA
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.

1.9 Apply Credit to Overpayment SA

Actor/Role: C2M(CCB)

Description:

The overpayment is transferred to a new SA (excess credit SA type). The overpayment SA credit will be transferred to other Service Agreements the next time the Account bills. Refer to 4.3.1.1 C2M.Manage Payments for details.

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

C2M-OVRPY-CR - Keep overpayment on a "credit SA "-CA
--

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 Populate Distribution Details to Specific SAs

Actor/Role: Authorized User

Description:

The Authorized User may define the amount allocated to each of the account's service agreements.

2.1 Request Default Distribution Prior to Freezing Payment

Actor/Role: Authorized User

Description:

The Authorized User may also decide to request the default distribution according to the configured distribution prior to freezing the payment.

2.2 Evaluate Payment Distribution

Actor/Role: Authorized User

Description:

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

2.3 Change Distribution Details

Actor/Role: Authorized User

Description:

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

2.4 Update Distribution

Actor/Role: C2M(CCB)

Description:

Any changes in the Distribution allocation are updated in C2M(CCB).

2.5 Request Freeze Payment

Actor/Role: Authorized User

Description:

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

2.6 Upload Payment Information

Actor/Role: C2M(CCB)

Description:

Most payments are added in C2M(CCB) through external interfaces such as lock box, payment station, or remittance processor. Process X refers to the mechanism used by your organization to populate the various staging tables.

Customizable process N

Process Name:

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

Test Assets related to the Current Process

Testing Asset Sr.No	Use Case	No Of Data sets
1	URM-C2M-4311a-001-Create-Payment-For-Budget-Amount	2
2	URM-C2M-4311a-002-Create-Payment-For-Budget-Amount-With-Over-Payment	2

Document Control

Change Record

Date	Author	Version	Change Reference
03/10/2009	Colleen King	Draft 1a	No Previous Document
4/29/2009	Colleen King		Multiple Changes in April
5/3/2009	Colleen King		Additional Changes
5/4/2009	Colleen King		Additional Changes
05/10/2009	Galina Polonsky		Reviewed
10/22/2010	Geir Hedman		Updated Title and Content page
11/24/2010	Yoko Iwahiro		Framework updates.
12/27/2010	Ayelet Lavee		Release review changed parent and siblings, minor edits.
2/9/2011	Geir Hedman		Updated Document and Visio
2/19/2011	Galina Polonsky		Reviewed, Approved
10/21/2013	Emma Lee Tiamzon		Update Document and Visio
09/08/2015	Don Lee		Update to v2.5
09/15/2015	Galina Polonsky		Reviewed, Approved
11/27/2017	Chetan Raut		Updated the Visio, screenshots and descriptions to reflect C2M changes.
12/19/2017	Galina Polonsky		Reviewed, Approved
8/17/2018	Jerry Chick		Minor grammatical and syntax corrections.
10/21/2018	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
09/21/2024	Pablo Siegrist		Reviewed
12/16/2024	Galina Polonsky		Reviewed, Approved

Attachments:

Control Central Search

Control Central Search

Bookmark

Refresh

Main

Control Central Search ⓘ

🔍

📌

^

Search By

Name and Address ▾

Name

👤

+

📌

Address

City

Postal

CIS Division

Show All Premises

☒

Search

Admin Menu Budget Plan

Budget Plan

Bookmark

Main

Budget Plan

RES-BUD

Description

Residential Budget Plan

CIS Division

Calculation Algorithm

C2M-RBUDCALC

Avg of last 12 months + 5%, round up to nearest \$1

Monitor Algorithm

C2M-RBUDMON

Highlight customer if budget amount > 30% off

True Up Algorithm

C2M-RBUDTUP

Change budget if new budget > 30% different

Months for True Up

2

Account Budget

Account

Bookmark

Delete

Clear

Save

Refresh

Main

Auto Pay

Persons

Financial Balances

Bill Messages

C & C

Budget

Deposits

Characteristics

Alerts

Account Portal

Account

Brazil,Mark, Residential, \$170.75

Account ID 7881973462 1

Recommend Budget

Cancel Budget

Budget Plan

Residential Budget Plan

New Budget Date

04-01-2020

Current Account Budget

\$530.00

Recommended Account Budget

\$0.00

Service Agreement	Last Changed Date	Current Budget	Recommended Budget
California / Water Residential (monthly), W-DFLT-M, Active, 10-01-2016, 7883494180	04-01-2020	\$421.00	<input type="text" value="\$0.00"/>
California / Waste Water Residential (month, WWDFLT-M, Active, 10-01-2016, 7886696828	04-01-2020	\$109.00	<input type="text" value="\$0.00"/>

Admin Menu Installation Options

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
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

4.3.1.1a C2M.Process Budget Payments

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

7881973462

Q Brazil,Mark, Residential, \$170.75

Search

Hide Filters

	Arrears Date	Financial Transaction Type	Current Amount	Current Balance	Payoff Amount	Payoff Balance
6	03-11-2020	Pay Segment	\$-166.64	\$0.00	\$-166.64	\$-100.00
7	03-01-2020	Bill Segment	\$166.64	\$166.64	\$166.64	\$66.64
8	02-12-2020	Pay Segment	\$-162.53	\$0.00	\$-162.53	\$-100.00
9	02-01-2020	Bill Segment	\$162.53	\$162.53	\$162.53	\$62.53
10	01-13-2020	Pay Segment	\$-174.85	\$0.00	\$-174.85	\$-100.00
11	01-01-2020	Bill Segment	\$174.85	\$174.85	\$174.85	\$74.85
12	12-11-2019	Pay Segment	\$-183.06	\$0.00	\$-183.06	\$-100.00
13	12-01-2019	Bill Segment	\$183.06	\$183.06	\$183.06	\$83.06

Previous

Next

Billing History

SA Billing History

Bookmark

Previous Item

Next Item

Clear

Save

Refresh

Main

Account ID

7881973462

Brazil,Mark, Residential, \$170.75

SA Information

California / Water Residential (monthly), W-DFLT-M, Active, 10-01-2016, 7883494180

SA ID

7883494180

	Start Date	End Date	Days	Status	Current Amount	Payoff Amount	UOM	Billable Service Quantity	Average Daily Service Quantity
	03-01-2020	04-01-2020	31	Freezable	\$135.90	\$135.90	100 Cubic Feet (Water CCF)	32.0000000	1.03
	03-01-2020	04-01-2020	31	Pending Cancel	\$135.90	\$135.90	100 Cubic Feet (Water CCF)	32.0000000	1.03
	02-01-2020	03-01-2020	29	Frozen	\$132.21	\$132.21	100 Cubic Feet (Water CCF)	31.0000000	1.07
	01-01-2020	02-01-2020	31	Frozen	\$128.52	\$128.52	100 Cubic Feet (Water CCF)	30.0000000	0.97
	12-01-2019	01-01-2020	31	Frozen	\$139.59	\$139.59	100 Cubic Feet (Water CCF)	33.0000000	1.06
	11-01-2019	12-01-2019	30	Frozen	\$146.96	\$146.96	100 Cubic Feet (Water CCF)	35.0000000	1.17
	10-01-2019	11-01-2019	31	Frozen	\$135.90	\$135.90	100 Cubic Feet (Water CCF)	32.0000000	1.03
	09-01-2019	10-01-2019	30	Frozen	\$139.59	\$139.59	100 Cubic Feet (Water CCF)	33.0000000	1.10
	08-01-2019	09-01-2019	31	Frozen	\$143.28	\$143.28	100 Cubic Feet (Water CCF)	34.0000000	1.10
	07-01-2019	08-01-2019	31	Frozen	\$146.96	\$146.96	100 Cubic Feet (Water CCF)	35.0000000	1.13
	06-01-2019	07-01-2019	30	Frozen	\$150.66	\$150.66	100 Cubic Feet (Water CCF)	36.0000000	1.20
	05-01-2019	06-01-2019	31	Frozen	\$128.52	\$128.52	100 Cubic Feet (Water CCF)	30.0000000	0.97
	04-01-2019	05-01-2019	30	Frozen	\$139.59	\$139.59	100 Cubic Feet (Water CCF)	33.0000000	1.10

Account/Credit & Collection

Account

Bookmark

Clear

Save

Refresh

Main

Auto Pay

Persons

Financial Balances

Bill Messages

C & C

Budget

Deposits

Characteristics

Alerts

Account Portal

Account

Brazil,Mark, Residential, \$170.75

Account ID

7881973462

1

Collection Class

Residential

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

"2" of "2"

Start Date

05-16-2017

Credit Rating History ID

7887426043

End Date

05-16-2018

Created on 05-16-2017 by Payment Cancellation

Affect Credit Rating By

-100

Affect Cash-Only Score By

10

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 Add

opd.utilities-cloud.oracleindustry.com/z691r2/dev01/ccs/web/uiPage/paymentEventAd

Payor Account ID

* 0029948887

Q Brazil, Mark, Commercial, \$0.00

Payment Amount

\$100.00

		Amount Tendered	Tender Type	Check Number
+	🗑	\$100.00	Cash	

Match Type

Match Value

Payment Date

01-01-2022

📅

Distribute Action

Distribute and Freeze if OK

OK

Distribute and Freeze if OK

Do not Distribute

Manual Distribution

Payment Quick Add

Payment Quick Add

Bookmark

Clear

Save

Refresh

Main

Tender Control ID

7741862616

Q 01-01-2022,Cashiering Station 01,Open

Payment Date

04-01-2020

	Account ID	Payment Amount	Tender Type	Check Number	Match Type	Match Value
	<input type="text"/>	<input type="text" value="0.00"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text" value="0.00"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text" value="0.00"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text" value="0.00"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text" value="0.00"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text" value="0.00"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text" value="0.00"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text" value="0.00"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text" value="0.00"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text" value="0.00"/>	<input type="text"/>	<input type="text"/>	(Ctrl)	<input type="text"/>

Distribute and Freeze

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	

Payment

Payment

Bookmark

Next Item

Clear

Save

Refresh

MainPay SegmentsManual DistributionCharacteristics

Payment Info03-11-2020,\$166.64,Frozen,Brazil,Mark, Residential, \$170.75Payment ID788293158480

Payment Event ID78850401998503-11-2020, \$166.64

1 Payment(s)\$166.64

1 Tender(s)\$166.64

Account ID7881973462Brazil,Mark, Residential, \$170.75

Payment Amount\$166.64

Payment StatusFrozen

Match Type

Match Value

Payment Segments

Premise		SA Information	Distributed Amt
500 Guerrero St, San Francisco, CA, 94103		California / Water Residential (monthly), W-DFLT-M, Active, 10-01-2016, 7883494180	\$132.21
500 Guerrero St, San Francisco, CA, 94103		California / Waste Water Residential (month, WWDFLT-M, Active, 10-01-2016, 7886696828	\$34.43

Payment Amount\$166.64Billed Amount\$166.64Current Balance\$170.75

Distributed Amount\$166.64 (2 payment segment(s))Delinquent Amount\$0.00

Payment Actions

RedistributeFreezeDeleteCancelTransfer

4.3.1.1a C2M.Process Budget Payments

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