



## C2M v2.9

### 4.3.1.1b Process Non-Billed Monitored Budget Payments

Creation Date: May 5, 2009  
Last Updated: January 29, 2025

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## Brief Description

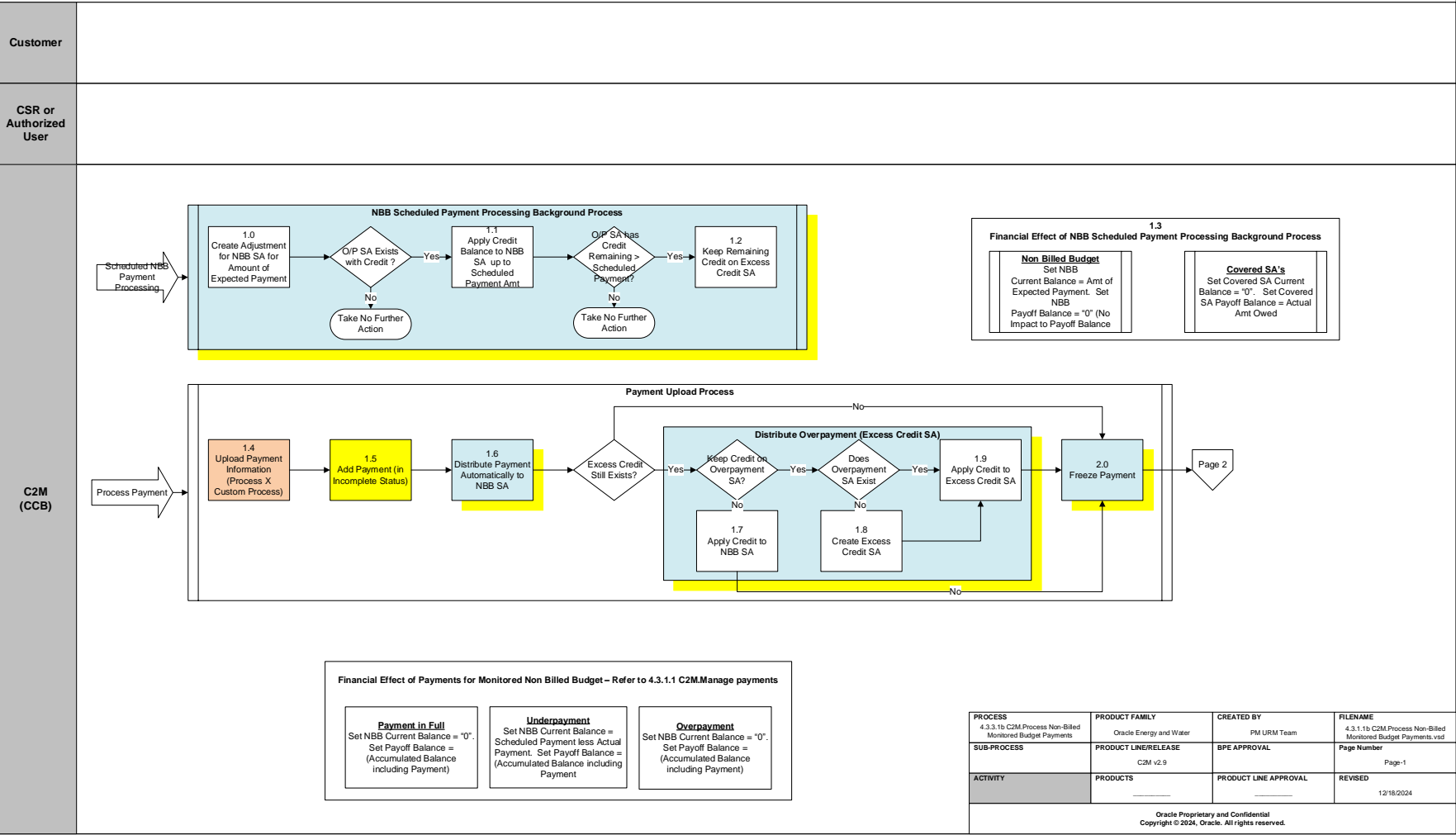
<b>Business Process:</b>	<b>4.3.1.1b C2M.Process Non-Billed Monitored Budget Payments</b>
<b>Type:</b>	<b>Sub Process</b>
<b>Parent Process:</b>	<b>4.3.1 C2M.Perform Settlement Activities</b>
<b>Sibling Processes:</b>	<b>4.3.1.1 C2M.Manage Payments, 4.3.1.1c C2M.Process Non-Billed Unmonitored Budget 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, 3.4.4.1b C2M.Enroll in Non-Billed Budget, 3.4.4.2b C2M.Renew Non-Billed Budget, 3.4.4.3b C2M.Expire Non-Billed Budget, 4.2.2.10b C2M.Manage Monitored-Unmonitored Non-Billed Budget Billing</b>

This process describes the Non-Billed Budget Scheduled Payment Background Process for monitored Non-Billed Budgets. In addition, the payment process and financial impact for the monitored Non-Billed Budget and Covered SA's are provided.

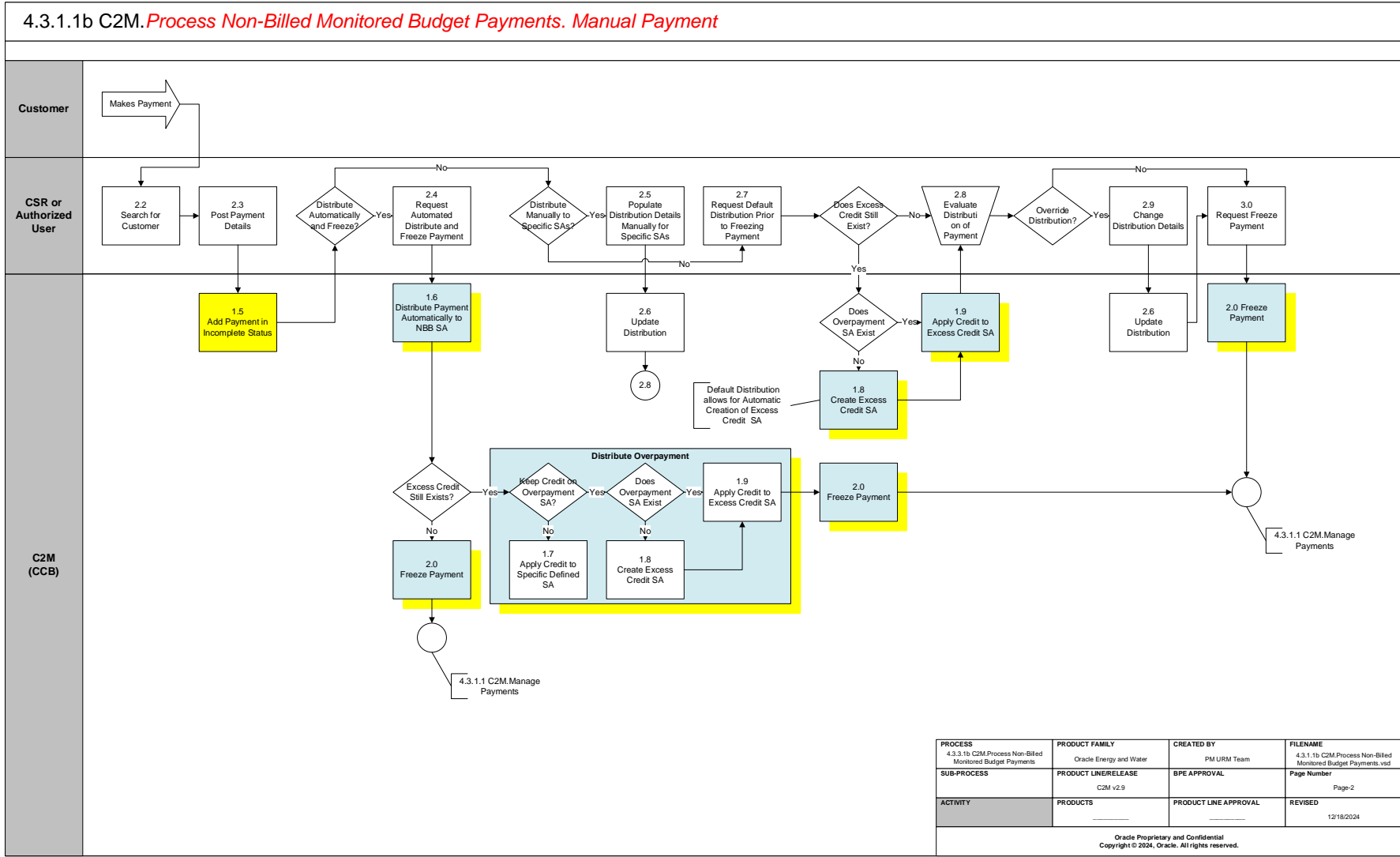
When a scheduled payment is due for a monitored [Non-Billed Budget](#), an adjustment is created to increase the Non-Billed Budget's current balance by the expected amount. The current balance on the [Non-Billed Budget SA](#) can be monitored to ensure payments are made on time.

Business Process Model Page 1

4.3.1.1b C2M.Process Non-Billed Monitored Budget Payments. Batch Payment



Business Process Model Page 2



## Detail Business Process Model Description

### 1.0 Group - Create Adjustment for Non Billed Budget SA for Amount of Expected Payment

Actor/Role: C2M(CCB)

**Description:**

When a scheduled payment is due, C2M(CCB) creates an adjustment to increase the monitored Non-Billed Budget’s current balance by the expected payment amount. The Adjustment Code and Algorithm to create the Adjustment need to be created for payment. The attached Algorithm handles the Payment using the Algorithm and Adjustment Code to create the Financial Payment

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

C1-BCMP-NBB – Algorithms of this type distribute the credit payoff balance from a non-billed budget SA to the covered SAs, thus reducing the amount owed for those SAs by the accumulated payment credits. Moneys may be distributed to any SA covered by the non-billed budget, even if it was not billed.

Customizable process N      Batch Process Name:

NBBPS – Non-Billed Budget Scheduled Payment Process

Configuration required Y      Entities to Configure:

- Algorithms
- Adjustment Type
- Payment Segment Type

### 1.1 Group - Apply Credit Balance to Non Billed Budget SA up to Scheduled Payment Amt

Actor/Role: C2M(CCB)

**Description:**

After the Process Non Billed Budget Scheduled Payment Algorithm creates the next scheduled payment, (adjustment), it looks for a credit amount on an overpayment SA and creates an adjustment to transfer the credit balance (or amount of payment if the credit is more than the scheduled payment amount) from the overpayment SA to the [Non-Billed Budget SA](#).

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

C1-BCMP-NBB – Algorithms of this type distribute the credit payoff balance from a non-billed budget SA to the covered SAs, thus reducing the amount owed for those SAs by the accumulated payment credits. Moneys may be distributed to any SA covered by the non-billed budget, even if it was not billed.

Customizable process N      Batch Process Name:

Configuration required Y      Entities to Configure:

NBBPS – Non-Billed Budget Scheduled Payment Process
Algorithm
Overpayment Transfer Adjustment Type
Overpayment SA Type

**1.2 Group Keep Remaining Credit on Excess Credit SA**

Actor/Role: C2M(CCB)

Description:

The remaining credit is kept on the Excess Credit SA to be applied when the scheduled background process is executed again.

**1.3 Financial Effect of Non Billed Budget Scheduled Payment Processing Background Process**

Actor/Role: C2M(CCB)

Description:

The Current Balance is the Scheduled Payment Amount and Payoff Balance for the Non- Billed Budget is “0”. The Covered SA’s Current Balance = “0”. The Covered SA’s Payoff Balance = Actual Amount Owed.

**1.4 Upload Payment Information (Process X Custom Process)**

Actor/Role: C2M(CCB)

Description:

Payments are uploaded in C2M(CCB). This is a custom process.

**1.5 Add Payment (in Incomplete Status)**

Actor/Role: C2M(CCB)

Description:

The payment is added and assigned an incomplete status in C2M(CCB).

**1.6 Distribute Payment Automatically to Non Billed Budget SA**

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User distributes the payment.

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 and age of Debt.
C1-PYDST-PPR - This payment distribution algorithm distributes a payment amongst the account's service agreements based on each service



Configuration required Y      Entities to Configure:

agreement's SA type's Payment Priority and age of Debt.
C1-BCMP-NBB - NBB Credit Transfer - This algorithm of this type distribute the credit payoff balance from a non-billed budget SA to the covered SAs, thus reducing the amount owed for those SAs by the accumulated payment credits
Customer Class Controls
Payment Distribution Algorithm
Payment Segment type

**1.7 Apply Credit to Non Billed Budget SA**

Actor/Role: C2M(CCB)

**Description:**

An overpayment is applied to the highest priority SA. The Non-Billed Budget SA must be configured as the highest priority and allow overpayment.

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

Configuration required Y      Entities to Configure:

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)
Customer Class Controls
Overpayment Distribution Algorithm
Non Billed Budget SA Type

**1.8 Create Excess Credit SA**

Actor/Role: C2M(CCB)

**Description:**

It is recommended an Excess Credit SA be used to distribute overpayments for Non-Billed Budgets. Payments in excess of the Non-Billed Budget's current balance are credited to an overpayment (excess credit) SA.

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

C2M-OVRPY-CR - This algorithm books excess credit from an overpayment to an excess credit service agreement identified by CIS Division and SA Type. Recommended CIS Division and SA type supplied is one-time and non-billable.
The excess credit SA is determined as follows:

**Configuration required Y      Entities to Configure:**

- If a non-canceled and non-closed excess credit SA exists, the excess credit will be applied to it.  
 - If closed excess credit SA exists and if Reinstate Excess Credit SA is set to 'Y', the closed SA is reinstated and the excess credit will be applied to it.  
 - If not, a new excess credit SA is created using CIS Division and SA Type.

Non Billed Budget SA type
Customer Class Controls
Excess Credit SA type
Overpayment Distribution Algorithm

### **1.9 Apply Credit to Excess Credit SA**

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

**Description:**

The remaining credit is transferred to an Excess Credit SA.

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

CI\_OVRPY-CR - This overpayment algorithm will apply an overpayment to an Excess Credit SA. If a non-canceled and non-closed Excess Credit SA exists, the credit will be applied to it. If not, a new excess credit SA is created

**Configuration required Y      Entities to Configure:**

Non Billed Budget SA type
Customer Class Controls
Excess Credit SA type
Overpayment Distribution Algorithm

### **2.0 Freeze Payment**

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

**Description:**

The Payment is frozen in C2M(CCB).

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

C1-PSEG-AC -This algorithm is only used if you practice Cash Accounting.

<p>C1-PSEG-CA - This algorithm creates a financial transaction for a payment segment where:</p> <ul style="list-style-type: none"> <li>- Payoff amount = 0.</li> <li>- Current amount = payment segment amount.</li> <li>- The general ledger is affected</li> </ul>
--

<p>C1-PSEG-NM - This algorithm creates a financial transaction for a payment segment where:</p> <ul style="list-style-type: none"> <li>- Payoff amount = payment segment amount.</li> <li>- Current amount = payment segment amount.</li> <li>- The General Ledger is affected</li> </ul>
---

Configuration required Y      Entities to Configure:

Payment Segment Type
----------------------

## **2.1 Financial Effect of Payments Monitored NBB – Refer to 4.3.1.1 C2M.Manage Payments**

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

**Description:**

The customer on a Non-Billed Budget Plan has a Current Balance of “0”, and the Payoff Balance is always the amount the customer really owes or the actual balance for the covered utility SA’s. The Non-Billed Budget SA is impacted by payments as follows:

### **Payment in Full**

Set NBB Current Balance = “0”. Set Payoff Balance = (Accumulated Balance including Payment)

### **Underpayment**

Set NBB Current Balance = Schedule payment less Actual Payment. Set Payoff Balance = (Accumulated Balance including Payment)

### **Overpayment**

Set NBB Current Balance = “0”. Set Payoff Balance = (Accumulated Balance including Payment)

## **2.2 Search for Customer**

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

**Description:**

To apply a payment the CSR or Authorized User locates the customer in C2M(CCB) using [Control Central Search](#). Once the customer is located [Control Central Alerts](#) assist the CSR or Authorized User with pertinent information for the customer/account.

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

<a href="#">Installation Options – Control Central Alerts</a>
---

## **2.3 Post Payment Details**

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

**Description:**

The CSR or Authorized User posts the payment details including amount tendered and total payment amount. The payment is assigned an incomplete status.

**2.4 Request Automated Distribute and Freeze Payment**

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

**Description:**

The CSR or Authorized User selects automated distribution and freezing of payment. The payment is distributed using the distribution priority defined on Customer Class and the Payment Segment Type’s associated financial algorithm as defined on each SA Type.

**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
C1-PSEG-AC -This algorithm is only used if you practice 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 payment segment where: - Payoff amount = 0. - Current amount = payment segment amount. - The general ledger is affected
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

**Configuration required Y      Entities to Configure:**

Customer Class Controls
Payment Segment Type

**2.5 Populate Distribution Details Manually to Specific SAs**

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

**Description:**

The CSR or Authorized User may override the defined payment distribution and apply the payment to one specific service agreement or may alternately distribute the payment to many service agreements. The Payment is in freezable status.

**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
C1-PSEG-AC -This algorithm is only used if you practice 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 payment segment where: - Payoff amount = 0. - Current amount = payment segment amount. - The general ledger is affected
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

**Configuration required Y      Entities to Configure:**

Customer Class Controls
Payment Segment Type
Payment Distribution Algorithms

**2.6 Update Distribution**

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

**Description:**

Changes to Distribution are updated in C2M(CCB).

**2.7 Request Default Distribution Prior to Freezing Payment**

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

The CSR or Authorized User determines there is an overpayment or wants to view default distribution prior to any other changes in distribution. An overpayment or Excess Credit SA is created for an overpayment.

**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
C1-PSEG-CA - This algorithm creates a financial transaction for a payment segment where: - Payoff amount = 0. - Current amount = payment segment amount. - The general ledger is affected
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

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

Customer Class Controls
Payment Segment Type

**2.8 Evaluate Distribution of Payment**

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

**Description:**

The CSR or Authorized User reviews and evaluates the existing distribution to determine if any changes are required.

**2.9 Change Distribution Details**

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

**Description:**

The CSR or Authorized User determines there is a need to change the presented distribution and makes changes accordingly.

**3.0 Request Freeze Payment**

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

**Description:**

The CSR or Authorized User freezes the payment.

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

C1-PSEG-AC -This algorithm is only used if you practice Cash Accounting.
--

Configuration required Y      Entities to Configure:

<p>This algorithm creates a financial transaction for a payment segment where:</p> <ul style="list-style-type: none"><li>- Payoff amount = pay segment amount</li><li>- Current amount = pay segment amount</li><li>- The general ledger is affected</li><li>- Holding payable balances are relieved in proportion to the amount of receivables that are reduced by the payment segment</li></ul>
<p>C1-PSEG-CA - This algorithm creates a financial transaction for a payment segment where:</p> <ul style="list-style-type: none"><li>- Payoff amount = 0.</li><li>- Current amount = payment segment amount.</li><li>- The general ledger is affected</li></ul>
<p>C1-PSEG-NM - This algorithm creates a financial transaction for a payment segment where:</p> <ul style="list-style-type: none"><li>- Payoff amount = payment segment amount.</li><li>- Current amount = payment segment amount.</li><li>- The General Ledger is affected</li></ul>
Customer Class Controls
Payment Segment Type
Payment Distribution Algorithms

Test Assets related to the Current Process

Testing Asset Sr.No	Use Case	No Of Data sets
1	URM-C2M-4311b-001-Process-NBB-Scheduled-Paymets-Via-Batch-NBBPS	3
2	URM-C2M-4311b-002-Create-Autopay-For-NBB-Via-Batch-Process-NBBAPAY	1
3	URM-C2M-4311b-003-Create-Payment-For-NBB	2
4	URM-C2M-4311b-004-Create-Payment-For-NBB-With-Over-Payment	2



## Document Control

### Change Record

Date	Author	Version	Change Reference
3/25/09	Colleen King	Draft 1a	No Previous Document
5/5/09	Colleen King		Multiple Changes April - May
5/22/09	Colleen King		Changes based on new guidelines and changes to payment distribution
10/22/10	Geir Hedman		Updated Title and Content page
12/03/10	Ze'ev Lavee		Update Algorithms and Background process
12/26/10	Ayelet Lavee		Release review minor changes to Visio and edits through the document.
2/9/11	Geir Hedman		Updated Document and Visio
11/18/13	Dean Davis		Updated Document and Visio
11/30/2013	Galina Polonsky		Reviewed
09/09/15	Don Lee		Updated to v2.5
09/15/2015	Galina Polonsky		Reviewed, Approved
08/16/2017	Isuru Ranasinghe		Updated formatting for v2.6
08/24/2017	Don Lee		Updated for C2M. Updated Algorithms used in new version and updated screen shots.
09/22/2017	Ekta Dua		Updated Document and Visio
09/25/2017	Galina Polonsky		Reviewed, Approved
6/7/2019	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
12/16/2024	Galina Polonsky		Reviewed, Approved

Attachments:

Account/Monitored Non-Billed Budget

Non-billed Budget

Bookmark

Clear

Save

Refresh

Main

History

Non-billed Budget SA

California / NBB-MRR, Closed, 07-06-2019 - 08-15-2019, 1208042338

SA ID 

1208042338

Account ID

1202826196

Brazil,Mark NBB, Residential, \$-122.28

CIS Division

California

Sched Payment Auto Pay

Excluded from Auto Pay

SA Type

NBB-MRR

NBB-MRR

Recommendation Rule

MON-10A

Monthly Schedule - 12 Months - 10% Adj

Current Balance

\$0.00

Start Date

07-06-2019

End Date

08-15-2019

Expiration Date

07-11-2023

Renewal Date

07-01-2023

Recommendation Rule Parameter Values

Parameter	Value
Day of Month	10
Number of Payments in Schedule	24
True-up Rule (E - exclude, S - spread, F - add to first payment)	S

Scheduled Payments

	Date	Amount
<div>+ <div></div></div>	<div></div>	<div></div>

Total of Scheduled Payments \$0.00

Covered Service Agreements

Covered SA	SA Information	Current Balance	Payoff Balance
------------	----------------	-----------------	----------------

Control Central Search

Control Central Search

Bookmark

Refresh

Main

Control Central Search ⓘ

Search By

Name and Address ▾

Name

Brazil,Mark NBB

+

+

Address

CIS Division

▾

Show All Premises

☒

Search

City

Postal

Hide Filters

Person/Account ⓘ	Premise	ID Type	ID Nbr
Brazil,Mark NBB (Main customer - Acct. 1202826196)	1520 Pine Street, San Francisco, CA, 94105	Social security number	*****3216

## 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
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/Monitored Non-Billed Budget Service Agreement

Service Agreement
Bookmark
Clear
Save
Refresh

Main
Rate Info
SA/SP
Chars, Qty & Rec. Charges
Misc
Contract Options
Billing Scenario
SA Portal

SA Info
California / NBB-MRR, Closed, 07-06-2019 - 08-15-2019, 1208042338
SA ID
1208042338

SA Status
Closed
Activate SA
Cancel SA
Initiate Stop
Stop SA
Close SA
Reinstate SA

Account ID
1202826196
Brazil,Mark NBB, Residential, \$-122.28
CIS Division
California
SA Type
NBB-MRR
California / NBB-MRR
Start Date
07-06-2019
End Date
08-15-2019
Maximum Bill Threshold
\$0.00
Cutoff Time
Customer Read
No
Allow Estimates
Start Option
Char Premise ID
Old Account ID
Total Amount to Bill
\$0.00
Expiration Date
07-11-2023
Renewal Date
07-01-2023
NBB Auto Pay
Excluded from Auto Pay
Recommendation Rule
Monthly Schedule - 12 Months - 10% Adj

Debt Class
Non-billed Budget
Days Old
Arrears Amount