



C2M v2.9

4.3.1.1c Process Non-Billed Unmonitored Budget Payments

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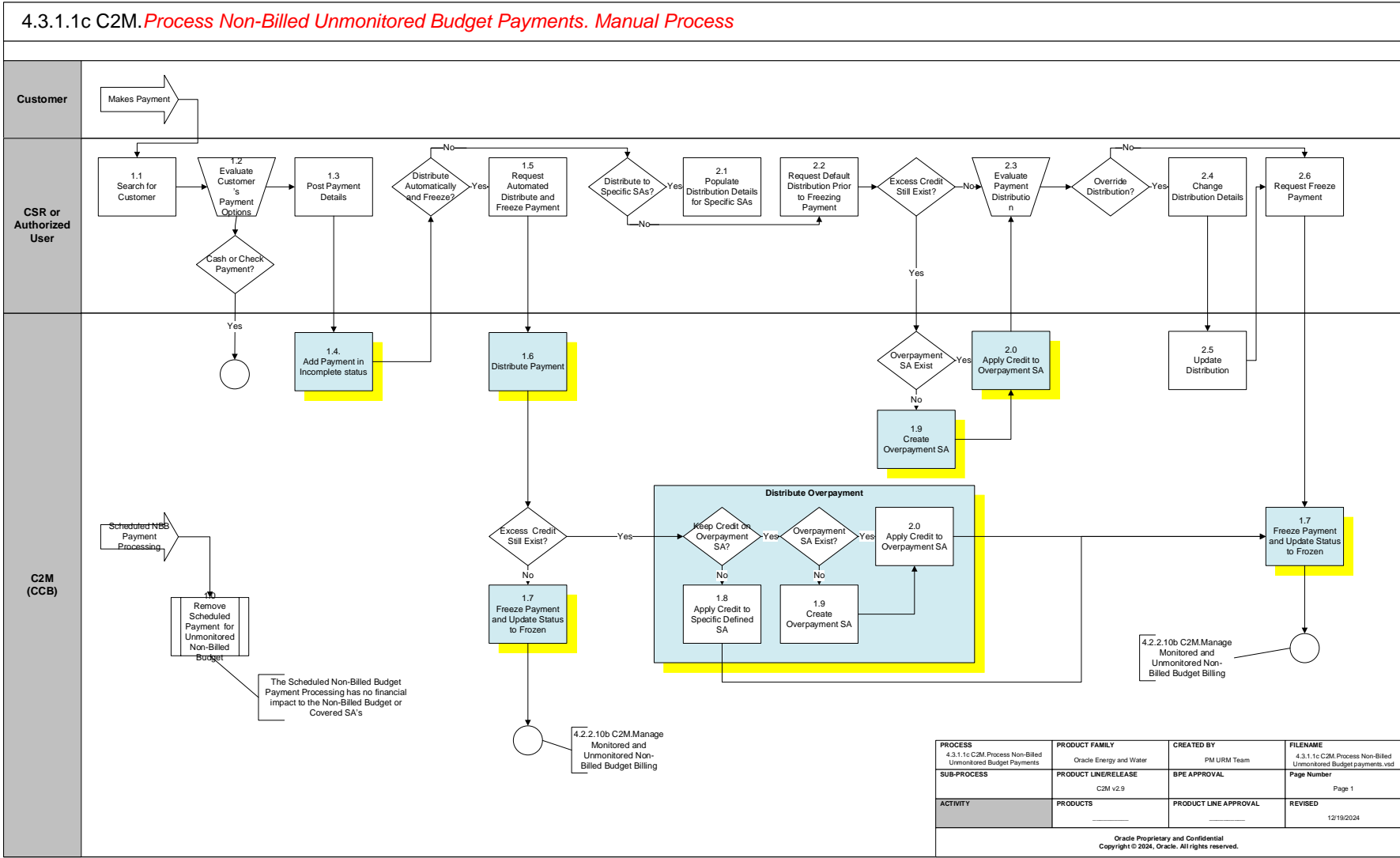
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Brief Description

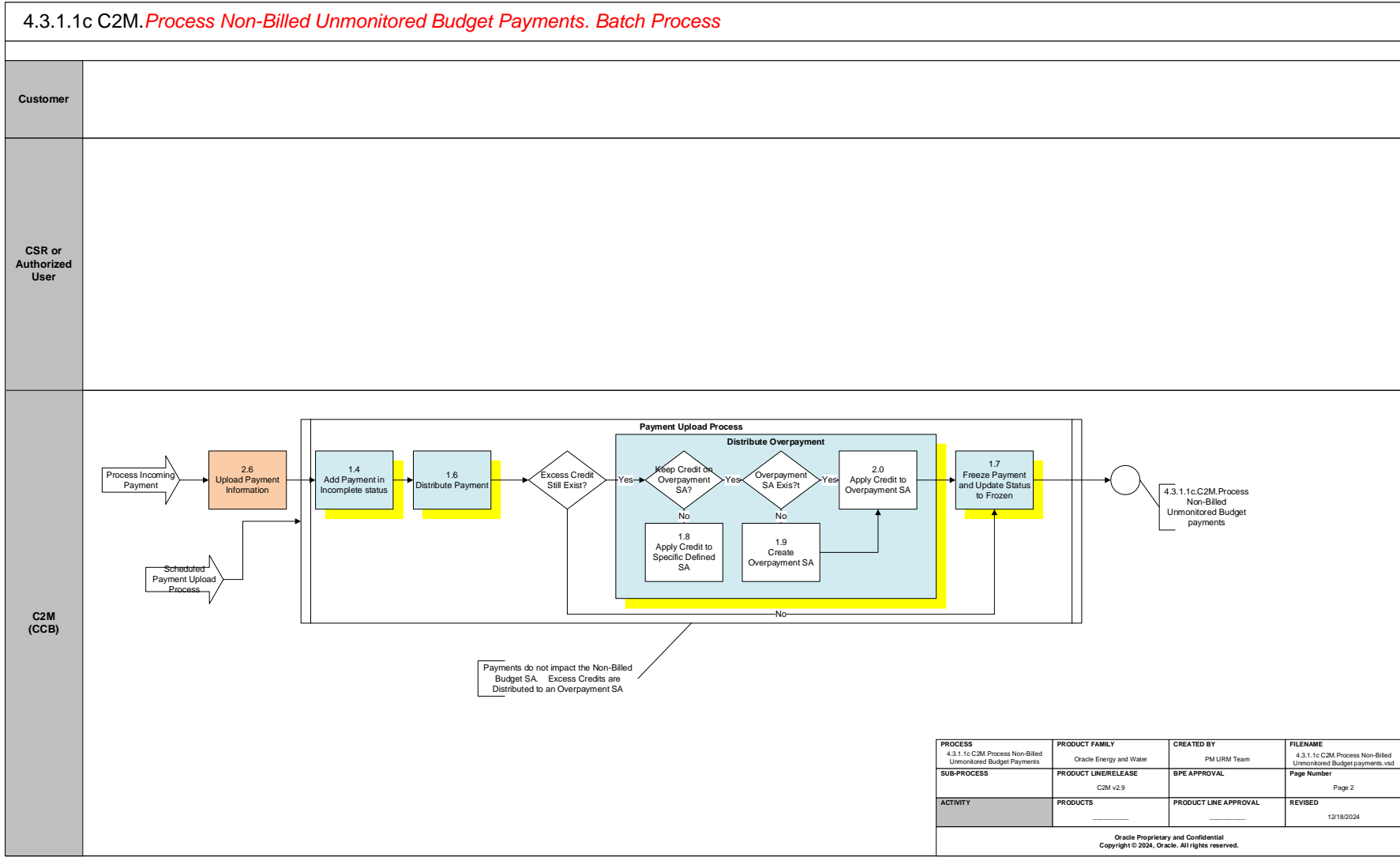
Business Process:	4.3.1.1c C2M.Process Non-Billed Unmonitored Budget payments
Process Type:	Sub Process
Parent Process:	4.3.1. C2M.Perform Settlement Activities
Sibling Processes:	4.3.1.1 C2M.Manage Payments, 4.3.1.1b C2M.Process Non-Billed Monitored Budget Payments, 4.3.1.1d C2M.Manage Auto-Payments, 4.3.1.1e C2M.Manage Credit Card Payment, 4.3.1.2. C2M.Manage Workstation Cashiering, 4.2.2.10a C2M.Manage Budget Billing, 4.2.2.10b C2M.Manage Monitored and Unmonitored Budget Billing, 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, 4.3.1.1b C2M.Process Monitored Non-Billed Budget Payments, 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

This process describes the Non-Billed Budget application of payments for Unmonitored Non-Billed Budgets. In addition, the financial impact to the Unmonitored Non-Billed Budget and Covered SA's are provided. The Unmonitored [Non-Billed Budget](#) Plan allows a customer to make optional prepayments towards a bill. The Unmonitored [Non-Billed Budget Service Agreement](#) holds the Payment Schedule for the customer.

Business Process Model Page 1



Business Process Model Page 2



Detail Business Process Model Description

1.0 Remove Scheduled Payment for Unmonitored Non-Billed Budget

Actor/Role: C2M(CCB)

Description:

When a customer is on Unmonitored Non-Billed Budget C2M(CCB) removes the scheduled payment. No adjustments for the payment amount are created. The Unmonitored [Non-Billed Budget SA](#) Current and Payoff balances are not impacted. Financial transactions remain on the Covered SA's. The Unmonitored Non-Billed Budget balance is always "0".

Customizable process: Y **Batch Process Name:**

NBBPS - Process NBB scheduled payments
--

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

Unmonitored NBB SA Type

1.1 Search for Customer

Actor/Role: CSR or Authorized User

Description:

When the Customer contacts the Company to make 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):**

Installation Options - Control Central Alerts
C1-PY-INFO This algorithm formats the Payment Information that appears throughout the system.
C1-RCE-APAY - Return true if on autopay

1.2 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 assists 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):**

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

1.3 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 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. The payment is assigned an incomplete status.

1.4 Add Payment in Incomplete Status

Actor/Role: C2M(CCB)

Description:

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

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
C1-ICChkApay - Check if account is on autopay

Service Script:

C1-PayEvtPre - Add payment event pre processing service script (shared by CIS and Non-CIS
WX-APDisp - Automatic Payment Task Display Script
C1-RETLATAAP - Retrieve Account Autopay Details

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

Customizable process N	Process Name:	Deposit Control
		PPAPAY - Auto Pay Creation
Business Object Y	Business Object:	APAYCRET - Create autopay on extract date
		C1-CISPaymentEvent - Payment Event – CIS Payment

1.5 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 when posting the initial payment details in Step 1.3 and Step 1.4. 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 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.

1.6 Distribute Payment

Actor/Role: C2M(CCB)

Description:

The payment is distributed in C2M(CCB) automatically. 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.

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
WX-CRE-OTPAY -- This algorithm type is used to process a one time payment.
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.

Configuration required Y **Entities to Configure:**

Customer Class
SA Type
Match Type

Customizable process N Process Name:

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

1.7 Freeze Payment and Update Status to Frozen

Actor/Role: C2M(CCB)

Description:

The payment is frozen in C2M(CCB)

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

C1-PSEG-NM - Payoff Amt = Current Amt = Pay Amt

Configuration required Y Entities to Configure:

Customer Class Controls
Payment Segment 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.

1.8 Apply Credit to Specific Defined SA

Actor/Role: C2M(CCB)

Description:

One of the configurable options is to apply the overpayment to the highest priority SA that allows overpayment.

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

C1-OVRPYPRTY - Keep overpayment on highest priority SA
--

Configuration required Y Entities to Configure:

Customer Class Controls
Overpayment Distribution Algorithm

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 Create Overpayment SA

Actor/Role: C2M(CCB)

Description:

Another option is to apply the excess credit to an overpayment (excess credit) SA type. It is recommended an Overpayment or Excess Credit SA be used to distribute overpayments for Non-Billed Budgets.

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:

- 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.

If Create Separate Payment is set to 'Y', a separate payment is created for the Excess Credit SA. This separate payment may be used to pay-off new charges.

This option is to be implemented in combination with the SA Type - Bill Completion algorithm, Payoff Account's Debt using Credit SA balance (C1-PYOF-DBT).

Configuration required Y Entities to Configure:

Customer Class Controls
Overpayment SA type
Adjustment 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 Apply Credit to Overpayment SA

Actor/Role: C2M(CCB)

Description:

The credit is transferred to an overpayment or Excess Credit SA type.

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:

- 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.

If Create Separate Payment is set to 'Y', a separate payment is created for the Excess Credit SA. This separate payment may be used to pay-off new charges.

This option is to be implemented in combination with the SA Type - Bill Completion algorithm, Payoff Account's Debt using Credit SA balance (C1-PYOF-DBT).

Configuration required Y Entities to Configure:

Customer Class Controls
Overpayment SA type
Adjustment 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 Populate Distribution Details for 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.

2.2 Request Default Distribution Prior to Freezing Payment

Actor/Role: CSR or Authorized User

Description:

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

2.3 Evaluate Payment Distribution

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.

2.4 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.

2.5 Update Distribution

Actor/Role: C2M(CCB)

Description:

Changes to Distribution are updated in C2M(CCB)

2.6 Request Freeze Payment

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User freezes the payment.

2.6 Upload Payment Information

Actor/Role: C2M(CCB)

Description:

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

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-4311c-001-Create-Payment-For-Unmonitored-NBB	2
2	URM-C2M-4311c-002-Create-Payment-For-Unmonitored-NBB-With-Over-Payment	2

Document Control

Change Record

Date	Author	Version	Change Reference
		Draft 1a	No Previous Document
5/5/09	Colleen King		Multiple Changes April - May
5/16/09	Colleen King		Additional Changes for Payment Distribution
5/19/09	Colleen King		Added an additional decision box missed earlier
8/20/09	Colleen King		After review
10/22/10	Geir Hedman		Updated Title and Content page
12/6/10	Ze'ev Lavee		Update Algorithms and background process
12/25/10	Ayelet Lavee		Release review change name of document and Visio, minor editing.
2/9/11	Geir Hedman		Updated Document and Visio
10/16/13	Emma Lee Tiamzon		Updated Document and Visio
10/25/2013	Galina Polonsky		Reviewed, Approved
09/09/15	Don Lee		Update to v2.5
09/15/2015	Galina Polonsky		Reviewed, Approved
08/16/2017	Isuru Ranasinghe		Updated formatting to v2.6
08/28/2017	Don Lee		Updated for C2M. Multiple changes to background process changes from Algorithm to Script
09/22/2017	Ekta Dua		Updated Document and Visio
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		Reviewed
12/20/2024	Galina Polonsky		Reviewed, Approved

Attachments:
Control Central Search

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

Account Financial History

Account Financial History

Main

Account Financial History ⓘ

Search By Arrears Date ▾

Expand Filters

	Arrears Date	Financial Transaction Type	Current Amount	Current Balance	Payoff Amount	Payoff Balance
5	12-16-2019	Non-billed budget scheduled payment	\$182.00	\$-62.56	\$0.00	\$-491.98
6	11-15-2019	Pay Segment	\$-182.00	\$-244.56	\$-182.00	\$-491.98
7	11-15-2019	Non-billed budget scheduled payment	\$182.00	\$-62.56	\$0.00	\$-309.98
8	10-15-2019	Pay Segment	\$-182.00	\$-244.56	\$-182.00	\$-309.98
9	10-15-2019	Non-billed budget scheduled payment	\$182.00	\$-62.56	\$0.00	\$-127.98
10	10-01-2019	Transfer non-billed budget credit	\$0.00	\$-244.56	\$0.00	\$-127.98
11	10-01-2019	Bill Segment	\$0.00	\$-244.56	\$540.30	\$-127.98
12	09-16-2019	Pay Segment	\$-182.00	\$-244.56	\$-182.00	\$-668.28
13	09-16-2019	Non-billed budget scheduled payment	\$182.00	\$-62.56	\$0.00	\$-486.28
14	08-15-2019	Pay Segment	\$-182.00	\$-244.56	\$-182.00	\$-486.28
15	08-15-2019	Non-billed budget scheduled payment	\$182.00	\$-62.56	\$0.00	\$-304.28
16	08-15-2019	Synch cur bal w/ payoff bal	\$-122.28	\$-244.56	\$0.00	\$-304.28
17	08-15-2019	Non-billed budget overpayment transfer	\$-122.28	\$-122.28	\$-122.28	\$-304.28

Billing History

SA Billing History

Bookmark

Previous Item

Next Item

Clear

Save

Refresh

Main

Account ID

1202826196

Brazil,Mark NBB, Residential, \$-122.28

SA Information

California / Water Residential (quarterly), WDFLT, Active, 01-01-2018, 1203790429

SA ID

1203790429

	Start Date	End Date	Days	Status	Current Amount	Payoff Amount	UOM	Billable Service Quantity	Average Daily Service Quantity
	10-01-2019	01-01-2020	92	Frozen	\$0.00	\$368.30	100 Cubic Feet (Water CCF)	95.000000	1.03
	07-01-2019	10-01-2019	92	Frozen	\$0.00	\$467.91	100 Cubic Feet (Water CCF)	122.000000	1.33
	04-01-2019	07-01-2019	91	Frozen	\$416.27	\$416.27	100 Cubic Feet (Water CCF)	108.000000	1.19
	01-01-2019	04-01-2019	90	Frozen	\$478.98	\$478.98	100 Cubic Feet (Water CCF)	125.000000	1.39
	10-01-2018	01-01-2019	92	Frozen	\$423.64	\$423.64	100 Cubic Feet (Water CCF)	110.000000	1.20
	07-01-2018	10-01-2018	92	Frozen	\$416.27	\$416.27	100 Cubic Feet (Water CCF)	108.000000	1.17
	04-01-2018	07-01-2018	91	Frozen	\$423.64	\$423.64	100 Cubic Feet (Water CCF)	110.000000	1.21
	01-01-2018	04-01-2018	91	Frozen	\$394.13	\$394.13	100 Cubic Feet (Water CCF)	102.000000	1.12

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 NBB, Residential, \$-122.28

Account ID

1202826196

9

Collection Class

Residential

Postpone Credit Review Until

Last Credit Review Date

04-18-2020

Current Credit Rating

1000

Current Cash Only Score

400

Credit Rating History

New

Start Date

Credit Rating History ID

End Date

Affect Credit Rating By

Affect Cash-Only Score By

Comments

Payment Portal

Payment Portal

BookmarkRefresh

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


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"/> 0.00	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/> 0.00	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/> 0.00	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/> 0.00	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/> 0.00	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/> 0.00	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/> 0.00	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/> 0.00	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/> 0.00	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/> 0.00	<input type="text"/>	<input type="text"/>	<input type="text"/>	<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 Info12-16-2019,\$182.00,Frozen,Brazil,Mark NBB, Residential, \$-122.28Payment ID120032882733

Payment Event ID12012768269912-16-2019, \$182.00

1 Payment(s)\$182.00

1 Tender(s)\$182.00

Account ID1202826196Brazil,Mark NBB, Residential, \$-122.28

Payment Amount\$182.00

Payment StatusFrozen

Match Type

Match Value

Payment Segments

Premise	SA Information	Distributed Amt
	California / NBB-MRR, Closed, 07-06-2019 - 08-15-2019, 1208042338	\$182.00

Payment Amount\$182.00Billed Amount\$0.00Current Balance\$-122.28

Distributed Amount\$182.00 (1 payment segment(s))Delinquent Amount\$0.00

Waiting for opd.utilities-cloud.oracleindustry.com...CancelTransfer

4.3.1.1c C2M.Process Non-Billed Unmonitored Budget Payments

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24

Account/Unmonitored Non-Billed Budget

NBB Recommendation Rule

Bookmark

Next Item

Duplicate

Delete

Clear

Save

Refresh

Main

Recommendation Rule

*MON-10A

Description

*Monthly Schedule - 12 Months - 10% Adj

Average Daily Amount Algorithm

C2M-NBDA-10

NBB Daily Amount Calculation with 10 Percent Adj

Payment Schedule Algorithm Type

NBPS-MON

NBB Payment Schedule - Monthly

Payment Schedule Parameters

← "1" of "1" → +

Effective Date

01-01-1950

Parameter	Sequence	NBB Rule Parameter Value	Override	Required
Rounding Rule (D - round down, U - round up)	10	U	*Not Allowed	Yes
Rounding Unit (nearest integer to round to)	20	1	*Not Allowed	Yes
Day of Month	30	15	*Allowed	Yes
Number of Payments in Schedule	40	12	*Allowed	Yes
True-up Rule (E - exclude, S - spread, F - add to first payment)	50	S	*Allowed	Yes

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