



C2M v2.9

4.3.1.1d Manage Auto-Payments

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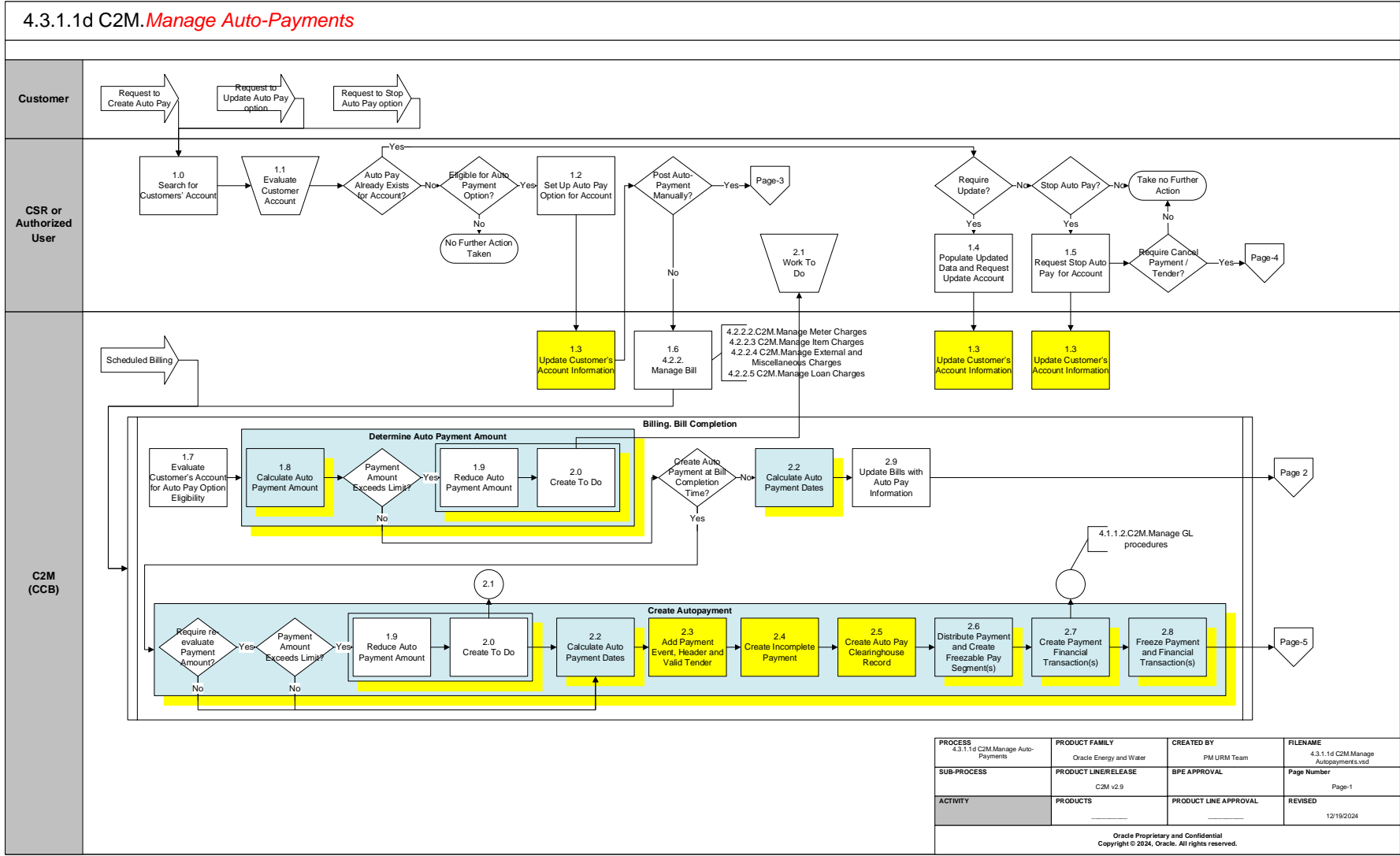
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Brief Description

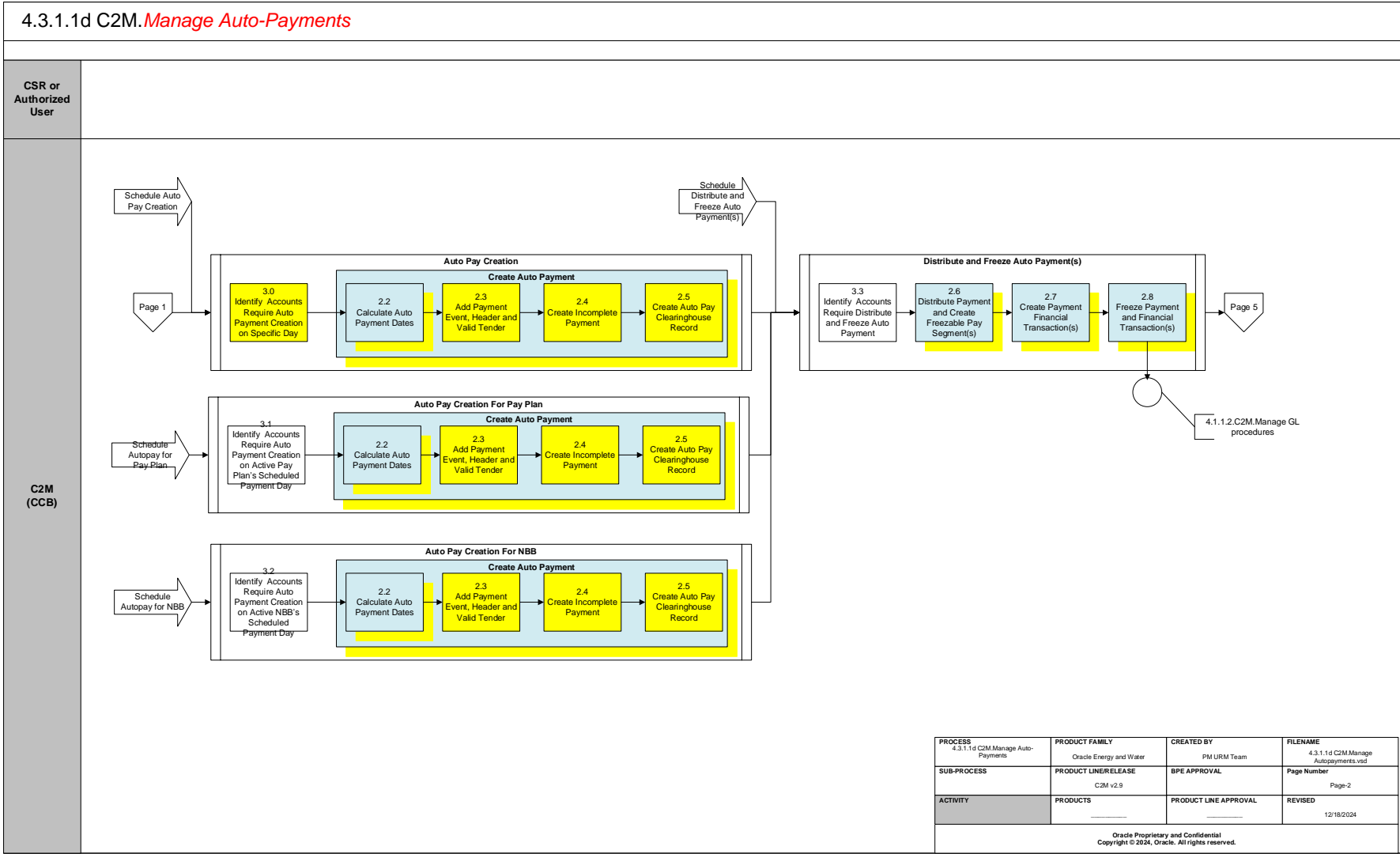
Business Process:	4.3.1.1d C2M.Manage Auto-Payments
Process Type:	Sub-Process
Parent Process:	4.3.1 C2M.Perform Settlement Activities
Sibling Processes:	4.3.2 C2M.Perform Collection Activities, 4.3.1.1 C2M.Manage Payments, 4.3.1.1a C2M.Process Budget Payments, 4.3.1.1b C2M.Process Non-Billed Monitored Budget Payments 4.3.1.1c C2M.Process Non-Billed Unmonitored Budget Payments, 4.3.1.1e C2M.Manage Credit Card Payment, 4.3.1.2. C2M.Manage Workstation Cashiering,

Current document contains description of Auto Payment process. This process takes place when Customer decides to pay bills automatically and places request to set up Auto Payment. If business rules allow you to process the Customer’s request to set up Auto Payment, CSR or Authorized User will populate all the required information in C2M(CCB) that allows system to create Auto Payment transaction after Billing calculates Customer’s bill. The standard ACH record is created automatically and becomes available for Automated Clearing House system. It allows Utility Company to receive payment from the Financial Institution indicated by the Customer. CSR or Authorized User has ability to control Auto Payment process manually and modify it if needed.

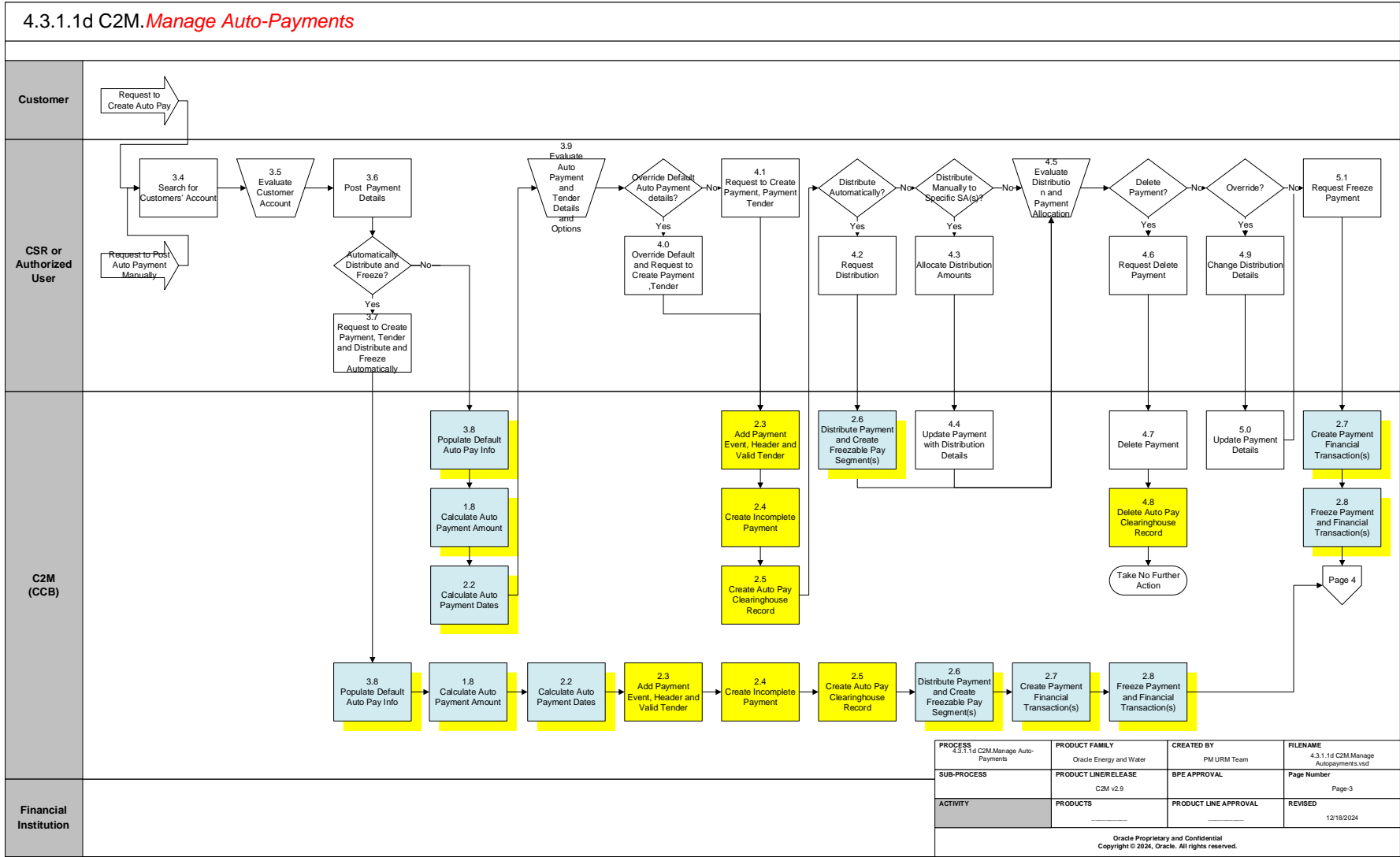
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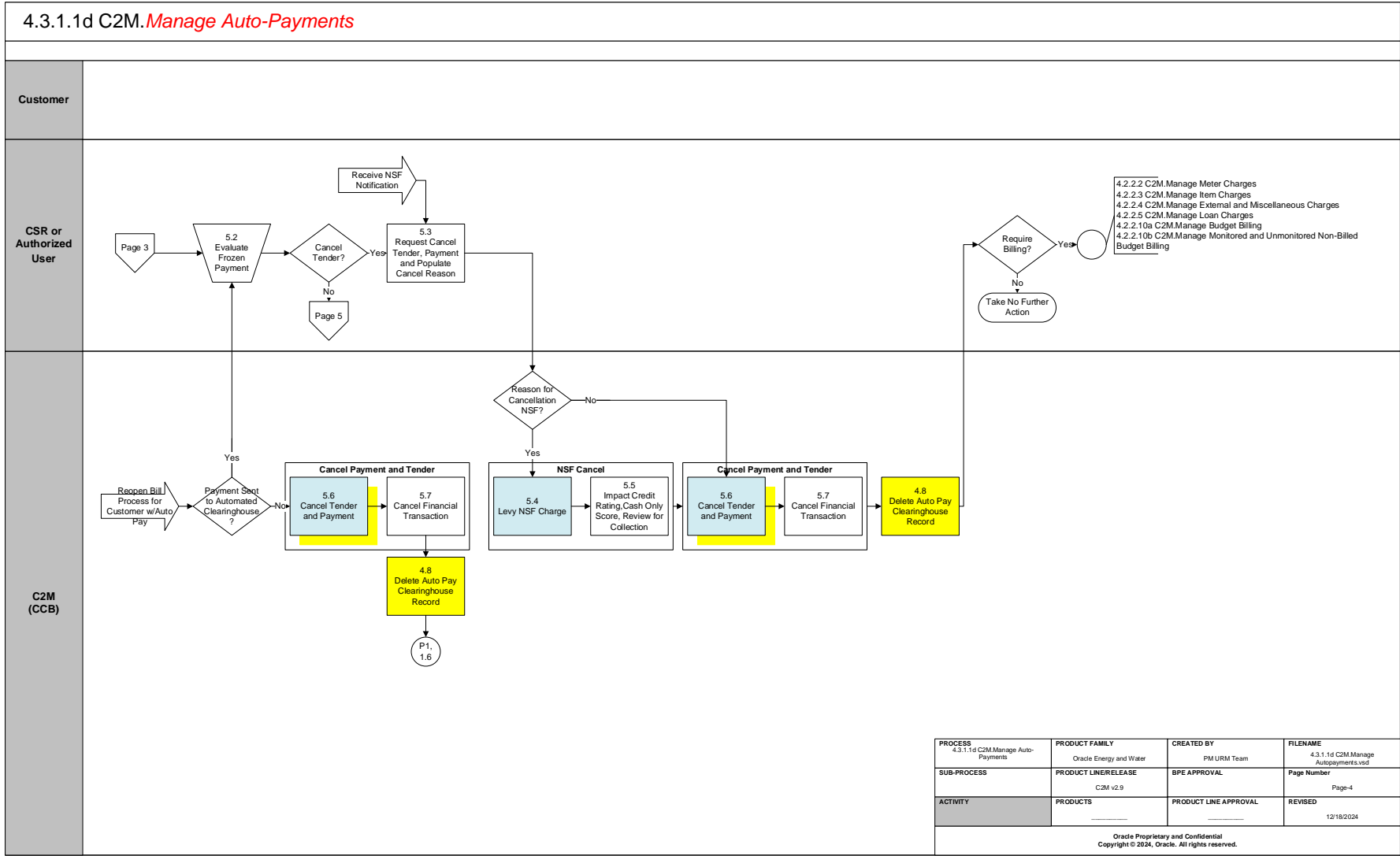
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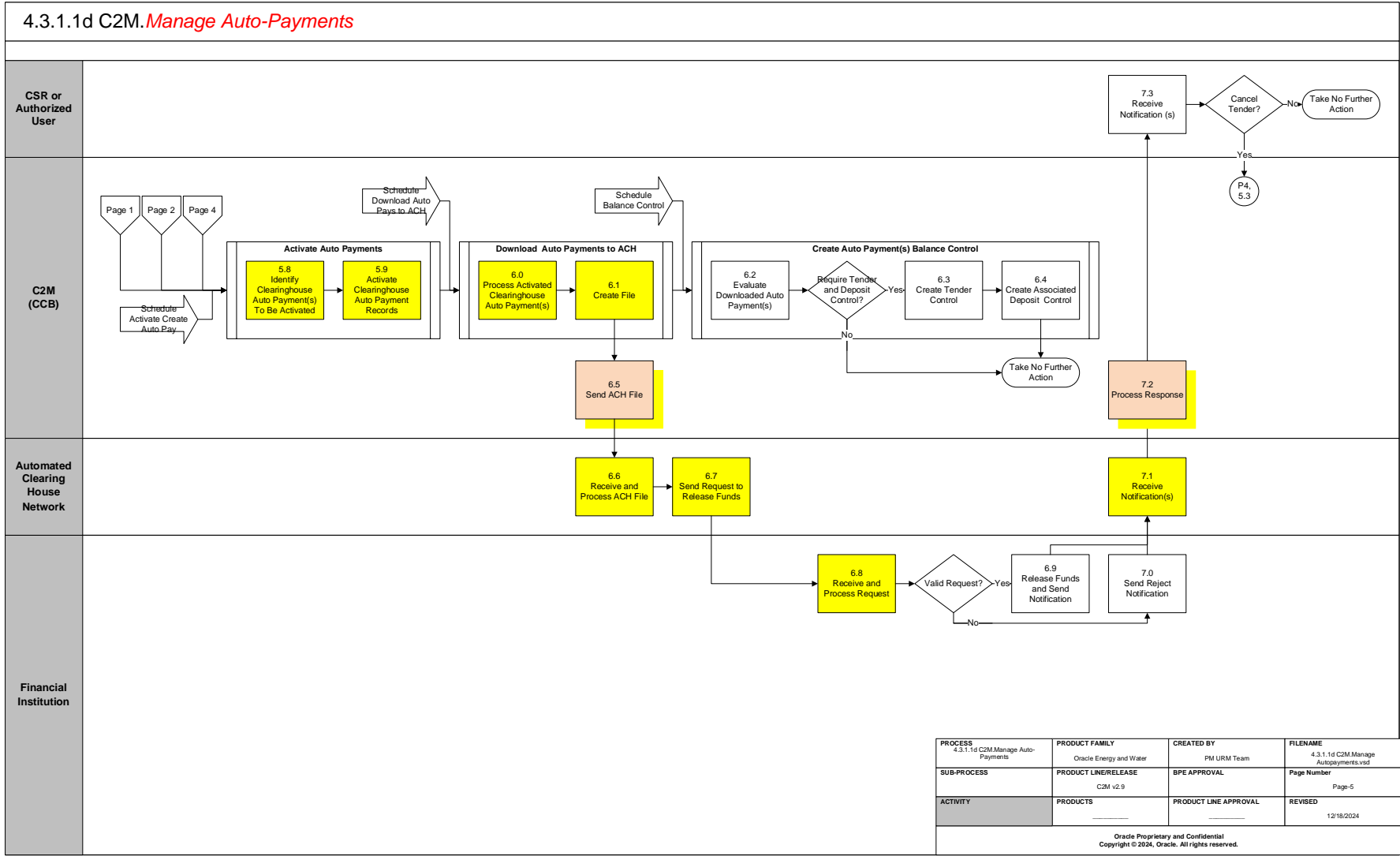
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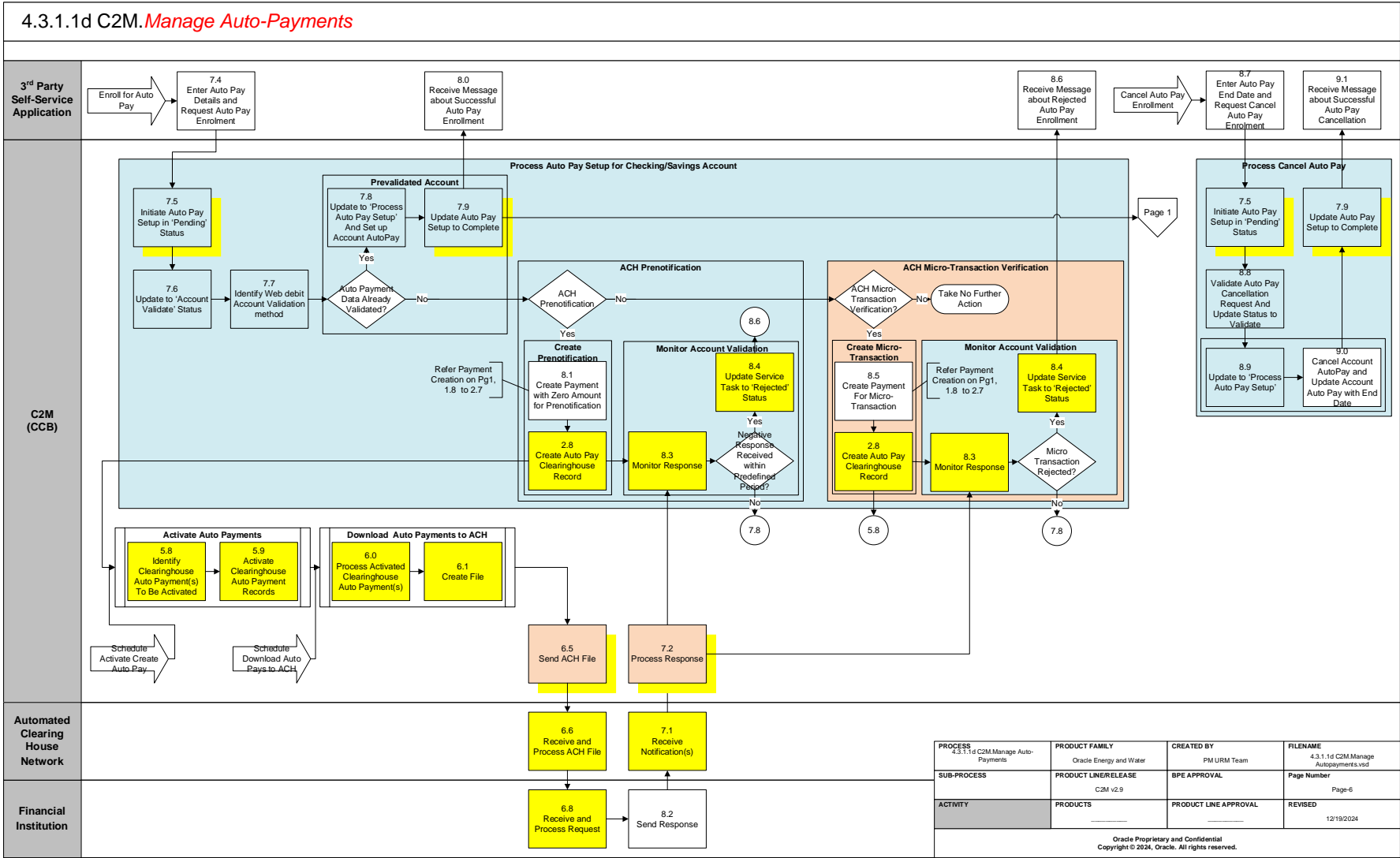
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Detail Business Process Model Description

1.0 Search for Customers' Account

Actor/Role: CSR or Authorized User

Description:

After Customer's request to set up Automatic Payments for an Account, the CSR or Authorized User accesses [Control Central Search](#) to locate the customer in C2M(CCB). CSR or Authorized User performs the same search if Customer requests to stop Automatic Payment for the Account.

Configuration required Y

Entities to Configure:

Installation Options

1.1 Evaluate Customer Account

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User evaluates the Customer's 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 for Auto Payment based on established business rules.

1.2 Set Up Auto Pay Option for Account

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User enters information required for setting up auto pay and provided by Customer using [Auto Pay](#) tab. If Customer requested to stop Auto Payment CSR or Authorized User updates Auto Pay setting using [Auto Pay](#) tab. An Order can also be used to set up Auto Pay Option for Account.

1.3 Update Customer's Account Information

Actor/Role: C2M(CCB)

Description:

Auto Payment related information entered by CSR or Authorized User is stored in C2M(CCB)

Process Plug-in enabled Y

Available Algorithm(s):

Installation Options – Control Central Alerts
Installation Options - C1-PY-INFO This algorithm formats the Payment Information that appears throughout the system.
Installation Options - C1-APAY-CRE Automatic Payment Creation
C2M-APAYDFLT - Automatic Payment Creation
C1-CR-NBRVAL Credit Card Number Validation
WX-SETAPAY Setup Account Auto Pay

Business Object Y**Business Object:**

C1-NT-CS-CRX - Auto Pay Expiring Credit Card Notice

C1-StartStopRequestTask - Start/Stop Request Task

C1-NotifyExpiringCreditCardReq - Activity Request - Auto Pay with Expiring Credit Cards

C1-NotifyExpiringCreditCardReq - Activity Type - Auto Pay with Expiring Credit Cards
--

C1-NotifyExpiringCreditCardTyp - Activity Request - Stop Auto Pay on Expired Credit Cards

C1-ExpireCreditCardCustContact - Customer Contact - Auto Pay Credit Cards Expiration Notice

Configuration required Y**Entities to Configure:**

Installation Options

Autopay Source Type

Autopay Route Type

1.4 Populate Updated Data and Request Update Account**Actor/Role:** CSR or Authorized User**Description:**

If Customer requests to Update Auto Payment, CSR or Authorized User updates Auto Pay setting using [Auto Pay](#) tab.

1.5 Request Stop Auto Pay for Account**Actor/Role:** CSR or Authorized User**Description:**

If Customer requests to stop Auto Payment CSR, or Authorized User updates Auto Pay setting using [Auto Pay](#) tab.

1.6 Manage Bill. Refer 4.2.2 C2M.Manage Bill processes**Actor/Role:** C2M(CCB)**Description:**

When Automatic Payment option comes into effect, C2M(CCB) initiates Automated Payment process when batch or online Billing process takes place. Automated Payment process is triggered when the following processes take place:

- 4.2.2.2 C2M.Manage Meter Charges
- 4.2.2.3 C2M.Manage Item Charges
- 4.2.2.4 C2M.Manage External and Miscellaneous Charges
- 4.2.2.5 C2M.Manage Loan Charges
- 4.2.2.6 C2M.Manage Deposit Charges
- 4.2.2.10a C2M.Manage Budget Billing
- 4.2.2.10b C2M.Manage Monitored and Unmonitored Non-Billed Budget Billing

Note: Automated Payment process is triggered when Account's bill is getting completed. (See Bill Completion Group for details)

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

C1-RCE-APAY - Return True If On Autopay

Configuration required N Entities to Configure:

Rates

1.7 Evaluate Customer's Account for Auto Pay Option Eligibility. Group: Billing. Bill Completion

Actor/Role: C2M(CCB)

Description:

This step is a part of batch or manual Billing process and gets executed at the very end of the Billing process when Bill Completion takes place (See any of the following processes for clarifications: 4.2.2.2 C2M.Manage Meter Charges, 4.2.2.3 C2M.Manage Item Charges, 4.2.2.4 C2M. Manage External and Miscellaneous Charges, 4.2.2.5 C2M.Manage Loan Charges, 4.2.2.6 C2M.Manage Deposit Charges, 4.2.2.10a C2M.Manage Budget Billing, 4.2.2.10b C2M.Manage Monitored and Unmonitored Non-Billed Budget Billing)

Billing process evaluates configuration setting and determines if Automatic Payment can be created for the Account's bill. If Account is eligible for Automatic Payment and Automatic Payment is in effect, system initiates Automatic Payment processing. Currently there are two options when Automatic Payment is created:

- at the bill completion time
- after bill is completed (process is initiated at the bill completion time, however completion of Auto Payment process takes place later and done by background extraction process or, as an exception, manually).

Utility Company selects the option that suites Company's business practice the best way and configure system accordingly

Configuration required Y Entities to Configure:

Customer Class

SA Type

Installation Option

Customizable process N Process Name:

BILLING - Billing

1.8 Calculate Auto Payment Amount Group: Billing. Bill Completion

Group: Auto Payment Amount

Actor/Role: C2M(CCB)

Description:

Regardless of the Automatic Payment creation option selected by business (see step 1.7 of the current process description for details) C2M(CCB) calculates Automatic Payment amount when Billing process (Bill Completion) takes place.

Automated process System calculates Auto Payment Amount based on the business rules associated with automated process (sometimes business rules for automated process could be different from manual process)

Automatic Payment calculation takes place when:

- Billing process(completion) is executed
- Autopay Creation process is executed

Manual Process This step is executed when:

- bill is calculated and CSR or Authorized User completes bill manually
- CSR or Authorized User creates Automatic Payment online via Payment Event (using [Payment Event Add](#) screen. System calculates Auto Payment Amount based on the business rules associated with online Billing or online Payment processes

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

C1-APAM-DFLT - Automatic Payment Amount Calculation
C2M-APAYDFLT - Automatic Payment Creation

Configuration required Y **Entities to Configure:**

Installation Option

Customizable process N **Process Name:**

BILLING - Billing
PPAPAY - Generate autopay for pay plans

1.9 Reduce Auto Payment Amount Group: Billing. Bill Completion

Actor/Role: C2M(CCB)

Description:

Some of the Companies' business rules require to control and limit the amount of money that can be automatically debited from Customer's financial institution account. If such a limit exists for Customer's Account and Auto Payment Amount calculated in step 1.5 is greater than the indicated maximum withdrawal amount, system reduces Auto Payment Amount calculated in step 1.5 to the withdrawal maximum amount. This step is executed by batch and online billing processes

Automated process System reduces Automated Payment Amount to the withdrawal maximum as required by established business rules as a part of batch Billing (Bill completion) process.

Manual Process System reduces Automated Payment Amount to the withdrawal maximum as required by established business rules if CSR or Authorized User completes bill manually(this happens only if option to create Automated Payment at the bill completion time is selected and configured)

Note: System will not reduce Auto Payment Amount automatically if CSR or Authorized User creates Payment manually.

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

C1-APAM-DFLT - Automatic Payment Amount Calculation
C2M-APAYDFLT - Automatic Payment Creation
C1-APOL-RA - Create a To Do entry if autopay over account's limit

Configuration required Y **Entities to Configure:**

Installation Option
Customer Class

Customizable process N **Process Name:**

BILLING - Billing

2.0 Create To Do Group: Billing. Bill Completion

Actor/Role: C2M(CCB)

Description:

If Automated Payment Amount has been reduced by system to maximum withdrawal amount (see step 1.9 of the current process for details), system creates To DO list entry to allow CSR or Authorized User to resolve the conflict.

Automated process System generates To Do list entry only if this step is executed from the Batch Billing.

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

C1-APAM-DFLT - Automatic Payment Amount Calculation
C1-APOL-RA - Create a To Do entry if autopay over account's

Configuration required Y Entities to Configure:

Installation Option
Customer Class
To Do Type
To Do Role

Customizable process N Process Name:

BILLING - Billing

2.1 Work To Do

Actor/Role: CSR or Authorized User

Description:

CSR or Authorized User resolves the issue that arises when system reduces Automated Payment Amount to the maximum withdrawal amount.

2.2 Calculate Auto Payment Dates Group: Billing. Bill Completion

Group: Autopay Creation

Group: Autopay Creation For Pay Plan

Group: Autopay Creation For NBB

Actor/Role: C2M(CCB)

Description:

When Automatic Payment amount is calculated, system determined Automatic Payment related dates:

- Autopay Extract Date,
- Autopay GL Distribution Date,
- Payment Date

Automated process This step is executed by background processes (Billing, Auto Pay creation)

Manual process This step is executed when CSR or Authorized User completes Customer's bill or creates Payment

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

C2M-APAYDTCL - Autopay Date Calculation

Configuration required Y	Entities to Configure:	C2M-APAYDFLT - Automatic Payment Creation
		Auto Pay Route Type
Customizable process N	Process Name:	Installation Options-Framework
		BILLING - Billing
		PPAPAY - Generate autopay for pay plans
		APAYCRET - Create autopay on extract date
		NBBAPAY - Create autopay for NBB's

2.3 Add Payment Event, Header and Valid Tender **Group: Billing. Bill Completion**

Group: Autopay Creation

Group: Autopay Creation For Pay Plan

Group: Autopay Creation For NBB

Actor/Role: C2M(CCB)

Description:

System adds Payment, Payment Event, Payment Tender for the amount previously calculated based on the established business rules.

Process Plug-in enabled Y	Available Algorithm(s):	C1-APAY-DFLT - Automatic Payment Creation
Configuration required Y	Entities to Configure:	Installation Option
		BILLING - Billing
Customizable process N	Process Name:	PPAPAY - Generate autopay for pay plans
		APAYCRET - Create autopay on extract date
		NBBAPAY - Create autopay for NBB's

2.4 Create Incomplete Payment **Group: Billing. Bill Completion**

Group: Autopay Creation

Group: Autopay Creation For Pay Plan

Group: Autopay Creation For NBB

Actor/Role: C2M(CCB)

Description:

C2M(CCB) creates payment in the Incomplete state. Payments in this state don't have payment segments or financial transactions.

2.5 Create Auto Pay Clearinghouse Record **Group: Billing. Bill Completion**

Group: Autopay Creation

Group: Autopay Creation For Pay Plan

Group: Autopay Creation For NBB

Actor/Role: C2M(CCB)

Description:

System prepares Automatic Payment information to be extracted and sent to Automatic Clearing House Network. C2M(CCB) creates Clearinghouse record within the system. This step is executed from batch and online processing

Automated process System automatically creates Clearinghouse record when

- Billing (Bill completion) process runs and business rules require Automatic Payment creation at the Bill completion time
- Auto Pay Creation process runs

Manual process Automatic Payment Financial Transaction(s) get created when:

- CSR or Authorized User creates/modifies Automatic Payment for Account using [Payment Event](#) screen
- CSR or Authorized User completes the Customer's bill (in case that business requires to create Auto Payment at bill completion type)

Process Plug-in enabled Y	Available Algorithm(s):	C2M-APAYDFLT - Automatic Payment Creation
Configuration required Y	Entities to Configure:	Installation Options
Customizable process N	Process Name:	BILLING - Billing
		PPAPAY - Generate autopay for pay plans
		APAYCRET - Create autopay on extract date
		NBBAPAY - Create autopay for NBB's

2.6 Distribute Payment and Create Freezable Pay Segment(s) **Group: Billing. Bill Completion**
Group: Distribute and Freeze Auto Payments

Actor/Role: C2M(CCB)

Description:

System distributes recently created payments using established business rules. Refer to 4.3.1.1 C2M.Manage Payments.

This step is executed from batch and online processing

Automated process System automatically distributes payment that needs to be communicated to ACH:

- as a part of batch Billing (Bill completion) process when business requires Automatic Payment creation at the Bill completion time
- as a part of Distribute and Freeze Auto Payment background process , that gets executed right after Auto Payment Creation process

Manual process

- Auto payment is distributed by CSR or Authorized User when CSR or Authorized User creates/modifies Automatic Payment for Account using [Payment Event](#) screen
- Auto Payment amount is distributed with default setting if CSR or Authorized User completes the Customer's Bill online (in case that business requires to create Auto Payment at bill completion type)

Process Plug-in enabled Y	Available Algorithm(s):	C1-PYDST-DLP - Pay delinquent high priority debt first - prorated
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		C1-PYDST-PPR - Distribute Based On SA Type Priority/Debt Age
		C1-PYDS-BDU - OI Only! Pay oldest bill first
		C1-APAY-DFLT - Automatic Payment Creation
		C1-DSOV-SAID - Distribute payment to SA ID in match value
		C1-TNDRAC-DF- Determine tender account via SA characteristic
		C1-GLCNSTR-D - Get the GL account from the distribution code
Configuration required Y	Entities to Configure:	Customer Class
		SA Type
		Installation Options
		Payment Segment Type
		Distribution Rule
		Bank
Customizable process N	Process Name:	BILLING - Billing
		APAYDSFR - Distribute and Freeze Auto Payments

2.7 Create Payment Financial Transaction(s) Group: Billing. Bill Completion
Group: Distribute and Freeze Auto Payments

Actor/Role: C2M(CCB)

Description:

System creates corresponding Financial Transactions and Financial Transaction- General Ledger data using established business rules. Refer to 4.3.1.1 C2M.Manage Payments.

This step is executed from batch and online processing

Automated process System automatically creates Automatic Payment Financial Transaction(s) when

- Billing (Bill completion) process runs and business rules require Automatic Payment creation at the Bill completion time
- Distribute and Freeze Auto Payment background process runs (it runs right after Auto Payment Creation process)

Manual process Automatic Payment Financial Transaction(s) get created when:

- CSR or Authorized User creates/modifies Automatic Payment for Account using [Payment Event](#) screen
- CSR or Authorized User completes the Customer's bill (in case that business requires to create Auto Payment at bill completion type)

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

C1-PSEG-CA - Payment FT creation (Payoff Amt = 0 / Cur Amt = Pay Amt / GL AFFECTED)

Configuration required Y	Entities to Configure:	C1-PSEG-NM - Payment FT creation (Payoff Amt = Current Amt = Pay Amt)
		C1-PSEG-AC - CASH ACCTING! Payoff Amt = Current Amt = Pay Amt
		C1-FTGL-PSAC - Deferred Accrual Payment = Current = Payment Amt
		C1-NCPAY-FT - Create FT for Non CIS Payments
		C2M-APAYDFLT - Automatic Payment Creation
Customizable process N	Process Name:	Customer Class
		Installation Options
		Payment Segment Type
		BILLING - Billing
		APAYDSFR - Distribute and Freeze Auto Payments

2.8 Freeze Payment and Financial Transaction(s) Group: Billing. Bill Completion

Group: Distribute and Freeze Auto Payments

Actor/Role: C2M(CCB)

Description:

System freezes Payment and corresponding Financial Transactions. Refer to 4.3.1.1 CC&B Manage Payments.

This step is executed from batch and online processing

Automated process System automatically freezes Payment and Automatic Payment Financial Transaction(s) when

- Billing (Bill completion) process runs and business rules require Automatic Payment creation at the Bill completion time
- Distribute and Freeze Auto Payment background process runs (it runs right after Auto Payment Creation process)

Manual process Automatic Payment and corresponding Financial Transaction(s) get become frozen when:

- CSR or Authorized User creates/modifies Automatic Payment for Account using [Payment Event](#) screen
- CSR or Authorized User completes the Customer's bill (in case that business requires to create Auto Payment at bill completion type)

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

Configuration required Y	Entities to Configure:	STPZ-RMVCR - Create adjustment to remove SA's credit
		C2M-APAYDFLT - Automatic Payment Creation
		WX-SSPNOTIFY - Set Payment Notifications for Self-Service
		Customer Class
		Installation Options
		SA Type

Customizable process N Process Name:

BILLING - Billing
APAYDSFR - Distribute and Freeze Auto Payments

2.9 Update Bills with Auto Pay Information Group: Billing. Bill Completion

Actor/Role: C2M(CCB)

Description:

If business requires to create Automatic Payment on the scheduled payment date (other words, company's business practice is to create Automatic Payment after billing, on the actual scheduled payment date, before Automatic Payments are extracted and sent to the Automatic Clearing House Network) system stores all Automatic Payment related information (calculated Automatic Payment amount, scheduled payment date) on the Customer's bill. This information will be used in the near future by Create Auto Pay process to create Automatic Payment (s)

Automated process This step is executed by Billing (Bill completion) process when business rules do not require Automatic Payment creation at the Bill completion time.

Customizable process N Process Name:

BILLING - Billing

3.0 Identify Accounts Require Auto Payment Creation on Specific Date Group : Auto Pay Creation

Actor/Role: C2M(CCB)

Description:

If business requires to create Automatic Payment on the scheduled payment date (after customer's bill is completed) system initiates Auto Pay Creation background process. As a first step of this process C2M(CCB) identifies all the Customer's Accounts with Autopay that require Autopay creation on the selected specific date, then system applies business rules and logic required to create Automatic Payment for the given Customer's Account.

Customizable process N Process Name:

APAYCRET - Create autopay on extract date

3.1 Identify Accounts Require Auto Payment Creation on Specific Date Group : Auto Pay Creation for Pay Plan

Actor/Role: C2M(CCB)

Description:

If customer is on pay plan and business requires to create Automatic Payment on the scheduled payment date on the Pay plan, system initiates Auto Pay Creation background process.

Customizable process N Process Name:

PPAPAY - Generate autopay for pay plans

3.2 Identify Accounts Require Auto Payment Creation on Specific Date Group : Auto Pay Creation for NBB

Actor/Role: C2M(CCB)

Description:

If customer has an active Non Billed Budget and business requires to create Automatic Payment on the NBB scheduled payment date, system creates autopay records for any scheduled non-billed budget payments where the account is set up for autopay and the non-billed budget is not excluded from autopay.

Customizable process N Process Name:

NBBAPAY – Create autopay for NBB's

3.3 Identify Accounts Require Distribute and Freeze Auto Payment Group: Auto Pay Creation

Actor/Role: C2M(CCB)

Description:

If business requires creation of Automatic Payment on the scheduled payment date (after customer’s bill is completed) system initiates Distribute and Freeze Auto Payments background process after successful completion of Auto Pay Creation background process. As a first step of Distribute and Freeze Auto Payments process C2M(CCB) identifies all the Customer’s Accounts with Autopay that require Autopay creation on the selected specific date. For each identified customer’s Auto Payment, system distributes payment amount and freezes it followed by the established business rules.

Customizable process N Process Name:

APAYDSFR - Distribute and Freeze Auto Payments

3.4 Search for Customers’ Account

Actor/Role: CSR or Authorized User

Description:

There are some situations when CSR or Authorized User has a necessity to create manually Payment that is actually Automatic Payment and needs to be sent to Automated Clearing House Network. If this is a case, CSR or Authorized User starts the manual process from searching for Customer’s Account in C2M(CCB). Typically CSR or Authorized User uses [Control Central Search](#) to locate the Customer and Customer’s Account

Configuration required Y Entities to Configure:

Installation Options

3.5 Evaluate Customer Account

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User evaluates the Customer’s Account before making decision to create Automatic Payment. [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 to create Automatic Payment by applying established business rules.

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

[Installation Options](#) – Control Central Alerts
Installation Options - C1-PY-INFO This algorithm formats the Payment Information that appears throughout the system.

Configuration required Y Entities to Configure:

Installation Options

3.6 Post Payment Details**Actor/Role:** CSR or Authorized User**Description:**

The CSR or Authorized User enters payment information using the [Payment Portal](#), [Payment Event Add](#), screens.

Note: The CSR or Authorized User also selects one of the available distribution options that determine specifics of the manual business process and allows manual and/or automated payment distribution and freeze.

See 4.3.1.1 Manage Payment process for details

Configuration required Y Entities to Configure:

Bank Code
Tender Source
Tender Type

3.7 Request to Create Payment, Tender and Distribute and Freeze Automatically**Actor/Role:** CSR or Authorized User**Description:**

The CSR or Authorized User chooses to allow system to create Auto Payment fully automatically using default set up.

3.8 Populate Default Auto Pay Info**Actor/Role:** C2M(CCB)**Description:**

If Auto Pay is set up for the selected Customer's Account, C2M(CCB) makes Auto Pay set up information available to create payment. The CSR also has ability to select an existing auto pay method from a currently enrolled Account Auto Pay option.

Configuration required Y Entities to Configure:

Feature Configuration (Financial Transaction Options - Enable One time Payment UI)
Auto Pay Source Type
Auto Pay Route Type

3.9 Evaluate Auto Payment and Tender Details and Options**Actor/Role:** CSR or Authorized User**Description:**

This step takes place if CSR or Authorized User chooses do not create Auto Payment fully automatically and would like to control process of Auto Payment creation. CSR or Authorized User evaluates pre-populated Payment, Tender and Auto Payment details and has ability to select required path for the Auto Payment creation.

4.0 Override Default and Request to Create Payment, Tender

Actor/Role: CSR or Authorized User

Description:

CSR or Authorized User makes required changes in populated Payment /Tender data and requests to create Payment, Payment Event and Payment Tender

4.1 Request to Create Payment, Payment Tender

Actor/Role: CSR or Authorized User

Description:

If there is no need to modify defaulted data, CSR or Authorized User requests to create Payment, Payment Event and Payment Tender

4.2 Request Distribution

Actor/Role: CSR or Authorized User

Description:

As a part of manual step-by-step Auto Payment creation, CSR or Authorized User requests from the system distribute payment amount using default distribution logic configured in the system.

4.3 Allocate Distribution Amounts

Actor/Role: CSR or Authorized User

Description:

As a part of manual step-by-step Auto Payment creation process, CSR or Authorized User selects an option to distribute payment amount manually and allocates specific payment amount for each individual Customer's Service Agreement manually. This distribution may be requested by the Customer and is based on established business rules

4.4 Update Payment with Distribution Details

Actor/Role: C2M(CCB)

Description:

C2M(CCB) updates Payment with distribution details provided by CSR

4.5 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.

4.6 Request Delete Payment

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User determines to delete the Payment(s) after evaluation of Payment distribution and allocation.

4.7 Delete Payment

Actor/Role: C2M(CCB)

Description:

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

4.8 Delete Auto Pay Clearinghouse Record

Actor/Role: C2M(CCB)

Description:

The Auto Pay Clearinghouse record is deleted in C2M(CCB).

4.9 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 appropriate Customer’s Service Agreements.

5.0 Update Payment Details

Actor/Role: C2M(CCB)

Description:

Changes made in the distribution allocation are updated in C2M(CCB).

5.1 Request Freeze Payment

Actor/Role: CSR or Authorized User

Description:

As a part of manual step-by-step Auto Payment creation process the CSR or Authorized User requests to freeze the payment

5.2 Evaluate Frozen Payment

Actor/Role: CSR or Authorized User

Description:

CSR or Authorized User evaluates frozen Payment

5.3 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. It also happens if notification is received from Customer financial institution provided by customer as a source of Payment for Auto Pay. 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.

5.4 Levy NSF Charge Group: NSF Cancel

Actor/Role: C2M(CCB)

Description:

When a Tender is canceled because of non-sufficient funds, an adjustment, an adjustment is created for non-sufficient funds processing.

Configuration required Y Entities to Configure:

Installation Option

Pay Cancel Reasons

5.5 Impact Credit Rating, Cash Only Score, Review for Collection Group: NSF Cancel

Actor/Role: C2M(CCB)

Description:

C2M(CCB) automatically impacts 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):

C2M-BROKEPP - Broken Pay Plan - Affect Credit Rating
C1-CBYI-DFLT - Credit Rating 'Created By' Info Algorithm

Configuration required Y Entities to Configure:

Customer Class
Pay Cancel Reasons
Installation Options
Pay Plan Type

5.6 Cancel Tender and Payment Group: Cancel Payment and Tender

Actor/Role: C2M(CCB)

Description:

The payment and tender is canceled in C2M(CCB)

Configuration required Y Entities to Configure:

Installation Option
Payment Cancel Reasons

5.7 Cancel Financial Transaction(s) Group: Cancel Payment and Tender

Actor/Role: C2M(CCB)

Description:

System cancels Payment Financial Transaction(s). Corresponding Financial Transaction is created to reverse or offset the original Financial Transaction.

5.8 Identify Clearinghouse Auto Payments To Be Activated Group: Activate Auto Payments

Actor/Role: C2M(CCB)

Description:

When an automatic payment is created manually or automatically, it gets marked with an extract date. System identifies the Auto Payments that need to be activated on the specific date (extract date). This step is the first step of Activate Auto Payment background process that runs periodically.

Note: The extract date is the date the automatic payment will be downloaded to the respective financial institution.

Configuration required Y**Entities to Configure:**

ACTVTAPY - Activate auto-pay

5.9 Activate Clearinghouse Auto Payment Records Group: Activate Auto Payments**Actor/Role:** C2M(CCB)**Description:**

System marks selected Auto Payments for download to ACH

Configuration required Y**Entities to Configure:**

ACTVTAPY - Activate auto-pay

6.0 Process Activated Clearinghouse Auto Payment(s) Group: Download Auto Payments to ACH**Actor/Role:** C2M(CCB)**Description:**

System selects and processes all the marked for download to ACH Clearinghouse Auto Payments

Configuration required Y**Entities to Configure:**APAYACH - Download Automatic Payments to ACH
(Automatic Clearing House)C1-APACH - Auto pay extract - ACH (with offset
days parameter)

Note: C1-APACH is alternative to using APAYACH

6.1 Create File Group: Download Auto Payments to ACH**Actor/Role:** C2M(CCB)**Description:**

System creates file that will be sent to Automated Clearing House Network.

Configuration required Y**Entities to Configure:**APAYACH - Download Automatic Payments to ACH
(Automatic Clearing House)C1-APACH - Auto pay extract - ACH (with offset
days parameter)

Note: C1-APACH is alternative to using APAYACH

6.2 Evaluate Downloaded Auto Payment(s) Group: Create Auto Payments Balance Control**Actor/Role:** C2M(CCB)**Description:**

System evaluates each group of downloaded Auto Payments (typically processed in one run of download to ACH).

Configuration required Y**Entities to Configure:**

BALAPY- Create autopay tender controls

6.3 Create Tender Control Group: Create Auto Payments Balance Control**Actor/Role:** C2M(CCB)**Description:**

System creates a new Tender Control for each unique group of extracted Auto Payments if payment tender doesn't have tender control yet.

Configuration required Y**Entities to Configure:**

BALAPY- Create autopay tender controls

6.4 Create Associated Deposit Control Group: Create Auto Payments Balance Control**Actor/Role:** C2M(CCB)**Description:**

System creates new associated Deposit Control

Configuration required Y**Entities to Configure:**

BALAPY- Create autopay tender controls

6.5 Send ACH File**Actor/Role:** C2M(CCB)**Description:**

C2M(CCB) sends created ACH file to Automated Clearing House Network (ODFI, Network Operator)

6.6 Receive and Process ACH File**Actor/Role:** Automated Clearing House Network**Description:**

ACH file is received and getting processed

6.7 Send Request to Release Funds**Actor/Role:** Automated Clearing House Network**Description:**

ACH Operator routes Payment information to the Financial Institution indicated by Customer as a source of funds for Payment

6.8 Receive Request and Process Request**Actor/Role:** Financial Institution**Description:**

Customer's Financial Institution receives request to release payment ACH Operator and processes it

6.9 Release Funds and Send Notification**Actor/Role:** Financial Institution**Description:**

If request to release funds is valid, Financial Institution (typically bank) releases funds and sends notification to ACH network (RDFI and Network Operator)

7.0 Send Reject Notification

Actor/Role: Financial Institution

Description:

If request to release funds is not valid, Financial Institution rejects request and sends notification to ACH network (RDFI and Network Operator)

7.1 Receive Notification(s)

Actor/Role: Automated Clearing House Network

Description:

Network Operator receives notification(s) and route it to the Originator Company

7.2 Process Response

Actor/Role: C2M(CCB)

Description:

C2M(CCB) processes Response from ACH.

7.3 Receive Notification(s)

Actor/Role: CSR or Authorized User

Description:

CSR or Authorized User receives and reviews notifications. If Payment has been rejected by Financial Institution and funds were not released, Payment will be canceled (see step 5.0 of the current process for details).

7.4 Enter Auto Pay Details and Request Auto Pay Enrollment

Actor/Role: 3rd Party Self-Service Application

Description:

The Self-Service Application will capture request for Auto Pay enrollment and pass it to the C2M system.

7.5 Initiate Auto Pay Setup in 'Pending' Status Group: Process Cancel Auto Pay

Actor/Role: C2M(CCB)

Description

The C2M(CCB) will create 'Auto Pay Setup Service Task' in 'Pending' status and process the response.

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

C1APAYTTYVAL - Automatic Payment Setup Task Type Validation
WX-SSTINFO - Self-Service Task Information

Web Service(s):

CXAutoPaySetup - Auto Pay Setup
WXAutoPaySetup - Auto Pay Setup

Configuration required Y**Entities to Configure:**

To Do Type
To Do Role

Business Object (Y/N)**Business Object**

WX-AutoPayTask
WX-AutoPayTaskType
Master Configuration

7.6 Update to 'Account Validate' Status**Actor/Role:** C2M(CCB)**Description**

The C2M(CCB) will transit to 'Validate Status' and perform Validations. The Account Validation state allows for validation of first-use payment methods

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

C1APAYTTYVAL - Automatic Payment Setup Task Type Validation
WX-SSTINFO - Self-Service Task Information

Web Service(s):

CXAutoPaySetup - Auto Pay Setup
WXAutoPaySetup - Auto Pay Setup

Configuration required Y**Entities to Configure:**

To Do Type
To Do Role

Business Object (Y/N)**Business Object**

WX-AutoPayTask
WX-AutoPayTaskType
Master Configuration

7.7 Identify Web debit Account Validation method**Actor/Role:** C2M(CCB)**Description**

The C2M(CCB) invokes the Web Debit Account Validation Algorithm (defined on either the Auto Pay Source's Auto Pay Route Type or on CIS Division-specific Auto Pay Route Type Override Controls) for checking/savings account

Any errors resulting from Web Debit Account Validation will cause this service task to go to the Account Validation Error state and create the error to do

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

				C1APAYTTYVAL - Automatic Payment Setup Task Type Validation
				C1APWEDEBVAL - Perform Account Validation for Auto Pay Setup
				C1APAYACVAST - Check Account Validation Status for Auto Pay Setup
				C1AVECRERTD - Create Account Validation Error To Do for Auto Pay Setup
				C1REACCTVAL - Retry Account Validation for Auto Pay Setup
				C1TIMEOUTPRO - Account Validation Error Wait Timeout Processing for Auto Pay Setup
				C1WDAPRENTF - Web Debit Account ACH Prenotification
				CXAutoPaySetup - Auto Pay Setup
				WXAutoPaySetup - Auto Pay Setup
				To Do Type
				To Do Role
				Auto Pay Route Type
				CIS Division -Auto Pay Route Type Override Controls
				WX-AutoPayTask
				WX-AutoPayTaskType
				Master Configuration

7.8 Update to 'Process Auto Pay Setup' And Set up Account AutoPay **Group: Prevalidated Account**
Group: ACH Prenotification
Group: ACH Micro-Transaction Verification

Actor/Role: C2M(CCB)

Description

Account validation method depends on business requirement based on what regulation prescribes as acceptable account validation option. For pre-validated accounts, C2M(CCB) will directly transit to 'Process Auto Pay Setup', while for ACH prenotification and ACH micro-transaction verification the system waits for response from ACH, in order to transit to 'Process Auto Pay Setup'.

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

WX-SETAPAY - Setup Account Auto Pay
C1ADDPAYOPT - Add Self-Service Payment Option

Business Object (Y/N)	Web Service(s):	CXAutoPaySetup - Auto Pay Setup
		WXAutoPaySetup - Auto Pay Setup
	Business Object	WX-AutoPayTask
		WX-AutoPayTaskType

7.9 Update Auto Pay Setup to Complete **Group: Prevalidated Account**
Group: ACH Prenotification
Group: ACH Micro-Transaction Verification
Group: Process Cancel Auto Pay

Actor/Role: C2M(CCB)
Description

If the setup process is successful, the Automatic Payment Setup Task will be transitioned to a Complete state. Otherwise, it will be transitioned to an Error state. An Automatic Payment Setup Task in a Complete state means that the self-service user has successfully setup or cancelled his/her account autopay.

Business Object (Y/N)	Business Object	WX-AutoPayTask
		WX-AutoPayTaskType
	Web Service(s):	CXAutoPaySetup - Auto Pay Setup
		WXAutoPaySetup - Auto Pay Setup

8.0 Receive Message about Successful Auto Pay Enrollment

Actor/Role: 3rd Party Self-Service Application

Description:

The 3rd Party Self-Service Application will Receive Message Receive Message about Successful Auto Pay Enrollment.

8.1 Create Payment with Zero Amount for Prenotification **Group: ACH Prenotification**

Actor/Role: C2M(CCB)

Description

C2M(CCB) creates a zero-amount, prenotification Auto Pay Staging record that is scheduled to extract the same day. If a negative response is not received from the bank within a set number of days, the account is considered valid.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	C1WDAPRENTF - Web Debit Account ACH Prenotification
Configuration required Y	Entities to Configure:	Auto Pay Route Type

CIS Division -Auto Pay Route Type Override Controls

8.2 Send Response

Actor/Role: Financial Institution

Description:

Financial Institution (typically bank) validates request and sends notification for Prenotification or Micro Transaction to ACH network (RDFI and Network Operator)

8.3 Monitor Response Group: ACH Prenotification
Group: ACH Micro-Transaction Verification

Actor/Role: C2M(CCB)

Description

The C2M(CCB) will monitor the Account Validation Status and transitions the service task accordingly.

Process Plug-in enabled (Y/N)	Available Algorithm(s):	C1APAYACVAST - Check Account Validation Status for Auto Pay Setup
	Web Service(s):	CXAutoPaySetup - Auto Pay Setup WXAutoPaySetup - Auto Pay Setup
Business Object (Y/N)	Business Object	WX-AutoPayTask WX-AutoPayTaskType

8.4 Update Service Task to Rejected' Status Group: ACH Prenotification
Group: ACH Micro-Transaction Verification

Actor/Role: C2M(CCB)

Description

ACH Prenotification: If a negative response is received from the bank within a set number of days, C2M(CCB) transition the service task to the Rejected state.

ACH Micro-Transaction: C2M(CCB) transition the service task to the Rejected state if the Micro-Transaction is rejected.

Business Object (Y/N)	Business Object	WX-AutoPayTask WX-AutoPayTaskType
	Web Service(s):	CXAutoPaySetup - Auto Pay Setup WXAutoPaySetup - Auto Pay Setup

8.5 Create Payment For Micro-Transaction Group: ACH Micro-Transaction Verification

Actor/Role: C2M(CCB)

Description

C2M(CCB) creates two very small transactions – a debit to deposit the money and a credit to remove the money - are sent to the account. The account holder needs to confirm the amounts on the transactions.

Customizable process Y

Process Name:

Custom Process

8.6 Receive Message about Rejected Auto Pay Enrollment

Actor/Role: 3rd Party Self-Service Application

Description:

The 3rd Party Self-Service Application will Receive message about Auto Pay enrollment service request being rejected.

8.7 Enter Auto Pay End Date and Request Cancel Auto Pay Enrolment

Actor/Role: 3rd Party Self-Service Application

Description:

The Self-Service Application will capture request for Auto Pay cancellation and pass it to the C2M system.

8.8 Validate Auto Pay Cancellation Request And Update Status to Validate Group: Process Cancel Auto Pay

Actor/Role: C2M(CCB)

Description

The C2M(CCB) will Validate Auto pay cancellation request and transit to ‘Validate Status’ and perform Validations.

Process Plug-in enabled (Y/N)

Available Algorithm(s):

C1APAYTTYVAL - Automatic Payment Setup Task Type Validation
WX-SSTINFO - Self-Service Task Information

Web Service(s):

CXAutoPaySetup - Auto Pay Setup
WXAutoPaySetup - Auto Pay Setup

Configuration required Y

Entities to Configure:

To Do Type
To Do Role

Business Object (Y/N)

Business Object

WX-AutoPayTask
WX-AutoPayTaskType

8.9 Update to ‘Process Auto Pay Setup’ Group: Process Cancel Auto Pay

Actor/Role: C2M(CCB)

Description

C2M(CCB) will transit to ‘Process Auto Pay Setup’ and will initiate process to cancel existing Auto Pay set up. System validates if Auto pay exists and updates end date for existing Auto Pay

Process Plug-in enabled (Y/N)	Available Algorithm(s):	WX-SETAPAY – Setup Account Auto Pay
	Script(s):	WX-ProcApay– Process Auto Pay
	Web Service(s):	CXAutoPaySetup – Auto Pay Setup
		WXAutoPaySetup - Auto Pay Setup
Business Object (Y/N)	Business Object	WX-AutoPayTask
		WX-AutoPayTaskType

9.0 Cancel Account AutoPay and Update Account Auto Pay with End Date Group: Process Cancel Auto Pay

Actor/Role: C2M(CCB)

Description

C2M(CCB) cancels Account AutoPay by adding end date to existing account auto pay set up.

9.1 Receive Message about Successful Auto Pay Cancellation

Actor/Role: 3rd Party Self-Service Application

Description:

The 3rd Party Self-Service Application will Receive Message Receive Message about Successful Auto Pay cancellation.

Test Assets related to the Current Process

Testing Asset Sr.No	Use Case	No Of Data sets
1	URM-C2M-4311d-001-Manually-Setup-AutoPay-Option-for-Account	1
2	URM-C2M-4311d-002-Manually-Update-Accounts-AutoPay-Option	1
3	URM-C2M-4311d-003-Manually-Stop-Accounts-AutoPay-Option	1
4	URM-C2M-4311d-004-Manually-Generate-AutoPayment	2
5	URM-C2M-4311d-005-Manually-Generate-Freeze-AutoPayment	2
6	URM-C2M-4311d-006-Auto-Generate-AutoPay-Then-Delete	2
7	URM-C2M-4311d-007-Manually-Generate-AutoPay-Then-Delete	2
8	URM-C2M-4311d-008-Auto-Generate-Freeze-AutoPay-Then-Cancel	2
9	URM-C2M-4311d-009-Manually-Generate-Freeze-AutoPay-And-Cancel	2
10	URM-C2M-4311d-010-Generate-AutoPay-Via-OnlineBilling	2
11	URM-C2M-4311d-011-Batch-Bill-Generate-Auto-Payment	1
12	URM-C2M-4311d-012-Activate-Clearing-House-AutoPay-Records	1
13	URM-C2M-4311d-013-Extract-Clearing-House-AutoPay-Records	1
14	URM-C2M-4311d-014-Create-AutoPay-Tender-Controls	1

Document Control

Change Record

Date	Author	Version	Change Reference
6/24/09	Galina Polonsky	Draft 1a	No Previous Document
10/22/10	Geir Hedman		Update Title and Content page
11/16/10	Yoko Iwahiro		Update Business Objects, algorithms, configurable processes.
12/25/10	Ayelet Lavee		Release review made changes to vision and hyperlinks, Document name
2/9/11	Geir Hedman		Updated Document and Visio
10/1/13	Emma Tiamzon		Updated Document for v2.4
10/4/2013	Galina Polonsky		Reviewed, Approved
09/11/15	Don lee		Update to v2.5
09/15/2015	Galina Polonsky		Reviewed, Approved
12/12/2017	Chetan Raut		C2M related URM updates, screenshots and algorithm verification
09/18/2018	Jerry Chick		Made minor grammatical and syntax changes
10/28/2018	Galina Polonsky		Reviewed, Approved
6/4/2019	Satya Kalavala		Updated format for v2.7
07/19/2024	Kunal Nerkar		Updated Document and Visio for C2M v2.9
09/20/2024	Pablo Siegrist		Reviewed
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 Options Control Central Alerts

Installation Options Control Central Alert Algorithms

C1-PP-Active	Show Count of Active Pay Plans
C1-PP-Broken	Show Count of Broken Pay Plans
C1-PP-Kept	Show Count of Kept Pay Plans
C1-CCAL-TD	Highlight open To Do entries
C1-CCAL-DECL	Highlight Effective Declarations for Account and Premise
C1-CCAL-CASE	Highlight Open Cases
CCAL-FAERMSG	Highlight FA's with outstanding outgoing messages
C1-WO-BILLS	Highlight Written off Bills
C1-OD-PROC	Highlight Active Overdue Processes
C1-OPN-MEVT	Highlight Open and Disputed Match Event
C1-STOP-SA	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

Control Central/ Dashboard

Control Central

Bookmark

Clear

Save

Refresh

Account Information

Customer Information

Account Tree

Premise Tree

Bill/Payment Tree

Payment Agreements

Account Activity History

	Date	Activity	Description
1	01-01-2020	Field Activity	7996_URM-UTA-SD Street, San Francisco, CA, 94105,Electric Commercial, Start/Stop Service Request, Start Service, Completed, Scheduled 01-01-2020 0:00:00

Account Financial History

	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
10	03-01-2020	Bill Segment	\$42.28	\$42.28	\$42.28	\$42.28
11	02-01-2020	Pay Segment	\$-81.35	\$0.00	\$-81.35	\$0.00

Alerts

1 sync request(s) outstanding

16 day(s) until next bill

Full Context

Brazil, Mark

Brazil, Mark, Commercial, \$0.00

7996_URM-UTA-SD Street, San Francisco, CA, 94105

7996_URM-UTA-SD Street, San Francisco, CA, 94105 / Electric Commercial / Electric / Read Cycle 01, Route 100 / Active

SD-DVC-E-SMART-COM-8341 / Electric Smart Meter / Sensus / Active

SD-DVC-E-SMART-COM-8341 / 1 / Electric Interval kWh - 60 min

Current To Do

Assign me a To Do

Financial Information

Current Balance \$0.00

Last Payment 07-01-2020, \$63.32

Last Billed 07-01-2020, \$63.32 Due Date

Account Financial History

Account Financial History						
	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
10	03-01-2020	Bill Segment	\$42.28	\$42.28	\$42.28	\$42.28
11	02-01-2020	Pay Segment	\$-81.35	\$0.00	\$-81.35	\$0.00
12	02-01-2020	Bill Segment	\$81.35	\$81.35	\$81.35	\$81.35

Billing History

SA Billing History									
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

Clear

Save

Refresh

Main

Auto Pay

Persons

Financial Balances

Bill Messages

C & C

Budget

Deposits

Characteristics

Alerts

Account Portal

Account

Brazil, Mark, Commercial, \$0.00

Account ID 0029948887 4

Collection Class

Commercial / Industrial

Postpone Credit Review Until

Last Credit Review Date

07-15-2024

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

Set Up Auto Payment

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, Commercial, \$0.00

Account ID 0029948887 4

Account Auto Pay

"1" of "1"

Start Date

07-01-2020

End Date

Auto Pay ID

0021505244

Auto Pay Source

*789456124-S

Bank of America - Savings 789456124

External Account ID

******6787

Expires On

/

Name

*Brazil, Mark

Maximum Withdrawal Amount

\$1,000.00

Comments

Payment Portal

Payment Portal

Bookmark

Refresh

Main

Tender Search

Search By

Name / Date / Amount

Expand Filters

Filters: Customer Name brazil, mark

	Name	Payment Date	Tender Amount	Payor Account ID	Tender Type	Status
1	Brazil, Mark	07-01-2020	\$63.32	0029948887	Cash	Canceled
2	Brazil, Mark	07-01-2020	\$63.32	0029948887	Savings - Auto Pay	Valid
3	Brazil, Mark	06-01-2020	\$36.04	0029948887	Cash	Valid
4	Brazil, Mark	05-01-2020	\$50.63	0029948887	Cash	Valid
5	Brazil, Mark	04-01-2020	\$29.03	0029948887	Cash	Valid
6	Brazil, Mark	03-01-2020	\$42.28	0029948887	Cash	Valid
7	Brazil, Mark	02-01-2020	\$81.35	0029948887	Cash	Valid

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

PersonBrazil, Mark

AccountBrazil, Mark, Commercial, \$0.00

Add Payment

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

Balanced Date/Time

Total Tender Deposits

0 for

\$0.00

Expected Ending Balance

\$260.17

Ending Balance

\$0.00

Outstanding Over/Under

\$-260.17

Comments

Tender Control

Tender Control

Bookmark

Clear

Save

Refresh

Main

Tenders

Turn Ins

Exceptions

Characteristics

Tender Control

01-01-2022,Cashiering Station 01,Open

Tender Control ID *7741862616

Tender Source

*CASH-01

Cashiering Station 01

☐ All Users

Deposit Control ID

7745617008

01-01-2022,Online Cashiering,Open

User ID

KNERKAR

Currency Code

United States Dollars

Create Date/Time

01-01-2022 4:46:29

Starting Balance

\$0.00

Balanced User ID

Tender Control Status

Open

Balance

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

07-01-2020, \$63.32

Payment Event ID

002645727083

Payment Date

07-01-2020

1 Payment(s)

\$63.32

Amount Tendered

\$63.32

1 Tender(s)

\$63.32

Account Filter

All

Search

Payments

		Account ID	Payment Amount	Payment Status	Match Type	Match Value
+		<div><div>0029948887</div><div>Brazil, Mark, Commercial, \$0.00</div></div>	<div><div>\$63.32</div></div>	Frozen		

Payments Actions

Distribute

Print

Freeze

Pay Event Actions

Transfer

Delete

Payment Event

Bookmark

Clear

Save

Refresh

Main

Tenders

Characteristics

Pay Event Info

07-01-2020, \$63.32

Payment Event ID

002645727083

Payment Date

07-01-2020

1 Payment(s)

\$63.32

Amount Tendered

\$63.32

1 Tender(s)

\$63.32

Tenders

↩

 "1" of "1"

➡

+

🗑

Payor Account ID

0029948887

🔍

 Brazil, Mark, Commercial, \$0.00

Pay Tender ID

002324186710

Tender Amount

\$63.32

Tender Type

Savings - Auto Pay

Check Number

Tender Status

Valid

Auto Pay Source

789456124-S

🔍

 Bank of America 789456124

Scheduled Extract Date

07-01-2020

External Account ID

*****6787

Distribution and Freeze Date

07-03-2020

Expires On

/

Name

Brazil, Mark

Bill ID

👍

MICR ID

Ext. Reference ID

Customer ID

Name

Tender Control ID

👍

🔍