



C2M v2.9

4.3.1.1e Manage Pay Plan Payment

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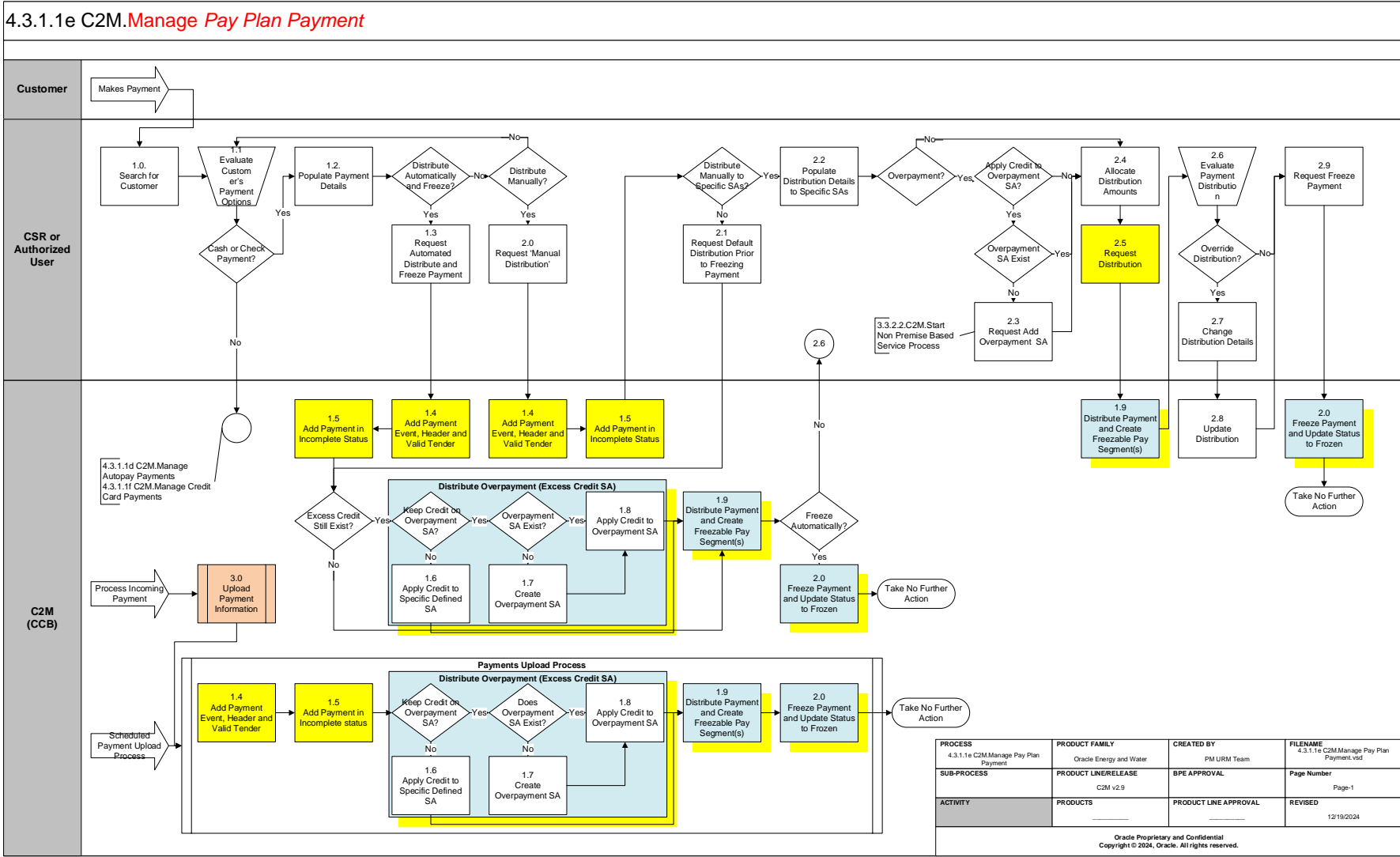
Overpayment SA 26

Brief Description

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

This process describes payments for the customer on a [Pay Plan](#). The customer makes payments on specific dates that are outside the normal billing due dates. These scheduled dates are not included with the regular periodic bill. The pay plan can be placed on Autopay using the scheduled payment dates.

Business Process Model



Detail Business Process Model Description

1.0 Search for Customer

Actor/Role: CSR

Description:

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

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

Installation Options – Control Central Alerts
C1-PY-INFO - Payment Information. This algorithm formats the "Payment Info" that appears throughout the system.
C1-TL-PY-EVT - Build Payment Events This algorithm type builds a timeline with events for payments linked to the account in context.

Configuration required Y **Entities to Configure:**

Installation Options
Zone

1.1 Evaluate Customer's Payment Options

Actor/Role: CSR

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

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

Installation Options – Control Central Alerts
C1-PY-INFO - Payment Information. This algorithm formats the "Payment Info" that appears throughout the system.
C1-PEVT-INFO – Payment Event Information. This algorithm formats the "Payment Event Information" that appears throughout the system.

Configuration required Y **Entities to Configure:**

Installation Options

1.2 Populate Payment Details

Actor/Role: CSR

Description:

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

- Distribute and Freeze if no other review or follow up is required.
- Manual Distribution if special allocation to various Service Agreements is required.

User defines pay method for an active pay plan. Each pay method can be configured with a grace period. A scheduled payment is considered to be missed if payment is made beyond scheduled date + grace period for the pay method defined on pay plan.

Configuration required Y Entities to Configure:

Pay Method

1.3 Request Automated Distribute and Freeze payment

Actor/Role: CSR

Description:

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

1.4 Add Payment Event, Payment Header and Tender Group: Payment Upload Process

Actor/Role: C2M(CCB)

Description:

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

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

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

Customizable process N Process Name:

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

1.5 Add Payment in Incomplete Status Group: Payment Upload Process

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. This task is the same for online as well as automated batch processing. Refer to 4.3.1.1 C2M Manage Payments and 4.3.1.1d C2M.Manage Autopayments for details

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

C1-CR-NBRVAL - Credit Card Number Validation

Configuration required Y Entities to Configure:

CI_VALIBAN - International Bank Account Number Validation (Algorithm Type)
CRPS-AP - Update Account Auto Pay Info (Algorithm Type)
CRVL-AP - Validate Account Auto Pay Info (Algorithm Type)
C1_APAM-DFLT - Automatic Payment Amount Calculation
C2M-APAYDFLT - Automatic Payment Creation
C2M-APAYDTCL - Autopay Date Calculation
Bank Code
Tender Source
Tender Type
Distribution Codes
Payment Template
Payment Segment Type
Customer Class
Feature Configuration
Autopay Source Type
Autopay Route Type
Tender Control
Deposit Control

Customizable process N Process Name:

PPAPAY - Generate autopay for pay plans (Batch Control)
APAYCRET - Create autopay on extract date (Batch Control)
PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables

Business Object Y Business Object:

C1-CISPaymentEvent - Payment Event - CIS Payment
C1-AutoPaySourcePhysicalBO - Physical BO for Auto Pay Source

1.6 Apply Credit to Specific Defined SA Group: Payment Upload Process
Group: Distribute Overpayment (Excess Credit SA)

Actor/Role: C2M(CCB)

Description:

The payment may be applied to the highest priority SA that is eligible for overpayment as defined on the SA type as defined for the Customer Class. Refer to 4.3.1.1 C2M Manage Payments for details.

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

Process Plug-in enabled Y	Available Algorithm(s):	C1-OVRPYPRTY - Keep overpayment on highest priority SA
Configuration required Y	Entities to Configure:	Customer Class
Customizable process N	Process Name:	PUPL - Payment upload. (Batch Control) The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

1.7 Create Overpayment SA Group: Payment Upload Process

Group: Distribute Overpayment (Excess Credit SA)

Actor/Role: C2M(CCB)

Description:

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

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

Process Plug-in enabled Y	Available Algorithm(s):	OVRPY-CREDSA - Keep overpayment on a separate service agreement (Algorithm Type)
Configuration required Y	Entities to Configure:	Customer Class SA Type
Customizable process N	Process Name:	PUPL - Payment upload. (Batch Control) The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

1.8 Apply Credit to Overpayment SA Group: Payment Upload Process

Group: Distribute Overpayment (Excess Credit SA)

Actor/Role: C2M(CCB)

Description:

The overpayment is transferred to a new SA (excess credit SA type). The overpayment SA credit will be transferred to other Service Agreements the next time the Account bills. Refer to 4.3.1.1 C2M Manage Payments for details.
This task is the same for online as well as automated batch processing.

Process Plug-in enabled Y	Available Algorithm(s):	OVRPY-CREDSA - Keep overpayment on a separate service agreement (Algorithm Type)
Configuration required Y	Entities to Configure:	Customer Class
		SA Type
Customizable process N	Process Name:	PUPL - Payment upload. (Batch Control) The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

1.9 Distribute Payment and Create Freezable Pay Segment(s)

Actor/Role: C2M(CCB)

Description:

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

When requested for default manual distribution, this task is the same for online as well as automated batch processing. Distribution rules are not followed when CSR manually allocates distribution amount.

Process Plug-in enabled Y	Available Algorithm(s):	C1-PYDST-PPR - Distribute Based On SA Type Priority/Debt Age. This payment distribution algorithm distributes a payment amongst the account's service agreements based on each service agreement's SA type's Payment Priority. If service agreements have the same Payment Priority, debt is relieved based on the age of the arrears. If the Payment Priority and the Debt age are the same for more than one service agreement, the payment first pays off one service agreement before the other(s) are reduced (i.e., the payment is NOT prorated). C1-CR-PAY-DF - Pay an SA via SA Characteristic (Algorithm Type)
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Configuration required Y Entities to Configure:

This distribution rule create payment algorithm creates a single payment for an SA and finds the appropriate SA via a characteristic such as an external reference id. It expects that the distribution rule where this algorithm is plugged in to reference an appropriate characteristic type for this external id.
C1-TNDRAC-DF - Determine tender account via SA characteristic. 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.

Customizable process N Process Name:

Customer Class
SA Type
Match Type
Distribution Rule

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

2.0 Freeze Payment and Update Status to Frozen

Actor/Role: C2M(CCB)

Description:

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

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

WX-SSPNOTIFY - Set Payment Notifications for Self-Service
PAY FRZ O-I - OI ONLY! Link payment FT's to match event (Algorithm Type)
STPZ-RMVCR - Create adjustment to remove SA's credit (Algorithm Type)
CFTZ-VAT-GL - Create Excess Credit GL Details (UK VAT Only) (Algorithm Type)

Configuration required Y Entities to Configure:

Customizable process N Process Name:

Customer Class
SA Type
PUPL - Payment upload. (Batch Control) The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables.

2.1 Request Default Distribution Prior to Freezing Payment

Actor/Role: CSR

Description:

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

2.2 Populate Distribution Details Manually for Specific SAs

Actor/Role: CSR

Description:

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

2.3 Request Add Overpayment SA

Actor/Role: CSR or Authorized User

Description:

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

2.4 Allocate Distribution Amounts

Actor/Role: CSR or Authorized User

Description:

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

2.5 Request Distribution

Actor/Role: CSR or Authorized User

Description:

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

2.6 Evaluate Distribution of Payment

Actor/Role: CSR

Description:

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

2.7 Change Distribution Details

Actor/Role: CSR

Description:

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

2.8 Update Distribution

Actor/Role: C2M(CCB)

Description:

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

2.9 Request Freeze Payment

Actor/Role: CCB

Description:

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

3.0 Upload Payment Information

Actor/Role: C2M(CCB)

Description:

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

Customizable process Y Process Name

Process X - This is a completely custom process designed to add payment details in the required payment upload staging tables in CCB.

Test Assets related to the Current Process

Testing Asset Sr.No	Use Case	No Of Data sets
1	URM-C2M-4311e-001-Create-PayPlan-Payment	2
2	URM-C2M-4311e-002-Create-PayPlan-Payment-ExcessAmt-Distibuted-To-Overpayment-SA	2
3	URM-C2M-4311e-003-Create-PayPlan-Payment-ExcessAmt-Distibuted-To-Non-Overpayment-SA	2
4	URM-C2M-4311e-004-Create-PayPlan-Payment-Payment-Distribution-Update-Require	2
5	URM-C2M-4311e-005-Create-PayPlan-Payment-AutoDistribute-And-Freeze	2
6	URM-C2M-4311e-006-Create-PayPlan-Payment-ExcessAmt-Auto-Distibuted-To-Overpayment-SA	2
7	URM-C2M-4311e-007-Create-PayPlan-Payment-ExcessAmt-Auto-Distibuted-To-Non-Overpayment-SA	2

Document Control

Change Record

Date	Author	Version	Change Reference
		Draft 1a	No Previous Document
10/10/13	Emma Lee Tiamzon		Initial Document
10/26/2013	Galina Polonsky		Reviewed, Approved
01/06/2016	Chris Brewster		Updated for version 2.5
09/05/2017	Genti Kondili		Update for version C2M(CCB) v 2.6
09/22/2017	Ekta Dua		Updated document and visio
09/30/2017	Galina Polonsky		Reviewed, Approved
08/17/2018	Jerry Chick		Minor grammatical and syntax corrections.
09/20/2018	Galina Polonsky		Reviewed, Approved
6/4/2019	Satya Kalavala		Updated format for v2.7
07/23/2024	Kunal Nerkar		Updated document and visio for C2M v2.9
09/20/2024	Pablo Siegrist		Reviewed
12/17/2024	Galina Polonsky		Reviewed, Approved

Attachments:

Pay Plan

Pay Plan

Main

Pay Plan

04-04-2020, \$104.69, Residential Payment Plan, , Electronic Funds Transfer

Pay Plan ID 1722618650

Account ID

1720589936

Brazil,Mark PP, Residential, \$0.00

Status

Active

Created by

RRADHAKR 04-04-2020 0:00:00

Cancel

Last Updated by

KNERKAR 07-01-2020 6:40:03

Type

RES

Residential Payment Plan

Debt Class

Standard utility debt

Current Balance

\$1.52

Delinquent Debt

\$0.00

Third Party Payor

Payor Account ID

1720589936

Brazil,Mark PP, Residential, \$0.00

Start Date

04-04-2020

Pay Method

Electronic Funds Transfer

Scheduled Payments

	Scheduled Date	Scheduled Amount	Auto Pay Clear
+ -	07-01-2020	\$40.00	172542274965
+ -	08-01-2020	\$40.00	
+ -	09-01-2020	\$24.69	

Total Amount \$104.69

Comments

Alerts

Overpayment exists

Pending Stop

Field Activity Pending

Auto-Pay Active

3 sync request(s) outstanding

1 Active pay plans in the last 12 months

2 day(s) until next bill

Pending Activities Exist

Full Context

Brazil,Mark PP

Brazil,Mark PP, Residential, \$0.00

8510, East Street, San Francisco, CA, 94105

8510, East Street, San Francisco, CA, 94105 / Electric Residential / Electric / SD-DVC-E-MANUAL-80239 / Read Cycle 01, Route 100 / Active

SD-DVC-E-MANUAL-80239 / Electric Manual Read Meter - Digital / Install Date/Time: 01-01-2020 0:00:10 PST / On / Active

SD-DVC-E-MANUAL-80239 / Electric Scalar kWh - Manual Read

Current To Do

Assign me a To Do

Control Central Search

Control Central Search

Bookmark

Refresh

Main

Control Central Search

Search By

Name and Address

Name

Brazil,mark

Address

City

Postal

CIS Division

Show All Premises

☒

Search

Hide Filters

Person/Account	Premise	ID Type	ID Nbr
Brazil,Mark - Home Phone: (650) 276-1234 (Main customer - Acct. 7881973462)	500 Guerrero St, San Francisco, CA, 94103	Social security number	*****1789
Brazil,Mark NBB (Main customer - Acct. 1202826196)	1520 Pine Street, San Francisco, CA, 94105	Social security number	*****3216
Brazil,Mark PP (Main customer - Acct. 1720589936)	8510, East Street, San Francisco, CA, 94105	Social security number	*****8358
Brazil,Mark S - Home Phone: (510) 576-0055 (Main customer - Acct. 3066882735)	389 Church Street, San Francisco, CA, 94111	Drivers license	CA-8929204

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 Financial History

Account Financial History

Main

Account Financial History ⓘ

Search By

Arrears Date

Account ID

1720589936

Q

Brazil,Mark PP, Residential, \$-40.00

Search

Hide Filters

	Arrears Date	Financial Transaction Type	Current Amount	Current Balance	Payoff Amount	Payoff Balance
1		Late payment charge	\$3.04	\$-38.48	\$3.04	\$-38.48
2	06-29-2020	Pay Segment	\$-40.00	\$-41.52	\$-40.00	\$-41.52
3	06-01-2020	Pay Segment	\$-103.17	\$-1.52	\$-103.17	\$-1.52
4	04-01-2020	Bill Segment	\$38.12	\$101.65	\$38.12	\$101.65
5	03-01-2020	Bill Segment	\$25.41	\$63.53	\$25.41	\$63.53
6	02-01-2020	Bill Segment	\$38.12	\$38.12	\$38.12	\$38.12

Billing History

SA Billing History

BookmarkPrevious ItemClearSaveRefresh

Main

Account ID1720589936Brazil,Mark PP, Residential, \$-40.00

SA InformationCalifornia / Electric Residential, ERES1, Pending Stop, 01-01-2020 - 07-01-2021, Single family - no seasonal factors, 1724013694SA ID1724013694

	Start Date	End Date	Days	Status	Current Amount	Payoff Amount	UOM	Billable Service Quantity	Average Daily Service Quantity
	03-01-2020	04-01-2020	31	Frozen	\$38.12	\$38.12	Kilowatt-Hours	300.000000	9.68
	02-01-2020	03-01-2020	29	Frozen	\$25.41	\$25.41	Kilowatt-Hours	200.000000	6.90
	01-01-2020	02-01-2020	32	Frozen	\$38.12	\$38.12	Kilowatt-Hours	300.000000	9.38

Account/Credit & Collection

Account

BookmarkClearSaveRefresh

MainAuto PayPersonsFinancial BalancesBill MessagesC & CBudgetDepositsCharacteristicsAlertsAccount Portal

AccountBrazil,Mark PP, Residential, \$-40.00Account ID17205899366

Collection ClassResidential

Postpone Credit Review UntilLast Credit Review Date09-07-2023

Current Credit Rating1000Current Cash Only Score400

Credit Rating HistoryNew

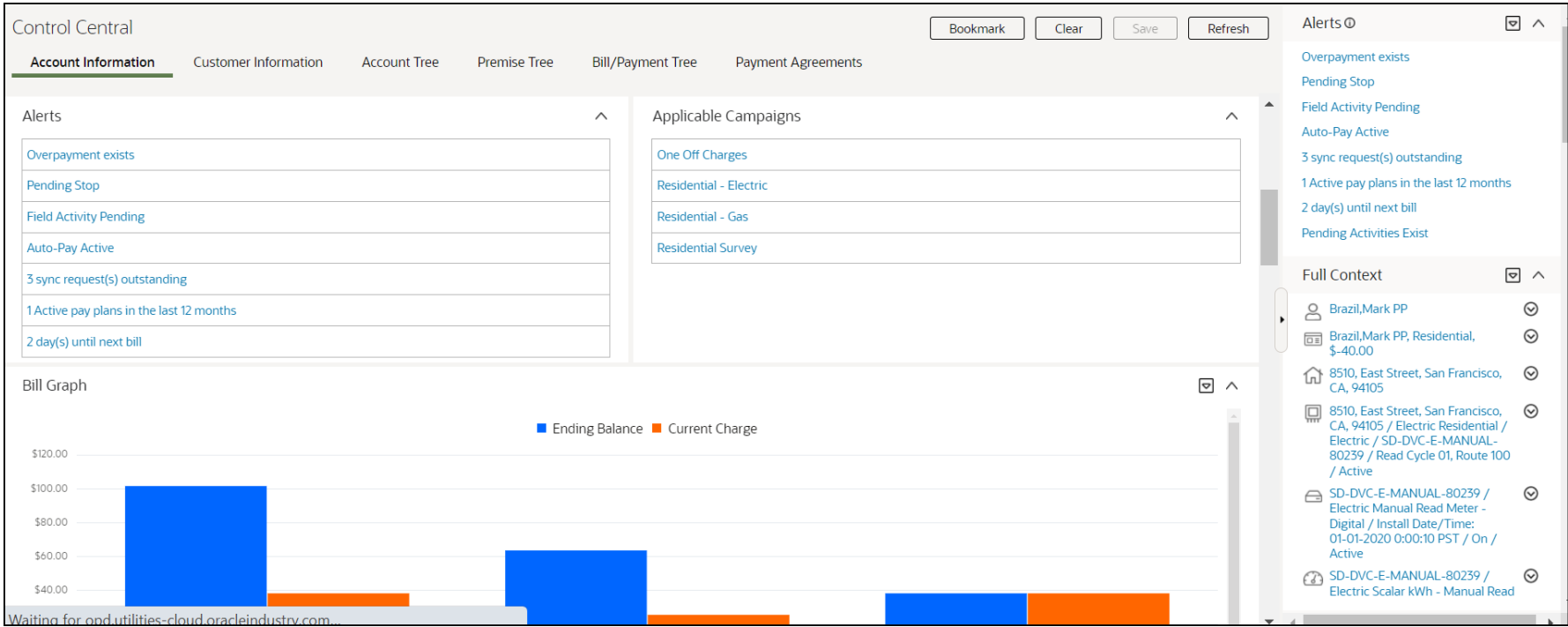
Start DateCredit Rating History ID

End Date

Affect Credit Rating ByAffect Cash-Only Score By

Comments

Control Central / Dashboard



Waiting for opnd.utilities-cloud.oracleindustry.com...

Payment Portal

Payment Portal

Bookmark

Refresh

Main

	Name	Payment Date	Tender Amount	Payor Account ID	Tender Type	Status
📶 1	Brazil,Mark PP	06-29-2020	\$40.00	1720589936	Savings - Auto Pay	Valid
📶 2	Brazil,Mark PP	06-01-2020	\$103.17	1720589936	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

Person

Brazil,Mark PP

Account

Brazil,Mark PP, Residential, \$-40.00

Add Payment

Payment Event Details

Payment Event Tree

Filters: Payment Event ID 172772468701

	Tree Info
1	<div>📅</div> Payment Event - 06-29-2020, \$40.00
2	<div>📄</div> Payment Tender - Savings - Auto Pay , \$40.00 , Valid
3	<div>🚫</div> Payment - 06-29-2020 \$40.00 Frozen Brazil Mark PP

Payment Event Add

Payment Event Add - Google Chrome

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

Payor Account ID

*0029948887

Brazil, Mark, Commercial, \$0.00

Payment Amount

\$-63.32

		Amount Tendered	Tender Type	Check Number
+		\$0.00	Check	

Match Type

Match Value

Payment Date

07-01-2020

Distribute Action

Distribute and Freeze if OK

OK

Cancel

Payment Quick Add

Payment Quick Add

Bookmark
Clear
Save
Refresh

Main

Tender Control ID: Q 01-01-2022,Cashiering Station 01,Open

Payment Date:

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

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			<div>\$0.00</div>	Check
				<div>\$0.00</div>	
				<div>\$0.00</div>	
				<div>\$0.00</div>	
				<div>\$0.00</div>	
				<div>\$0.00</div>	
				<div>\$0.00</div>	
				<div>\$0.00</div>	

Payment

Payment

Bookmark

Clear

Save

Refresh

MainPay SegmentsManual DistributionCharacteristics

Payment Info06-29-2020,\$40.00,Frozen,Brazil,Mark PP, Residential, \$-40.00Payment ID172903225725

Payment Event ID17277246870106-29-2020, \$40.00

1 Payment(s)\$40.00

1 Tender(s)\$40.00

Account ID1720589936Brazil,Mark PP, Residential, \$-40.00

Payment Amount\$40.00

Payment StatusFrozen

Match Type

Match Value

Payment Segments

Premise		SA Information	Distributed Amt
8510, East Street, San Francisco, CA, 94105		California / Electric Residential, ERES1, Pending Stop, 01-01-2020 - 07-01-2021, Single family - no seasonal factors, 1724013694	\$1.52
		California / Excess credit (overpayment), Active, 07-01-2020, 1729597342	\$38.48

Payment Amount\$40.00Billed Amount\$101.65Current Balance\$-40.00

Distributed Amount\$40.00 (2 payment segment(s))Delinquent Amount\$0.00

Payment Actions

Redistribute

Freeze

Delete

Cancel

Transfer

4.3.1.1e C2M.Manage Pay Plan Payment

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Overpayment SA

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 / Excess credit (overpayment), Active, 07-01-2020, 1729597342

SA ID 1729597342

SA Status

Active

Activate SA

Cancel SA

Initiate Stop

Stop SA

Close SA

Reinstate SA

Account ID

1720589936

Brazil,Mark PP, Residential, \$-40.00

CIS Division

California

SA Type

EXCSCRED

California / Excess credit (overpayment)

Start Date

07-01-2020

End Date

Maximum Bill Threshold

\$0.00

Cutoff Time

Start Day Option

Customer Read

No

Allow Estimates

Start Option

Char Premise ID

Old Account ID

Total Amount to Bill

\$0.00

Expiration Date

Renewal Date

Debt Class

No collection/severance

Days Old

Arrears Amount

Current Balance

\$-38.48

Object Erasure Schedule

Alerts

Overpayment exists

Pending Stop

Field Activity Pending

Auto-Pay Active

3 sync request(s) outstanding

1 Active pay plans in the last 12 months

2 day(s) until next bill

Pending Activities Exist

Full Context

Brazil,Mark PP

Brazil,Mark PP, Residential, \$-40.00

8510, East Street, San Francisco, CA, 94105

8510, East Street, San Francisco, CA, 94105 / Electric Residential / Electric / SD-DVC-E-MANUAL-80239 / Read Cycle 01, Route 100 / Active

SD-DVC-E-MANUAL-80239 / Electric Manual Read Meter - Digital / Install Date/Time: 01-01-2020 0:00:10 PST / On / Active

SD-DVC-E-MANUAL-80239 / Electric Scalar kWh - Manual Read

Current To Do