



## C2M v2.9

### 4.3.1.2 Manage Workstation Cashiering

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## Brief Description

<b>Business Process:</b>	<b>4.3.1.2 C2M.Manage Work Station Cashiering</b>
<b>Process Type:</b>	<b>Sub-Process</b>
<b>Parent Process:</b>	<b>4.3.1 C2M.Perform Settlement Activities</b>
<b>Sibling Processes:</b>	<b>4.3.1.1 C2M.Manage Payments, 4.3.1.1a 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, 4.3.1.1d C2M.Manage Auto-Payments, 4.3.1.1f C2M.Manage Pay Plan Payment, 4.3.1.1e C2M.Manage Credit Card Payments</b>

This process describes the management of cash drawers. Organizations that provide for walk in payment processing use the Work Station Cashiering functionality in C2M(CCB). With cash drawer processing the CSR or Authorized User creates a Tender Control. Before C2M(CCB) can begin accepting Payments, automatically or manually, an open Tender Control must exist as a record to hold the Payments. The Tender Control organizes all the Payments in one location for the cash drawer. An associated Deposit Control must be created to turn in tenders for deposit. A Deposit Control gives a head cashier or supervisor administrative control over all Tender Controls to be included for deposit.

Once the Tender Control and its associated Deposit Control is created, the CSR or Authorized User can begin processing Payments for the day. The CSR or Authorized User typically uses the [Payment Portal](#) or [Payment Event Add](#) functionality for entering Payments. [Payment Event Quick Add](#) or [Payment Quick Add](#) may also be used dependent upon the configuration and the business rules of the organization. The Payment Portal included in the base package provides ease of entry for CIS as well as Non CIS payments.

Multiple Deposit Controls and Tender Controls may be created daily to accommodate business rules and procedures. A CSR or Authorized User may open a new Tender Control to continue accepting Payments while balancing a separate Tender Control. Typically, a cash drawer starts with an opening balance to make change as necessary. The CSR or Authorized User can view the Tender Control balance at any time. Sometimes organizations limit cash held in the cash drawer. A turn in can be recorded and approved. Tenders are balanced against an expected total, turned in, and later deposited in the bank using the Deposit Control. An ending balance will include funds to make change for the next Tender Control. When balanced, the Tender Control and Deposit Control no longer accept further Payments. Each may be reopened for processing exceptions.

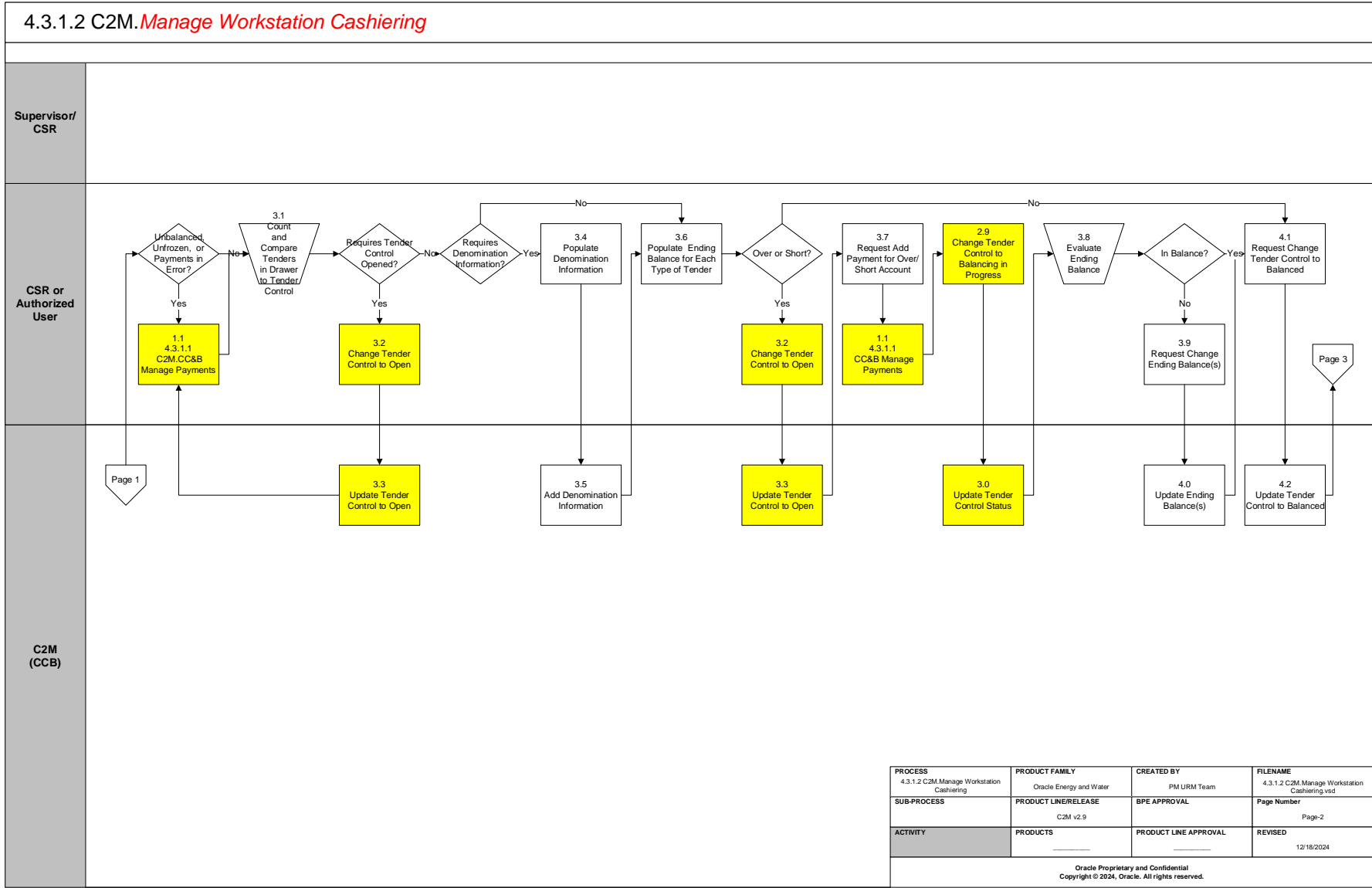
Tender and Deposit Controls are also used for Payments from external sources. C2M(CCB) automatically creates Tender and Deposit Controls and sets their status to balance when uploaded successfully.

```

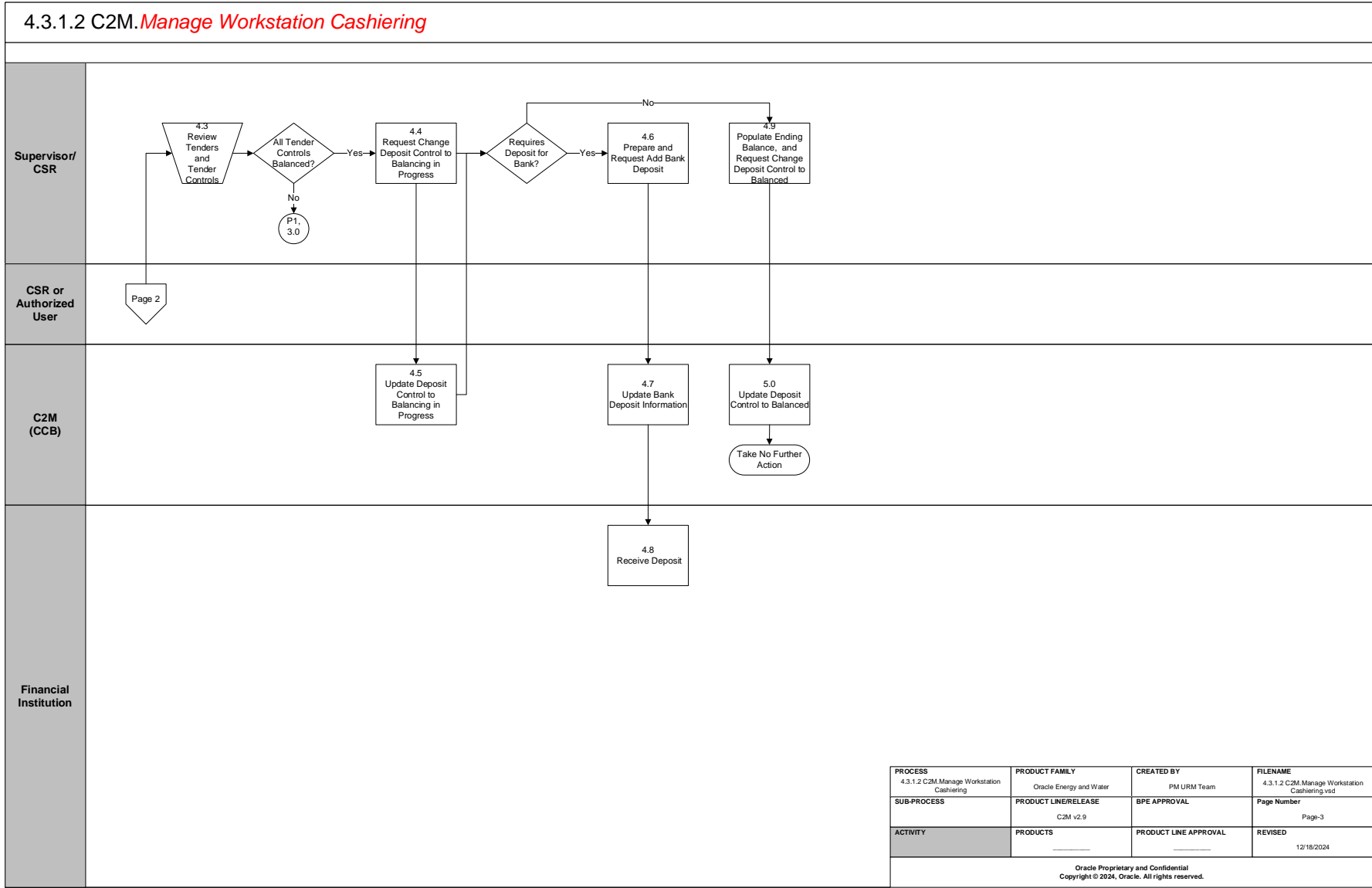
graph TD
    Start([Collect and Balance Walk in Payments]) --> 1.0[1.0 Search for Valid Tender Control]
    1.0 --> FoundValid{Found Valid Tender Control?}
    FoundValid -- Yes --> 1.1[1.1 4.3.1.1 C2M.CC&B Manage Payments]
    FoundValid -- No --> 1.2[1.2 Search for Open Deposit Control]
    1.2 --> 1.3[/1.3 Evaluate Existing Open Deposit Control/]
    1.3 --> DepositControl{Deposit Control Exists to Add Tender Control?}
    DepositControl -- No --> 1.4[1.4 Populate and Review New Deposit Control Details]
    DepositControl -- Yes --> 1.7[1.7 Add Deposit Control]
    1.4 --> OverrideDeposit{Override Deposit Control Defaults?}
    OverrideDeposit -- Yes --> 1.5[1.5 Override Deposit Control Details]
    OverrideDeposit -- No --> 1.6[1.6 Request Add Open Deposit Control]
    1.5 --> 1.6
    1.6 --> 1.8[1.8 Populate and Review New Tender Details]
    1.8 --> OverrideTender{Override Tender Control Defaults?}
    OverrideTender -- Yes --> 1.9[1.9 Override Tender Control Details]
    OverrideTender -- No --> 2.0[2.0 Request Add Open Tender Control]
    1.9 --> 2.1[2.1 Add Tender Control]
    2.0 --> 2.1
    2.1 --> 1.1
    1.1 --> RequiredToTurnIn{Required to Turn In Payments?}
    RequiredToTurnIn -- Yes --> 2.2[2.2 Populate and Request Add Turn In Details]
    RequiredToTurnIn -- No --> 2.5[2.5 Make Changes for Turn In Details]
    2.2 --> 2.3[2.3 Add Turn In Details]
    2.3 --> 2.4[/2.4 Evaluate, Review Deposit and Tender Controls/]
    2.4 --> EligibleToApprove{Eligible to Approve?}
    EligibleToApprove -- Yes --> 2.7[2.7 Approve Turn In]
    EligibleToApprove -- No --> 2.5
    2.7 --> 2.8[2.8 Update Turn In to Approved]
    2.8 --> 3.0[3.0 Update Tender Control Status]
    2.5 --> 2.6[2.6 Update Turn In Details]
    2.6 --> 2.4
    3.0 --> EndOfPeriod{End of Time Period and Ready to Balance?}
    EndOfPeriod -- Yes --> 2.9[2.9 Change Tender Control to Balancing in Progress]
    EndOfPeriod -- No --> 1.1
    2.9 --> 3.0
    3.0 --> Page2[/Page 2/]
  
```

The flowchart illustrates the C2M Management Workstation Cashiering process, starting with 'Collect and Balance Walk in Payments' and ending with 'Page 2'. The process involves searching for valid tender controls, evaluating existing open deposit controls, and managing payments. Key steps include: 1.0 Search for Valid Tender Control, 1.1 4.3.1.1 C2M.CC&B Manage Payments, 1.2 Search for Open Deposit Control, 1.3 Evaluate Existing Open Deposit Control, 1.4 Populate and Review New Deposit Control Details, 1.5 Override Deposit Control Details, 1.6 Request Add Open Deposit Control, 1.7 Add Deposit Control, 1.8 Populate and Review New Tender Details, 1.9 Override Tender Control Details, 2.0 Request Add Open Tender Control, 2.1 Add Tender Control, 2.2 Populate and Request Add Turn In Details, 2.3 Add Turn In Details, 2.4 Evaluate, Review Deposit and Tender Controls, 2.5 Make Changes for Turn In Details, 2.6 Update Turn In Details, 2.7 Approve Turn In, 2.8 Update Turn In to Approved, 2.9 Change Tender Control to Balancing in Progress, and 3.0 Update Tender Control Status. The process also includes decision points for 'Found Valid Tender Control?', 'Deposit Control Exists to Add Tender Control?', 'Override Deposit Control Defaults?', 'Override Tender Control Defaults?', 'Required to Turn In Payments?', 'Eligible to Approve?', and 'End of Time Period and Ready to Balance?'.

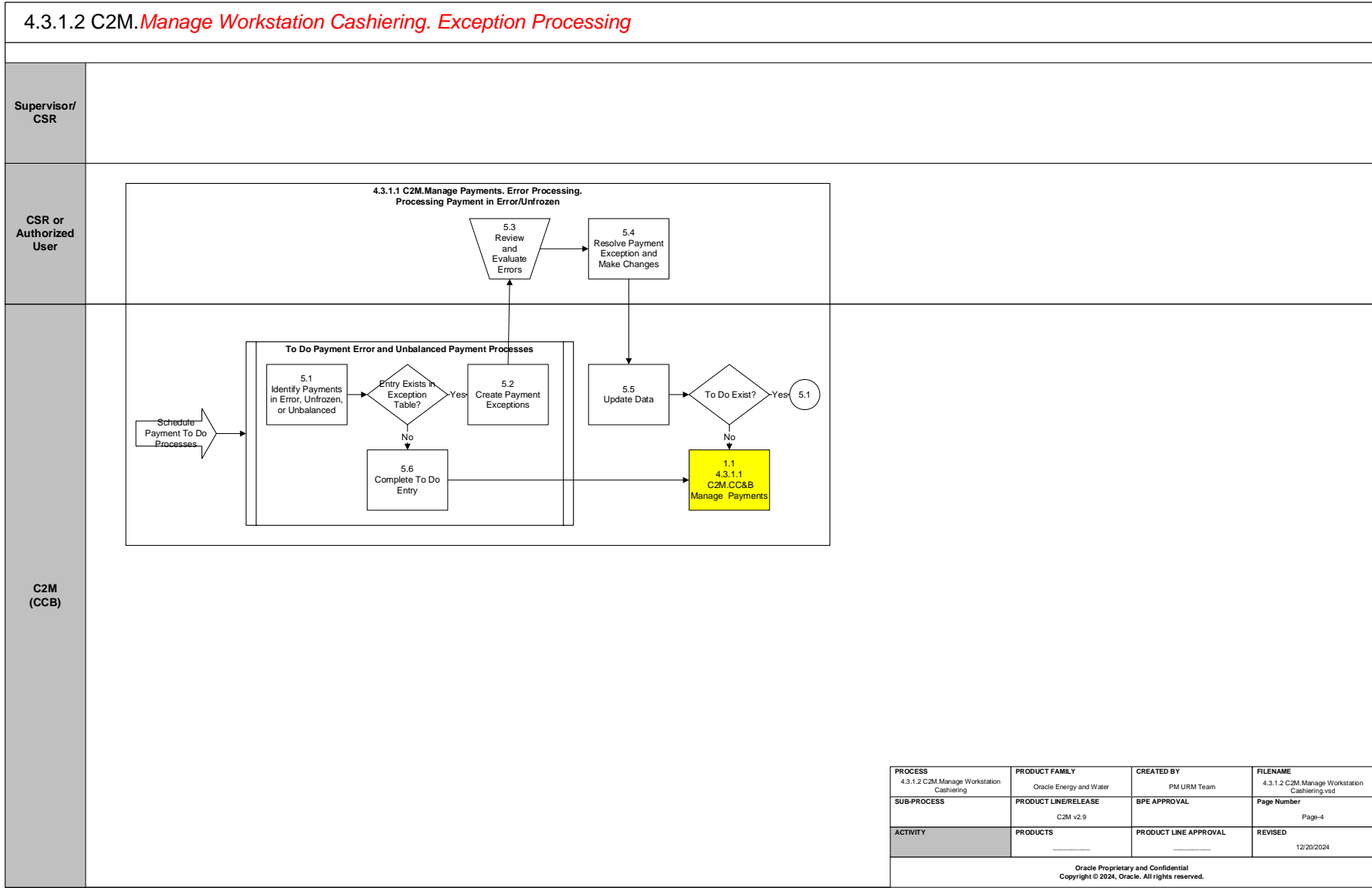
Business Process Model Page 2



Business Process Model    Page 3



Business Process Model Page 4





## Detail Business Process Model Description

### 1.0 Search for Valid Tender Control

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

**Description:**

The CSR or Authorized User searches for an existing [Tender Control](#). This is a previously opened [Tender Control](#) that is still available to accept further payments for the given user.

### 1.1 4.3.1.1 C2M.Manage Payments

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

**Description:**

The CSR or Authorized User begins processing Payments. Throughout the day, customers remit tenders to the cashier. Every tender put into the drawer is associated with the drawer’s [Tender Control](#) created at the start of the day. Refer to 4.3.1.1 C2M.Manage Payments for payment processing details.

### 1.2 Search for Open Deposit Control

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

**Description:**

The CSR or Authorized User searches for existing [Deposit Controls](#) to link a new [Tender Control](#).

### 1.3 Evaluate Existing Open Deposit Controls

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

**Description:**

Based on established business rules and daily procedures, the CSR or Authorized User determines if any existing Deposit Controls may be used for linking a new Tender Control. Dependent on the organization’s business rules each CSR or Authorized User may be responsible for opening their own Deposit and Tender Control for processing of Payments.

### 1.4 Populate and Review New Deposit Control Details

**Actor/Role:** Supervisor/CSR

**Description:**

The [Deposit Control](#) can be associated with one or many [Tender Controls](#). The Deposit Control is used to maintain the administrative functions for approval and deposits to the banks. A Supervisor, CSR or Authorized User is required to create a Deposit Control before any Tender Controls can be created. When initially displayed, the Deposit Control has information defaulted based on configuration.

**Configuration required Y      Entities to Configure:**

Installation Options
Tender Source

Tender Types
Users (Cashier ID's)

**1.5 Override Deposit Control Details**

**Actor/Role:** Supervisor/CSR

**Description:**

Based on established business rules, a Supervisor, CSR or Authorized User may override the default configured Tender Source Type.

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

Installation Options
Tender Source
Tender Types
Users (Cashier ID's)

**1.6 Request Add Open Deposit Control**

**Actor/Role:** Supervisor/CSR

**Description:**

Once information is entered, the Supervisor, CSR or Authorized User adds the [Deposit Control](#) in an Open status.

**1.7 Add Deposit Control**

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

**Description:**

A new Deposit Control is added in C2M(CCB).

**1.8 Populate and Review New Tender Control Details**

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

**Description:**

A Tender Control is required to begin accepting payments. When initially displayed, the [Tender Control](#) defaults information based on configuration. The starting balance is configurable. The Tender Source can be configured to default based on the User. If multiple users will accept payments the cash drawer is marked for All Users.

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

Installation Options
----------------------

Tender Source
Tender Types
Users (Cashier ID's)
Characteristic Type
Portal Preferences

### **1.9 Override Tender Control Details**

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

**Description:**

Based on established business rules, the CSR or Authorized User may override information for the [Tender Control](#) including Tender Source, Starting balance, and associated Deposit Control. If multiple users will accept payments the cash drawer is marked for All Users.

**Configuration required** Y

**Entities to Configure:**

Installation Options
Tender Source
Tender Types
Users (Cashier ID's)
Characteristic Type
Portal Preferences

### **2.0 Request Add Open Tender Control**

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

**Description:**

The CSR or Authorized User adds the [Tender Control](#) to begin accepting Payments.

### **2.1 Add Tender Control**

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

**Description:**

The Tender Control is added in C2M(CCB) in Open status.

### **2.2 Populate and Request Add Turn In Details**

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

**Description:**

Based on established business rules the CSR or Authorized User may be required to turn in tenders from the cash drawer periodically or when a certain limit is reached. The established limit is configurable.

**Configuration required Y      Entities to Configure:**

Tender Source
Tender Types

### **2.3 Add Turn In Details**

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

**Description:**

The Turn In information is recorded in C2M(CCB).

### **2.4 Evaluate, Review Deposit and Tender Controls**

**Actor/Role:** Supervisor/CSR

**Description:**

The Supervisor, CSR or Authorized User at the end of the shift or at a specific established time, reviews the [Tender Control](#) to prepare for Balancing. The Deposit Control is also periodically checked for Turn-Ins received from Tender Controls.

### **2.5 Make Changes for Turn In Details**

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

**Description:**

There may be discrepancies in the Turn-Ins. The CSR or Authorized User enters required changes in the Turn-In Details.

### **2.6 Update Turn Ins Details**

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

**Description:**

The Turn-In is now stored with updated information in C2M(CCB).

### **2.7 Approve Turn Ins**

**Actor/Role:** Supervisor/CSR

**Description:**

Once confirmed, the Supervisor, CSR, or Authorized User approves Turn-Ins in preparation for balancing and bank deposits.

### **2.8 Update Turn Ins to Approved**

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

**Description:**

The Turn-In is now stored as approved in C2M(CCB).

### **2.9 Change Tender Control to Balancing in Progress**

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

**Description:**

As part of the Balancing process, the CSR or Authorized User will transition the Tender Control to Balancing in Progress status. No Payments can be added when the [Tender Control](#) is in Balancing in Progress Status.

### **3.0 Update Tender Control Status**

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

**Description:**

The Tender Control is updated in C2M(CCB) to a Balancing in Progress Status.

### **3.1 Count and Compare Tenders in Drawer to Tender Control**

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

**Description:**

The CSR or Authorized User counts and validates that each type of tender adds up to the expected balances in the given [Tender Control](#).

### **3.2 Change Tender Control to Open**

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

**Description:**

The CSR or Authorized User determines a payment was missed, needs updating, and/or a new Payment is required. The Tender Control is returned to Open status.

### **3.3 Update Tender Control to Open**

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

**Description**

The Tender Control is returned to an open status in C2M(CCB).

### **3.4 Populate Denomination Information**

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

Based on established business rules the CSR or Authorized User separates and records a count of each denomination.

**Configuration required Y      Entities to Configure:**

Characteristic Type
---------------------

**3.5 Add Denomination Information****Actor/Role: C2M(CCB)****Description:**

The denomination information is added in C2M(CCB).

**Configuration required Y      Entities to Configure:**

Characteristic Type
---------------------

**3.6 Populate Ending Balance for Each Type of Tender****Actor/Role: CSR or Authorized User****Description:**

The CSR or Authorized User enters ending totals for each type of Tender that corresponds with the actual amounts in the cash drawer.

**3.7 Request Add Payment for Over/Short Account****Actor/Role: CSR or Authorized User****Description:**

The CSR or Authorized User posts a payment to a specific Over/Short Account. A payment is recorded for an “over” amount, and a negative payment is recorded for the “under” amount.

**Configuration required Y      Entities to Configure:**

SA Type
Over/Short Account
Customer Class

**3.8 Evaluate Ending Balance****Actor/Role: CSR or Authorized User****Description:**

The CSR or Authorized User reviews the ending balances for each tender type to ensure accuracy. The ending balances should equal the expected ending balances.

### **3.9 Request Change Ending Balance(s)**

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

**Description:**

The CSR or Authorized User makes any necessary changes.

### **4.0 Update Ending Balance(s)**

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

**Description:**

The Tender Control balances are updated in C2M(CCB).

### **4.1 Request Change Tender Control to Balanced**

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

**Description:**

The CSR or Authorized User transitions the status of the [Tender Control](#) to Balanced.

### **4.2 Update Tender Control to Balanced**

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

**Description:**

The Tender Control is transitioned to a Balanced status in C2M(CCB).

### **4.3 Review Tenders and Tender Controls**

**Actor/Role:** Supervisor/CSR

**Description:**

The Supervisor, CSR or Authorized User again reviews the Turn-Ins to ensure accuracy and checks to see that all Tender Controls are balanced. The Deposit Control cannot be balanced until all Tender Controls are balanced.

### **4.4 Request Change Deposit Control to Balancing in Progress**

**Actor/Role:** Supervisor/CSR

**Description:**

When ready to begin balancing the Supervisor, CSR or Authorized User changes the [Deposit Control](#) to Balancing in Progress.

**4.5 Update Deposit Control to Balancing in Progress****Actor/Role:** C2M(CCB)**Description:**

The Deposit Control status is changed in C2M(CCB) to Balancing in Progress.

**4.6 Prepare and Request Add Bank Deposit****Actor/Role:** Supervisor/CSR**Description:**

The Supervisor, CSR or Authorized User prepares and enters the required information for Tenders to be deposited in various banks.

**Configuration required Y      Entities to Configure:**

Bank Code
Bank Account

**4.7 Update Bank Deposit Information****Actor/Role:** C2M(CCB)**Description:**

The deposit for the bank is recorded in C2M(CCB).

**4.8 Receive Deposit****Actor/Role:** Financial Institution**Description:**

The Financial Institution receives the bank deposit.

**4.9 Populate Ending Balance and Request Change Deposit Control to Balanced****Actor/Role:** Supervisor/CSR**Description:**

When the ending balance equals the expected ending balance the Supervisor, CSR or Authorized User enters this information and transitions the Deposit Control to Balanced status.

**5.0 Update Deposit Control to Balanced****Actor/Role:** C2M(CCB)**Description:**

The [Deposit Control](#) is transitioned to a Balanced status in C2M(CCB).



**5.1 Identify Payments in Error, Unfrozen, or Unbalanced Group: To Do Payment Error and Unbalanced Payment Processes**

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

**Description:**

C2M(CCB) identifies Payments in error, unfrozen or unbalanced status. These background processes can create To-Do entries for every payment that's in error, unfrozen, or unbalanced.

**Customizable process N      Process Name**

TD-PYERR- identifies payments in error or unfrozen and creates To-Do entries.
TD-UNBAL – identifies payments in unbalanced status.

**Configuration required Y      Entities to Configure:**

To Do Type
To Do Role

**5.2 Create Payment Exceptions Group: To Do Payment Error and Unbalanced Payment Processes**

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

**Description:**

A message explaining the Payment Exception is available on a separate record for review by a CSR or Authorized User. The separate To Do entry allows for a supervisor and the responsible user to review and track the exception. Comments can be added based on established business rules. To Do Lists summarize and total entries for different To Do Types. Status of the To Do Entries is available for evaluation.

**Customizable process N      Process Name**

TD-PYERR- identifies payments in error or unfrozen and creates To-Do entries.
---

**Configuration required Y      Entities to Configure:**

To Do Type
To Do Role

### **5.3 Review and Evaluate Errors**

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

**Description:**

The CSR or Authorized User reviews and investigates the Payment Exception and supporting information in C2M(CCB). Typically, errors are caused by missing or incomplete information

### **5.4 Resolve Payment Exception and Make Changes**

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

**Description:**

Based on established business rules, the CSR or Authorized User investigates possible solutions or workarounds for the missing or incomplete information.

### **5.5 Update Data**

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

**Description:**

Any changes are updated in C2M(CCB).

### **5.6 Complete To Do Entry Group: To Do Payment Error and Unbalanced Payment Processes**

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

**Description:**

The [To-Do Entry](#) is updated to Complete Status in C2M(CCB) when the record is removed from the payment staging exception table.

## Test Assets related to the Current Process

Testing Asset Sr.No	Use Case	No Of Data sets
1	URM-C2M-4312-001-Create-Deposit-Control-And-Tender-Control-With-Override-Values	3
2	URM-C2M-4312-002-Collect-Balance-WalkIn-Pay-Create-Tender-Control-Add-Denomination-Info	2
3	URM-C2M-4312-003-Collect-Balance-WalkIn-Payments-Use-Existing-Tender-Control-TurnIn-Payment	2
4	URM-C2M-4312-004-Update-And-Approve-TurnIn-Payments-That-Are-NotEligible-For-Approval	2
5	URM-C2M-4312-005-Update-Existing-Tender-Control-Status-When-AllPayment-TurnIns-Are-Approved	2
6	URM-C2M-4312-006-Balance-Existing-Tender-Control-With-Status-Of-Balancing-In-Progress	2
7	URM-C2M-4312-007-Reopen-Exist-TenderControl-Tenders-InDrawer-Are-Not-EqualTo-Tenders-InIt	2
8	URM-C2M-4312-008-Reopen-Balance-Existing-Tender-Control-Short-Pay	2
9	URM-C2M-4312-009-Update-Deposit-Control-To-Balanced-Status-If-All-TenderControls-Are-Balanced	2
10	URM-C2M-4312-010-Reopen-Balance-Existing-Tender-Control-OverPay	2

## Document Control

### Change Record

Date	Author	Version	Change Reference
6/30/09	Colleen King	Draft 1a	No Previous Document
7/1/09	Colleen King		Changes After review
7/6/09	Colleen King		Changes After Review
7/9/09	Colleen King		Changes After Review
10/22/10	Geir Hedman		Updated Title and Content page
2/9/11	Geir Hedman		Updated Document and Visio
3/30/2011	Conrad Pinili		Updated Document and Visio
10/08/2013	Emma Lee Tiamzon		Updated Document and Visio
10/30/2013	Galina Polonsky		Reviewed, Approved
08/31/17	Joshua Piccott		Updated Document and Visio to v2.6
09/08/2017	Genti Kondili		Update details to C2M
09/30/2017	Galina Polonsky		Reviewed, Approved
8/10/2018	Jerry Chick		Replaced Page 3 Visio flow. Minor grammatical and syntax updates.
10/21/2018	Galina Polonsky		Reviewed, Approved
6/4/2019	Satya Kalavala		Updated format for v2.7
7/23/2024	Kunal Nerkar		Updated Document and Visio for C2M v2.9
09/20/2024	Pablo Siegrist		Reviewed
12/18/2024	Galina Polonsky		Reviewed, Approved

Attachments:  
Payment Portal

Payment Portal

BookmarkRefresh

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

4.3.1.2 C2M.Manage Workstation Cashiering

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21

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	

## 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

07-01-2020

	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"/>
	<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"/>
	<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"/>
	<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"/>
	<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"/>			

Payment Event Add

Payment Event Add - Google Chrome

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

Payor Account ID

\*0029948887

Q 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 Event

Payment Event

Bookmark

Clear

Save

Refresh

Main

Tenders

Characteristics

Pay Event Info

01-01-2022, \$20.00

Payment Event ID 660654601609

Payment Date

01-01-2022

1 Payment(s)

\$20.00

Amount Tendered

\$20.00

1 Tender(s)

\$20.00

Account Filter

All

Search

Payments

		Account ID	Payment Amount	Payment Status	Match Type	Match Value
		6607121765  Dayton,Benjamin, Residential, \$0.00	<input type="text"/> \$20.00	Canceled		<input type="text"/>
		6607121765  Dayton,Benjamin, Residential, \$0.00	<input type="text"/> \$20.00	Frozen		<input type="text"/>

Payments Actions

Distribute

Print

Freeze

Pay Event Actions

Transfer

Delete

Payment Event

BookmarkClearSaveRefresh

MainTendersCharacteristics

Payment Date01-01-20221 Payment(s)\$20.00Amount Tendered\$20.001 Tender(s)\$20.00

Tenders"1" of "1"

Payor Account ID6607121765Dayton,Benjamin,Residential, \$0.00Pay Tender ID660219941167

Tender Amount\$20.00Tender TypeCash

Check NumberTender StatusValid

MICR IDExt. Reference ID

Customer IDName

Tender Control ID774186261601-01-2022,Cashiering Station 01,Open

Included in Tender Ctl Balance

Deposit Control01-01-2022,Online Cashiering,Open

Tender ActionCancel

	Characteristic Type	Sequence	Characteristic Value
+ <div></div>	* <div></div>	* <div></div>	<div></div>

4.3.1.2 C2M.Manage Workstation Cashiering

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Payment

Payment

Bookmark

Clear

Save

Refresh

MainPay SegmentsManual DistributionCharacteristics

Payment Info07-01-2020,\$63.32,Frozen,Brazil, Mark, Commercial, \$0.00Payment ID002778103874

Payment Event ID00287247863107-01-2020, \$63.32

1 Payment(s)\$63.32

1 Tender(s)\$63.32

Account ID0029948887Brazil, Mark, Commercial, \$0.00

Payment Amount\$63.32

Payment StatusFrozen

Match Type

Match Value

Payment Segments

Premise	SA Information	Distributed Amt
7996_URM-UTA-SD Street, San Francisco, CA, 94105	California / Electric Commercial, ECOM1, Active, 01-01-2020, Standard commercial service, 0023582171	\$63.32

Payment Amount\$63.32Billed Amount\$36.04Current Balance\$0.00

Distributed Amount\$63.32 (1 payment segment(s))Delinquent Amount\$0.00

Payment Actions

Redistribute

Freeze

Delete

Cancel

Transfer

Payment

Bookmark

Clear

Save

Refresh

Main

Pay Segments

Manual Distribution

Characteristics

Payment Info

07-01-2020,\$63.32,Frozen,Brazil, Mark, Commercial, \$0.00

Payment ID 

002778103874

Payment Event ID 

002872478631

07-01-2020, \$63.32

1 Payment(s) \$63.32

1 Tender(s) \$63.32

SA Filter 

All

Search

Premise	SA Information	Distributed Amt	Billed Amount	Delinquent Amount	Current Balance
7996_URM-UTA-SD Street, San Francisco, CA, 94105	California / Electric Commercial, ECOM1, Active, 01-01-2020, Standard commercial service, 0023582171	* <div>\$63.32</div>	\$36.04	\$0.00	\$0.00

Payment Amount \$63.32

Billed Amount \$36.04

Current Balance \$0.00

Distributed Amount \$63.32 (1 payment segment(s))

Delinquent Amount \$0.00

Payment Actions

Redistribute

Confirm

Freeze

Payment/Tender Search

Payment/Tender Search

Bookmark

Clear

Save

Refresh

Main

Search for

Payment and Tender

Distribution Rule

Rule Value

Payment Account

Account

0029948887

Q

Brazil, Mark, Commercial, \$0.00

Payment Amount

Between

0.00

and

0.00

Payment Char Type Filter

Not Applicable

Payor Account

Account

Q

Tender Amount

Between

0.00

and

0.00

Tender Source

Equal To

Q

MICR ID

Like

Tender Char Type Filter

Not Applicable

Payment Date

Between

and

Search

7 record(s) found matching your criteria.

Payment Date	Payment Account Info	Payment Amount	Payment Status	Payment ID	Payor Account Info	Tender Amount	Tender Source	MICR ID	Tender Status
07-01-2020	0029948887 - Brazil, Mark, Commercial, \$0.00	\$63.32	Frozen	002025325086	0029948887 - Brazil, Mark, Commercial, \$0.00	\$63.32			Valid
07-01-2020	0029948887 - Brazil, Mark, Commercial, \$0.00	\$63.32	Canceled - Data Entry Error	002778103874	0029948887 - Brazil, Mark, Commercial, \$0.00	\$63.32	Cashiering Station 02		Canceled Data Entry Error
06-01-2020	0029948887 - Brazil, Mark, Commercial, \$0.00	\$36.04	Frozen	002498454796	0029948887 - Brazil, Mark, Commercial, \$0.00	\$36.04	Cashiering Station 02		Valid
	0029948887 - Brazil, Mark, Commercial, \$0.00				0029948887 - Brazil, Mark, Commercial, \$0.00				

4.3.1.2 C2M.Manage Workstation Cashiering

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Payment Portal Tender Search

Payment Portal

Bookmark

Refresh

Main

Customer Name

brazil, mark

Payment Date

Tender Amount

Search

Hide 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

☑ ^

Tender Control

Tender Control

BookmarkClearSaveRefresh

MainTendersTurn InsExceptionsCharacteristics

Tender Control01-01-2022,Cashiering Station 01,OpenTender Control ID \*7741862616

Tender Source \*CASH-01Cashiering Station 01All Users

Deposit Control ID \*774561700801-01-2022,Online Cashiering,OpenUser ID KNERKAR

Currency CodeUnited States DollarsCreate Date/Time01-01-2022 4:46:29

Starting Balance\$0.00Balanced User ID

Tender Control Status \*OpenBalanceBalanced 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\$260.17Expected Ending Balance\$260.17

Ending Balance\$0.00Outstanding Over/Under\$0.00

Comments

4.3.1.2 C2M.Manage Workstation Cashiering

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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

Total Tender Deposits

0 for

\$0.00

Expected Ending Balance

\$260.17

Balanced Date/Time

Ending Balance

\$0.00

Outstanding Over/Under

\$-260.17

Comments



To Do Entry (TD-UNBAL)

To Do Search

BookmarkClearSaveRefresh

Main

Related To Do Filter

Not Applicable

To Do Type Filter

Specific To Do Type

To Do Type

TD-UNBAL

Unbalanced pay events exist

Char Type Filter

Not Applicable

User Filter

Not Applicable

Date Range Filter

Date Created

Start Date/Time

07-01-20000:00:00

End Date/Time

07-01-202523:59:59

Status Filter

All

Search

Select AllClear All

79 record(s) found matching your criteria.

	Priority	Create Date/Time	Related	Last Assigned Date/Time	Message	Status	Completion Date/Time	To Do Type
<input type="checkbox"/>	Priority 20	07-01-2020 3:21:56	4		The Payment Event is unbalanced. (11, 15153)	Open		Unbalanced pay events exist
<input type="checkbox"/>	Priority 20	07-01-2020 3:21:56	4		The Payment Event is unbalanced. (11, 15153)	Open		Unbalanced pay events exist
<input type="checkbox"/>	Priority 20	07-01-2020 3:21:56	0		The Payment Event is unbalanced. (11, 15153)	Open		Unbalanced pay events exist
<input type="checkbox"/>	Priority 20	07-01-2020 3:21:56	4		The Payment Event is unbalanced. (11, 15153)	Open		Unbalanced pay events exist
<input type="checkbox"/>	Priority 20	07-01-2020 3:21:56	4		The Payment Event is unbalanced. (11, 15153)	Open		Unbalanced pay events exist
<input type="checkbox"/>	Priority 20	07-01-2020 3:21:56	4		The Payment Event is unbalanced. (11, 15153)	Open		Unbalanced pay events exist