



C2M v2.9

4.3.2.4a Manage Payment Arrangement

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Brief Description

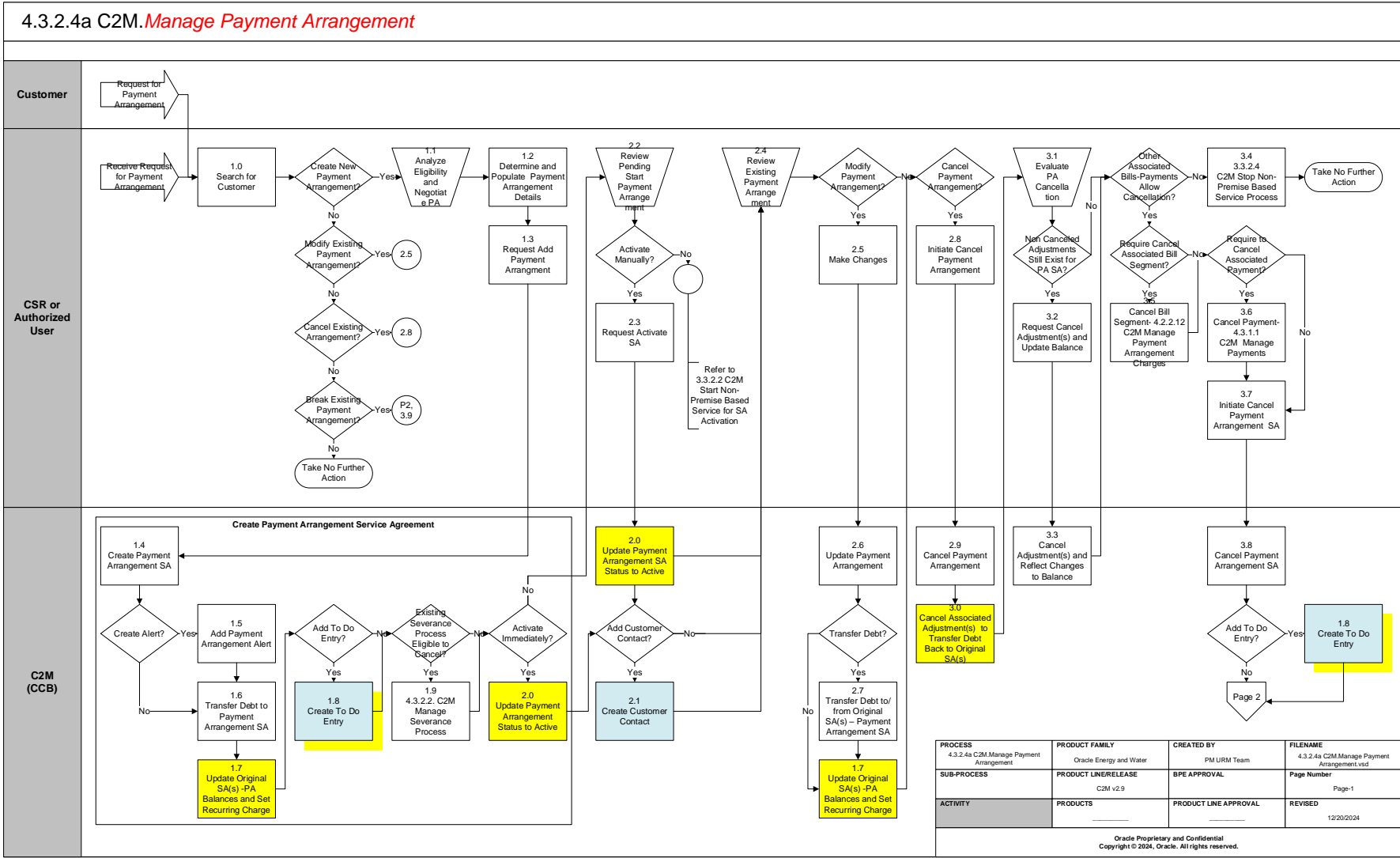
Business Process: 4.3.2.4a C2M.Manage Payment Arrangement
Process Type: Sub Process
Parent Process: 4.3.2 C2M.Perform Collection Activities
Sibling Processes: 4.3.2.1 C2M.Manage Collection process, 4.3.2.2 C2M.Manage Severance Process, 4.3.2.3a C2M.Manage Pay Plan, 4.3.2.5a C2M.Manage LPC 4.3.2.6 C2M.Write-off Uncollectable Receivables, 4.3.2.7 C2M.Manage Collection Agency Referral, 4.3.2.8. C2M.Manage Uncollectable Revenue

This process describes how an organization can use installments to assist a customer to pay overdue debt. A separate Service Agreement called [Payment Arrangement](#) holds the debt as overdue amounts are transferred to this [Service Agreement](#). The Payment Arrangement amounts and number of installments is set based on the establish business rules for the organization.

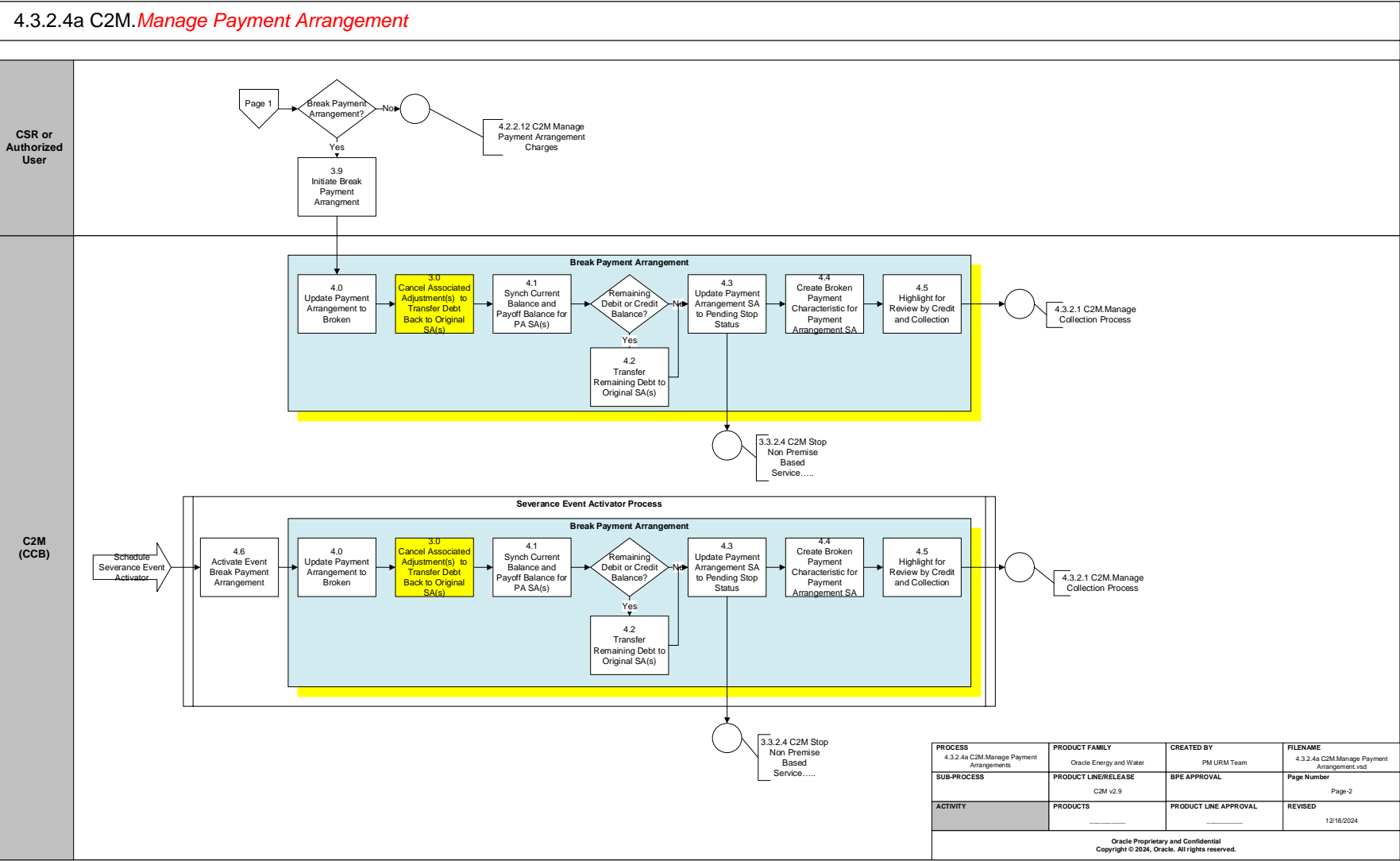
Initially this Service Agreement is considered to be current. It is then billed with the customer's other services. As long as the customer keeps the agreed upon installment amounts and pays on time, the payment arrangement remains active until the balance is paid. The system automatically stops the Payment Arrangement at that time, creates a final bill, and closes the Service Agreement.

If the customer does not pay the installments by the due date(s), the system breaks the Payment Arrangement and can be scheduled for further review by Credit and Collection processes.

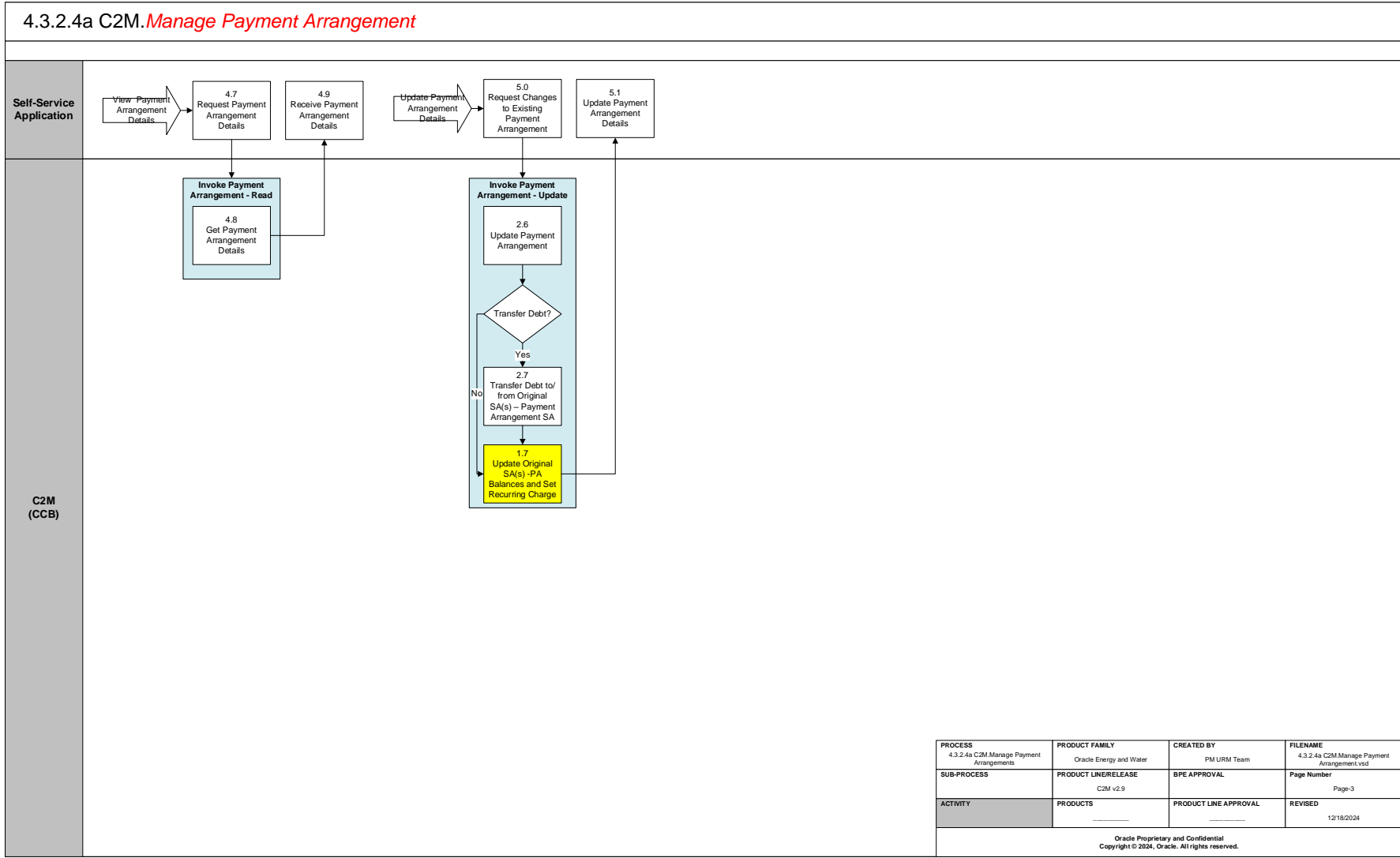
Business Process Model Page 1



Business Process Model Page 2



Business Process Model Page 3



Detail Business Process Model Description

1.0 Search for Customer

Actor/Role: CSR or Authorized User

Description:

Upon receipt of a request to Start [a Payment Arrangement](#), the CSR or Authorized User locates the customer in C2M(CCB) using [Control Central Search](#). When a customer is selected, the CSR or Authorized User is automatically transferred to Control Central – Account Information refreshed with the selected customer’s data. Dashboard Alerts provide the CSR or Authorized User with pertinent information for the customer.

Business Object Y	Business Object:	C1-InstallationPerson - Installation Options - Person
Process Plug-in Enabled Y	Available Algorithm(s):	PERS-INFO - Main name (alternate name) - phone number NFMF-VALFMT - Person Name Format Validation
Configuration required Y	Entities to Configure:	Installation Options

1.1 Analyze Eligibility and Negotiate PA

Actor/Role: CSR or Authorized User

Description:

Most organizations have business rules or procedures to follow when negotiating settlement of overdue debt. These procedures are part of the negotiation or discussion with the customer. Typically, the CSR or Authorized User reviews the customer’s Account Financial History, Billing History, and Credit and Collection information prior to initiating a Payment Arrangement. The CSR or Authorized User reaches an agreement with the customer for acceptable installments over a given time period.

1.2 Determine and Populate Payment Arrangement Details

Actor/Role: CSR or Authorized User

Description:

Based on the discussion with the customer, the CSR or Authorized enters the debt to be included in the [Payment Arrangement](#), installment amount or number of payments, the Division, and Service Agreement Type.

Configuration required Y	Entities to Configure:	CIS Division SA Type
--------------------------	------------------------	-------------------------

1.3 Request Add Payment Arrangement

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User initiates the Create Payment Arrangement action.

1.4 Create Payment Arrangement SA

Actor/Role: C2M(CCB)

Description:

When the CSR or Authorized User initiates the Create [Payment Arrangement](#) action, a Payment Arrangement [Service Agreement](#) is typically created in Pending Start Status. If configured, the Payment Arrangement Service Agreement can be activated immediately. The installment amount is set as the recurring charge amount for the Service Agreement. The defined delinquent debt is transferred from the original Service Agreement(s) to the Payment Arrangement Service Agreement. The Payment Arrangement debt is now considered current until billed. Refer to 3.3.2.2 C2M.Start Non-Premise Based Service.

Manual Process: The CSR or Authorized User changes the status of the Payment Arrangement Service Agreement to Active.

Automated Process: If configured, C2M(CCB) creates and activates the Payment Arrangement Service Agreement, otherwise the Payment Arrangement Service Agreement is activated the next time the Service Agreement Activation background process is executed.

Note: It is recommended that this SA Type should have a high payment priority so it gets paid before other services (in case of partial payment)

Process Plug-in Enabled Y	Available Algorithm(s):	SACR-AT - Activate SA
Configuration required Y	Entities to Configure:	Adjustment Type
		SA Type
Business Object Y	Business Object:	C1-SABasic - Service Agreement Basic
		C1-PayArrangementTask - Payment Arrangement Task
		C1-PATaskType - Payment Arrangement Task Type

1.5 Add Payment Arrangement Alert

Actor/Role: C2M(CCB)

Description:

If configured, the Payment Arrangement Service Agreement can be displayed as an alert in the Control Central Dashboard. Alert Types can also be configured and manually added to an Account.

Configuration required Y	Entities to Configure:	Alert Type
		SA Type

1.6 Transfer Debt to Payment Arrangement SA

Actor/Role: C2M(CCB)

Description:

The assigned debt associated with the original Service Agreements is transferred to the Payment Arrangement Service Agreement.

Configuration required Y Entities to Configure:

Adjustment Type
SA Type

1.7 Update Original SA(s) – PA Balances and Set Recurring Charge

Actor/Role: C2M(CCB)

Description:

The original Service Agreement(s) debt is relieved and the Payment Arrangement Service Agreement now contains a balance. This balance is considered current until billed. The assigned installment amount is set as the [Payment Arrangement SA's](#) recurring charge amount.

Note: At Payment Arrangement SA type, Adjustment Type (Xfer) specifies adjustment type used to transfer funds from the delinquent service agreements to the payment arrangement SA and Adjustment Type (Current=0) specifies adjustment type used to set the payment arrangement's current balance to zero after funds have been transferred.

Configuration required Y Entities to Configure:

Adjustment Type
SA Type

1.8 Create To-Do Entry

Actor/Role: C2M(CCB)

Description:

If configured, C2M(CCB) creates a To-Do Entry when a Service Agreement is created or canceled.

Business Object Y Business Object:

C1-PayArrangementTask - Payment Arrangement Task
C1-PATaskType - Payment Arrangement Task Type

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

NEW SA TODO – Create a To-Do entry when a SA is added
SACA-CRTODO - SA Cancellation - Create To-Do Entry This Cancel SA algorithm creates a To-Do entry using the To-Do Type and To-Do Role (if specified) when a service agreement is canceled.

Configuration required Y Entities to Configure:

SA Type

To-Do Role
To-Do Type

1.9 4.3.2.2 C2M.Manage Severance Process

Actor/Role: C2M(CCB)

Description:

When the original Service Agreement(s) debt falls below a defined threshold, any existing Severance Process is canceled. Refer to 4.3.2.2 C2M.Manage Severance Process.

2.0 Update Payment Arrangement SA Status to Active

Actor/Role: C2M(CCB)

Description:

The Payment Arrangement [Service Agreement](#) is transitioned to Active status in C2M(CCB).

Manual Process: The CSR or Authorized User changes the status of the Payment Arrangement Service Agreement to Active.

Automated Process: If configured, C2M(CCB) creates and activates the Payment Arrangement Service Agreement, otherwise the Payment Arrangement Service Agreement is activated the next time the Service Agreement Activation background process is executed.

Business Object Y	Business Object:	C1-PayArrangementTask - Payment Arrangement Task
		C1-PATaskType - Payment Arrangement Task Type
Process Plug-in Enabled Y	Available Algorithm(s):	SACR-AT - Activate SA
Configuration required Y	Entities to Configure:	SA Type
		Adjustment Type
Customizable process N	Process Name:	SAACT - Activate pending start/stop SA.

2.1 Create Customer Contact

Actor/Role: C2M(CCB)

Description:

If configured, a Customer Contact can be created when a Service Agreement is activated.

Business Object Y	Business Object:	<table><tr><td>C1-PayArrangementTask - Payment Arrangement Task</td></tr><tr><td>C1-PATaskType - Payment Arrangement Task Type</td></tr></table>	C1-PayArrangementTask - Payment Arrangement Task	C1-PATaskType - Payment Arrangement Task Type
C1-PayArrangementTask - Payment Arrangement Task				
C1-PATaskType - Payment Arrangement Task Type				
Process Plug-in Enabled Y	Available Algorithm(s):			

Configuration required Y Entities to Configure:

SAAT-CC – SA Activation - Create Customer Contact
Customer Contact Class
Customer Contact Type
Characteristic Type
SA Type

2.2 Review Pending Start Payment Arrangement

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User reviews the newly created Payment Arrangement to determine accuracy and consider manual activation of the Payment Arrangement Service Agreement.

2.3 Request Activate SA

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User manually changes the status of the Payment Arrangement Service Agreement to Active.

2.4 Review Payment Arrangement

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User reviews the newly activated Payment Arrangement Service Agreement to consider changes as needed. At times, additional debt can be added or removed from the Payment Arrangement. The CSR or Authorized User considers these options.

2.5 Make Changes

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User makes required changes based on established business rules.

2.6 Update Payment Arrangement

Actor/Role: C2M(CCB)

Description

The Payment Arrangement is updated in C2M(CCB) and reflects changes made.

2.7 Transfer Debt to/from Original SA(s) – Payment Arrangement SA

Actor/Role: C2M(CCB)

Description

At times, additional debt can be added or removed from the Payment Arrangement. After the CSR or Authorized User makes changes debt is transferred to or from original Service Agreement(s) and Payment Arrangement Service Agreement.

Configuration required Y Entities to Configure:

SA Type
Adjustment Type

2.8 Initiate Cancel Payment Arrangement

Actor/Role: CSR or Authorized User

Description:

At times it may be necessary to cancel an existing [Payment Arrangement](#). It is possible the Payment Arrangement was created in error. The CSR or Authorized User initiates the Cancel Payment Arrangement action.

2.9 Cancel Payment Arrangement

Actor/Role: C2M(CCB)

Description:

The Payment Arrangement is transitioned to a Canceled Status in C2M(CCB).

3.0 Cancel Associated Adjustment(s) to Transfer Debt Back to Original SA(s)

Actor/Role: C2M(CCB)

Description:

Debt is transferred back to the original Service Agreement(s) with the original arrears date. This happens when a Payment Arrangement is Canceled or Broken. Functionality is the same whether triggered manually or automatically.

Business Object Y

Business Object:

C1-PayArrangementTask - Payment Arrangement Task
C1-PATaskType - Payment Arrangement Task Type

Process Plug-in Enabled Y

Available Algorithm(s):

C2M-SA-BRKPA- This SA type break payment algorithm contains the logic that should be executed when a payment arrangement is broken
--

Configuration required Y

Entities to Configure:

Characteristic Type
Characteristic Value
Adjustment Type
SA Type
Adjustment Cancel Reason

Customizable process N

Process Name:

SET - Severance Event Trigger.

3.1 Evaluate PA Cancellation

Actor/Role: CSR or Authorized User

Description:

The Payment Arrangement Service Agreement requires cancellation. The CSR or Authorized User reviews the financial activity for the Payment Arrangement Service Agreement.

3.2 Request Cancel Adjustment(s) and Update Balance

Actor/Role: CSR or Authorized User

Description:

Adjustments used to sync current and payoff balances, for the Payment Arrangement Service Agreement, require canceling in order to cancel the Payment Arrangement Service Agreement.

Configuration required Y Entities to Configure:

Adjustment Type
Adjustment Cancel Reason

3.3 Cancel Adjustment(s) and Reflect Changes to Balance

Actor/Role: C2M(CCB)

Description:

C2M(CCB) is updated to bring the current balance for the Payment Arrangement [Service Agreement](#) to 0. In order to cancel the Payment Arrangement Service Agreement, all associated financial transactions must be canceled.

3.4 3.3.2.4 C2M.Stop Non-Premise Based Service

Actor/Role: CSR or Authorized User

Description:

At times it is not possible to cancel Bill Segments, Payments, or certain Adjustments. The Payment Arrangement Service Agreement must be stopped and final billed in order to close this Service Agreement. Refer to 3.3.2.4 C2M.Stop Non-Premise Based Service.

3.5 Cancel Bill Segment- 4.2.2.12 C2M.Manage Payment Arrangement Charges

Actor/Role: CSR or Authorized User

Description:

Refer to 4.2.2.12 C2M.Manage Payment Arrangement Charges for canceling and rebilling of Bill Segments.

3.6 Cancel Payment- 4.3.1.1 C2M.Manage Payments

Actor/Role: CSR or Authorized User

Description:

Refer to 4.3.1.1 C2M.Manage Payments for payment cancellation activities.

3.7 Initiate Cancel Payment Arrangement SA

Actor/Role: CSR

Description:

Once Financial Transactions are canceled, the CSR or Authorized User changes the status of the Payment Arrangement Service Agreement to Canceled status.

3.8 Cancel Payment Arrangement SA

Actor/Role: C2M(CCB)

Description:

The Payment Arrangement Service Agreement is transitioned to Canceled status in C2M(CCB).

Business Object Y	Business Object:	C1-PayArrangementTask - Payment Arrangement Task
		C1-PATaskType - Payment Arrangement Task Type
Process Plug-in Enabled Y	Available Algorithm(s):	SACA-CRTODO - SA Cancellation - Create To Do Entry This Cancel SA algorithm creates a To Do entry using the To Do Type and To Do Role (if specified) when a service agreement is canceled.
Configuration required Y	Entities to Configure:	To Do Role
		To Do Type

3.9 Initiate Break Payment Arrangement

Actor/Role: CSR or Authorized User

Description:

At times it may be necessary for the CSR or Authorized User to change the [Payment Arrangement](#) to broken. Typically, this is part of exception processing and based on the organization’s established business rules.

4.0 Update Payment Arrangement to Broken Group: Break Payment Arrangement

Actor/Role: C2M(CCB)

Description:

The Payment Arrangement is transitioned to Broken status in C2M(CCB). The process is the same whether triggered manually or automatically.

Business Object Y	Business Object:	C1-PayArrangementTask - Payment Arrangement Task
		C1-PATaskType - Payment Arrangement Task Type
Process Plug-in Enabled Y	Available Algorithm(s):	C2M-SA-BRKPA- This SA type break payment algorithm contains the logic that should be executed when a payment arrangement is broken
Configuration required Y	Entities to Configure:	

Customizable process N	Process Name:	Characteristic Type
		Characteristic Value
		Adjustment Type
		SA Type
		Adjustment Cancel Reason
		SET - Severance Event Trigger.

4.1 Synch Current Balance and Payoff Balance for PA SA(s) Group: Break Payment Arrangement

Actor/Role: C2M(CCB)

Description:

The Current Balance and the Payoff Balance for the Payment Arrangement [Service Agreement](#) are synched. Functionality is the same whether triggered manually or automatically.

Business Object Y	Business Object:	C1-PayArrangementTask - Payment Arrangement Task
		C1-PATaskType - Payment Arrangement Task Type
Process Plug-in Enabled Y	Available Algorithm(s):	C2M-SA-BRKPA- This SA type break payment algorithm contains the logic that should be executed when a payment arrangement is broken
Configuration required Y	Entities to Configure:	Characteristic Type
		Characteristic Value
		Adjustment Type
		SA Type
		Adjustment Cancel Reason
Customizable process N	Process Name:	SET - Severance Event Trigger.

4.2 Transfer Remaining Debt to Original SA(s) Group: Break Payment Arrangement

Actor/Role: C2M(CCB)

Description:

When the Payment Arrangement is Broken, any remaining debit or credit balance is transferred to original Service Agreements for the Account. Functionality is the same whether triggered manually or automatically.

Business Object Y	Business Object:
-------------------	------------------

Process Plug-in Enabled Y	Available Algorithm(s):	C1-PayArrangementTask - Payment Arrangement Task
		C1-PATaskType - Payment Arrangement Task Type
Configuration required Y	Entities to Configure:	C2M-SA-BRKPA- This SA type break payment algorithm contains the logic that should be executed when a payment arrangement is broken
		Characteristic Type
Customizable process N	Process Name:	Characteristic Value
		Adjustment Type
		SA Type
		Adjustment Cancel Reason
		SET - Severance Event Trigger.

4.3 Update Payment Arrangement SA to Pending Stop Status Group: Break Payment Arrangement

Actor/Role: C2M(CCB)

Description:

The Payment Arrangement Service Agreement is transitioned to Pending Stop status in C2M(CCB). Functionality is the same whether triggered manually or automatically.

Business Object Y	Business Object:	C1-PayArrangementTask - Payment Arrangement Task
		C1-PATaskType - Payment Arrangement Task Type
Process Plug-in Enabled Y	Available Algorithm(s):	C2M-SA-BRKPA- This SA type break payment algorithm contains the logic that should be executed when a payment arrangement is broken
Configuration required Y	Entities to Configure:	Characteristic Type
		Characteristic Value
Customizable process N	Process Name:	Adjustment Type
		SA Type
		Adjustment Cancel Reason
		SET - Severance Event Trigger.

4.4 Create Broken Payment Characteristic for Payment Arrangement SA Group: Break Payment Arrangement

Actor/Role: C2M(CCB)

Description:

If configured, C2M(CCB) will place a characteristic on the [Payment Arrangement SA](#) to identify the Broken status. This characteristic will be used by the Credit and Collection functionality for further review of the Account’s original Service Agreements. Functionality is the same whether triggered manually or automatically.

Business Object Y	Business Object:	C1-PayArrangementTask - Payment Arrangement Task
		C1-PATaskType - Payment Arrangement Task Type
Process Plug-in Enabled Y	Available Algorithm(s):	C2M-SA-BRKPA- This SA type break payment algorithm contains the logic that should be executed when a payment arrangement is broken
Configuration required Y	Entities to Configure:	Characteristic Type
		Characteristic Value
		Adjustment Type
		SA Type
		Adjustment Cancel Reason
Customizable process N	Process Name:	SET - Severance Event Trigger.

4.5 Highlight for Review by Credit and Collection Group: Break Payment Arrangement

Actor/Role: C2M(CCB)

Description:

If configured, C2M(CCB) will mark the Account for further review by the Credit and Collection processes. Functionality is the same whether triggered manually or automatically.

Business Object Y	Business Object:	
		C1-PayArrangementTask - Payment Arrangement Task
		C1-PATaskType - Payment Arrangement Task Type
Process Plug-in Enabled Y	Available Algorithm(s):	
		C2M-SA-BRKPA- This SA type break payment algorithm contains the logic that should be executed when a payment arrangement is broken

Configuration required Y Entities to Configure:

Characteristic Type
Characteristic Value
Adjustment Type
SA Type
Adjustment Cancel Reason

Customizable process N Process Name:

SET - Severance Event Trigger.

4.6 Activate Event Break Payment Arrangement Group: Severance Event Activator

Actor/Role: C2M(CCB)

Description:

The System initiates execution of Severance Event with Type “Break Payment Arrangement” on the specified trigger date.

Business Object Y Business Object:

C1-SevEvtTypePhysicalBO- Physical BO for Severance Event Type
C1-SevProcTemplatePhysicalBO - Physical BO for Severance Process Template

Configuration required Y Entities to Configure:

Severance Process Template
Severance Event Type

Customizable process N Process Name:

SET - Severance event trigger

4.7 Request Payment Arrangement Details Group: Invoke Payment Arrangement - Read

Actor/Role: Self-Service Application

Description:

The Self-Service Application requests to view Payment Arrangement details.

System supports communicating with the external system via RESTful services or via SOAP services. In both cases, the system uses an object called inbound web service (IWS) to store the configuration. A web service class is used to distinguish whether the IWS is used for REST or SOAP.

4.8 Get Payment Arrangement Details Group: Invoke Payment Arrangement - Read

Actor/Role: C2M(CCB)

Description:

The C2M(CCB) will identify the request and will respond with Payment Arrangement details.

Process Plug-in enabled (Y/N) Scripts(s):

Web Service(s):

WX-PayArrReq - Process Payment Arrangement Request
--

CXProcessPayArrangementRequest - Process Payment Arrangement Request
--

4.9 Receive Payment Arrangement Details Group: Invoke Payment Arrangement - Read**Actor/Role:** Self-Service Application**Description:**

The Self-Service Application receives and reviews Payment Arrangement details.

5.0 Request Changes to Existing Payment Arrangement**Actor/Role:** Self-Service Application**Description:**

The Self-Service Application request to perform update of customer's payment arrangement details. This will invoke payment arrangement web service to update payment arrangement in C2M(CCB).

System supports communicating with the external system via RESTful services or via SOAP services. In both cases, the system uses an object called inbound web service (IWS) to store the configuration. A web service class is used to distinguish whether the IWS is used for REST or SOAP.

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

WX-PayArrReq - Process Payment Arrangement Request
--

Web Service(s):

CXProcessPayArrangementRequest - Process Payment Arrangement Request
--

5.1 Update Payment Arrangement Details**Actor/Role:** Self-Service Application**Description:**

The Self-Service Application receives message about payment arrangement modification.

Test Assets related to the Current Process

Testing Asset Sr.No	Testing Asset-Flows	No Of Data sets
1	URM-C2M-4324a-001-Create-New-Payment-Arrangement	2
2	URM-C2M-4324a-002-Create-New-Pay-Arrangement-Account-With-Severance-Process	2
3	URM-C2M-4324a-003-Update-Existing-Pay-Arrgmt-Transfer-Debt-From-Original-SA	2
4	URM-C2M-4324a-004-Cancel-Existing-Payment-Arrangement	2
5	URM-C2M-4324a-005-Manually-Break-Existing-Payment-Arrangement	2
6	URM-C2M-4324a-006-Cancel-Existing-Pay-Arrgmt-Via-Severance-Event-Activator-Batch	2

Document Control

Change Record

Date	Author	Version	Change Reference
10/15/09	Colleen King		Draft
10/20/09	Colleen King		Complete after initial review
10/22/09	Colleen King		Changes after Review
10/22/10	Geir Hedman		Updated Title and Content page
11/23/10	Yoko Iwahiro		Update Business Objects, Algorithms, configuration.
12/22/10	Ayelet Lavee		Final release review minor corrections through the document and the Visio.
2/9/11	Geir Hedman		Updated Document and Visio
10/03/13	Dean Davis		Updated Document and Visio
10/29/2013	Galina Polonsky		Reviewed, Approved
08/31/17	Joshua Piccott		Updated Document and Visio to v2.6
09/27/17	Don Lee	C2M	Modified to update screen shots and BO's and Algorithm's used
10/01/2017	Galina Polonsky		Reviewed, Approved
08/23/2018	Jerry Chick		Replaced Page-1 and Page-2 Visio diagrams with updated versions. Grammatical and syntax corrections.
10/10/2018	Galina Polonsky		Reviewed, Approved
6/4/2019	Satya Kalavala		Updated format for v2.7
09/09/2024	Kunal Nerkar		Updated document and Visio for C2M v2.9
09/20/2024	Pablo Siegrist		Reviewed
12/17/2024	Galina Polonsky		Reviewed, Approved

Attachments:

Payment Arrangement

Payment Arrangement

Bookmark

Clear

Save

Refresh

MainHistory

SA Info

California / Payment arrangement, Active, 01-01-2020, 1912119891

SA ID 1912119891

Current Balance

\$0.00

Installments

2

Payoff Balance

\$75.06

Arrange Amount

\$37.53

Account ID

1916246646

Test_UTA,Per_46195, Residential, \$0.57

Current Balance

\$0.57

Payoff Balance

\$75.63

Candidate SAs

1 of 1

SA Information

California / Electric Residential, ERES1, Active, 01-01-2020, Single family - no seasonal factors, 1912563643

SA ID

1912563643

Premise

6439_URM-UTA-Test, San Francisco, CA, 94105

Current Balance

\$0.57

Payoff Balance

\$0.57

Days Old	Arrears Amount	Transfer to Pay Arrangement
New Charge	\$1.70	<input type="checkbox"/>

Total

\$0.57

New Payoff Balance

\$75.06

Installments

2

Arrange Amount

\$37.53

CIS Division

California

SA Type

PA

California / Payment arrangement

Action

Change Pay Arrangement

Break Pay Arrangement

Payment Arrangement 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 / Payment arrangement, Active, 01-01-2020, 1912119891

SA ID 1912119891

SA Status

Active

Activate SA

Cancel SA

Initiate Stop

Stop SA

Close SA

Reinstate SA

Account ID

1916246646

Test_UTA,Per_46195, Residential, \$75.63

CIS Division

California

SA Type

PA

California / Payment arrangement

Start Date

01-01-2020

End Date

Maximum Bill Threshold

\$1,000.00

Cutoff Time

Start Day Option

Customer Read

No

Allow Estimates

Arrangement Amount

\$100.00

Start Option

Char Premise ID

Old Account ID

Total Amount to Bill

\$0.00

Expiration Date

Renewal Date

Admin – Installation Options – Control Central Alert Algorithms

Installation 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
CCAL WFACCTR	Display active WF for account based on char
CCAL WFPREMR	Display active WF for premise based on char
CCAL-TD	Highlight Outstanding To Do Entries

CCAL-DECL	Highlight Effective Declarations for Account and Premise
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_OMF_DF	Highlight Open and Disputed Match Even
CI_STOPSA-DF	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