



C2M v2.9

4.3.2.5a Manage Late Payment Charge

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Brief Description

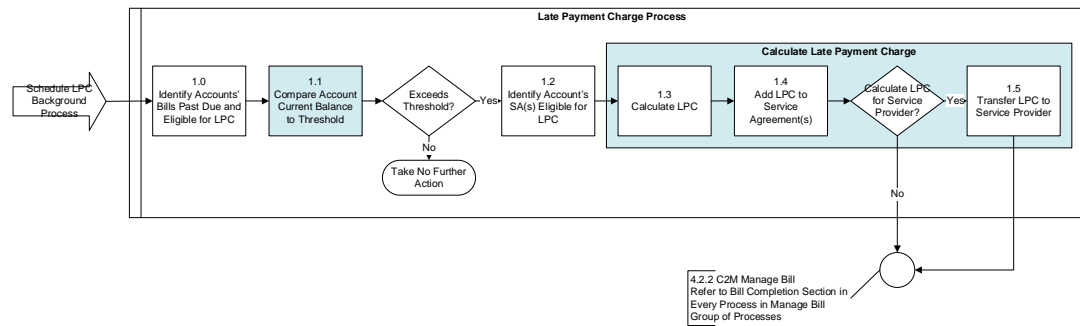
Business Process: 4.3.2.5a C2M.Manage Late Payment Charge
Process Type: Sub Process
Parent Process: 4.3.2 C2M.Perform Collection Activities
Sibling Processes: 4.3.2.1 C2M.Manage Collection Process, 4.3.2.2 C2M.Manage Severance Process,
4.3.2.3 C2M.Manage Pay Plan,
4.3.2.4 C2M.Manage Payment Arrangement, 4.3.2.6 C2M.Write Off Uncollectable Receivables,
4.3.2.7 C2M.Manage Collection Agency Referral.

This process describes how **C2M**(CCB) monitors and assesses late payment charges.

The background process, Late Payment Charge, reviews Bills for Accounts eligible for Late Payment Charge assessments. The Late Payment Charge is calculated based on configurable business rules and added as an adjustment to specified Service Agreements for the Account.

Business Process Model **Page 1**

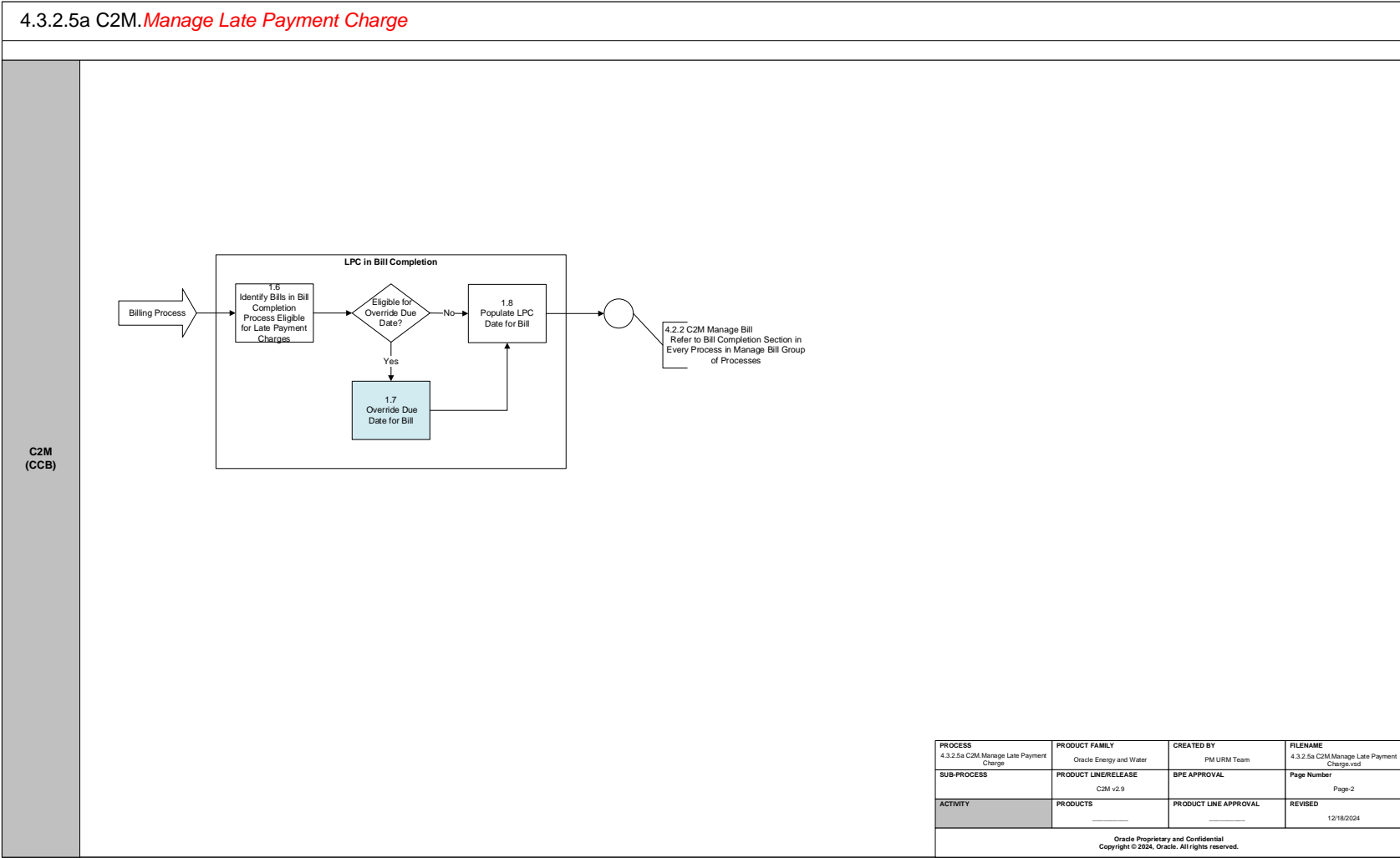
4.3.2.5a C2M. *Manage Late Payment Charge*



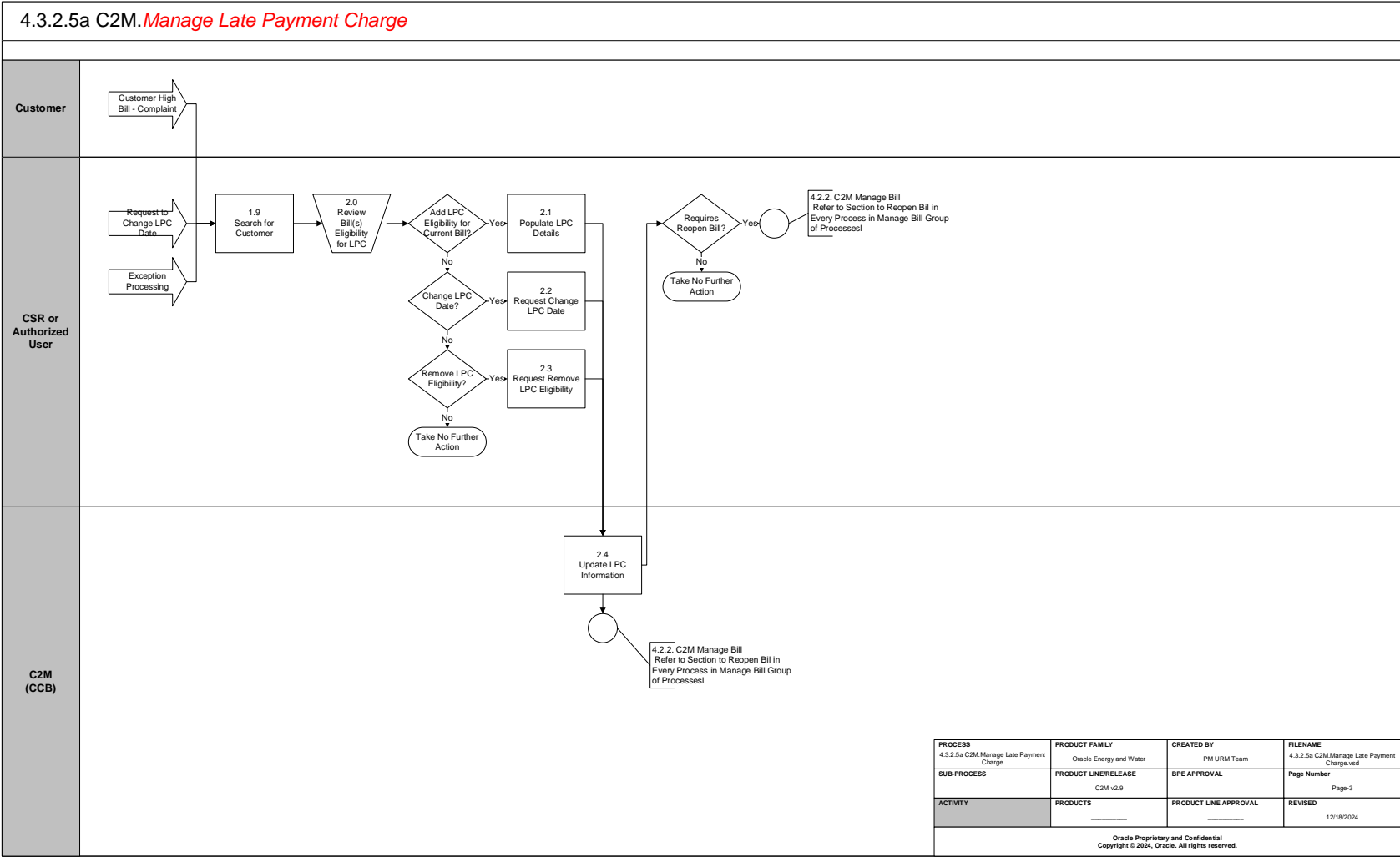
PROCESS 4.3.2.5a CSM Manage Late Payment Charge	PRODUCT FAMILY Oracle Energy and Water	CREATED BY PM URM Team	FILENAME 4.3.2.5a CSM Manage Late Payment Charge vod
SUB-PROCESS	PRODUCT LINE/RELEASE CSM v2.9	BPE APPROVAL	Page Number Page 1
ACTIVITY	PRODUCTS _____	PRODUCT LINE APPROVAL _____	REVISED 12/20/2024

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Business Process Model Page 2



Business Process Model Page 3



Detail Business Process Model Description

1.0 Identify Accounts' Bills Past Due and Eligible for LPC

Actor/Role: C2M(CCB)

Description:

The background process, Create Late Payment Charge Process, selects [Bills](#) for customers that are past due and eligible for Late Payment Charge assessments.

Customizable process N

Process Name:

LATEPYMT - Create Late Payment Charge Process
The late payment generator creates late payment charges when an account doesn't pay a bill by the end of the grace period.

Configuration required Y

Entities to Configure:

SA Type
Customer Class

1.1 Compare Account Current Balance to Threshold

Actor/Role: C2M(CCB)

Description:

If configured, C2M(CCB) compares the Account's current balance to a threshold. If the current balance is greater than the defined threshold, C2M(CCB) assesses a Late Payment Charge against the account's eligible Service Agreements.

Process Plug-in Enabled Y

Available Algorithm(s):

BILPE-ALL - This algorithm type is used during the late payment charge background process to determine if an account is eligible for late payment charges. This algorithm determines if an account is eligible for late payment charge assessment by comparing the account's current amount against a Threshold Amount. If the current amount is greater than the threshold amount, the account's service agreements will be levied a late payment charge using the respective late payment charge algorithm defined on each SA's SA type.

Customizable process N

Process Name:

Configuration required Y Entities to Configure:

LATEPYMT - Create Late Payment Charge Process
The late payment generator creates late payment charges when an account doesn't pay a bill by the end of the grace period.

SA Type

Customer Class

1.2 Identify Account's SA(s) Eligible for LPC

Actor/Role: C2M(CCB)

Description:

Each Service Agreement associated with an Account must be defined as eligible for Late Payment Charge assessments. This background process selects the specific Service Agreements to be assessed the Late Payment Charge.

Customizable process N Process Name:

LATEPYMT - Create Late Payment Charge Process
The late payment generator creates late payment charges when an account doesn't pay a bill by the end of the grace period.

Configuration required Y Entities to Configure:

SA Type

Customer Class

1.3 Calculate LPC

Actor/Role: C2M(CCB)

Description:

If configured, C2M(CCB) assesses a late payment charge for every Service Agreement associated with an account. Included in the calculation are debits based on the Bill's Late Payment Charge Date minus all the recent credits for the given Service Agreement. An [Adjustment](#) is created and applied to the Service Agreement. A Transfer [Adjustment](#) is created in case of 'They Bill For Us' scenario which allows to apply charges to Service Provider.

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

BILPC-TOTAL - Calculate a percentage of amount due on LPC date
This algorithm type is used to calculate the late payment charge amount for a specific service

Customizable process N

Process Name:

Configuration required Y

Entities to Configure:

<p>agreement linked to an account. The late payment charge amount is calculated by multiplying the current amount due on the late payment charge cutoff date minus all recent credits by the LPC Percentage (defined using Bill Factor Code). It's important to note that LPC percentage changes are not prorated. The system levies the late payment charge against the service agreement by creating an adjustment (the adjustment type is defined using Adjustment Type). If Allow Negative LPC Amount parameter is N and the calculated late payment charge is a negative amount, a zero amount will be returned. Default value for Allow Negative LPC Amount is Y.</p>
<p>BILPC-SPRC – LPC Calculation for TBFU Service Providers</p> <p>This algorithm calculates late payment charges associated with the debt associated with "they bill for us" (TBFU) service providers. TBFU service providers are organizations that provide billing services for a company. Charges are calculated and then transferred to the service provider and the service provider sends them to the customer.</p>

<p>LATEPYMT - Create Late Payment Charge Process</p> <p>The late payment generator creates late payment charges when an account doesn't pay a bill by the end of the grace period.</p>
--

SA Type
Customer Class
Adjustment Type

1.4 Add LPC to Service Agreement(s)

Actor/Role: C2M(CCB)

Description:

The [Late Payment Charge](#) is added and applied to the Service Agreement(s) as an Adjustment.

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

<p>BILPC-TOTAL - Calculate a percentage of amount due on LPC date</p> <p>This algorithm type is used to calculate the late payment charge amount for a specific service agreement linked to an account. The late payment charge amount is calculated by multiplying the current amount due on the late payment charge cutoff date minus all recent credits by the LPC Percentage (defined using Bill Factor Code). It's important to note that LPC percentage changes are not prorated. The system levies the late payment charge against the service agreement by creating an adjustment (the adjustment type is defined using Adjustment Type). If Allow Negative LPC Amount parameter is N and the calculated late payment charge is a negative amount, a zero amount will be returned. Default value for Allow Negative LPC Amount is Y.</p>
<p>BILPC-SPRC - LPC Calculation for TBFU Service Providers</p> <p>This algorithm calculates late payment charges associated with the debt associated with "they bill for us" (TBFU) service providers. TBFU service providers are organizations that provide billing services for a company. Charges are calculated and then transferred to the service provider and the service provider sends them to the customer.</p>

Customizable process N Process Name:

<p>LATEPYMT - Create Late Payment Charge Process</p> <p>The late payment generator creates late payment charges when an account doesn't pay a bill by the end of the grace period.</p>
--

Configuration required Y Entities to Configure:

SA Type
Customer Class

Adjustment Type

1.5 Transfer LPC to Service Provider

Actor/Role: C2M(CCB)

Description:

If the organization has a Service Provider that does the actual Billing, Late Payment Charges need to be passed along to that Service Provider to bill the customer.

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

BILPC-SPRC - LPC Calculation for TBFU Service Providers This algorithm calculates late payment charges associated with the debt associated with "they bill for us" (TBFU) service providers. TBFU service providers are organizations that provide billing services for a company. Charges are calculated and then transferred to the service provider and the service provider sends them to the customer.
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Customizable process N Process Name:

LATEPYMT - Create Late Payment Charge Process The late payment generator creates late payment charges when an account doesn't pay a bill by the end of the grace period.

Configuration required Y Entities to Configure:

SA Type
Customer Class
Adjustment Type

1.6 Identify Bills in Bill Completion Process Eligible for Late Payment Charges

Actor/Role: C2M(CCB)

Description:

As part of the Bill Completion process C2M(CCB) determines Bill eligibility for Late Payment Charges. A date is placed on the [Bill](#) to be used later by the Late Payment Charge Process to assess fees as required. The date is populated through online Bill Completion or through the Batch Billing process.

Customizable process N Process Name:

Configuration required Y Entities to Configure:

BILLING - Create bills using bill cycle This process creates bills for accounts with an "open" bill cycle.
SA Type
Customer Class

1.7 Override Due Date for Bill

Actor/Role: C2M(CCB)

Description:

The Bill due date can be different than what is defined for the specified customer type. The date can be configured to be the same day each month, i.e. the 5th of each month, or can be defined to be a specific number of days after the bill date. This override due date information is stored on the Account as a Characteristic.

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

C2M-OVRDUEDT (DUE DT OVRD) - This override bill due date algorithm may override a bill's due date

Customizable process N Process Name:

BILLING - Create bills using bill cycle This process creates bills for accounts with an "open" bill cycle.

Configuration required Y Entities to Configure:

SA Type
Customer Class
Account Characteristic Type
Account Characteristic Value

1.8 Populate LPC Date for Bill

Actor/Role: C2M(CCB)

Description:

C2M(CCB) populates either the due date for the [Bill](#) specified for the customer type, or the configured override due date. LPC date is calculated by adding the bill's due date with the account's customer class's grace days. If this date falls on a weekend or a holiday , the date is then set to the next available workday.

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

Configuration required Y

Entities to Configure:

C2M-OVRDUEDT (DUE DT OVRD) - This override bill due date algorithm may override a bill's due date

SA Type
Customer Class
Account Characteristic Type
Account Characteristic Value
Work Calendar

1.9 Search for Customer

Actor/Role: CSR or Authorized User

Description:

Upon receipt of a request to review the customer’s due date for a particular Bill, 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.

Process Plug-in Enabled Y

Available Algorithm(s):

Installation Options – C1-PCT-INFO Person Information
Installation Options - C1-ACCT-INFO - Account Information
Installation Options - C1-BILL-INFO - Bill Information
Installation Options - C1-ADJ-INFO – Adjustment Information
Installation Options – Control Central Alerts

Configuration required Y

Entities to Configure:

Installation Options

2.0 Review Bill(s) Eligibility for LPC

Actor/Role: CSR or Authorized User

Description:

Based on established business rules, the CSR or Authorized User determines if the Late Payment Charge Date can be modified or removed for a given [Bill](#).

2.1 Populate LPC Date

Actor/Role: CSR or Authorized User

Description:

Due to an anomaly or some exception in processing, the CSR or Authorized User is required to add a Late Payment Charge Date for a given Bill.

2.2 Request Change LPC Date

Actor/Role: CSR or Authorized User

Description:

There may be a special circumstance when the CSR or Authorized User changes the populated Late Payment Charge Date. The change would align with established business rules.

2.3 Request Remove LPC Eligibility

Actor/Role: CSR or Authorized User

Description:

CSR or Authorized User removes the Late Payment Charge Date for a given [Bill](#) to remove LPC eligibility. Removal of this date would align with established business rules. User can also avoid LPC application by unchecking "Eligible for Late Payment Charge" flag for given bill.

2.4 Update LPC Information

Actor/Role: C2M(CCB)

Description:

The Late Payment Charge eligibility and date information are updated in C2M(CCB).

Test Assets related to the Current Process

Testing Asset Sr.No	Use Case	No Of Data sets
1	URM-C2M-4325a-001-Manually-Complete-Bill-With-LPC-Enabled	3
2	URM-C2M-4325a-002-Update-LPC-Details-For-Completed-Bill	6
3	URM-C2M-4325a-003-Bill-Account-Via-Batch-With-LPC-Enabled	3
4	URM-C2M-4325a-004-Create-Late-Payment-Charge	3

Document Control

Change Record

Date	Author	Version	Change Reference
10/29/09	Colleen King	Draft 1a	No Previous Document
10/22/10	Geir Hedman		Updated Title and Content page
2/10/11	Geir Hedman		Updated Document and Visio
10/03/13	Dean Davis		Updated Document and Visio
11/01/2013	Galina Polonsky		Reviewed, Approved
08/31/17	Joshua Piccott		Updated Document and Visio to v2.6
10/04/2017	Genti Kondili		Update for C2M.Update algorithms info details. Update screenshots
10/05/2017	Galina Polonsky		Reviewed, Approved
08/23/2018	Jerry Chick		Minor grammatical and syntax corrections.
10/01/2018	Galina Polonsky		Reviewed, Approved
6/4/2019	Satya Kalavala		Updated format for v2.7
08/28/2024	Kunal Nerkar		Updated Document and Visio for C2M v2.9
09/20/2024	Pablo Siegrist		Reviewed
12/16/2024	Galina Polonsky		Reviewed, Approved

Attachments:

Control Central Search

Control Central Search

Bookmark

Refresh

Main

Control Central Search ⓘ

Search By

Name and Address

Name and Address

Account ID

Person Contact

Person ID Type/Value

Geo Type/Value

Name

Address

CIS Division

Show All Premises

Search

Installation Options – Control Central Alerts

Installation Options Control Central Alert Algorithm Types

Algorithm Type	Description
C1-BSFLGALRT	Highlight Open Business Flags
C1-CASH-ACCT	Highlight Cash Only Account
C1-CCAL-CLM	Highlight Open Rebate Claims
C1-CCAL-OCBG	Highlight Open Off Cycle Bill Generators
C1-COLL-REF	Highlight Active Collection Referral
C1-COLLPR-AC	Highlight Active Collection Process

C1-CRRT-ACCT	Highlight Credit Rating
C1-HOPNCRR	Highlight Open Customer Relationship Requests
C1-LSSL-PER	Highlight Person Life Support/Sensitive Load
C1-LSSL-PRM	Highlight Premise Life Support/Sensitive Load
C1-OD-PROC	Highlight Active Overdue Processes
C1-OPENLDALR	Retrieve Open Leads
C1-OPN-MEVT	Highlight Open and Disputed Match Events
C1-OPSTSKALT	Retrieve Open CSS Service Task Alert
C1-PEND-STRT	Highlight Pending Start
C1-SCHOTPAY	Highlight Scheduled CSS One Time Payments
C1-SEVPR-ACT	Highlight Active Severance Processes
C1-STASKALRT	Retrieve Open Service Tasks
C1-STOP-SA	Highlight Stopped SAs
C1-STSKALSAC	Service Task Alert By SA Characteristic
C1-WO-BILL	Highlight Written Off Bills
CC BY TYPCL	Count number of customer contacts
CCAL-CASE	Highlight cases
CCAL-DECL	Highlight Effective Declarations for Acct and Prem
CCAL-FAERMSG	Highlight FAs with outstanding outgoing messages
CCAL-TD	Highlight outstanding To Do entries
CCAL-WF	Account or Premise linked to Active Workflow Process
F1-SYNRQALRT	Retrieve Outstanding Sync Request
PP BY STATUS	Count pay plans

Dashboard

Control Central

Bookmark

Clear

Save

Refresh

Account Information

Customer Information

Account Tree

Premise Tree

Bill/Payment Tree

Payment Agreements

8	04-01-2020	Bill Segment Cancellation	\$-233.14	\$-130.88	\$-233.14	\$-130.88
9	04-01-2020	Bill Segment	\$132.26	\$102.26	\$132.26	\$102.26
10	03-01-2020	Bill Segment Cancellation	\$-25.41	\$-30.00	\$-25.41	\$-30.00
11	03-01-2020	Bill Segment	\$25.41	\$-4.59	\$25.41	\$-4.59
12	02-01-2020	Bill Segment Cancellation	\$-38.12	\$-30.00	\$-38.12	\$-30.00
13	02-01-2020	Bill Segment	\$38.12	\$8.12	\$38.12	\$8.12
14	01-01-2019	Pay Segment	\$-10.00	\$-30.00	\$-10.00	\$-30.00
15	01-01-2019	Pay Segment	\$-10.00	\$-20.00	\$-10.00	\$-20.00
16	01-01-2019	Pay Segment	\$-10.00	\$-10.00	\$-10.00	\$-10.00

Alerts

Last Contact: 1,584 days ago - Tiambeng,Jonathan

Stopped SAs Exist

1 sync request(s) outstanding

Applicable Campaigns

One Off Charges

Residential - Electric

Residential - Gas

Residential Survey

Bill Graph

Bill - Late Payment Charge Date Populated

Bill

Bookmark

Previous Item

Next Item

Clear

Save

Refresh

Main

Bill Segments

Bill Routings

Bill Messages

Characteristics

Bill Info

Date: 03-01-2020, Complete, Due: 03-16-2020, \$63.53

Bill ID

Account ID

Brazil,Mark LPC, Residential, \$535.64

Bill Status

Complete

Display Bill

Due Date

03-16-2020

Create Date/Time

03-01-2020 1:58:59

Bill Date

03-01-2020

Completion Date/Time

03-01-2020 1:59:07

Late Payment Charge Details

Eligible for Late Payment Charge ☒

Late Payment Charge Date

Previous Period's Balance

\$38.12

Total Payments

\$0.00

Total Adjustments

\$0.00

Total Bill Corrections

\$0.00

Total Current Billing Charges

\$25.41

Ending Balance This Period

\$63.53

Bill Segment	Current Amount	Status	Remarks
California / Electric Residential, Canceled, Period: 02-01-2020 - 03-01-2020, \$25.41, 0060099344, Net Difference: \$106.85	\$25.41	Canceled	Canceled after completion.
California / Electric Residential, Frozen, Period: 02-01-2020 - 03-01-2020, \$132.26, 0060099344, Net Difference: \$106.85	\$132.26	Frozen	Rebilled after completion.

Total Changes After Completion

\$106.85

Total Generated Charge

\$132.26

Bill Segment Action

Generate

Freeze

Cancel Frozen

Late Payment Charge

Adjustment

Bookmark

Clear

Save

Refresh

Main

Characteristics

Transfer Adjustment

A/P Request

Adjustment Portal

Adjustment Info

\$0.95, LPC - Late payment charge, Frozen

Adjustment ID *006797727579

Account ID

0068464361 Brazil,Mark LPC, Residential, \$535.64

Service Agreement

*0060099344 California / Electric Residential, ERES1, Stopped, 01-01-2020 - 07-01-2020, Single family - no seasonal factors, 0060099344

Premise

3050_URM-UTA-SD Street, San Francisco, CA, 94105

Adjustment Type

*LPC Late payment charge

Creation Date

04-01-2020

Amount

\$0.95

Adjustment Status

Frozen

Comments

Financial Transaction ID	Arrears Date	Accounting Date	Current Amount	Payoff Amount	Bill ID
006787481315	04-01-2020	04-01-2020	\$0.95	\$0.95	006347265610

Adjustment Actions

Generate

Freeze

Cancel

Delete