**CCS**

**24B**

**4.3.1.1.** **Manage Payments**

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## Brief Description

**Business Process: 4.3.1.1 CCS.Manage Payments**

**Process Type: Sub-Process**

**Parent Process: 4.3. .CCS.Perform Settlement Activities**

**Sibling Processes: 4.3.1.1b CCS.Process Non-Billed Monitored Budget Payments, 4.3.1.1c CCS.Process Non-Billed Unmonitored Budget Payments, 4.3.1.1d CCS.Manage Autopay, 4.3.1.1e CCS.Manage Pay Plan Payment, 4.3.1.1 CCS.Manage Credit Card Payment, 4.3.1.2 CCS.Manage Workstation Cashiering**

This process describes the management of [Payment](#PaymentEvent) activities. A payment includes the total amount paid as well as the form of payment including cash, check, or credit card. This is called the [Tender](#PaymentEvent). CCS(CCB)B accepts multiple Tenders for a Payment. This information is placed on a [Payment Event](#PaymentEvent). The Payment can be applied to one or more Accounts. The Account making the Payment is referenced as the Payor, and the Payee is the Account(s) the funds are allocated to. There is a corresponding [Payment Segment](#Payment) and associated [Financial Transaction](#PaySegmentFT) for each Service the customer has with the organization.

Although most Payments are uploaded through Batch processing, the CSR or Authorized User has full capability to similarly add and maintain Payments online. The CSR or Authorized User can use the [Payment Portal](#PaymentPortal), [Payment Event Add](#PaymentEventAdd), [Payment Event Quick Add](#PaymentEventQuickAdd), or [Payment Quick Add](#PaymentQuickAdd) functionality. When a Payment is added, it is applied to Service Agreements based on debt age and Service Agreement priority. This is based on the organization’s established business rules and is configurable. When errors are detected online or in batch, the Payment is saved with an error status for review.

Payments come from a variety of sources. Included are electronic payments, payments at a cashiering station, lockbox, mail, and other electronic payments from third party sources. Payments for miscellaneous services called Non-CIS Payments are also processed

The customer is responsible for payment by a given due date. If the Customer does not pay, CCS(CCB) can detect the overdue amounts and provide notification.

## Business Process Model Page 1



## Business Process Model Page 2



## Business Process Model Page 3



## Business Process Model Page 4



## Business Process Model Page 5



## Business Process Model Page 6



## Business Process Model Page 7



## Business Process Model Page 8



## Business Process Model Page 9



## Business Process Model Page 10



## Detail Business Process Model Description

[**1.0**](#BPM1) **Search for Customer Account**

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

**Description:**

Upon receipt of payment, the CSR or Authorized User accesses [Control Central Search](#ControlCentralSearch) to locate the customer in CCS(CCB).

**Configuration required Y Entities to Configure:**

|  |
| --- |
| [Installation Options](#InstallationOptionsCCAlerts) |

[**1.1**](#BPM1) **Evaluate Customer’s Payment Options**

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

**Description:**

The CSR or Authorized User evaluates the account[. Account Financial History](#AccountFinancialHistory), [Billing History](#BillingHistory), Credit Rating, and [Credit and Collection History](#AccountCredColl) may be reviewed. [Control Central Alerts](#InstallationOptionsCCAlerts) such as a Cash Only customer and other [Dashboard](#ControlCentralDashboard) information 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](#InstallationOptionsCCAlerts) – Control Central Alerts |
| Installation Options - C1-PY-INFO This algorithm formats the Payment Information that appears throughout the system.  C1-PEVT-INFO – This algorithm formats the "Payment Event Information" that appears throughout the system. |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Installation Options |

[**1.2**](#BPM1)**Post CIS Payment Details**

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

**Description:**

The CSR or Authorized User enters initial payment information using the [Payment Portal](#PaymentPortal), [Payment Event Add](#PaymentEventAdd), [Payment Event Quick Add](#PaymentEventQuickAdd) or [Payment Quick Add](#PaymentQuickAdd) 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.
* Do Not Distribute also allows for manually processing of the Payment(s) as well as Tenders.

**Business Objects Y Business Object**

|  |
| --- |
| **C1-CISPaymentEvent**  BO Option Type Scripts:   * C1-ConvCurr (Currency Conversion Script) – Defines the BPA script responsible for payment tender currency conversion on the payment portal. * c1ncispyTabMenu (Payment Port Options) Navigational Portal PayEvent ID or Tender ID depending on required Action |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Bank Code |
| Tender Source |
| Tender Type |

**Customizable process N Batch Process Name**

|  |
| --- |
| C1-AddPayEvt |

**Note:** The base BPA script “C1-AddPayEvt – CIS Payment Event – Add” may be customized or cloned to invoke the new UI map “C1\_AddCISPaymentEvent.” When used with the new Option Type “Additional Payment Processing Service Script,” the CSR or Authorized User may indicate if a Late Payment Charge adjustment will be created at the time of payment.

[**1.3**](#BPM1) **Identify and Populate Additional Tender Data Group: Process Non-CIS Payment**

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

**Description:**

The Payor remits more than one form of Tender. The CSR or Authorized User enters the additional Tender(s) information.

**[1.4](#BPM1) Request Distribute and Freeze Payment Automatically**

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

**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 for CIS or Non-CIS payment. 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.

[**1.5**](#BPM1) **Add Payment Event, Payment Header and Tender Group: Payment Upload Process**

**Group: Invoke Create Payment**

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

**Description:**

The Payment Event, Payment Header and Tender(s) are added in CCS(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 CCS(CCB).

Automated: CCS(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. |

[**1.6**](#BPM1) **Create Incomplete Payment Group: Payment Upload Process**

**Group: Invoke Create Payment**

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

**Description:**

CCS(CCB) creates payment in the Incomplete state.

[**1.7**](#BPM1) **Distribute Payment and Create Freezable Pay Segment(s) Group: Payment Upload Process**

**Group: Invoke Create Payment**

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

**Description:**

The Payment is distributed in CCS(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. This process is the same for online as well as automated batch processing

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

|  |
| --- |
| C1-PYDST-PPR - 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 |
| CI\_CR-PAY-BF - This distribution rule create payment algorithm creates a single payment for an SA.  Note: Distribution rules and associated algorithms are normally only used with Open-Item accounting where the payment is directed to a specific debt (SA). |
| C1-TNDRAC-DF - This algorithm Determine tender account via SA characteristic value. It expects the value to represent an SA characteristic and it returns the SA's account as the Tender Account ID  Note: This algorithm is only used with Distribution rules which are normally only used with Open-Item accounting. |
| C1-DSOV-SAID – Distribute payment to SA ID in match value. |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Customer Class |
| SA Type |
| Match Type |

**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. |

[**1.8**](#BPM1) **Apply Credit to Specific Defined SA Group: Payment Upload Process**

**Group: Invoke Create Payment**

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

**Description:**

The payment is applied to the highest priority SA that is eligible for overpayment. This process is the same for online as well as automated batch processing.

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

|  |
| --- |
| C1-OVRPYPRTY - This overpayment algorithm will apply an overpayment to the highest priority SA that is eligible for overpayment |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Customer Class |
| SA Type |
| Adjustment Type |

**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. |

[**1.9**](#BPM1) **Apply Credit to Overpayment SA Group: Distribute Overpayment**

**Group: Payment Upload Process**

**Group: Invoke Create Payment**

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

**Description:**

The overpayment is transferred to a new SA [(excess credit SA type).](#OverpaymentSA)  The credit on the [Overpayment SA](#OverpaymentSA) may be transferred to other Service Agreements the next time the Account bills. This process is the same for online as well as automated batch processing.

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

|  |
| --- |
| C1-OVRPYPRTY - This overpayment algorithm will apply an overpayment to the highest priority SA that is eligible for overpayment (as specified on the SA type), excluding SAs with a relationship type of They Bill For Us. |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Customer Class |
| SA Type |

**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. |

[**2.0**](#BPM1) **Create Overpayment SA Group: Distribute Overpayment**

**Group: Payment Upload Process**

**Group: Invoke Create Payment**

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

**Description:**

An [Overpayment SA](#OverpaymentSA) is created for excess credit over the amount of the account’s payoff balance dependent on overpayment distribution defined on Customer Class. The credit on the Overpayment SA may be transferred to other Service Agreements the next time the Account bills. This process is the same for online as well as automated batch processing.

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

|  |
| --- |
| C1-OVRPYPRTY - This overpayment algorithm will apply an overpayment to the highest priority SA that is eligible for overpayment (as specified on the SA type), excluding SAs with a relationship type of They Bill For Us. |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Customer Class |
| SA Type |

**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. |

**[2.1](#BPM1) Request ‘Do Not Distribute’ Payment Amount**

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

**Description:**

The CSR or Authorized User requests ‘Do Not Distribute’ if the Payor’s account is different from the account whose debt is being relieved by the payment. Do Not Distribute also allows for manually processing of the Payment(s) as well as Tenders. With this option, multiple Tenders or Payments for multiple Accounts may be added. This option also requires separate freezing of the Payment. The configured default distribution is applied across the Account(s) Service Agreements. When distributing the payment to more than one account, this configured distribution is also applied.

[**2.2**](#BPM1) **Populate Payment Details and Request Create Payment**

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

**Description:**

The CSR or Authorized User Populate Payment Details and Request Create Payment

[**2.3**](#BPM1) **Request Default Distribution**

A**ctor/Role: CSR**

**Description:**

The CSR or Authorized User request for default distribution so that the payment is distributed in CCS(CCB) for Account(s) and Service Agreement(s) according to the configured distribution.

**[2.4](#BPM1) Request Manual Distribution**

A**ctor/Role: CSR**

**Description:**

The CSR or Authorized User request for manual distribution of payment to manually distribute a payment amongst account's service agreements.

[**2.5**](#BPM1) **Request Add Overpayment SA**

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

**Description:**

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

[**2.6**](#BPM1) **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 for CIS or Non-CIS Payment when special allocation to various service agreements is required. This option requires separate freezing of the Payment.

[**2.7**](#BPM1) **Request Distribution**

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

**Description:**

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

[**2.8**](#_Business_Process_Model_1) **Evaluate Distribution and Payment Allocation**

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

**Description:**

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

[**2.9**](#_Business_Process_Model_1) **Request Delete Payment**

**Actor/Role: CSR**

**Description:**

The CSR or Authorized User determines to Delete the Payment(s).

[**3.0**](#_Business_Process_Model_1) **Delete Payment and Tender**

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

**Description:**

The payment and tender(s) information is deleted in CCS(CCB). The record is removed from the database. There is no financial impact.

[**3.1**](#_Business_Process_Model_1) **Change Distribution Details**

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

**Description:**

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

[**3.2**](#_Business_Process_Model_1) **Update Payment Details**

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

**Description:**

Any changes in the Distribution allocation are updated in CC&B.

[**3.3**](#_Business_Process_Model_1) **Request Freeze Payment**

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

**Description:**

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

[**3.4**](#_Business_Process_Model_1) **Freeze Payment(s) Group: Freeze Payments**

**Group: Payment Upload Process**

**Group: Process Non-CIS Payment**

**Group: Invoke Create Payment**

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

**Description:**

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

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Customer Class |
| SA Type |

[**3.5**](#_Business_Process_Model_1) **Create Financial Transaction(s) Group: Freeze Payments**

**Group: Payment Upload Process**

**Group: Process Non-CIS Payment**

**Group: Invoke Create Payment**

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

**Description:**

CCS(CCB) creates the associated financial details at the time the Payment(s) are frozen. A [Financial Transaction](#PaySegmentFT) is created for each associated Pay Segment. The Financial Transaction contains the financial effects of the Payment Segment on the Service Agreement’s current and payoff balances, and on the General Ledger. This process is the same for online as well as automated batch processing.

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

|  |
| --- |
| C1-NCPAY-FT - This algorithm is used for non-CIS pay segments. When the FT is created, the distribution code to credit is retrieved from the payment characteristics collection using the Distribution Code Payment Characteristic Type. |
| C1-PSEG-NM - This algorithm creates a financial transaction for a payment segment where: - Payoff amount = payment segment amount. - Current amount = payment segment amount. - The General Ledger is affected This option would be used for all payment segments other than those used to pay for charitable contributions if you practice accrual accounting. |
| C1-PSEG-AC – This algorithm is used for cash accounting. This algorithm creates a financial transaction for a payment segment where:  - Payoff amount = pay segment amount  - Current amount = pay segment amount  - The general ledger is affected  - Holding payable balances are relieved in proportion to the amount of receivables that are reduced by the payment segment |
| C1-PSEG-CA – This algorithm creates a financial transaction for a pay segment where: - Payoff amount = 0 - Current amount = payment segment amount. - The general ledger is affected. |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Payment Segment Type |
| SA Type |
| Customer Class |

**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. |

[**3.6**](#_Business_Process_Model_1) **4.3.2.2 Manage Severance Process Group: Freeze Payments**

**Group: Payment Upload Process**

**Group: Invoke Create Payment**

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

**Description:**

The status of a Severance Process can change due to freezing of a Financial Transaction. Refer to 4.3.2.2 Manage Severance Process.

**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. |

[**3.7**](#_Business_Process_Model_1) **4.3.2.5 Write Off Uncollectible Receivables Group: Freeze Payments**

**Group: Payment Upload Process**

**Group: Invoke Create Payment**

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

**Description:**

The status of a Write Off Process or Write Off SA can change due to freezing of a Financial Transaction. Refer to 4.3.2.5 Write Off Uncollectible Receivables.

**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. |

[**3.8**](#_Business_Process_Model_1) **Evaluate Frozen Payments**

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

**Description:**

The CSR or Authorized User reviews accuracy of the Frozen [Payment](#PaymentEvent).

[**3.9**](#_Business_Process_Model_1) **Select Details and Request Print Receipt**

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

**Description:**

The customer may request or established business rules require a printed receipt. The payment must be frozen. Receipt Printing Options must be installed. Customization is required for the print option to be available for receipt printing. The CSR or Authorized User enters receipt information on a special cashiering printer. The receipt can include endorsing of a check, short or long option, and bill stub format. Receipts can also be labeled as Duplicate.

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Installation Options - Messages |

**Customizable process N Process Name:**

|  |
| --- |
| Customized Process for Printing of Receipts |

[**4.0**](#_Business_Process_Model_1) **Print Receipt**

A**ctor/Role: Document Management Software**

**Description:**

The receipt is printed on special designated cashiering printers.

**Customizable process N Process Name:**

|  |
| --- |
| Customized Process for Printing of Receipts |

[**4.1**](#_Business_Process_Model_1) **Receives Receipt**

A**ctor/Role: Customer**

**Description:**

The customer receives a copy of the receipt for verification of proof of payment.

[**4.2**](#_Business_Process_Model_1) **Request Cancel Payment and Populate Cancel Reason**

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

**Description:**

The CSR or Authorized User determines an existing payment is not valid or is incorrect. The CSR or Authorized User enters cancellation information. The Tender is correct. Only the [Payment](#Payment) is Canceled. A new Payment is required to balance the [Payment Event](#PaymentEvent).

[**4.3**](#_Business_Process_Model_1) **Cancel Payment Group: Cancel Payment**

**Group: Invoke Cancel Payment**

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

**Description:**

The payment is canceled in CCS(CCB).

**Process Plug-in enabled Y**  **Available Scripts:**

|  |
| --- |
| WX-CanSchPay This is the service script that the Cancel Scheduled One-Time Payment (WX-CanSchedPay) inbound service exposes.  It invokes the One Time Payment Cancellation processing script that is defined in Self-Service Integration master configuration. The base product provides the script WX-CanSchPay that discards the service task. |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Payment Cancel Reasons |
| Installation Options – Beginning Credit Rating |

[**4.4**](#_Business_Process_Model_1) **Cancel Financial Transaction Group: Cancel Payment**

**Group: Cancel Payment and Tender**

**Group: Invoke Cancel Payment**

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

**Description:**

A separate cancellation Financial Transaction is created to reverse or offset the original Financial Transaction. This process is the same for online as well as automated batch processing.

**Process Plug-in enabled Y**  **Available Scripts:**

|  |
| --- |
| C1-CanPayTnd – Cancel Pay Tender |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Payment Cancel Reasons |

[**4.5**](#BPM3) **Request Cancel Tender, Payment and Populate Cancel Reason**

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

**Description:**

The CSR or Authorized User determines an existing payment and tender is not valid or is incorrect. The CSR or Authorized User enters cancellation information. When a Tender is canceled because of non-sufficient funds, an adjustment may be created to charge processing fees. The customer’s credit rating and cash only score may also be impacted. The Account may be reviewed for Credit and Collection action.

[**4.6**](#BPM3) **Create Adjustment for Payor Account Group: NSF Cancel**

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

**Description:**

If configured, an adjustment is created for non-sufficient funds processing.

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

|  |
| --- |
| C1-NSFC-DFLT - This algorithm levies a non-sufficient funds (NSF) charge |
| PYCN-Empty – This is a payment cancellation algorithm, available to use as a base for creating an actual payment cancellation algorithm. |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Adjustment Code |
| SA Type |
| Installation Options – Beginning Credit Rating |
| Payment Cancel Reasons |

[**4.7**](#BPM3) **Impact Credit Rating, Cash Only Score, Review for Collection Group: NSF Cancel**

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

**Description:**

If configured, CCS(CCB) will automatically impact the customer’s credit rating, cash only score and examine the customer Account for Credit & Collection purposes.

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

|  |
| --- |
| C1-NSFC-DFLT - This algorithm levies a non-sufficient funds (NSF) charge |

**Available Script:**

|  |
| --- |
| WX-CanSchPay This is the service script that the Cancel Scheduled One-Time Payment (WX-CanSchedPay) inbound service exposes.  It invokes the One Time Payment Cancellation processing script that is defined in Self-Service Integration master configuration. The base product provides the script WX-CanSchPay that discards the service task. |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Installation Options – Beginning Credit Rating |
| Payment Cancel Reasons |

[**4.8**](#BPM3) **Cancel Tender and Payment Group: Cancel Payment and Tender**

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

**Description:**

The payment and tender is canceled in CCS(CCB). This process is the same for online as well as automated batch processing.

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

|  |
| --- |
| C1-NSFC-DFLT - This algorithm levies a non-sufficient funds (NSF) charge |

**Available Script:**

|  |
| --- |
| WX-CanSchPay This is the service script that the Cancel Scheduled One-Time Payment (WX-CanSchedPay) inbound service exposes.  It invokes the One Time Payment Cancellation processing script that is defined in Self-Service Integration master configuration. The base product provides the script WX-CanSchPay that discards the service task. |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Installation Options – Beginning Credit Rating |
| Payment Cancel Reasons |

[**4.9**](#BPM3) **Evaluate Cancellation Details**

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

**Description:**

The CSR or Authorized User evaluates the canceled Payment to determine if another [Payment(s)](#Payment) is required for the Tender. A new Payment and Tender may be required or it may be necessary to transfer a Payment.

[**5.0**](#BPM3) **Request Add Payment to Existing Tender**

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

**Description:**

The CSR adds a Payment to an existing Tender to balance the Payment.

[**5.1**](#BPM3) **Gather Account(s) Service Agreement(s)Details for Transfer**

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

**Description:**

The CSR or Authorized User determines the Payment requires Transfer to another Account(s) and/or Service Agreement(s). The CSR or Authorized User performs an analysis of the affected Account(s) and collects necessary information including Account Ids, Service Agreement information and amounts.

[**5.2**](#BPM3) **Request Transfer Payment**

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

**Description:**

The CSR or Authorized User enters Account Information for the Transfer. CCS(CCB) can transfer the complete payment to one Account distributing and freezing automatically or allow for review and manual distribution and freezing.

[**5.3**](#BPM3) **Request Add Account(s) and Allocate Amounts for Each Account**

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

**Description:**

At times it is necessary to apply a Payment to more than one Account. The CSR or Authorized User chooses this option when posting the initial Payment details. The CSR or Authorized User then adds the additional Account(s) and allocates the required amount to each Account.

[**5.4**](#BPM3) **Add Additional Account(s) for Payment**

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

**Description:**

The additional Account(s) with allocated amounts are added in CCS(CCB).

[**5.5**](#BPM3) **Update Distributed Amounts for Service Agreements**

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

**Description:**

The CSR or Authorized User reviews and may change distributed amounts for given Service Agreement(s).

[**5.6**](#BPM3) **Update Distribution**

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

**Description:**

Distribution details are updated in CCS(CCB) and reflect any changes made by the CSR or Authorized User.

[**5.7**](#BPM3) **Update Account(s) and Allocation Amounts**

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

**Description:**

The CSR or Authorized User reviews and may further add and/or change Account(s) and allocated amounts across Account(s).

[**5.8**](#BPM3) **Update Account(s) and Allocation Amounts**

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

**Description:**

Any additional Account(s) or changes in Allocation are updated in CCS(CCB).

[**5.9**](#_Business_Process_Model_2) **Process External Payments Group: Process X – Payment Upload Staging**

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

**Description:**

Most payments are added in CCS(CCB) through external interfaces such as a lock box, payment station, or remittance processor. This process is completely customized. The following steps walk through the required information needed to populate various staging tables in CCS(CCB).

**Customizable process Y Process X**

|  |
| --- |
| This is a completely custom process designed to add the required staging tables in CCS(CCB) |

[**6.0**](#_Business_Process_Model_2) **Create Deposit Control Staging Group: Process X – Payment Upload Staging**

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

**Description:**

There is a [Deposit Control Staging](#DepositTenderControlStaging) for each batch of Payments to be uploaded in CCS(CCB). The Deposit Control Staging holds a collection of Payments from individual groups of Payments. This process creates the [Deposit Control Staging](#DepositTenderControlStaging)(s) information.

**Customizable process Y Process X**

|  |
| --- |
| This is a completely custom process designed to add the required staging tables in CCS(CCB) |

[**6.1**](#_Business_Process_Model_2) **Create Tender Control Staging Group: Process X – Payment Upload Staging**

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

**Description:**

Each individual group of Payments is maintained in a separate [Tender Control](#TenderControl). Typically there could be several pay stations accepting Payments for the Organization. Each pay station would have separate Tender Controls and when prepared for CCS(CCB), all Tender Controls are related to one Deposit Control. This process creates the [Tender Control Staging](#DepositTenderControlStaging)(s) information

**Customizable process Y Process X**

|  |
| --- |
| This is a completely custom process designed to add the required staging tables in CCS(CCB) |

[**6.2**](#_Business_Process_Model_2) **Create Payment Tender Staging Group: Process X – Payment Upload Staging**

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

**Description:**

A Payment Tender Staging record is created for each payment associated with the [Tender Control Staging](#DepositTenderControlStaging) record.

**Customizable process Y Process X**

|  |
| --- |
| This is a completely custom process designed to add the required staging tables in CCS(CCB) |

[**6.3**](#_Business_Process_Model_2) **Create Payment Tender Multiple Accounts (Pay Advice Staging) Group: Process X – Payment Upload Staging**

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

**Description:**

If the Payment is distributed to an account different from the [Payment Tender Staging](#PaymentEventUploadStaging) record a Pay Advice Staging record is also created.

**Customizable process Y Process X**

|  |
| --- |
| This is a completely custom process designed to add the required staging tables in CCS(CCB) |

[**6.4**](#_Business_Process_Model_2) **Identify Deposit and Tender Controls, Payment Tenders Availability for Upload Group: Payment Upload Process**

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

**Description:**

Through a Batch Process, CCS(CCB) checks to see all required information is available and ready for entry in CCS(CCB).

**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. |

[**6.5**](#_Business_Process_Model_2) **Validate Deposit Controls Group: Payment Upload Process**

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

**Description:**

The first step is to create the Deposit Control. CCS(CCB) checks that record counts and money totals of the Tender Control Stagings equal the amount of the associated Deposit Control 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. |

[**6.6**](#_Business_Process_Model_2) **Update Deposit Controls to Error Group: Payment Upload Process**

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

**Description:**

The Upload of the Deposit Controls cannot continue until the number of records and money totals in the associated Tender Control Stagings add up to the expected amount on the [Deposit Control Staging](#DepositTenderControlStaging). The Deposit Control Staging status is transitioned to Error status. The CSR or Authorized User can review, make necessary and return status to Pending. CCS(CCB) will however, recheck totals of Deposit Control Staging’s in either Error or Pending status.

**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. |

[**6.7**](#_Business_Process_Model_2) **Allow to Process Tenders and Update Deposit Controls to In Progress Group: Payment Upload Process**

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

**Description:**

Deposit Controls are created and Staging transitions to an In Progress status. CCS(CCB) can now begin to process [Tender Controls](#TenderControl).

**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. |

[**6.8**](#_Business_Process_Model_2) **Validate Tender Controls Group: Payment Upload Process**

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

**Description:**

The next step is to check that record counts and money totals of the [Payment Tender Staging](#PaymentEventUploadStaging)(s) add up to the expected amount of each associated Tender Control 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. |

[**6.9**](#_Business_Process_Model_2) **Update Tender Controls to Error Group: Payment Upload Process**

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

**Description:**

The Upload of the Tender Control(s) cannot continue until record counts and money totals add up to the expected amount(s) of the associated [Tender Control Staging](#DepositTenderControlStaging)(s). The Tender Control is transitioned to an Error status. The CSR or Authorized User can review, make necessary and return status to Pending. CCS(CCB) will however, recheck totals of Tender Control Staging’s in either Error or Pending status.

**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. |

[**7.0**](#_Business_Process_Model_2) **Allow to Process Payments and Update Tender Controls to In Progress Group: Payment Upload Process**

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

**Description:**

[Tender Controls](#TenderControl) are created and transitioned to an In Progress status. CCS(CCB) can now begin to process Payment Tenders.

**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. |

[**7.1**](#_Business_Process_Model_2) **Validate Payment and Payment Detail Records Group: Payment Upload Process**

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

**Description:**

All Deposit and Tender Control Staging’s must be in In Progress at this point. Next, CCS(CCB) starts uploading [Payment Tender Staging](#PaymentEventUploadStaging) and Payment Advice 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. |

[**7.2**](#_Business_Process_Model_2) **Postpone Payment Processing until Accounting Date Reached Group: Payment Upload Process**

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

**Description:**

If the Payment Tender Staging record has a future Accounting Date, the processing for this record is skipped. The Payment will not be frozen until the Accounting Date is reached. The record remains in Pending status.

**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. |

[**7.3**](#_Business_Process_Model_2) **Identify Account Group: Payment Upload Process**

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

**Description:**

CCS(CCB) attempts to match the Account on the Payment Tender with a valid Account ID.

**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. |

[**7.4**](#_Business_Process_Model_2) **Apply Payment to “Suspense” Account Group: Payment Upload Process**

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

**Description:**

If the Account on the Payment Tender Staging is invalid, the Account for the Tender will be assigned to the “Suspense” Account. Organizations establish this “Suspense” Account to accommodate upload of the Payments. A CSR or Authorized User investigates and transfers to valid Accounts later.

**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. |

[**7.5**](#_Business_Process_Model_2) **Update Payment and Payment Details to Error Group: Payment Upload Process**

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

**Description:**

If money totals do not add up to the expected amount, or perhaps no Service Agreements exist to apply the payment, the Payment Tender Staging record is updated to an Error status. The Deposit and Tender Control Staging remains In Progress status.

**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. |

[**7.6**](#_Business_Process_Model_2) **Highlight Payment Upload Exceptions Group: Payment Upload Process**

**Group: Resolve Payments in Error**

A**ctor/Role: CCS(CCB)**

**Description:**

If CCS(CCB) cannot upload the Payment, it is placed on a Payment Exception table and available for review by a CSR or Authorized User. A message is included to help explain the error.

**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. |

[**7.7**](#_Business_Process_Model_2) **Update Deposit, Tender, Payment Staging Records to Complete Group: Payment Upload Process**

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

**Description:**

When all uploaded records are created, the Deposit, Tender, Payment and Payment Detail Records are transitioned to Complete Status. The Deposit Control, Tender Control, Payment, and Payment Detail are created. The Deposit and Tender Control are Balanced.

**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. |

[**7.8**](#_Business_Process_Model_3) **Identify Payment Upload Records in Error Group: To Do Payment Upload Error Process**

**Group: Processing Deposit, Tender, Payment Staging Exceptions**

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

**Description:**

One way to view messages associated with Exception records is to make use of the To Do functionality in CCS(CCB). The specific To Do background process can be scheduled.

**Customizable process N Process Name:**

|  |
| --- |
| TD-PYUPL - This background process creates a To Do entry for every payment staging record that’s in error |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| To Do Type |
| To Do Role |

[**7.9**](#_Business_Process_Model_3) **Create To Do for Payment Upload Exceptions Group: To Do Payment Upload Error Process**

**Group: Processing Deposit, Tender, Payment Staging Exceptions**

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

**Description:**

A message explaining the payment upload 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-PYUPL - This background process creates a To Do entry for every payment staging record that’s in error |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| To Do Type |
| To Do Role |

[**8.0**](#_Business_Process_Model_3) **Evaluate Errors Group: Processing Deposit, Tender, Payment Staging Exceptions**

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

**Description:**

The CSR or Authorized User reviews and investigates the various upload errors. Typically errors are caused by missing or incomplete information. Based on established business rules, the CSR or Authorized User investigates possible solutions or workarounds for the missing or incomplete information.

[**8.1**](#_Business_Process_Model_3) **Resolve Deposit and Tender Staging Error and Request Update Group: Processing Deposit, Tender, Payment Staging Exceptions**

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

**Description:**

The CSR or Authorized User resolves the error and enters information in CCS(CCB) as needed. The CSR or Authorized User changes the Upload Staging Record to Pending.

[**8.2**](#_Business_Process_Model_3) **Update Data and Update Deposit/Tender Staging and Update Status to Pending Group: Processing Deposit, Tender, Payment Staging Exceptions**

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

**Description:**

The Deposit and/or Tender Staging’s are updated in CCS(CCB).

[**8.3**](#_Business_Process_Model_3) **Review Payment Upload Error Group: Processing Deposit, Tender, Payment Staging Exceptions**

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

**Description:**

The CSR or Authorized Users reviews and investigates Payment Exception and supporting information in CCS(CCB). Typically errors are caused by missing or incomplete information. Based on established business rules, the CSR or Authorized User investigates possible solutions or workarounds for the missing or incomplete information.

[**8.4**](#_Business_Process_Model_3) **Resolve Payment Upload Staging Error and Request Update Group: Processing Deposit, Tender, Payment Staging Exceptions**

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

**Description:**

The CSR or Authorized User resolves the error by providing new information or changing information for the Payment and then changes the [Payment Upload Staging](#PaymentEventUploadStaging) to Pending status.

[**8.5**](#_Business_Process_Model_3) **Update Data and Update Payment Upload Staging to Pending Group: Processing Deposit, Tender, Payment Staging Exceptions**

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

**Description:**

The Payment information and Upload Staging is updated. The status is updated to Pending.

[**8.6**](#_Business_Process_Model_3) **Remove Payment Staging Exception Record Group: Processing Deposit, Tender, Payment Staging Exceptions**

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

**Description:**

CCS(CCB) removes payment staging exception entry from the payment staging exception table when status is updated to Pending.

[**8.7**](#_Business_Process_Model_3) **Complete To Do Entry Group: To Do Payment Upload Error Process Group: Processing Deposit, Tender, Payment Staging Exceptions**

**Group: Processing Payment in Error/Unfrozen**

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

**Description:**

The To Do Entry is updated to Complete Status in CCS(CCB) when the record is removed from the payment staging exception table.

[**8.8**](#_Business_Process_Model_3) **Identify Payment Records in Error Group: To Do Payments in Error/ Unfrozen Process**

**Group: Processing Payment in Error/Unfrozen**

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

**Description:**

One way to view messages associated with payment records in error is to make use of the To Do functionality in CCS(CCB). The specific To Do background process can be scheduled.

**Customizable process N Process Name:**

|  |
| --- |
| TD-PYERR - This background process creates a To Do entry for every payment that's in error or that is unfrozen. |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| To Do Type |
| To Do Role |

[**8.9**](#_Business_Process_Model_3) **Create To Do for Payment Exceptions Group: To Do Payments in Error/ Unfrozen Process**

**Group: Processing Payment in Error/Unfrozen**

**Actor/Role: CCS(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 - This background process creates a To Do entry for every payment that's in error or that is unfrozen. |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| To Do Type |
| To Do Role |

[**9.0**](#_Business_Process_Model_3) **Review Payment Exceptions Group: Processing Payment in Error/Unfrozen**

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

**Description:**

The CSR or Authorized Users reviews and investigates Payment Exception and supporting information in CCS(CCB). Typically errors are caused by missing or incomplete information. Based on established business rules, the CSR or Authorized User investigates possible solutions or workarounds for the missing or incomplete information.

[**9.1**](#_Business_Process_Model_3) **Resolve Issue Group: Processing Payment in Error/Unfrozen**

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

**Description:**

The CSR or Authorized User resolves the error by providing new information or changing information for the Payment. The payment can then be processed immediately or can be scheduled by background process.

[**9.2**](#BPM6) **Identify Payments in Error Valid Account and No Active SA’s Group: Resolve Payments in Error**

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

**Description:**

CCS(CCB) identifies and reviews Payments with valid existing Account(s); however no Active Service Agreements are linked to the Account. It is possible the Service Agreements are not yet created or are still Pending.

**Customizable process N Resolve Payments in Error**

|  |
| --- |
| PY-RPE- This process periodically attempts to distribute and freeze payments in error |

[**9.3**](#BPM6) **Attempt to Distribute Payment Group: Resolve Payments in Error**

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

**Description:**

CCS(CCB) attempts to distribute and freeze the Payment to Service Agreement(s) that may now exist.

**Customizable process N Resolve Payments in Error**

|  |
| --- |
| PY-RPE- This process periodically attempts to distribute and freeze payments in error |

[[**9.4**](#BPM6)](#_Business_Process_Model_2) **Highlight Payment Exceptions Group: Resolve Payments in Error**

A**ctor/Role: CCS(CCB)**

**Description:**

If CCS(CCB) cannot complete the Payment, it is placed on a Payment Exception table and available for review by a CSR or Authorized User. A message is included to help explain the error.

**Customizable process N Resolve Payments in Error**

|  |
| --- |
| PY-RPE- This process periodically attempts to distribute and freeze payments in error |

[**9.5**](#BPM6) **Review Completed Payment Upload Records Group: Purge Payment Upload Records**

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

**Description:**

CCS(CCB) will review completed payment upload records to initiate periodic purging process for completed payment upload staging records

**Customizable process N Process Name:**

|  |
| --- |
| PYUP-PRG – This background process periodically Payment Upload Staging’s older than a defined number of days. |

[**9.6**](#BPM6) **Clean Repository of Old Completed Payment Upload Records Group: Purge Payment Upload Records**

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

**Description:**

CCS(CCB) will periodically purge completed Payment Upload Staging’s older than a specifically defined number of days. The number of days is based on length of time the organization has need for audit and reporting requirements.

**Customizable process N Process Name:**

|  |
| --- |
| PYUP-PRG – This background process periodically Payment Upload Staging’s older than a defined number of days. |

[**9.7**](#BPM7) **Evaluate and Select Template for Non-CIS Payment Group: Process Non-CIS Payment**

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

**Description:**

The CSR or Authorized Users evaluates configured Non-CIS payment types and create required Non -CIS payments based on payment templates. The CSR or Authorized User typically enters initial payment information using the [Payment Portal](#PaymentPortal) or [Payment Event Add](#PaymentEventAdd) functionality. Payments for miscellaneous services or products not otherwise defined are considered Non CIS Payments

[**9.8**](#BPM7) **Populate Payment Details and Request Add Non-CIS Payment and Tender Group: Process Non-CIS Payment**

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

**Description:**

The CSR or Authorized Users populates payment details and request to add Non-CIS payment and tender. The payment portal allows user to add non-CIS payments using a payment template. Payment Templates can be configured for common types of payment allocations to pre-populate the payment distribution, allowing non-CIS payments to be directly allocated against the appropriate distribution codes.

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

|  |
| --- |
| C1-BOV-TPDTL – Non CIS Payment Template Validation |

**Business Objects Y Business Object**

|  |
| --- |
| C1-NonCISPaymentEvent - Payment Event - Non CIS Payment |
| C1-NonCISPayTemplate - Payment Template - Non CIS Payments |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Non CIS Account |
| Customer Class |
| Non CIS Service Agreement |
| Bank Code |
| Distribution Codes |
| Payment Templates |
| Payment Segment Type |
| Tender Source |
| Tender Type |

[**9.9**](#BPM7) **Create Freezable Pay Segment on the Non-CIS Account Group: Process Non-CIS Payment**

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

**Description:**

CCS(CCB) creates freezable pay segment on the Non-CIS account. The Payment references the name of the person remitting the payment and can include pertinent comments. The Payment Portal allows for selecting specific Distribution Codes, otherwise the CSR or Authorized User then selects one of the available distribution options from Payment Event Add. 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.
* Do Not Distribute also allows for manually processing of the Payment(s) as well as Tenders.

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

|  |
| --- |
| C1-BOV-TPDTL – This algorithm is used to validate a Non CIS payment template. The following validation is performed:   * Ensure that at least one payment template distribution line exists. * Validate that the account specified on the template is a non-CIS account.   Validate that the service agreement specified the template is valid for the account. |

**Business Objects Y Business Object**

|  |
| --- |
| **C1-NonCISPaymentEvent**  BO Option Type Scripts:   * C1-NCPayPre (Pre-Processing Service Script) – Defines the service script responsible for pre-processing business logic executed prior to invoking the maintenance UI map.   C1-NCPayPP (Post Processing Service Script) – Defines the service script responsible for post-processing business logic executed prior to invoking the maintenance UI map. |
| **C1-NonCISPayTemplate**  BO Option Type Scripts:   * C1-NCPTmPre(Pre-Processing Service Script) - D Defines the service script responsible for pre-processing business logic executed prior to invoking the maintenance UI map. * C1-NCPTmPost (Post Processing Service Script) – Defines the service script responsible for post-processing business logic executed prior to invoking the maintenance UI map.   C1-NCPTmDt (Display Map Service Script) – Defines the service script responsible for retrieving information displayed on the business object’s map zone. |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Non CIS Account |
| Customer Class |
| Non CIS Service Agreement |
| Bank Code |
| Distribution Codes |
| Payment Templates |
| Payment Segment Type |
| Tender Source |
| Tender Type |

[**10.0**](#BPM7)**Analyze Payment Event for Cashback Calculation Group: Process Cashback**

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

**Description:**

The CSR or Authorized Users analyze payment event for cash back calculation. Cashback could be allowed only if the payment amount is less than the tender amount. The system will only allow a user to remit more than the payment amount if the tender type indicates "cash back" is allowed

[**10.1**](#BPM7) **Request Cashback Group: Process Cashback**

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

**Description:**

The CSR or Authorized Users requests cash back if it is allowed for the tender type.

[**10.2**](#BPM7) **Add Cash Tender with Negative Amount Group: Process Cashback**

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

**Description:**

CCS(CCB) will initiate cash back. The payment event will have two tenders - one will be for the amount and type entered by the user, the other will be a negative amount with a tender type of cash (note, this tender type is retrieved from the Starting Balance Tender Type on the installation record).

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Tender Type |
| Installation Options |

[**10.3**](#BPM7) **Issue Cash Back Amount to Customer Group: Process Cashback**

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

**Description:**

The CSR or Authorized users issue cash back amount to customer.

[**10.4**](#BPM7) **Customer Receives Cashback Amount**

**Actor/Role: Customer**

**Description:**

Customer receives cash back amount from CSR.

[**10.5**](#_Business_Process_Model_4) **Request Add Payment**

**Actor/Role: Self-Service Application**

**Description:**

The Self-Service Application requests to Add Payment. This will invoke payment web service to create payment in CCS(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):**

|  |
| --- |
| C1ActionPyt - Action Payment Service |
| C1-CxPayment – Payment Service |

**Web Service(s):**

|  |
| --- |
| C1-Payment - Payment |

[**10.6**](#_Business_Process_Model_4)**Receive Message about Successful Payment**

**Actor/Role: Self-Service Application**

**Description:**

The Self-Service Application User receives message about successful Payment.

[**10.7**](#_Business_Process_Model_4) **Request View Payment**

**Actor/Role: Self-Service Application**

**Description:**

The Self-Service Application requests to view payment.

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.

[**10.8**](#_Business_Process_Model_4) **Process Payment History and View Payment**

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

**Description:**

The CCS(CCB) will identify the request, will fetch payment history and will respond with payment details

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

|  |
| --- |
| C1ActionPyt - Action Payment Service |
| C1-CxPayment – Payment Service |
| C1PaySumry – Payment Summary Service |
| C1GetPaySegm - Get Pay Segments Service |

**Web Service(s):**

|  |
| --- |
| C1-Payment - Payment |

[**10.9**](#_Business_Process_Model_4) **Review Payment/Payment History**

**Actor/Role: Self-Service Application**

**Description:**

The Self-Service Application review payment/payment history.

[**11.0**](#_Business_Process_Model_4) **Request Cancel Payment and Populate Cancel Reason**

**Actor/Role: Self-Service Application**

**Description:**

The Self-Service Application requests to request cancel payment and populate cancel reason. This will invoke payment web service to cancel payment in CCS(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):**

|  |
| --- |
| C1ActionPyt - Action Payment Service |
| C1-DeltPaymt – Delete Payment Service |

**Web Service(s):**

|  |
| --- |
| C1-Payment - Payment |

[**11.1**](#_Business_Process_Model_4) **Receive Message about Cancelled Payment**

**Actor/Role: Self-Service Application**

**Description:**

The Self-Service Application User receives message about Cancelled Payment.

[**11.2**](#_Business_Process_Model_5) **Evaluate Customer’s Eligibility to Cash Check**

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

**Description:**

At times the organization may allow for check cashing for employees or customers. The CSR or Authorized User determines eligibility for cashing a check based on established business rules.

[**11.3**](#_Business_Process_Model_5) **Populate Data for Check Related Payment and Request Add Payment and Tender Group: Prepare Check for Cashing**

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

**Description:**

CCS(CCB) maintains a Payment Tender record when the CSR or Authorized User cashes a check. There isn’t actually a Payment however the check and returned cash is documented. The CSR or Authorized User enters the required information for this record.

[**11.4**](#_Business_Process_Model_5) **Add Check Related Payment and Tender Group: Prepare Check for Cashing**

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

**Description:**

A payment and tender is added in CCS(CCB).

[**11.5**](#_Business_Process_Model_5) **Request Remove Check Related Payment Group: Prepare Check for Cashing**

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

**Description:**

As there isn’t actually a payment, the payment data is removed. The CSR or Authorized User deleted the payment information.

[**11.6**](#_Business_Process_Model_5) **Delete Payment Group: Prepare Check for Cashing**

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

**Description:**

The Payment information is removed from CCS(CCB).

[**11.7**](#_Business_Process_Model_5) **Request Add Corresponding Amount to Return and Populate New Tender Details Group: Prepare Check for Cashing**

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

**Description:**

The CSR or Authorized User then enters the amount of cash to return to the Customer as a separate Tender and saves the Tender information.

[**11.8**](#_Business_Process_Model_5) **Store Separate Tender for Cashed Check Group: Prepare Check for Cashing**

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

**Description:**

CCS(CCB) stores the amount of the returned cash as a negative payment. The Payment now reflects a Tender for the check and a Tender for the returned cash.

[**11.9**](#_Business_Process_Model_5) **Provide Customer with Cash for Check**

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

**Description:**

The CSR or Authorized User returns cash to the customer.

[**12**](#_Business_Process_Model_5)**.0 Receives Cash**

A**ctor/Role: Customer**

**Description:**

The customer receives the requested cash.

## Test Assets related to the Current Process

| Testing Asset Sr.No | Use Case | No Of Data sets |
| --- | --- | --- |
|  |  |  |
| 1 | URM-CCS-4311-001-Add-Payment-Distribute-Freeze | 8 |
| 2 | URM-CCS-4311-002-Add-Multiple-Payments-For-Single-Payment-Event | 3 |
| 3 | URM-CCS-4311-003-Add-Overpayment-Distributed-To-Excess-Credit-SA | 3 |
| 4 | URM-CCS-4311-004-Delete-Distributed-But-Unfrozen-Payment | 3 |
| 5 | URM-CCS-4311-005-Cancel-Payment-Tender-Due-To-NSF | 3 |
| 6 | URM-CCS-4311-006-Cancel-Payment-Tender-Due-To-Data-Entry-Error | 3 |
| 7 | URM-CCS-4311-007-Cancel-Frozen-Payment | 3 |
| 8 | URM-CCS-4311-008-Transfer-Payment-To-Another-Account-Via-Payment-Event | 3 |
| 9 | URM-CCS-4311-009-Transfer-Payment-To-Another-Account-Via-Payment | 3 |
| 10 | URM-CCS-4311-010-Add-Payment-To-Cancel-Severance-Process | 3 |
| 11 | URM-CCS-4311-011-Add-Payment-To-Cancel-WriteOff-Process | 3 |
| 12 | URM-CCS-4311-012-Run-Payment-Upload-Staging-Process | 1 |
| 13 | URM-CCS-4311-013-Purge-Completed-Payment-Upload-Staging-Records | 1 |

## Document Control

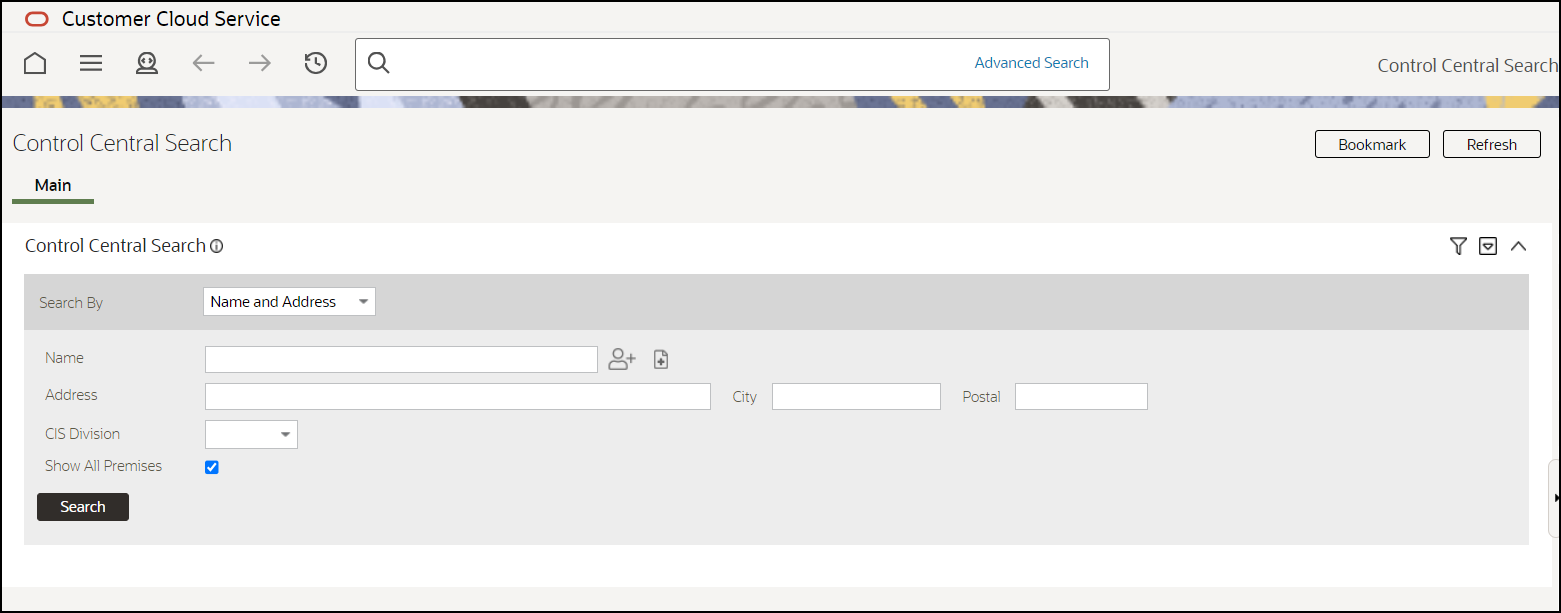
**Change Record**

1

| Date | Author | Version | Change Reference |
| --- | --- | --- | --- |
|  |  |  |  |
| 6/24/09 | Colleen King | Draft 1a | No Previous Document |
| 6/25/09 | Colleen King |  | After review |
| 6/26/09 | Colleen King |  | After review |
| 6/29/09 | Colleen King |  | After review |
| 9/4/09 | Colleen King |  | After review |
| 9/8/09 | Colleen King |  | After review |
| 10/22/10 | Geir Hedman |  | Updated Title and Content page |
| 2/9/11 | Geir Hedman |  | Updated Document and Visio |
| 03/08/11 | Conrad Pinili |  | Technical Updates for v2.3.1 |
| 03/01/13 | Philip dePadua |  | Technical Updates for 2.4 |
| 03/15/2013 | Galina Polonsky |  | Reviewed, Approved |
| 09/04/15 | Don Lee |  | Updated to v2.5 |
| 09/15/2015 | Galina Polonsky |  | Reviewed, Approved |
| 08/17/2017 | Isuru Ranasinghe |  | Updated formatting to v2.6 |
| 08/22/2017 | Don Lee |  | Modified and Added any additional functionality – Some Background processes changed from Algorithm to Service Scripts |
| 12/13/2017 | Jerry Chick |  | Made a few edits and commented regarding Distribution Rules and associated algorithms. |
| 12/21/2017 | Galina Polonsky |  | Reviewed, Approved |
| 09/26/2018 | Jerry Chick |  | Made a few minor changes |
| 10/28/2018 | Galina Polonsky |  | Reviewed, Approved |
| 6/4/2019 | Satya Kalavala |  | Updated format for v2.7 |
| 08/24/2024 | Kunal Nerkar |  | Updated Document and Visio for CCS 24B |
| 08/29/2024 | Pablo Siegrist |  | Reviewed |
| 12/16/2024 | Galina Polonsky |  | Reviewed, Approved |

## Attachments:

### Control Central Search



### Admin Menu / Installation Framework Options Control Central Alerts

**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

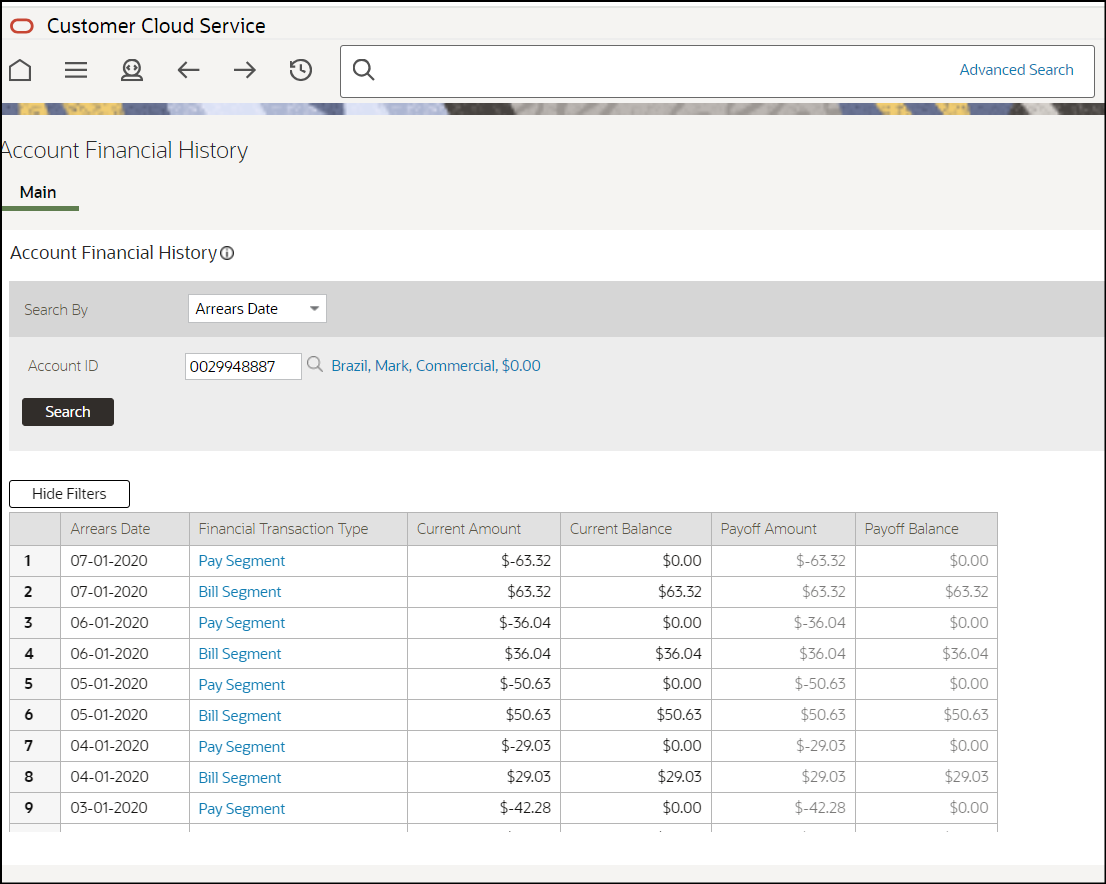
C1-CCAL-OCBG Highlight Open Off Cycle Bill Generators

F1-SYNRQALRT Retrieve Outstanding Sync Request

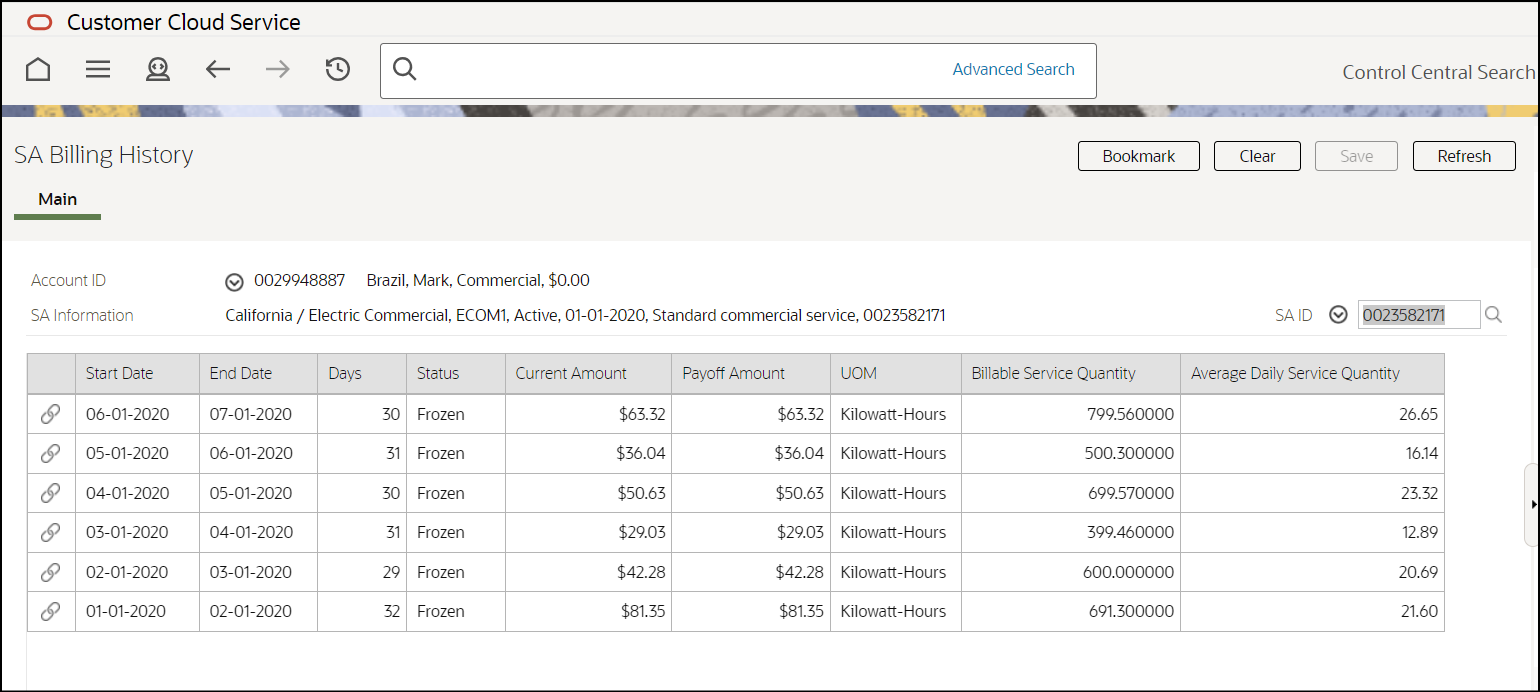
C1-PPBALERT Prepaid Biller Task Alert

C1-SCHOTPAY Highlight Scheduled One Time Payments

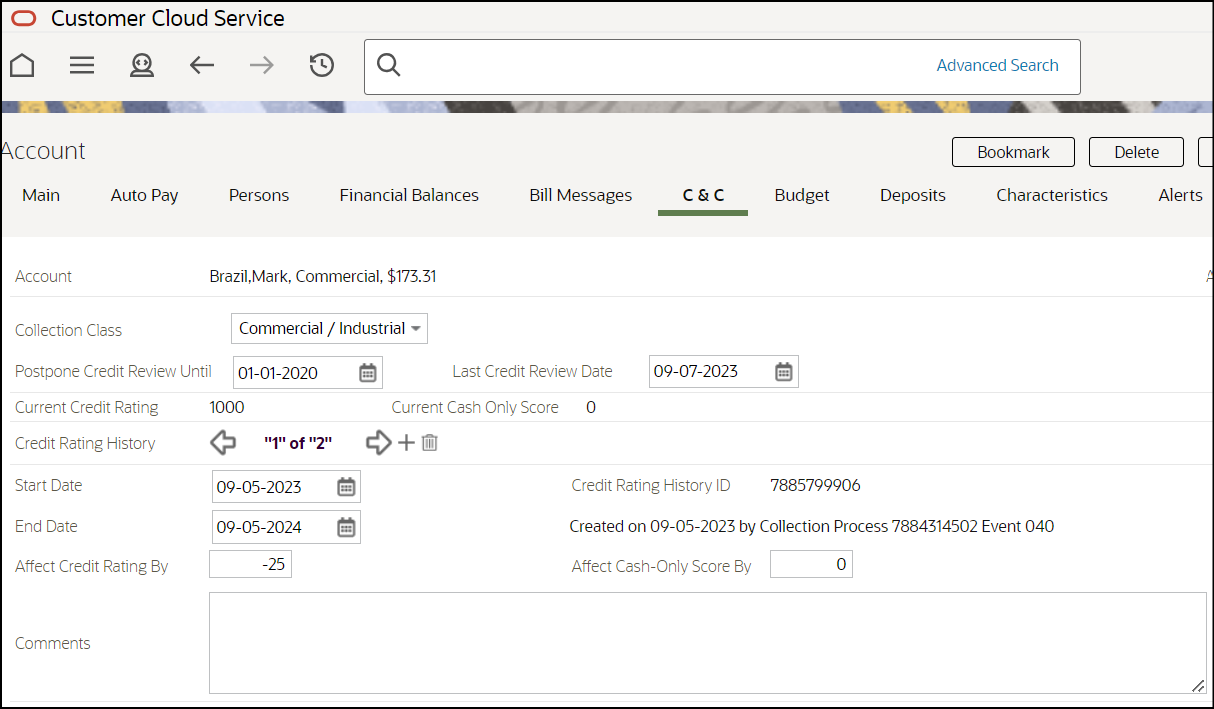
### Account Financial History



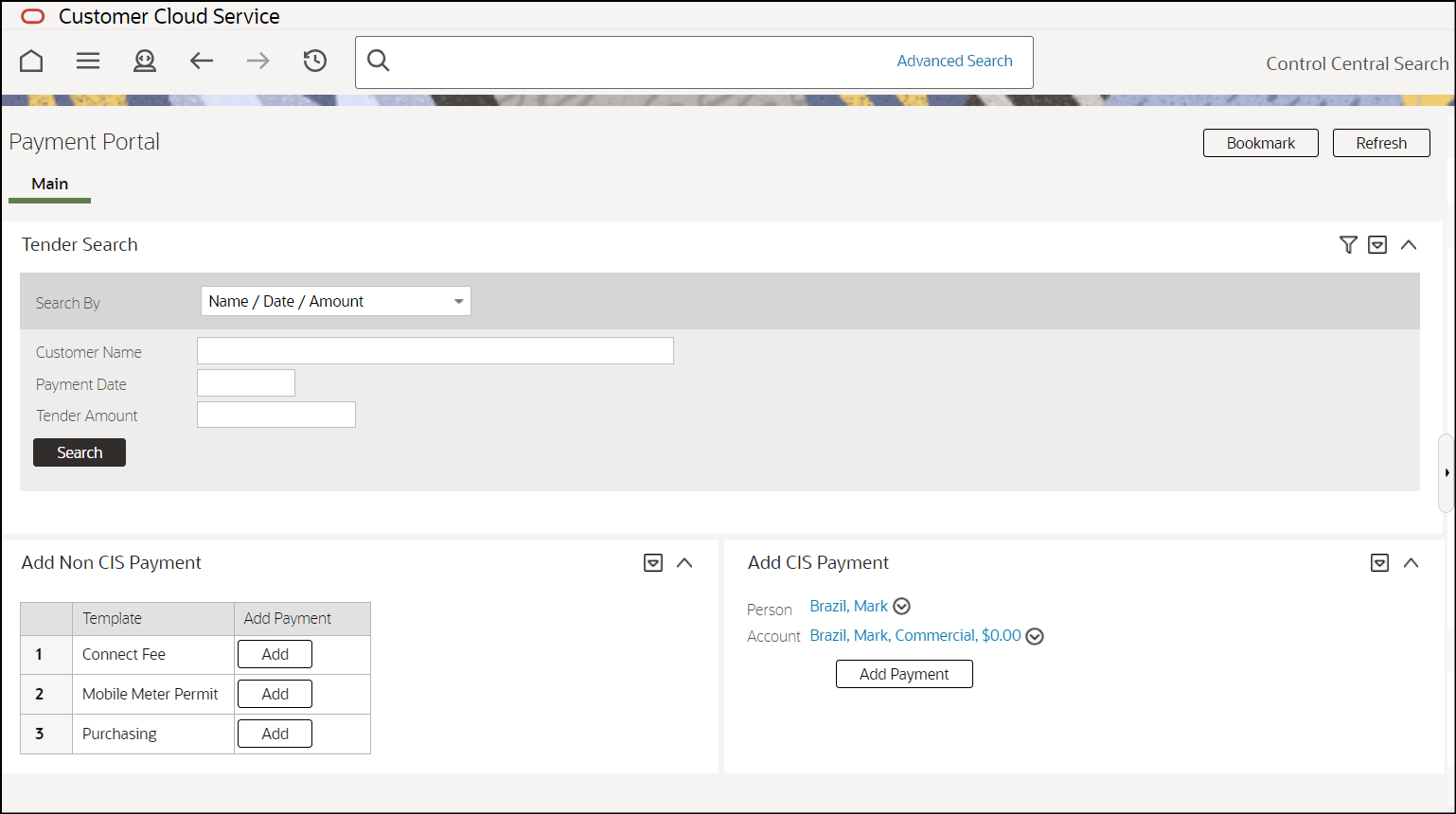
### Billing History



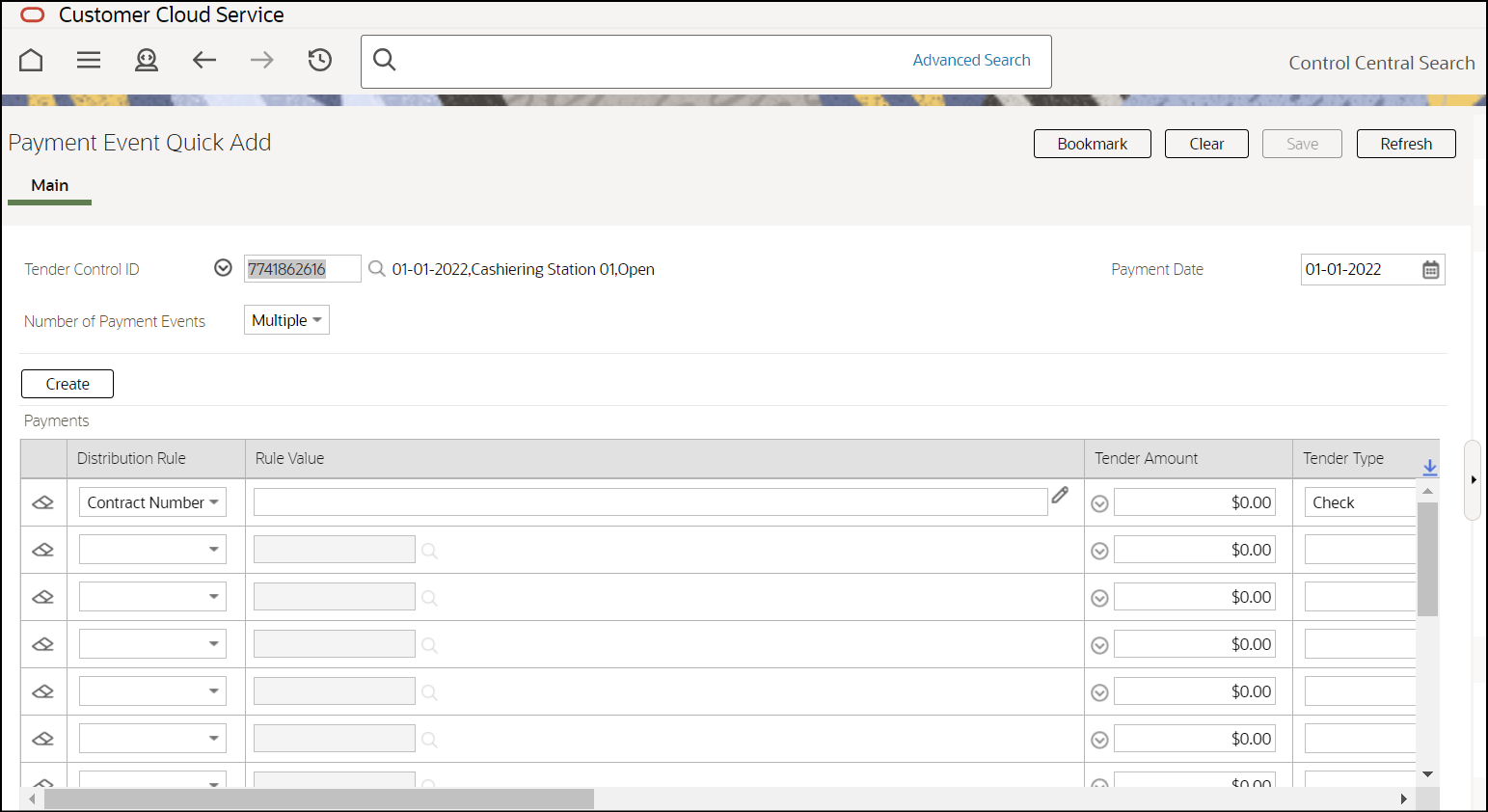
### Account/Credit & Collection



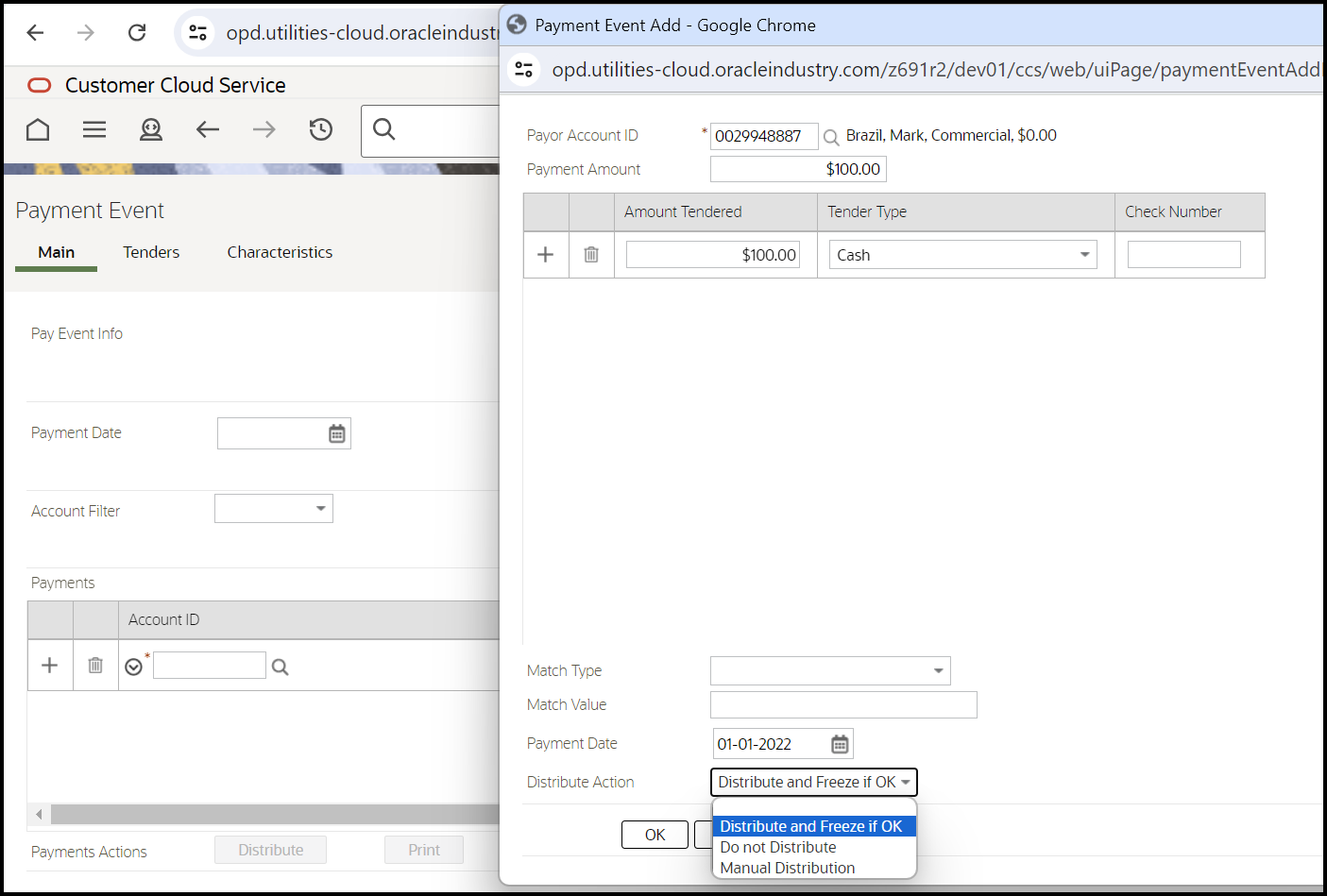
### Payment Portal



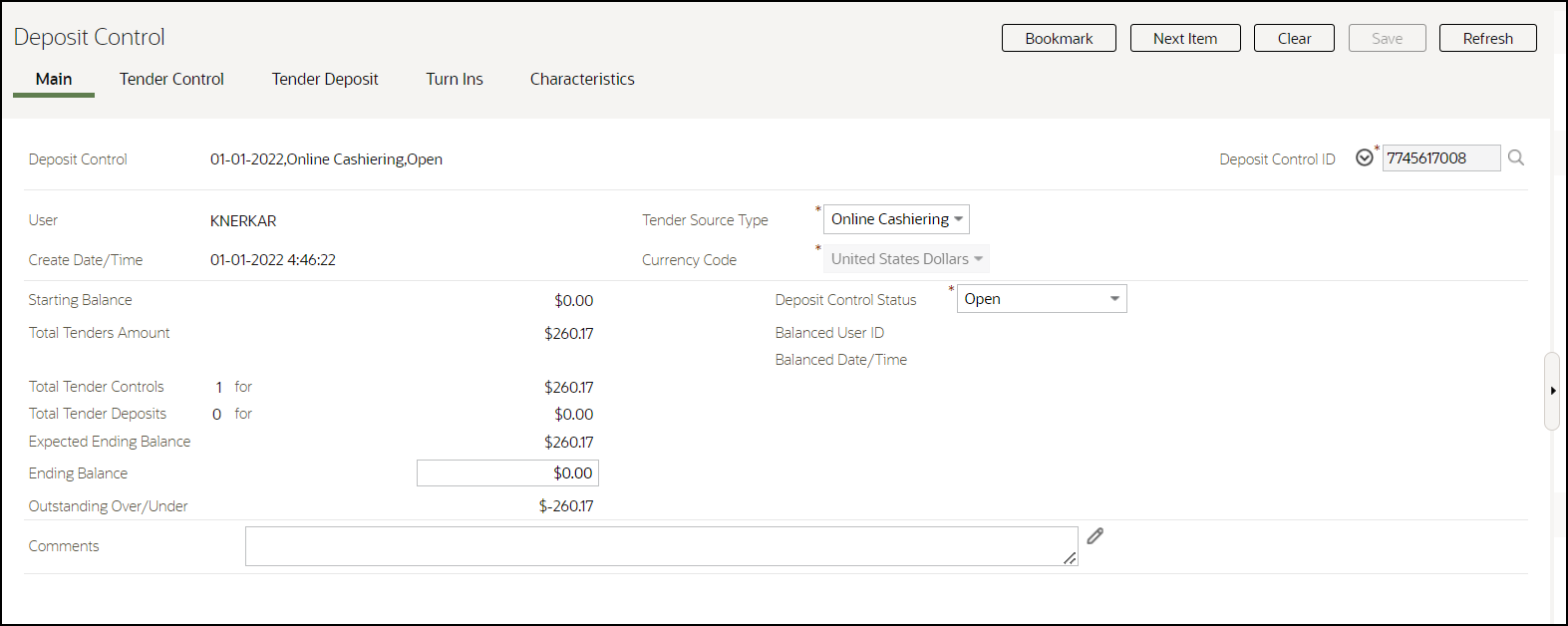
### Payment Event Quick Add



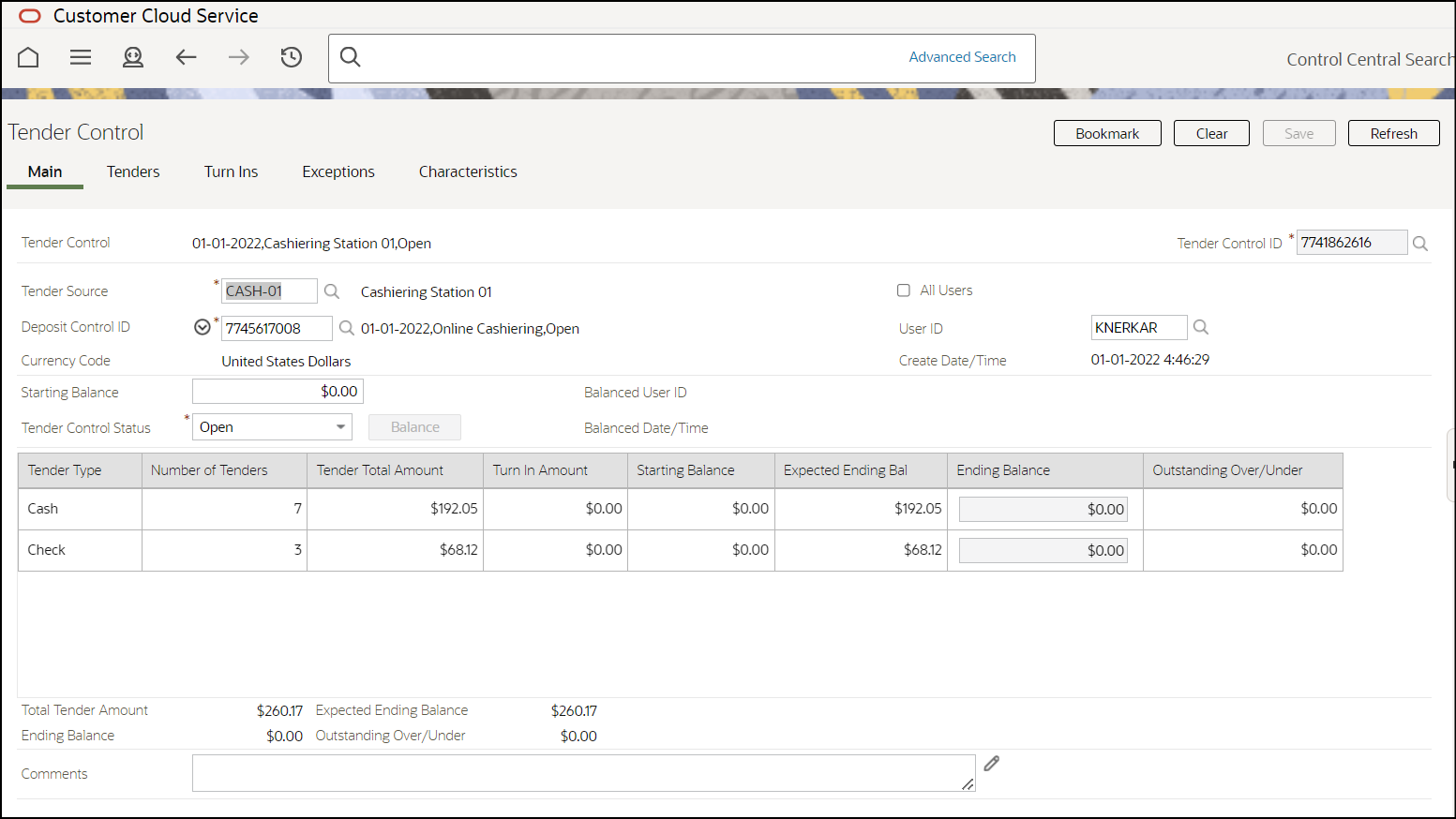
### Payment Event Add



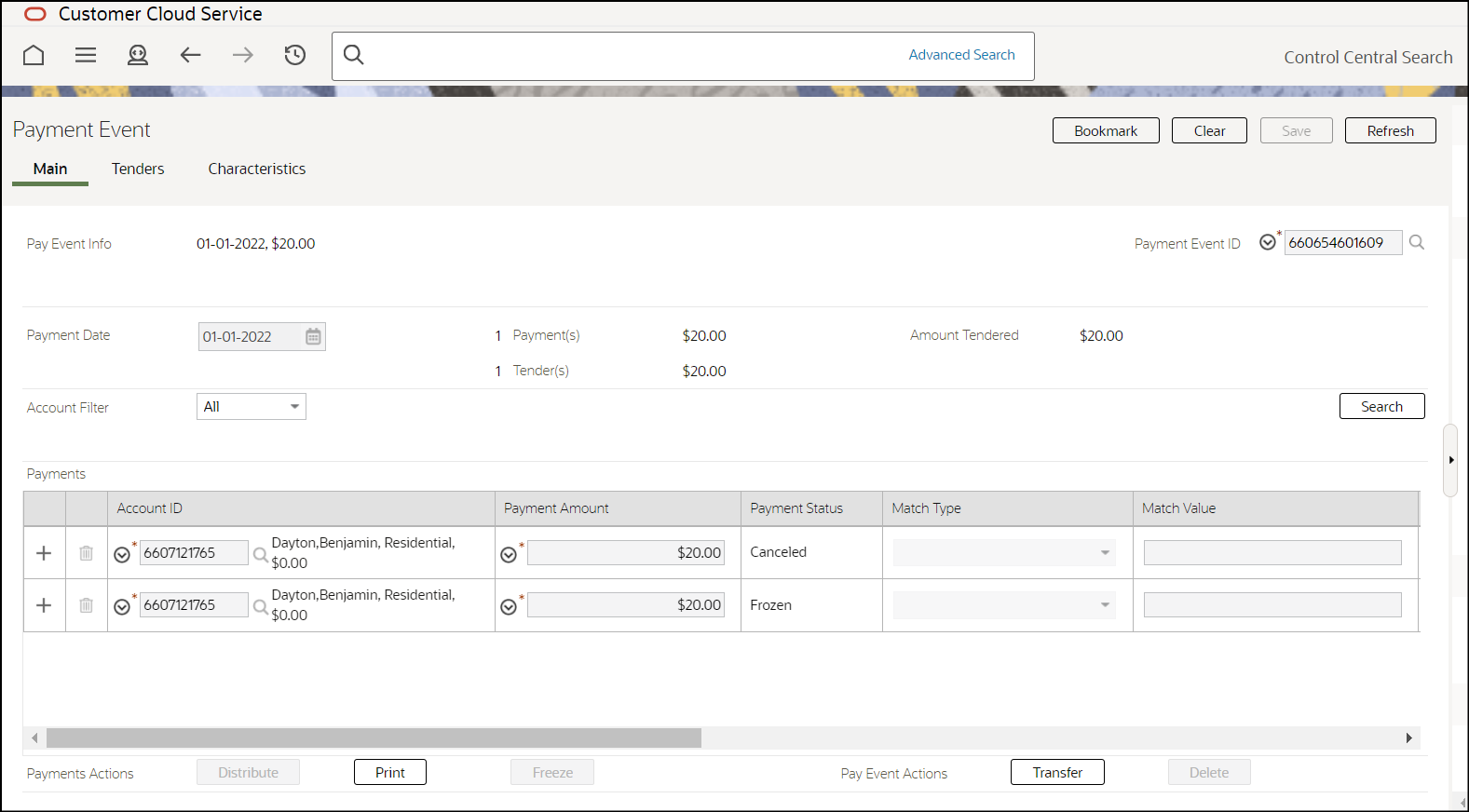
### Deposit Control

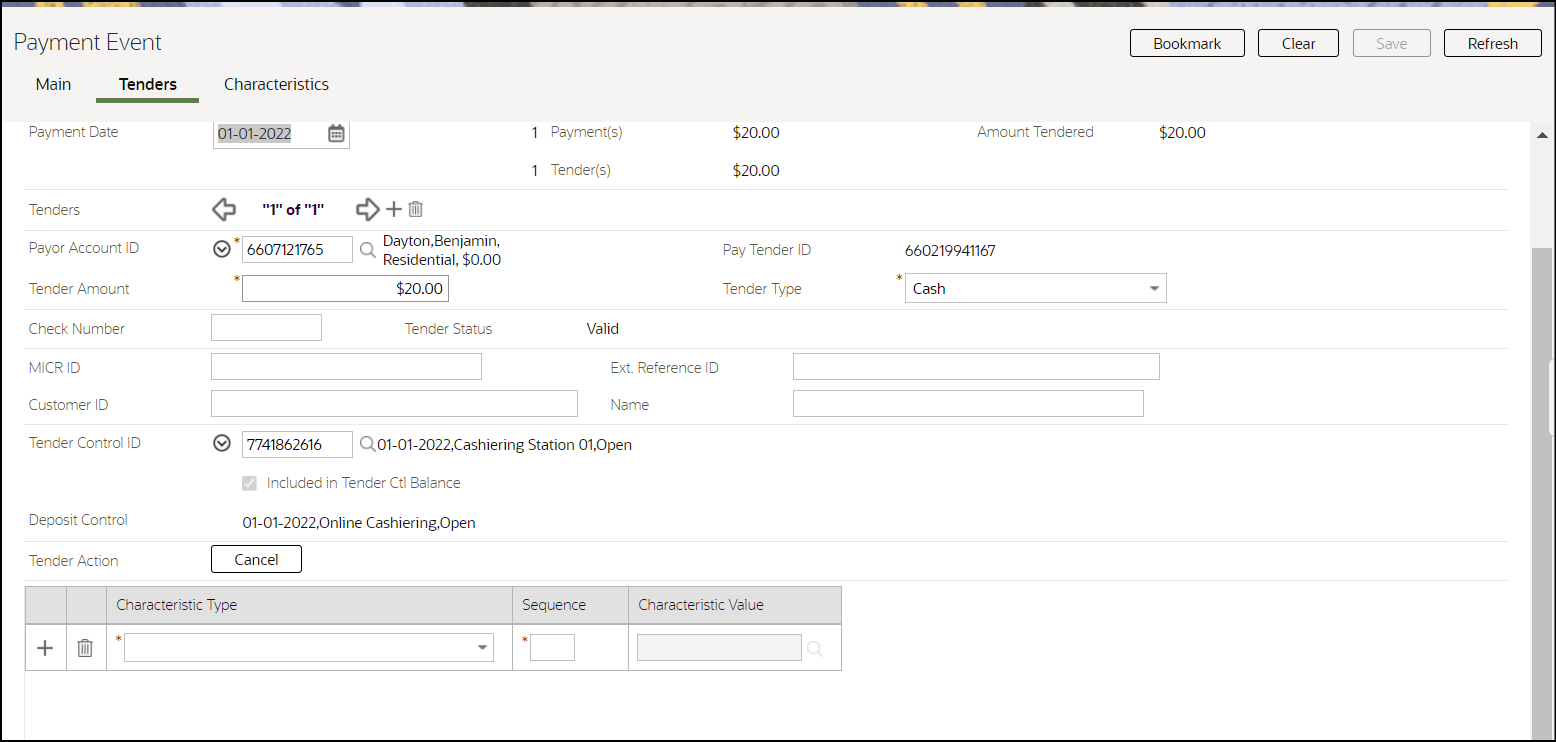


### Tender Control

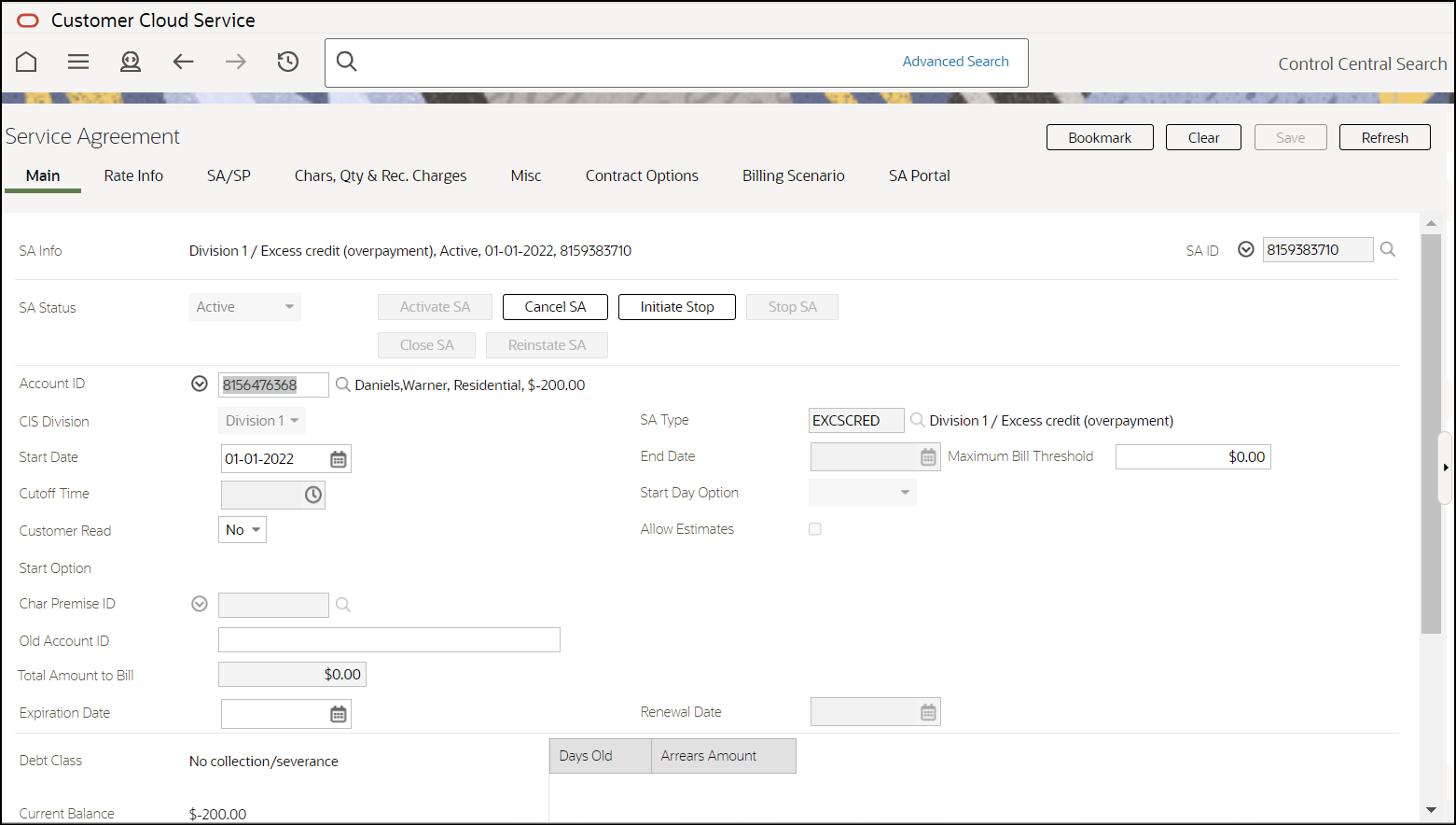


### Payment Event

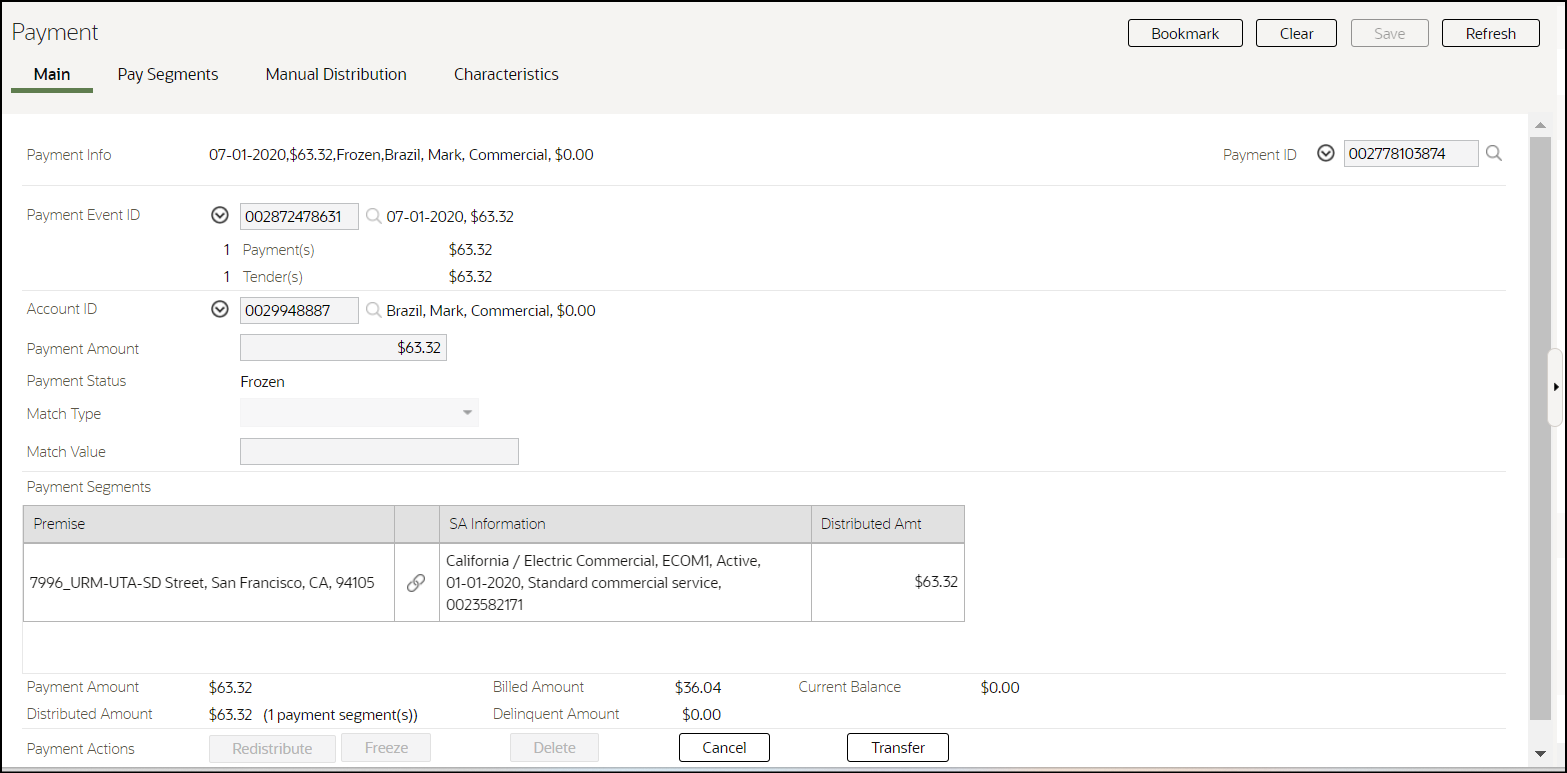


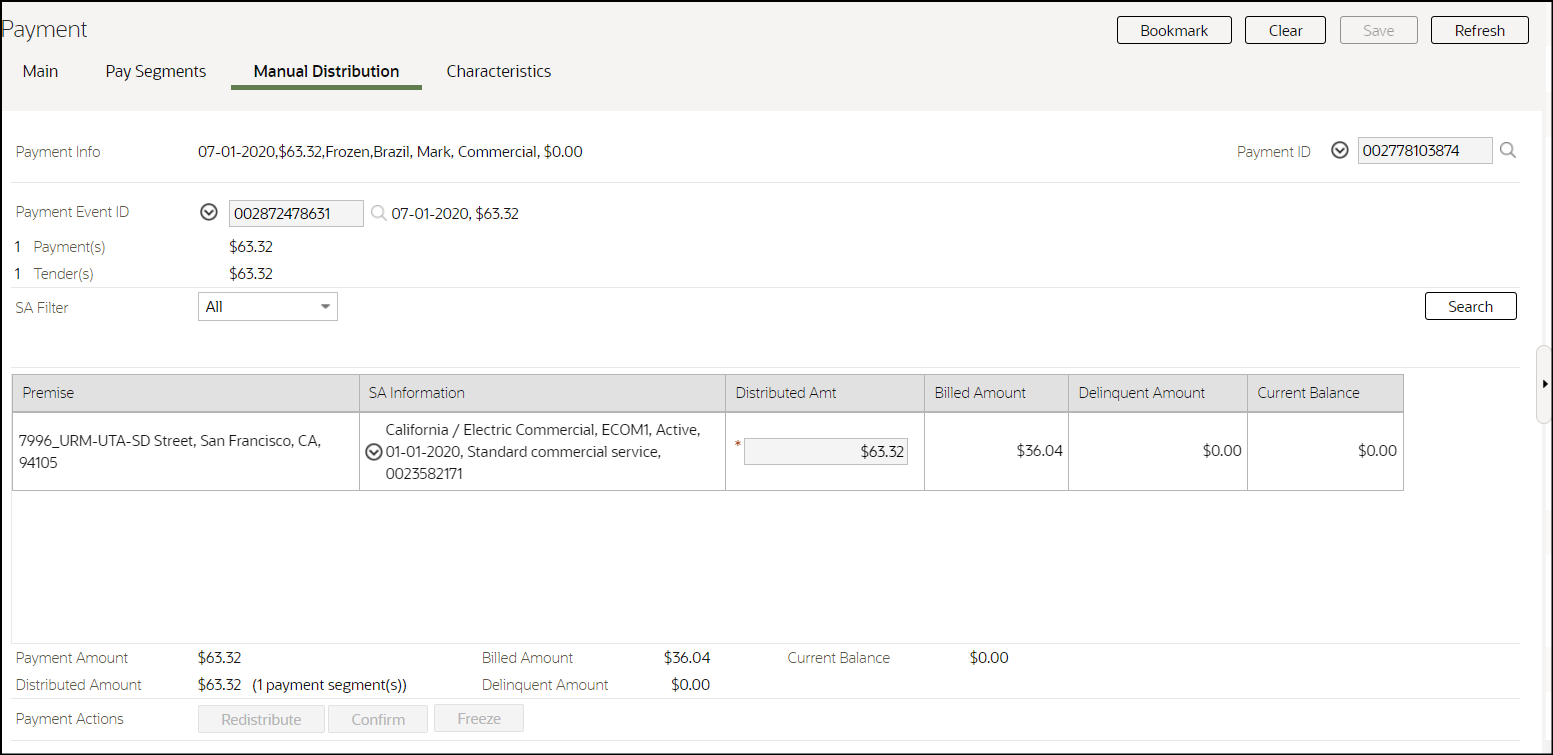


### Overpayment SA

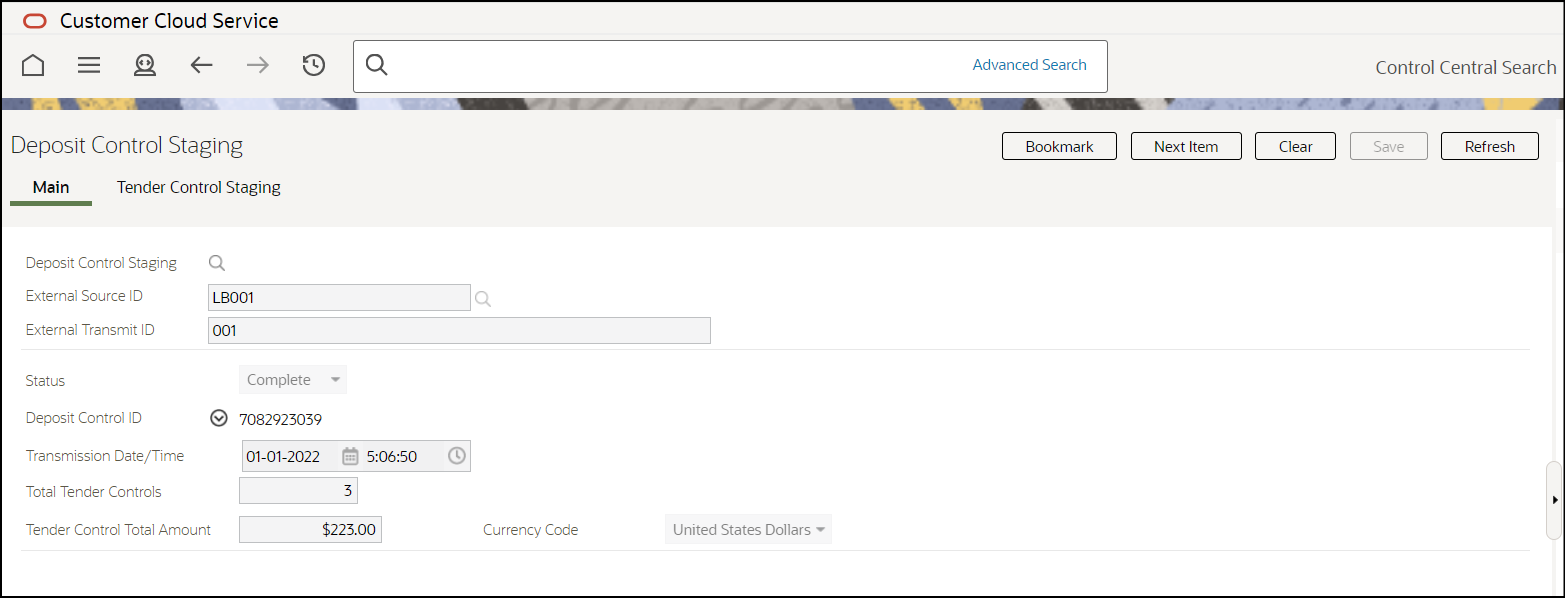


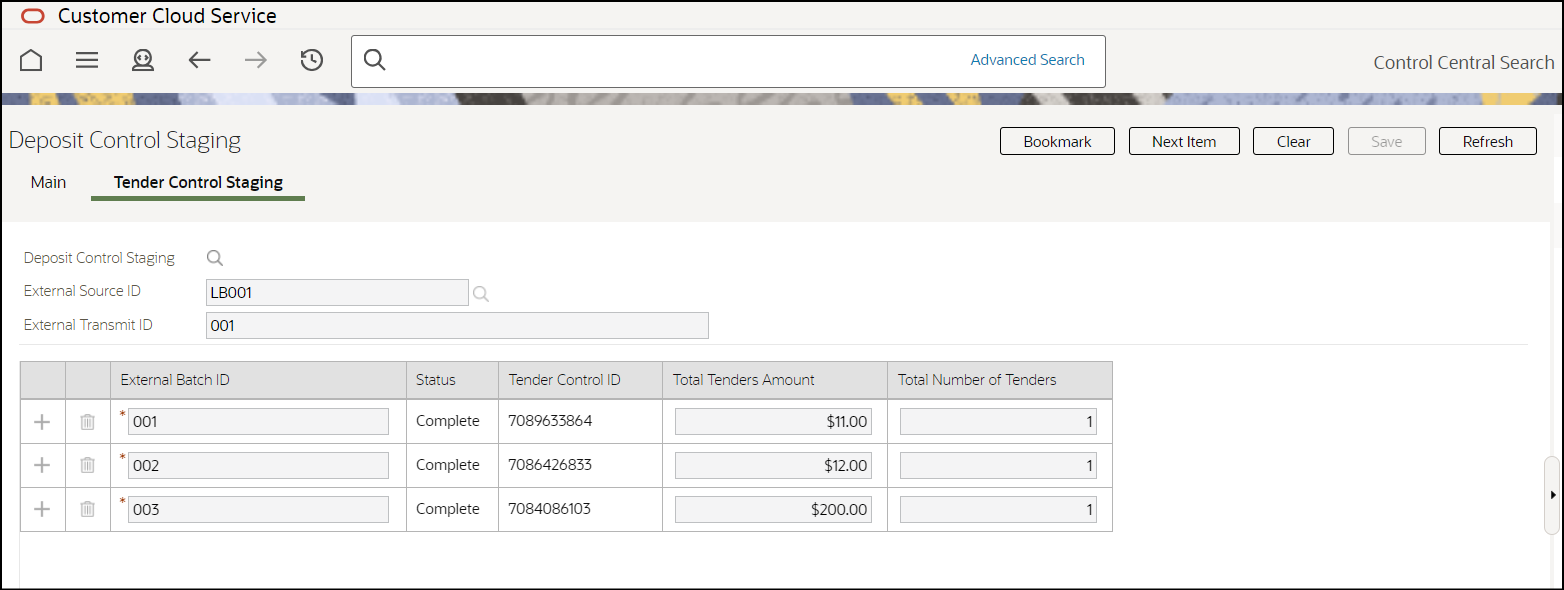
### Payment





### Deposit – Tender Control Staging





### Payment Upload Staging

