**CCS**

**24B**

**4.3.1.1a** **Process Budget Payments**

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Last Updated: January 21, 2025

1. **Title, Subject, Last Updated Date, Reference Number**, **and** **Version** are marked by a Word Bookmark so that they can be easily reproduced in the header and footer of documents. When you change any of these values, be careful not to accidentally delete the bookmark. **You can make bookmarks visible by selecting Tools->Options…View and checking the Bookmarks option in the Show region.**
2. To add additional approval lines, press [Tab] from the last cell in the table above.



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## Brief Description

**Business Process: 4.3.1.1a CCS.Process Budget Payments**

**Process Type: Sub Process**

**Parent Process: 4.3.1 CCS.Perform Settlement Activities,**

**Sibling Processes: 4.3.1.1 CCS.Manage Payments, 4.3.1 CCS.Process Non-Billed Monitored Budget payments, 4.3.1.1c CCS.Process Non-Billed Unmonitored Budget payments, 4.3.1.1d CCS.Manage Auto-Payments, 4.3.1.1e CCS.Manage Credit Card Payment, 4.3.1.2 CCS.Manage Workstation Cashiering, 4.2.2 CCS.Manage Bill, 3.4.1.1 CCS.Manage Customer Contacts, 3.3.2.2 CCS.Start Non-Premise Based Service, 3.3.2.4 CCS.Stop Non-Premise Based Service**

This process describes payments for a customer on the [Budget Plan](#AdminMenuBudgetPlan). The customer’s current balance is what they think they owe or their monthly payment. The payoff balance is the actual amount owed for all the Account’s Service Agreements.

## Business Process Model



## Detail Business Process Model Description

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

**Actor/Role: Authorized User**

**Description:**

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

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

|  |
| --- |
| [Installation Options – Control Central Alerts](#AdminMenuInstallationOptions) |
| C1-PY-INFO This algorithm formats the Payment Information that appears throughout the system. |
| C2M-APAYDFLT - Automatic Payment Creation |

**Configuration required N Entities to Configure:**

|  |
| --- |
| Installation Options |
| Zone |

[**1.1**](#BPM3) **Evaluate Customer’s Payment Options**

A**ctor/Role: Authorized User**

**Description:**

The Authorized User evaluates the account[. Account Financial History](#_Account_Financial_History), [Billing History](#_Billing_History), Credit Rating, and [Credit and Collection History](#_Account/Credit_&_Collection) may be reviewed. [Control Central Alerts](#InstallationOptionsCCAlerts) such as a Cash Only customer and other [Dashboard](#_Control_Central_/) information can assist the Authorized User in determining eligibility and distribution for the Payment applying established business rules.

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

|  |
| --- |
| [Installation Options – Control Central Alerts](#AdminMenuInstallationOptions) |
| 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 Payment Details**

**Actor/Role: Authorized User**

**Description:**

The Authorized User posts the payment. It is assigned an incomplete status. The 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. Refer to 4.3.1.1 CCS.Manage Payments or 4.3.1.1d CCS.Manage Auto-Payments for details.

[**1.3**](#BPM1)  **Add Payment in Incomplete Status**

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

**Description:**

The Payment and Tender(s) are added in CCS(CCB). This process is similar for online as well as automated batch processing. Refer to 4.3.1.1 CCS.Manage Payments and 4.3.1.1d CCS.Manage Auto-Payments for details.

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

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

|  |
| --- |
| C1-CR-NBRVAL Credit Card Number Validation |
| Algorithm Type - C1-VALIBAN - International Bank Account Number Validation |
| CI\_APAM-DFLT - Automatic Payment Amount Calculation |
| C2M-APAYDTCL - Autopay Date Calculation |
| C2M-APAYDFLT - Automatic Payment Creation |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Bank Code |
| Tender Source |
| Tender Type |
| Distribution Codes |
| Payment Template |
| Payment Segment Type |
| Customer Class |
| Feature Configuration |
| Autopay Source Type |
| Autopay Route Type |
| Tender Control |
| Deposit Control |

**Customizable process N Process Name:**

|  |
| --- |
| PPAPAY - Auto Pay Creation |
| APAYCRET - Create autopay on extract date |

**Business Object Y Business Object:**

|  |
| --- |
| C1-CISPaymentEvent - Payment Event – CIS Payment |

[**1.4**](#BPM1) **Request Automated Distribute and Freeze payment.**

**Actor/Role: Authorized User**

**Description:**

The Authorized User chooses Distribute and Freeze at the same time if this option is selected when posting the initial payment details in Step 1.2 or Step 1.3. 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) **Distribute Payment**

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

**Description:**

The Authorized User distributes the payment using the distribution rules defined on Customer Class and the Payment Segment Type’s associated financial algorithm as defined on each SA Type. The normal payment segment type financial algorithm is defined as payoff amt = pay amt /Current amt = pay segment amt. One of the base package payment distribution algorithms distributes a payment based on age of each service agreement’s debt and the payment distribution priority of each service agreement’s SA type. Refer to 4.3.1.1 CCS.Manage Payments for more information. The payment is added and distributed in CCS(CCB). The Payment is in freezable status.

This task 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 |
| Algorithm Type - C1-CR-PAY-DF - Pay an SA via SA Characteristic |
| C1-TNDRAC-DF - This algorithm determines the Tender Account ID from the distribution detail characteristic value. It expects the value to represent an SA characteristic and it returns the SA's account as the Tender Account ID. |
| C1-DSOV-SAID – Distribute payment to SA ID in match value. |
| WX-CRE-OTPAY - Create One Time Payment |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Customer Class |
| SA Type |
| Match Type |
| Distribution Rule |

**Customizable process N Process Name:**

|  |
| --- |
| [APAYDSFR](http://sf-ugbu-05.us.oracle.com:8100/spl/help/ENG/C1/14BackGrnd.html#BP_APAYDSFR) - Distribute and Freeze Auto Payments |
| PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables. |

[**1.6**](#BPM1) **Freeze Payment and Update Status to Frozen**

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

**Description:**

The Payment(s) are frozen in CCS(CCB).

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

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

|  |
| --- |
| WX-SSPNOTIFY - Set Payment Notifications for Self-Service |
| C1-PYDS-BDU - OI Only! Pay oldest bill first |
| Algorithm Type - C1-PDOV-PYBL - Match by Bill ID, Pay Target Bill (Open Item) |
| Algorithm Type - C1-PDOV-PYSA - Match by SA ID, Pay Oldest Bill First |
| STPZ-RMVCR - Create adjustment to remove SA's credit |
| C2M-CFTZ-VAT - Create Excess Credit GL Details (UK VAT Only) |
| C2M-DEP-PAID - Deposit amount paid in full message |

**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. |

[**1.7**](#BPM1) **Apply Credit to Specific Defined SA**

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

**Description:**

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

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

|  |
| --- |
| C1-OVRPYPRTY - Keep overpayment on highest priority SA |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Customer Class |

**Customizable process N Process Name:**

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

[**1.8**](#BPM1) **Create Overpayment SA**

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

**Description:**

An overpay SA may be created for excess credit over the amount of the account’s payoff balance dependent upon the overpayment distribution defined on Customer Class. The overpayment SA credit will be transferred to other Service Agreements the next time the Account bills. Refer to 4.3.1.1.CCS.Manage Payments for details.

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

|  |
| --- |
| C2M-OVRPY-CR - Keep overpayment on a "credit SA" -CA |
| OVRPY-CREDOH - Keep overpayment on a "credit SA" - Ohio |
| C1-OVRPYPRTY - Keep overpayment on highest priority SA |

**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. |

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

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

**Description:**

The overpayment is transferred to a new SA (excess credit SA type). The overpayment SA credit will be transferred to other Service Agreements the next time the Account bills. Refer to 4.3.1.1 CCS.Manage Payments for details.

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

|  |
| --- |
| C2M-OVRPY-CR - Keep overpayment on a "credit SA" -CA |

**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) **Populate Distribution Details to Specific SAs**

**Actor/Role: Authorized User**

**Description:**

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

[**2.1**](#BPM1) **Request Default Distribution Prior to Freezing Payment**

**Actor/Role: Authorized User**

**Description:**

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

[**2.2**](#BPM1) **Evaluate Payment Distribution**

**Actor/Role: Authorized User**

**Description:**

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

[**2.3**](#BPM1) **Change Distribution Details**

**Actor/Role: Authorized User**

**Description:**

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

[**2.4**](#BPM1) **Update Distribution**

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

**Description:**

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

[**2.5**](#BPM1) **Request Freeze Payment**

**Actor/Role: Authorized User**

**Description:**

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

[**2.6**](#BPM1) **Upload Payment Information**

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

**Description:**

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

**Customizable process N Process Name:**

|  |
| --- |
| Process X – This is a completely custom process designed to add the required staging tables in C2M(CCB) |

## Test Assets related to the Current Process

| Testing Asset Sr.No | Use Case | No Of Data sets |
| --- | --- | --- |
|  |  |  |
| 1 | URM-CCS-4311a-001-Create-Payment-For-Budget-Amount | 2 |
| 2 | URM-CCS-4311a-002-Create-Payment-For-Budget-Amount-With-Over-Payment | 2 |

## Document Control

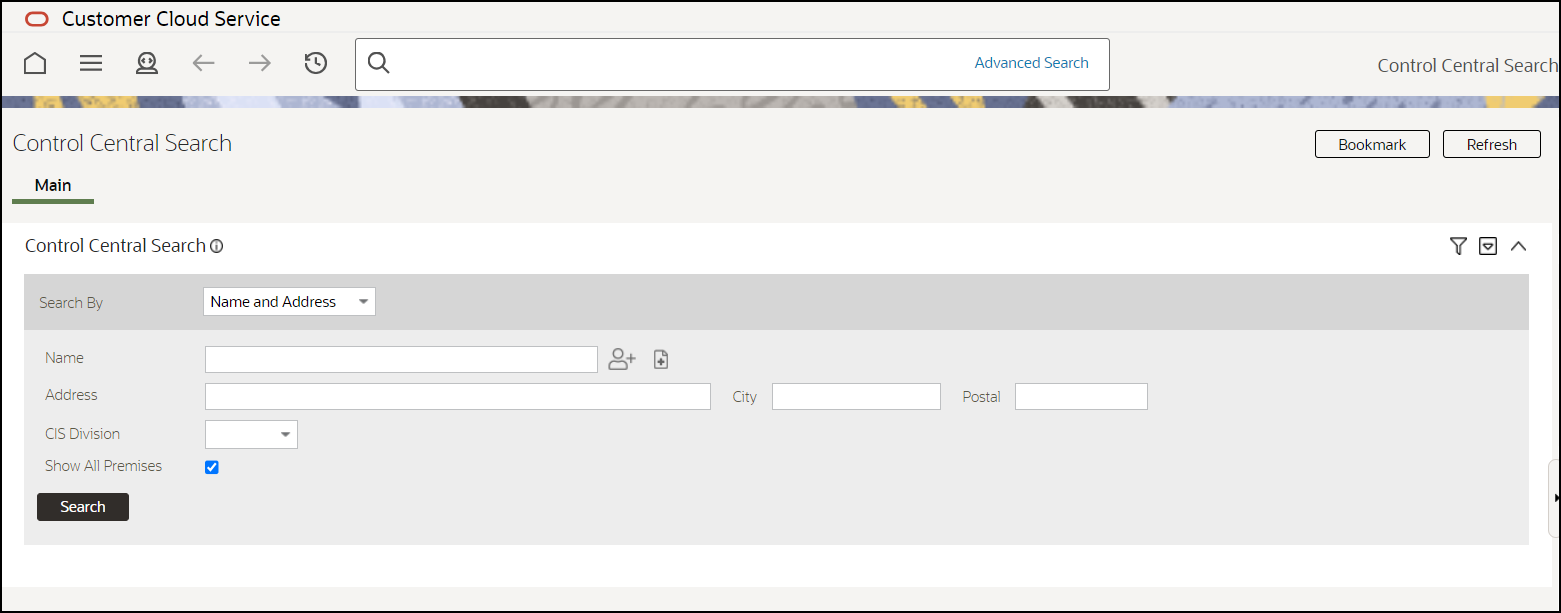
**Change Record**

1

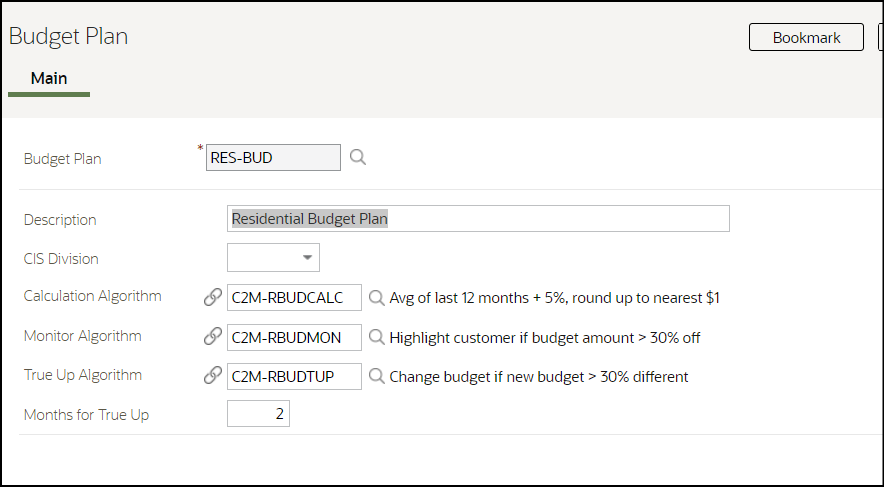
| Date | Author | Version | Change Reference |
| --- | --- | --- | --- |
|  |  |  |  |
| 03/10/2009 | Colleen King | Draft 1a | No Previous Document |
| 4/29/2009 | Colleen King |  | Multiple Changes in April |
| 5/3/2009 | Colleen King |  | Additional Changes |
| 5/4/2009 | Colleen King |  | Additional Changes |
| 05/10/2009 | Galina Polonsky |  | Reviewed |
| 10/22/2010 | Geir Hedman |  | Updated Title and Content page |
| 11/24/2010 | Yoko Iwahiro |  | Framework updates. |
| 12/27/2010 | Ayelet Lavee |  | Release review changed parent and siblings, minor edits. |
| 2/9/2011 | Geir Hedman |  | Updated Document and Visio |
| 2/19/2011 | Galina Polonsky |  | Reviewed, Approved |
| 10/21/2013 | Emma Lee Tiamzon |  | Update Document and Visio |
| 09/08/2015 | Don Lee |  | Update to v2.5 |
| 09/15/2015 | Galina Polonsky |  | Reviewed, Approved |
| 11/27/2017 | Chetan Raut |  | Updated the Visio, screenshots and descriptions to reflect C2M changes. |
| 12/19/2017 | Galina Polonsky |  | Reviewed, Approved |
| 8/17/2018 | Jerry Chick |  | Minor grammatical and syntax corrections. |
| 10/21/2018 | Galina Polonsky |  | Reviewed, Approved |
| 6/4/2019 | Satya Kalavala |  | Updated format for v2.7 |
| 06/24/2024 | Kunal Nerkar |  | Updated Document and Visio for CCS 24B |
| 07/20/2024 | Pablo Siegrist |  | Reviewed |
| 12/16/2024 | Galina Polonsky |  | Reviewed, Approved |

## Attachments:

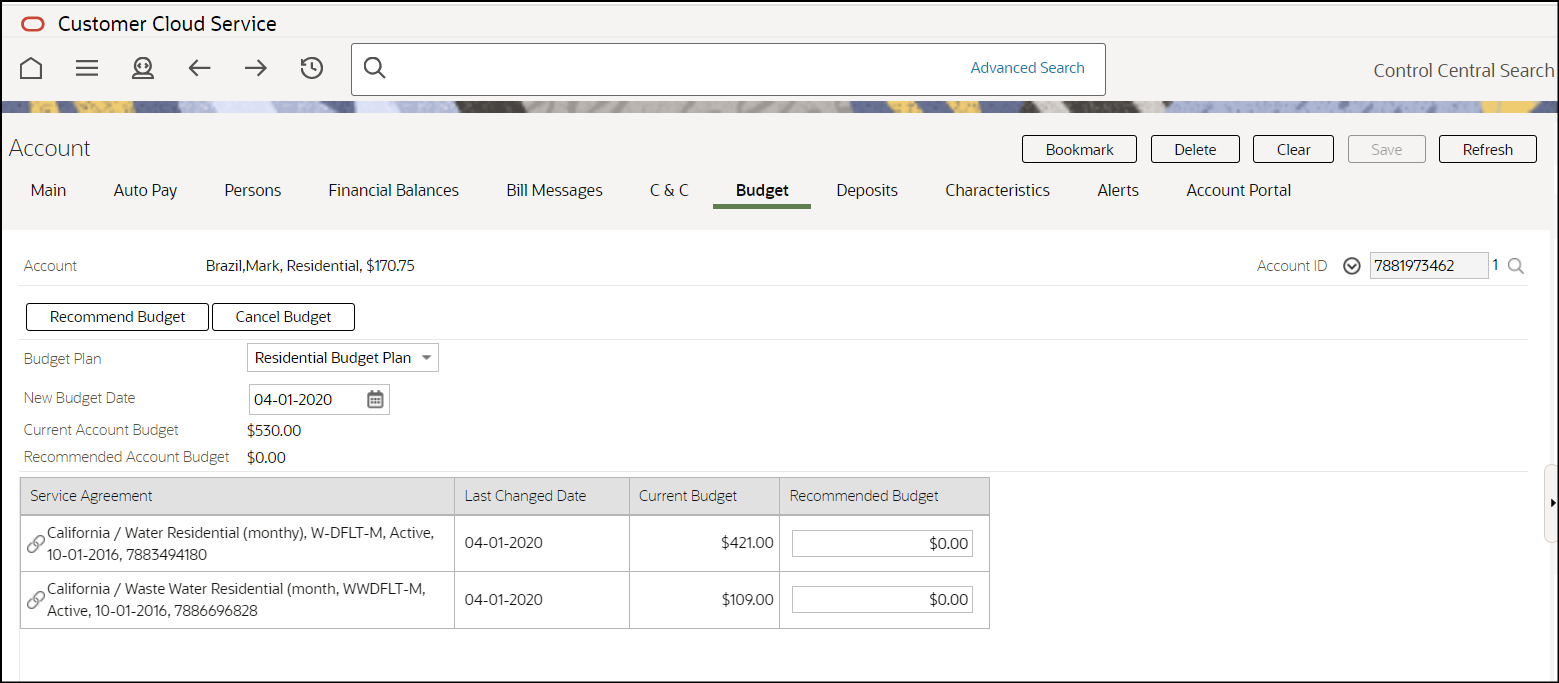
### Control Central Search



### Admin Menu Budget Plan



### Account Budget



### Admin Menu Installation Options

**Installation Framework Options Control Central Alert Algorithms**

PP-Active Show Count of Active Pay Plans

PP-Broken Show Count of Broken Pay Plans

PP-Kept Show Count of Kept Pay Plans

CC-PPDENIAL Count Pay Plan Denial Customer Contacts

CCAL WFACCTX Display Active WF for Account Based on Context

CCAL WFPREMX Display Active WF for Premise Based on Context

C1\_CCAL-TD Highlight Outstanding To Do Entries

CCAL-DECL Highlight Effective Declarations for Account and Premise

C1-CCAL-CASE Highlight Open Cases

CCAL-FAERMSG Highlight FA’s with outstanding outgoing messages

CI\_WO\_BILL Highlight Written off Bills

CI\_OD-PROC Highlight Active Overdue Processes

CI\_OPN\_MEVT Highlight Open and Disputed Match Event

CI\_STOPSA Highlight Stopped SA’s

C1-CCAL-CLM Highlight Open Rebate Claims

C1\_COLL-DF Highlight Active Collection Processes

C1\_COLLRF-DF Highlight Active Collection Agency Referral

C1\_PENDST-DF Highlight Pending Start Service Agreements

C1\_CASH-DF Cash Only Account

C1\_CRRT-DF Credit Rating Alert

C1\_LSSL-DF Highlight Life Support/Sensitive Load on Person

C1\_LSSLPR-DF Highlight Life Support/Sensitive Load on Premise

C1\_SEVPR-DF Highlight Active Severance Processes

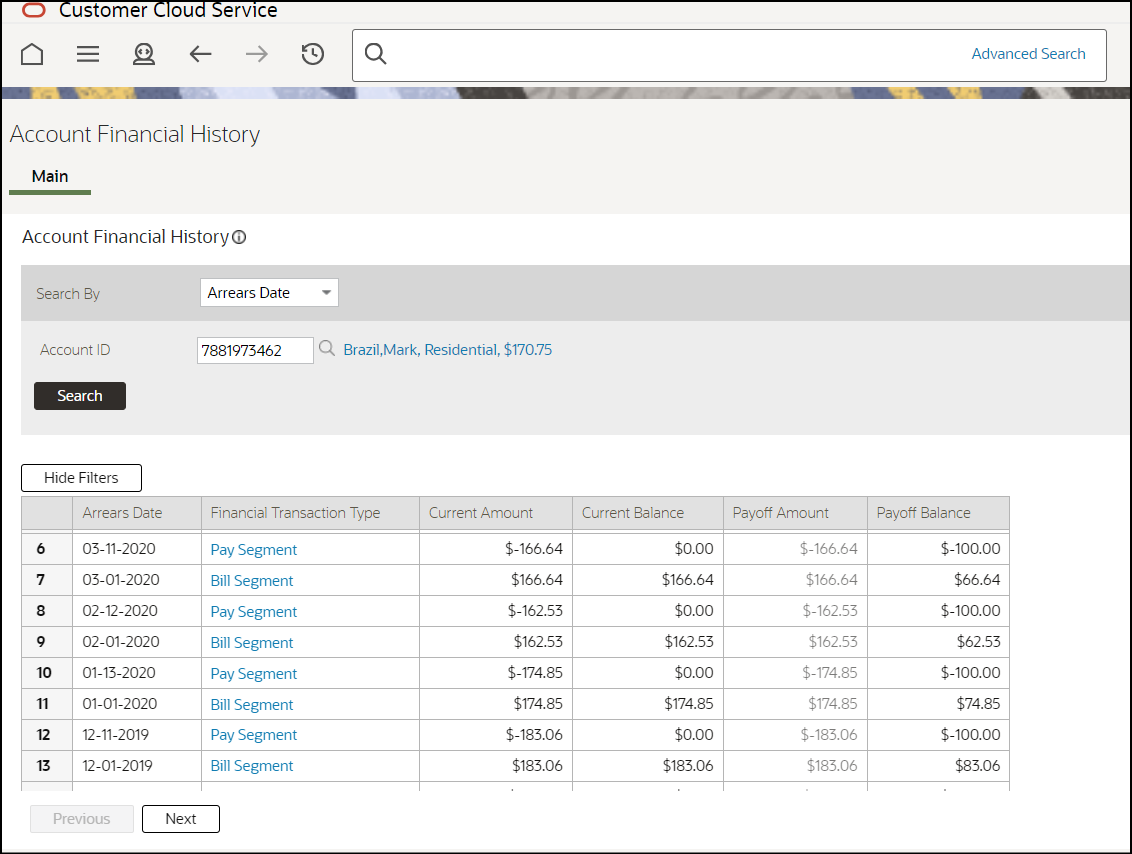
C1-CCAL-OCBG Highlight Open Off Cycle Bill Generators

F1-SYNRQALRT Retrieve Outstanding Sync Request

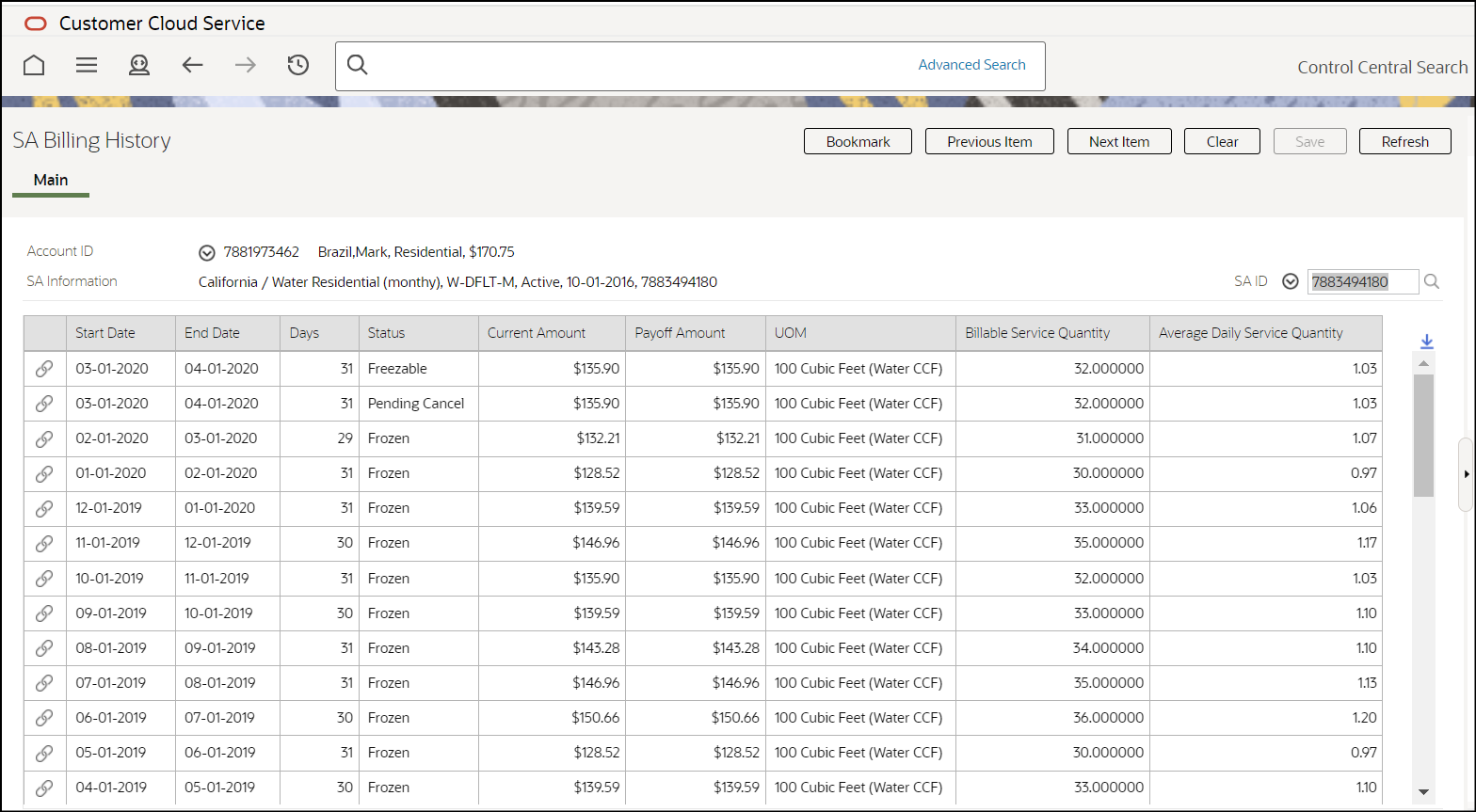
C1-PPBALERT Prepaid Biller Task Alert

C1-SCHOTPAY Highlight Scheduled One Time Payments

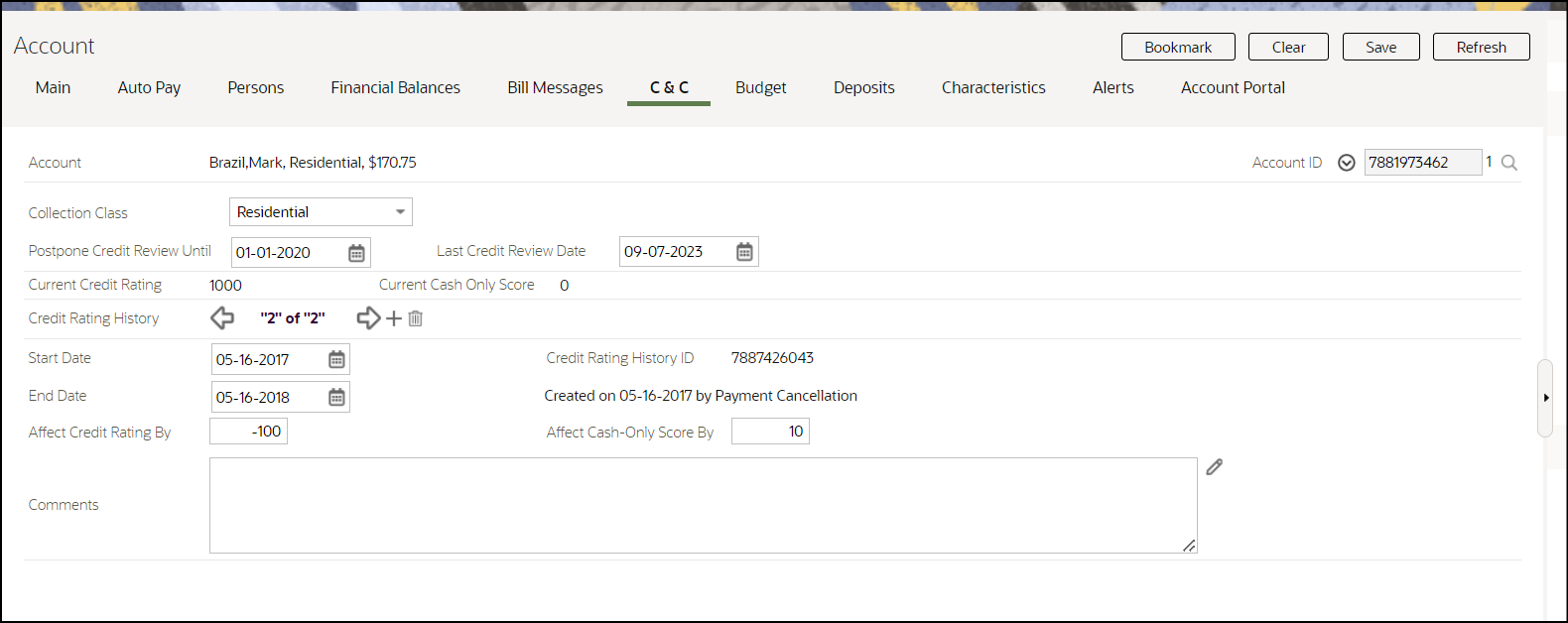
### Account Financial History



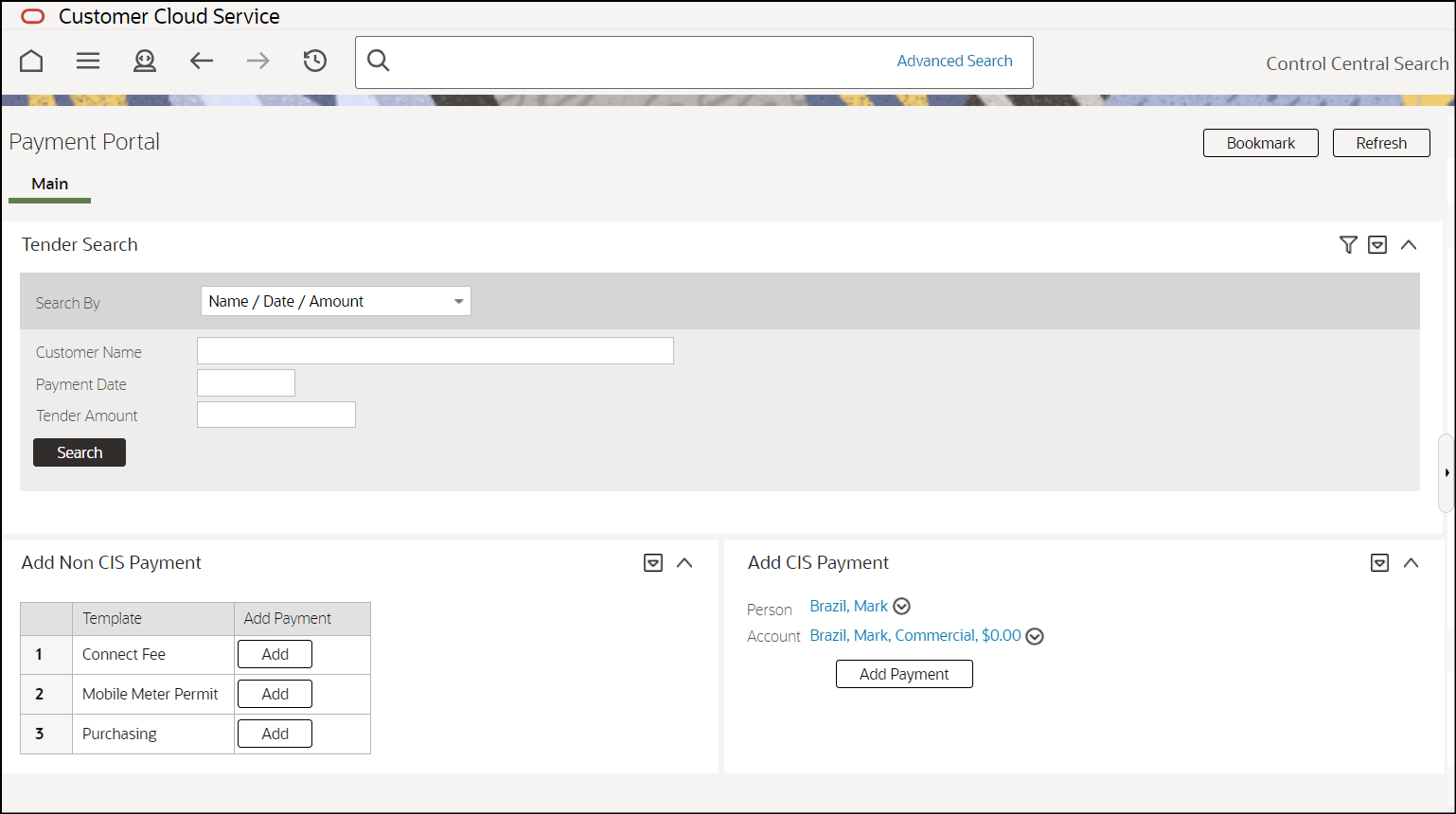
### Billing History



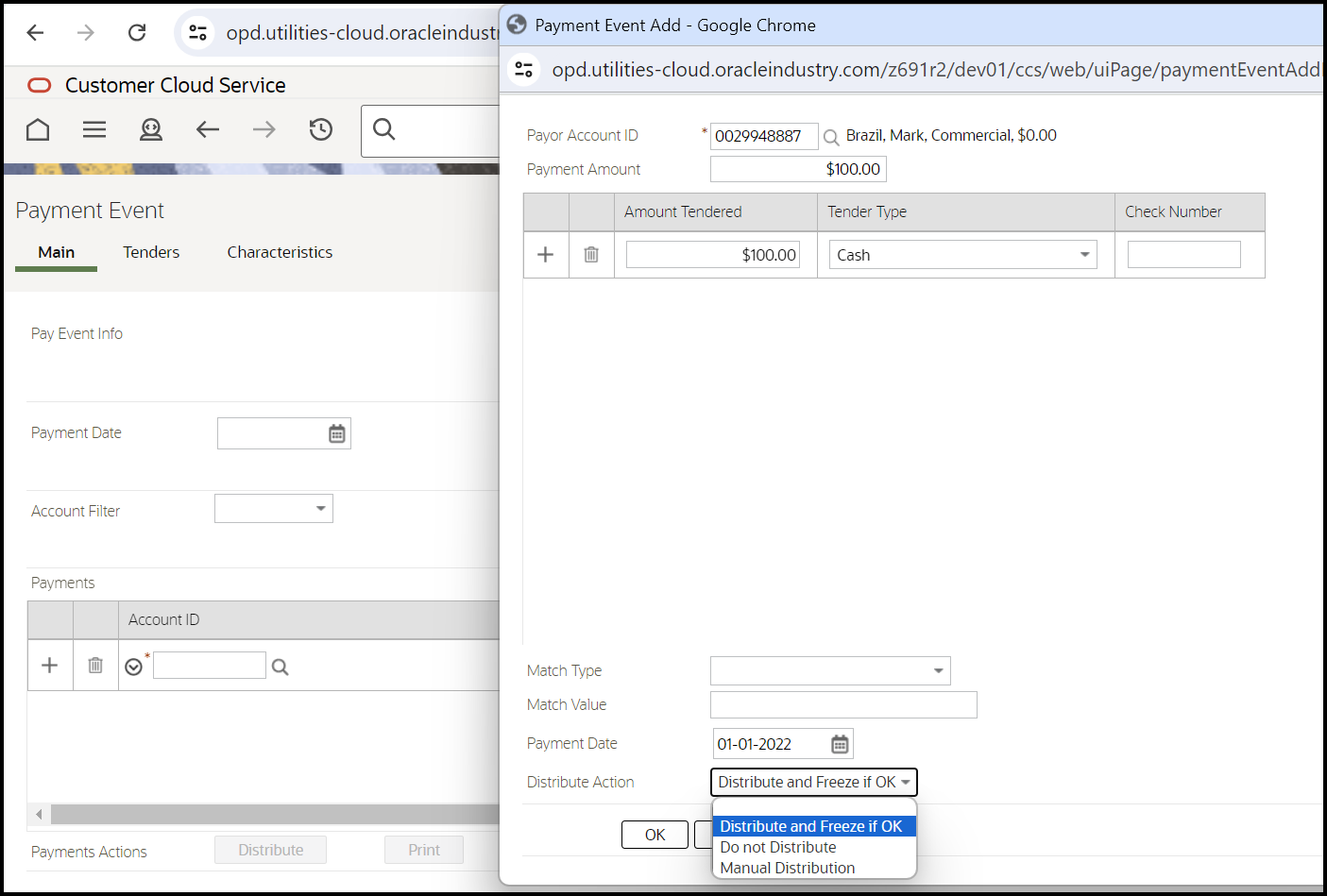
### Account/Credit & Collection



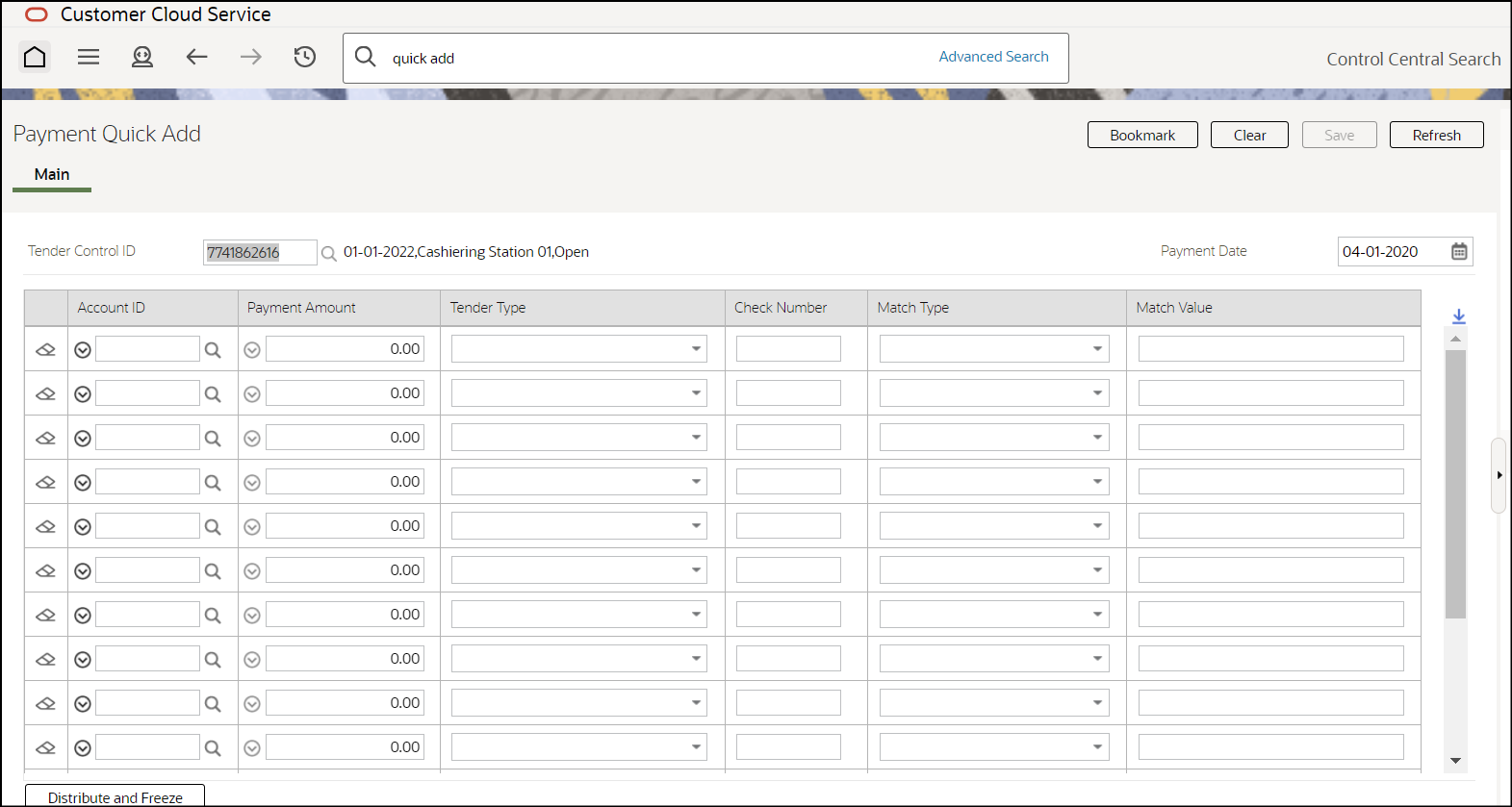
### Payment Portal



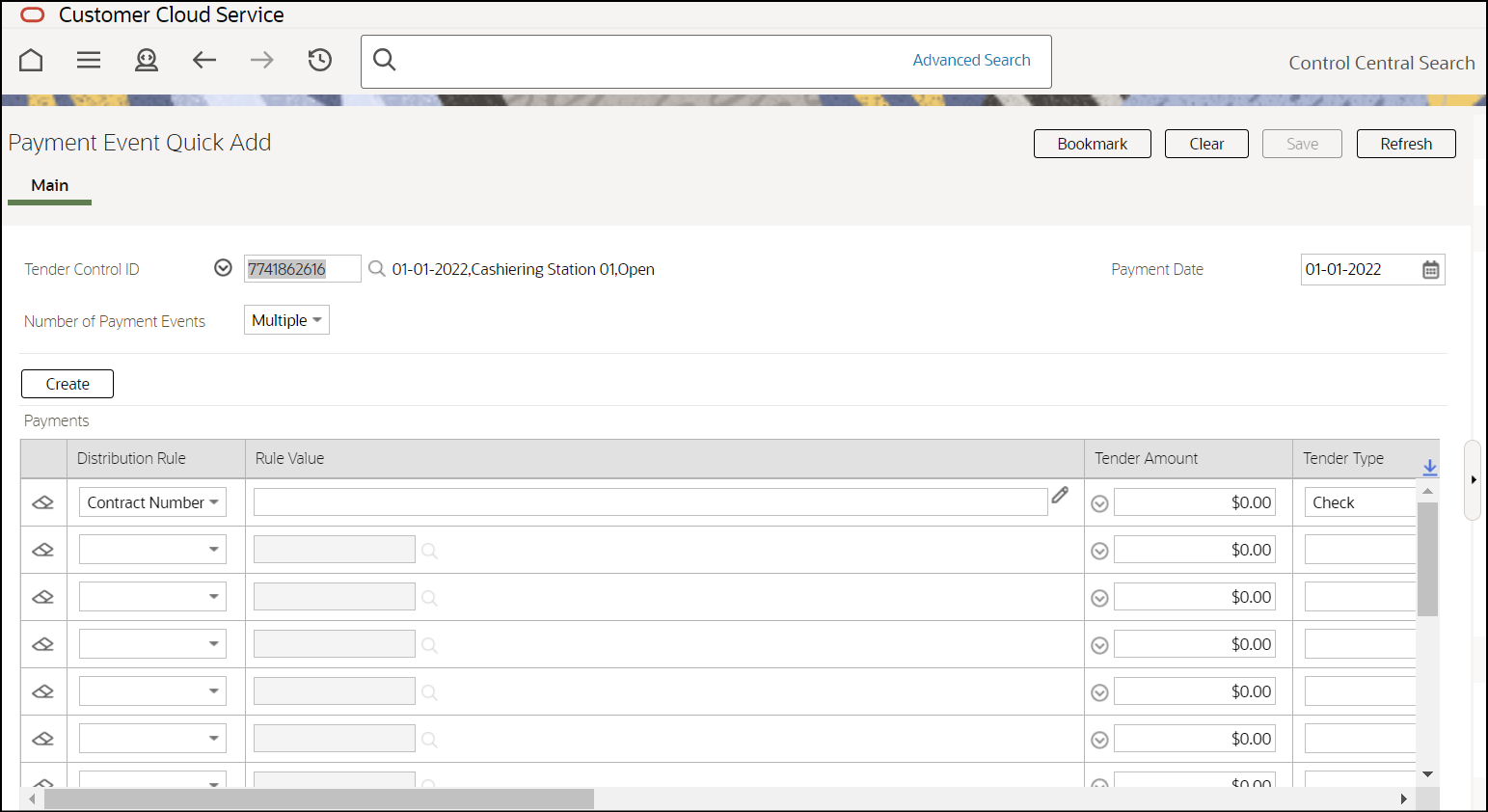
### Payment Event Add



### Payment Quick Add



### Payment Event Quick Add



### Payment

