**CCS**

**24B**

**4.3.1.1b** **Process Non-Billed**

**Monitored Budget Payments**

Creation Date: May 5, 2009

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## Brief Description

**Business Process: 4.3.1.1b CCS**.**Process Non-Billed Monitored Budget Payments**

**Type: Sub Process**

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

**Sibling Processes: 4.3.1.1 CCS**.**Manage 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, 3.4.4.1b CCS.Enroll in Non-Billed Budget, 3.4.4.2b CCS.Renew Non-Billed Budget, 3.4.4.3b CCS.Expire Non-Billed Budget, 4.2.2.10b CCS.Manage Monitored-Unmonitored Non-Billed Budget Billing**

This process describes the Non-Billed Budget Scheduled Payment Background Process for monitored Non-Billed Budgets. In addition, the payment process and financial impact for the monitored Non-Billed Budget and Covered SA’s are provided.

When a scheduled payment is due for a monitored [Non-Billed Budget](#AccountNBB), an adjustment is created to increase the Non-Billed Budget’s current balance by the expected amount. The current balance on the [Non-Billed Budget SA](#AccountNBBSA) can be monitored to ensure payments are made on time.

## Business Process Model Page 1



## Business Process Model Page 2



## Detail Business Process Model Description

[**1.0**](#BusinessProcessModel1) **Group - Create Adjustment for Non Billed Budget SA for Amount of Expected Payment**

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

**Description:**

When a scheduled payment is due, CCS(CCB) creates an adjustment to increase the monitored Non-Billed Budget’s current balance by the expected payment amount. The Adjustment Code and Algorithm to create the Adjustment need to be created for payment. The attached Algorithm handles the Payment using the Algorithm and Adjustment Code to create the Financial Payment

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

|  |
| --- |
| C1-BCMP-NBB – Algorithms of this type distribute the credit payoff balance from a non-billed budget SA to the covered SAs, thus reducing the amount owed for those SAs by the accumulated payment credits.  Moneys may be distributed to any SA covered by the non-billed budget, even if it was not billed. |

**Customizable process N Batch Process Name:**

|  |
| --- |
| NBBPS – Non-Billed Budget Scheduled Payment Process |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Algorithms |
| Adjustment Type |
| Payment Segment Type |

[**1.1**](#BusinessProcessModel1) **Group - Apply Credit Balance to Non Billed Budget SA up to Scheduled Payment Amt**

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

**Description:**

After the Process Non Billed Budget Scheduled Payment Algorithm creates the next scheduled payment, (adjustment), it looks for a credit amount on an overpayment SA and creates an adjustment to transfer the credit balance (or amount of payment if the credit is more than the scheduled payment amount) from the overpayment SA to the [Non-Billed Budget SA](#AccountNBBSA).

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

|  |
| --- |
| C1-BCMP-NBB – Algorithms of this type distribute the credit payoff balance from a non-billed budget SA to the covered SAs, thus reducing the amount owed for those SAs by the accumulated payment credits.  Moneys may be distributed to any SA covered by the non-billed budget, even if it was not billed. |

**Customizable process N Batch Process Name:**

|  |
| --- |
| NBBPS – Non-Billed Budget Scheduled Payment Process |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Algorithm |
| Overpayment Transfer Adjustment Type |
| Overpayment SA Type |

[**1.2**](#BusinessProcessModel1) **Group Keep Remaining Credit on Excess Credit SA**

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

**Description:**

The remaining credit is kept on the Excess Credit SA to be applied when the scheduled background process is executed again.

[**1.3**](#BusinessProcessModel1) **Financial Effect of Non Billed Budget Scheduled Payment Processing Background Process**

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

**Description:**

The Current Balance is the Scheduled Payment Amount and Payoff Balance for the Non- Billed Budget is “0”. The Covered SA’s Current Balance = “0”. The Covered SA’s Payoff Balance = Actual Amount Owed.

[**1.4**](#BusinessProcessModel1) **Upload Payment Information (Process X Custom Process)**

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

**Description:**

Payments are uploaded in CCS(CCB). This is a custom process.

[**1.5**](#BusinessProcessModel1) **Add Payment (in Incomplete Status)**

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

**Description:**

The payment is added and assigned an incomplete status in CCS(CCB).

[**1.6**](#BusinessProcessModel1) **Distribute Payment Automatically to Non Billed Budget SA**

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

**Description:**

The CSR or Authorized User distributes the payment.

**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 and age of Debt. |
| 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 and age of Debt. |
| C1-BCMP-NBB - NBB Credit Transfer - This algorithm of this type distribute the credit payoff balance from a non-billed budget SA to the covered SAs, thus reducing the amount owed for those SAs by the accumulated payment credits |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Customer Class Controls |
| Payment Distribution Algorithm |
| Payment Segment type |

[**1.7**](#BusinessProcessModel1) **Apply Credit to Non Billed Budget SA**

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

**Description:**

An overpayment is applied to the highest priority SA. The Non-Billed Budget SA must be configured as the highest priority and allow overpayment.

**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) |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Customer Class Controls |
| Overpayment Distribution Algorithm |
| Non Billed Budget SA Type |

[**1.8**](#BusinessProcessModel1) **Create Excess Credit SA**

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

**Description:**

It is recommended an Excess Credit SA be used to distribute overpayments for Non-Billed Budgets. Payments in excess of the Non-Billed Budget’s current balance are credited to an overpayment (excess credit) SA.

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

|  |
| --- |
| C2M-OVRPY-CR - This algorithm books excess credit from an overpayment to an excess credit service agreement identified by CIS Division and SA Type.  Recommended CIS Division and SA type supplied is one-time and non-billable.  The excess credit SA is determined as follows:  - If a non-canceled and non-closed excess credit SA exists, the excess credit will be applied to it.  - If closed excess credit SA exists and if Reinstate Excess Credit SA is set to 'Y', the closed SA is reinstated and the excess credit will be applied to it.  - If not, a new excess credit SA is created using CIS Division and SA Type. |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Non Billed Budget SA type |
| Customer Class Controls |
| Excess Credit SA type |
| Overpayment Distribution Algorithm |

[**1.9**](#BusinessProcessModel1) **Apply Credit to Excess Credit SA**

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

**Description:**

The remaining credit is transferred to an Excess Credit SA.

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

|  |
| --- |
| CI\_OVRPY-CR - This overpayment algorithm will apply an overpayment to an Excess Credit SA. If a non-canceled and non-closed Excess Credit SA exists, the credit will be applied to it. If not, a new excess credit SA is created |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Non Billed Budget SA type |
| Customer Class Controls |
| Excess Credit SA type |
| Overpayment Distribution Algorithm |

[**2.0**](#BusinessProcessModel1) **Freeze Payment**

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

**Description:**

The Payment is frozen in CCS(CCB).

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

|  |
| --- |
| C1-PSEG-AC -This algorithm is only used if you practice Cash Accounting. |
| C1-PSEG-CA - This algorithm creates a financial transaction for a payment segment where:  - Payoff amount = 0.  - Current amount = payment segment amount.  - The general ledger is affected |
| 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 |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Payment Segment Type |

[**2.1**](#BusinessProcessModel1) **Financial Effect of Payments Monitored NBB – Refer to 4.3.1.1 CCS.Manage Payments**

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

**Description:**

The customer on a Non-Billed Budget Plan has a Current Balance of “0”, and the Payoff Balance is always the amount the customer really owes or the actual balance for the covered utility SA’s. The Non-Billed Budget SA is impacted by payments as follows:

**Payment in Full**

Set NBB Current Balance = “0”. Set Payoff Balance = (Accumulated Balance including Payment)

**Underpayment**

Set NBB Current Balance = Schedule payment less Actual Payment. Set Payoff Balance = (Accumulated Balance including Payment)

**Overpayment**

Set NBB Current Balance = “0”. Set Payoff Balance = (Accumulated Balance including Payment)

[**2.2**](#BusinessProcessModel2) **Search for Customer**

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

**Description:**

To apply a payment the CSR or Authorized User locates the customer in CCS(CCB) using [Control Central Search](#ControlCentralSearch). Once the customer is located [Control Central Alerts](#AdmnMenuInstallationOptions) assist the CSR or Authorized User with pertinent information for the customer/account.

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

|  |
| --- |
| [Installation Options – Control Central Alerts](#AdmnMenuInstallationOptions) |

[**2.3**](#BusinessProcessModel2) **Post Payment Details**

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

**Description:**

The CSR or Authorized User posts the payment details including amount tendered and total payment amount. The payment is assigned an incomplete status.

[**2.4**](#BusinessProcessModel2) **Request Automated Distribute and Freeze Payment**

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

**Description:**

The CSR or Authorized User selects automated distribution and freezing of payment. The payment is distributed using the distribution priority defined on Customer Class and the Payment Segment Type’s associated financial algorithm as defined on each SA Type.

**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 |
| C1-PSEG-AC -This algorithm is only used if you practice 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 payment segment where:  - Payoff amount = 0.  - Current amount = payment segment amount.  - The general ledger is affected |
| 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 |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Customer Class Controls |
| Payment Segment Type |

[**2.5**](#BusinessProcessModel2) **Populate Distribution Details Manually to Specific SAs**

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

**Description:**

The CSR or Authorized User may override the defined payment distribution and apply the payment to one specific service agreement or may alternately distribute the payment to many service agreements. The Payment is in freezable status.

**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 |
| C1-PSEG-AC -This algorithm is only used if you practice 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 payment segment where:  - Payoff amount = 0.  - Current amount = payment segment amount.  - The general ledger is affected |
| 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 |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Customer Class Controls |
| Payment Segment Type |
| Payment Distribution Algorithms |

[**2.6**](#BusinessProcessModel2) **Update Distribution**

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

**Description:**

Changes to Distribution are updated in CCS(CCB).

[**2.7**](#BusinessProcessModel2) **Request Default Distribution Prior to Freezing Payment**

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

**Description:**

The CSR or Authorized User determines there is an overpayment or wants to view default distribution prior to any other changes in distribution. An overpayment or Excess Credit SA is created for an overpayment.

**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 |
| C1-PSEG-CA - This algorithm creates a financial transaction for a payment segment where:  - Payoff amount = 0.  - Current amount = payment segment amount.  - The general ledger is affected |
| 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 |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Customer Class Controls |
| Payment Segment Type |

[**2.8**](#BusinessProcessModel2) **Evaluate Distribution of Payment**

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

**Description:**

The CSR or Authorized User reviews and evaluates the existing distribution to determine if any changes are required.

[**2.9**](#BusinessProcessModel2) **Change Distribution Details**

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

**Description:**

The CSR or Authorized User determines there is a need to change the presented distribution and makes changes accordingly.

[**3.0**](#BusinessProcessModel2) **Request Freeze Payment**

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

**Description:**

The CSR or Authorized User freezes the payment.

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

|  |
| --- |
| C1-PSEG-AC -This algorithm is only used if you practice 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 payment segment where:  - Payoff amount = 0.  - Current amount = payment segment amount.  - The general ledger is affected |
| 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 |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Customer Class Controls |
| Payment Segment Type |
| Payment Distribution Algorithms |

## Test Assets related to the Current Process

| Testing Asset Sr.No | Use Case | No Of Data sets |
| --- | --- | --- |
|  |  |  |
| 1 | URM-CCS-4311b-001-Process-NBB-Scheduled-Paymets-Via-Batch-NBBPS | 3 |
| 2 | URM-CCS-4311b-002-Create-Autopay-For-NBB-Via-Batch-Process-NBBAPAY | 1 |
| 3 | URM-CCS-4311b-003-Create-Payment-For-NBB | 2 |
| 4 | URM-CCS-4311b-004-Create-Payment-For-NBB-With-Over-Payment | 2 |

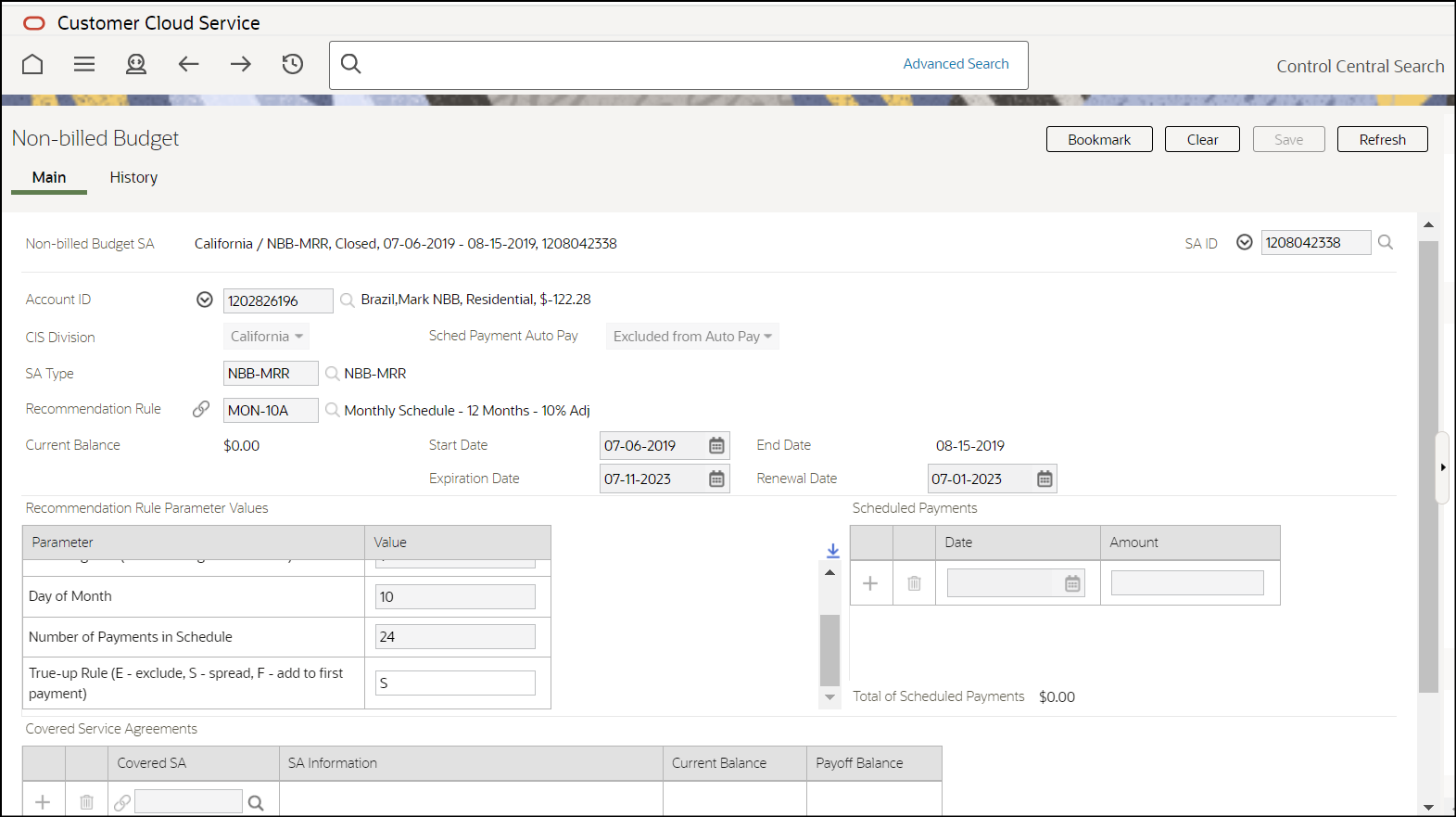
## Document Control

**Change Record**

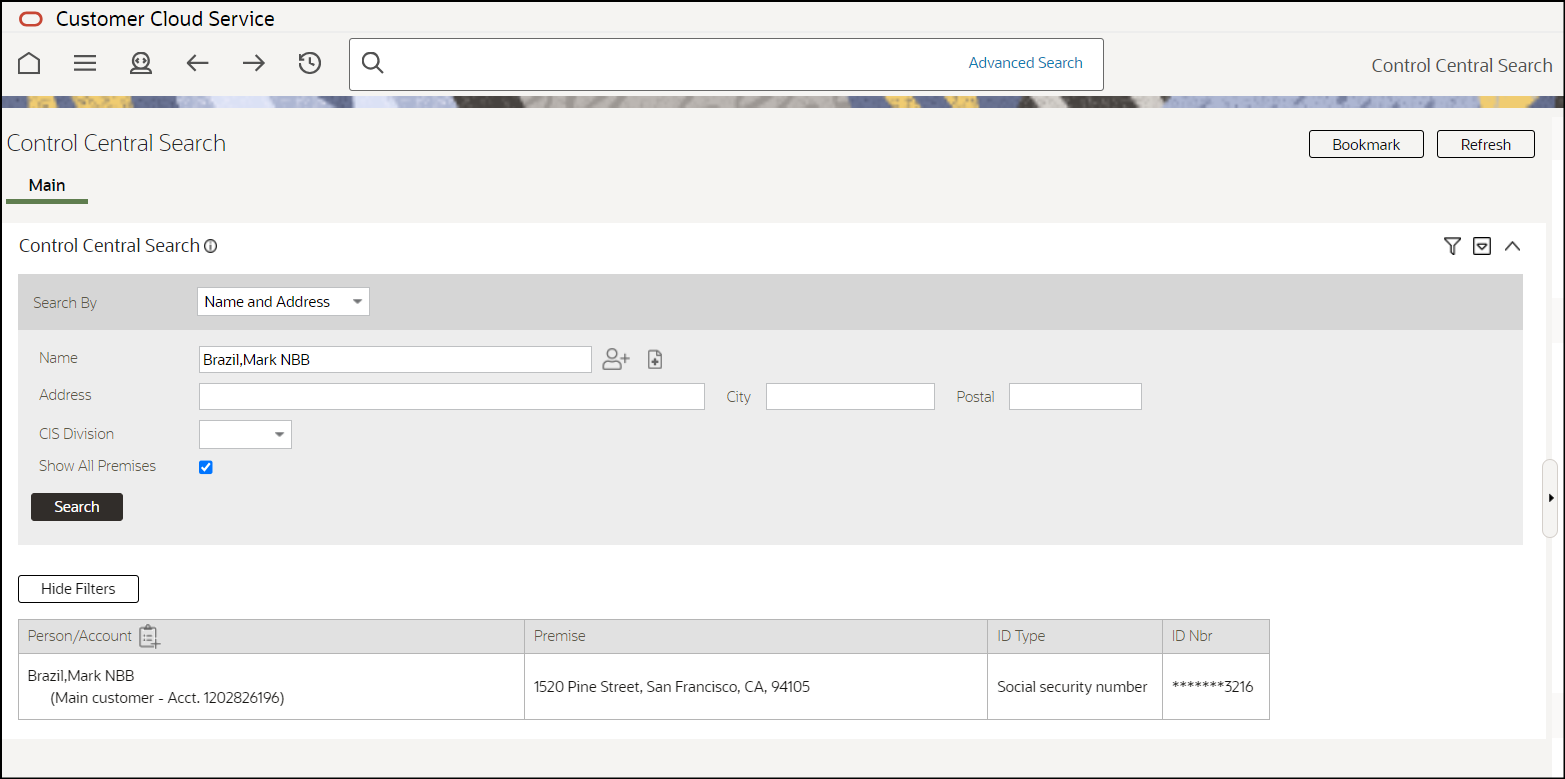
| Date | Author | Version | Change Reference |
| --- | --- | --- | --- |
|  |  |  |  |
| 3/25/09 | Colleen King | Draft 1a | No Previous Document |
| 5/5/09 | Colleen King |  | Multiple Changes April - May |
| 5/22/09 | Colleen King |  | Changes based on new guidelines and changes to payment distribution |
| 10/22/10 | Geir Hedman |  | Updated Title and Content page |
| 12/03/10 | Ze’ev Lavee |  | Update Algorithms and Background process |
| 12/26/10 | Ayelet Lavee |  | Release review minor changes to Visio and edits through the document. |
| 2/9/11 | Geir Hedman |  | Updated Document and Visio |
| 11/18/13 | Dean Davis |  | Updated Document and Visio |
| 11/30/2013 | Galina Polonsky |  | Reviewed |
| 09/09/15 | Don Lee |  | Updated to v2.5 |
| 09/15/2015 | Galina Polonsky |  | Reviewed, Approved |
| 08/16/2017 | Isuru Ranasinghe |  | Updated formatting for v2.6 |
| 08/24/2017 | Don Lee |  | Updated for C2M. Updated Algorithms used in new version and updated screen shots. |
| 09/22/2017 | Ekta Dua |  | Updated Document and Visio |
| 09/25/2017 | Galina Polonsky |  | Reviewed, Approved |
| 6/7/2019 | 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:

### Account/Monitored Non-Billed Budget



### Control Central Search



### 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/Monitored Non-Billed Budget Service Agreement

