**CCS**

**24B**

**4.3.1.1c** **Process Non-Billed**

**Unmonitored Budget Payments**

Creation Date: May 5, 2009

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.

**Copyright © 2024, Oracle. All rights reserved.**

**This document is provided for information purposes only and the contents hereof are subject to change without notice.**

**This document is not warranted to be error-free, nor subject to any other warranties or conditions, whether expressed orally or implied.**

**in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any**

**liability with respect to this document and no contractual obligations are formed either directly or indirectly by this document. This document**

**may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission. Oracle, JD Edwards, PeopleSoft, and Siebel are registered trademarks of Oracle Corporation and/or its affiliates. Other names may be trademarks of their respective owners.**

Contents

Brief Description 4

Business Process Model Page 1 5

Business Process Model Page 2 6

Detail Business Process Model Description 7

Test Assets related to the Current Process 14

Document Control 15

Attachments: 16

Control Central Search 16

Account Financial History 17

Billing History 18

Account/Credit & Collection 19

Payment Portal 20

Payment Event Add 21

Payment Quick Add 22

Payment Event Quick Add 23

Payment 24

Account/Unmonitored Non-Billed Budget 25

Admin Menu/Installation Options 26

## Brief Description

**Business Process: 4.3.1.1c CCS.Process Non-Billed Unmonitored Budget payments**

**Process Type: Sub Process**

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

**Sibling Processes: 4.3.1.1 CCS.Manage Payments,4.3.1.1b CCS.Process Non-Billed Monitored 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, 4.2.2.10a CCS.Manage Budget Billing, 4.2.2.10b CCS.Manage Monitored and Unmonitored Budget Billing, 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, 4.3.1.1b CCS.Process Monitored Non-Billed Budget Payments, 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**

This process describes the Non-Billed Budget application of payments for Unmonitored Non-Billed Budgets. In addition, the financial impact to the Unmonitored Non-Billed Budget and Covered SA’s are provided. The Unmonitored [Non-Billed Budget](#AccountNBB) Plan allows a customer to make optional prepayments towards a bill. The Unmonitored [Non-Billed Budget Service Agreement](#AccountNBBSA) holds the Payment Schedule for the customer.

## Business Process Model Page 1



## Business Process Model Page 2



## Detail Business Process Model Description

[**1.0**](#BusinessProcessModel) **Remove Scheduled Payment for Unmonitored Non-Billed Budget**

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

**Description:**

When a customer is on Unmonitored Non-Billed Budget CCS(CCB) removes the scheduled payment. No adjustments for the payment amount are created. The Unmonitored [Non-Billed Budget SA](#AccountNBBSA) Current and Payoff balances are not impacted. Financial transactions remain on the Covered SA’s. The Unmonitored Non-Billed Budget balance is always “0”.

**Customizable process: Y Batch Process Name:**

|  |
| --- |
| NBBPS – Process NBB scheduled payments |

**Configuration required: Y Entities to Configure:**

|  |
| --- |
| Unmonitored NBB SA Type |

[**1.1**](#BusinessProcessModel) **Search for Customer**

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

**Description:**

When the Customer contacts the Company to make 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 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) |
| C1-PY-INFO This algorithm formats the Payment Information that appears throughout the system. |
| C1-RCE-APAY - Return true if on autopay |

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

A**ctor/Role: CSR or Authorized User**

**Description:**

The CSR or 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](#_Admin_Menu/Installation_Options) such as a Cash Only customer and other [Dashboard](#_Control_Central_/) information assists 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 – Control Central Alerts](#AdmnMenuInstallationOptions) |
| 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 |

[**1.3**](#BusinessProcessModel) **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 using the [Payment Portal](#_Payment_Portal), [Payment Event Add](#_Payment_Event_Add), [Payment Event Quick Add](#_Payment_Event_Quick_1) or [Payment Quick Add](#_Payment_Event_Quick) functionality. Refer to 4.3.1.1 CCS.Manage Payments or 4.3.1.1d CCS. Manage Auto-Payments for details. The payment is assigned an incomplete status.

[**1.4**](#BusinessProcessModel) **Add Payment in Incomplete Status**

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

**Description:**

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

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 |
| C1-ICChkApay - Check if account is on autopay |

**Service Script:**

|  |
| --- |
| C1-PayEvtPre - Add payment event pre processing service script (shared by CIS and Non-CIS |
| WX-APDisp - Automatic Payment Task Display Script |
| C1-RETLATAAP - [Retrieve Account Autopay Details](https://slc12cuz.us.oracle.com:6201/ouaf/uiPage/scriptDataAreaGrid?language=ENG) |

**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 |

[**1.5**](#BusinessProcessModel)  **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 when posting the initial payment details in Step 1.3 and Step 1.4. 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 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.

[**1.6**](#BusinessProcessModel) **Distribute Payment**

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

**Description:**

The payment is distributed in CCS(CCB) automatically. 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.

**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 |
| WX-CRE-OTPAY -- This algorithm type is used to process a one time payment. |
| 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. |

**Configuration required Y Entities to Configure:**

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

**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**](#BusinessProcessModel) **Freeze Payment and Update Status to Frozen**

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

**Description:**

The payment is frozen in CCS(CCB)

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

|  |
| --- |
| C1-PSEG-NM - Payoff Amt = Current Amt = Pay Amt |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Customer Class Controls |
| Payment Segment 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**](#BusinessProcessModel) **Apply Credit to Specific Defined SA**

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

**Description:**

One of the configurable options is to apply the overpayment to the highest priority SA that allows overpayment.

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

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

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Customer Class Controls |
| Overpayment Distribution Algorithm |

**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**](#BusinessProcessModel) **Create Overpayment SA**

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

**Description:**

Another option is to apply the excess credit to an overpayment (excess credit) SA type. It is recommended an Overpayment or Excess Credit SA be used to distribute overpayments for Non-Billed Budgets.

**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.  If Create Separate Payment is set to 'Y', a separate payment is created for the Excess Credit SA. This separate payment may be used to pay-off new charges.  This option is to be implemented in combination with the SA Type - Bill Completion algorithm, Payoff Account's Debt using Credit SA balance (C1-PYOF-DBT). |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Customer Class Controls |
| Overpayment 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. |

[**2.0**](#BusinessProcessModel) **Apply Credit to Overpayment SA**

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

**Description:**

The credit is transferred to an overpayment or Excess Credit SA type.

**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.  If Create Separate Payment is set to 'Y', a separate payment is created for the Excess Credit SA. This separate payment may be used to pay-off new charges.  This option is to be implemented in combination with the SA Type - Bill Completion algorithm, Payoff Account's Debt using Credit SA balance (C1-PYOF-DBT). |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Customer Class Controls |
| Overpayment 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. |

[**2.1**](#BusinessProcessModel) **Populate Distribution Details for 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.

[**2.2**](#BusinessProcessModel) **Request Default Distribution Prior to Freezing Payment**

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

**Description:**

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

[**2.3**](#BusinessProcessModel) **Evaluate Payment Distribution**

**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.

[**2.4**](#BusinessProcessModel) **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.

[**2.5**](#BusinessProcessModel) **Update Distribution**

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

**Description:**

Changes to Distribution are updated in CCS(CCB)

[**2.6**](#BusinessProcessModel) **Request Freeze Payment**

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

**Description:**

The CSR or Authorized User freezes the payment.

**[2.6](#BPM2) Upload Payment Information**

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

**Description:**

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

**Customizable process N Process Name:**

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

## Test Assets related to the Current Process

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

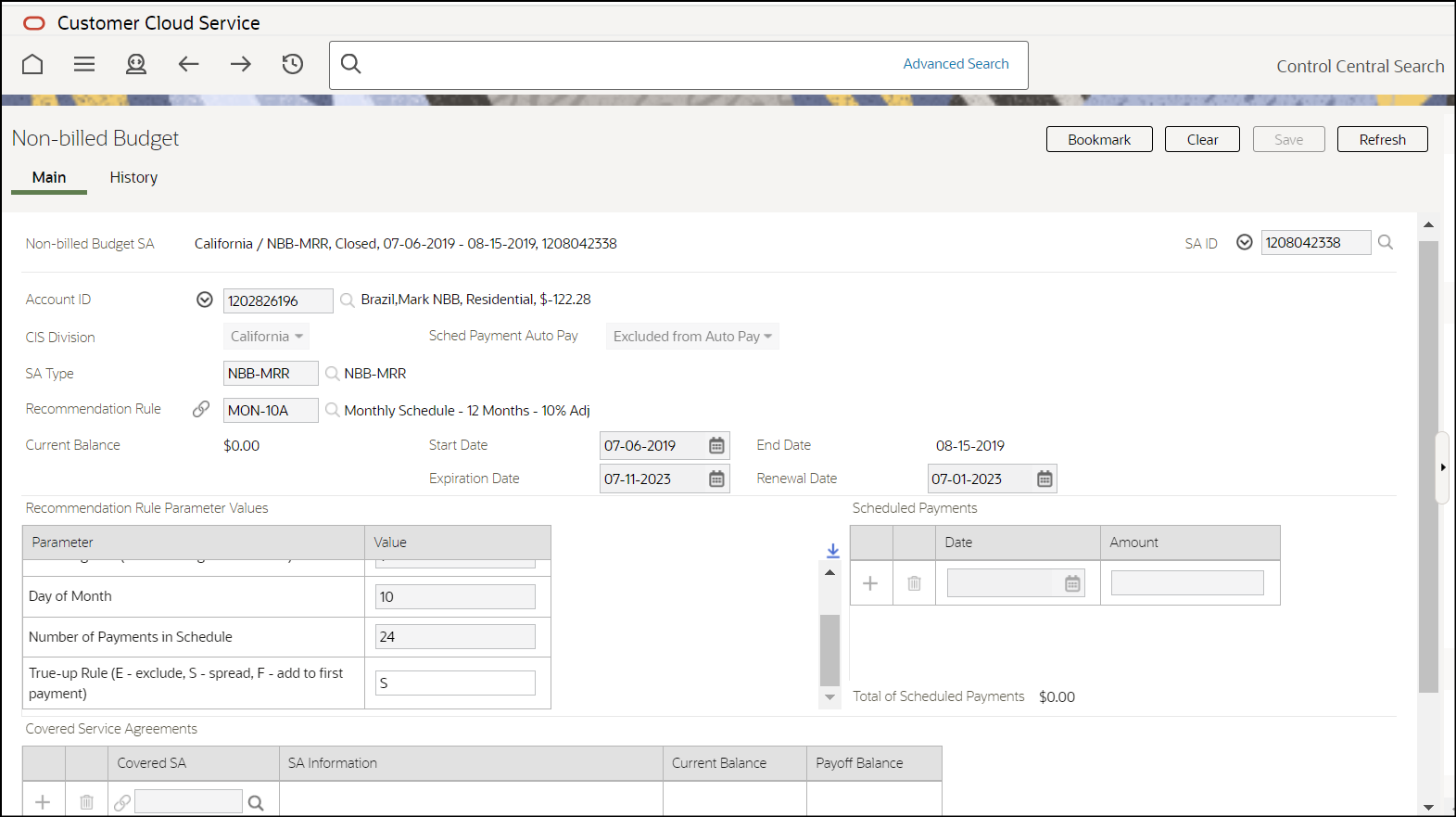
## Document Control

**Change Record**

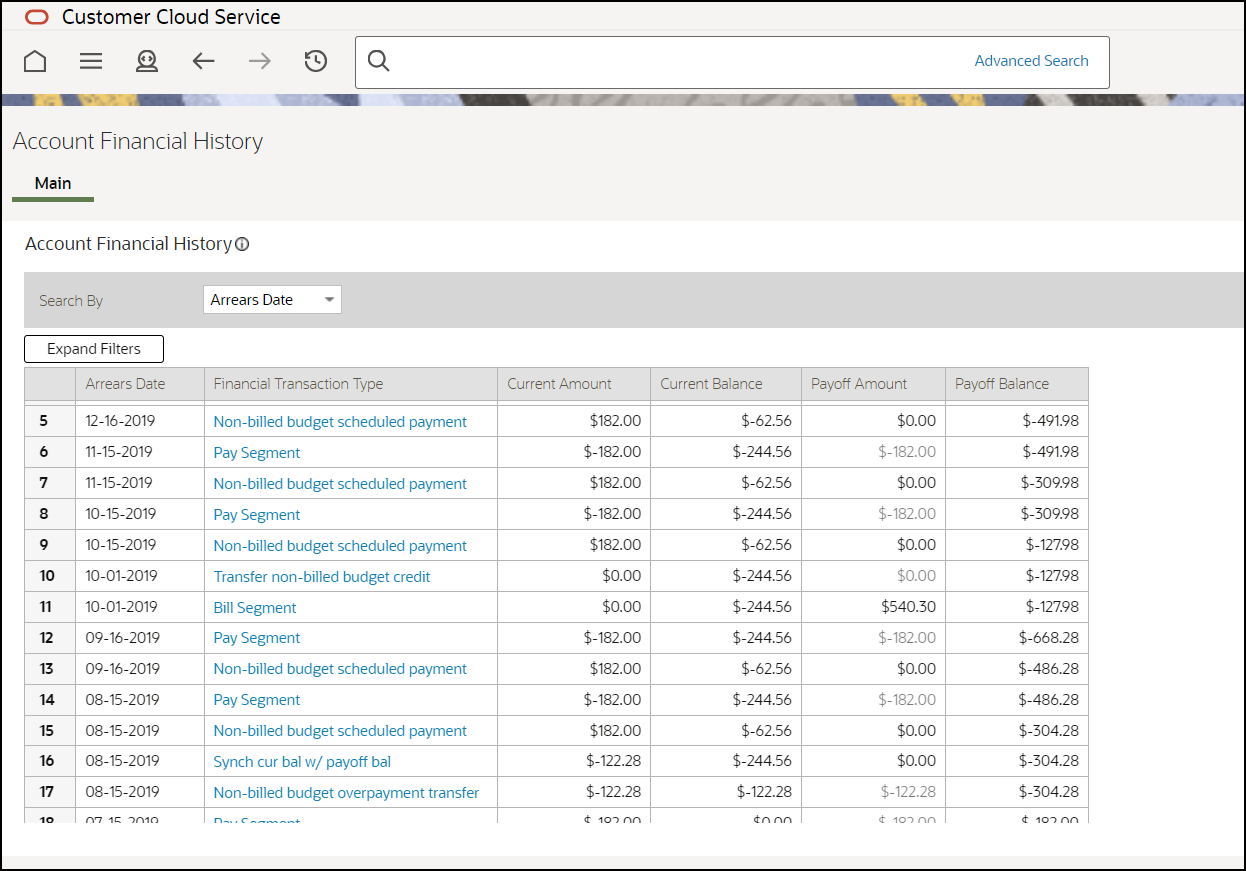
| Date | Author | Version | Change Reference |
| --- | --- | --- | --- |
|  |  |  |  |
|  |  | Draft 1a | No Previous Document |
| 5/5/09 | Colleen King |  | Multiple Changes April - May |
| 5/16/09 | Colleen King |  | Additional Changes for Payment Distribution |
| 5/19/09 | Colleen King |  | Added an additional decision box missed earlier |
| 8/20/09 | Colleen King |  | After review |
| 10/22/10 | Geir Hedman |  | Updated Title and Content page |
| 12/6/10 | Ze’ev Lavee |  | Update Algorithms and background process |
| 12/25/10 | Ayelet Lavee |  | Release review change name of document and Visio, minor editing. |
| 2/9/11 | Geir Hedman |  | Updated Document and Visio |
| 10/16/13 | Emma Lee Tiamzon |  | Updated Document and Visio |
| 10/25/2013 | Galina Polonsky |  | Reviewed, Approved |
| 09/09/15 | Don Lee |  | Update to v2.5 |
| 09/15/2015 | Galina Polonsky |  | Reviewed, Approved |
| 08/16/2017 | Isuru Ranasinghe |  | Updated formatting to v2.6 |
| 08/28/2017 | Don Lee |  | Updated for C2M. Multiple changes to background process changes from Algorithm to Script |
| 09/22/2017 | Ekta Dua |  | Updated Document and Visio |
| 6/4/2019 | Satya Kalavala |  | Updated format for v2.7 |
| 06/24/2024 | Kunal Nerkar |  | Updated Document and Visio for CCS 24B |
| 12/16/2024 | Galina Polonsky |  | Reviewed, Approved |

## Attachments:

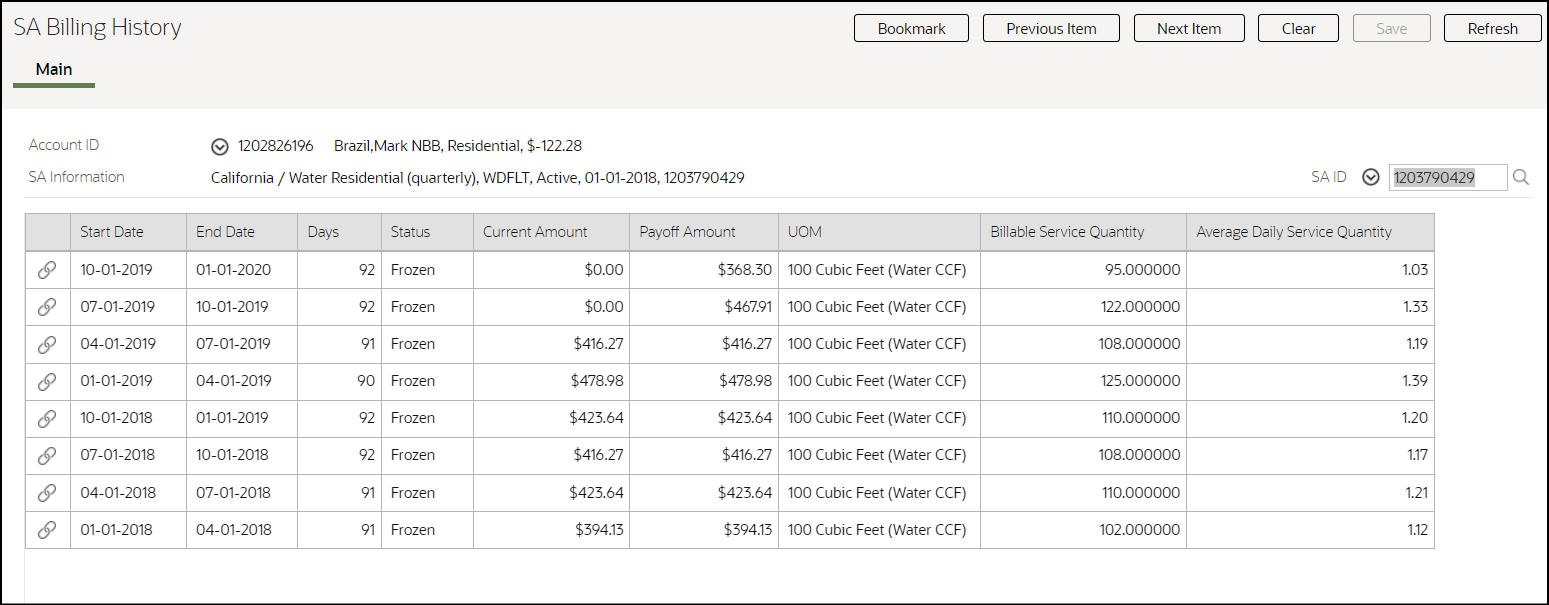
### Control Central Search



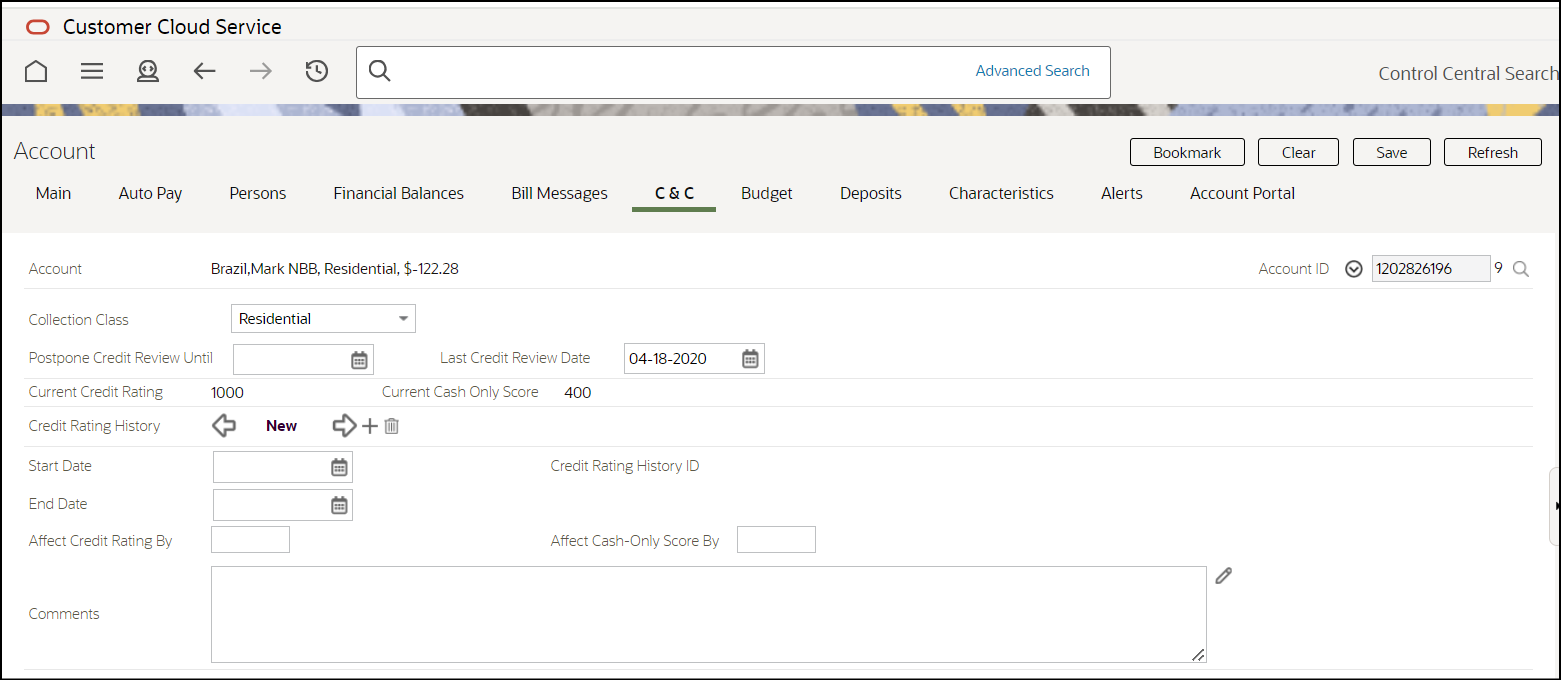
### Account Financial History



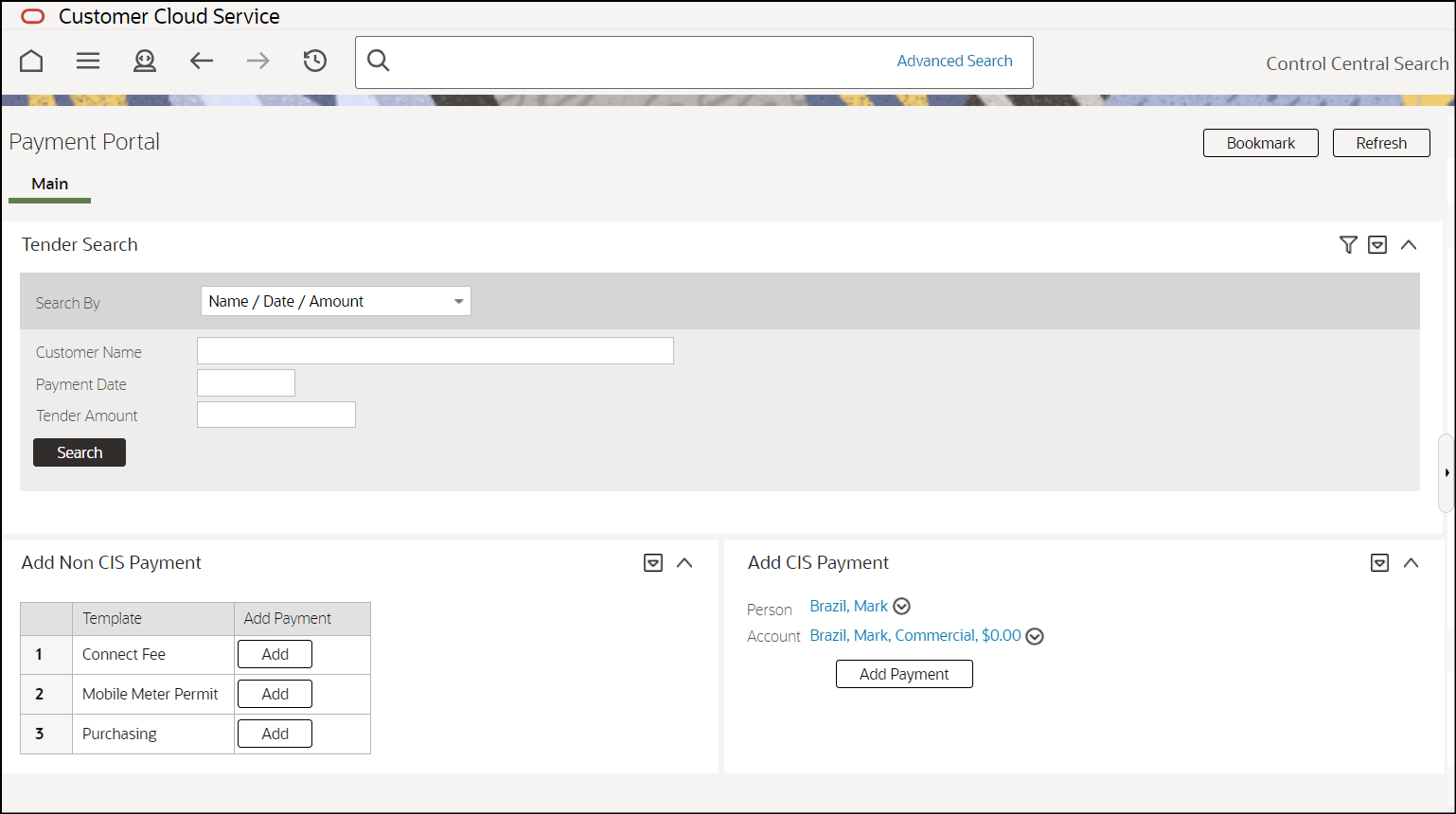
### Billing History



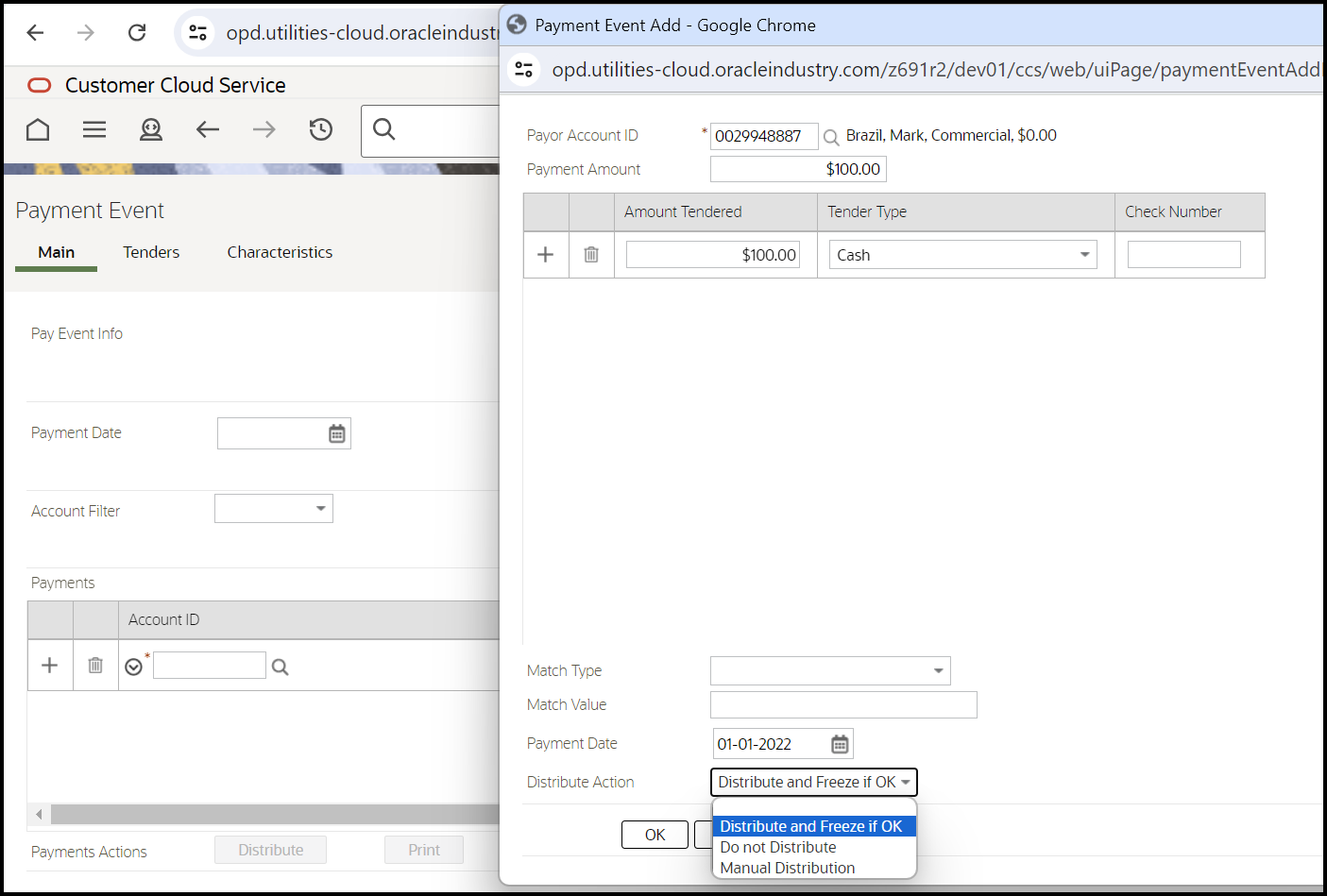
### Account/Credit & Collection



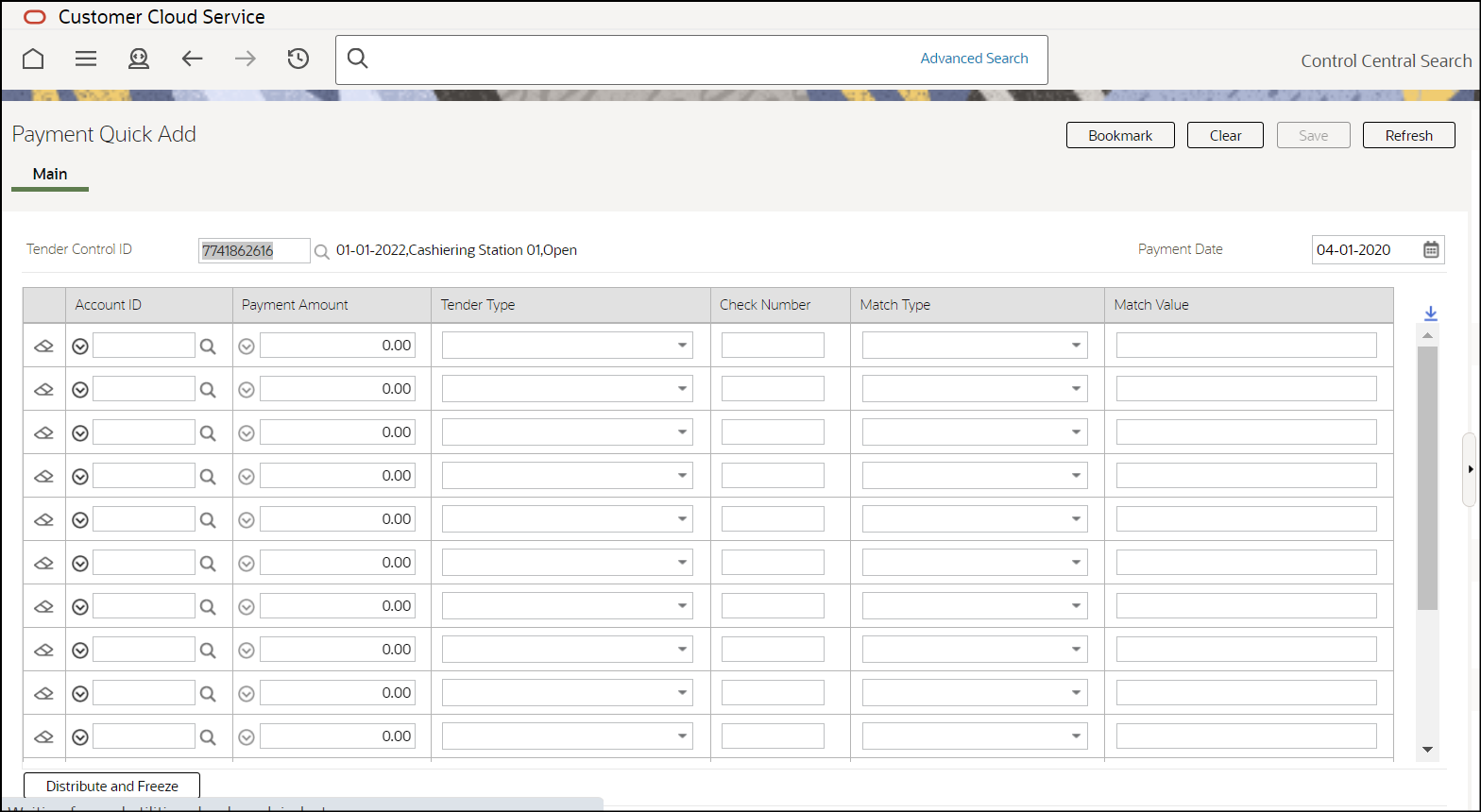
### Payment Portal



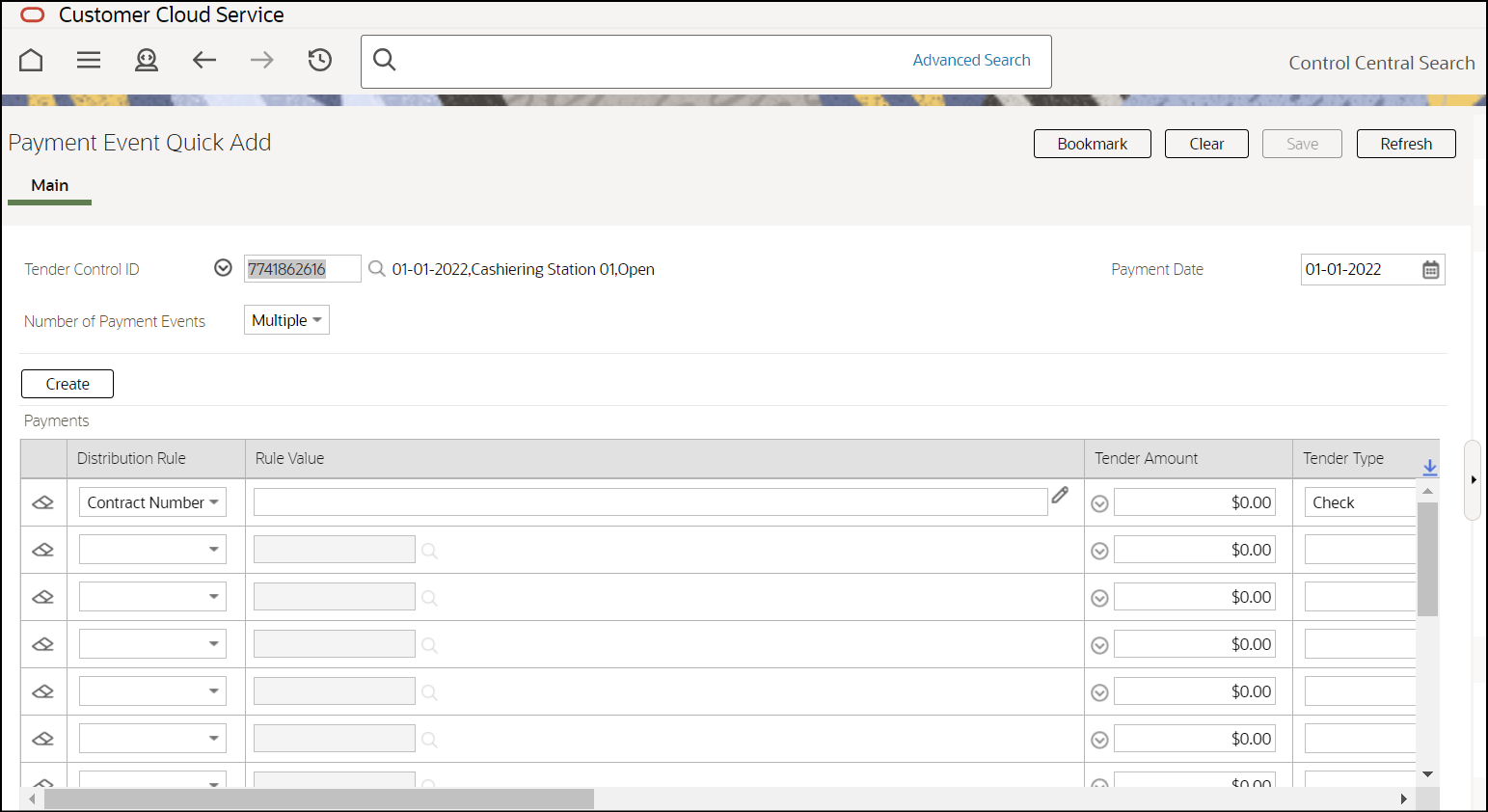
### Payment Event Add



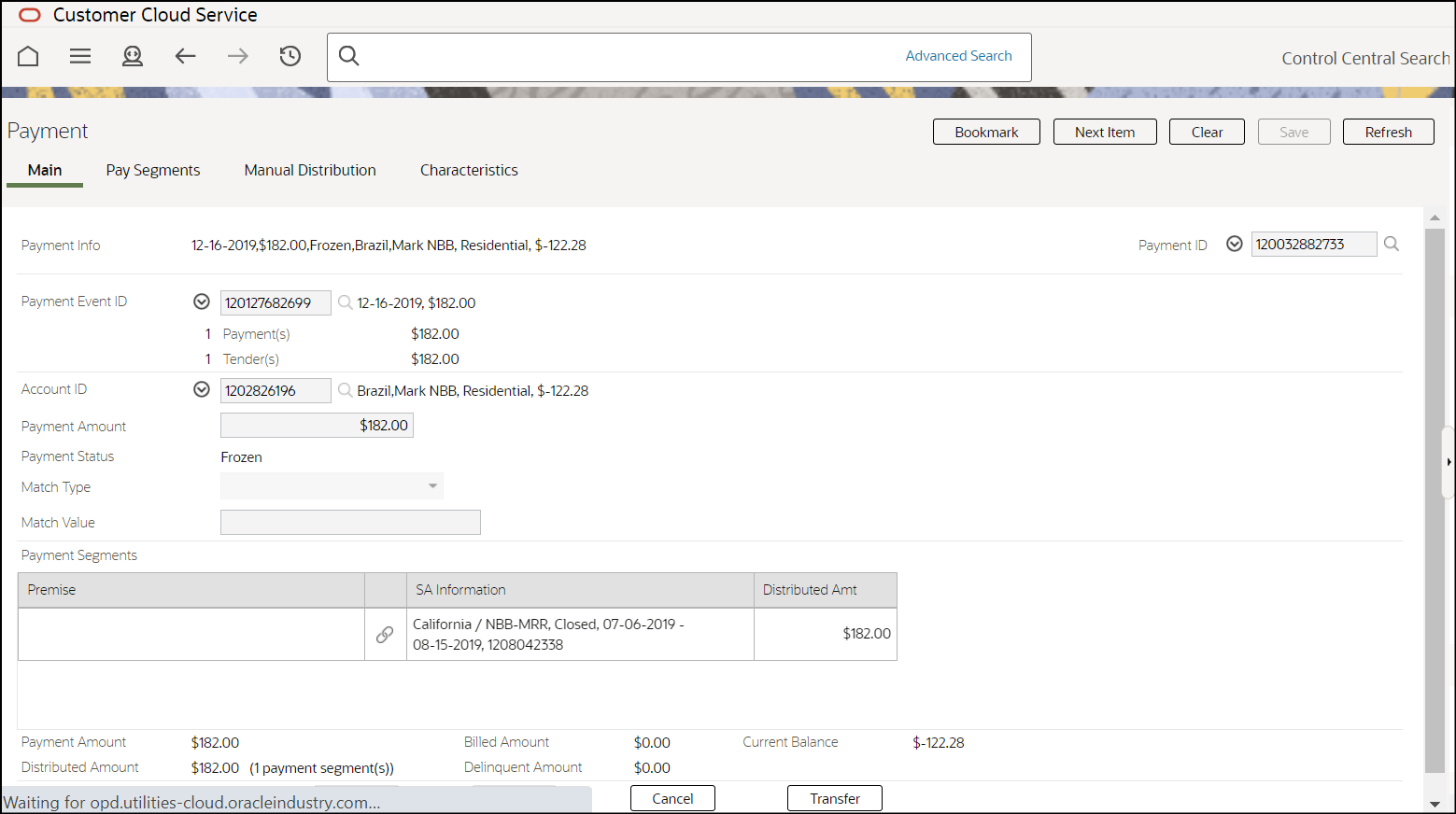
### Payment Quick Add



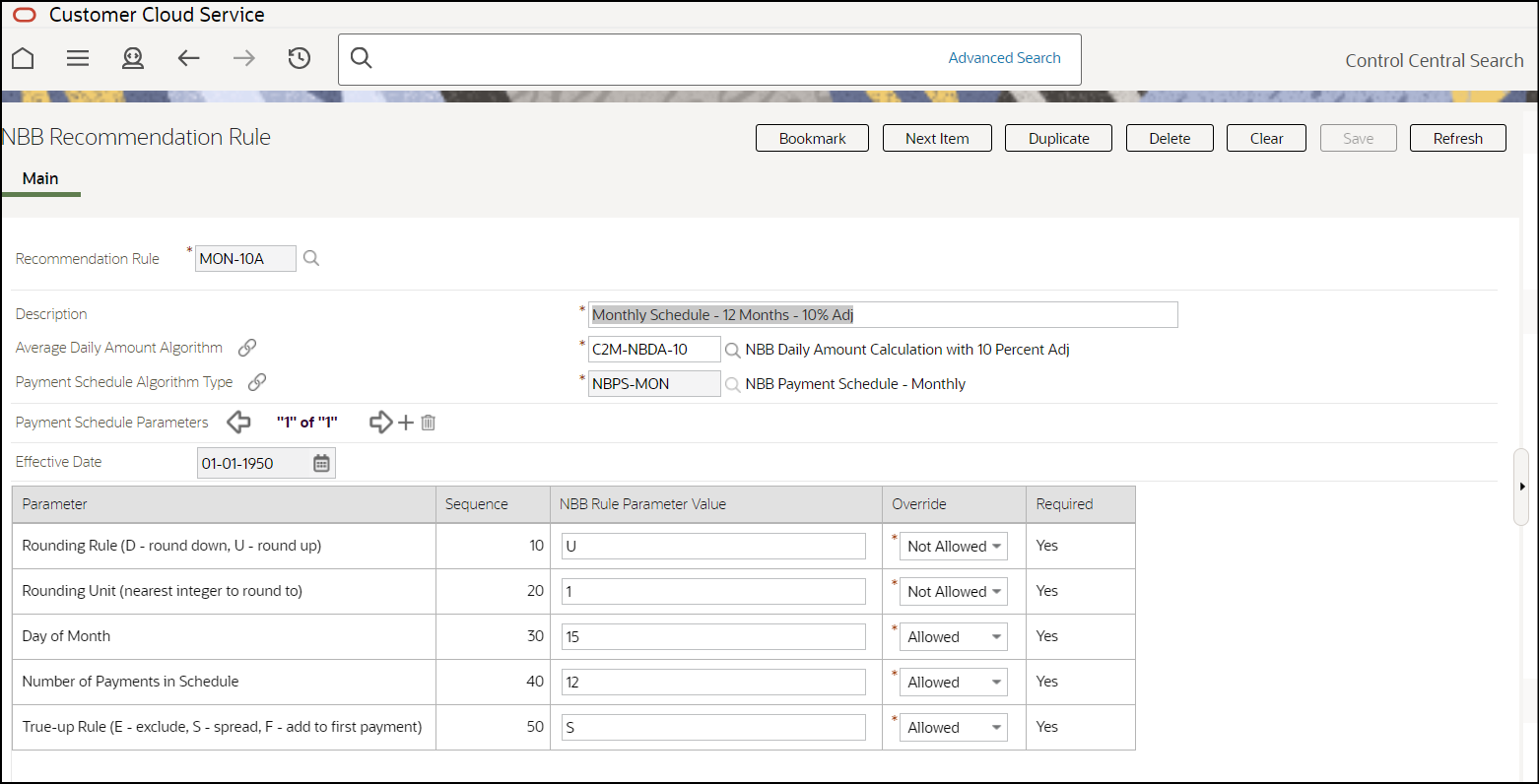
### Payment Event Quick Add



### Payment



### Account/Unmonitored Non-Billed 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