**CCS**

**24B**

**4.3.1.1d Manage Auto-Payments**

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Contents

Brief Description 4

Business Process Model Page 1 5

Business Process Model Page 2 6

Business Process Model Page 3 7

Business Process Model Page 4 8

Business Process Model Page 5 9

Business Process Model Page 6 10

Detail Business Process Model Description 11

Test Assets related to the Current Process 35

Document Control 36

Attachments: 37

Control Central Search 37

Admin Menu / Installation Options Control Central Alerts 37

Control Central / Dashboard 38

Account Financial History 39

Billing History 39

Account/Credit & Collection 40

Set Up Auto Payment 41

Payment Portal 42

Deposit Control 43

Tender Control 44

Payment Event 45

## Brief Description

**Business Process: 4.3.1.1d CCS.Manage Auto-Payments**

**Process Type: Sub-Process**

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

**Sibling Processes: 4.3.2 CCS.Perform Collection Activities, 4.3.1.1 CCS.Manage Payments, 4.3.1.1a CCS.Process Budget Payments, 4.3.1.1b CCS.Process Non-Billed Monitored Budget Payments 4.3.1.1c CCS.Process Non-Billed Unmonitored Budget Payments, 4.3.1.1e CCS.Manage Credit Card Payment, 4.3.1.2. CCS.Manage Workstation Cashiering,**

Current document contains description of Auto Payment process. This process takes place when Customer decides to pay bills automatically and places request to set up Auto Payment. If business rules allow you to process the Customer’s request to set up Auto Payment, CSR or Authorized User will populate all the required information in CCS(CCB) that allows system to create Auto Payment transaction after Billing calculates Customer’s bill. The standard ACH record is created automatically and becomes available for Automated Clearing House system. It allows Utility Company to receive payment from the Financial Institution indicated by the Customer. CSR or Authorized User has ability to control Auto Payment process manually and modify it if needed.

## 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



## Detail Business Process Model Description

[**1.0**](#BPM1) **Search for Customers’ Account**

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

**Description:**

After Customer’s request to set up Automatic Payments for an Account, the CSR or Authorized User accesses [Control Central Search](#ControlCentralSearch) to locate the customer in CCS(CCB). CSR or Authorized User performs the same search if Customer requests to stop Automatic Payment for the Account.

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Installation Options |

[**1.1**](#BPM1) **Evaluate Customer Account**

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

**Description:**

The CSR or Authorized User evaluates the Customer’s 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 for Auto Payment based on established business rules.

[**1.2**](#BPM1)**Set Up Auto Pay Option for Account**

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

**Description:**

The CSR or Authorized User enters information required for setting up auto pay and provided by Customer using [Auto Pay](#_Set_Up_Auto) tab. If Customer requested to stop Auto Payment CSR or Authorized User updates Auto Pay setting using [Auto Pay](#_Set_Up_Auto) tab. An Order can also be used to set up Auto Pay Option for Account.

[**1.3**](#BPM1) **Update Customer’s Account Information**

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

**Description:**

Auto Payment related information entered by CSR or Authorized User is stored in CCS(CCB**)**

**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. |
| Installation Options - C1-APAY-CRE Automatic Payment Creation |
| C2M-APAYDFLT - Automatic Payment Creation |
| C1-CR-NBRVAL Credit Card Number Validation |
| WX-SETAPAY Setup Account Auto Pay |
| C1-NT-CS-CRX - Auto Pay Expiring Credit Card Notice |

**Business Object Y Business Object:**

|  |
| --- |
| C1-StartStopRequestTask - Start/Stop Request Task |
| C1-NotifyExpiringCreditCardReq - Activity Request - Auto Pay with Expiring Credit Cards |
| C1-NotifyExpiringCreditCardReq - Activity Type - Auto Pay with Expiring Credit Cards |
| C1-NotifyExpiringCreditCardTyp - Activity Request - Stop Auto Pay on Expired Credit Cards |
| C1-ExpireCreditCardCustContact - Customer Contact - Auto Pay Credit Cards Expiration Notice |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Installation Options |
| Autopay Source Type |
| Autopay Route Type |

[**1.4**](#BPM1) **Populate Updated Data and Request Update Account**

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

**Description:**

If Customer requests to Update Auto Payment, CSR or Authorized User updates Auto Pay setting using [Auto Pay](#_Set_Up_Auto) tab.

[**1.5**](#BPM1) **Request Stop Auto Pay for Account**

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

**Description:**

If Customer requests to stop Auto Payment CSR, or Authorized User updates Auto Pay setting using [Auto Pay](#_Set_Up_Auto) tab.

[**1.6**](#_Business_Process_Model) **Manage Bill. Refer 4.2.2 CCS.Manage Bill processes**

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

**Description:**

When Automatic Payment option comes into effect, CCS(CCB) initiates Automated Payment process when batch or online Billing process takes place.

Automated Payment process is triggered when the following processes take place:

* 4.2.2.2 CCS.Manage Meter Charges
* 4.2.2.3 CCS.Manage Item Charges
* 4.2.2.4 CCS.Manage External and Miscellaneous Charges
* 4.2.2.5 CCS.Manage Loan Charges
* 4.2.2.6 CCS.Manage Deposit Charges
* 4.2.2.10a CCS.Manage Budget Billing
* 4.2.2.10b CCS.Manage Monitored and Unmonitored Non-Billed Budget Billing

Note: Automated Payment process is triggered when Account’s bill is getting completed. (See Bill Completion Group for details)

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

|  |
| --- |
| C1-RCE-APAY - Return True If On Autopay |

**Configuration required N Entities to Configure:**

|  |
| --- |
| Rates |

[**1.7**](#BPM1) **Evaluate Customer’s Account for Auto Pay Option Eligibility. Group: Billing. Bill Completion**

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

**Description:**

This step is a part of batch or manual Billing process and gets executed at the very end of the Billing process when Bill Completion takes place (See any of the following processes for clarifications: 4.2.2.2 CCS.Manage Meter Charges, 4.2.2.3 CCS.Manage Item Charges, 4.2.2.4 CCS. Manage External and Miscellaneous Charges, 4.2.2.5 CCS.Manage Loan Charges, 4.2.2.6 CCS.Manage Deposit Charges, 4.2.2.10a CCS.Manage Budget Billing, 4.2.2.10b CCS.Manage Monitored and Unmonitored Non-Billed Budget Billing)

Billing process evaluates configuration setting and determines if Automatic Payment can be created for the Account’s bill. If Account is eligible for Automatic Payment and Automatic Payment is in effect, system initiates Automatic Payment processing. Currently there are two options when Automatic Payment is created:

* at the bill completion time
* after bill is completed (process is initiated at the bill completion time, however completion of Auto Payment process takes place later and done by background extraction process or, as an exception, manually).

Utility Company selects the option that suites Company’s business practice the best way and configure system accordingly

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Customer Class |
| SA Type |
| Installation Option |

**Customizable process N Process Name:**

|  |
| --- |
| BILLING - Billing |

[**1.8**](#BPM1) **Calculate Auto Payment Amount Group: Billing. Bill Completion**

**Group: Auto Payment Amount**

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

**Description:**

Regardless of the Automatic Payment creation option selected by business (see step 1.7 of the current process description for details) CCS(CCB) calculates Automatic Payment amount when Billing process (Bill Completion) takes place.

Automated process System calculates Auto Payment Amount based on the business rules associated with automated process (sometimes business rules for automated process could be different from manual process)

Automatic Payment calculation takes place when:

* Billing process( completion) is executed
* Autopay Creation process is executed

Manual Process This step is executed when:

* bill is calculated and CSR or Authorized User completes bill manually
* CSR or Authorized User creates Automatic Payment online via Payment Event (using [Payment Event Add](#_Payment_Event) screen. System calculates Auto Payment Amount based on the business rules associated with online Billing or online Payment processes

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

|  |
| --- |
| C1-APAM-DFLT - Automatic Payment Amount Calculation |
| C2M-APAYDFLT - Automatic Payment Creation |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Installation Option |

**Customizable process N Process Name:**

|  |
| --- |
| BILLING - Billing |
| PPAPAY - Generate autopay for pay plans |

[**1.9**](#BPM1) **Reduce Auto Payment Amount Group: Billing. Bill Completion**

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

**Description:**

Some of the Companies’ business rules require to control and limit the amount of money that can be automatically debited from Customer’s financial institution account. If such a limit exists for Customer’s Account and Auto Payment Amount calculated in step 1.5 is greater than the indicated maximum withdrawal amount, system reduces Auto Payment Amount calculated in step 1.5 to the withdrawal maximum amount. This step is executed by batch and online billing processes

Automated process System reduces Automated Payment Amount to the withdrawal maximum as required by established business rules as a part of batch Billing (Bill completion) process.

Manual Process System reduces Automated Payment Amount to the withdrawal maximum as required by established business rules if CSR or Authorized User completes bill manually( this happens only if option to create Automated Payment at the bill completion time is selected and configured)

Note: System will not reduce Auto Payment Amount automatically if CSR or Authorized User creates Payment manually.

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

|  |
| --- |
| C1-APAM-DFLT - Automatic Payment Amount Calculation |
| C2M-APAYDFLT - Automatic Payment Creation |
| C1-APOL-RA - Create a To Do entry if autopay over account's limit |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Installation Option |
| Customer Class |

**Customizable process N Process Name:**

|  |
| --- |
| BILLING - Billing |

[**2.0**](#_Business_Process_Model) **Create To Do Group: Billing. Bill Completion**

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

**Description:**

If Automated Payment Amount has been reduced by system to maximum withdrawal amount (see step 1.9 of the current process for details), system creates To DO list entry to allow CSR or Authorized User to resolve the conflict.

Automated process System generates To Do list entry only if this step is executed from the Batch Billing.

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

|  |
| --- |
| C1-APAM-DFLT - Automatic Payment Amount Calculation |
| C1-APOL-RA - Create a To Do entry if autopay over account's |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Installation Option |
| Customer Class |
| To Do Type |
| To Do Role |

**Customizable process N Process Name:**

|  |
| --- |
| BILLING - Billing |

[**2.1**](#_Business_Process_Model) **Work To Do**

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

**Description:**

CSR or Authorized User resolves the issue that arises when system reduces Automated Payment Amount to the maximum withdrawal amount.

[**2.2**](#_Business_Process_Model) **Calculate Auto Payment Dates Group: Billing. Bill Completion**

**Group: Autopay Creation**

**Group: Autopay Creation For Pay Plan**

**Group: Autopay Creation For NBB**

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

**Description:**

When Automatic Payment amount is calculated, system determined Automatic Payment related dates:

* Autopay Extract Date,
* Autopay GL Distribution Date,
* Payment Date

Automated process This step is executed by background processes (Billing, Auto Pay creation)

Manual process This step is executed when CSR or Authorized User completes Customer’s bill or creates Payment

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

|  |
| --- |
| C2M-APAYDTCL - Autopay Date Calculation |
| C2M-APAYDFLT - Automatic Payment Creation |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Auto Pay Route Type |
| Installation Options-Framework |

**Customizable process N Process Name:**

|  |
| --- |
| BILLING - Billing |
| PPAPAY - Generate autopay for pay plans |
| APAYCRET - Create autopay on extract date |
| NBBAPAY – Create autopay for NBB's |

[**2.3**](#_Business_Process_Model) **Add Payment Event, Header and Valid Tender Group: Billing. Bill Completion**

**Group: Autopay Creation**

**Group: Autopay Creation For Pay Plan**

**Group: Autopay Creation For NBB**

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

**Description:**

System adds Payment, Payment Event, Payment Tender for the amount previously calculated based on the established business rules.

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

|  |
| --- |
| C1-APAY-DFLT - Automatic Payment Creation |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Installation Option |

**Customizable process N Process Name:**

|  |
| --- |
| BILLING - Billing |
| PPAPAY - Generate autopay for pay plans |
| APAYCRET - Create autopay on extract date |
| NBBAPAY – Create autopay for NBB's |

[**2.4**](#_Business_Process_Model) **Create Incomplete Payment Group: Billing. Bill Completion**

**Group: Autopay Creation**

**Group: Autopay Creation For Pay Plan**

**Group: Autopay Creation For NBB**

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

**Description:**

CCS(CCB) creates payment in the Incomplete state. Payments in this state don't have payment segments or financial transactions.

[**2.5**](#_Business_Process_Model) **Create Auto Pay Clearinghouse Record Group: Billing. Bill Completion**

**Group: Autopay Creation**

**Group: Autopay Creation For Pay Plan**

**Group: Autopay Creation For NBB**

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

**Description:**

System prepares Automatic Payment information to be extracted and sent to Automatic Clearing House Network. CCS(CCB) creates Clearinghouse record within the system. This step is executed from batch and online processing

Automated process System automatically creates Clearinghouse record when

* Billing (Bill completion) process runs and business rules require Automatic Payment creation at the Bill completion time
* Auto Pay Creation process runs

Manual process Automatic Payment Financial Transaction(s) get created when:

* CSR or Authorized User creates/modifies Automatic Payment for Account using [Payment Event](#_Payment_Event) screen
* CSR or Authorized User completes the Customer’s bill ( in case that business requires to create Auto Payment at bill completion type)

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

|  |
| --- |
| C2M-APAYDFLT - Automatic Payment Creation |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Installation Options |

**Customizable process N Process Name:**

|  |
| --- |
| BILLING - Billing |
| PPAPAY - Generate autopay for pay plans |
| APAYCRET - Create autopay on extract date |
| NBBAPAY – Create autopay for NBB's |

[**2.**](#_Business_Process_Model)**6 Distribute Payment and Create Freezable Pay Segment(s) Group: Billing. Bill Completion**

**Group: Distribute and Freeze Auto Payments**

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

**Description:**

System distributes recently created payments using established business rules. Refer to 4.3.1.1 CCS.Manage Payments.

This step is executed from batch and online processing

Automated process System automatically distributes payment that needs to be communicated to ACH:

* as a part of batch Billing (Bill completion) process when business requires Automatic Payment creation at the Bill completion time
* as a part of Distribute and Freeze Auto Payment background process , that gets executed right after Auto Payment Creation process

Manual process

* Auto payment is distributed by CSR or Authorized User when CSR or Authorized User creates/modifies Automatic Payment for Account using [Payment Event](#_Payment_Event) screen
* Auto Payment amount is distributed with default setting if CSR or Authorized User completes the Customer’s Bill online (in case that business requires to create Auto Payment at bill completion type)

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

|  |
| --- |
| C1-PYDST-DLP - Pay delinquent high priority debt first - prorated |
| C1-PYDST-PPR -  Distribute Based On SA Type Priority/Debt Age |
| C1-PYDS-BDU - OI Only! Pay oldest bill first |
| C1-APAY-DFLT - Automatic Payment Creation |
| C1-DSOV-SAID - Distribute payment to SA ID in match value |
| C1-TNDRAC-DF- Determine tender account via SA characteristic |
| C1-GLCNSTR-D - Get the GL account from the distribution code |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Customer Class |
| SA Type |
| Installation Options |
| Payment Segment Type |
| Distribution Rule |
| Bank |

**Customizable process N Process Name:**

|  |
| --- |
| BILLING - Billing |
| [APAYDSFR](http://sf-ugbu-05.us.oracle.com:8100/spl/help/ENG/C1/14BackGrnd.html#BP_APAYDSFR) - Distribute and Freeze Auto Payments |

[**2.7**](#_Business_Process_Model) **Create Payment Financial Transaction(s) Group: Billing. Bill Completion**

**Group: Distribute and Freeze Auto Payments**

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

**Description:**

System creates corresponding Financial Transactions and Financial Transaction- General Ledger data using established business rules. Refer to 4.3.1.1 CCS.Manage Payments.

This step is executed from batch and online processing

Automated process System automatically creates Automatic Payment Financial Transaction(s) when

* Billing (Bill completion) process runs and business rules require Automatic Payment creation at the Bill completion time
* Distribute and Freeze Auto Payment background process runs ( it runs right after Auto Payment Creation process)

Manual process Automatic Payment Financial Transaction(s) get created when:

* CSR or Authorized User creates/modifies Automatic Payment for Account using [Payment Event](#_Payment_Event) screen
* CSR or Authorized User completes the Customer’s bill ( in case that business requires to create Auto Payment at bill completion type)

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

|  |
| --- |
| C1-PSEG-CA – Payment FT creation (Payoff Amt = 0 / Cur Amt = Pay Amt / GL AFFECTED |
| C1-PSEG-NM - Payment FT creation (Payoff Amt = Current Amt = Pay Amt) |
| C1-PSEG-AC - CASH ACCTING! Payoff Amt = Current Amt = Pay Amt |
| C1-FTGL-PSAC - Deferred Accrual Payment = Current = Payment Amt |
| C1-NCPAY-FT - Create FT for Non CIS Payments |
| C2M-APAYDFLT - Automatic Payment Creation |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Customer Class |
| Installation Options |
| Payment Segment Type |

**Customizable process N Process Name:**

|  |
| --- |
| BILLING - Billing |
| [APAYDSFR](http://sf-ugbu-05.us.oracle.com:8100/spl/help/ENG/C1/14BackGrnd.html#BP_APAYDSFR) - Distribute and Freeze Auto Payments |

[**2.8**](#_Business_Process_Model) **Freeze Payment and Financial Transaction(s) Group: Billing. Bill Completion**

**Group: Distribute and Freeze Auto Payments**

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

**Description:**

System freezes Payment and corresponding Financial Transactions. Refer to 4.3.1.1 CC&B Manage Payments.

This step is executed from batch and online processing

Automated process System automatically freezes Payment and Automatic Payment Financial Transaction(s) when

* Billing (Bill completion) process runs and business rules require Automatic Payment creation at the Bill completion time
* Distribute and Freeze Auto Payment background process runs ( it runs right after Auto Payment Creation process)

Manual process Automatic Payment and corresponding Financial Transaction(s) get become frozen when:

* CSR or Authorized User creates/modifies Automatic Payment for Account using [Payment Event](#_Payment_Event) screen
* CSR or Authorized User completes the Customer’s bill ( in case that business requires to create Auto Payment at bill completion type)

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

|  |
| --- |
| STPZ-RMVCR - Create adjustment to remove SA's credit |
| C2M-APAYDFLT - Automatic Payment Creation |
| WX-SSPNOTIFY - Set Payment Notifications for Self-Service |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Customer Class |
| Installation Options |
| SA Type |

**Customizable process N Process Name:**

|  |
| --- |
| BILLING - Billing |
| [APAYDSFR](http://sf-ugbu-05.us.oracle.com:8100/spl/help/ENG/C1/14BackGrnd.html#BP_APAYDSFR) - Distribute and Freeze Auto Payments |

[**2.9**](#_Business_Process_Model) **Update Bills with Auto Pay Information Group: Billing. Bill Completion**

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

**Description:**

If business requires to create Automatic Payment on the scheduled payment date (other words, company’s business practice is to create Automatic Payment after billing, on the actual scheduled payment date, before Automatic Payments are extracted and sent to the Automatic Clearing House Network) system stores all Automatic Payment related information (calculated Automatic Payment amount, scheduled payment date) on the Customer’s bill. This information will be used in the near future by Create Auto Pay process to create Automatic Payment (s)

Automated process This step is executed by Billing (Bill completion) process when business rules do not require Automatic Payment creation at the Bill completion time.

**Customizable process N Process Name:**

|  |
| --- |
| BILLING - Billing |

[**3.0**](#BPM2) **Identify Accounts Require Auto Payment Creation on Specific Date Group : Auto Pay Creation**

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

**Description:**

If business requires to create Automatic Payment on the scheduled payment date (after customer’s bill is completed) system initiates Auto Pay Creation background process. As a first step of this process CCS(CCB) identifies all the Customer’s Accounts with Autopay that require Autopay creation on the selected specific date, then system applies business rules and logic required to create Automatic Payment for the given Customer’s Account.

**Customizable process N Process Name:**

|  |
| --- |
| APAYCRET - Create autopay on extract date |

[**3.1**](#BPM2) **Identify Accounts Require Auto Payment Creation on Specific Date Group : Auto Pay Creation for Pay Plan**

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

**Description:**

If customer is on pay plan and business requires to create Automatic Payment on the scheduled payment date on the Pay plan, system initiates Auto Pay Creation background process.

**Customizable process N Process Name:**

|  |
| --- |
| PPAPAY - Generate autopay for pay plans |

[**3.2**](#BPM2) **Identify Accounts Require Auto Payment Creation on Specific Date Group : Auto Pay Creation for NBB**

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

**Description:**

If customer has an active Non Billed Budget and business requires to create Automatic Payment on the NBB scheduled payment date, system creates autopay records for any scheduled non-billed budget payments where the account is set up for autopay and the non-billed budget is not excluded from autopay.

**Customizable process N Process Name:**

|  |
| --- |
| NBBAPAY – Create autopay for NBB's |

[**3.3**](#BPM2) **Identify Accounts Require Distribute and Freeze Auto Payment Group: Auto Pay Creation**

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

**Description:**

If business requires creation of Automatic Payment on the scheduled payment date (after customer’s bill is completed) system initiates Distribute and Freeze Auto Payments background process after successful completion of Auto Pay Creation background process. As a first step of Distribute and Freeze Auto Payments process CCS(CCB) identifies all the Customer’s Accounts with Autopay that require Autopay creation on the selected specific date. For each identified customer’s Auto Payment, system distributes payment amount and freezes it followed by the established business rules.

**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 |

[**3.4**](#BPM3) **Search for Customers’ Account**

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

**Description:**

There are some situations when CSR or Authorized User has a necessity to create manually Payment that is actually Automatic Payment and needs to be sent to Automated Clearing House Network. If this is a case, CSR or Authorized User starts the manual process from searching for Customer’s Account in CCS(CCB). Typically CSR or Authorized User uses [Control Central Search](#ControlCentralSearch) to locate the Customer and Customer’s Account

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Installation Options |

[**3.5**](#BPM3) **Evaluate Customer Account**

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

**Description:**

The CSR or Authorized User evaluates the Customer’s Account before making decision to create Automatic Payment[. 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 to create Automatic Payment by 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. |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Installation Options |

[**3.6**](#BPM3) **Post Payment Details**

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

**Description:**

The CSR or Authorized User enters payment information using the [Payment Portal](#_Payment_Portal), [Payment Event Add](#_Tender_Control), screens.

Note: The CSR or Authorized User also selects one of the available distribution options that determine specifics of the manual business process and allows manual and/or automated payment distribution and freeze.

See 4.3.1.1 Manage Payment process for details

**Configuration required Y Entities to Configure:**

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

[**3.7**](#BPM3) **Request to Create Payment, Tender and Distribute and Freeze Automatically**

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

**Description:**

The CSR or Authorized User chooses to allow system to create Auto Payment fully automatically using default set up.

[**3.8**](#BPM3) **Populate Default Auto Pay Info**

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

**Description:**

If Auto Pay is set up for the selected Customer’s Account, CCS(CCB) makes Auto Pay set up information available to create payment. The CSR also has ability to select an existing auto pay method from a currently enrolled Account Auto Pay option.

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Feature Configuration (Financial Transaction Options – Enable One time Payment UI) |
| Auto Pay Source Type |
| Auto Pay Route Type |

[**3.9**](#BPM3) **Evaluate Auto Payment and Tender Details and Options**

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

**Description:**

This step takes place if CSR or Authorized User chooses do not create Auto Payment fully automatically and would like to control process of Auto Payment creation. CSR or Authorized User evaluates pre-populated Payment, Tender and Auto Payment details and has ability to select required path for the Auto Payment creation.

[**4.0**](#BPM3) **Override Default and Request to Create Payment, Tender**

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

**Description:**

CSR or Authorized User makes required changes in populated Payment /Tender data and requests to create Payment, Payment Event and Payment Tender

[**4.1**](#BPM3) **Request to Create Payment, Payment Tender**

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

**Description:**

If there is no need to modify defaulted data, CSR or Authorized User requests to create Payment, Payment Event and Payment Tender

[**4.2**](#BPM3) **Request Distribution**

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

**Description:**

As a part of manual step-by-step Auto Payment creation, CSR or Authorized User requests from the system distribute payment amount using default distribution logic configured in the system.

[**4.3**](#BPM3) **Allocate Distribution Amounts**

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

**Description:**

As a part of manual step-by-step Auto Payment creation process, CSR or Authorized User selects an option to distribute payment amount manually and allocates specific payment amount for each individual Customer’s Service Agreement manually. This distribution may be requested by the Customer and is based on established business rules

[**4.4**](#BPM3) **Update Payment with Distribution Details**

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

**Description:**

CCS(CCB) updates Payment with distribution details provided by CSR

[**4.5**](#BPM3) **Evaluate Distribution and Payment Allocation**

A**ctor/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.

[**4.**](#BPM3)**6 Request Delete Payment**

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

**Description:**

The CSR or Authorized User determines to delete the Payment(s) after evaluation of Payment distribution and allocation.

[**4.7**](#BPM3) **Delete Payment**

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

**Description:**

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

[**4.8**](#BPM3) **Delete Auto Pay Clearinghouse Record**

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

**Description:**

The Auto Pay Clearinghouse record is deleted in CCS(CCB).

[**4.9**](#BPM3) **Change Distribution Details**

A**ctor/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 appropriate Customer’s Service Agreements.

[**5.0**](#BPM3) **Update Payment Details**

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

**Description:**

Changes made in the distribution allocation are updated in CCS(CCB).

[**5.1**](#BPM3) **Request Freeze Payment**

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

**Description:**

As a part of manual step-by-step Auto Payment creation process the CSR or Authorized User requests to freeze the payment

[**5.2**](#BPM4) **Evaluate Frozen Payment**

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

**Description:**

CSR or Authorized User evaluates frozen Payment

[**5.3**](#BPM4) **Request Cancel Tender, Payment and Populate Cancel Reason**

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

**Description:**

The CSR or Authorized User determines an existing payment and tender is not valid or is incorrect. It also happens if notification is received from Customer financial institution provided by customer as a source of Payment for Auto Pay. 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.

[**5.4**](#BPM4) **Levy NSF Charge Group: NSF Cancel**

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

**Description:**

When a Tender is canceled because of non-sufficient funds, an adjustment, an adjustment is created for non-sufficient funds processing.

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Installation Option |
| Pay Cancel Reasons |

[**5.5**](#BPM4) **Impact Credit Rating, Cash Only Score, Review for Collection Group: NSF Cancel**

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

**Description:**

CCS(CCB) automatically impacts 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):**

|  |
| --- |
| C2M-BROKEPP - Broken Pay Plan - Affect Credit Rating |
| C1-CBYI-DFLT - Credit Rating 'Created By' Info Algorithm |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Customer Class |
| Pay Cancel Reasons |
| Installation Options |
| Pay Plan Type |

[**5.6**](#BPM4) **Cancel Tender and Payment Group: Cancel Payment and Tender**

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

**Description:**

The payment and tender is canceled in CCS(CCB)

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Installation Option |
| Payment Cancel Reasons |

[**5.7**](#BPM4) **Cancel Financial Transaction(s) Group: Cancel Payment and Tender**

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

**Description:**

System cancels Payment Financial Transaction(s). Corresponding Financial Transaction is created to reverse or offset the original Financial Transaction.

[**5.8**](#BPM5) **Identify Clearinghouse Auto Payments To Be Activated Group: Activate Auto Payments**

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

**Description:**

When an automatic payment is created manually or automatically, it gets marked with an extract date. System identifies the Auto Payments that need to be activated on the specific date (extract date). This step is the first step of Activate Auto Payment background process that runs periodically.

Note: The extract date is the date the automatic payment will be downloaded to the respective financial institution.

**Configuration required Y Entities to Configure:**

|  |
| --- |
| ACTVTAPY - Activate auto-pay |

[**5.9**](#BPM5) **Activate Clearinghouse Auto Payment Records Group: Activate Auto Payments**

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

**Description:**

System marks selected Auto Payments for download to ACH

**Configuration required Y Entities to Configure:**

|  |
| --- |
| ACTVTAPY - Activate auto-pay |

[**6.0**](#BPM5) **Process Activated Clearinghouse Auto Payment(s) Group: Download Auto Payments to ACH**

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

**Description:**

System selects and processes all the marked for download to ACH Clearinghouse Auto Payments

**Configuration required Y Entities to Configure:**

|  |
| --- |
| APAYACH – Download Automatic Payments to ACH (Automatic Clearing House) |
| C1-APACH - Auto pay extract - ACH (with offset days parameter)  Note: C1-APACH is alternative to using APAYACH |

[**6.1**](#BPM5) **Create File Group: Download Auto Payments to ACH**

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

**Description:**

System creates file that will be sent to Automated Clearing House Network.

**Configuration required Y Entities to Configure:**

|  |
| --- |
| APAYACH – Download Automatic Payments to ACH (Automatic Clearing House) |
| C1-APACH - Auto pay extract - ACH (with offset days parameter)  Note: C1-APACH is alternative to using APAYACH |

[**6.2**](#BPM5) **Evaluate Downloaded Auto Payment(s) Group: Create Auto Payments Balance Control**

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

**Description:**

System evaluates each group of downloaded Auto Payments (typically processed in one run of download to ACH).

**Configuration required Y Entities to Configure:**

|  |
| --- |
| BALAPY- Create autopay tender controls |

[**6.3**](#BPM5) **Create Tender Control Group: Create Auto Payments Balance Control**

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

**Description:**

System creates a new Tender Control for each unique group of extracted Auto Payments if payment tender doesn’t have tender control yet.

**Configuration required Y Entities to Configure:**

|  |
| --- |
| BALAPY- Create autopay tender controls |

[**6.4**](#BPM5) **Create Associated Deposit Control Group: Create Auto Payments Balance Control**

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

**Description:**

System creates new associated Deposit Control

**Configuration required Y Entities to Configure:**

|  |
| --- |
| BALAPY- Create autopay tender controls |

[**6.5**](#BPM5) **Send ACH File**

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

**Description:**

CCS(CCB) sends created ACH file to Automated Clearing House Network (ODFI, Network Operator)

[**6.6**](#BPM5) **Receive and Process ACH File**

A**ctor/Role: Automated Clearing House Network**

**Description:**

ACH file is received and getting processed

[**6.7**](#BPM5) **Send Request to Release Funds**

A**ctor/Role: Automated Clearing House Network**

**Description:**

ACH Operator routes Payment information to the Financial Institution indicated by Customer as a source of funds for Payment

[**6.8**](#BPM5) **Receive Request and Process Request**

A**ctor/Role: Financial Institution**

**Description:**

Customer’s Financial Institution receives request to release payment ACH Operator and processes it

[**6.9**](#BPM5) **Release Funds and Send Notification**

A**ctor/Role: Financial Institution**

**Description:**

If request to release funds is valid, Financial Institution (typically bank) releases funds and sends notification to ACH network (RDFI and Network Operator)

[**7.0**](#BPM5) **Send Reject Notification**

A**ctor/Role: Financial Institution**

**Description:**

If request to release funds is not valid, Financial Institution rejects request and sends notification to ACH network (RDFI and Network Operator)

[**7.1**](#BPM5) **Receive Notification(s)**

A**ctor/Role: Automated Clearing House Network**

**Description:**

Network Operator receives notification(s) and route it to the Originator Company

[**7.2**](#BPM5) **Process Response**

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

**Description:**

CCS(CCB) processes Response from ACH.

[**7.3**](#BPM5) **Receive Notification(s)**

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

**Description:**

CSR or Authorized User receives and reviews notifications. If Payment has been rejected by Financial Institution and funds were not released, Payment will be canceled (see step 5.0 of the current process for details).

[**7.4**](#_Business_Process_Model_1) **Enter Auto Pay Details and Request Auto Pay Enrollment**

**Actor/Role: 3rd Party Self-Service Application**

**Description:**

The Self-Service Application will capture request for Auto Pay enrollment and pass it to the CCS system.

[**7.5**](#_Business_Process_Model_1) **Initiate Auto Pay Setup in ‘Pending’ Status Group: Process Cancel Auto Pay**

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

**Description**

The CCS(CCB) will create ‘Auto Pay Setup Service Task’ in ‘Pending’ status and process the response.

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

|  |
| --- |
| C1APAYTTYVAL - Automatic Payment Setup Task Type Validation |
| WX-SSTINFO - Self-Service Task Information |

**Web Service(s):**

|  |
| --- |
| CXAutoPaySetup – Auto Pay Setup |
| WXAutoPaySetup - Auto Pay Setup |

**Configuration required Y Entities to Configure:**

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

**Business Object (Y/N) Business Object**

|  |
| --- |
| WX-AutoPayTask |
| WX-AutoPayTaskType |
| Master Configuration |

[**7.6**](#_Business_Process_Model_1) **Update to ‘Account Validate’ Status**

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

**Description**

The CCS(CCB) will transit to ‘Validate Status’ and perform Validations. The Account Validation state allows for validation of first-use payment methods

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

|  |
| --- |
| C1APAYTTYVAL - Automatic Payment Setup Task Type Validation |
| WX-SSTINFO - Self-Service Task Information |

**Web Service(s):**

|  |
| --- |
| CXAutoPaySetup – Auto Pay Setup |
| WXAutoPaySetup - Auto Pay Setup |

**Configuration required Y Entities to Configure:**

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

**Business Object (Y/N) Business Object**

|  |
| --- |
| WX-AutoPayTask |
| WX-AutoPayTaskType |
| Master Configuration |

[**7.7**](#_Business_Process_Model_1) **Identify Web debit Account Validation method**

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

**Description**

The CCS(CCB) invokes the Web Debit Account Validation Algorithm (defined on either the Auto Pay Source's Auto Pay Route Type or on CIS Division-specific Auto Pay Route Type Override Controls) for checking/savings account

Any errors resulting from Web Debit Account Validation will cause this service task to go to the Account Validation Error state and create the error to do

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

|  |
| --- |
| C1APAYTTYVAL - Automatic Payment Setup Task Type Validation |
| C1APWEDEBVAL - Perform Account Validation for Auto Pay Setup |
| C1APAYACVAST - Check Account Validation Status for Auto Pay Setup |
| C1AVECRERTD - Create Account Validation Error To Do for Auto Pay Setup |
| C1REACCTVAL - Retry Account Validation for Auto Pay Setup |
| C1TIMEOUTPRO - Account Validation Error Wait Timeout Processing for Auto Pay Setup |
| C1WDAPRENTF - Web Debit Account ACH Prenotification |

**Web Service(s):**

|  |
| --- |
| CXAutoPaySetup – Auto Pay Setup |
| WXAutoPaySetup - Auto Pay Setup |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| To Do Type |
| To Do Role |
| Auto Pay Route Type |
| CIS Division -Auto Pay Route Type Override Controls |

**Business Object (Y/N) Business Object**

|  |
| --- |
| WX-AutoPayTask |
| WX-AutoPayTaskType |
| Master Configuration |

[**7.8**](#_Business_Process_Model_1) **Update to ‘Process Auto Pay Setup’ And Set up Account AutoPay Group: Prevalidated Account**

**Group: ACH Prenotification**

**Group: ACH Micro-Transaction Verification**

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

**Description**

Account validation method depends on business requirement based on what regulation prescribes as acceptable account validation option.

For pre-validated accounts, CCS(CCB) will directly transit to ‘Process Auto Pay Setup’, while for ACH prenotification and ACH micro-transaction verification the system waits for response from ACH, in order to transit to ‘Process Auto Pay Setup’.

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

|  |
| --- |
| WX-SETAPAY - Setup Account Auto Pay |
| C1ADDPAYOPT - Add Self-Service Payment Option |

**Web Service(s):**

|  |
| --- |
| CXAutoPaySetup – Auto Pay Setup |
| WXAutoPaySetup - Auto Pay Setup |

**Business Object (Y/N) Business Object**

|  |
| --- |
| WX-AutoPayTask |
| WX-AutoPayTaskType |

[**7.9**](#_Business_Process_Model_1) **Update Auto Pay Setup to Complete Group: Prevalidated Account**

**Group: ACH Prenotification**

**Group: ACH Micro-Transaction Verification**

**Group: Process Cancel Auto Pay**

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

**Description**

If the setup process is successful, the Automatic Payment Setup Task will be transitioned to a Complete state. Otherwise, it will be transitioned to an Error state. An Automatic Payment Setup Task in a Complete state means that the self-service user has successfully setup or cancelled his/her account autopay.

**Business Object (Y/N) Business Object**

|  |
| --- |
| WX-AutoPayTask |
| WX-AutoPayTaskType |

**Web Service(s):**

|  |
| --- |
| CXAutoPaySetup – Auto Pay Setup |
| WXAutoPaySetup - Auto Pay Setup |

[**8.0**](#_Business_Process_Model_1)**Receive Message about Successful Auto Pay Enrollment**

**Actor/Role: 3rd Party Self-Service Application**

**Description:**

The 3rd Party Self-Service Application will Receive Message Receive Message about Successful Auto Pay Enrollment.

[**8.1**](#_Business_Process_Model_1) **Create Payment with Zero Amount for Prenotification Group: ACH Prenotification**

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

**Description**

CCS(CCB) creates a zero-amount, prenotification Auto Pay Staging record that is scheduled to extract the same day.

If a negative response is not received from the bank within a set number of days, the account is considered valid.

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

|  |
| --- |
| C1WDAPRENTF - Web Debit Account ACH Prenotification |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Auto Pay Route Type |
| CIS Division -Auto Pay Route Type Override Controls |

[**8.2**](#_Business_Process_Model_1) **Send Response**

A**ctor/Role: Financial Institution**

**Description:**

Financial Institution (typically bank) validates request and sends notification for Prenotification or Micro Transaction to ACH network (RDFI and Network Operator)

[**8.3**](#_Business_Process_Model_1) **Monitor Response Group: ACH Prenotification**

**Group: ACH Micro-Transaction Verification**

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

**Description**

The CCS(CCB) will monitor the Account Validation Status and transitions the service task accordingly.

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

|  |
| --- |
| C1APAYACVAST - Check Account Validation Status for Auto Pay Setup |

**Web Service(s):**

|  |
| --- |
| CXAutoPaySetup – Auto Pay Setup |
| WXAutoPaySetup - Auto Pay Setup |

**Business Object (Y/N) Business Object**

|  |
| --- |
| WX-AutoPayTask |
| WX-AutoPayTaskType |

[**8.4**](#_Business_Process_Model_1) **Update Service Task to Rejected’ Status Group: ACH Prenotification**

**Group: ACH Micro-Transaction Verification**

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

**Description**

ACH Prenotification: If a negative response is received from the bank within a set number of days, CCS(CCB) transition the service task to the Rejected state.

ACH Micro-Transaction: CCS(CCB) transition the service task to the Rejected state if the Micro-Transaction is rejected.

**Business Object (Y/N) Business Object**

|  |
| --- |
| WX-AutoPayTask |
| WX-AutoPayTaskType |

**Web Service(s):**

|  |
| --- |
| CXAutoPaySetup – Auto Pay Setup |
| WXAutoPaySetup - Auto Pay Setup |

[**8.5**](#_Business_Process_Model_1) **Create Payment For Micro-Transaction Group: ACH Micro-Transaction Verification**

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

**Description**

CCS(CCB) creates two very small transactions – a debit to deposit the money and a credit to remove the money - are sent to the account. The account holder needs to confirm the amounts on the transactions.

Customizable process Y Process Name:

|  |
| --- |
| Custom Process |

[**8.6**](#_Business_Process_Model_1) **Receive Message about Rejected Auto Pay Enrollment**

**Actor/Role: 3rd Party Self-Service Application**

**Description:**

The 3rd Party Self-Service Application will Receive message about Auto Pay enrollment service request being rejected.

[**8.7**](#_Business_Process_Model_1) **Enter Auto Pay End Date and Request Cancel Auto Pay Enrolment**

**Actor/Role: 3rd Party Self-Service Application**

**Description:**

The Self-Service Application will capture request for Auto Pay cancellation and pass it to the CCS system.

[**8.8**](#_Business_Process_Model_1) **Validate Auto Pay Cancellation Request And Update Status to Validate Group: Process Cancel Auto Pay**

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

**Description**

The CCS(CCB) will Validate Auto pay cancellation request and transit to ‘Validate Status’ and perform Validations.

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

|  |
| --- |
| C1APAYTTYVAL - Automatic Payment Setup Task Type Validation |
| WX-SSTINFO - Self-Service Task Information |

**Web Service(s):**

|  |
| --- |
| CXAutoPaySetup – Auto Pay Setup |
| WXAutoPaySetup - Auto Pay Setup |

**Configuration required Y Entities to Configure:**

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

**Business Object (Y/N) Business Object**

|  |
| --- |
| WX-AutoPayTask |
| WX-AutoPayTaskType |

[**8.9**](#_Business_Process_Model_1) **Update to ‘Process Auto Pay Setup’ Group: Process Cancel Auto Pay**

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

**Description**

CCS(CCB) will transit to ‘Process Auto Pay Setup’ and will initiate process to cancel existing Auto Pay set up. System validates if Auto pay exists and updates end date for existing Auto Pay

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

|  |
| --- |
| WX-SETAPAY – Setup Account Auto Pay |

**Script(s):**

|  |
| --- |
| WX-ProcApay– Process Auto Pay |

**Web Service(s):**

|  |
| --- |
| CXAutoPaySetup – Auto Pay Setup |
| WXAutoPaySetup - Auto Pay Setup |

**Business Object (Y/N) Business Object**

|  |
| --- |
| WX-AutoPayTask |
| WX-AutoPayTaskType |

[**9.0**](#_Business_Process_Model_1) **Cancel Account AutoPay and Update Account Auto Pay with End Date Group: Process Cancel Auto Pay**

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

**Description**

CCS(CCB) cancels Account AutoPay by adding end date to existing account auto pay set up.

[**9.1**](#_Business_Process_Model_1) **Receive Message about Successful Auto Pay Cancellation**

**Actor/Role: 3rd Party Self-Service Application**

**Description:**

The 3rd Party Self-Service Application will Receive Message Receive Message about Successful Auto Pay cancellation.

## Test Assets related to the Current Process

| Testing Asset Sr.No | Use Case | No Of Data sets |
| --- | --- | --- |
|  |  |  |
| 1 | URM-CCS-4311d-001-Manually-Setup-AutoPay-Option-for-Account | 1 |
| 2 | URM-CCS-4311d-002-Manually-Update-Accounts-AutoPay-Option | 1 |
| 3 | URM-CCS-4311d-003-Manually-Stop-Accounts-AutoPay-Option | 1 |
| 4 | URM-CCS-4311d-004-Manually-Generate-AutoPayment | 2 |
| 5 | URM-CCS-4311d-005-Manually-Generate-Freeze-AutoPayment | 2 |
| 6 | URM-CCS-4311d-006-Auto-Generate-AutoPay-Then-Delete | 2 |
| 7 | URM-CCS-4311d-007-Manually-Generate-AutoPay-Then-Delete | 2 |
| 8 | URM-CCS-4311d-008-Auto-Generate-Freeze-AutoPay-Then-Cancel | 2 |
| 9 | URM-CCS-4311d-009-Manually-Generate-Freeze-AutoPay-And-Cancel | 2 |
| 10 | URM-CCS-4311d-010-Generate-AutoPay-Via-OnlineBilling | 2 |
| 11 | URM-CCS-4311d-011-Batch-Bill-Generate-Auto-Payment | 1 |
| 12 | URM-CCS-4311d-012-Activate-Clearing-House-AutoPay-Records | 1 |
| 13 | URM-CCS-4311d-013-Extract-Clearing-House-AutoPay-Records | 1 |
| 14 | URM-CCS-4311d-014-Create-AutoPay-Tender-Controls | 1 |

## Document Control

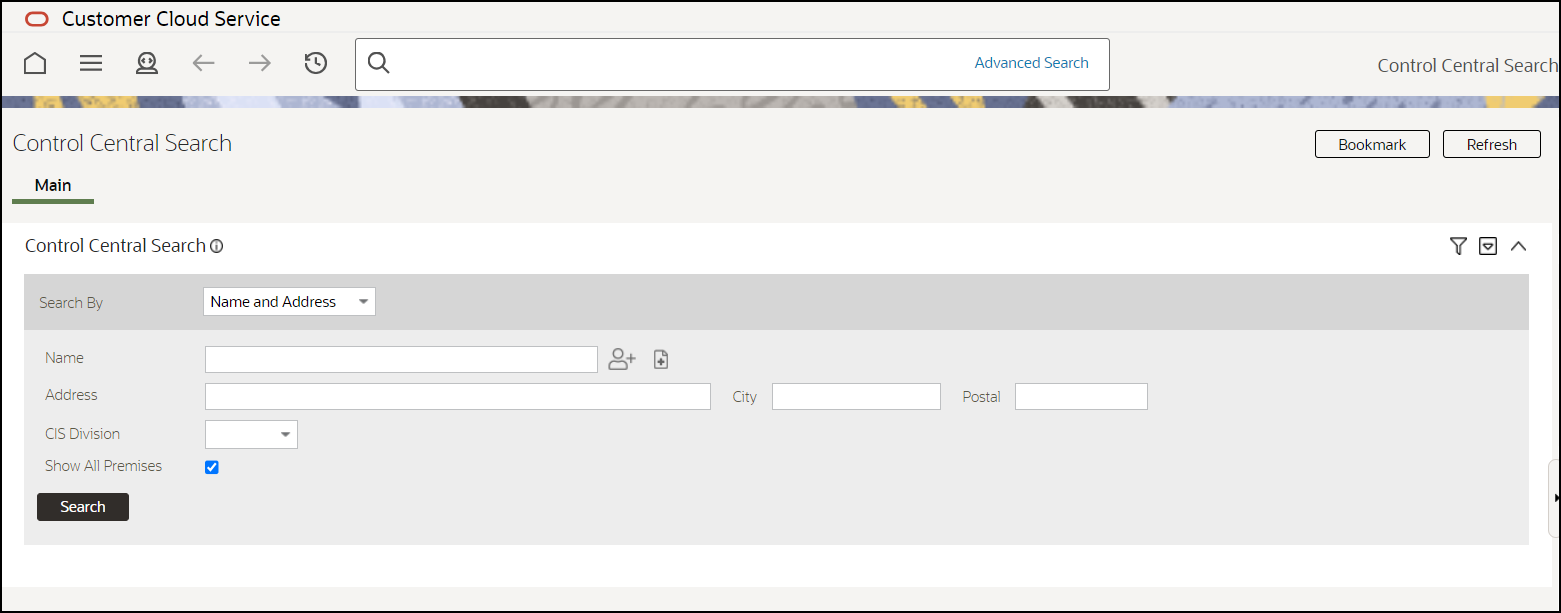
**Change Record**

1

| Date | Author | Version | Change Reference |
| --- | --- | --- | --- |
|  |  |  |  |
| 6/24/09 | Galina Polonsky | Draft 1a | No Previous Document |
| 10/22/10 | Geir Hedman |  | Update Title and Content page |
| 11/16/10 | Yoko Iwahiro |  | Update Business Objects, algorithms, configurable processes. |
| 12/25/10 | Ayelet Lavee |  | Release review made changes to vision and hyperlinks, Document name |
| 2/9/11 | Geir Hedman |  | Updated Document and Visio |
| 10/1/13 | Emma Tiamzon |  | Updated Document for v2.4 |
| 10/4/2013 | Galina Polonsky |  | Reviewed, Approved |
| 09/11/15 | Don lee |  | Update to v2.5 |
| 09/15/2015 | Galina Polonsky |  | Reviewed, Approved |
| 12/12/2017 | Chetan Raut |  | C2M related URM updates, screenshots and algorithm verification |
| 09/18/2018 | Jerry Chick |  | Made minor grammatical and syntax changes |
| 10/28/2018 | Galina Polonsky |  | Reviewed, Approved |
| 6/4/2019 | Satya Kalavala |  | Updated format for v2.7 |
| 07/19/2024 | Kunal Nerkar |  | Updated Document and Visio for CCS 24B |
| 08/15/2024 | Pablo Siegrist |  | Reviewed |
| 12/15/2024 | Galina Polonsky |  | Reviewed, Approved |

## Attachments:

### Control Central Search



### Admin Menu / Installation Options Control Central Alerts

**Installation Options Control Central Alert Algorithms**

C1-PP-Active Show Count of Active Pay Plans

C1-PP-Broken Show Count of Broken Pay Plans

C1-PP-Kept Show Count of Kept Pay Plans

C1-CCAL-TD Highlight open To Do entries

C1-CCAL-DECL Highlight Effective Declarations for Account and Premise

C1-CCAL-CASE Highlight Open Cases

CCAL-FAERMSG Highlight FA’s with outstanding outgoing messages

C1-WO-BILLS Highlight Written off Bills

C1-OD-PROC Highlight Active Overdue Processes

C1-OPN-MEVT Highlight Open and Disputed Match Event

C1-STOP-SA 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

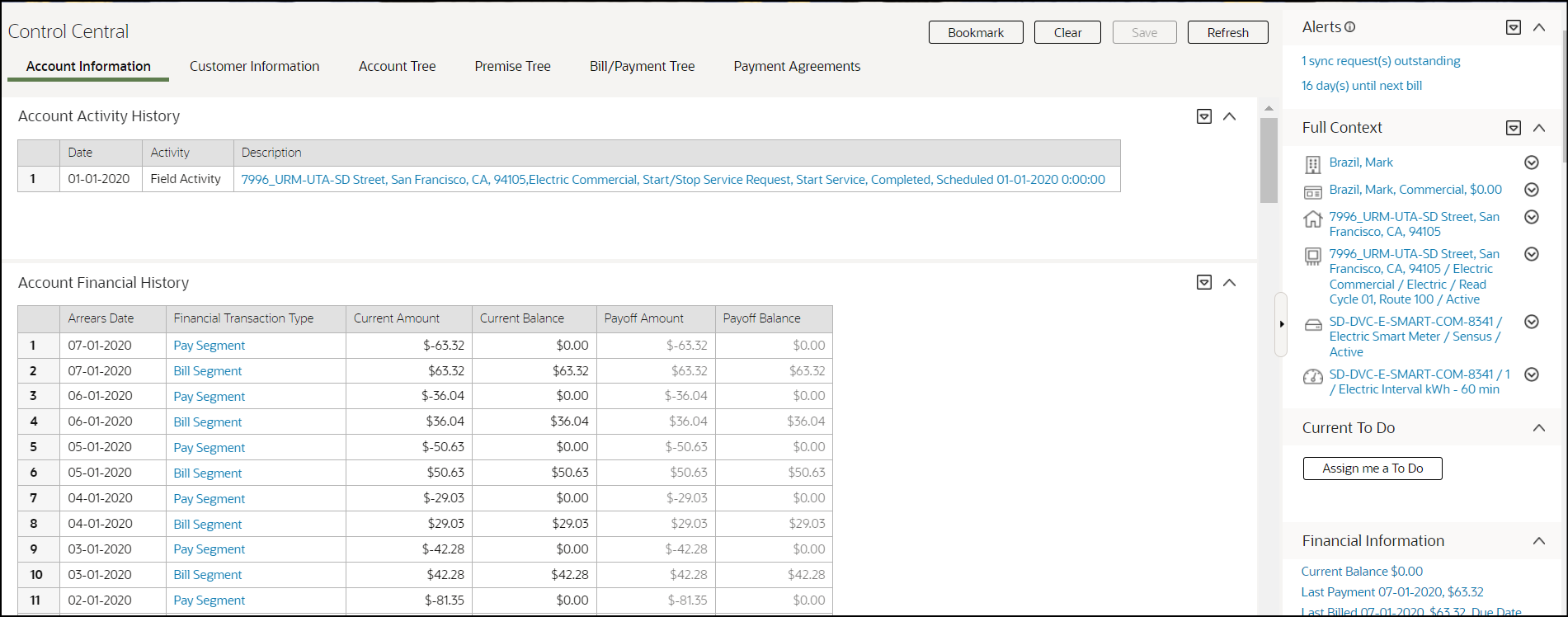
C1\_SEVPR-DF Highlight Active Severance Processes

C1-CCAL-OCBG Highlight Open Off Cycle Bill Generators

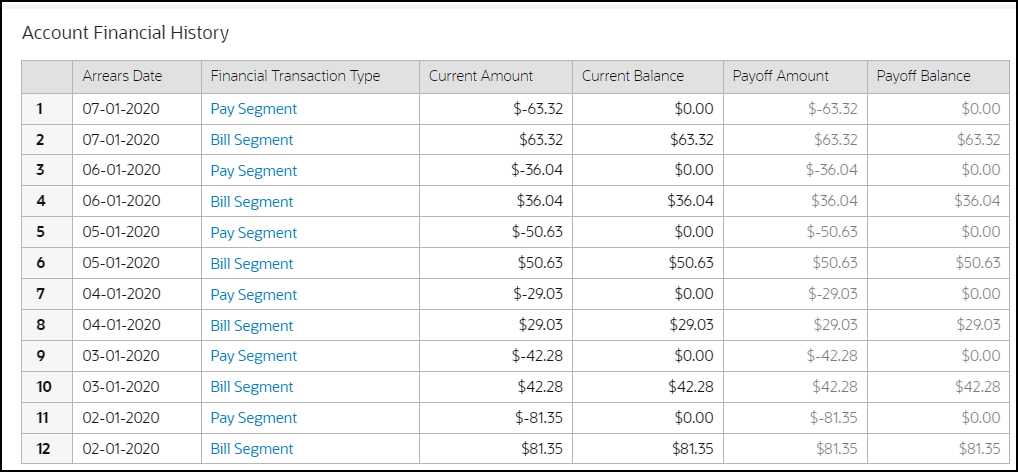
F1-SYNRQALRT Retrieve Outstanding Sync Request

C1-PPBALERT Prepaid Biller Task Alert

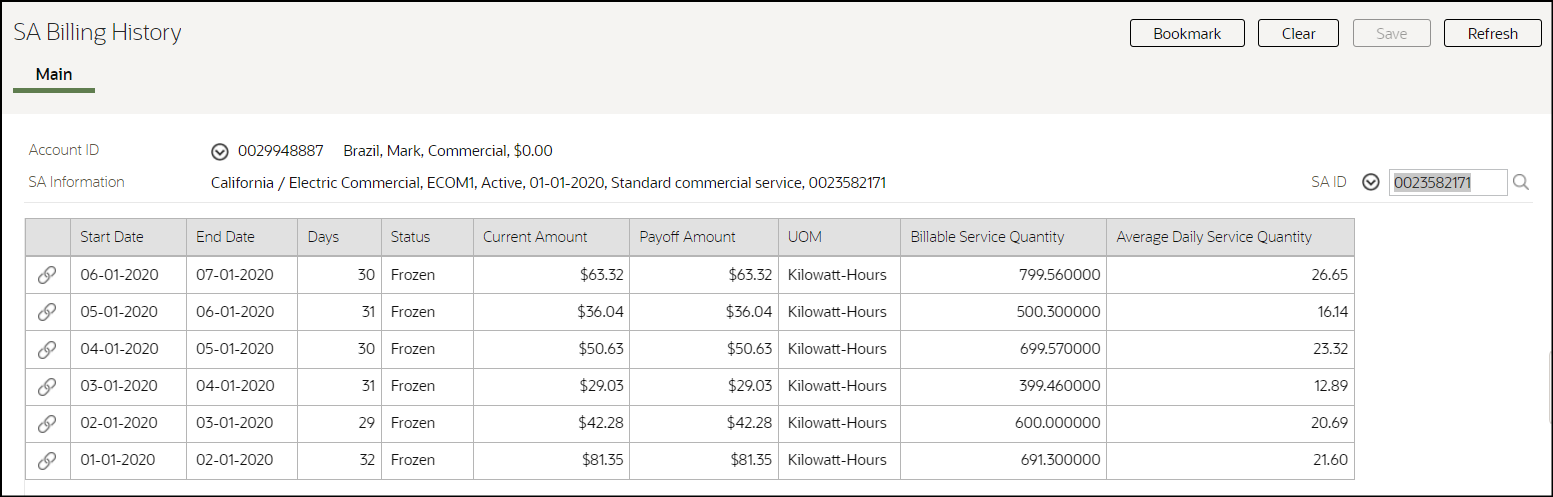
### Control Central / Dashboard



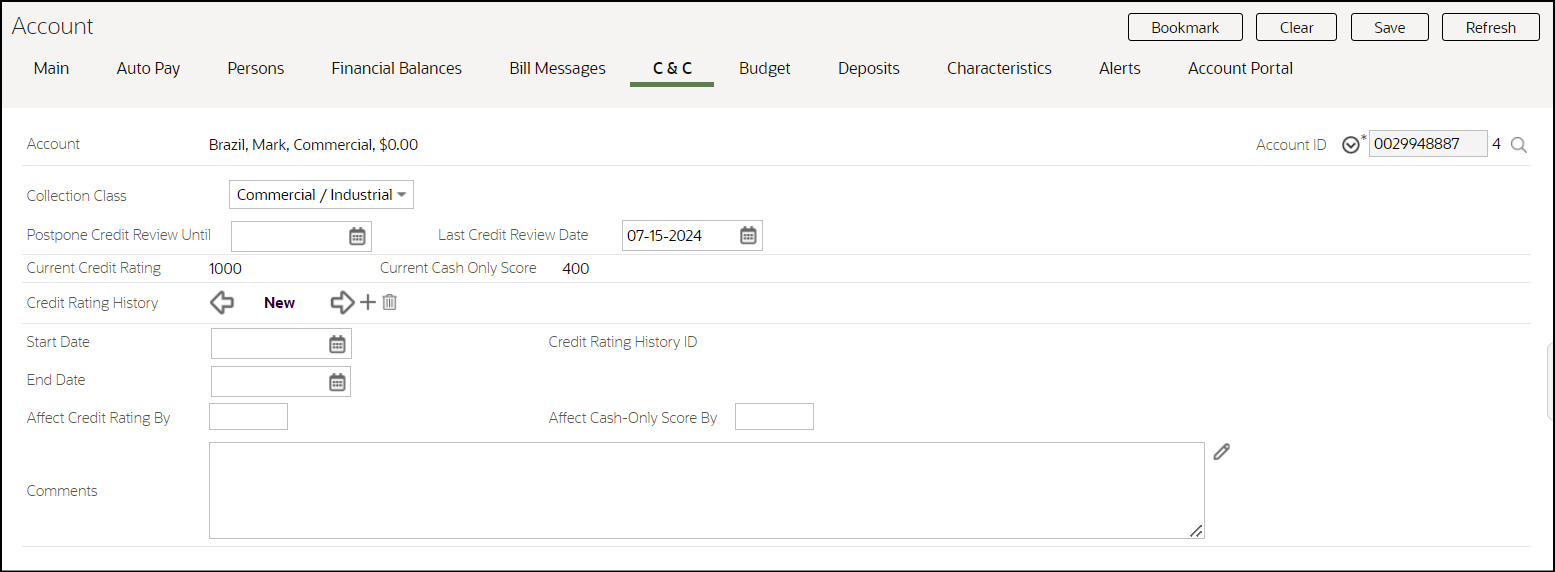
### Account Financial History



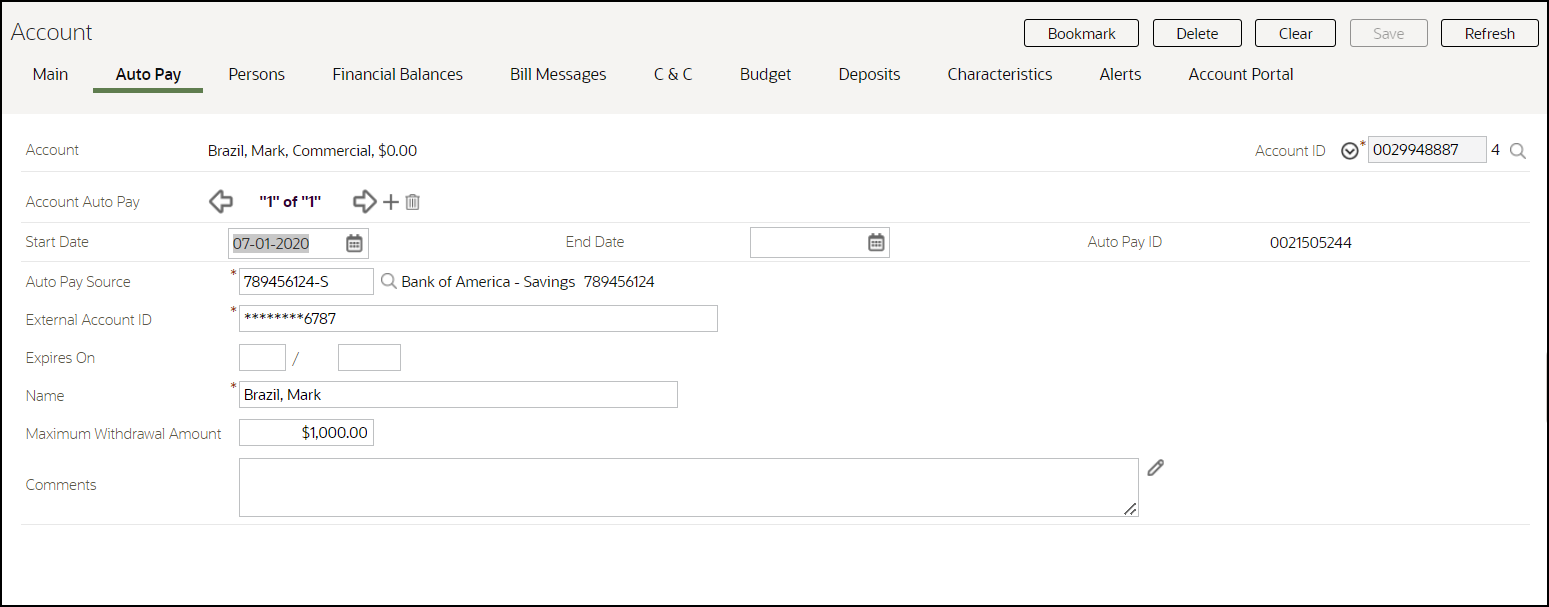
### Billing History



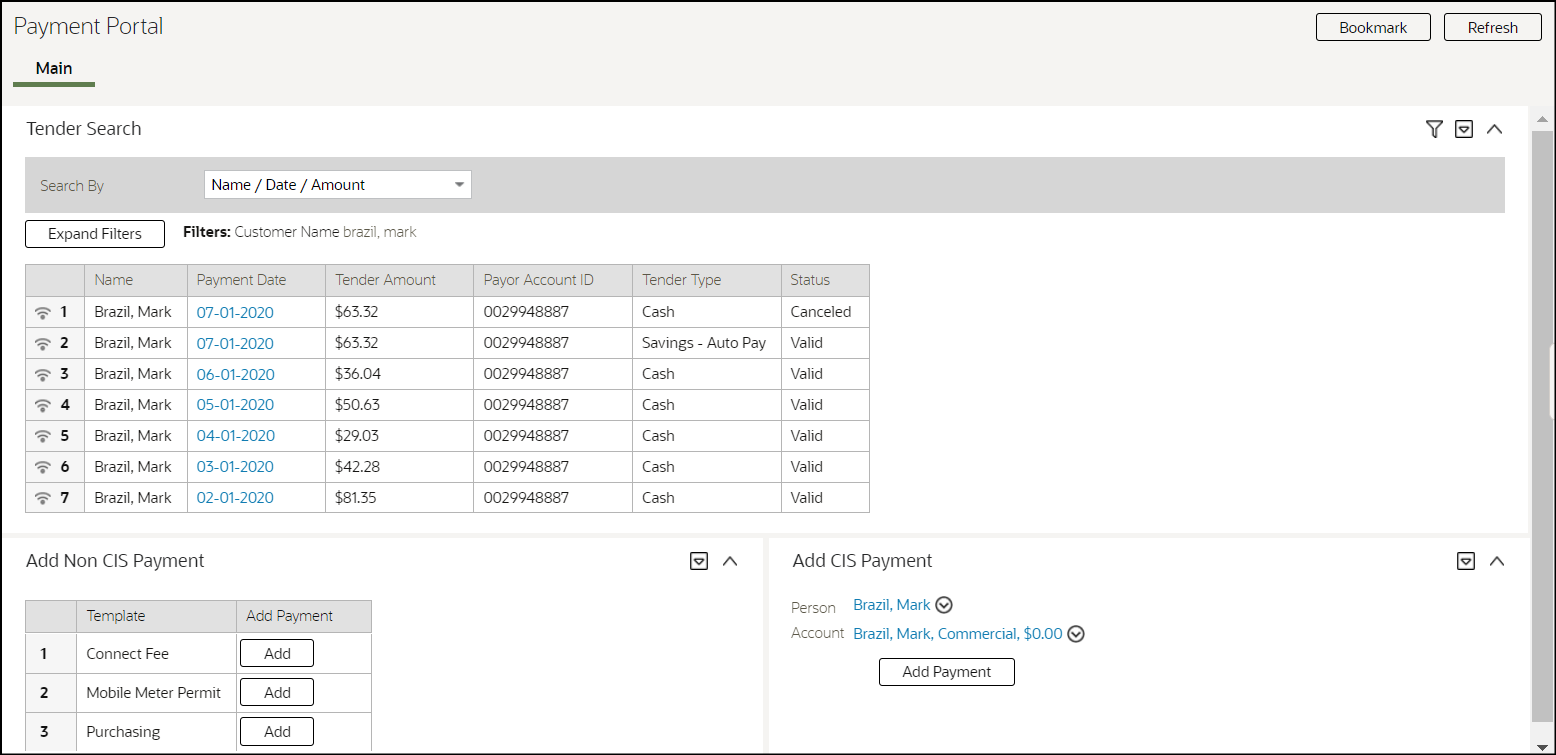
### Account/Credit & Collection



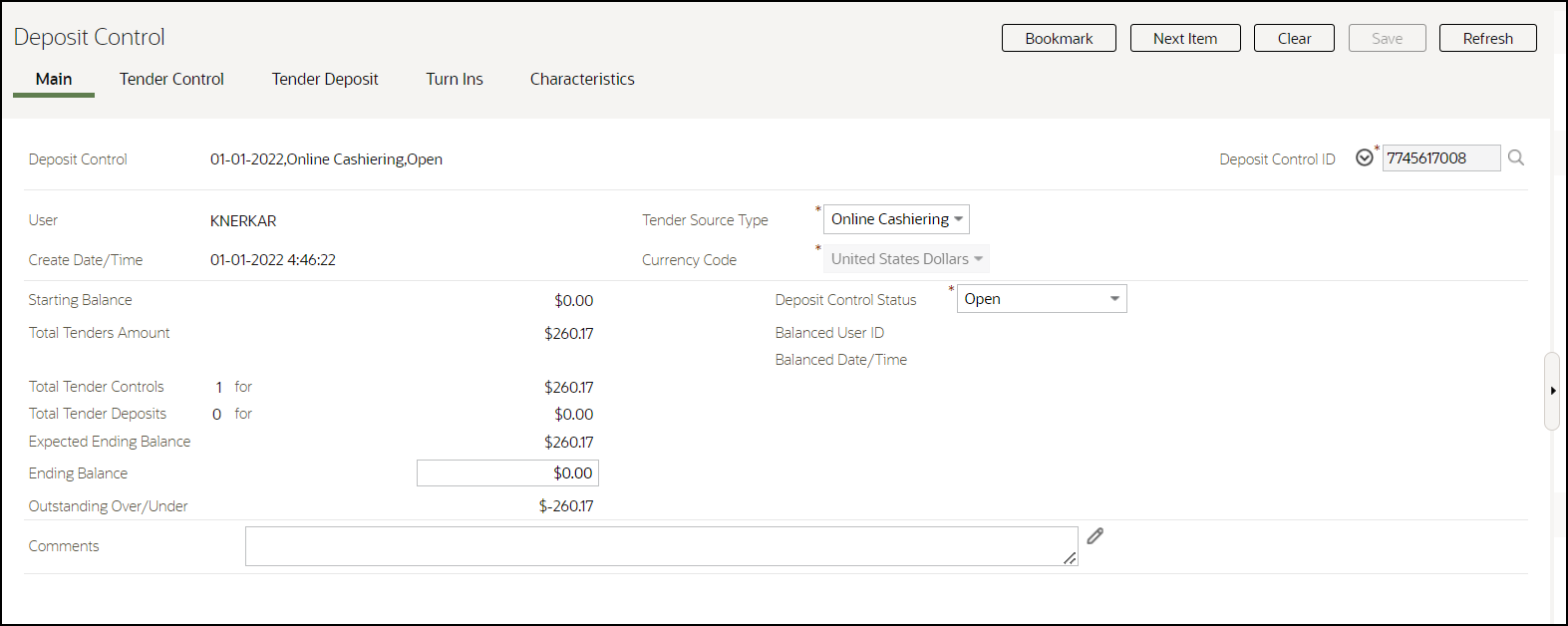
### Set Up Auto Payment



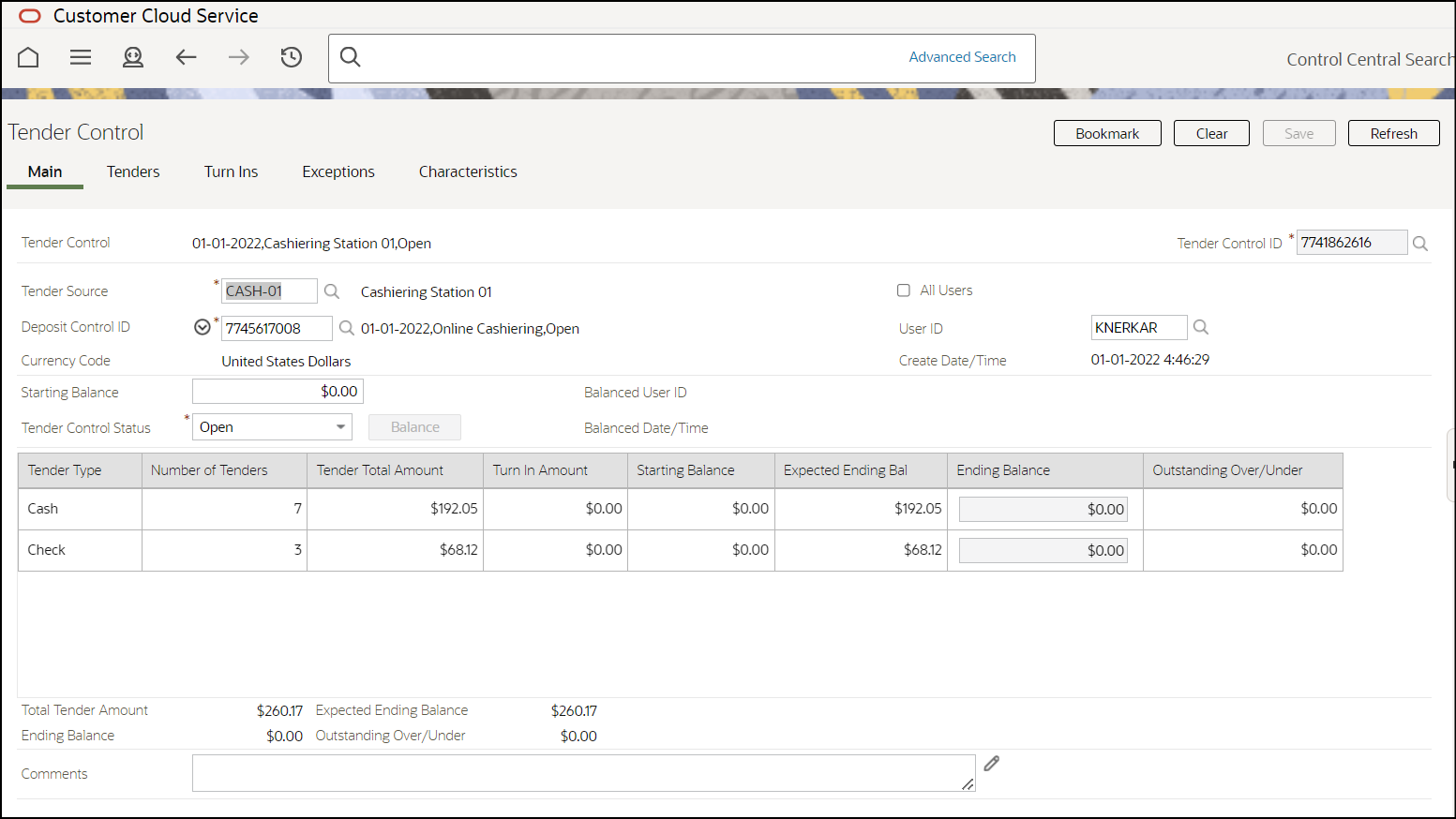
### Payment Portal



### Deposit Control



### Tender Control



### Payment Event

