**CCS**

**24B**

**4.3.1.1e Manage Pay Plan Payment**

Creation Date: October 9, 2013

Last Updated: January 21, 2025

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Contents

Brief Description 4

Business Process Model 5

Detail Business Process Model Description 6

Test Assets related to the Current Process 14

Document Control 15

Attachments: 16

Pay Plan 16

Control Central Search 17

Admin Menu Installation Options 17

Account Financial History 18

Billing History 19

Account/Credit & Collection 19

Control Central / Dashboard 20

Payment Portal 21

Payment Event Add 22

Payment Quick Add 23

Payment Event Quick Add 24

Payment 25

Overpayment SA 26

## Brief Description

**Business Process: 4.3.1.1e CCS.Manage Pay Plan Payment**

**Process Type: Sub Process**

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

**Sibling Processes: 4.3.1.1 CCS.Manage Payments, 4.3.1.1a CCS.Process Budget Payment, 4.3.1.1b CCS.Process Non-Billed Monitored Budget payments, 4.3.1.1c CCS.Process Non-Billed Unmonitored Budget payments, 4.3.1.1d CCS.Manage Auto-Payments, 4.3.1.1f CCS.Manage Credit Card Payment, 4.3.1.2. CCS.Manage Workstation Cashiering**

This process describes payments for the customer on a [Pay Plan](#ControlCentralSearch). The customer makes payments on specific dates that are outside the normal billing due dates. These scheduled dates are not included with the regular periodic bill. The pay plan can be placed on Autopay using the scheduled payment dates.

## Business Process Model



## Detail Business Process Model Description

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

**Actor/Role: CSR**

**Description:**

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

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

|  |
| --- |
| [Installation Options](#AdminMenuInstallationOptions) – Control Central Alerts |
| C1-PY-INFO - Payment Information.  This algorithm formats the "Payment Info" that appears throughout the system. |
| C1-TL-PY-EVT - Build Payment Events  This algorithm type builds a timeline with events for payments linked to the account in context. |

**Configuration required Y Entities to Configure:**

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

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

A**ctor/Role: CSR**

**Description:**

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

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

|  |
| --- |
| [Installation Options](#AdminMenuInstallationOptions) – Control Central Alerts |
| C1-PY-INFO - Payment Information.  This algorithm formats the "Payment Info" that appears throughout the system. |
| C1-PEVT-INFO – Payment Event Information.  This algorithm formats the "Payment Event Information" that appears throughout the system. |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Installation Options |

[**1.2**](#BPM1) **Populate Payment Details**

**Actor/Role: CSR**

**Description:**

The CSR or Authorized User enters initial payment information using the [Payment Portal](#_Payment_Portal_1), [Payment Event Add](#_Payment_Event_Add), [Payment Event Quick Add](#_Payment_Event_Quick_1) or [Payment Quick Add](#_Payment_Quick_Add) functionality. The CSR or Authorized User then selects one of the available distribution options. Options include:

* Distribute and Freeze if no other review or follow up is required.
* Manual Distribution if special allocation to various Service Agreements is required.

User defines pay method for an active pay plan. Each pay method can be configured with a grace period. A scheduled payment is considered to be missed if payment is made beyond scheduled date + grace period for the pay method defined on pay plan.

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Pay Method |

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

**Actor/Role: CSR**

**Description:**

The CSR or Authorized User chooses Distribute and Freeze at the same time if this option is selected when posting the initial payment details. The Distribute and Freeze option is used when no other review or follow up is required. The Account making the Payment is the same Account the Payment will be applied to. The Payment date is the current date. The Payment can be distributed across the Service Agreements using the configured distribution.

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

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

**Description:**

The Payment Event, Payment Header and Tender(s) are added in CCS(CCB). This process is similar for online as well as automated batch processing.

Manual: The requested payment event, payment header and tender are applied in CCS(CCB).

Automated: CCS(CCB) attempts to add the Payment Event, Payment Header and Tender. If there is any associated Payment Advices, the money totals must add up to the expected amount of the Payment Tender Staging.

**Customizable process N Process Name:**

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

[**1.5**](#BPM1) **Add Payment in Incomplete Status Group: Payment Upload Process**

**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.

This task is the same for online as well as automated batch processing. Refer to 4.3.1.1 CCS Manage Payments and 4.3.1.1d CCS.Manage Autopayments for details

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

|  |
| --- |
| C1-CR-NBRVAL - Credit Card Number Validation |
| CI\_VALIBAN – International Bank Account Number Validation (Algorithm Type) |
| CRPS-AP - Update Account Auto Pay Info (Algorithm Type) |
| CRVL-AP - Validate Account Auto Pay Info (Algorithm Type) |
| C1\_APAM-DFLT - Automatic Payment Amount Calculation |
| C2M-APAYDFLT - Automatic Payment Creation |
| C2M-APAYDTCL - Autopay Date Calculation |

**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 - Generate autopay for pay plans (Batch Control) |
| APAYCRET - Create autopay on extract date (Batch Control) |
| PUPL - The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables |

**Business Object Y Business Object:**

|  |
| --- |
| C1-CISPaymentEvent - Payment Event - CIS Payment |
| C1-AutoPaySourcePhysicalBO - Physical BO for Auto Pay Source |

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

**Group: Distribute Overpayment (Excess Credit SA)**

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

**Description:**

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

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

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

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

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Customer Class |

**Customizable process N Process Name:**

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

[**1.7**](#BPM1) **Create Overpayment SA Group: Payment Upload Process**

**Group: Distribute Overpayment (Excess Credit SA)**

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

**Description:**

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

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

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

|  |
| --- |
| OVRPY-CREDSA - Keep overpayment on a separate service agreement (Algorithm Type) |

**Configuration required Y Entities to Configure:**

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

**Customizable process N Process Name:**

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

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

**Group: Distribute Overpayment (Excess Credit SA)**

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

**Description:**

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

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

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

|  |
| --- |
| OVRPY-CREDSA - Keep overpayment on a separate service agreement (Algorithm Type) |

**Configuration required Y Entities to Configure:**

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

**Customizable process N Process Name:**

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

[**1.9**](#BPM1) **Distribute Payment and Create Freezable Pay Segment(s)**

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

**Description:**

The Payment is distributed in CCS(CCB) for Account(s) and Service Agreement(s) according to the configured distribution. Pay Segments for each associated Service Agreement are created. The defined Distribution applies for both Batch Processing and online Payments. In addition, Distribution Rules and Distribution detail Characteristics can be used to distribute payments.

When requested for default manual distribution, this task is the same for online as well as automated batch processing. Distribution rules are not followed when CSR manually allocates distribution amount.

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

|  |
| --- |
| C1-PYDST-PPR - Distribute Based On SA Type Priority/Debt Age.  This payment distribution algorithm distributes a payment amongst the account's service agreements based on each service agreement's SA type's Payment Priority. If service agreements have the same Payment Priority, debt is relieved based on the age of the arrears. If the Payment Priority and the Debt age are the same for more than one service agreement, the payment first pays off one service agreement before the other(s) are reduced (i.e., the payment is NOT prorated). |
| C1-CR-PAY-DF - Pay an SA via SA Characteristic (Algorithm Type)  This distribution rule create payment algorithm creates a single payment for an SA and finds the appropriate SA via a characteristic such as an external reference id. It expects that the distribution rule where this algorithm is plugged in to reference an appropriate characteristic type for this external id. |
| C1-TNDRAC-DF - Determine tender account via SA characteristic.  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 - Payment upload. (Batch Control)  The upload payments process creates payment events, payments, and tenders using the records in the various payment staging tables. |

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

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

**Description:**

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

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

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

|  |
| --- |
| WX-SSPNOTIFY - Set Payment Notifications for Self-Service |
| PAY FRZ O-I - OI ONLY! Link payment FT's to match event (Algorithm Type) |
| STPZ-RMVCR - Create adjustment to remove SA's credit (Algorithm Type) |
| CFTZ-VAT-GL - Create Excess Credit GL Details (UK VAT Only) (Algorithm Type) |

**Configuration required Y Entities to Configure:**

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

**Customizable process N Process Name:**

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

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

**Actor/Role: CSR**

**Description:**

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

[**2.2**](#BPM1) **Populate Distribution Details Manually for Specific SAs**

**Actor/Role: CSR**

**Description:**

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

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

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

**Description:**

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

[**2.4**](#BPM1) **Allocate Distribution Amounts**

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

**Description:**

The CSR or Authorized User determines to Distribute arbitrary amounts across the Account(s) Service Agreements. This Distribution may be requested by the Customer and is based on established business rules. Manual Distribution is selected when special allocation to various service agreements is required. This option requires separate freezing of the Payment.

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

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

**Description:**

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

[**2.6**](#BPM1) **Evaluate Distribution of Payment**

**Actor/Role: CSR**

**Description:**

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

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

**Actor/Role: CSR**

**Description:**

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

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

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

**Description:**

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

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

**Actor/Role: CCB**

**Description:**

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

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

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

**Description:**

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

**Customizable process Y Process Name**

|  |
| --- |
| Process X - This is a completely custom process designed to add payment details in the required payment upload staging tables in CCB. |

## Test Assets related to the Current Process

| Testing Asset Sr.No | Use Case | No Of Data sets |
| --- | --- | --- |
|  |  |  |
| 1 | URM-CCS-4311e-001-Create-PayPlan-Payment | 2 |
| 2 | URM-CCS-4311e-002-Create-PayPlan-Payment-ExcessAmt-Distibuted-To-Overpayment-SA | 2 |
| 3 | URM-CCS-4311e-003-Create-PayPlan-Payment-ExcessAmt-Distibuted-To-Non-Overpayment-SA | 2 |
| 4 | URM-CCS-4311e-004-Create-PayPlan-Payment-Payment-Distribution-Update-Require | 2 |
| 5 | URM-CCS-4311e-005-Create-PayPlan-Payment-AutoDistribute-And-Freeze | 2 |
| 6 | URM-CCS-4311e-006-Create-PayPlan-Payment-ExcessAmt-Auto-Distibuted-To-Overpayment-SA | 2 |
| 7 | URM-CCS-4311e-007-Create-PayPlan-Payment-ExcessAmt-Auto-Distibuted-To-Non-Overpayment-SA | 2 |

## Document Control

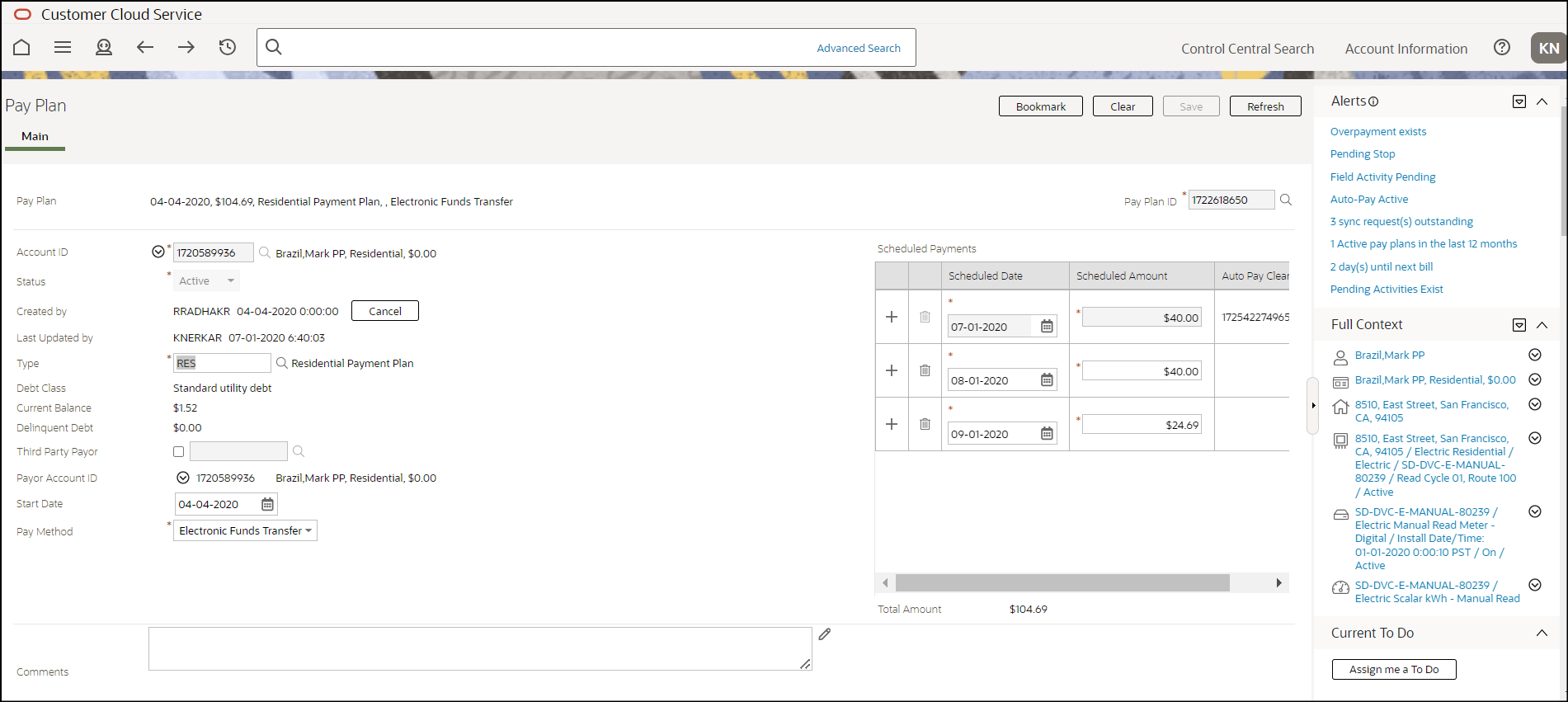
**Change Record**

1

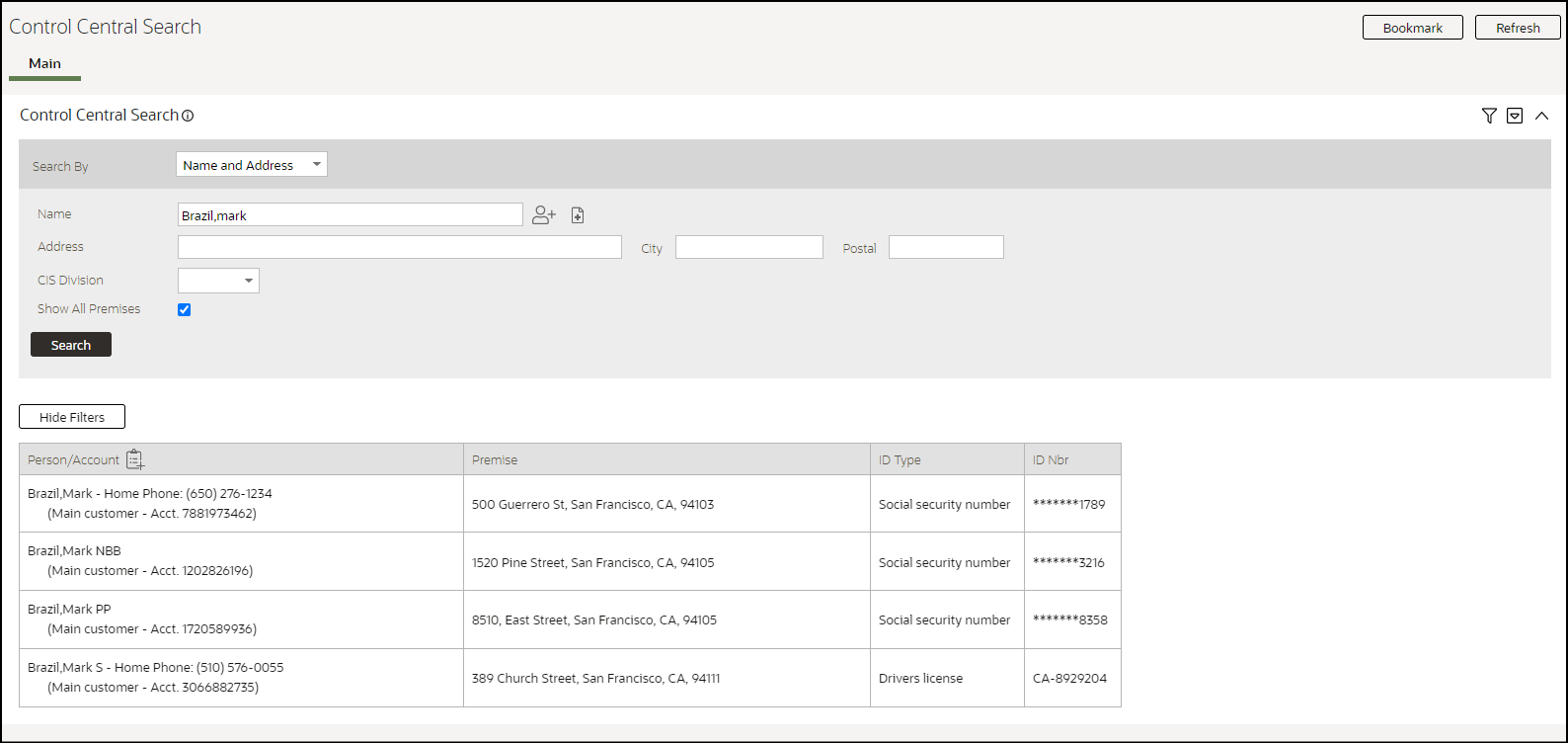
| Date | Author | | Version | Change Reference |
| --- | --- | --- | --- | --- |
|  |  | |  |  |
|  | |  | Draft 1a | No Previous Document |
| 10/10/13 | | Emma Lee Tiamzon |  | Initial Document |
| 10/26/2013 | | Galina Polonsky |  | Reviewed, Approved |
| 01/06/2016 | | Chris Brewster |  | Updated for version 2.5 |
| 09/05/2017 | | Genti Kondili |  | Update for version C2M(CCB) v 2.6 |
| 09/22/2017 | | Ekta Dua |  | Updated document and visio |
| 09/30/2017 | | Galina Polonsky |  | Reviewed, Approved |
| 08/17/2018 | | Jerry Chick |  | Minor grammatical and syntax corrections. |
| 09/20/2018 | | Galina Polonsky |  | Reviewed, Approved |
| 6/4/2019 | | Satya Kalavala |  | Updated format for v2.7 |
| 07/23/2024 | | Kunal Nerkar |  | Updated document and visio for CCS 24B |
| 08/22/2024 | | Pablo Siegrist |  | Reviewed |
| 12/17/2024 | | Galina Polonsky |  | Reviewed, Approved |

## Attachments:

### Pay Plan



### 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

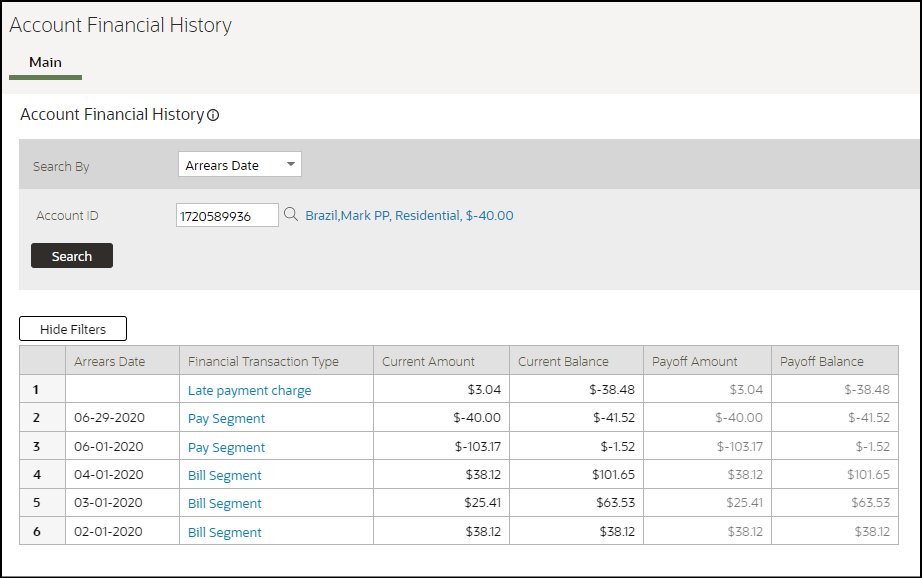
C1-CCAL-OCBG Highlight Open Off Cycle Bill Generators

F1-SYNRQALRT Retrieve Outstanding Sync Request

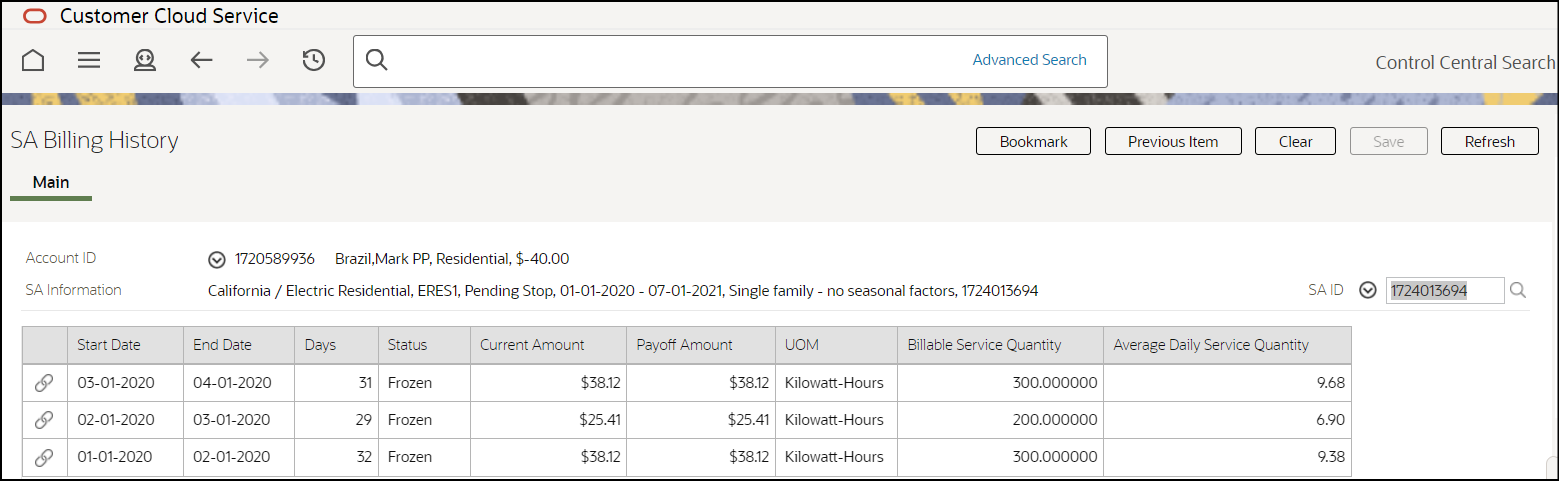
C1-PPBALERT Prepaid Biller Task Alert

C1-SCHOTPAY Highlight Scheduled One Time Payments

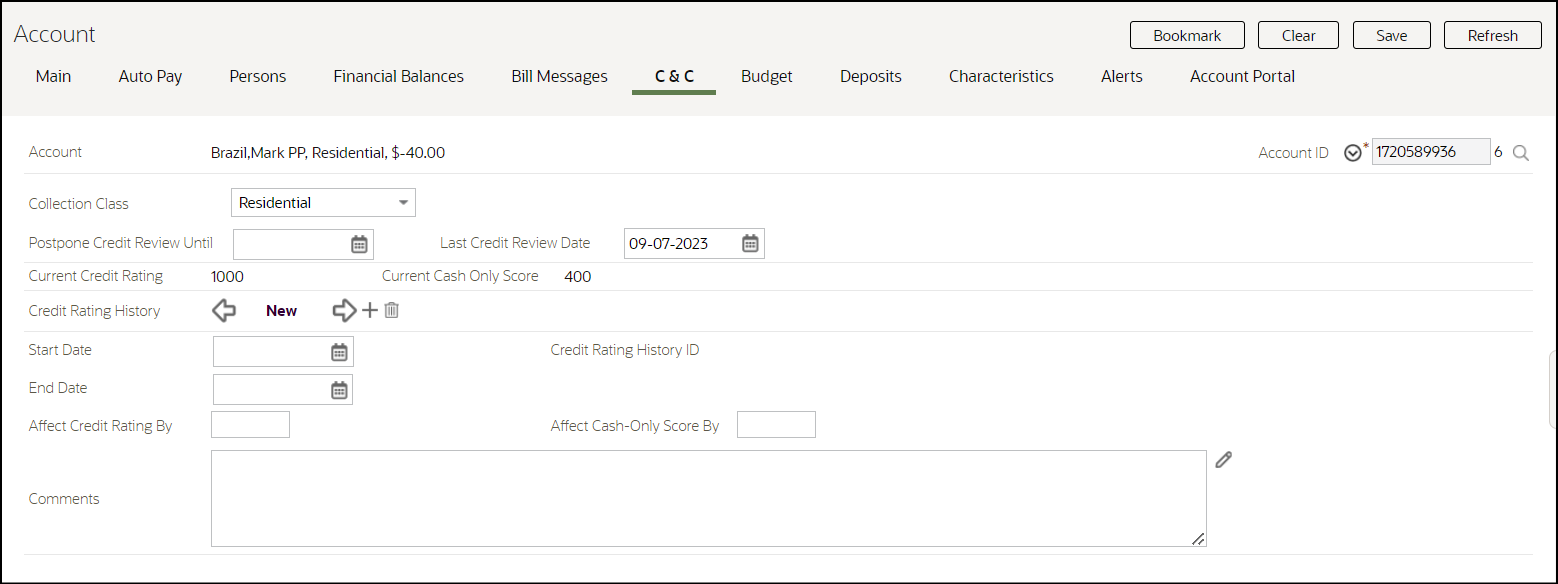
### Account Financial History



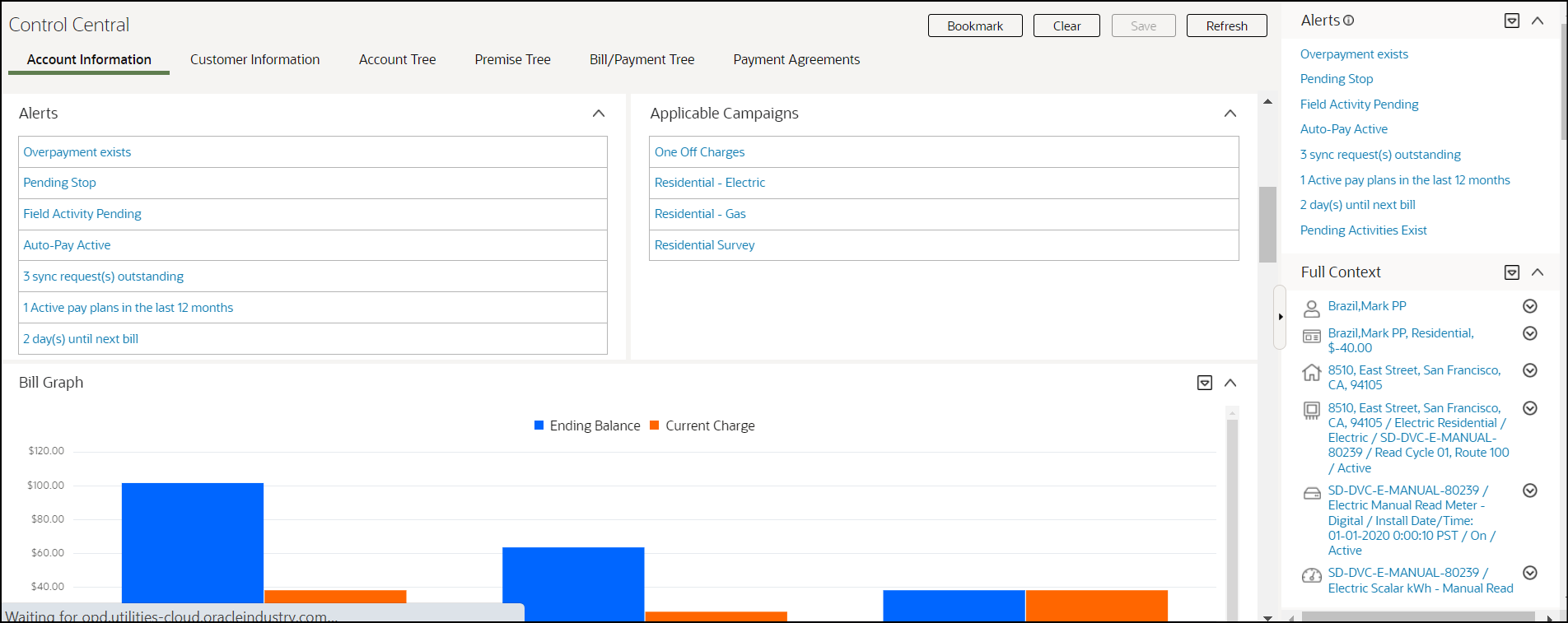
### Billing History



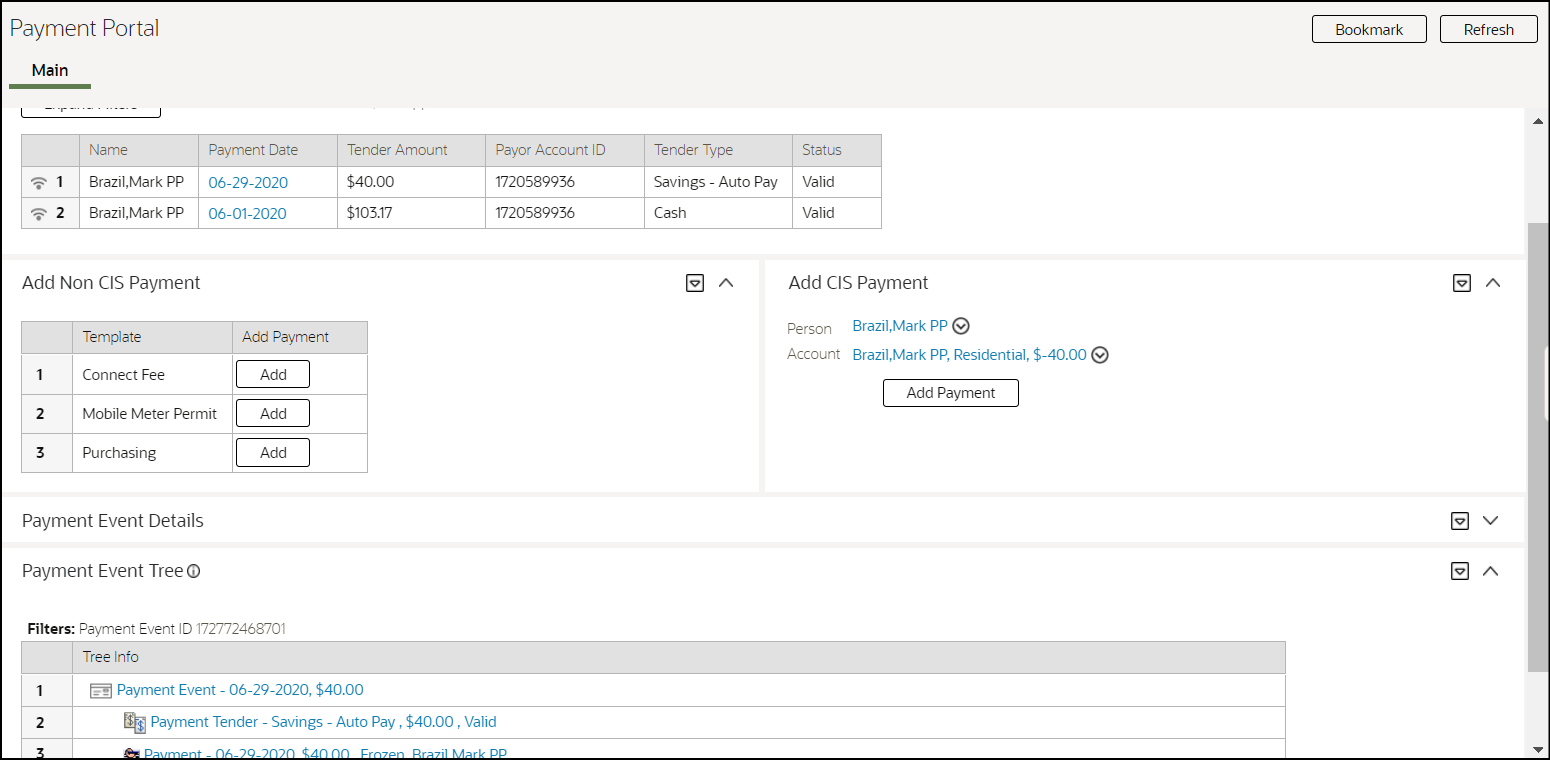
### Account/Credit & Collection



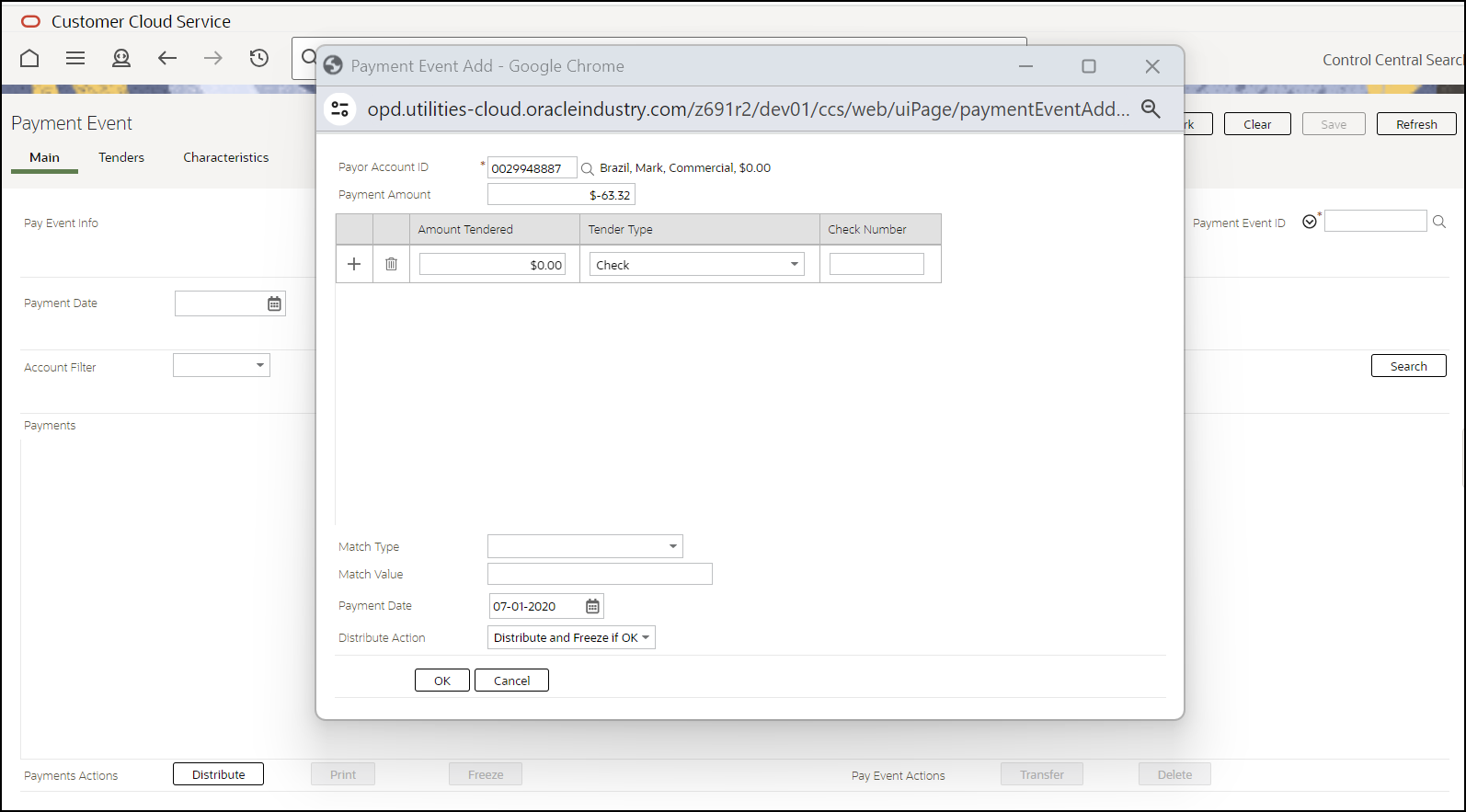
### Control Central / Dashboard



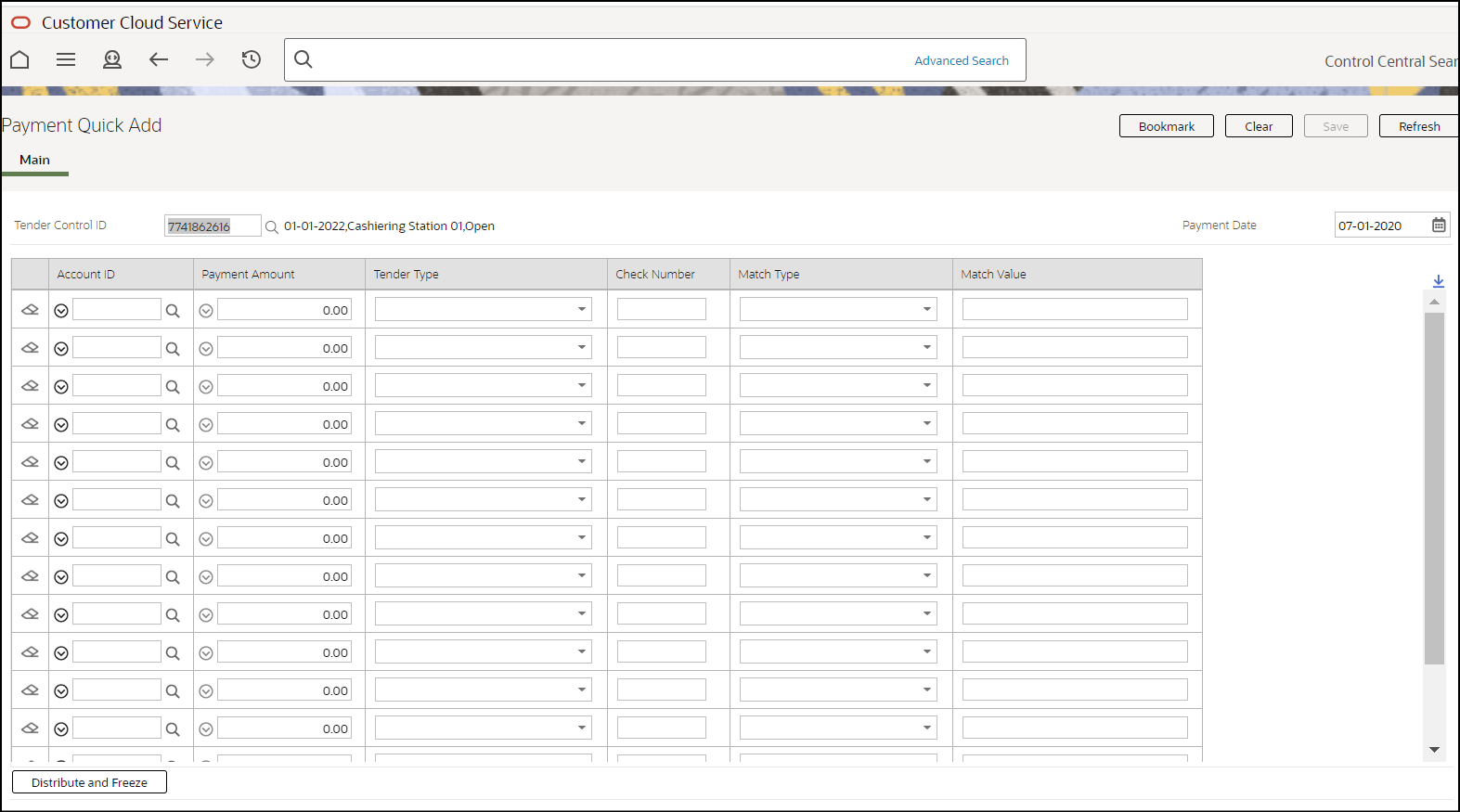
### Payment Portal



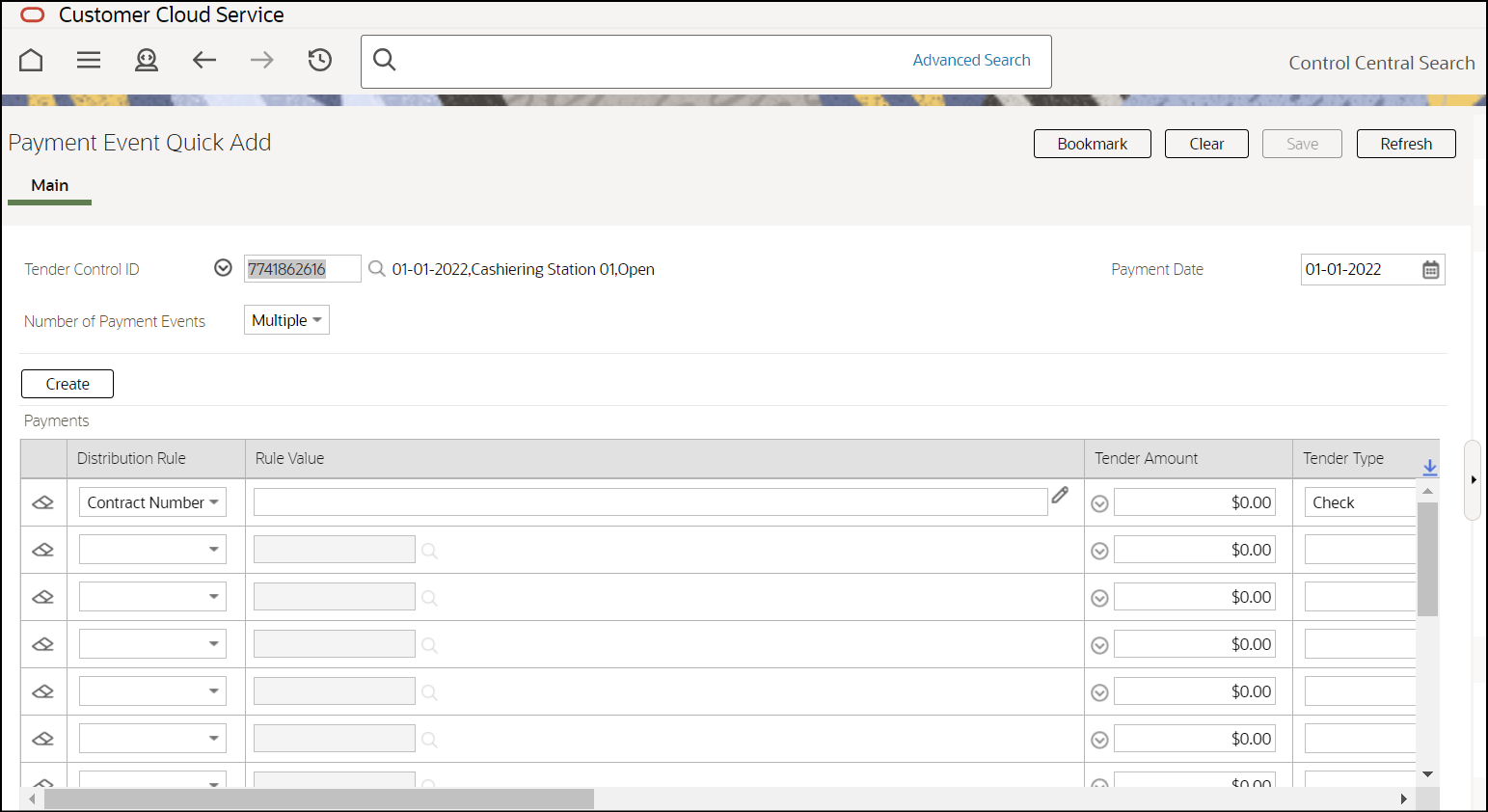
### Payment Event Add



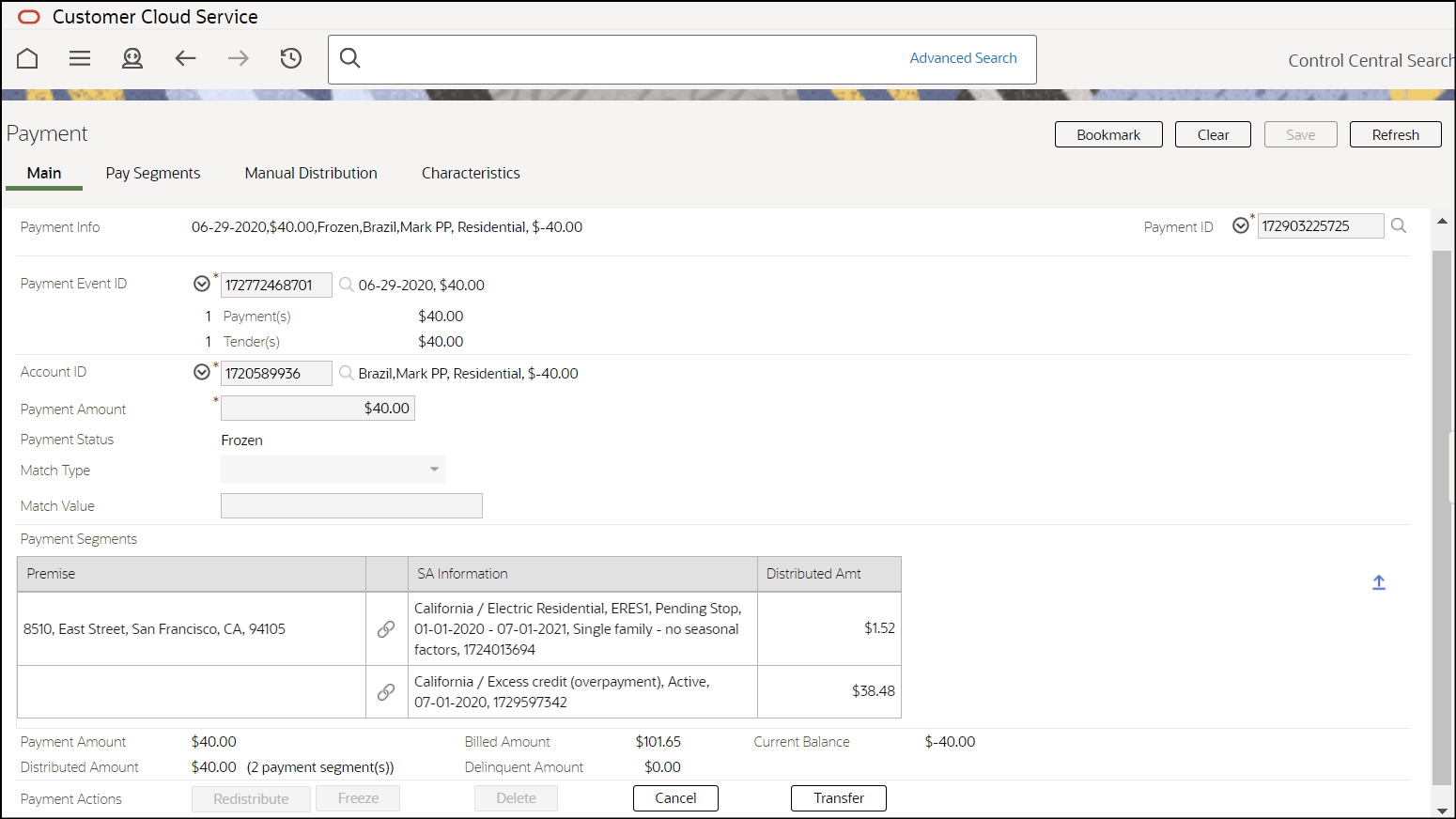
### Payment Quick Add



### Payment Event Quick Add



### Payment



### Overpayment SA

