**CCS**

**24B**

**4.3.1.2** **Manage Workstation Cashiering**

Creation Date: June 30, 2009

Last Updated: January 21, 2025

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1. To update the table of contents, put the cursor anywhere in the table and press [F9]. To change the number of levels displayed, select the menu option Insert‑>Index and Tables, make sure the Table of Contents tab is active, and change the Number of Levels to a new value.

## Brief Description

**Business Process: 4.3.1.2 CCS.Manage Work Station Cashiering**

**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 Payments, 4.3.1.1b CCS.Process Non-Billed Monitored Budget Payments, 4.3.1.1c CCS.Process Non-Billed Unmonitored Budget Payments, 4.3.1.1d CCS.Manage Auto-Payments, 4.3.1.1f CCS.Manage Pay Plan Payment, 4.3.1.1e CCS.Manage Credit Card Payments**

This process describes the management of cash drawers. Organizations that provide for walk in payment processing use the Work Station Cashiering functionality in CCS(CCB). With cash drawer processing the CSR or Authorized User creates a Tender Control. Before CCS(CCB) can begin accepting Payments, automatically or manually, an open Tender Control must exist as a record to hold the Payments. The Tender Control organizes all the Payments in one location for the cash drawer. An associated Deposit Control must be created to turn in tenders for deposit. A Deposit Control gives a head cashier or supervisor administrative control over all Tender Controls to be included for deposit.

Once the Tender Control and its associated Deposit Control is created, the CSR or Authorized User can begin processing Payments for the day. The CSR or Authorized User typically uses the [Payment Portal](#PaymentPortal) or [Payment Event Add](#PaymentEventAdd) functionality for entering Payments. [Payment Event Quick Add](#PaymentEventQuickAdd) or [Payment Quick Add](#PaymentQuickAdd) may also be used dependent upon the configuration and the business rules of the organization. The Payment Portal included in the base package provides ease of entry for CIS as well as Non CIS payments.

Multiple Deposit Controls and Tender Controls may be created daily to accommodate business rules and procedures. A CSR or Authorized User may open a new Tender Control to continue accepting Payments while balancing a separate Tender Control. Typically, a cash drawer starts with an opening balance to make change as necessary. The CSR or Authorized User can view the Tender Control balance at any time. Sometimes organizations limit cash held in the cash drawer. A turn in can be recorded and approved. Tenders are balanced against an expected total, turned in, and later deposited in the bank using the Deposit Control. An ending balance will include funds to make change for the next Tender Control. When balanced, the Tender Control and Deposit Control no longer accept further Payments. Each may be reopened for processing exceptions.

Tender and Deposit Controls are also used for Payments from external sources. CCS(CCB) automatically creates Tender and Deposit Controls and sets their status to balance when uploaded successfully.

## Business Process Model Page 1



## Business Process Model Page 2



## Business Process Model Page 3



## Business Process Model Page 4



## Detail Business Process Model Description

[**1.0**](#BPM1) **Search for Valid Tender Control**

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

**Description:**

The CSR or Authorized User searches for an existing [Tender Control](#TenderControl). This is a previously opened [Tender Control](#TenderControl) that is still available to accept further payments for the given user.

[**1.1**](#BPM1) **4.3.1.1 CCS.Manage Payments**

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

**Description:**

The CSR or Authorized User begins processing Payments. Throughout the day, customers remit tenders to the cashier. Every tender put into the drawer is associated with the drawer’s [Tender Control](#TenderControl) created at the start of the day. Refer to 4.3.1.1 CCS.Manage Payments for payment processing details.

[**1.2**](#BPM1) **Search for Open Deposit Control**

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

**Description:**

The CSR or Authorized User searches for existing [Deposit Controls](#DepositControl) to link a new [Tender Control](#TenderControl).

[**1.3**](#BPM1) **Evaluate Existing Open Deposit Controls**

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

**Description:**

Based on established business rules and daily procedures, the CSR or Authorized User determines if any existing Deposit Controls may be used for linking a new Tender Control. Dependent on the organization’s business rules each CSR or Authorized User may be responsible for opening their own Deposit and Tender Control for processing of Payments.

[**1.4**](#BPM1) **Populate and Review New Deposit Control Details**

A**ctor/Role: Supervisor/CSR**

**Description:**

The [Deposit Control](#DepositControl) can be associated with one or many [Tender Controls](#TenderControl). The Deposit Control is used to maintain the administrative functions for approval and deposits to the banks. A Supervisor, CSR or Authorized User is required to create a Deposit Control before any Tender Controls can be created. When initially displayed, the Deposit Control has information defaulted based on configuration.

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Installation Options |
| Tender Source |
| Tender Types |
| Users (Cashier ID’s) |

[**1.5**](#BPM1) **Override Deposit Control Details**

A**ctor/Role: Supervisor/CSR**

**Description:**

Based on established business rules, a Supervisor, CSR or Authorized User may override the default configured Tender Source Type.

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Installation Options |
| Tender Source |
| Tender Types |
| Users (Cashier ID’s) |

[**1.6**](#BPM1) **Request Add Open Deposit Control**

A**ctor/Role: Supervisor/CSR**

**Description:**

Once information is entered, the Supervisor, CSR or Authorized User adds the [Deposit Control](#DepositControl) in an Open status.

[**1.7**](#BPM1) **Add Deposit Control**

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

**Description:**

A new Deposit Control is added in CCS(CCB).

[**1.8**](#BPM1) **Populate and Review New Tender Control Details**

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

**Description:**

A Tender Control is required to begin accepting payments. When initially displayed, the [Tender Control](#TenderControl) defaults information based on configuration. The starting balance is configurable. The Tender Source can be configured to default based on the User. If multiple users will accept payments the cash drawer is marked for All Users.

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Installation Options |
| Tender Source |
| Tender Types |
| Users (Cashier ID’s) |
| Characteristic Type |
| Portal Preferences |

[**1.9**](#BPM1) **Override Tender Control Details**

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

**Description:**

Based on established business rules, the CSR or Authorized User may override information for the [Tender Control](#TenderControl) including Tender Source, Starting balance, and associated Deposit Control. If multiple users will accept payments the cash drawer is marked for All Users.

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Installation Options |
| Tender Source |
| Tender Types |
| Users (Cashier ID’s) |
| Characteristic Type |
| Portal Preferences |

[**2.0**](#BPM1) **Request Add Open Tender Control**

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

**Description:**

The CSR or Authorized User adds the [Tender Control](#TenderControl) to begin accepting Payments.

[**2.1**](#BPM1) **Add Tender Control**

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

**Description:**

The Tender Control is added in CCS(CCB) in Open status.

[**2.2**](#BPM1) **Populate and Request Add Turn In Details**

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

**Description:**

Based on established business rules the CSR or Authorized User may be required to turn in tenders from the cash drawer periodically or when a certain limit is reached. The established limit is configurable.

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Tender Source |
| Tender Types |

[**2.3**](#BPM1) **Add Turn In Details**

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

**Description:**

The Turn In information is recorded in CCS(CCB).

[**2.4**](#BPM1) **Evaluate, Review Deposit and Tender Controls**

A**ctor/Role: Supervisor/CSR**

**Description:**

The Supervisor, CSR or Authorized User at the end of the shift or at a specific established time, reviews the [Tender Control](#TenderControl) to prepare for Balancing. The Deposit Control is also periodically checked for Turn-Ins received from Tender Controls.

[**2.5**](#BPM1) **Make Changes for Turn In Details**

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

**Description:**

There may be discrepancies in the Turn-Ins. The CSR or Authorized User enters required changes in the Turn-In Details.

[**2.6**](#BPM1) **Update Turn Ins Details**

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

**Description:**

The Turn-In is now stored with updated information in CCS(CCB).

[**2.7**](#BPM1)**Approve Turn Ins**

A**ctor/Role: Supervisor/CSR**

**Description:**

Once confirmed, the Supervisor, CSR, or Authorized User approves Turn-Ins in preparation for balancing and bank deposits.

[**2.8**](#BPM1) **Update Turn Ins to Approved**

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

**Description:**

The Turn-In is now stored as approved in CCS(CCB).

[**2.9**](#BPM1) **Change Tender Control to Balancing in Progress**

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

**Description:**

As part of the Balancing process, the CSR or Authorized User will transition the Tender Control to Balancing in Progress status. No Payments can be added when the [Tender Control](#TenderControl) is in Balancing in Progress Status.

[**3.0**](#BPM1) **Update Tender Control Status**

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

**Description:**

The Tender Control is updated in CCS(CCB) to a Balancing in Progress Status.

[**3.1**](#BPM2) **Count and Compare Tenders in Drawer to Tender Control**

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

**Description:**

The CSR or Authorized User counts and validates that each type of tender adds up to the expected balances in the given [Tender Control](#TenderControl).

[**3.2**](#BPM2) **Change Tender Control to Open**

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

**Description:**

The CSR or Authorized User determines a payment was missed, needs updating, and/or a new Payment is required. The Tender Control is returned to Open status.

[**3.3**](#BPM2) **Update Tender Control to Open**

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

**Description**

The Tender Control is returned to an open status in CCS(CCB).

[**3.4**](#BPM2) **Populate Denomination Information**

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

**Description:**

Based on established business rules the CSR or Authorized User separates and records a count of each denomination.

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Characteristic Type |

[**3.5**](#BPM2) **Add Denomination Information**

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

**Description:**

The denomination information is added in CCS(CCB).

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Characteristic Type |

[**3.6**](#BPM2) **Populate Ending Balance for Each Type of Tender**

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

**Description:**

The CSR or Authorized User enters ending totals for each type of Tender that corresponds with the actual amounts in the cash drawer.

[**3.7**](#BPM2) **Request Add Payment for Over/Short Account**

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

**Description:**

The CSR or Authorized User posts a payment to a specific Over/Short Account. A payment is recorded for an “over” amount, and a negative payment is recorded for the “under” amount.

**Configuration required Y Entities to Configure:**

|  |
| --- |
| SA Type |
| Over/Short Account |
| Customer Class |

[**3.8**](#BPM2) **Evaluate Ending Balance**

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

**Description:**

The CSR or Authorized User reviews the ending balances for each tender type to ensure accuracy. The ending balances should equal the expected ending balances.

[**3.9**](#BPM2) **Request Change Ending Balance(s)**

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

**Description:**

The CSR or Authorized User makes any necessary changes.

[**4.0**](#BPM2) **Update Ending Balance(s)**

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

**Description:**

The Tender Control balances are updated in CCS(CCB).

[**4.1**](#BPM2) **Request Change Tender Control to Balanced**

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

**Description:**

The CSR or Authorized User transitions the status of the [Tender Control](#TenderControl) to Balanced.

[**4.2**](#BPM2) **Update Tender Control to Balanced**

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

**Description:**

The Tender Control is transitioned to a Balanced status in CCS(CCB).

[**4.3**](#BPM3) **Review Tenders and Tender Controls**

A**ctor/Role: Supervisor/CSR**

**Description:**

The Supervisor, CSR or Authorized User again reviews the Turn-Ins to ensure accuracy and checks to see that all Tender Controls are balanced. The Deposit Control cannot be balanced until all Tender Controls are balanced.

[**4.4**](#BPM3) **Request Change Deposit Control to Balancing in Progress**

A**ctor/Role: Supervisor/CSR**

**Description:**

When ready to begin balancing the Supervisor, CSR or Authorized User changes the [Deposit Control](#DepositControl) to Balancing in Progress.

[**4.5**](#BPM3) **Update Deposit Control to Balancing in Progress**

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

**Description:**

The Deposit Control status is changed in CCS(CCB) to Balancing in Progress.

[**4.6**](#BPM3) **Prepare and Request Add Bank Deposit**

A**ctor/Role: Supervisor/CSR**

**Description:**

The Supervisor, CSR or Authorized User prepares and enters the required information for Tenders to be deposited in various banks.

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Bank Code |
| Bank Account |

[**4.7**](#BPM7) **Update Bank Deposit Information**

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

**Description:**

The deposit for the bank is recorded in CCS(CCB).

[**4.8**](#BPM3) **Receive Deposit**

A**ctor/Role: Financial Institution**

**Description:**

The Financial Institution receives the bank deposit.

[**4.9**](#BPM3) **Populate Ending Balance and Request Change Deposit Control to Balanced**

A**ctor/Role: Supervisor/CSR**

**Description:**

When the ending balance equals the expected ending balance the Supervisor, CSR or Authorized User enters this information and transitions the Deposit Control to Balanced status.

[**5.0**](#BPM3) **Update Deposit Control to Balanced**

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

**Description:**

The [Deposit Control](#DepositControl) is transitioned to a Balanced status in CCS(CCB).

[**5.1**](#BPM3) **Identify Payments in Error, Unfrozen, or Unbalanced Group: To Do Payment Error and Unbalanced Payment Processes**

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

**Description:**

CCS(CCB) identifies Payments in error, unfrozen or unbalanced status. These background processes can create To-Do entries for every payment that's in error, unfrozen, or unbalanced.

**Customizable process N Process Name**

|  |
| --- |
| TD-PYERR- identifies payments in error or unfrozen and creates To-Do entries. |
| TD-UNBAL – identifies payments in unbalanced status. |

**Configuration required Y Entities to Configure:**

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

[**5.2**](#BPM4) **Create Payment Exceptions Group: To Do Payment Error and Unbalanced Payment Processes**

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

**Description:**

A message explaining the Payment Exception is available on a separate record for review by a CSR or Authorized User. The separate To Do entry allows for a supervisor and the responsible user to review and track the exception. Comments can be added based on established business rules. To Do Lists summarize and total entries for different To Do Types. Status of the To Do Entries is available for evaluation.

**Customizable process N Process Name**

|  |
| --- |
| TD-PYERR- identifies payments in error or unfrozen and creates To-Do entries. |

**Configuration required Y Entities to Configure:**

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

[**5.3**](#BPM4) **Review and Evaluate Errors**

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

**Description:**

The CSR or Authorized User reviews and investigates the Payment Exception and supporting information in CCS(CCB). Typically, errors are caused by missing or incomplete information

[**5.4**](#BPM4) **Resolve Payment Exception and Make Changes**

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

**Description:**

Based on established business rules, the CSR or Authorized User investigates possible solutions or workarounds for the missing or incomplete information.

[**5.5**](#BPM4) **Update Data**

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

**Description:**

Any changes are updated in CCS(CCB).

[**5.6**](#BPM4) **Complete To Do Entry Group: To Do Payment Error and Unbalanced Payment Processes**

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

**Description:**

The [To-Do Entry](#ToDo) is updated to Complete Status in CCS(CCB) when the record is removed from the payment staging exception table.

## Test Assets related to the Current Process

| Testing Asset Sr.No | Use Case | No Of Data sets |
| --- | --- | --- |
|  |  |  |
| 1 | URM-CCS-4312-001-Create-Deposit-Control-And-Tender-Control-With-Override-Values | 3 |
| 2 | URM-CCS-4312-002-Collect-Balance-WalkIn-Pay-Create-Tender-Control-Add-Denomination-Info | 2 |
| 3 | URM-CCS-4312-003-Collect-Balance-WalkIn-Payments-Use-Existing-Tender-Control-TurnIn-Payment | 2 |
| 4 | URM-CCS-4312-004-Update-And-Approve-TurnIn-Payments-That-Are-NotEligible-For-Approval | 2 |
| 5 | URM-CCS-4312-005-Update-Existing-Tender-Control-Status-When-AllPayment-TurnIns-Are-Approved | 2 |
| 6 | URM-CCS-4312-006-Balance-Existing-Tender-Control-With-Status-Of-Balancing-In-Progress | 2 |
| 7 | URM-CCS-4312-007-Reopen-Exist-TenderControl-Tenders-InDrawer-Are-Not-EqualTo-Tenders-InIt | 2 |
| 8 | URM-CCS-4312-008-Reopen-Balance-Existing-Tender-Control-Short-Pay | 2 |
| 9 | URM-CCS-4312-009-Update-Deposit-Control-To-Balanced-Status-If-All-TenderControls-Are-Balanced | 2 |
| 10 | URM-CCS-4312-010-Reopen-Balance-Existing-Tender-Control-OverPay | 2 |

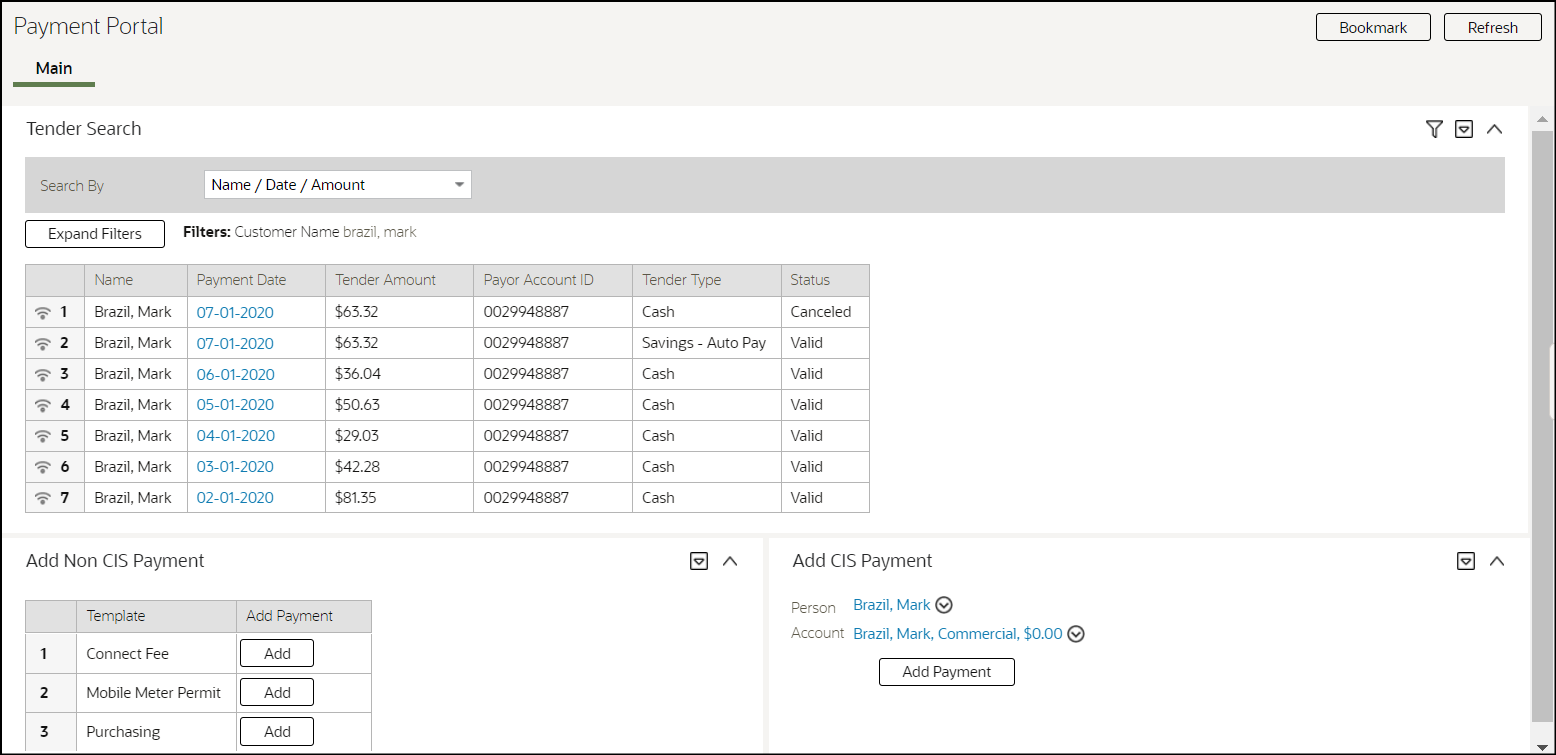
## Document Control

**Change Record**

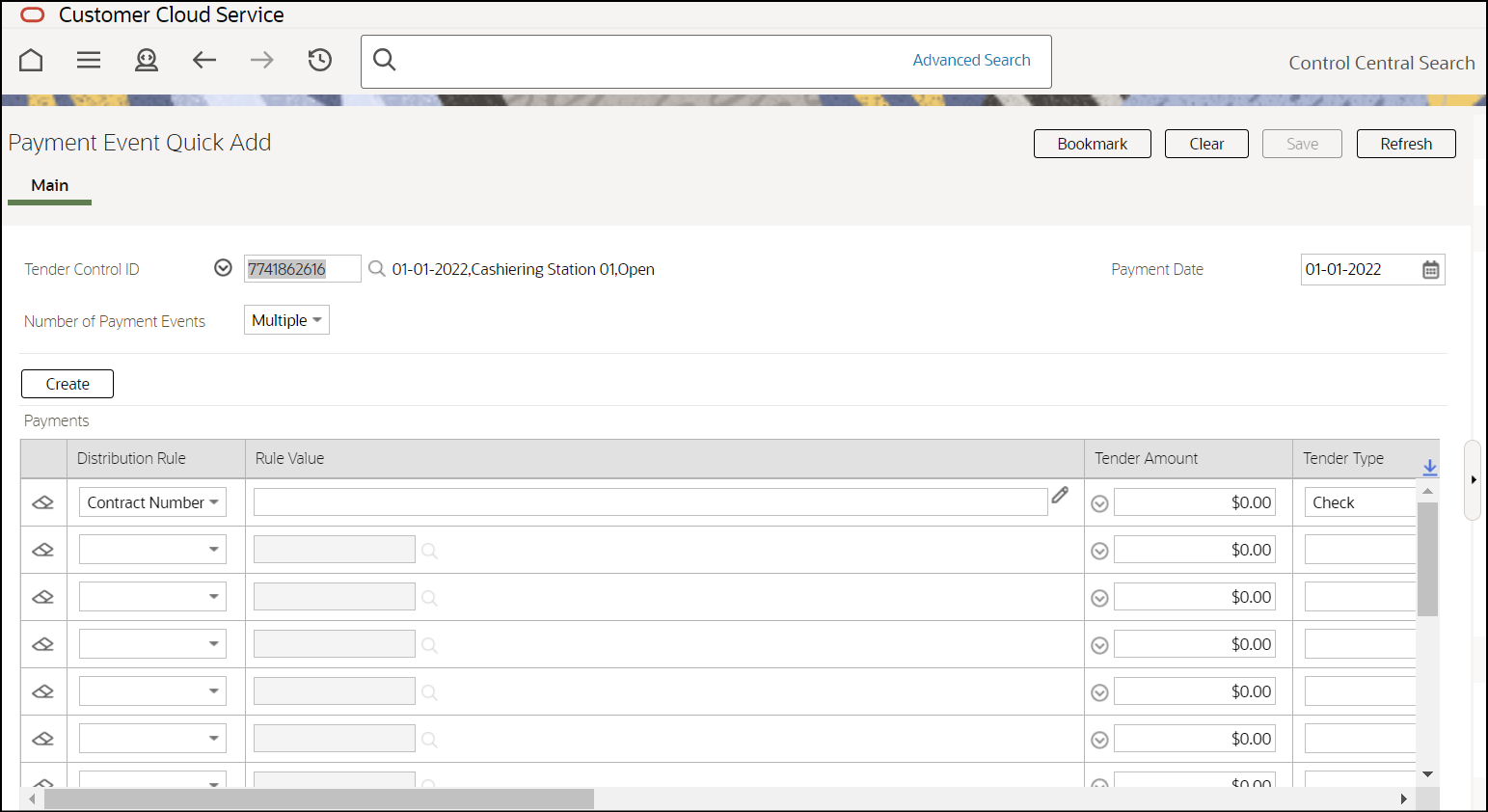
| Date | Author | Version | Change Reference |
| --- | --- | --- | --- |
|  |  |  |  |
| 6/30/09 | Colleen King | Draft 1a | No Previous Document |
| 7/l/09 | Colleen King |  | Changes After review |
| 7/6/09 | Colleen King |  | Changes After Review |
| 7/9/09 | Colleen King |  | Changes After Review |
| 10/22/10 | Geir Hedman |  | Updated Title and Content page |
| 2/9/11 | Geir Hedman |  | Updated Document and Visio |
| 3/30/2011 | Conrad Pinili |  | Updated Document and Visio |
| 10/08/2013 | Emma Lee Tiamzon |  | Updated Document and Visio |
| 10/30/2013 | Galina Polonsky |  | Reviewed, Approved |
| 08/31/17 | Joshua Piccott |  | Updated Document and Visio to v2.6 |
| 09/08/2017 | Genti Kondili |  | Update details to C2M |
| 09/30/2017 | Galina Polonsky |  | Reviewed, Approved |
| 8/10/2018 | Jerry Chick |  | Replaced Page 3 Visio flow. Minor grammatical and syntax updates. |
| 10/21/2018 | Galina Polonsky |  | Reviewed, Approved |
| 6/4/2019 | Satya Kalavala |  | Updated format for v2.7 |
| 7/23/2024 | Kunal Nerkar |  | Updated Document and Visio for CCS 24B |
| 08/20/2024 | Pablo Siegrist |  | Reviewed |
| 12/16/2024 | Galina Polonsky |  | Reviewed, Approved |

## Attachments:

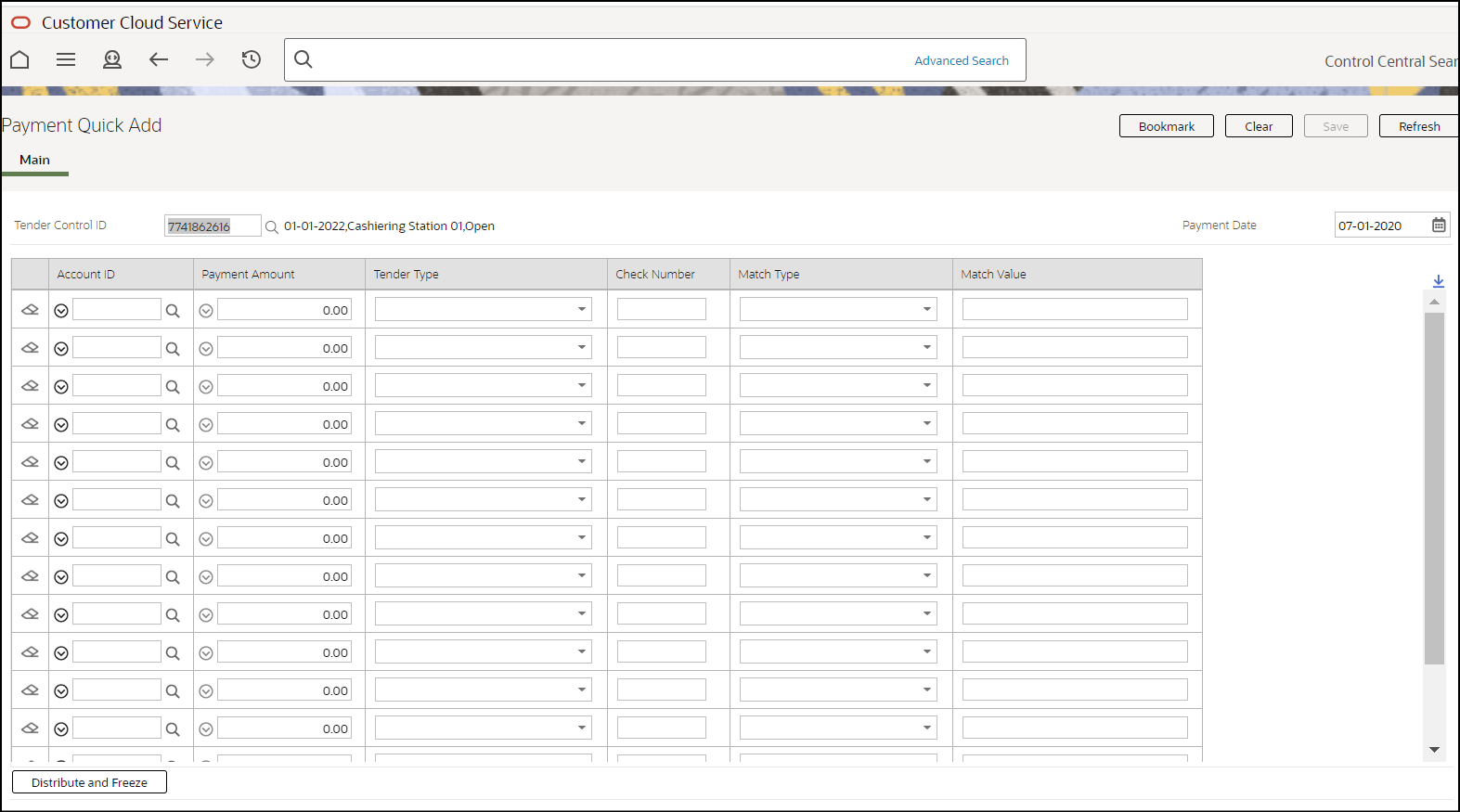
### Payment Portal



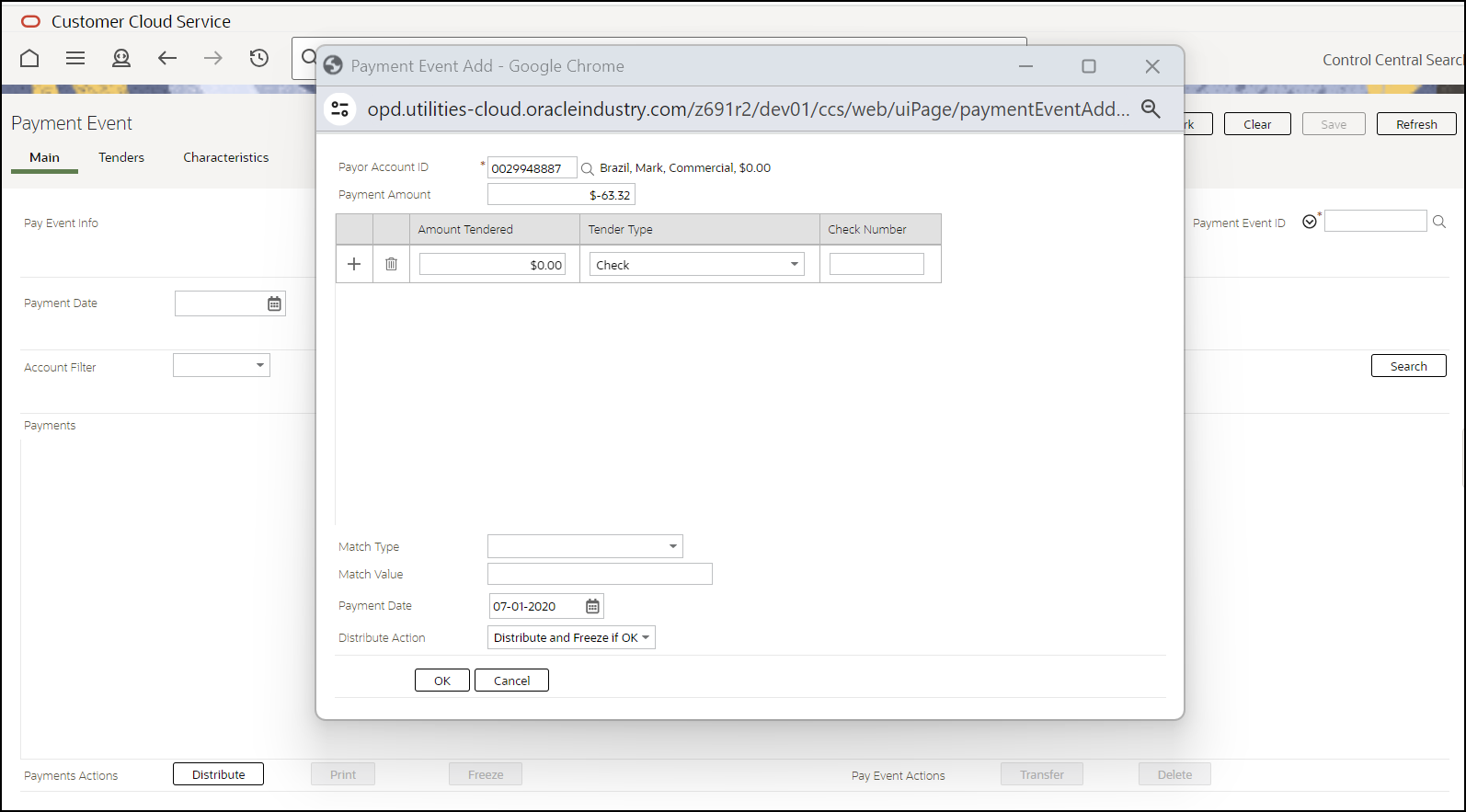
### Payment Event Quick Add



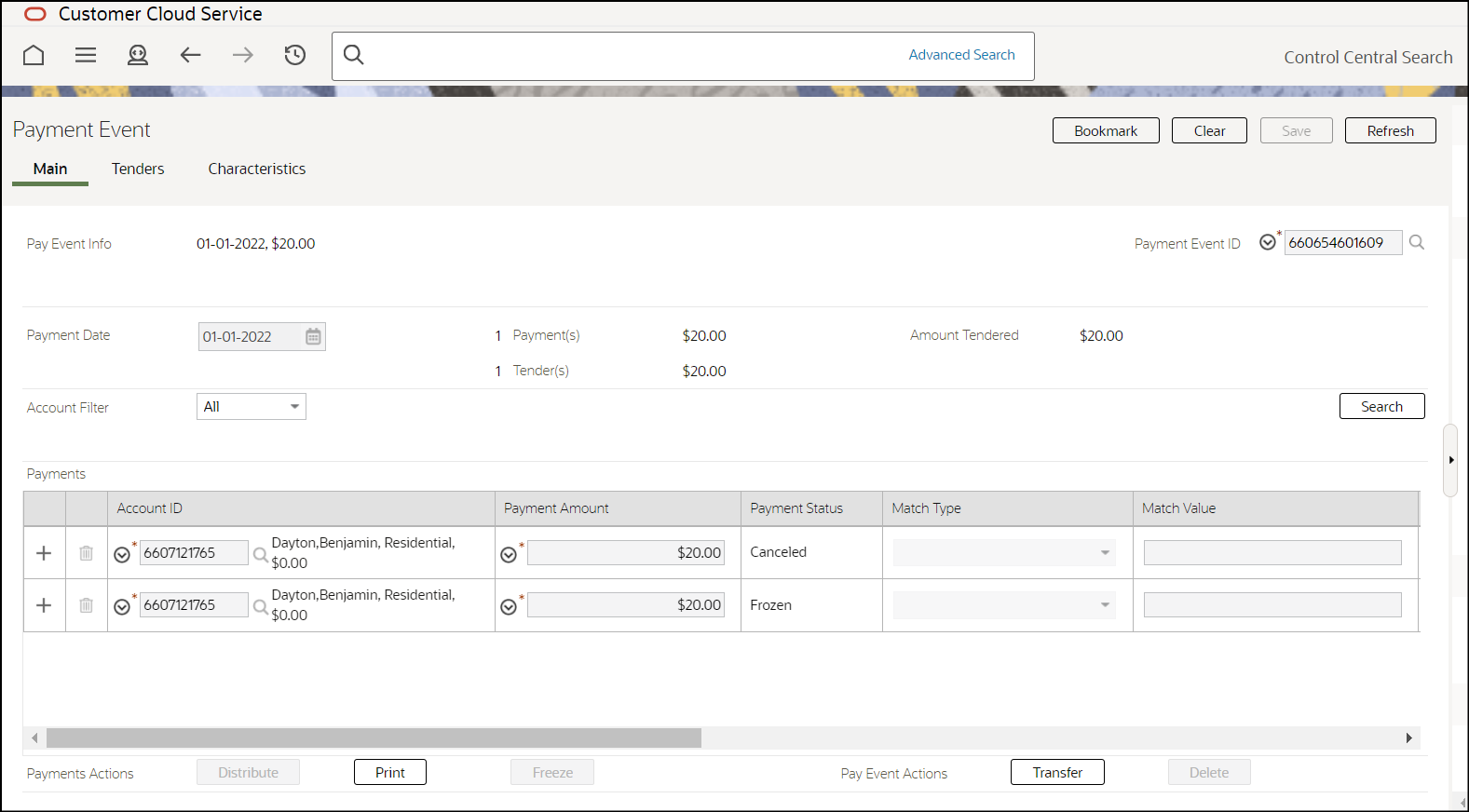
### Payment Quick Add

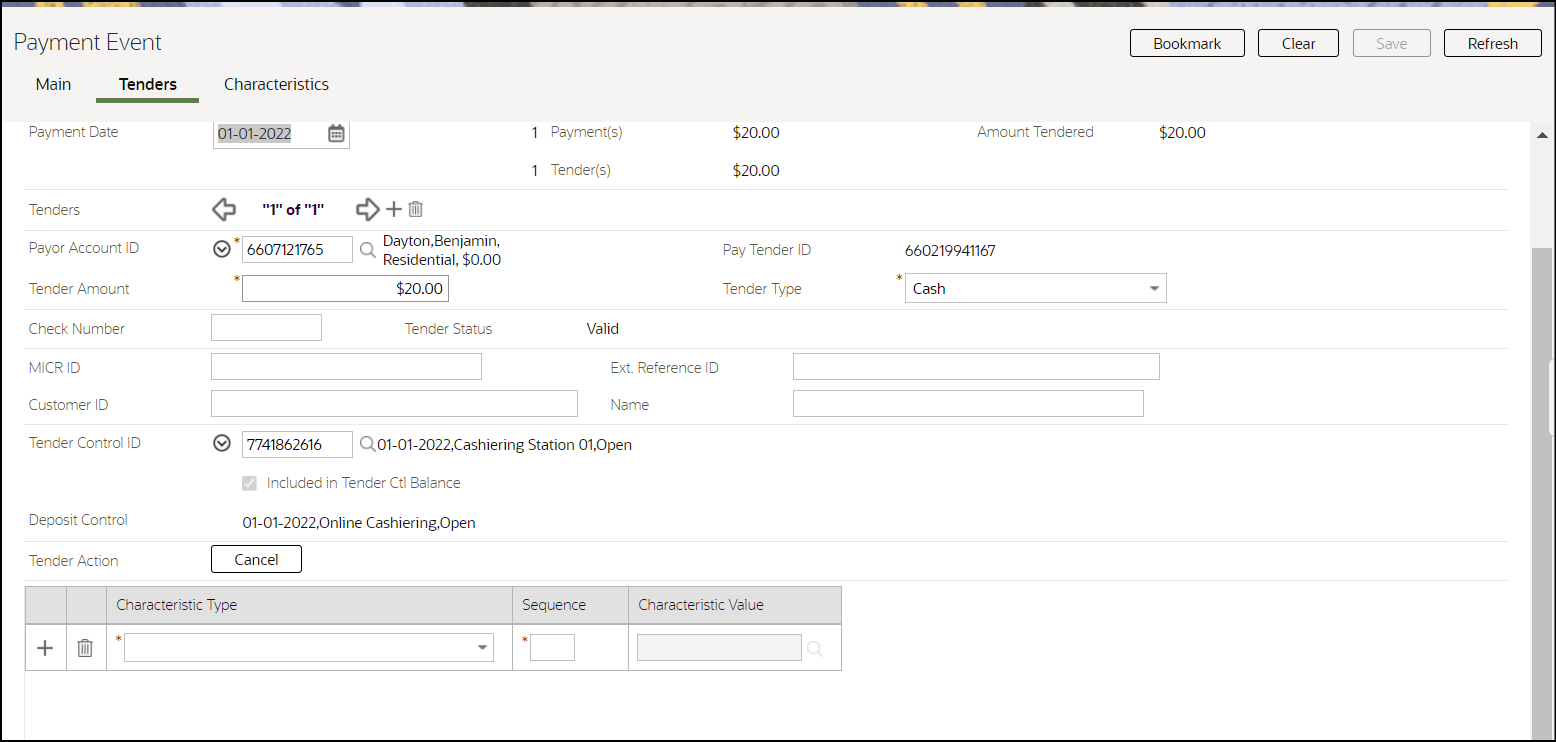


### Payment Event Add

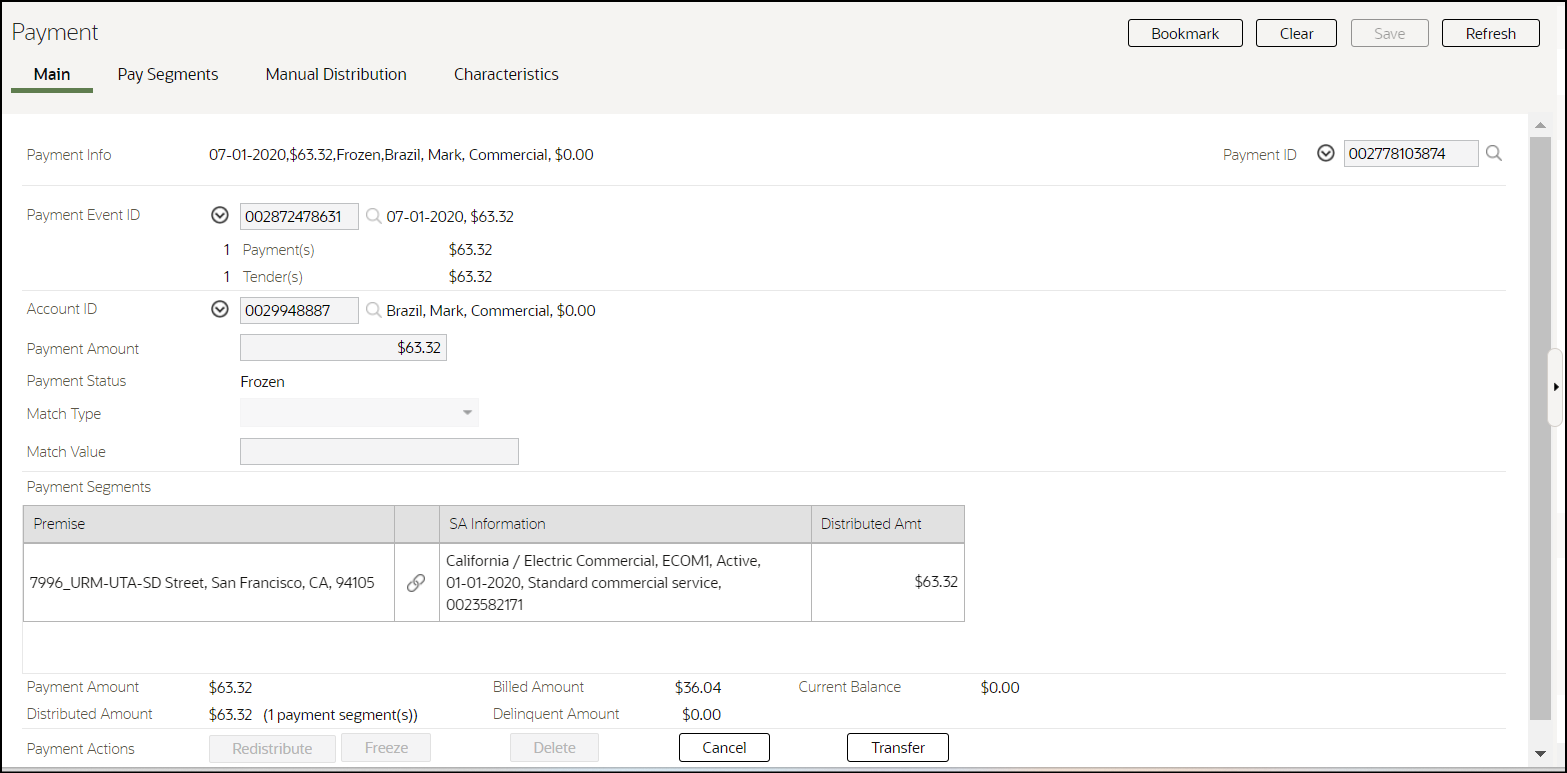


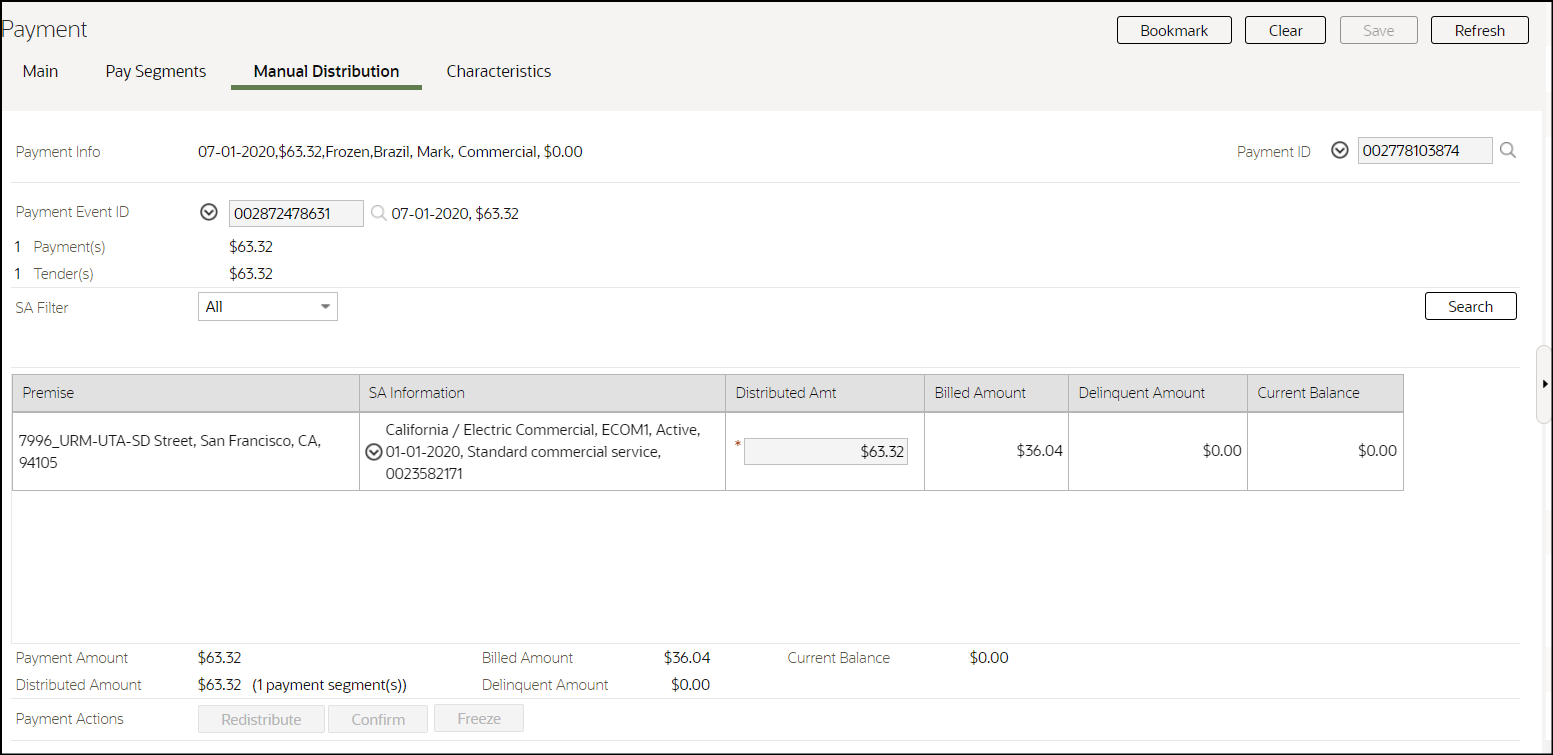
### Payment Event



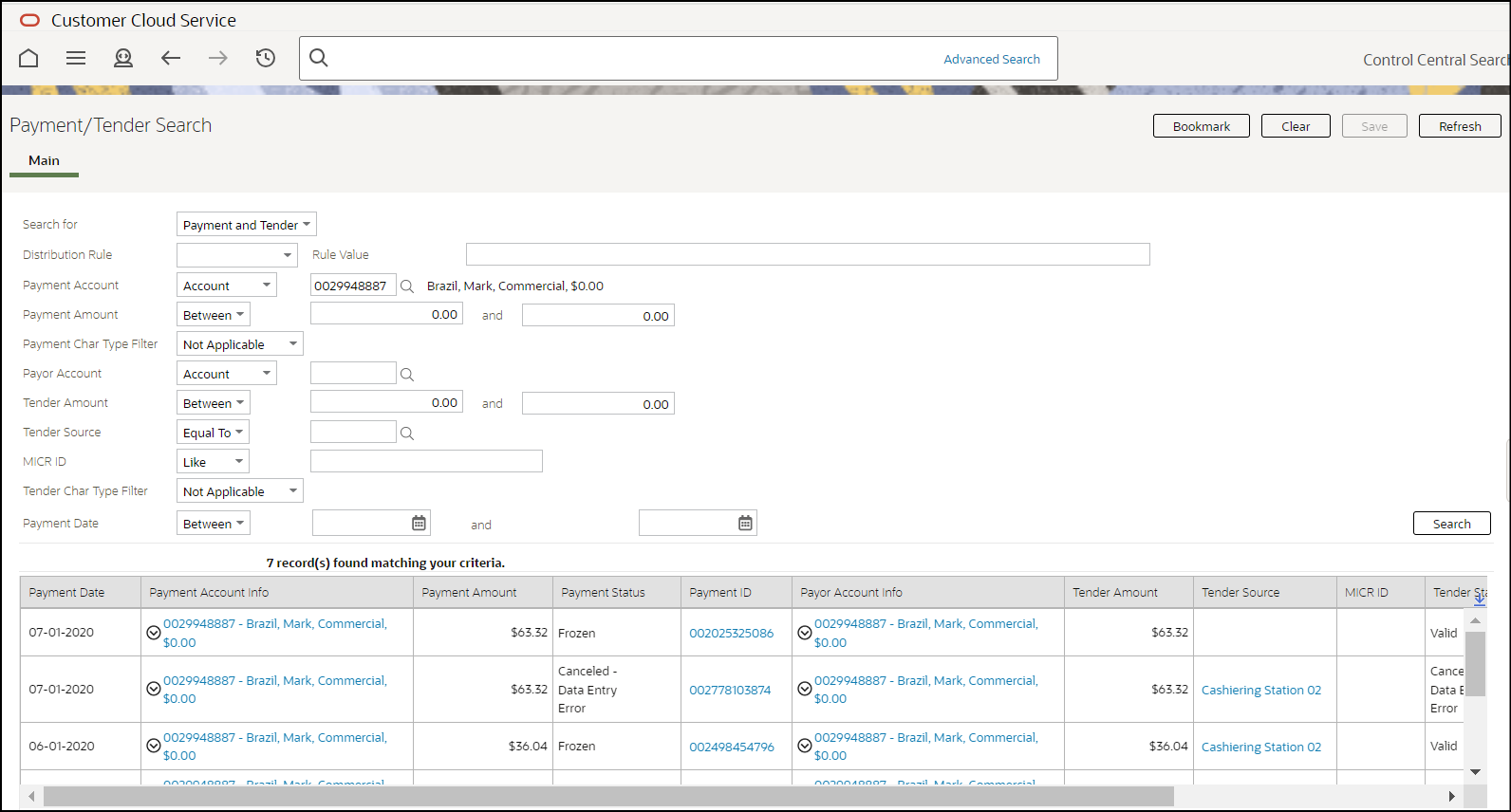


### Payment

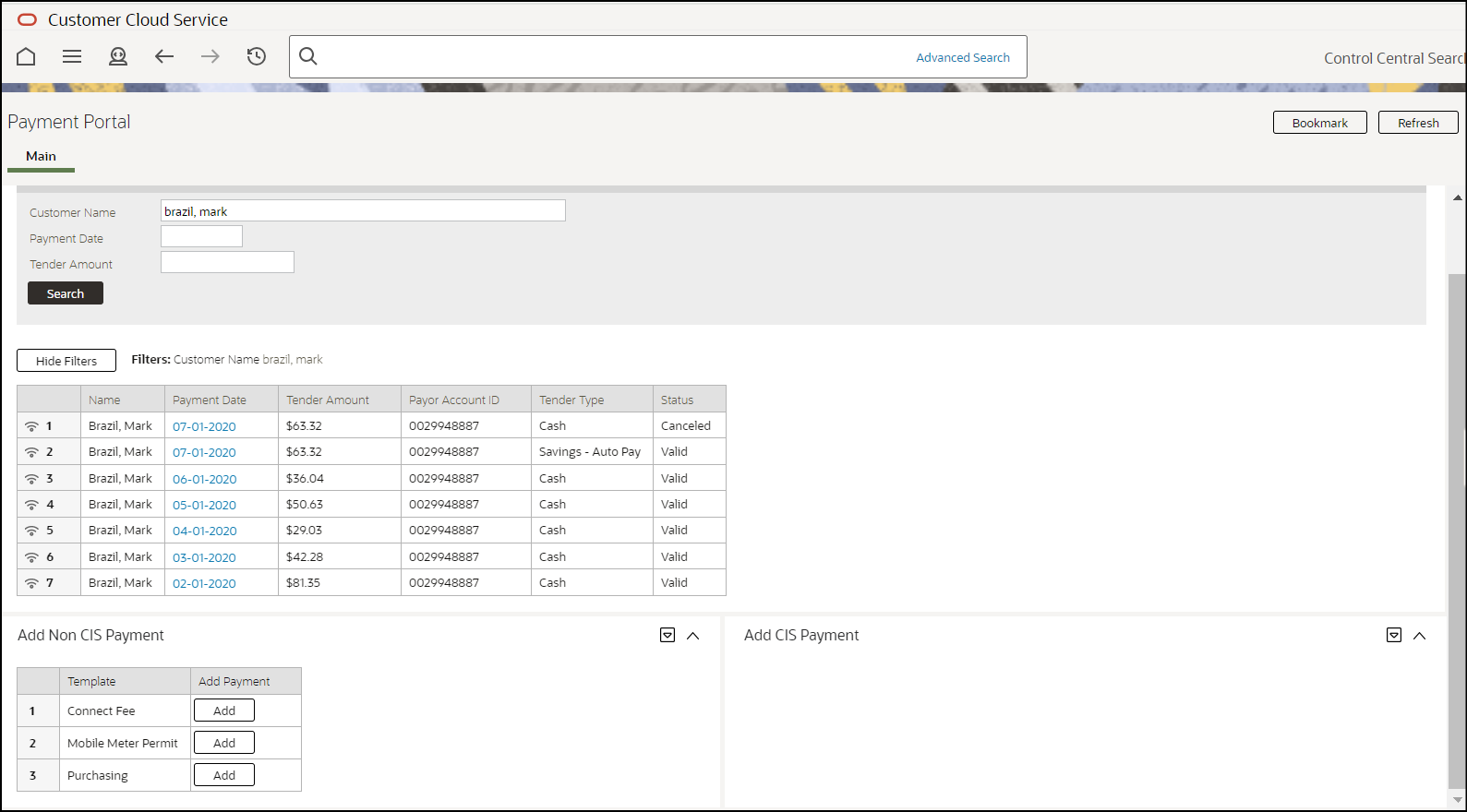




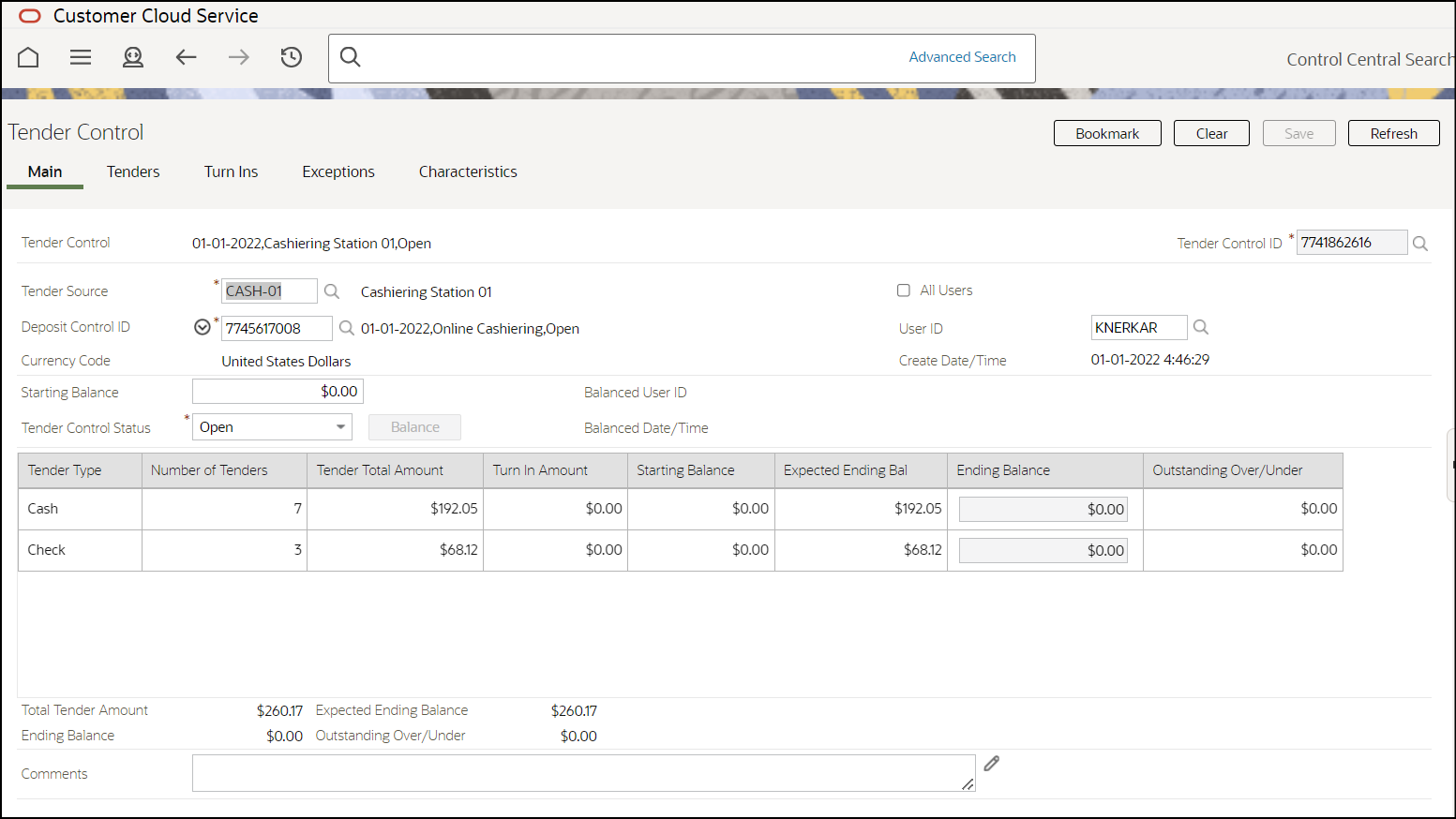
### Payment/Tender Search



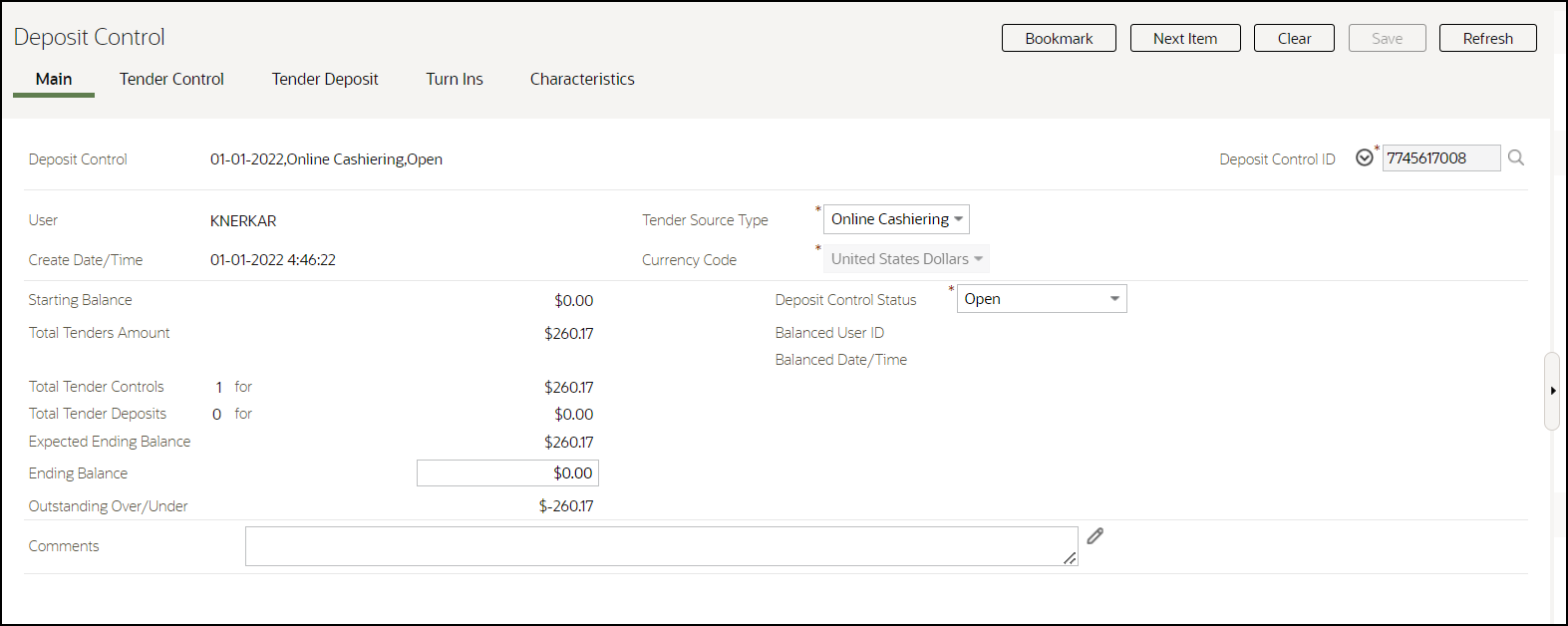
### Payment Portal Tender Search



### Tender Control



### Deposit Control



### To Do Entry (TD-UNBAL)

