**CCS**

**24B**

**4.3.2.3a** **Manage Pay Plan**

Creation Date: October 22, 2009

Last Updated: January 22, 2025

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## Brief Description

**Business Process: 4.3.2.3a CCS.Manage Pay Plan**

**Process Type: Sub Process**

**Parent Process: 4.3.2 CCS.Perform Collection Activities**

**Sibling Processes: 4.3.2.1 CCS.Manage Collection process, 4.3.2.2 CCS.Manage Severance Process, 4.3.2.4a CCS.Manage Payment Arrangement, 4.3.2.5a CCS.Manage LPC, 4.3.2.6 CCS.Write-off Uncollectable Receivables, 4.3.2.7 CCS.Manage Collection Agency Referral**

This process describes how the Pay Plan functionality is used to assist customers in managing their bills. 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.

The Credit and Collection processes monitor the payment scheduled dates for the [Pay Plan](#PayPlan) and provides follow up based on configured business rules.

## 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



## Detail Business Process Model Description

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

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

**Description:**

Upon receipt of a request to start a [Pay Plan](#PayPlan), the CSR or Authorized User locates the customer in CCS(CCB) using [Control Central Search](#ControlCentralSearch). When a customer is selected, the CSR or Authorized User is automatically transferred to Control Central – Account Information refreshed with the selected customer’s data. [Dashboard](#Dashboard) Alerts provide the CSR or Authorized User with pertinent information about the customer.

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

|  |
| --- |
| Installation Options – PERS-INFO-LF Person Information, Installation Options |
| C1-ACCT-INFO – Account Information |
| NMFM-VALFMT - Person Name Validation |
| C2M-PERCTINF - Person Contact Info Formatter |
| [Installation Options – Control Central Alerts](#InstallationOptions) |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Installation Options |

[**1.1**](#BPM1) **Analyze Eligibility and Negotiate Pay Plan**

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

**Description:**

Most organizations have business rules or procedures to follow when negotiating settlement of debt. These procedures are part of the negotiation or discussion with the customer. A customer on a [Pay Plan](#PayPlan) may or may not have overdue debt. Typically, the CSR or Authorized User reviews the customer’s [Account Financial History](#AccountFinancialHistory), [Billing History](#BillingHistory), and [Credit and Collection](#AccountCreditCollection) information prior to initiating a Pay Plan. The CSR or Authorized User reaches an agreement with the customer for scheduled payments over a given time period.

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Pay Plan Type |
| Pay Method |

[**1.2**](#BPM1) **Request Add Customer Contact**

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

**Description:**

Based on established business rules the Pay Plan may be denied. A Customer Contact may be required. Refer to 3.4.1.1 CCS.Manage Customer Contacts.

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Customer Contact Class |
| Customer Contact Type |

[**1.3**](#BPM1) **Add Customer Contact**

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

**Description:**

The Customer Contact is added in CCS(CCB)**.** Refer to 3.4.1.1 CCS.Manage Customer Contacts.

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Customer Contact Class |
| Customer Contact Type |

[**1.4**](#BPM1) **Add Alert for Pay Plan Denial**

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

**Description:**

If configured, CCS(CCB) can display a [Control Central Alert](#InstallationOptions) for a number of [Pay Plan](#PayPlan) denials for a Customer within a given time period. Alert Types can also be configured and manually added to an Account.

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

|  |
| --- |
| CI\_PPDENIAL (CC BY TYPCL) - This control central alert algorithm counts the number of Customer Contacts for a given Contact Type and Contact Class, whose create date is within the last X days (X being the Number of Days Cutoff) and displays an appropriate alert on control central |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Customer Contact Class |
| Customer Contact Type |
| [Installation Options – Control Central Alerts](#_Admin_Menu-Installation_Options-Con) |
| Alert Type |

[**1.5**](#BPM1) **Determine and Populate Pay Plan Details**

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

**Description:**

The CSR or Authorized User enters the required Pay Plan Information including the Pay Plan Type and Start Date, Pay Method, Third Party Payor if any, and scheduled payment dates and amounts.

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Pay Plan Type |
| Third Party Payor |
| Pay Method |

[**1.6**](#BPM1) **Request Add Pay Plan**

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

**Description:**

When the CSR or Authorized User has all the necessary Pay Plan information in place, they save the record.

[**1.7**](#BPM1) **Add Pay Plan Group: Invoke Pay Plan - Add**

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

**Description:**

The Pay Plan is added in CCS(CCB). If configured a [Control Central Alert](#InstallationOptions) is displayed when there is an Active [Pay Plan](#PayPlan). 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.

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

|  |
| --- |
| PP-ACTIVE - Show count of ACTIVE pay plans |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Pay Plan Type |
| Installation Options |
| Pay Method |

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

|  |
| --- |
| C1PayPlan – Pay Plan Service |

**Web Service(s):**

|  |
| --- |
| C1-PayPlan- Pay Plan |

[**1.8**](#BPM1)**. Add Alert for Pay Plan Group: Cancel Pay Plan Process**

**Group: Stop Service and Cancel Pay Plan Process**

**Group: Pay Plan Monitor**

**Group: Invoke Pay Plan - Add**

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

**Description:**

The Pay Plan is added in CCS(CCB). If configured a Control Central Alert is displayed when there is an Active, Kept, Canceled or Broken Pay Plan. The system will also keep track of the number of Pay Plans and statuses within a given time period.

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

|  |
| --- |
| (C1-PP-ACTIVE (PP BY STATUS) - Show count of ACTIVE pay plans |
| ( C1-PP-BROKEN (PP BY STATUS) - Show count of BROKEN pay plans |
| C1-PP-KEPT (PP BY STATUS) - Show count of KEPT pay plans |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Pay Plan Type |
| Installation Options |

[**1.9**](#BPM1) **Cancel Collection Process Group: Invoke Pay Plan - Add**

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

**Description:**

If configured, CCS(CCB) cancels an existing Collection Process. When a Pay Plan is activated, the system sums and compares the arrears balances of all Service Agreements in the Debt Class, to the Pay Plan’s Override Arrears criteria and Debt Class Cancellation Threshold. If the adjusted arrears are less than or equal to the cancellation threshold, the Collection Process is canceled. Refer to 4.3.2.1 CCS.Manage Collection Process.

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

|  |
| --- |
| C2M-COLL-CAN (DC COLL CAN) - Cancel collection process if ALL debt <= $25 |
| C1-PPOVRDARS (PP OVRD ARS) - Override arrears using pay plans schedule Payments. |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Debt Class |
| Pay Plan Type |
| Collection Process Template |

[**2.0**](#BPM2) **Cancel Severance Process Group: Invoke Pay Plan - Add**

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

**Description:**

If configured CCS(CCB) cancels an existing Severance Process. When a [Pay Plan](#PayPlan) is activated, the system sums and compares the arrears balances of all Service Agreements in the Debt Class, to the Pay Plan’s Override Arrears Algorithm and Debt Class Cancellation Threshold. If the adjusted arrears is less than or equal to the cancellation threshold, the Severance Process is canceled. Refer to 3.4.2.2 CCS.Manage Severance Process.

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

|  |
| --- |
| C2M-SEV-CAN (DC SEV CAN) - Cancel severance process if ALL debt <= $30. |
| C1-PPOVRDARS (PP OVRD ARS) - Override arrears using pay plans schedule Payments. |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Debt Class |
| Pay Plan Type |
| Collection Process Template |

[**2.1**](#BPM1) **Review Existing Pay Plan**

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

**Description:**

The CSR or Authorized User reviews and evaluates an existing Pay Plan to confirm accuracy. At times it may be necessary to cancel a Pay Plan. The customer may not want to make use of the Pay Plan any longer or there may be other business reasons to cancel the Pay Plan.

[**2.2**](#BPM1) **Make Changes**

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

**Description:**

The CSR or Authorized User makes required changes based on established business rules.

[**2.**](#BPM1)**3 Update Pay Plan**

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

**Description**

The Pay Plan is updated in CCS(CCB) and reflects changes made. System updates the id of the user who last modified the pay plan and the date and time on which it was changed.

[**2.4**](#BPM2) **Request Cancel Pay Plan**

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

**Description:**

The CSR or Authorized User determines to cancel the Pay Plan.

[**2.5**](#BPM2) **Cancel Pay Plan Group: Cancel Pay Plan Process**

**Group: Collection Event Activator**

**Group: Stop Service and Cancel Pay Plan Process**

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

**Description:**

The Pay Plan is transitioned to the Canceled status in CCS(CCB). Refer to 4.3.2.1 CCS.Manage Collection Process.

Manual process: CCS(CCB) cancels the Pay Plan upon user request.

Automated process: CCS(CCB) automatically cancels Pay Plan as part of Collection Process (Cancel Pay Plan collection event).

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

|  |
| --- |
| CI\_CAN\_PP (COLL CAN PP) - This collection event algorithm cancels any active payment plans associated with the collection process's debt class. |

**Customizable process N Process Name:**

|  |
| --- |
| CET - Collection event trigger |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Collection Process Template |
| Collection Event Template |

[**2.6**](#BPM2) **Identify Accounts with Pending Collection Processes Group: Cancel Pay Plan Process**

**Group: Collection Event Activator**

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

**Description:**

The background process, Collection Event Activator, reviews accounts with pending Collection Processes to determine if any Collection Events to cancel the Pay Plan exists, and checks the activation date. Collection Events that meet these criteria will be activated, and associated Pay Plans canceled. Refer to 4.3.2.1 CCS.Manage Collection Process.

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

|  |
| --- |
| CI\_CAN\_PP (COLL CAN PP) - This collection event algorithm cancels any active payment plans associated with the collection process's debt class. |

**Customizable process N Process Name:**

|  |
| --- |
| CET - Collection event trigger |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Collection Process Template |
| Collection Event Template |

[**2.**](#BPM3)**7 Identify Accounts with Active Pay Plans Group: Pay Plan Monitor Process**

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

**Description:**

The background process, Pay Plan Monitor, selects Accounts with Active Pay Plans to determine if the Pay Plans’ scheduled payments are met and to update the status of the Pay Plan. If all scheduled payments are met on time, the Pay Plan is transitioned to a Kept status. If the scheduled payments are not made on time, the Pay Plan Monitor changes the status to broken, marks the account for Credit and Collection review, and can update the customer’s credit history.

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

|  |
| --- |
| CI\_PPM\_GR - Create Pending Pay Plan Monitor Job |

**Customizable process N Process Name:**

|  |
| --- |
| PPM - Pay Plan Monitor |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Feature Configuration |

[**2.**](#BPM3)**8 Apply Pay Plan Criteria and Conditions to Payment(s) Received Group: Pay Plan Monitor Process**

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

**Description:**

The system collects all frozen non-cancelled payments associated to the account and same debt class. The payment dates must be after the start date of the Pay plan and associated with the Pay Plan’s identified Payor. The system compares scheduled payments to actual payments to confirm scheduled payments were made on a timely basis.

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

|  |
| --- |
| C1-PPOVRDARS (PP OVRD ARS) - This algorithm takes the arrears balances of an account's debt class, and adjusts/reduces them by the amount of the scheduled payments for pay plans of the same debt class. |

**Customizable process N Process Name:**

|  |
| --- |
| PPM - Pay Plan Monitor |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Pay Plan |
| Pay Method |

[**2.**](#BPM3)**9 Break Pay Plan Group: Pay Plan Monitor**

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

**Description:**

If the system cannot find payments that meet the scheduled pay dates for the Pay Plan, the Pay Plan status is changed to broken.

NOTE: The Pay Plan’s break algorithm for European / Australian pay plans, there are scenarios when the break algorithm causes the pay plan to become unbroken – when there are not at least two missed, historical scheduled payments.

**Customizable process N Process Name:**

|  |
| --- |
| PPM - Pay Plan Monitor |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Pay Plan |
| Pay Method |

[**3.0**](#BPM3) **Affect Credit Rating-Cash Only Score Group: Pay Plan Monitor**

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

**Description:**

If configured, CCS(CCB) updates the associated Pay Plan’s Account’s credit rating history to reflect that payments were not made according to schedule.

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

|  |
| --- |
| CI\_BROKENPP (BROKEN PP) - This broken pay plan algorithm inserts a credit rating history record for an account when a pay plan is broken. |

**Customizable process N Process Name:**

|  |
| --- |
| PPM - Pay Plan Monitor |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Pay Plan |
| Pay Method |

[**3.1**](#BPM3) **Mark Account for Review by Credit and Collection Group: Pay Plan Monitor**

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

**Description:**

CCS(CCB) “tags” the account for review by the background process, Account Debt Monitor. The Account Debt Monitor reviews this account the next time the background process is executed.

**Customizable process N Process Name:**

|  |
| --- |
| PPM - Pay Plan Monitor |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Pay Plan |
| Pay Method |

[**3.**](#BPM3)**2 Mark Pay Plan as Kept Group: Pay Plan Monitor**

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

**Description:**

If all scheduled payments are made on time, CCS(CCB) transitions the status of the Pay Plan to Kept.

**Customizable process N Process Name:**

|  |
| --- |
| PPM - Pay Plan Monitor |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Pay Plan |
| Pay Method |

[**3.**](#BPM3)**3 Highlight Exceptions Group: Pay Plan Monitor**

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

**Description:**

If CCS(CCB) is not able to process certain Accounts with Active [Pay Plans](#PayPlan), an exception record is created.

**Customizable process N Process Name:**

|  |
| --- |
| PPM - Pay Plan Monitor |

[**3.**](#BPM3)**4 Create To Do Entry Group: Pay Plan Monitor**

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

**Description:**

If configured, CCS(CCB) creates a separate To-Do Entry for the exception record to be reviewed by a CSR or Authorized User.

**Customizable process N Process Name:**

|  |
| --- |
| PPM - Pay Plan Monitor |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| To-Do Role |
| To-Do Entry |

[**3.**](#BPM4)**5 Evaluate Exception**

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

**Description:**

The CSR or Authorized User reviews the exceptions to determine the cause and possible solutions. Exceptions are typically the result of missing or incomplete information.

[**3.6**](#BPM4) **Resolve Exception**

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

**Description:**

The CSR or Authorized User resolves the error and enters information in CCS(CCB).

[**3.**](#BPM4)**7 Update Data**

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

**Description:**

Information required for resolution is updated in CCS(CCB).

[**3.**](#BPM4)**8 Request Complete To-Do**

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

**Description:**

The CSR or Authorized User marks the To-Do Entry as complete and requests completion of the To-Do Entry. The CSR or Authorized User may add comments or a log entry for future reference.

[**3.**](#BPM4)**9 Complete To-Do Entry**

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

**Description:**

The To-Do Entry is updated to Complete Status in CCS(CCB).

[**4.0**](#_Business_Process_Model_1) **Populate Pay Plan Details and Request Add Pay Plan**

**Actor/Role: Self-Service Application**

**Description:**

The Self-Service Application populate pay plan details and requests to add Pay Plan. This will invoke pay plan web service to create active pay plan in CCS(CCB).

System supports communicating with the external system via RESTful services or via SOAP services. In both cases, the system uses an object called inbound web service (IWS) to store the configuration. A web service class is used to distinguish whether the IWS is used for REST or SOAP.

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

|  |
| --- |
| C1PayPlan – Pay Plan Service |

**Web Service(s):**

|  |
| --- |
| C1-PayPlan- Pay Plan |

[**4.1**](#_Business_Process_Model_1)**Receive Message about Successful Pay Plan Activation**

**Actor/Role: Self-Service Application**

**Description:**

The Self-Service Application receives message about successful pay plan activation.

[**4.2**](#_Business_Process_Model_1) **Request Pay Plan Details Group: Invoke Pay Plan - Read**

**Actor/Role: Self-Service Application**

**Description:**

The Self-Service Application requests to view pay plan details.

System supports communicating with the external system via RESTful services or via SOAP services. In both cases, the system uses an object called inbound web service (IWS) to store the configuration. A web service class is used to distinguish whether the IWS is used for REST or SOAP.

[**4.3**](#_Business_Process_Model_1) **Get Pay Plan Details Group: Invoke Pay Plan - Read**

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

**Description:**

The CCS(CCB) will identify the request and will respond with pay plan details

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

|  |
| --- |
| C1PayPlan – Pay Plan Service |

**Web Service(s):**

|  |
| --- |
| C1-PayPlan- Pay Plan |

[**4.4**](#_Business_Process_Model_1) **Receive Pay Plan Details Group: Invoke Pay Plan - Read**

**Actor/Role: Self-Service Application**

**Description:**

The Self-Service Application receives and reviews Pay Plan details.

## Test Assets related to the Current Process

| Testing Asset Sr.No | Use Case | No Of Data sets |
| --- | --- | --- |
|  |  |  |
| 1 | URM-CCS-4323a-001-Create-Pay-Plan-With-Collection-Process | 2 |
| 2 | URM-CCS-4323a-002-Create-Pay-Plan-With-Severence-Process | 2 |
| 3 | URM-CCS-4323a-003-Cancel-Pay-Plan-Manual | 2 |
| 4 | URM-CCS-4323a-004-Cancel-Pay-Plan-Stop-SA | 2 |
| 5 | URM-CCS-4323a-005-Cancel-Pay-Plan-Batch | 2 |
| 6 | URM-CCS-4323a-006-Transition-Pay-Plan-To-Kept | 2 |
| 7 | URM-CCS-4323a-007-Transition-Pay-Plan-To-Broken | 2 |

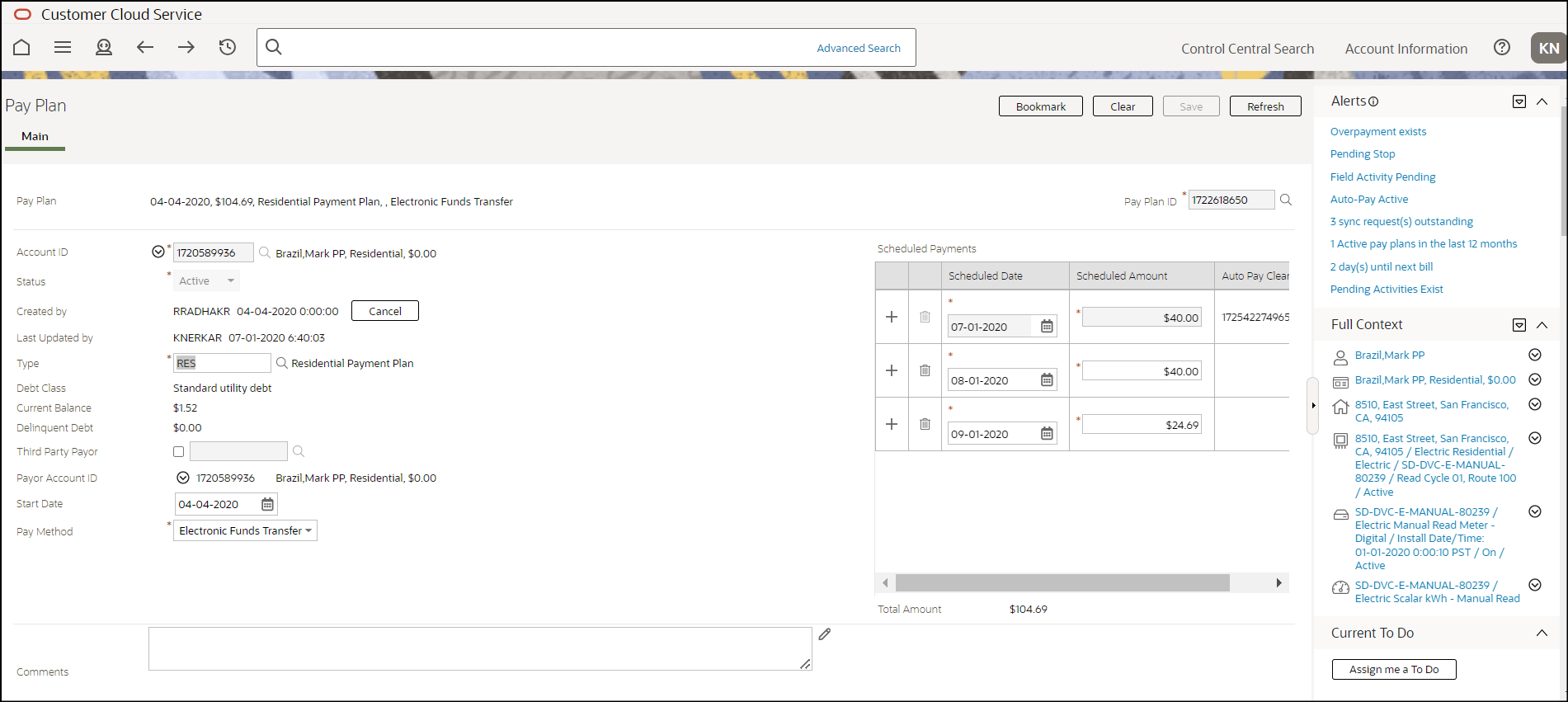
## Document Control

**Change Record**

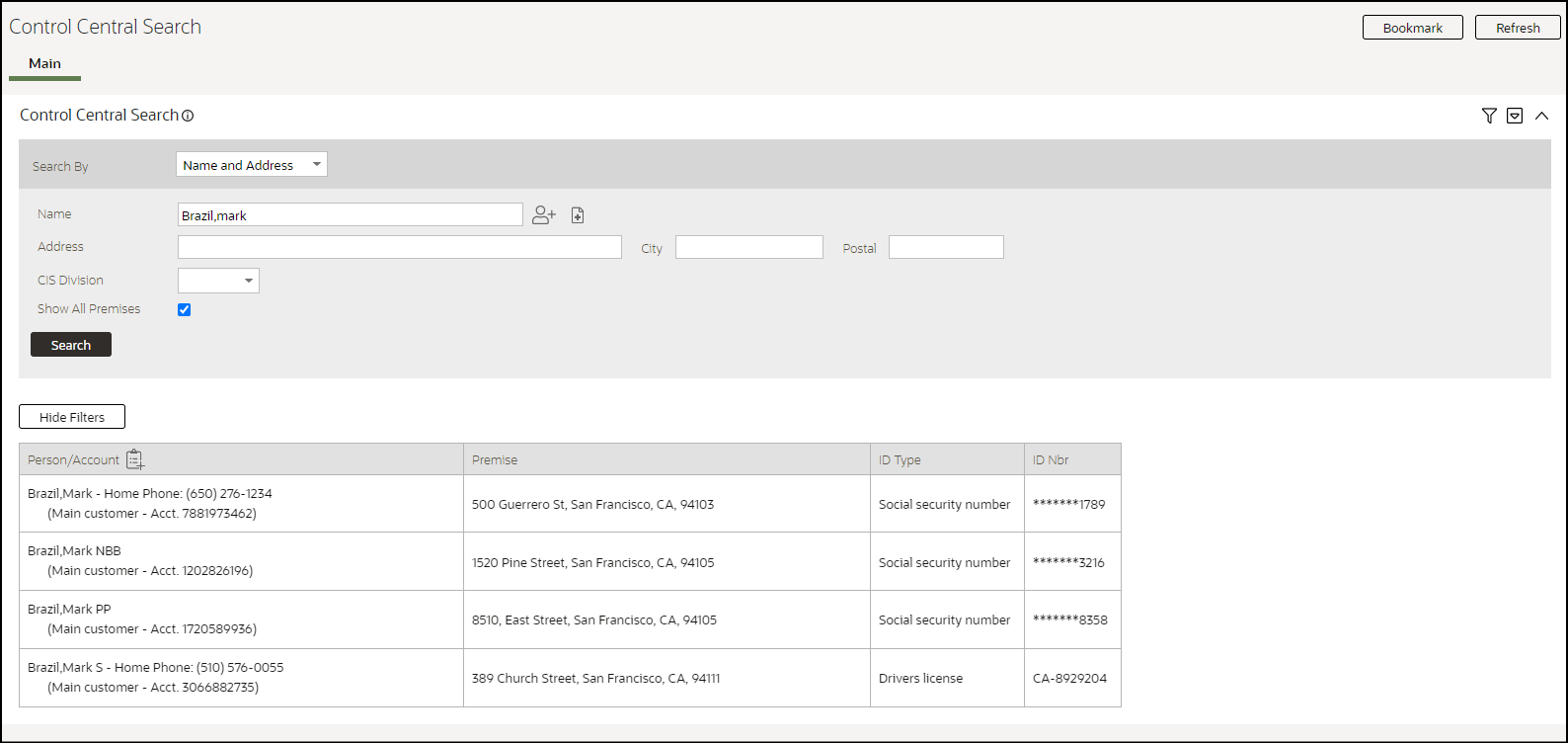
| Date | Author | Version | Change Reference |
| --- | --- | --- | --- |
|  |  |  |  |
| 10/22/09 | Colleen King | Draft 1a | No Previous Document |
| 10/22/10 | Geir Hedman |  | Updated Title and Content page |
| 11/22/10 | Yoko Iwahiro |  | Update Algorithms and configuration. |
| 12/22/10 | Ayelet Lavee |  | Review before release made minor changes to document and Visio. |
| 2/9/11 | Geir Hedman |  | Updated Document and Visio |
| 9/30/13 | Mel Bachmeier | V2.4 | Updated Document and Visio |
| 10/11/2013 | Galina Polonsky |  | Reviewed |
| 08/31/17 | Joshua Piccott |  | Updated Document and Visio to v2.6 |
| 1/17/2018 | Chetan Raut |  | Updated C2M related changes and algorithms |
| 01/17/2018 | Galina Polonsky |  | Reviewed, Approved |
| 08/23/2018 | Jerry Chick |  | Replaced Visio flows for pages 1, 2, 3, and 4. Numerous grammatical and syntax corrections. |
| 09/30/2018 | 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 |
| 08/24/2024 | Pablo Siegrist |  | Review |
| 12/17/2024 | Galina Polonsky |  | Reviewed, Approved |

## Attachments:

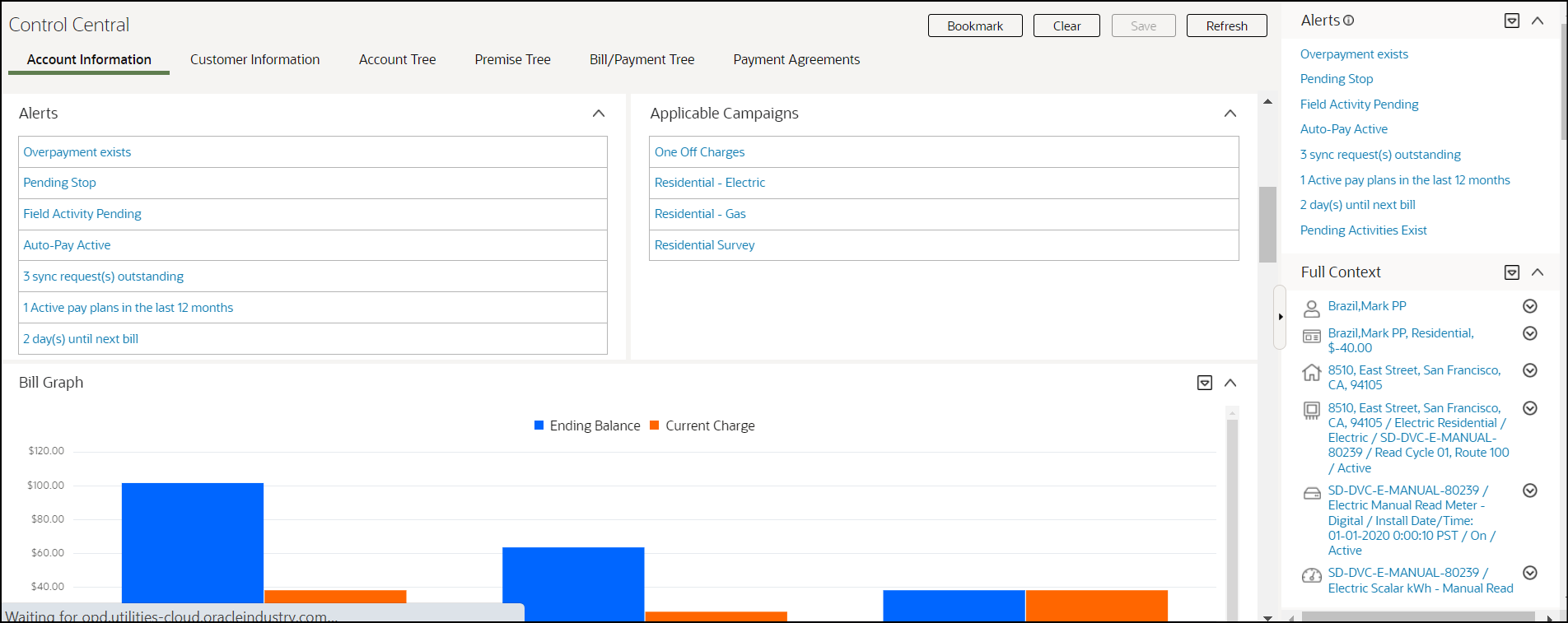
### Pay Plan



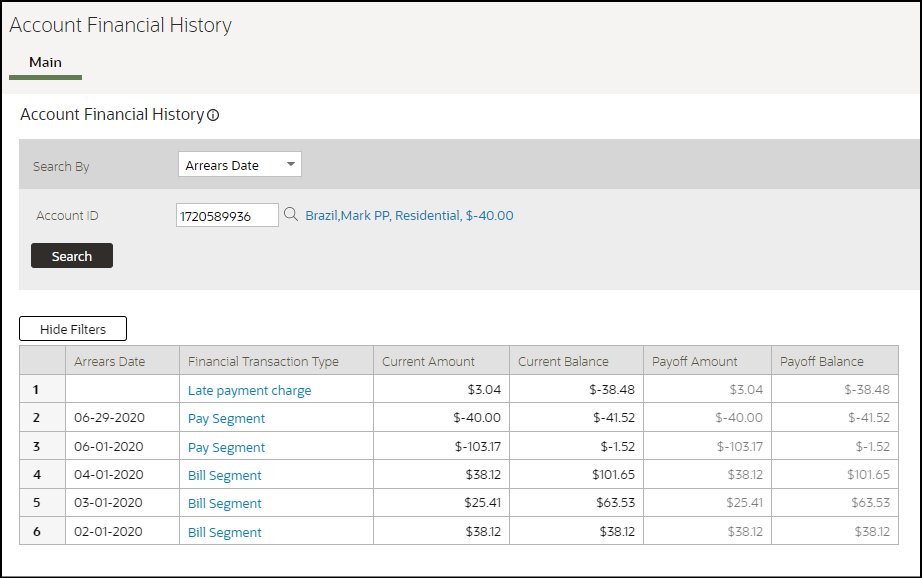
### Control Central Search



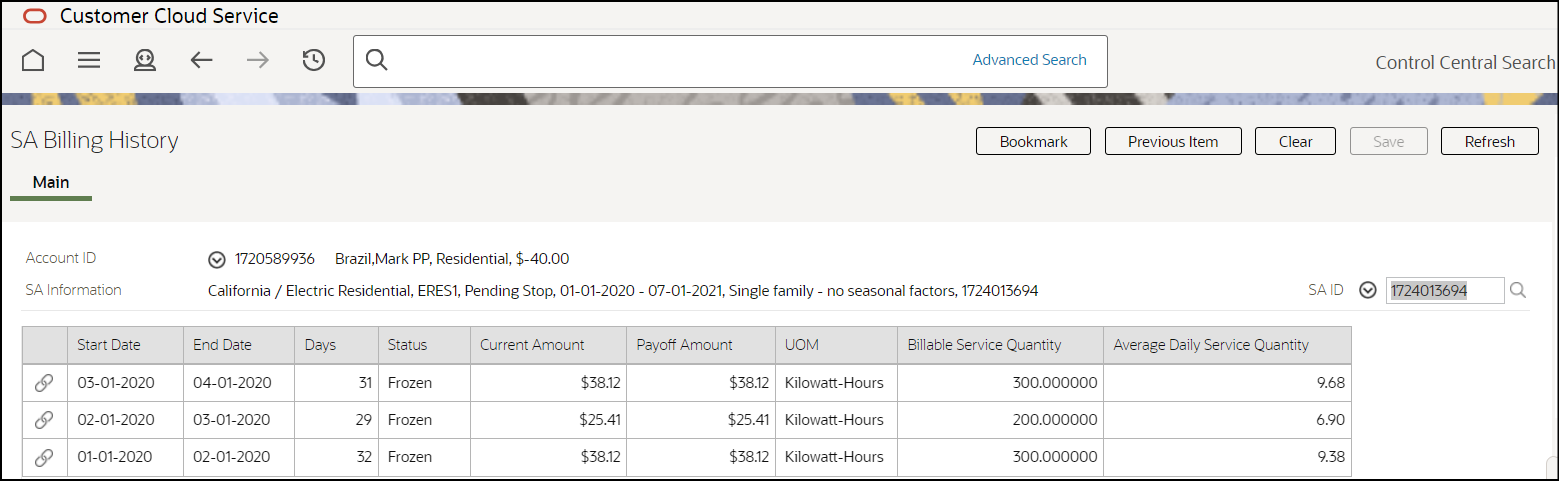
### Dashboard



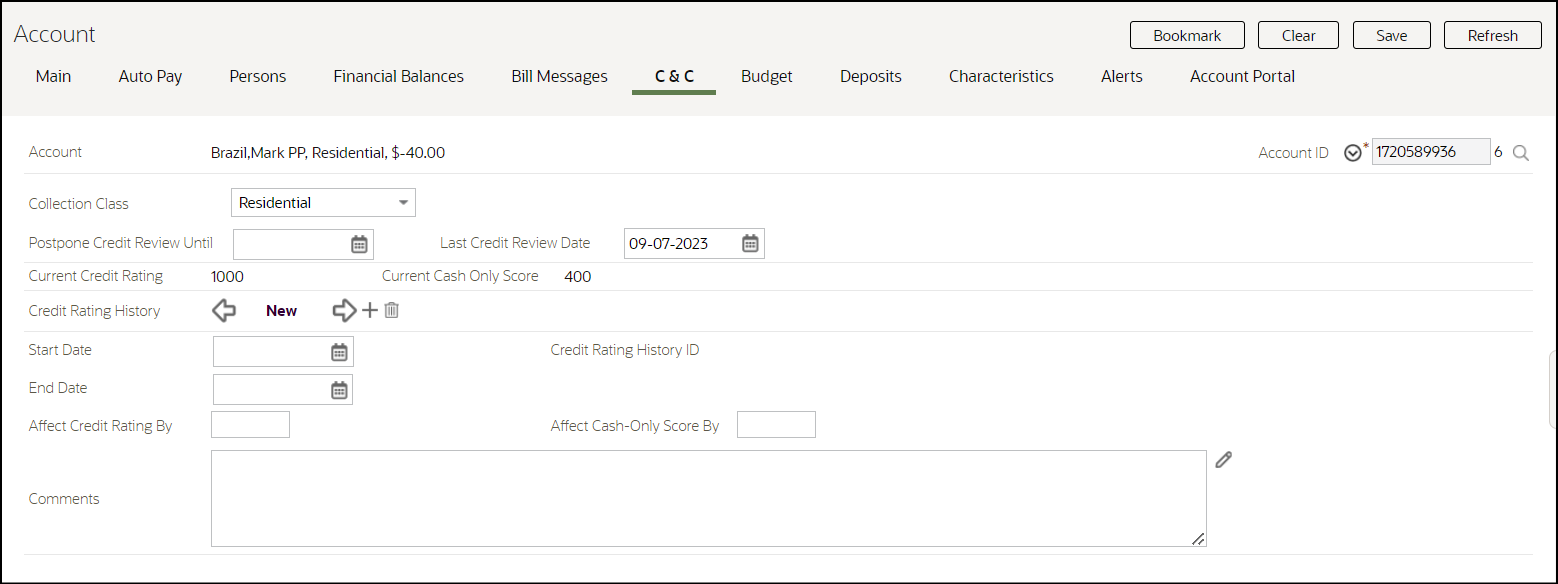
### Account Financial History



### Billing History



### Account-Credit and Collection



### Admin Menu-Installation Options-Control Central Alerts

**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