**CCS**

**24B**

**4.3.2.4a** **Manage Payment Arrangement**

Creation Date: October 15, 2009

Last Updated: January 22, 2025

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## Brief Description

**Business Process: 4.3.2.4a CCS.Manage Payment Arrangement**

**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, 4.3.2.3a CCS.Manage Pay Plan, 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, 4.3.2.8. CCS.Manage Uncollectable Revenue**

This process describes how an organization can use installments to assist a customer to pay overdue debt. A separate Service Agreement called [Payment Arrangement](#PaymentArrangement) holds the debt as overdue amounts are transferred to this [Service Agreement](#PaymentArrangementSA). The Payment Arrangement amounts and number of installments is set based on the establish business rules for the organization.

Initially this Service Agreement is considered to be current. It is then billed with the customer’s other services. As long as the customer keeps the agreed upon installment amounts and pays on time, the payment arrangement remains active until the balance is paid. The system automatically stops the Payment Arrangement at that time, creates a final bill, and closes the Service Agreement.

If the customer does not pay the installments by the due date(s), the system breaks the Payment Arrangement and can be scheduled for further review by Credit and Collection processes.

## Business Process Model Page 1



## Business Process Model Page 2



## Business Process Model Page 3



## 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 Payment Arrangement](#PaymentArrangement), 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 Alerts provide the CSR or Authorized User with pertinent information for the customer.

**Business Object Y Business Object:**

|  |
| --- |
| C1-InstallationPerson - Installation Options - Person |

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

|  |
| --- |
| PERS-INFO - Main name (alternate name) - phone number |
| NMFM-VALFMT - Person Name Format Validation |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Installation Options |

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

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

**Description:**

Most organizations have business rules or procedures to follow when negotiating settlement of overdue debt. These procedures are part of the negotiation or discussion with the customer. Typically, the CSR or Authorized User reviews the customer’s Account Financial History, Billing History, and Credit and Collection information prior to initiating a Payment Arrangement. The CSR or Authorized User reaches an agreement with the customer for acceptable installments over a given time period.

[**1.2**](#BPM1) **Determine and Populate Payment Arrangement Details**

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

**Description:**

Based on the discussion with the customer, the CSR or Authorized enters the debt to be included in the [Payment Arrangement](#PaymentArrangement), installment amount or number of payments, the Division, and Service Agreement Type.

**Configuration required Y Entities to Configure:**

|  |
| --- |
| CIS Division |
| SA Type |

[**1.3**](#BPM1) **Request Add Payment Arrangement**

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

**Description:**

The CSR or Authorized User initiates the Create Payment Arrangement action.

[**1.4**](#BPM1) **Create Payment Arrangement SA**

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

**Description:**

When the CSR or Authorized User initiates the Create [Payment Arrangement](#PaymentArrangement) action, a Payment Arrangement [Service Agreement](#PaymentArrangementSA) is typically created in Pending Start Status. If configured, the Payment Arrangement Service Agreement can be activated immediately. The installment amount is set as the recurring charge amount for the Service Agreement. The defined delinquent debt is transferred from the original Service Agreement(s) to the Payment Arrangement Service Agreement. The Payment Arrangement debt is now considered current until billed. Refer to 3.3.2.2 CCS**.**Start Non-Premise Based Service.

Manual Process: The CSR or Authorized User changes the status of the Payment Arrangement Service Agreement to Active.

Automated Process: If configured, CCS(CCB) creates and activates the Payment Arrangement Service Agreement, otherwise the Payment Arrangement Service Agreement is activated the next time the Service Agreement Activation background process is executed.

*Note:* It is recommended that this SA Type should have a high payment priority so it gets paid before other services (in case of partial payment)

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

|  |
| --- |
| SACR-AT – Activate SA |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Adjustment Type |
| SA Type |

**Business Object Y Business Object:**

|  |
| --- |
| C1-SABasic - Service Agreement Basic |
| C1-PayArrangementTask - Payment Arrangement Task |
| C1-PATaskType - Payment Arrangement Task Type |

[**1.5**](#BPM1) **Add Payment Arrangement Alert**

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

**Description:**

If configured, the Payment Arrangement Service Agreement can be displayed as an alert in the Control Central Dashboard. Alert Types can also be configured and manually added to an Account.

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Alert Type |
| SA Type |

[**1.6**](#BPM1) **Transfer Debt to Payment Arrangement SA**

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

**Description:**

The assigned debt associated with the original Service Agreements is transferred to the Payment Arrangement Service Agreement.

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Adjustment Type |
| SA Type |

[**1.7**](#BPM1) **Update Original SA(s) – PA Balances and Set Recurring Charge**

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

**Description:**

The original Service Agreement(s) debt is relieved and the Payment Arrangement Service Agreement now contains a balance. This balance is considered current until billed. The assigned installment amount is set as the [Payment Arrangement SA’s](#PaymentArrangementSA) recurring charge amount.

*Note:* At Payment Arrangement SA type, Adjustment Type (Xfer) specifies adjustment type used to transfer funds from the delinquent service agreements to the payment arrangement SA and Adjustment Type (Current=0) specifies adjustment type used to set the payment arrangement's current balance to zero after funds have been transferred.

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Adjustment Type |
| SA Type |

[**1.8**](#BPM1) **Create To-Do Entry**

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

**Description:**

If configured, CCS(CCB) creates a To-Do Entry when a Service Agreement is created or canceled.

**Business Object Y Business Object:**

|  |
| --- |
| C1-PayArrangementTask - Payment Arrangement Task |
| C1-PATaskType - Payment Arrangement Task Type |

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

|  |
| --- |
| NEW SA TODO – Create a To-Do entry when a SA is added |
| SACA-CRTODO - SA Cancellation - Create To-Do Entry  This Cancel SA algorithm creates a To-Do entry using the To-Do Type and To-Do Role (if specified) when a service agreement is canceled. |

**Configuration required Y Entities to Configure:**

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

[**1.9**](#BPM1) **4.3.2.2 CCS.Manage Severance Process**

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

**Description:**

When the original Service Agreement(s) debt falls below a defined threshold, any existing Severance Process is canceled. Refer to 4.3.2.2 CCS.Manage Severance Process.

[**2.0**](#BPM1) **Update Payment Arrangement SA Status to Active**

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

**Description:**

The Payment Arrangement [Service Agreement](#PaymentArrangementSA) is transitioned to Active status in CCS(CCB).

Manual Process: The CSR or Authorized User changes the status of the Payment Arrangement Service Agreement to Active.

Automated Process: If configured, CCS(CCB) creates and activates the Payment Arrangement Service Agreement, otherwise the Payment Arrangement Service Agreement is activated the next time the Service Agreement Activation background process is executed.

**Business Object Y Business Object:**

|  |
| --- |
| C1-PayArrangementTask - Payment Arrangement Task |
| C1-PATaskType - Payment Arrangement Task Type |

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

|  |
| --- |
| SACR-AT - Activate SA |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| SA Type |
| Adjustment Type |

**Customizable process N Process Name:**

|  |
| --- |
| SAACT - Activate pending start/stop SA. |

[**2.1**](#BPM1) **Create Customer Contact**

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

**Description:**

If configured, a Customer Contact can be created when a Service Agreement is activated.

**Business Object Y Business Object:**

|  |
| --- |
| C1-PayArrangementTask - Payment Arrangement Task |
| C1-PATaskType - Payment Arrangement Task Type |

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

|  |
| --- |
| SAAT-CC – SA Activation - Create Customer Contact |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Customer Contact Class |
| Customer Contact Type |
| Characteristic Type |
| SA Type |

[**2.2**](#BPM1) **Review Pending Start Payment Arrangement**

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

**Description:**

The CSR or Authorized User reviews the newly created Payment Arrangement to determine accuracy and consider manual activation of the Payment Arrangement Service Agreement.

[**2.3**](#BPM1) **Request Activate SA**

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

**Description:**

The CSR or Authorized User manually changes the status of the Payment Arrangement Service Agreement to Active.

[**2.4**](#BPM1) **Review Payment Arrangement**

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

**Description:**

The CSR or Authorized User reviews the newly activated Payment Arrangement Service Agreement to consider changes as needed. At times, additional debt can be added or removed from the Payment Arrangement. The CSR or Authorized User considers these options.

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

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

**Description:**

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

[**2.6**](#BPM1) **Update Payment Arrangement**

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

**Description**

The Payment Arrangement is updated in CCS(CCB) and reflects changes made.

[**2.7**](#BPM1) **Transfer Debt to/from Original SA(s) – Payment Arrangement SA**

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

**Description**

At times, additional debt can be added or removed from the Payment Arrangement. After the CSR or Authorized User makes changes debt is transferred to or from original Service Agreement(s) and Payment Arrangement Service Agreement.

**Configuration required Y Entities to Configure:**

|  |
| --- |
| SA Type |
| Adjustment Type |

[**2.8**](#BPM1) **Initiate Cancel Payment Arrangement**

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

**Description:**

At times it may be necessary to cancel an existing [Payment Arrangement](#PaymentArrangement). It is possible the Payment Arrangement was created in error. The CSR or Authorized User initiates the Cancel Payment Arrangement action.

[**2.9**](#BPM1) **Cancel Payment Arrangement**

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

**Description:**

The Payment Arrangement is transitioned to a Canceled Status in CCS(CCB).

[**3.0**](#BPM1) **Cancel Associated Adjustment(s) to Transfer Debt Back to Original SA(s)**

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

**Description:**

Debt is transferred back to the original Service Agreement(s) with the original arrears date. This happens when a Payment Arrangement is Canceled or Broken. Functionality is the same whether triggered manually or automatically.

**Business Object Y Business Object:**

|  |
| --- |
| C1-PayArrangementTask - Payment Arrangement Task |
| C1-PATaskType - Payment Arrangement Task Type |

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

|  |
| --- |
| C2M-SA-BRKPA– This SA type break payment algorithm contains the logic that should be executed when a payment arrangement is broken |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Characteristic Type |
| Characteristic Value |
| Adjustment Type |
| SA Type |
| Adjustment Cancel Reason |

**Customizable process N Process Name:**

|  |
| --- |
| SET - Severance Event Trigger. |

[**3.1**](#BPM1) **Evaluate PA Cancellation**

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

**Description:**

The Payment Arrangement Service Agreement requires cancellation. The CSR or Authorized User reviews the financial activity for the Payment Arrangement Service Agreement.

[**3.2**](#BPM1) **Request Cancel Adjustment(s) and Update Balance**

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

**Description:**

Adjustments used to sync current and payoff balances, for the Payment Arrangement Service Agreement, require canceling in order to cancel the Payment Arrangement Service Agreement.

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Adjustment Type |
| Adjustment Cancel Reason |

[**3.3**](#BPM1) **Cancel Adjustment(s) and Reflect Changes to Balance**

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

**Description:**

CCS(CCB) is updated to bring the current balance for the Payment Arrangement [Service Agreement](#PaymentArrangementSA) to 0. In order to cancel the Payment Arrangement Service Agreement, all associated financial transactions must be canceled.

[**3.4**](#BPM1) **3.3.2.4 CCS.Stop Non-Premise Based Service**

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

**Description:**

At times it is not possible to cancel Bill Segments, Payments, or certain Adjustments. The Payment Arrangement Service Agreement must be stopped and final billed in order to close this Service Agreement. Refer to 3.3.2.4 CCS.Stop Non-Premise Based Service.

[**3.5**](#BPM1) **Cancel Bill Segment- 4.2.2.12 CCS.Manage Payment Arrangement Charges**

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

**Description:**

Refer to 4.2.2.12 CCS.Manage Payment Arrangement Charges for canceling and rebilling of Bill Segments.

[**3.6**](#BPM1) **Cancel Payment- 4.3.1.1 CCS.Manage Payments**

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

**Description:**

Refer to 4.3.1.1 CCS.Manage Payments for payment cancellation activities.

[**3.7**](#BPM1) **Initiate Cancel Payment Arrangement SA**

**Actor/Role: CSR**

**Description:**

Once Financial Transactions are canceled, the CSR or Authorized User changes the status of the Payment Arrangement Service Agreement to Canceled status.

[**3.8**](#BPM1) **Cancel Payment Arrangement SA**

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

**Description:**

The Payment Arrangement Service Agreement is transitioned to Canceled status in CCS(CCB).

**Business Object Y Business Object:**

|  |
| --- |
| C1-PayArrangementTask - Payment Arrangement Task |
| C1-PATaskType - Payment Arrangement Task Type |

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

|  |
| --- |
| SACA-CRTODO - SA Cancellation - Create To Do Entry  This Cancel SA algorithm creates a To Do entry using the To Do Type and To Do Role (if specified) when a service agreement is canceled. |

**Configuration required Y Entities to Configure:**

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

[**3.9**](#BPM2) **Initiate Break Payment Arrangement**

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

**Description:**

At times it may be necessary for the CSR or Authorized User to change the [Payment Arrangement](#PaymentArrangement) to broken. Typically, this is part of exception processing and based on the organization’s established business rules.

[**4.0**](#BPM2) **Update Payment Arrangement to Broken Group: Break Payment Arrangement**

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

**Description:**

The Payment Arrangement is transitioned to Broken status in CCS(CCB). The process is the same whether triggered manually or automatically.

**Business Object Y Business Object:**

|  |
| --- |
| C1-PayArrangementTask - Payment Arrangement Task |
| C1-PATaskType - Payment Arrangement Task Type |

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

|  |
| --- |
| C2M-SA-BRKPA– This SA type break payment algorithm contains the logic that should be executed when a payment arrangement is broken |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Characteristic Type |
| Characteristic Value |
| Adjustment Type |
| SA Type |
| Adjustment Cancel Reason |

**Customizable process N Process Name:**

|  |
| --- |
| SET - Severance Event Trigger. |

[**4.1**](#BPM2) **Synch Current Balance and Payoff Balance for PA SA(s) Group: Break Payment Arrangement**

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

**Description:**

The Current Balance and the Payoff Balance for the Payment Arrangement [Service Agreement](#PaymentArrangementSA) are synched. Functionality is the same whether triggered manually or automatically.

**Business Object Y Business Object:**

|  |
| --- |
| C1-PayArrangementTask - Payment Arrangement Task |
| C1-PATaskType - Payment Arrangement Task Type |

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

|  |
| --- |
| C2M-SA-BRKPA– This SA type break payment algorithm contains the logic that should be executed when a payment arrangement is broken |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Characteristic Type |
| Characteristic Value |
| Adjustment Type |
| SA Type |
| Adjustment Cancel Reason |

**Customizable process N Process Name:**

|  |
| --- |
| SET - Severance Event Trigger. |

[**4.2**](#BPM2) **Transfer Remaining Debt to Original SA(s) Group: Break Payment Arrangement**

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

**Description:**

When the Payment Arrangement is Broken, any remaining debit or credit balance is transferred to original Service Agreements for the Account. Functionality is the same whether triggered manually or automatically.

**Business Object Y Business Object:**

|  |
| --- |
| C1-PayArrangementTask - Payment Arrangement Task |
| C1-PATaskType - Payment Arrangement Task Type |

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

|  |
| --- |
| C2M-SA-BRKPA– This SA type break payment algorithm contains the logic that should be executed when a payment arrangement is broken |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Characteristic Type |
| Characteristic Value |
| Adjustment Type |
| SA Type |
| Adjustment Cancel Reason |

**Customizable process N Process Name:**

|  |
| --- |
| SET - Severance Event Trigger. |

[**4.3**](#BPM2) **Update Payment Arrangement SA to Pending Stop Status Group: Break Payment Arrangement**

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

**Description:**

The Payment Arrangement Service Agreement is transitioned to Pending Stop status in CCS(CCB). Functionality is the same whether triggered manually or automatically.

**Business Object Y Business Object:**

|  |
| --- |
| C1-PayArrangementTask - Payment Arrangement Task |
| C1-PATaskType - Payment Arrangement Task Type |

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

|  |
| --- |
| C2M-SA-BRKPA– This SA type break payment algorithm contains the logic that should be executed when a payment arrangement is broken |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Characteristic Type |
| Characteristic Value |
| Adjustment Type |
| SA Type |
| Adjustment Cancel Reason |

**Customizable process N Process Name:**

|  |
| --- |
| SET - Severance Event Trigger. |

[**4.4**](#BPM2) **Create Broken Payment Characteristic for Payment Arrangement SA Group: Break Payment Arrangement**

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

**Description:**

If configured, CCS(CCB) will place a characteristic on the [Payment Arrangement SA](#PaymentArrangementSA) to identify the Broken status. This characteristic will be used by the Credit and Collection functionality for further review of the Account’s original Service Agreements. Functionality is the same whether triggered manually or automatically.

**Business Object Y Business Object:**

|  |
| --- |
| C1-PayArrangementTask - Payment Arrangement Task |
| C1-PATaskType - Payment Arrangement Task Type |

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

|  |
| --- |
| C2M-SA-BRKPA– This SA type break payment algorithm contains the logic that should be executed when a payment arrangement is broken |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Characteristic Type |
| Characteristic Value |
| Adjustment Type |
| SA Type |
| Adjustment Cancel Reason |

**Customizable process N Process Name:**

|  |
| --- |
| SET - Severance Event Trigger. |

[**4.5**](#BPM2) **Highlight for Review by Credit and Collection Group: Break Payment Arrangement**

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

**Description:**

If configured, CCS(CCB) will mark the Account for further review by the Credit and Collection processes. Functionality is the same whether triggered manually or automatically.

**Business Object Y Business Object:**

|  |
| --- |
| C1-PayArrangementTask - Payment Arrangement Task |
| C1-PATaskType - Payment Arrangement Task Type |

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

|  |
| --- |
| C2M-SA-BRKPA– This SA type break payment algorithm contains the logic that should be executed when a payment arrangement is broken |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Characteristic Type |
| Characteristic Value |
| Adjustment Type |
| SA Type |
| Adjustment Cancel Reason |

**Customizable process N Process Name:**

|  |
| --- |
| SET - Severance Event Trigger. |

[**4.6**](#BPM2) **Activate Event Break Payment Arrangement Group: Severance Event Activator**

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

**Description:**

The System initiates execution of Severance Event with Type “Break Payment Arrangement” on the specified trigger date.

**Business Object Y Business Object:**

|  |
| --- |
| C1-SevEvtTypePhysicalBO- Physical BO for Severance Event Type |
| C1-SevProcTemplatePhysicalBO - Physical BO for Severance Process Template |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Severance Process Template |
| Severance Event Type |

**Customizable process N Process Name:**

|  |
| --- |
| SET - Severance event trigger |

[**4.7**](#_Business_Process_Model_1) **Request** **Payment Arrangement Details Group: Invoke Payment Arrangement - Read**

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

**Description:**

The Self-Service Application requests to view Payment Arrangement 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.

[**4.8**](#_Business_Process_Model_1) **Get Payment Arrangement Details Group: Invoke Payment Arrangement - Read**

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

**Description:**

The CCS(CCB) will identify the request and will respond with Payment Arrangement details.

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

|  |
| --- |
| WX-PayArrReq – Process Payment Arrangement Request |

**Web Service(s):**

|  |
| --- |
| CXProcessPayArrangementRequest - Process Payment Arrangement Request |

[**4.9**](#_Business_Process_Model_1) **Receive Payment Arrangement Details Group: Invoke Payment Arrangement - Read**

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

**Description:**

The Self-Service Application receives and reviews Payment Arrangement details.

[**5.0**](#_Business_Process_Model_1) **Request Changes to Existing Payment Arrangement**

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

**Description:**

The Self-Service Application request to perform update of customer's payment arrangement details. This will invoke payment arrangement web service to update payment arrangement 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):**

|  |
| --- |
| WX-PayArrReq – Process Payment Arrangement Request |

**Web Service(s):**

|  |
| --- |
| CXProcessPayArrangementRequest - Process Payment Arrangement Request |

[**5.1**](#_Business_Process_Model_1)**Update Payment Arrangement Details**

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

**Description:**

The Self-Service Application receives message about payment arrangement modification.

## Test Assets related to the Current Process

| Testing Asset Sr.No | Testing Asset-Flows | No Of Data sets |
| --- | --- | --- |
|  |  |  |
| 1 | URM-CCS-4324a-001-Create-New-Payment-Arrangement | 2 |
| 2 | URM-CCS-4324a-002-Create-New-Pay-Arrangement-Account-With-Severence-Process | 2 |
| 3 | URM-CCS-4324a-003-Update-Existing-Pay-Arrgmt-Transfer-Debt-From-Original-SA | 2 |
| 4 | URM-CCS-4324a-004-Cancel-Existing-Payment-Arrangement | 2 |
| 5 | URM-CCS-4324a-005-Manually-Break-Existing-Payment-Arrangement | 2 |
| 6 | URM-CCS-4324a-006-Cancel-Existing-Pay-Arrgmt-Via-Severance-Event-Activator-Batch | 2 |

## Document Control

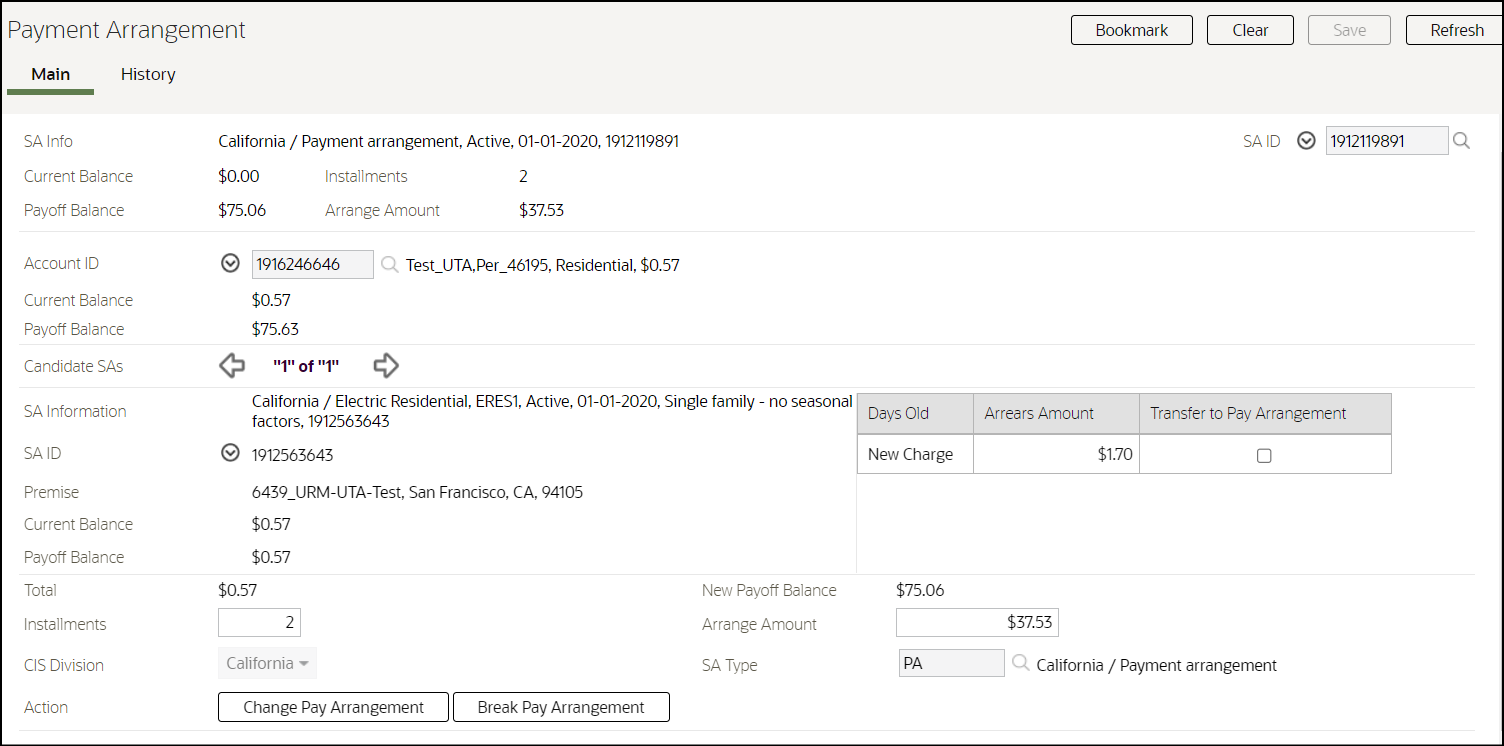
**Change Record**

1

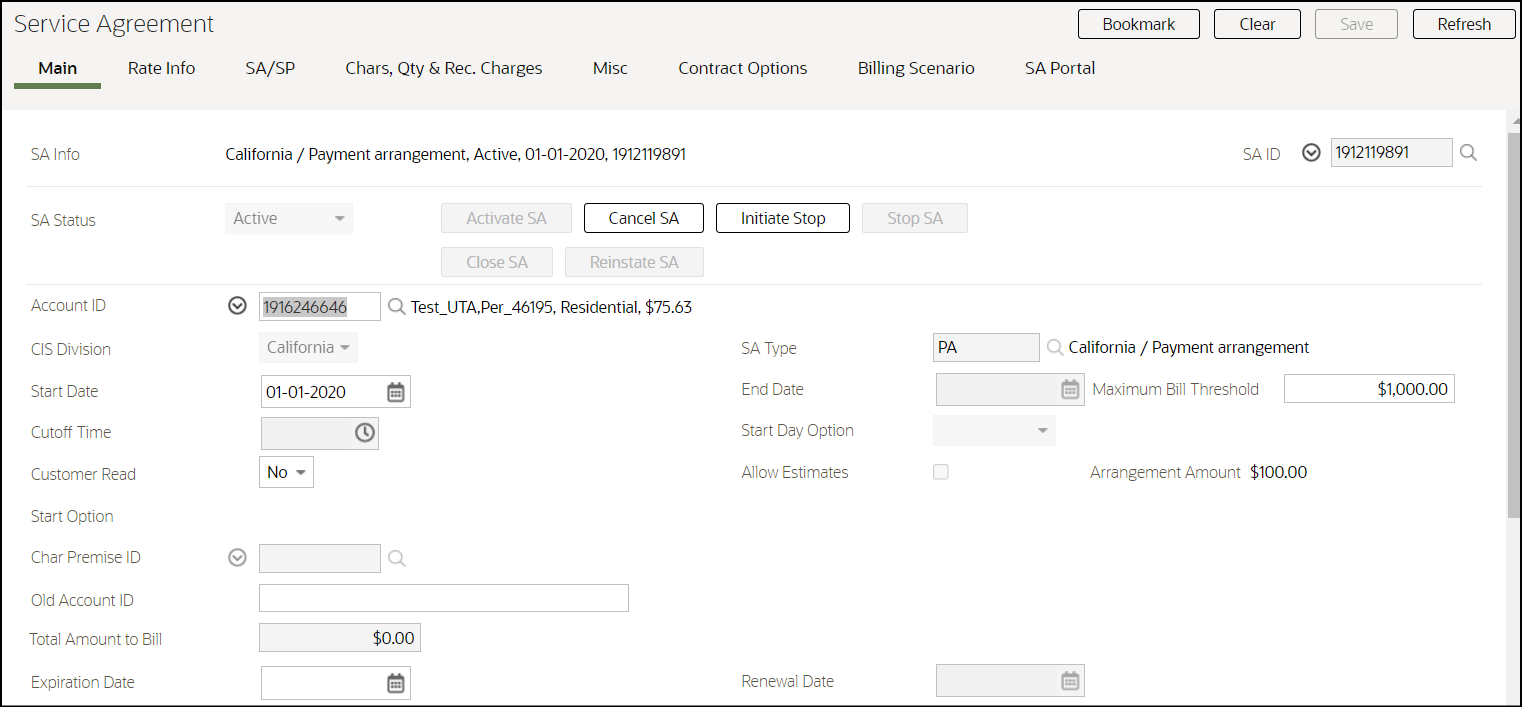
| Date | Author | Version | Change Reference |
| --- | --- | --- | --- |
|  |  |  |  |
| 10/15/09 | Colleen King |  | Draft |
| 10/20/09 | Colleen King |  | Complete after initial review |
| 10/22/09 | Colleen King |  | Changes after Review |
| 10/22/10 | Geir Hedman |  | Updated Title and Content page |
| 11/23/10 | Yoko Iwahiro |  | Update Business Objects, Algorithms, configuration. |
| 12/22/10 | Ayelet Lavee |  | Final release review minor corrections through the document and the Visio. |
| 2/9/11 | Geir Hedman |  | Updated Document and Visio |
| 10/03/13 | Dean Davis |  | Updated Document and Visio |
| 10/29/2013 | Galina Polonsky |  | Reviewed, Approved |
| 08/31/17 | Joshua Piccott |  | Updated Document and Visio to v2.6 |
| 09/27/17 | Don Lee | C2M | Modified to update screen shots and BO’s and Algorithm’s used |
| 10/01/2017 | Galina Polonsky |  | Reviewed, Approved |
| 08/23/2018 | Jerry Chick |  | Replaced Page-1 and Page-2 Visio diagrams with updated versions. Grammatical and syntax corrections. |
| 10/10/2018 | Galina Polonsky |  | Reviewed, Approved |
| 6/4/2019 | Satya Kalavala |  | Updated format for v2.7 |
| 09/09/2024 | Kunal Nerkar |  | Updated document and Visio for CCS 24B |
| 09/22/2024 | Pablo Siegrist |  | Reviewed |
| 12/17/2024 | Galina Polonsky |  | Reviewed, Approved |

## Attachments:

### Payment Arrangement



### Payment Arrangement SA



### Admin – Installation Options – Control Central Alert Algorithms

**Installation 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

CCAL WFACCTR Display active WF for account based on char

CCAL WFPREMR Display active WF for premise based on char

CCAL-TD Highlight Outstanding To Do Entries

CCAL-DECL Highlight Effective Declarations for Account and Premise

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\_OMF\_DF Highlight Open and Disputed Match Even

CI\_STOPSA-DF 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