**CCS**

**24B**

**4.3.2.5a Manage Late Payment Charge**

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## Brief Description

**Business Process: 4.3.2.5a CCS.Manage Late Payment Charge**

**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,**

**4.3.2.3 CCS.Manage Pay Plan,**

**4.3.2.4 CCS.Manage Payment Arrangement, 4.3.2.6 CCS.Write Off Uncollectable Receivables,**

**4.3.2.7 CCS.Manage Collection Agency Referral.**

This process describes how **CCS**(CCB) monitors and assesses late payment charges.

The background process, Late Payment Charge, reviews Bills for Accounts eligible for Late Payment Charge assessments. The Late Payment Charge is calculated based on configurable business rules and added as an adjustment to specified Service Agreements for the Account.

## Business Process Model Page 1



## Business Process Model Page 2



## Business Process Model Page 3



## Detail Business Process Model Description

[**1.0**](#BP1) **Identify Accounts’ Bills Past Due and Eligible for LPC**

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

**Description:**

The background process, Create Late Payment Charge Process, selects [Bills](#BillNotebookLPC) for customers that are past due and eligible for Late Payment Charge assessments.

**Customizable process N Process Name:**

|  |
| --- |
| LATEPYMT - Create Late Payment Charge Process  The late payment generator creates late payment charges when an account doesn't pay a bill by the end of the grace period. |

**Configuration required Y Entities to Configure:**

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

[**1.1**](#BP1) **Compare Account Current Balance to Threshold**

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

**Description:**

If configured, **CCS**(CCB) compares the Account’s current balance to a threshold. If the current balance is greater than the defined threshold, **CCS**(CCB) assesses a Late Payment Charge against the account’s eligible Service Agreements.

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

|  |
| --- |
| BILPE-ALL - This algorithm type is used during the late payment charge background process to determine if an account is eligible for late payment charges. This algorithm determines if an account is eligible for late payment charge assessment by comparing the account's current amount against a Threshold Amount. If the current amount is greater than the threshold amount, the account's service agreements will be levied a late payment charge using the respective late payment charge algorithm defined on each SA's SA type. |

**Customizable process N Process Name:**

|  |
| --- |
| LATEPYMT - Create Late Payment Charge Process  The late payment generator creates late payment charges when an account doesn't pay a bill by the end of the grace period. |

**Configuration required Y Entities to Configure:**

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

[**1.2**](#BP1) **Identify Account’s SA(s) Eligible for LPC**

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

**Description:**

Each Service Agreement associated with an Account must be defined as eligible for Late Payment Charge assessments. This background process selects the specific Service Agreements to be assessed the Late Payment Charge.

**Customizable process N Process Name:**

|  |
| --- |
| LATEPYMT - Create Late Payment Charge Process  The late payment generator creates late payment charges when an account doesn't pay a bill by the end of the grace period. |

**Configuration required Y Entities to Configure:**

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

[**1.3**](#BP1) **Calculate LPC**

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

**Description:**

If configured, **CCS**(CCB) assesses a late payment charge for every Service Agreement associated with an account. Included in the calculation are debits based on the Bill’s Late Payment Charge Date minus all the recent credits for the given Service Agreement. An [Adjustment](#AdjustmentLPC) is created and applied to the Service Agreement. A Transfer [Adjustment](#AdjustmentLPC) is created in case of ‘They Bill For Us’ scenario which allows to apply charges to Service Provider.

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

|  |
| --- |
| BILPC-TOTAL - Calculate a percentage of amount due on LPC date  This algorithm type is used to calculate the late payment charge amount for a specific service agreement linked to an account. The late payment charge amount is calculated by multiplying the current amount due on the late payment charge cutoff date minus all recent credits by the LPC Percentage (defined using Bill Factor Code). It's important to note that LPC percentage changes are not prorated.  The system levies the late payment charge against the service agreement by creating an adjustment (the adjustment type is defined using Adjustment Type).  If Allow Negative LPC Amount parameter is N and the calculated late payment charge is a negative amount, a zero amount will be returned. Default value for Allow Negative LPC Amount is Y. |
| BILPC-SPRC – LPC Calculation for TBFU Service Providers  This algorithm calculates late payment charges associated with the debt associated with "they bill for us" (TBFU) service providers. TBFU service providers are organizations that provide billing services for a company. Charges are calculated and then transferred to the service provider and the service provider sends them to the customer. |

**Customizable process N Process Name:**

|  |
| --- |
| LATEPYMT - Create Late Payment Charge Process  The late payment generator creates late payment charges when an account doesn't pay a bill by the end of the grace period. |

**Configuration required Y Entities to Configure:**

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

[**1.4**](#BP1) **Add LPC to Service Agreement(s)**

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

**Description:**

The [Late Payment Charge](#AdjustmentLPC) is added and applied to the Service Agreement(s) as an Adjustment.

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

|  |
| --- |
| BILPC-TOTAL - Calculate a percentage of amount due on LPC date  This algorithm type is used to calculate the late payment charge amount for a specific service agreement linked to an account. The late payment charge amount is calculated by multiplying the current amount due on the late payment charge cutoff date minus all recent credits by the LPC Percentage (defined using Bill Factor Code). It's important to note that LPC percentage changes are not prorated.  The system levies the late payment charge against the service agreement by creating an adjustment (the adjustment type is defined using Adjustment Type).  If Allow Negative LPC Amount parameter is N and the calculated late payment charge is a negative amount, a zero amount will be returned. Default value for Allow Negative LPC Amount is Y. |
| BILPC-SPRC – LPC Calculation for TBFU Service Providers  This algorithm calculates late payment charges associated with the debt associated with "they bill for us" (TBFU) service providers. TBFU service providers are organizations that provide billing services for a company. Charges are calculated and then transferred to the service provider and the service provider sends them to the customer. |

**Customizable process N Process Name:**

|  |
| --- |
| LATEPYMT - Create Late Payment Charge Process  The late payment generator creates late payment charges when an account doesn't pay a bill by the end of the grace period. |

**Configuration required Y Entities to Configure:**

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

[**1.5**](#BP1) **Transfer LPC to Service Provider**

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

**Description:**

If the organization has a Service Provider that does the actual Billing, Late Payment Charges need to be passed along to that Service Provider to bill the customer.

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

|  |
| --- |
| BILPC-SPRC – LPC Calculation for TBFU Service Providers  This algorithm calculates late payment charges associated with the debt associated with "they bill for us" (TBFU) service providers. TBFU service providers are organizations that provide billing services for a company. Charges are calculated and then transferred to the service provider and the service provider sends them to the customer. |

**Customizable process N Process Name:**

|  |
| --- |
| LATEPYMT - Create Late Payment Charge Process  The late payment generator creates late payment charges when an account doesn't pay a bill by the end of the grace period. |

**Configuration required Y Entities to Configure:**

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

[**1.6**](#BP2) **Identify Bills in Bill Completion Process Eligible for Late Payment Charges**

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

**Description:**

As part of the Bill Completion process **CCS**(CCB) determines Bill eligibility for Late Payment Charges. A date is placed on the [Bill](#BillNotebookLPC) to be used later by the Late Payment Charge Process to assess fees as required. The date is populated through online Bill Completion or through the Batch Billing process.

**Customizable process N Process Name:**

|  |
| --- |
| BILLING - Create bills using bill cycle  This process creates bills for accounts with an "open" bill cycle. |

**Configuration required Y Entities to Configure:**

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

[**1.7**](#BP2) **Override Due Date for Bill**

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

**Description:**

The Bill due date can be different than what is defined for the specified customer type. The date can be configured to be the same day each month, i.e. the 5th of each month, or can be defined to be a specific number of days after the bill date. This override due date information is stored on the Account as a Characteristic.

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

|  |
| --- |
| C2M-OVRDUEDT (DUE DT OVRD) - This override bill due date algorithm may override a bill's due date |

**Customizable process N Process Name:**

|  |
| --- |
| BILLING - Create bills using bill cycle  This process creates bills for accounts with an "open" bill cycle. |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| SA Type |
| Customer Class |
| Account Characteristic Type |
| Account Characteristic Value |

[**1.8**](#BP2) **Populate LPC Date for Bill**

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

**Description:**

**CCS**(CCB) populates either the due date for the [Bill](#BillNotebookLPC) specified for the customer type, or the configured override due date. LPC date is calculated by adding the bill's due date with the account's customer class's grace days. If this date falls on a weekend or a holiday , the date is then set to the next available workday.

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

|  |
| --- |
| C2M-OVRDUEDT (DUE DT OVRD) - This override bill due date algorithm may override a bill's due date |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| SA Type |
| Customer Class |
| Account Characteristic Type |
| Account Characteristic Value |
| Work Calendar |

[**1.9**](#BP3) **Search for Customer**

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

**Description:**

Upon receipt of a request to review the customer’s due date for a particular Bill, the CSR or Authorized User locates the customer in **CCS**(CCB) using [Control Central Search](#CCSearch). 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 for the customer.

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

|  |
| --- |
| Installation Options – C1-PCT-INFO Person Information |
| Installation Options - C1-ACCT-INFO - Account Information |
| Installation Options - C1-BILL-INFO - Bill Information |
| Installation Options - C1-ADJ-INFO – Adjustment Information |
| [Installation Options – Control Central Alerts](#AdminMenuInstallationOptions) |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Installation Options |

[**2.0**](#BP3) **Review Bill(s) Eligibility for LPC**

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

**Description:**

Based on established business rules, the CSR or Authorized User determines if the Late Payment Charge Date can be modified or removed for a given [Bill](#BillNotebookLPC).

[**2.1**](#BP3) **Populate LPC Date**

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

**Description:**

Due to an anomaly or some exception in processing, the CSR or Authorized User is required to add a Late Payment Charge Date for a given Bill.

[**2.2**](#BP3) **Request Change LPC Date**

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

**Description:**

There may be a special circumstance when the CSR or Authorized User changes the populated Late Payment Charge Date. The change would align with established business rules.

[**2.3**](#BP3) **Request Remove LPC Eligibility**

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

**Description:**

CSR or Authorized User removes the Late Payment Charge Date for a given [Bill](#BillNotebookLPC) to remove LPC eligibility. Removal of this date would align with established business rules. User can also avoid LPC application by unchecking “Eligible for Late Payment Charge" flag for given bill.

[**2.4**](#BP3) **Update LPC Information**

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

**Description:**

The Late Payment Charge eligibility and date information are updated in **CCS**(CCB).

## Test Assets related to the Current Process

| Testing Asset Sr.No | Use Case | No Of Data sets |
| --- | --- | --- |
|  |  |  |
| 1 | URM-CCS-4325a-001-Manually-Complete-Bill-With-LPC-Enabled | 3 |
| 2 | URM-CCS-4325a-002-Update-LPC-Details-For-Completed-Bill | 6 |
| 3 | URM-CCS-4325a-003-Bill-Account-Via-Batch-With-LPC-Enabled | 3 |
| 4 | URM-CCS-4325a-004-Create-Late-Payment-Charge | 3 |

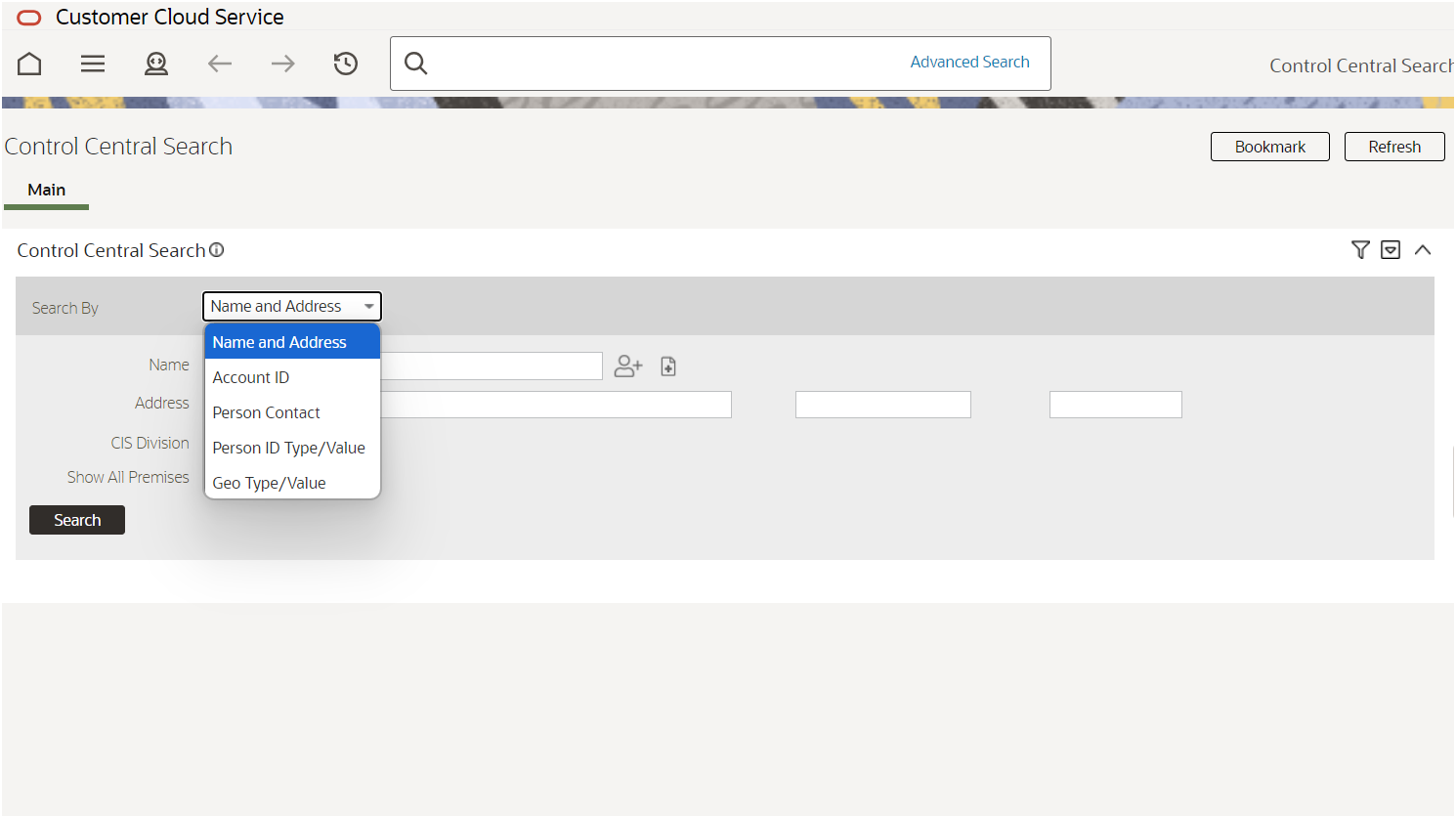
## Document Control

**Change Record**

| Date | Author | Version | Change Reference |
| --- | --- | --- | --- |
|  |  |  |  |
| 10/29/09 | Colleen King | Draft 1a | No Previous Document |
| 10/22/10 | Geir Hedman |  | Updated Title and Content page |
| 2/10/11 | Geir Hedman |  | Updated Document and Visio |
| 10/03/13 | Dean Davis |  | Updated Document and Visio |
| 11/01/2013 | Galina Polonsky |  | Reviewed, Approved |
| 08/31/17 | Joshua Piccott |  | Updated Document and Visio to v2.6 |
| 10/04/2017 | Genti Kondili |  | Update for C2M.Update algorithms info details. Update screenshots |
| 10/05/2017 | Galina Polonsky |  | Reviewed, Approved |
| 08/23/2018 | Jerry Chick |  | Minor grammatical and syntax corrections. |
| 10/01/2018 | Galina Polonsky |  | Reviewed, Approved |
| 6/4/2019 | Satya Kalavala |  | Updated format for v2.7 |
| 08/28/2024 | Kunal Nerkar |  | Updated Document and Visio for CCS 24B |
| 08/20/2024 | Pablo Siegrist |  | Reviewed |
| 12/18/2024 | Galina Polonsky |  | Reviewed, Approved |

## Attachments:

### Control Central Search

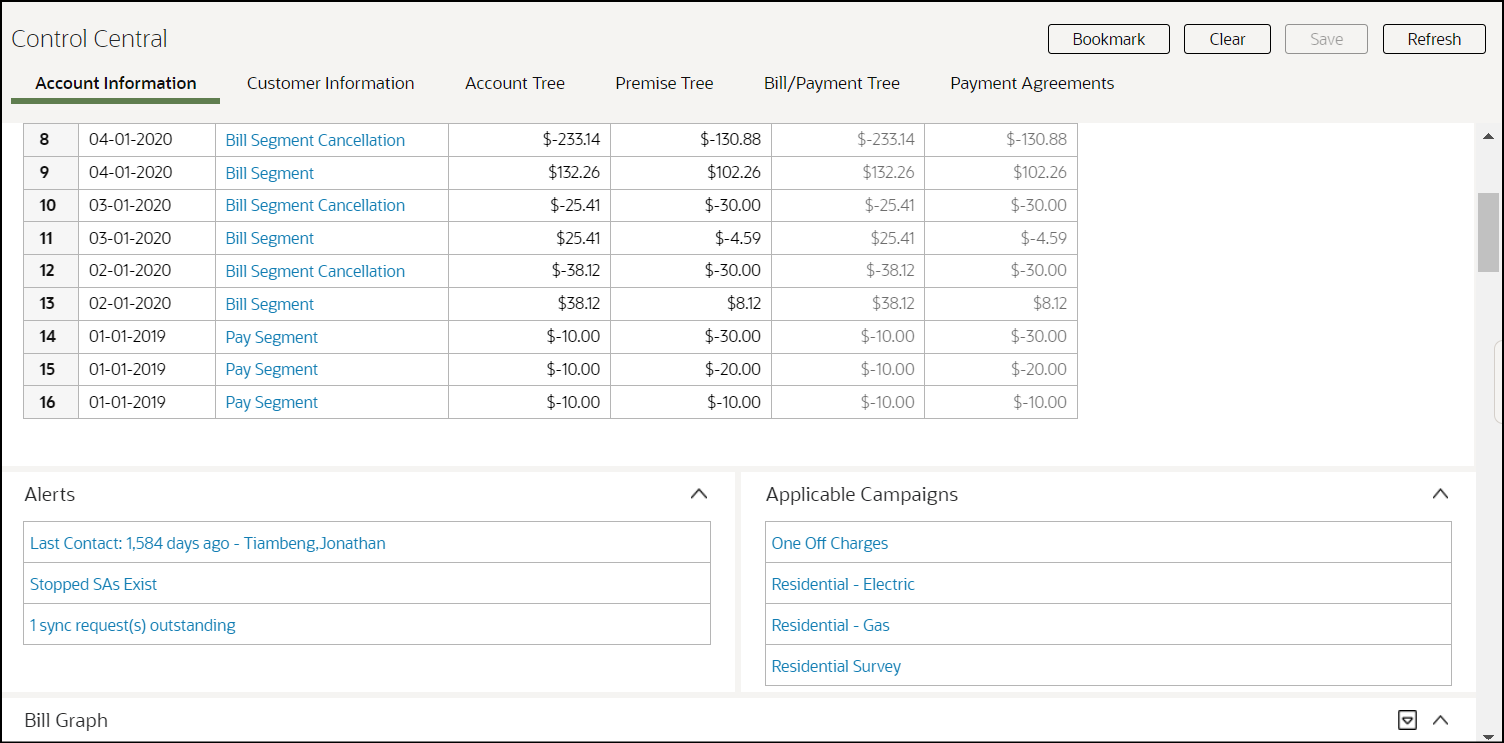


### Installation Options – Control Central Alerts

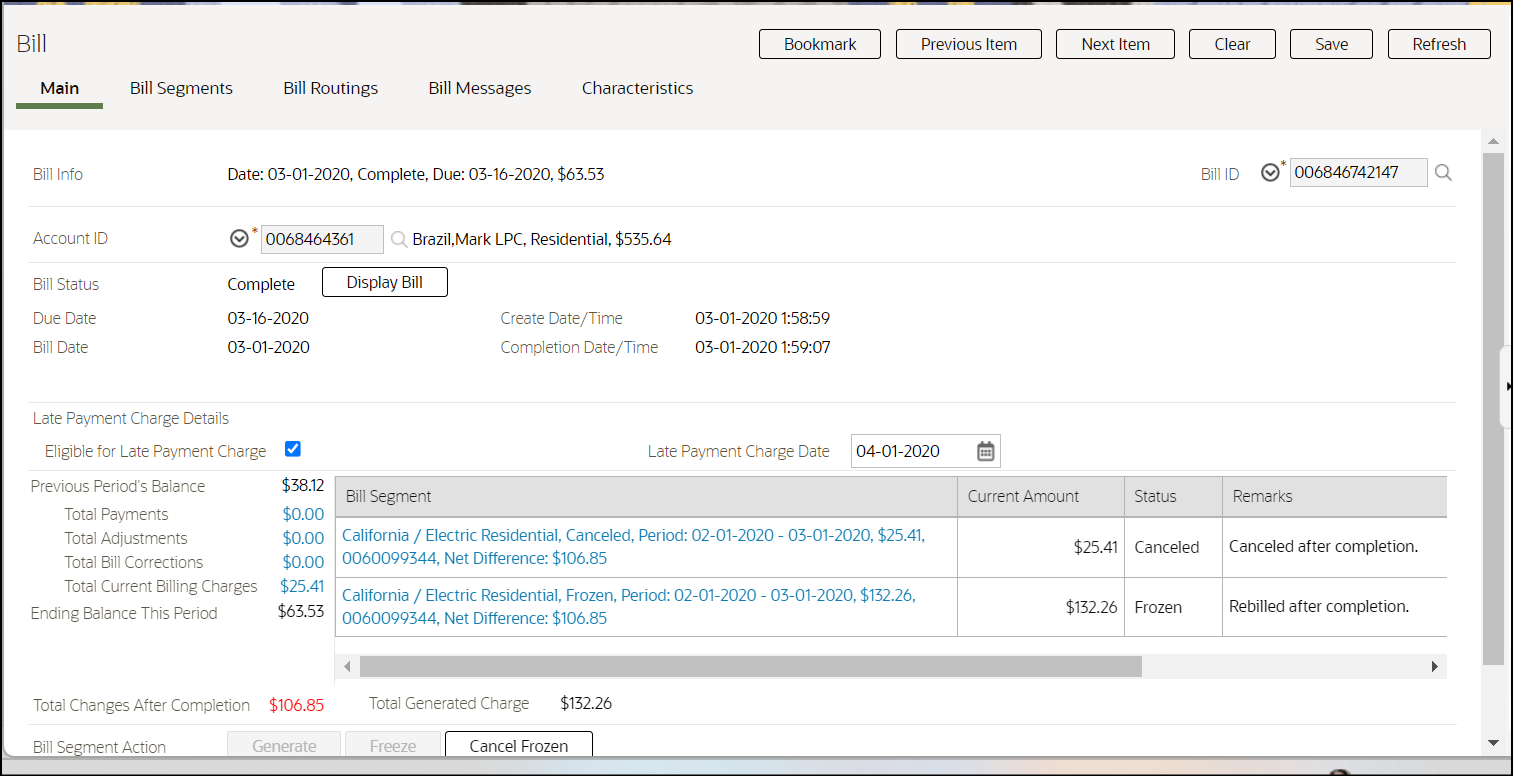
Installation Options Control Central Alert Algorithm Types

|  |  |
| --- | --- |
| **Algorithm Type** | **Description** |
| C1-BSFLGALRT | Highlight Open Business Flags |
| C1-CASH-ACCT | Highlight Cash Only Account |
| C1-CCAL-CLM | Highlight Open Rebate Claims |
| C1-CCAL-OCBG | Highlight Open Off Cycle Bill Generators |
| C1-COLL-REF | Highlight Active Collection Referral |
| C1-COLLPR-AC | Highlight Active Collection Process |
| C1-CRRT-ACCT | Highlight Credit Rating |
| C1-HOPNCRR | Highlight Open Customer Relationship Requests |
| C1-LSSL-PER | Highlight Person Life Support/Sensitive Load |
| C1-LSSL-PRM | Highlight Premise Life Support/Sensitive Load |
| C1-OD-PROC | Highlight Active Overdue Processes |
| C1-OPENLDALR | Retrieve Open Leads |
| C1-OPN-MEVT | Highlight Open and Disputed Match Events |
| C1-OPSTSKALT | Retrieve Open CSS Service Task Alert |
| C1-PEND-STRT | Highlight Pending Start |
| C1-SCHOTPAY | Highlight Scheduled CSS One Time Payments |
| C1-SEVPR-ACT | Highlight Active Severance Processes |
| C1-STASKALRT | Retrieve Open Service Tasks |
| C1-STOP-SA | Highlight Stopped SAs |
| C1-STSKALSAC | Service Task Alert By SA Characteristic |
| C1-WO-BILL | Highlight Written Off Bills |
| CC BY TYPCL | Count number of customer contacts |
| CCAL-CASE | Highlight cases |
| CCAL-DECL | Highlight Effective Declarations for Acct and Prem |
| CCAL-FAERMSG | Highlight FAs with outstanding outgoing messages |
| CCAL-TD | Highlight outstanding To Do entries |
| CCAL-WF | Account or Premise linked to Active Workflow Process |
| F1-SYNRQALRT | Retrieve Outstanding Sync Request |
| PP BY STATUS | Count pay plans |

### Dashboard



### Bill - Late Payment Charge Date Populated



### Late Payment Charge

