

**Oracle Utilities Customer Care and Billing
Release 2.4.0**

Utility Reference Model

4.3.1.1 Manage Payments

December 2015

Oracle Utilities Customer Care and Billing Utility Reference Model 4.3.1.1, Release 2.4.0

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4.3.1.1 Manage Payments

This section provides a description of the “Manage Payments” business process, including:

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Brief Description

Business Process: 4.3.1 Manage Payments

Process Type: Sub-Process

Parent Process: 4.3.1 Perform Settlement Activities

Sibling Processes:

- 4.3.1.1a Process Budget Payments
- 4.3.1.1b Process Non-Billed Monitored Budget Payments
- 4.3.1.1c Process Non-Billed Unmonitored Budget Payments
- 4.3.1.1d Manage Autopay
- 4.3.1.1e Manage Pay Plan Payment
- 4.3.1.1f Manage Credit Card Payment
- 4.3.1.2 Manage Workstation Cashiering

This process describes the management of Payment activities. A payment includes the total amount paid as well as the form of payment including cash, check, or credit card. This is called the Tender. CC&B accepts multiple Tenders for a Payment. This information is placed on a Payment Event. The Payment can be applied to one or more Accounts. The Account making the Payment is referenced as the Payor, and the Payee is the Accounts the funds are allocated to. There is a corresponding Payment Segment and associated Financial Transaction for each Service the customer has with the organization.

Although most Payments are uploaded through Batch processing, the CSR or Authorized User has full capability to similarly add and maintain Payments online. The CSR or Authorized User can use the Payment Portal, Payment Event Add, Payment Event Quick Add, or Payment Quick Add functionality. When a Payment is added, it is applied to Service Agreements based on debt age and Service Agreement priority. This is based on the organization's established business rules and is configurable. When errors are detected online or in batch, the Payment is saved with an error status for review.

Payments come from a variety of sources. Included are electronic payments, payments at a cashiering station, lockbox, mail, and other electronic payments from third party sources. Payments for miscellaneous services called Non-CIS Payments are also processed.

The customer is responsible for payment by a given due date. If the Customer does not pay, CC&B can detect the overdue amounts and provide notification.

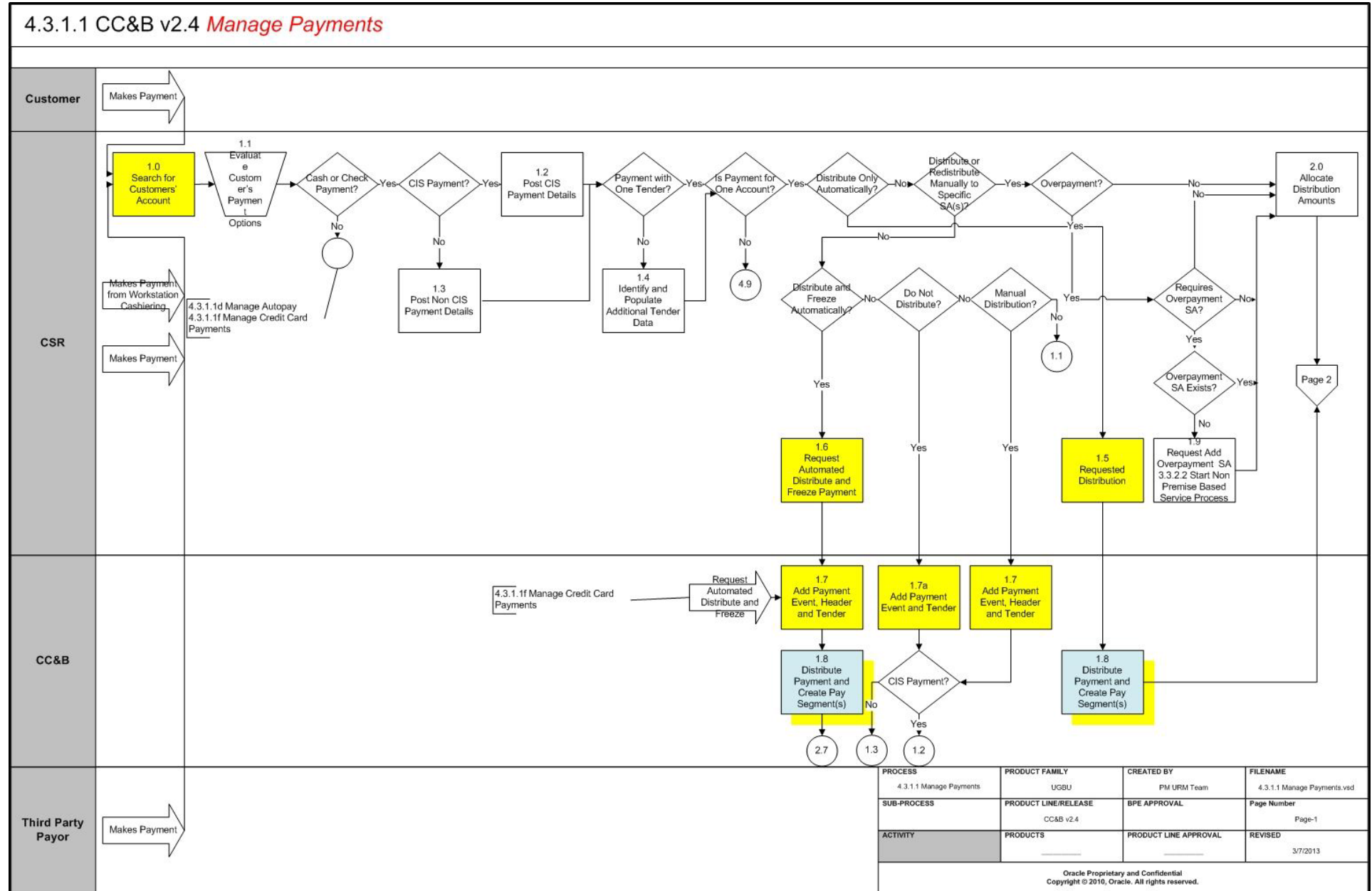
Actors/Roles

The Manage Payments business process involves the following actors and roles.

- **CC&B:** The Customer Care and Billing application. Steps performed by this actor/role are performed automatically by the application, without the need for user initiation or intervention.
- **CSR:** CSR or Authorized User of the Customer Care and Billing application.
- **Third Party Payor:** Third Party application or User that can request to add and /or maintain meter or item data
- **Customer:** Utility Company's Customer.
- **Document Management Software:** Document Management Software that allows create and maintain paper or paperless documents and manage document workflow.

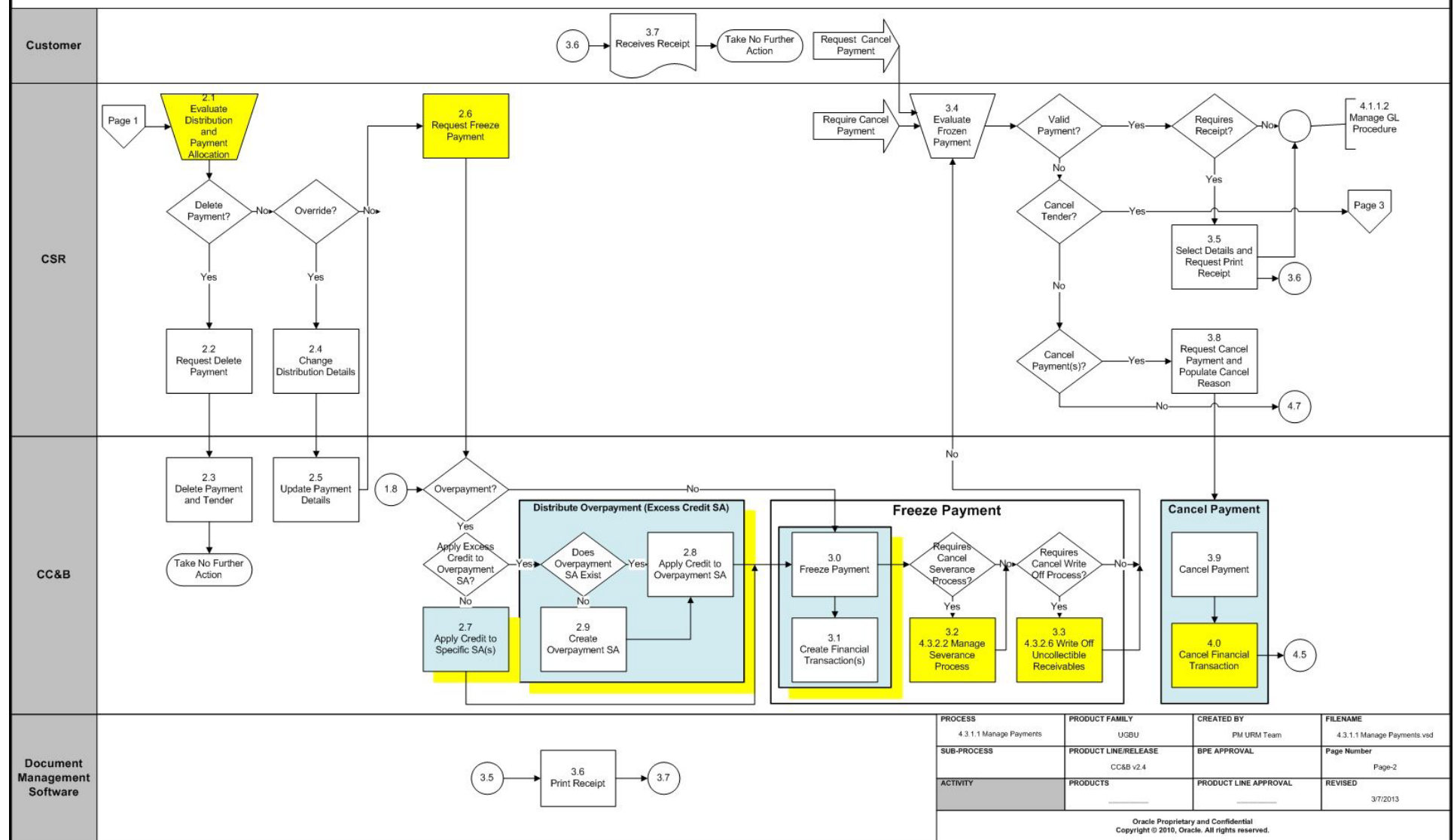
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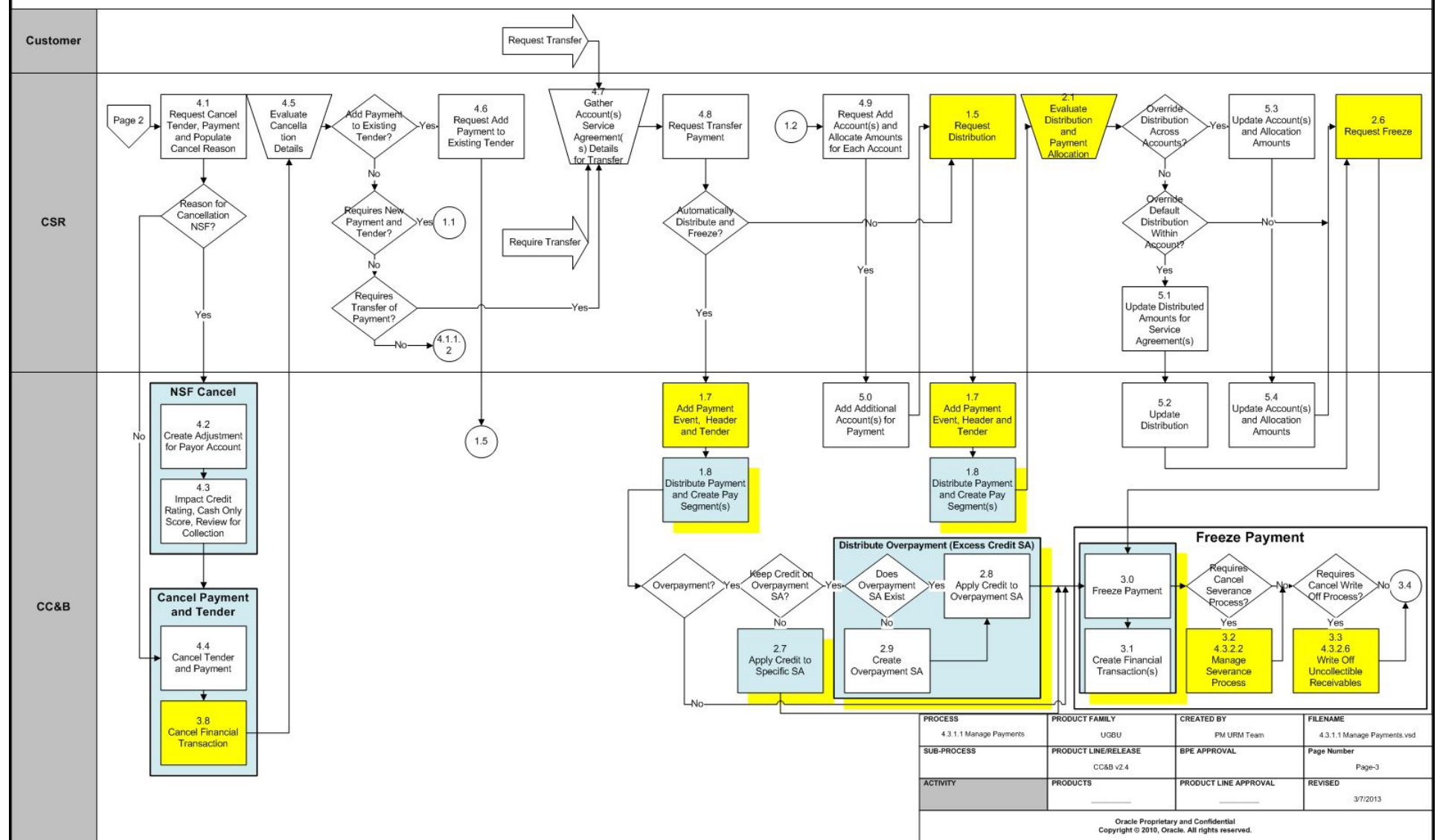


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4.3.1.1 CC&B v2.4 *Manage Payments*



Manage Payments Process Model - Page 3

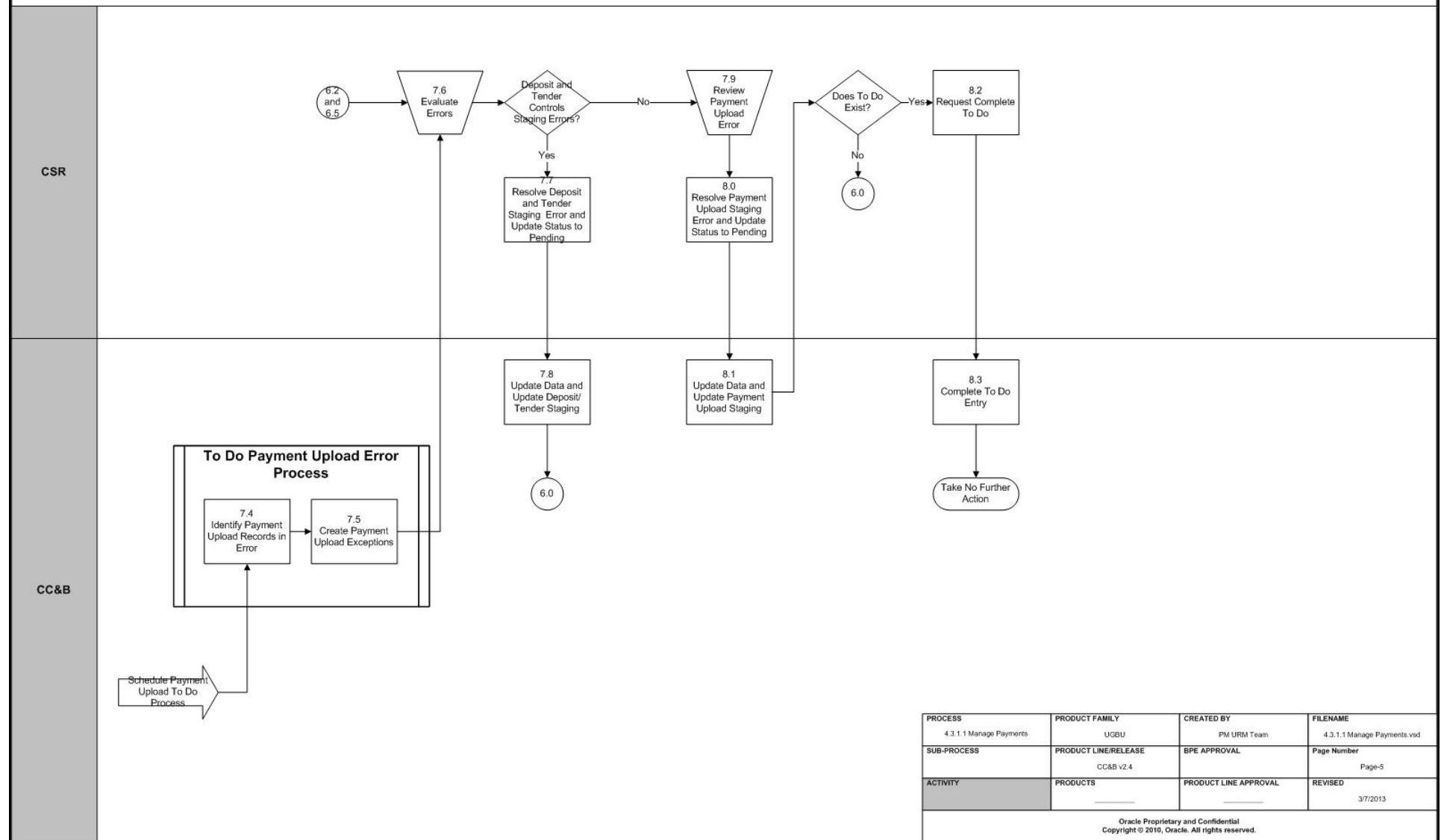
4.3.1.1 CC&B v2.4 *Manage Payments*

4.3.1.1 CC&B v2.4 *Manage Payments*



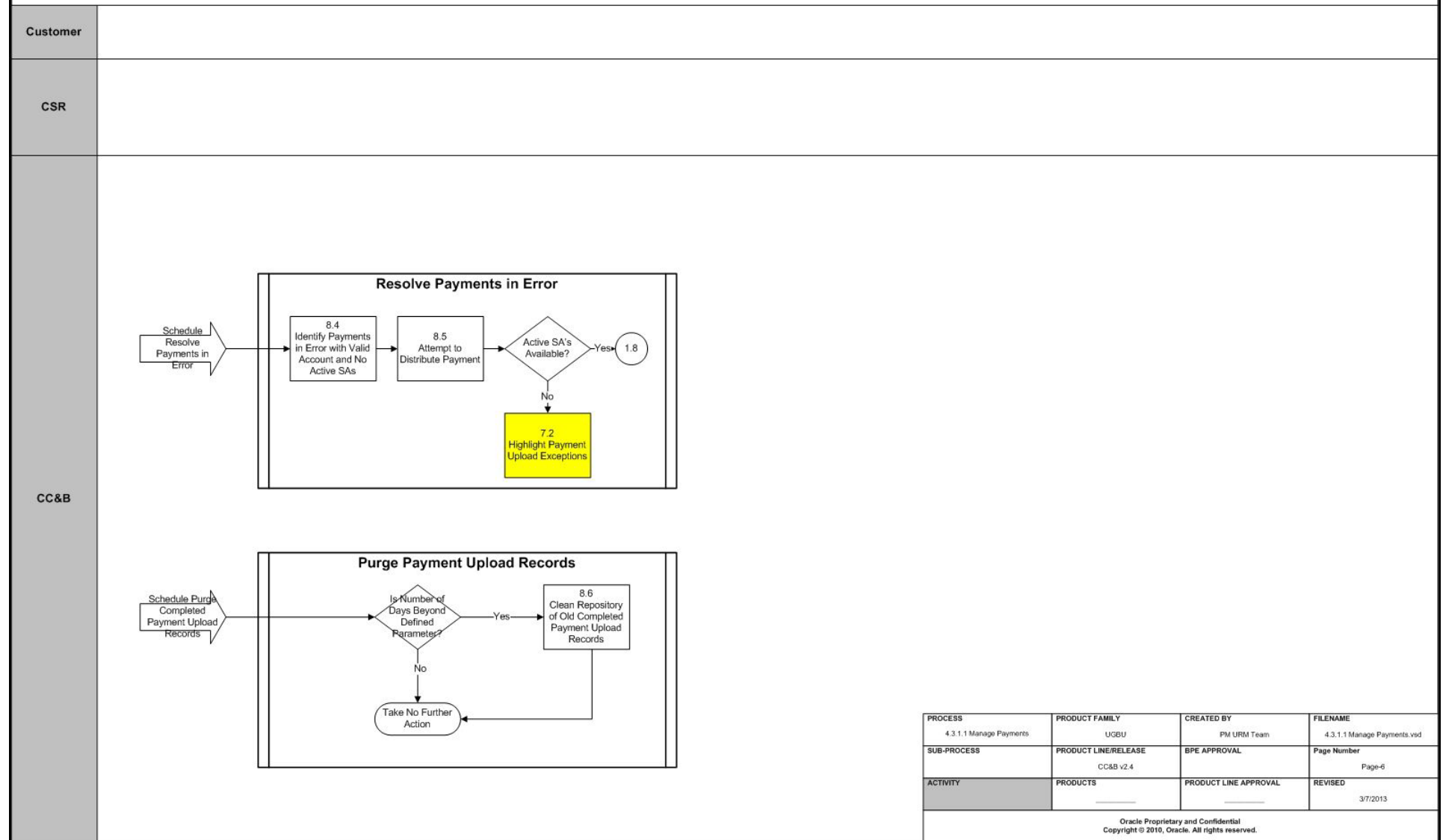
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4.3.1.1 CC&B v2.4 *Manage Payments*



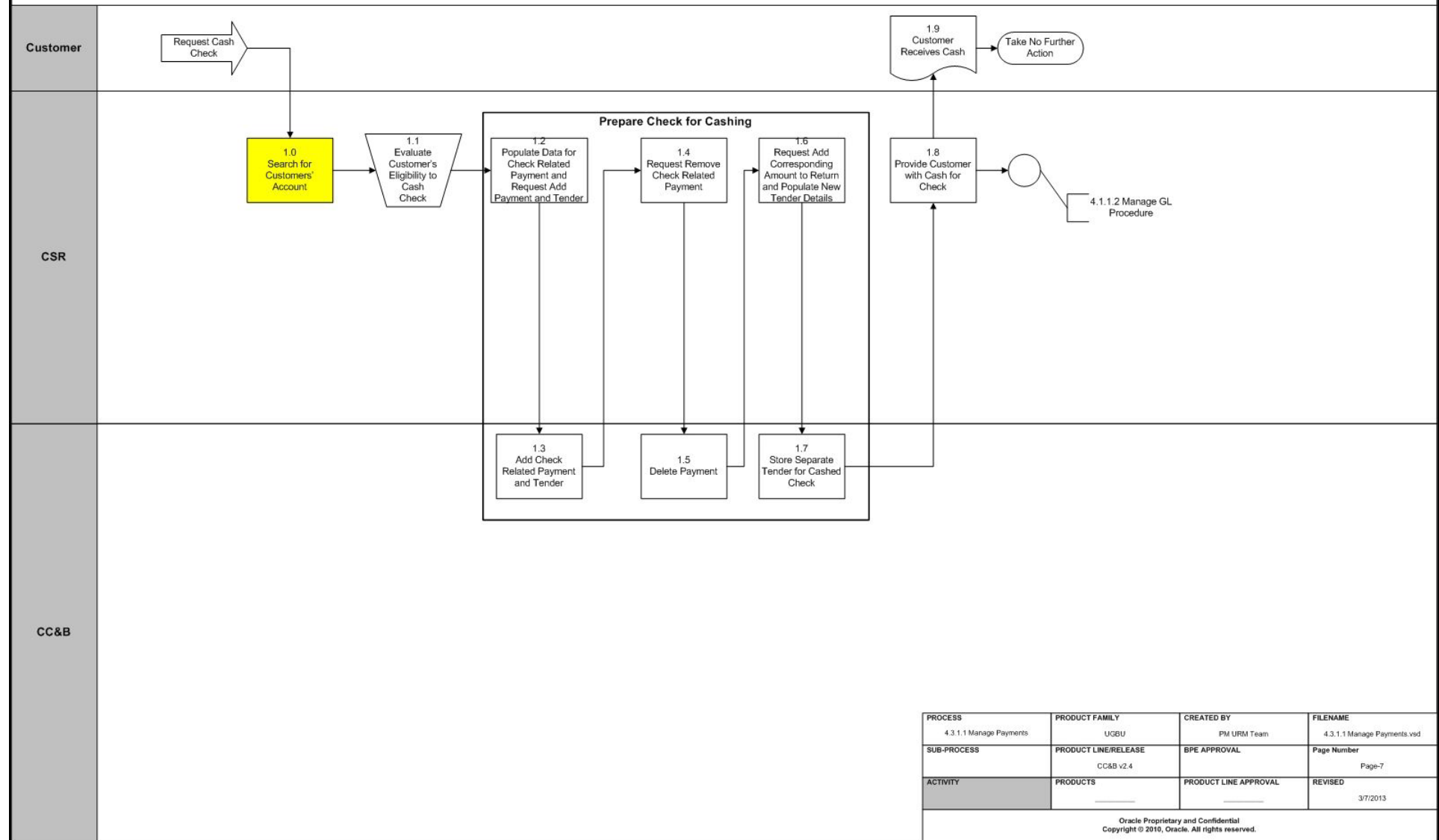
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4.3.1.1 CC&B v2.4 *Manage Payments*



Manage Payments Process Model - Page 7

4.3.1.1 CC&B v2.4 *Manage Payments Cash Check*



Manage Payments Detailed Process Model Description

This section provides a detailed description of the “Manage Payments” business process, including:

- 1.0 Search for Customer Account
- 1.1 Evaluate Customer's Payment Options
- 1.2 Post CIS Payment Details
- 1.3 Post Non CIS Payment Details
- 1.4 Identify and Populate Additional Tender Data
- 1.5 Request Distribution
- 1.6 Request Automated Distribute and Freeze Payment
- 1.7 Add Payment and Tender
- 1.8 Distribute Payment and Create Pay Segments
- 1.9 Request Add Overpayment SA 3.3.2.2 Start Non-Premise Based Service Process
- 2.0 Allocate Distribution Amounts
- 2.1 Evaluate Distribution and Payment Allocation
- 2.2 Request Delete Payment
- 2.3 Delete Payment and Tender
- 2.4 Change Distribution Details
- 2.5 Update Payment Details
- 2.6 Request Freeze Payment
- 2.7 Apply Credit to Specific Defined SA
- 3.0 Freeze Payments
- 3.1 Create Financial Transactions
- 3.2 4.3.2.2 Manage Severance Process
- 3.3 4.3.2.5 Write Off Uncollectible Receivables
- 3.4 Evaluate Frozen Payments
- 3.5 Select Details and Request Print Receipt3.6 Print Receipt
- 3.6 Print Receipt
- 3.8 Request Cancel Payment and Populate Cancel Reason
- 3.9 Cancel Payment
- 4.0 Cancel Financial Transaction
- 4.1 Request Cancel Tender, Payment and Populate Cancel Reason
- 4.2 Create Adjustment
- 4.3 Impact Credit Rating, Cash Only Score, Review for Collection
- 4.4 Cancel Tender and Payment
- 4.5 Evaluate Cancellation Details
- 4.6 Request Add Payment to Existing Tender
- 4.7 Gather Accounts Service Agreements Details for Transfer
- 4.8 Request Transfer Payment
- 4.9 Request Add Accounts and Allocate Amounts for Each Account
- 5.0 Add Additional Accounts for Payment
- 5.1 Update Distributed Amounts for Service Agreements
- 5.2 Update Distribution
- 5.3 Update Accounts and Allocation Amounts
- 5.4 Update Accounts and Allocation Amounts
- 5.5 Process External Payments
- 5.6 Create Deposit Control Staging
- 5.7 Create Tender Control Staging
- 5.8 Create Payment Tender Staging

- ♦ 5.9 Create Payment Tender Multiple Accounts (Pay Advice Staging)
- ♦ 6.0 Identify Deposit and Tender Controls, Payment Tenders Availability for Upload
- ♦ 6.1 Validate Deposit Controls
- ♦ 6.3 Allow to Process Tenders and Update Deposit Controls to In Progress
- ♦ 6.4 Validate Tender Controls
- ♦ 6.5 Update Tender Controls to Error
- ♦ 6.6 Allow to Process Payments and Update Tender Controls to In Progress
- ♦ 6.7 Validate Payment and Payment Detail Records
- ♦ 6.8 Postpone Payment Processing Until Accounting Date Reached Group
- ♦ 6.9 Identify Account Group
- ♦ 7.0 Apply Payment to “Suspense” Account
- ♦ 7.1 Update Payment and Payment Details to Error
- ♦ 7.2 Highlight Payment Upload Exceptions
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- ♦ 7.4 Identify Payment Upload Records in Error
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- ♦ 7.6 Evaluate Errors
- ♦ 7.7 Resolve Deposit and Tender Staging Error and Update Status to Pending
- ♦ 7.8 Update Data and Update Deposit/Tender Staging
- ♦ 7.9 Review Payment Upload Error
- ♦ 8.0 Resolve Payment Upload Staging Error and Update Status to Pending
- ♦ 8.1 Update Data and Update Payment Upload Staging
- ♦ 8.2 Request Complete To Do
- ♦ 8.3 Complete To Do Entry
- ♦ 8.4 Identify Payments in Error Valid Account and No Active SA's
- ♦ 8.5 Attempt to Distribute Payment
- ♦ 8.6 Clean Repository of Old Completed Payment Upload Records

1.0 Search for Customer Account

Reference: [Manage Payments Process Model - Page 1](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: Upon receipt of payment, the CSR or Authorized User accesses Control Central Search to locate the customer in CC&B.

Entities to Configure

- Installation Options ([Installation Options - Control Central Alert Algorithms](#))

1.1 Evaluate Customer's Payment Options

Reference: [Manage Payments Process Model - Page 1](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User evaluates the account. Account Financial History, Billing History, Credit Rating, and Credit and Collection History may be reviewed. Control Central Alerts such as a Cash Only customer and other Dashboard information assist the CSR or Authorized User in determining eligibility and distribution for the Payment applying established business rules.

Entities to Configure

- Installation Options

Available Algorithms

- [Installation Options - Control Central Alert Algorithms](#)
- Installation Options - PYFN-PYINFO This algorithm formats the Payment Information that appears throughout the system.

1.2 Post CIS Payment Details

Reference: [Manage Payments Process Model - Page 1](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User enters initial payment information using the Payment Portal, Payment Event Add, Payment Event Quick Add or Payment Quick Add functionality. The CSR or Authorized User then selects one of the available distribution options. Options include:

- Distribute and Freeze if no other review or follow up is required. Refer to [1.6 Request Automated Distribute and Freeze Payment](#).
- Manual Distribution if special allocation to various Service Agreements is required. Refer to [2.0 Allocate Distribution Amounts](#).
- Do Not Distribute also allows for manually processing of the Payments as well as Tenders. Refer to [1.9 Request Add Overpayment SA 3.3.2.2 Start Non-Premise Based Service Process](#).

Entities to Configure

- Bank Code
- Tender Source
- Tender Type

Business Objects

- C1-CISPaymentEvent
- BO Option Type Scripts:

- C1-ConvCurr (Currency Conversion Script) - Defines the BPA script responsible for payment tender currency conversion on the payment portal.
- CI_AddLPCAdj (Additional Payment Processing Service Script) - Defines the service script responsible for special processing after submission of the payment UI map but prior to adding the payment event. Refer to the note below.
- CI_CCAutAddr (Pre-Processing Service Script) - Defines the service script responsible for pre-processing business logic executed prior to invoking the maintenance UI map.

Process Names

- C1-AddPayEvt

Note: The base BPA script “C1-AddPayEvt - CIS Payment Event - Add” may be customized or cloned to invoke the new UI map “C1_AddCISPaymentEvent.” When used with the new Option Type “Additional Payment Processing Service Script,” the CSR or Authorized User may indicate if a Late Payment Charge adjustment will be created at the time of payment.

1.3 Post Non CIS Payment Details

Reference: [Manage Payments Process Model - Page 1](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: Payments for miscellaneous services or products not otherwise defined are considered Non CIS Payments. The Payment references the name of the person remitting the payment and can include pertinent comments. The CSR or Authorized User typically enters initial payment information using the Payment Portal or Payment Event Add functionality. The Payment Portal allows for selecting specific Distribution Codes, otherwise the CSR or Authorized User then selects one of the available distribution options from Payment Event Add. Options include:

- Distribute and Freeze if no other review or follow up is required. Refer to [1.6 Request Automated Distribute and Freeze Payment](#).
- Manual Distribution if special allocation to various Service Agreements is required. Refer to [2.0 Allocate Distribution Amounts](#).
- Do Not Distribute also allows for manually processing of the Payments as well as Tenders. Refer to [1.5 Request Distribution](#).

Entities to Configure

- Non CIS Account
- Customer Class
- Non CIS Service Agreement
- Bank Code
- Distribution Codes
- Payment Templates
- Payment Segment Type
- Tender Source
- Tender Type

Business Objects

- C1-NonCISPaymentEvent
- BO Option Type Scripts:
 - C1-NC PayPre (Pre-Processing Service Script) - Defines the service script responsible for pre-processing business logic executed prior to invoking the maintenance UI map.

- C1-NCPayPP (Post Processing Service Script) - Defines the service script responsible for post-processing business logic executed prior to invoking the maintenance UI map.
- C1-NonCISPayTemplate
- BO Option Type Scripts:
 - C1-NCPTmPre(Pre-Processing Service Script) - D Defines the service script responsible for pre-processing business logic executed prior to invoking the maintenance UI map.
 - C1-NCPTmPost (Post Processing Service Script) - Defines the service script responsible for post-processing business logic executed prior to invoking the maintenance UI map.
 - C1-NCPTmDt (Display Map Service Script) - Defines the service script responsible for retrieving information displayed on the business object's map zone.

Available Algorithms

- C1-BOV-TPDTL - This algorithm is used to validate a non CIS payment template. The following validation is performed:
 - Ensure that at least one payment template distribution line exists.
 - Validate that the account specified on the template is a non-CIS account.
 - Validate that the service agreement specified the template is valid for the account.

1.4 Identify and Populate Additional Tender Data

Reference: [Manage Payments Process Model - Page 1](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The Payor remits more than one form of Tender. The CSR or Authorized User enters the additional Tenders information.

1.5 Request Distribution

Reference: [Manage Payments Process Model - Page 1](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User requests Distribute if this option was selected in Step [1.2 Post CIS Payment Details](#) or Step [1.3 Post Non CIS Payment Details](#). Do Not Distribute also allows for manually processing of the Payments as well as Tenders. With this option, multiple Tenders or Payments for multiple Accounts may be added. This option also requires separate freezing of the Payment. The configured default distribution is applied across the Accounts Service Agreements. When distributing the payment to more than one account, this configured distribution is also applied.

1.6 Request Automated Distribute and Freeze Payment

Reference: [Manage Payments Process Model - Page 1](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User chooses Distribute and Freeze at the same time if this option is selected when posting the initial payment details in Step [1.2 Post CIS Payment Details](#) or Step [1.3 Post Non CIS Payment Details](#). The Distribute and Freeze option is used when no other review or follow up is required. The Account making the Payment is the same Account the Payment will be applied to. The Payment date is the current date. The Payment can be distributed across the Service Agreements using the configured distribution.

1.7 Add Payment and Tender

Reference: [Manage Payments Process Model - Page 1](#) for the business process diagram associated with this activity.

Group: Payment Upload Process

Actor/Role: CSR

Description: The Payment and Tenders are added in CC&B. This process is similar for online as well as automated batch processing.

- Manual: The requested payment and tendered are applied in CC&B.
- Automated: CC&B attempts to add the Payment and Tender. If there is any associated Payment Advices, the money totals must add up to the expected amount of the Payment Tender Staging.

Process Names

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

1.8 Distribute Payment and Create Pay Segments

Reference: [Manage Payments Process Model - Page 1](#) for the business process diagram associated with this activity.

Group: Payment Upload Process

Actor/Role: CC&B

Description: The Payment is distributed in CC&B for Accounts and Service Agreements according to the configured distribution. Pay Segments for each associated Service Agreement are created. The defined Distribution applies for both Batch Processing and online Payments. In addition Distribution Rules and Distribution detail Characteristics can be used to distribute payments. This process is the same for online as well as automated batch processing.

Entities to Configure

- Customer Class
- SA Type
- Match Type

Available Algorithms

- PYDISTPPRTY- This payment distribution algorithm distributes a payment amongst the account's service agreements based on each service agreement's SA type's Payment Priority. If service agreements have the same Payment Priority, debt is relieved based on the age of the arrears. If the Payment Priority and the Debt age are the same for more than one service agreement, the payment first pays off one service agreement before the others are reduced.
- CI_CR-PAY-BF - This distribution rule create payment algorithm creates a single payment for an SA.
- CI_TNDRAC-DF - This algorithm determines the Tender Account ID from the distribution detail characteristic value. It expects the value to represent an SA characteristic and it returns the SA's account as the Tender Account ID.
- DSOV SA-ID - Distribute payment to SA ID in match value.

Process Names

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

1.9 Request Add Overpayment SA 3.3.2.2 Start Non-Premise Based Service Process

Reference: [Manage Payments Process Model - Page 1](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User determines an Overpayment SA is required. Refer to 3.3.2.2 Start Non-Premise Based Service Process.

2.0 Allocate Distribution Amounts

Reference: [Manage Payments Process Model - Page 1](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User determines to Distribute arbitrary amounts across the Accounts Service Agreements. This Distribution may be requested by the Customer and is based on established business rules. Manual Distribution is selected in Step [1.2 Post CIS Payment Details](#) or Step [1.3 Post Non CIS Payment Details](#) when special allocation to various service agreements is required. This option requires separate freezing of the Payment.

2.1 Evaluate Distribution and Payment Allocation

Reference: [Manage Payments Process Model - Page 2](#) for the business process diagram associated with this activity.

Actor/Role: CSR

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

2.2 Request Delete Payment

Reference: [Manage Payments Process Model - Page 2](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User determines to Delete the Payments.

2.3 Delete Payment and Tender

Reference: [Manage Payments Process Model - Page 2](#) for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The payment and tenders information is deleted in CC&B. The record is removed from the database. There is no financial impact.

2.4 Change Distribution Details

Reference: [Manage Payments Process Model - Page 2](#) for the business process diagram associated with this activity.

Actor/Role: CSR

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

2.5 Update Payment Details

Reference: [Manage Payments Process Model - Page 2](#) for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: Any changes in the Distribution allocation are updated in CC& B.

2.6 Request Freeze Payment

Reference: [Manage Payments Process Model - Page 2](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User freezes the Payment.

2.7 Apply Credit to Specific Defined SA

Reference: [Manage Payments Process Model - Page 2](#) for the business process diagram associated with this activity.

Group: Payment Upload Process

Actor/Role: CC&B

Description: The payment is applied to the highest priority SA that is eligible for overpayment. This process is the same for online as well as automated batch processing.

Entities to Configure

- Customer Class
- SA Type
- Adjustment Type

Available Algorithms

- OVRPY-PPRTY - This overpayment algorithm will apply an overpayment to the highest priority SA that is eligible for overpayment.
- STPZ-RMVCR - If a loan SA's current balance is less than zero; algorithms of this type create a frozen adjustment that applies the credit to the principal balance. The adjustment ID is stored with the pay segment so the adjustment can be canceled if the payment is later canceled.
- OVPY-LO-CSA - This overpayment algorithm applies an overpayment to a loan SA and/or to an excess credit SA. If a non-canceled and non-closed loan SA exists, the credit is applied to it. However, a loan SA should never have a credit payoff balance. So if there is still a credit amount remaining, the credit is applied to an excess credit SA. If a non-canceled and non-closed excess credit SA exists, the credit is applied to it. If not, a new excess credit SA is created using CIS division and SA type.

Process Names

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

2.9 Create Overpayment SA

Reference: [Manage Payments Process Model - Page 2](#) for the business process diagram associated with this activity.

Group:

- Distribute Overpayment
- Payment Upload Process

Actor/Role: CC&B

Description: The payment is applied to the highest priority SA that is eligible for overpayment. This process is the same for online as well as automated batch processing.

Entities to Configure

- Customer Class
- SA Type

Available Algorithms

- OVRPY-CREDSA - This overpayment algorithm will apply an overpayment to an Excess Credit SA. If a non-canceled and non-closed Excess Credit SA exists, the credit will be applied to it. If not, a new excess credit SA is created using CIS Division and SA Type.

Process Names

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

3.0 Freeze Payments

Reference: [Manage Payments Process Model - Page 2](#) for the business process diagram associated with this activity.

Group:

- Freeze Payments
- Payment Upload Process

Actor/Role: CC&B

Description: The Payments are frozen in CC&B. This process is the same for online as well as automated batch processing.

Entities to Configure

- Customer Class
- SA Type

3.1 Create Financial Transactions

Reference: [Manage Payments Process Model - Page 2](#) for the business process diagram associated with this activity.

Group:

- Freeze Payments
- Payment Upload Process

Actor/Role: CC&B

Description: CC&B creates the associated financial details at the time the Payments are frozen. A Financial Transaction is created for each associated Pay Segment. The Financial Transaction contains the financial effects of the Payment Segment on the Service Agreement's current and

payoff balances, and on the General Ledger. This process is the same for online as well as automated batch processing.

Entities to Configure

- Payment Segment Type
- Customer Class
- SA Type

Available Algorithms

- C1-NCPAY-FT - This algorithm is used for non-CIS pay segments. When the FT is created, the distribution code to credit is retrieved from the payment characteristics collection using the Distribution Code Payment Characteristic Type.
- PSEG-NM - This algorithm creates a financial transaction for a payment segment where:
 - Payoff amount = payment segment amount
 - Current amount = payment segment amount

The General Ledger is affected. This option would be used for all payment segments other than those used to pay for charitable contributions if you practice accrual accounting.

- PSEG-AC - This algorithm is used for cash accounting. This algorithm creates a financial transaction for a payment segment where:
 - Payoff amount = pay segment amount
 - Current amount = pay segment amount
 - The general ledger is affected
 - Holding payable balances are relieved in proportion to the amount of receivables that are reduced by the payment segment
- PSEG-CA - This algorithm creates a financial transaction for a pay segment where:
 - Payoff amount = 0
 - Current amount = payment segment amount
 - The general ledger is affected.

Process Names

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

3.2 4.3.2.2 Manage Severance Process

Reference: [Manage Payments Process Model - Page 2](#) for the business process diagram associated with this activity.

Group:

- Freeze Payments
- Payment Upload Process

Actor/Role: CC&B

Description: The status of a Severance Process can change due to freezing of a Financial Transaction. Refer to 4.3.2.2 Manage Severance Process.

Process Names

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

3.3 4.3.2.5 Write Off Uncollectible Receivables

Reference: [Manage Payments Process Model - Page 2](#) for the business process diagram associated with this activity.

Group:

- Freeze Payments
- Payment Upload Process

Actor/Role: CC&B

Description: The status of a Write Off Process or Write Off SA can change due to freezing of a Financial Transaction. Refer to 4.3.2.5 Write Off Uncollectible Receivables.

Process Names

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

3.4 Evaluate Frozen Payments

Reference: [Manage Payments Process Model - Page 2](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User reviews accuracy of the Frozen Payment.

3.5 Select Details and Request Print Receipt

Reference: [Manage Payments Process Model - Page 2](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The customer may request or established business rules require a printed receipt. The payment must be frozen. Receipt Printing Options must be installed. Customization is required for the print option to be available for receipt printing. The CSR or Authorized User enters receipt information on a special cashiering printer. The receipt can include endorsing of a check, short or long option, and bill stub format. Receipts can also be labeled as Duplicate.

Entities to Configure

- Installation Options - Messages

Process Names

- Customized Process for Printing of Receipts

3.6 Print Receipt

Reference: [Manage Payments Process Model - Page 2](#) for the business process diagram associated with this activity.

Actor/Role: Document Management Software

Description: The receipt is printed on special designated cashiering printers.

Process Names

- Custom Process for Printing of Receipts

3.7 Receives Receipt

Reference: [Manage Payments Process Model - Page 2](#) for the business process diagram associated with this activity.

Actor/Role: Customer

Description: The receipt is printed on special designated cashiering printers.

3.8 Request Cancel Payment and Populate Cancel Reason

Reference: [Manage Payments Process Model - Page 2](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User determines an existing payment is not valid or is incorrect. The CSR or Authorized User enters cancellation information. The Tender is correct. Only the Payment is Canceled. A new Payment is required to balance the Payment Event.

3.9 Cancel Payment

Reference: [Manage Payments Process Model - Page 2](#) for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The payment is canceled in CC&B.

Entities to Configure

- Payment Cancel Reasons
- Installation Options - Beginning Credit Rating

Available Algorithms

- PYCN-EMPTY This is a payment cancellation algorithm. It is a sample algorithm available to use as a base for creating an actual payment cancellation algorithm.

4.0 Cancel Financial Transaction

Reference: [Manage Payments Process Model - Page 2](#) for the business process diagram associated with this activity.

Group:

- Cancel Payment
- Cancel Payment and Tender

Actor/Role: CC&B

Description: A separate cancellation Financial Transaction is created to reverse or offset the original Financial Transaction. This process is the same for online as well as automated batch processing.

Entities to Configure

- Payment Cancel Reasons

Available Algorithms

- PYCN-EMPTY This is a payment cancellation algorithm. It is a sample algorithm available to use as a base for creating an actual payment cancellation algorithm.

4.1 Request Cancel Tender, Payment and Populate Cancel Reason

Reference: [Manage Payments Process Model - Page 3](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User determines an existing payment and tender is not valid or is incorrect. The CSR or Authorized User enters cancellation information. When a Tender is canceled because of non-sufficient funds, an adjustment may be created to charge processing fees. The customer's credit rating and cash only score may also be impacted. The Account may be reviewed for Credit and Collection action.

4.2 Create Adjustment

Reference: [Manage Payments Process Model - Page 3](#) for the business process diagram associated with this activity.

Group: NSF Cancel

Actor/Role: CC&B

Description: If configured, an adjustment is created for non-sufficient funds processing.

Entities to Configure

- Adjustment Code
- SA Type
- Installation Options - Beginning Credit Rating
- Payment Cancel Reasons

Available Algorithms

- NSFC-DFLT - This algorithm levies a non-sufficient funds (NSF) charge.
- PYCN-Empty - This is a payment cancellation algorithm, available to use as a base for creating an actual payment cancellation algorithm.

4.3 Impact Credit Rating, Cash Only Score, Review for Collection

Reference: [Manage Payments Process Model - Page 3](#) for the business process diagram associated with this activity.

Group: NSF Cancel

Actor/Role: CC&B

Description: If configured, CC&B will automatically impact the customer's credit rating, cash only score and examine the customer Account for Credit & Collection purposes.

Entities to Configure

- Installation Options - Beginning Credit Rating
- Payment Cancel Reasons

Available Algorithms

- NSFC-DFLT - This algorithm levies a non-sufficient funds (NSF) charge.
- PYCN-Empty - This is a payment cancellation algorithm, available to use as a base for creating an actual payment cancellation algorithm.

4.4 Cancel Tender and Payment

Reference: [Manage Payments Process Model - Page 3](#) for the business process diagram associated with this activity.

Group: Cancel Payment and Tender

Actor/Role: CC&B

Description: The payment and tender is canceled in CC&B. This process is the same for online as well as automated batch processing.

Entities to Configure

- Installation Options - Beginning Credit Rating
- Payment Cancel Reasons

Available Algorithms

- NSFC-DFLT - This algorithm levies a non-sufficient funds (NSF) charge.
- PYCN-EMPTY This is a payment cancellation algorithm. It is a sample algorithm available to use as a base for creating an actual payment cancellation algorithm.

4.5 Evaluate Cancellation Details

Reference: [Manage Payments Process Model - Page 3](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User evaluates the canceled Payment to determine if another Payments is required for the Tender. A new Payment and Tender may be required or it may be necessary to transfer a Payment.

4.6 Request Add Payment to Existing Tender

Reference: [Manage Payments Process Model - Page 3](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR adds a Payment to an existing Tender to balance the Payment.

4.7 Gather Accounts Service Agreements Details for Transfer

Reference: [Manage Payments Process Model - Page 3](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User determines the Payment requires Transfer to another Accounts and/or Service Agreements. The CSR or Authorized User performs an analysis of the affected Accounts and collects necessary information including Account Ids, Service Agreement information and amounts.

4.8 Request Transfer Payment

Reference: [Manage Payments Process Model - Page 3](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User enters Account Information for the Transfer. CC&B can transfer the complete payment to one Account distributing and freezing automatically or allow for review and manual distribution and freezing.

4.9 Request Add Accounts and Allocate Amounts for Each Account

Reference: [Manage Payments Process Model - Page 3](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: At times it is necessary to apply a Payment to more than one Account. The CSR or Authorized User chooses this option when posting the initial Payment details. The CSR or Authorized User then adds the additional Accounts and allocates the required amount to each Account.

5.0 Add Additional Accounts for Payment

Reference: [Manage Payments Process Model - Page 3](#) for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The additional Accounts with allocated amounts are added in CC&B.

5.1 Update Distributed Amounts for Service Agreements

Reference: [Manage Payments Process Model - Page 3](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User reviews and may change distributed amounts for given Service Agreements.

5.2 Update Distribution

Reference: [Manage Payments Process Model - Page 3](#) for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: Distribution details are updated in CC&B and reflect any changes made by the CSR or Authorized User.

5.3 Update Accounts and Allocation Amounts

Reference: [Manage Payments Process Model - Page 3](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User reviews and may further add and/or change Accounts and allocated amounts across Accounts.

5.4 Update Accounts and Allocation Amounts

Reference: [Manage Payments Process Model - Page 3](#) for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: Any additional Accounts or changes in Allocation are updated in CC&B.

5.5 Process External Payments

Reference: [Manage Payments Process Model - Page 4](#) for the business process diagram associated with this activity.

Group: Process X - Payment Upload Staging

Actor/Role: CC&B

Description: Most payments are added in CC&B through external interfaces such as a lock box, payment station, or remittance processor. This process is completely customized. The following steps walk through the required information needed to populate various staging tables in CC&B.

Process Names

This is a completely custom process designed to add the required staging tables in CC&B

5.6 Create Deposit Control Staging

Reference: [Manage Payments Process Model - Page 4](#) for the business process diagram associated with this activity.

Group: Process X - Payment Upload Staging

Actor/Role: CC&B

Description: There is a Deposit Control Staging for each batch of Payments to be uploaded in CC&B. The Deposit Control Staging holds a collection of Payments from individual groups of Payments. This process creates the Deposit Control Stagings information.

Process Names

This is a completely custom process designed to add the required staging tables in CC&B.

5.7 Create Tender Control Staging

Reference: [Manage Payments Process Model - Page 4](#) for the business process diagram associated with this activity.

Group: Process X - Payment Upload Staging

Actor/Role: CC&B

Description: Each individual group of Payments is maintained in a separate Tender Control. Typically there could be several pay stations accepting Payments for the Organization. Each pay station would have separate Tender Controls and when prepared for CC&B, all Tender Controls are related to one Deposit Control. This process creates the Tender Control Stagings information.

Process Names

This is a completely custom process designed to add the required staging tables in CC&B.

5.8 Create Payment Tender Staging

Reference: [Manage Payments Process Model - Page 4](#) for the business process diagram associated with this activity.

Group: Process X - Payment Upload Staging

Actor/Role: CC&B

Description: A Payment Tender Staging record is created for each payment associated with the Tender Control Staging record.

Process Names

This is a completely custom process designed to add the required staging tables in CC&B.

5.9 Create Payment Tender Multiple Accounts (Pay Advice Staging)

Reference: [Manage Payments Process Model - Page 4](#) for the business process diagram associated with this activity.

Group: Process X - Payment Upload Staging

Actor/Role: CC&B

Description: If the Payment is distributed to an account different from the Payment Tender Staging record a Pay Advice Staging record is also created.

Process Names

This is a completely custom process designed to add the required staging tables in CC&B.

6.0 Identify Deposit and Tender Controls, Payment Tenders Availability for Upload

Reference: [Manage Payments Process Model - Page 4](#) for the business process diagram associated with this activity.

Group: Payment Upload Process

Actor/Role: CC&B

Description: Through a Batch Process, CC&B checks to see all required information is available and ready for entry in CC&B.

Process Names

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

6.1 Validate Deposit Controls

Reference: [Manage Payments Process Model - Page 4](#) for the business process diagram associated with this activity.

Group: Payment Upload Process

Actor/Role: CC&B

Description: The first step is to create the Deposit Control. CC&B checks that record counts and money totals of the Tender Control Stagings equal the amount of the associated Deposit Control Staging.

Process Names

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

6.2 Update Deposit Controls to Error

Reference: [Manage Payments Process Model - Page 4](#) for the business process diagram associated with this activity.

Group: Payment Upload Process

Actor/Role: CC&B

Description: The Upload of the Deposit Controls cannot continue until the number of records and money totals in the associated Tender Control Stagings add up to the expected amount on the Deposit Control Staging. The Deposit Control Staging status is transitioned to Error status. The CSR or Authorized User can review, make necessary and return status to Pending. CC&B will however, recheck totals of Deposit Control Staging's in either Error or Pending status.

Process Names

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

6.3 Allow to Process Tenders and Update Deposit Controls to In Progress

Reference: [Manage Payments Process Model - Page 1](#) for the business process diagram associated with this activity.

Group: Payment Upload Process

Actor/Role: CC&B

Description: Deposit Controls are created and Staging transitions to an In Progress status. CC&B can now begin to process Tender Controls.

Process Names

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

6.4 Validate Tender Controls

Reference: [Manage Payments Process Model - Page 4](#) for the business process diagram associated with this activity.

Group: Payment Upload Process

Actor/Role: CC&B

Description: The next step is to check that record counts and money totals of the Payment Tender Stagings add up to the expected amount of each associated Tender Control Staging.

Process Names

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

6.5 Update Tender Controls to Error

Reference: [Manage Payments Process Model - Page 4](#) for the business process diagram associated with this activity.

Group: Payment Upload Process

Actor/Role: CC&B

Description: The Upload of the Tender Controls cannot continue until record counts and money totals add up to the expected amounts of the associated Tender Control Stagings. The Tender Control is transitioned to an Error status. The CSR or Authorized User can review, make necessary and return status to Pending. CC&B will however, recheck totals of Tender Control Staging's in either Error or Pending status.

Process Names

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

6.6 Allow to Process Payments and Update Tender Controls to In Progress

Reference: [Manage Payments Process Model - Page 4](#) for the business process diagram associated with this activity.

Group: Payment Upload Process

Actor/Role: CC&B

Description: Tender Controls are created and transitioned to an In Progress status. CC&B can now begin to process Payment Tenders.

Process Names

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

6.7 Validate Payment and Payment Detail Records

Reference: [Manage Payments Process Model - Page 4](#) for the business process diagram associated with this activity.

Group: Payment Upload Process

Actor/Role: CC&B

Description: All Deposit and Tender Control Staging's must be in In Progress at this point. Next, CC&B starts uploading Payment Tender Staging and Payment Advice Staging.

Process Names

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

6.8 Postpone Payment Processing Until Accounting Date Reached Group

Reference: [Manage Payments Process Model - Page 4](#) for the business process diagram associated with this activity.

Group: Payment Upload Process

Actor/Role: CC&B

Description: If the Payment Tender Staging record has a future Accounting Date, the processing for this record is skipped. The Payment will not be frozen until the Accounting Date is reached. The record remains in Pending status.

Process Names

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

6.9 Identify Account Group

Reference: [Manage Payments Process Model - Page 4](#) for the business process diagram associated with this activity.

Group: Payment Upload Process

Actor/Role: CC&B

Description: CC&B attempts to match the Account on the Payment Tender with a valid Account ID.

Process Names

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

7.0 Apply Payment to “Suspense” Account

Reference: [Manage Payments Process Model - Page 4](#) for the business process diagram associated with this activity.

Group: Payment Upload Process

Actor/Role: CC&B

Description: If the Account on the Payment Tender Staging is invalid, the Account for the Tender will be assigned to the “Suspense” Account. Organizations establish this “Suspense” Account to accommodate upload of the Payments. A CSR or Authorized User investigates and transfers to valid Accounts later.

Process Names

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

7.1 Update Payment and Payment Details to Error

Reference: [Manage Payments Process Model - Page 4](#) for the business process diagram associated with this activity.

Group: Payment Upload Process

Actor/Role: CC&B

Description: If money totals do not add up to the expected amount, or perhaps no Service Agreements exist to apply the payment, the Payment Tender Staging record is updated to an Error status. The Deposit and Tender Control Staging remains In Progress status.

Process Names

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

7.2 Highlight Payment Upload Exceptions

Reference: [Manage Payments Process Model - Page 1](#) for the business process diagram associated with this activity.

Group:

- Payment Upload Process
- Resolve Payments in Error

Actor/Role: CC&B

Description: If CC&B cannot upload the Payment, it is placed on a Payment Exception table and available for review by a CSR or Authorized User. A message is included to help explain the error.

Process Names

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

7.3 Update Deposit, Tender, Payment and Payment Detail Records to Complete

Reference: [Manage Payments Process Model - Page 4](#) for the business process diagram associated with this activity.

Group: Payment Upload Process

Actor/Role: CC&B

Description: When all uploaded records are created, the Deposit, Tender, Payment and Payment Detail Records are transitioned to Complete Status. The Deposit Control, Tender Control, Payment, and Payment Detail are created. The Deposit and Tender Control are Balanced.

Process Names

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

7.4 Identify Payment Upload Records in Error

Reference: [Manage Payments Process Model - Page 5](#) for the business process diagram associated with this activity.

Group: To Process

Actor/Role: CC&B

Description: One way to view messages associated with Exception records is to make use of the To Do functionality in CC&B. The specific To Do background process can be scheduled.

Process Names

- TD-PYUPL - This background process creates a To Do entry for every payment staging record that's in error.

Entities to Configure

- To Do Type
- To Do Role

7.5 Create Payment Upload Exceptions

Reference: [Manage Payments Process Model - Page 5](#) for the business process diagram associated with this activity.

Group: To Do Payment Upload Error Process

Actor/Role: CC&B

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.

Entities to Configure

- To Do Type
- To Do Role

Process Names

- TD-PYUPL - This background process creates a To Do entry for every payment staging record that's in error.

7.6 Evaluate Errors

Reference: [Manage Payments Process Model - Page 5](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User reviews and investigates the various upload errors. Typically errors are caused by missing or incomplete information. Based on established business rules, the CSR or Authorized User investigates possible solutions or workarounds for the missing or incomplete information.

7.7 Resolve Deposit and Tender Staging Error and Update Status to Pending

Reference: [Manage Payments Process Model - Page 5](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User resolves the error and enters information in CC&B as needed. The CSR or Authorized User changes the Upload Staging Record to Pending.

7.8 Update Data and Update Deposit/Tender Staging

Reference: [Manage Payments Process Model - Page 5](#) for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Deposit and/or Tender Staging's are updated in CC&B.

7.9 Review Payment Upload Error

Reference: [Manage Payments Process Model - Page 5](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized Users reviews and investigates Payment Exception and supporting information in CC&B. Typically errors are caused by missing or incomplete information. Based on established business rules, the CSR or Authorized User investigates possible solutions or workarounds for the missing or incomplete information.

8.0 Resolve Payment Upload Staging Error and Update Status to Pending

Reference: [Manage Payments Process Model - Page 5](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User resolves the error by providing new information or changing information for the Payment and then changes the Payment Upload Staging to Pending status.

8.1 Update Data and Update Payment Upload Staging

Reference: [Manage Payments Process Model - Page 5](#) for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Payment information and Upload Staging is updated. The status is updated to Pending.

8.2 Request Complete To Do

Reference: [Manage Payments Process Model - Page 5](#) for the business process diagram associated with this activity.

Actor/Role: CC&B

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.

8.3 Complete To Do Entry

Reference: [Manage Payments Process Model - Page 5](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The To Do Entry is updated to Complete Status in CC&B.

8.4 Identify Payments in Error Valid Account and No Active SA's

Reference: [Manage Payments Process Model - Page 6](#) for the business process diagram associated with this activity.

Group: Resolve Payments in Error

Actor/Role: CSR

Description: CC&B identifies and reviews Payments with valid existing Accounts; however no Active Service Agreements are linked to the Account. It is possible the Service Agreements are not yet created or are still Pending.

Process Names

- PY-RPE- This process periodically attempts to distribute and freeze payments in error

8.5 Attempt to Distribute Payment

Reference: [Manage Payments Process Model - Page 6](#) for the business process diagram associated with this activity.

Group: Resolve Payments in Error

Actor/Role: CC&B

Description: CC&B attempts to distribute and freeze the Payment to Service Agreements that may now exist.

8.6 Clean Repository of Old Completed Payment Upload Records

Reference: [Manage Payments Process Model - Page 6](#) for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: CC&B will periodically purge completed Payment Upload Staging's older than a specifically defined number of days. The number of days is based on length of time the organization has need for audit and reporting requirements.

Process Names

- PYUP-PRG - This background process periodically Payment Upload Staging's older than a defined number of days.

Manage Payments - Cash Check Detailed Process Model Description

This section includes detailed descriptions of the steps involved in the Manage Payments - Cash Check business process, including:

- ♦ [1.1 Evaluate Customer's Eligibility to Cash Check](#)
- ♦ [1.2 Populate Data for Check Related Payment and Request Add Payment and Tender](#)
- ♦ [1.3 Add Check Related Payment and Tender](#)
- ♦ [1.4 Request Remove Check Related Payment](#)
- ♦ [1.5 Delete Payment](#)
- ♦ [1.6 Request Add Corresponding Amount to Return and Populate New Tender Details](#)
- ♦ [1.7 Store Separate Tender for Cashed Check](#)
- ♦ [1.8 Provide Customer with Cash for Check](#)
- ♦ [1.9 Receives Cash](#)

1.1 Evaluate Customer's Eligibility to Cash Check

Reference: [Manage Payments Process Model - Page 7](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: At times the organization may allow for check cashing for employees or customers. The CSR or Authorized User determines eligibility for cashing a check based on established business rules.

1.2 Populate Data for Check Related Payment and Request Add Payment and Tender

Reference: [Manage Payments Process Model - Page 7](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: CC&B maintains a Payment Tender record when the CSR or Authorized User cashes a check. There isn't actually a Payment however the check and returned cash is documented. The CSR or Authorized User enters the required information for this record.

1.3 Add Check Related Payment and Tender

Reference: [Manage Payments Process Model - Page 7](#) for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: A payment and tender is added in CC&B.

1.4 Request Remove Check Related Payment

Reference: [Manage Payments Process Model - Page 7](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: As there isn't actually a payment, the payment data is removed. The CSR or Authorized User deleted the payment information.

1.5 Delete Payment

Reference: [Manage Payments Process Model - Page 7](#) for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Payment information is removed from CC&B.

1.6 Request Add Corresponding Amount to Return and Populate New Tender Details

Reference: [Manage Payments Process Model - Page 7](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User then enters the amount of cash to return to the Customer as a separate Tender and saves the Tender information.

1.7 Store Separate Tender for Cashed Check

Reference: [Manage Payments Process Model - Page 7](#) for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: CC&B stores the amount of the returned cash as a negative payment. The Payment now reflects a Tender for the check and a Tender for the returned cash.

1.8 Provide Customer with Cash for Check

Reference: [Manage Payments Process Model - Page 7](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User returns cash to the customer.

1.9 Receives Cash

Reference: [Manage Payments Process Model - Page 7](#) for the business process diagram associated with this activity.

Actor/Role: Customer

Description: The customer receives the requested cash.

Installation Options - Control Central Alert Algorithms

The following installation options are available:

Value	Description
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_SEVPR-DF	Highlight Active Severance Processes
C1-CCAL-OCBG	Highlight Open Off Cycle Bill Generators
F1-SYNRQALRT	Retrieve Outstanding Sync Request

Related Training

The following User Productivity Kit (UPK) modules provide training related to this business process:

- Oracle Utilities UPK for Customer Care and Billing, Administrative Setup
- Oracle Utilities UPK for Customer Care and Billing, User Tasks
- Oracle Utilities UPK for Customer Care and Billing, Credit and Collections
- Oracle Utilities UPK for Customer Care and Billing, Rating and Billing
- Oracle Utilities UPK for Customer Care and Billing, Rating and Billing for Interval Data