

**Oracle Utilities Customer Care and Billing
Release 2.3.1**

Utility Reference Model

3.3.3.3 Review Deposits

July 2012

Oracle Utilities Customer Care and Billing Utility Reference Model 3.3.3.3, Release 2.3.1

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Chapter 1

Overview

This chapter provides a brief description of the Review Deposits business process and associated process diagrams. This includes:

- **Brief Description**
 - **Actors/Roles**

Brief Description

Business Process: 3.3.3.3 Review Deposits

Process Type: Process

Parent Process: 3.3.3 Manage Deposit

Sibling Processes: 3.3.3.2 Determine Customer Deposits (Cash, Non-cash, 3rd party), 4.2.2.6 Manage Deposit Charges

Usually organizations want to review and evaluate a Customer's deposit periodically. The process below describes the logic and mechanism CC&B uses to review and evaluate a Deposit.

Actors/Roles

The Review Deposits 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 CC&B:** CSR or Authorized User of the Customer Care and Billing application.

Chapter 2

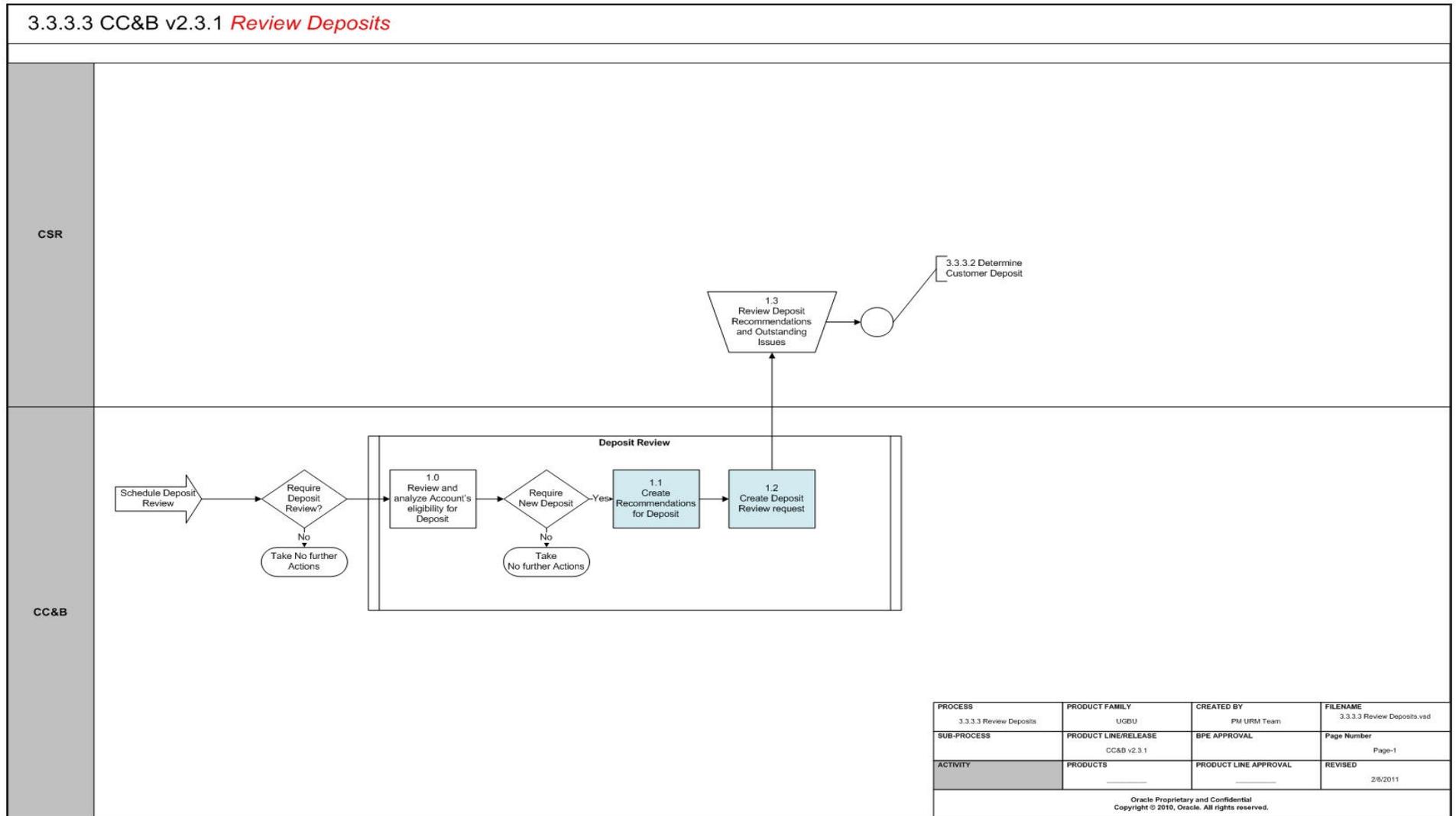
Detailed Business Process Model Description

This chapter provides a detailed description of the Review Deposits business process. This includes:

- **Business Process Diagrams**
 - **Review Deposits**
- **Review Deposits Description**
- **Related Training**

Business Process Diagrams

Review Deposits



Review Deposits Description

This section includes detailed descriptions of the steps involved in the Review Deposits business process, including:

- **1.0 Review and Analyze Account's eligibility for Deposit**
- **1.1 Create recommendations for Deposit**
- **1.2 Create Review Deposit Request**
- **1.3 Review Deposit Recommendations and Outstanding Issues**

1.0 Review and Analyze Account's eligibility for Deposit

See **Review Deposits** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: Review and analysis of Customer's Accounts process takes place only for those Customers and their Accounts for whom Organization decides that Deposit (cash or Non-Cash) may be required as a condition to provide Utility Services. Organization also decides how often Accounts have to be reviewed and evaluated. CC&B automatically initiates this process as scheduled. Important, that Accounts being evaluated may or may not have existing Deposits. If Cash and /or Non-Cash Deposit(s) exist, the system takes into consideration the sum of all existing Deposits before any recommendations made.

Entities to Configure

Deposit Class

SA Type

SA Type Start Options

Non-Cash Deposit Type

Configurable Processes

DEPRVW - Deposit Review

1.1 Create recommendations for Deposit

See **Review Deposits** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: Process will recommend an additional deposit be billed if the customer doesn't satisfy the definition of a good customer and current Deposit amount doesn't satisfy requirements for deposit. However, the system will not make recommendations if difference between existing Deposit Amount and Recommended deposit is not significant. (See Deposit Class Configuration for details). If an Account has more than one Service linked to different Deposit Classes, the system will recommend deposits for each individual deposit class used by an account.

Available Algorithm(s)

Recommendation Algorithm:

AVGBILL-COM - Average bill from previous 12 months - times 200%

Recommendation Algorithm:

AVGBILL-RES - Average bill from previous 12 months - times 150%

Recommendation Algorithm:

DEPRECOM-MBA - Maximum bill from last 12 months - times 150%

Recommendation Algorithm

DEPRECOM-GSP - Deposit recommendation for gas service providers

Recommendation Algorithm

DEPRECOM-MBT - Maximum bill in 12 months * 150% - create To Do

Good Customer Algorithm:

BADCUAST - Always says the customer is bad

Good Customer Algorithm:

CREDITRATING - Customer is good if credit rating >= install threshold

Recommendation Algorithm:

DEPRECOM-MBA - Maximum bill from last 12 months - times 150%

1.2 Create Review Deposit Request

See **Review Deposits** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: CC&B doesn't change Deposit Automatically based on recommendations. It Creates Deposit Review Entry that allows CSR analyze recommendations.

Available Algorithm(s)

Recommendation Method:

C1-CR-UP-DRR - Create Deposit Review Entry

1.3 Review Deposit Recommendations and Outstanding Issues

See **Review Deposits** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: CSR reviews all the recommendations made by system and any outstanding issues that may associate with Account's Deposits

CSR uses Deposit Review page or Deposit Review Portal page for this purpose.

Related Training

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

- Oracle Utilities UPK for Customer Care and Billing, User Tasks