

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

Utility Reference Model

3.3.3.1 Refund Deposit

July 2012

Oracle Utilities Customer Care and Billing Utility Reference Model 3.3.3.1, Release 2.3.1

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# Chapter 1

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## Overview

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

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

## Brief Description

**Business Process:** 3.3.3.1 Refund Deposits

**Process Type:** Process

**Parent Process:** 3.3.3 Manage Deposit

**Sibling Processes:** 3.3.3.2 Determine Customer Deposit, 3.3.3.3 Review Deposit, 3.3.3.4 Monitor Deposit - Calculate Interest, 4.2.2.6 Manage Deposit Charges

This process describes how deposits on hand could be refunded to the Customer directly or applied to other services' outstanding debts. It explains how a Deposit could be refunded in part or in full, depending on the business needs and requirements. A Refund can be initiated and performed manually by a CSR / Authorized Personnel or automatically by CC&B.

## Actors/Roles

The Refund Deposit 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

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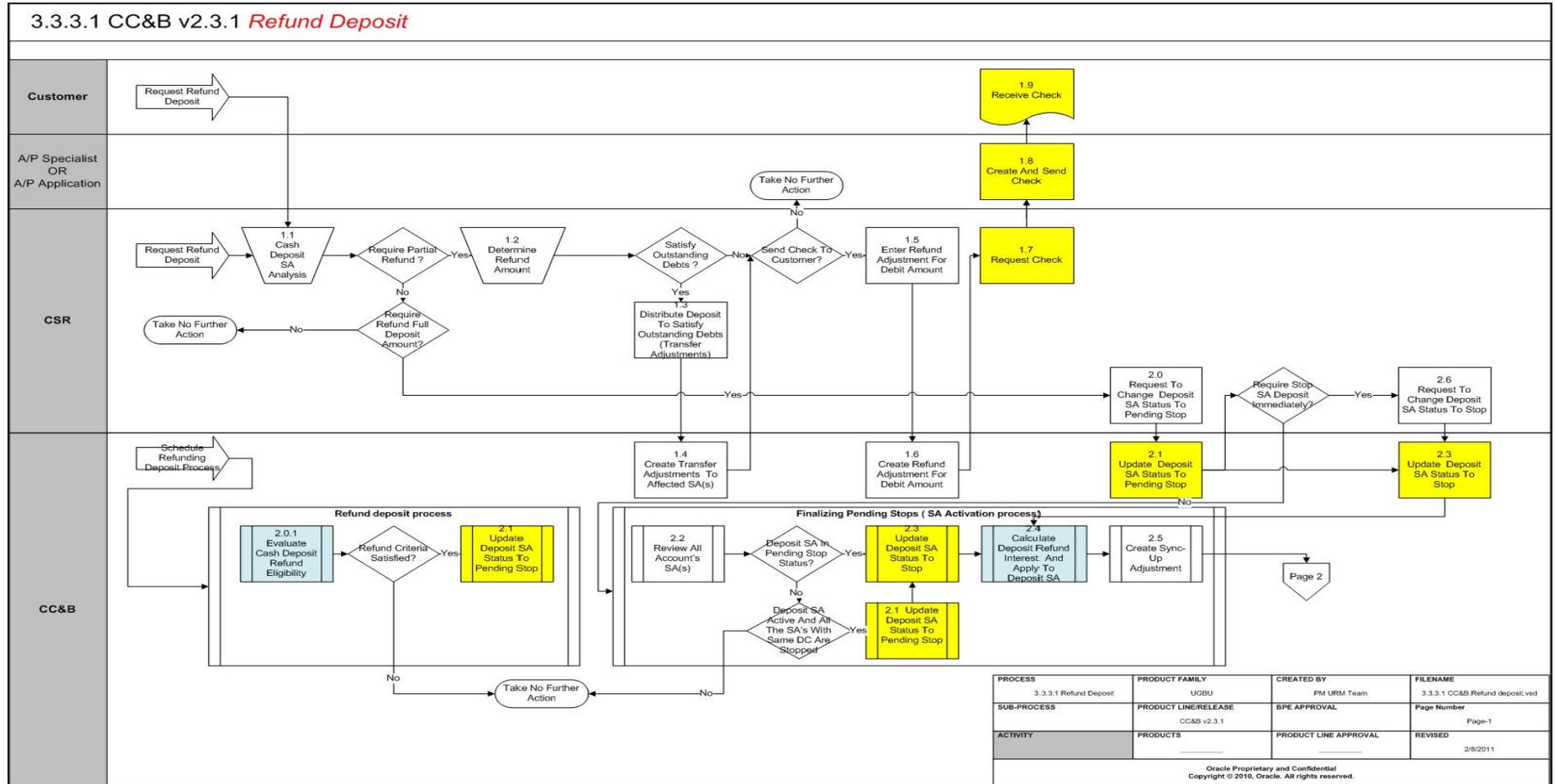
## Detailed Business Process Model Description

This chapter provides a detailed description of the Refund Deposit business process. This includes:

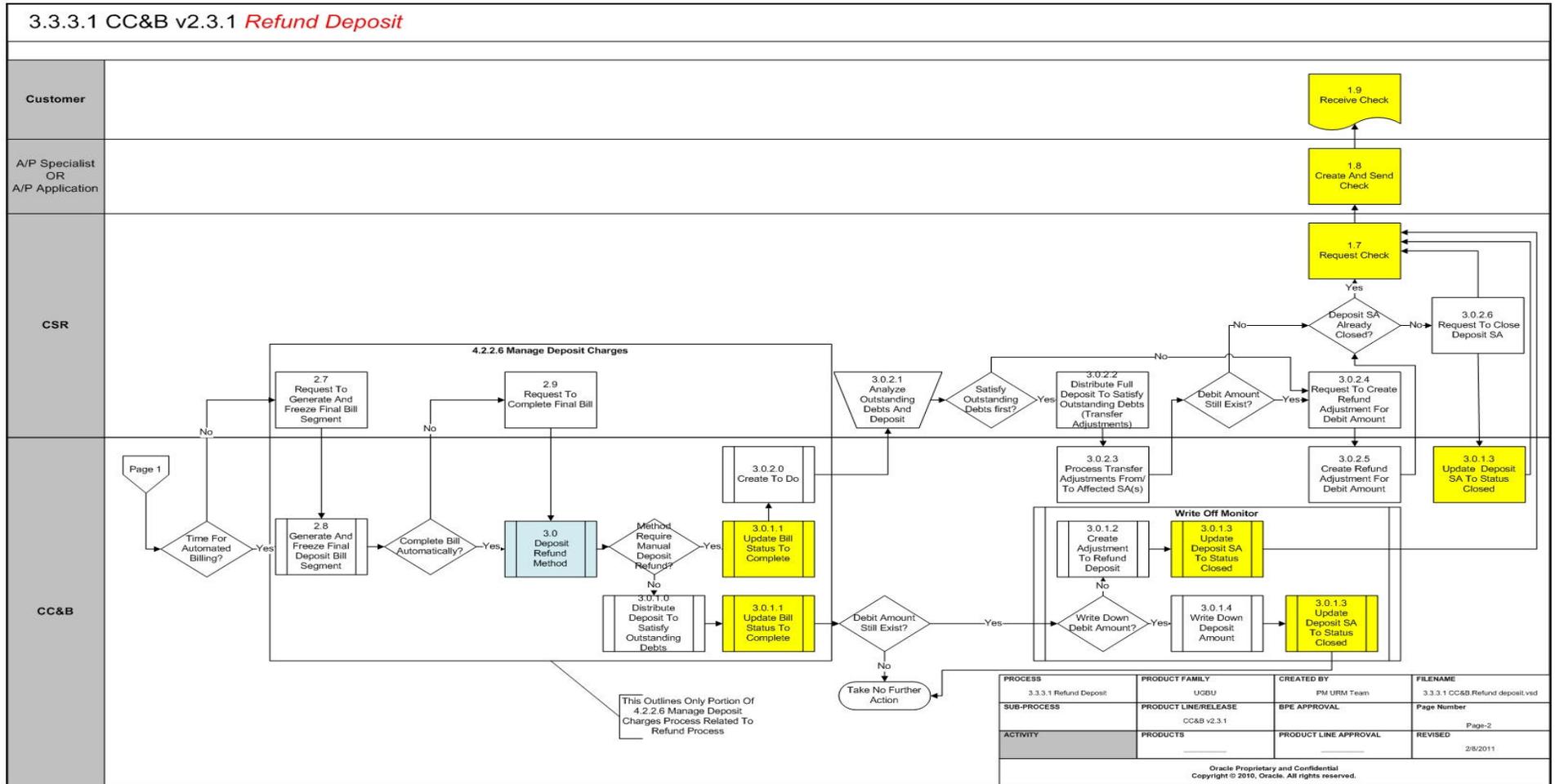
- **Business Process Diagrams**
  - **Refund Deposit Page 1**
  - **Refund Deposit Page 2**
- **Refund Deposit Description**
- **Adjustment Algorithms/Entities to Configure**
- **Related Training**

# Business Process Diagrams

## Refund Deposit Page 1



Refund Deposit Page 2



## Refund Deposit Description

This section includes detailed descriptions of the steps involved in the Refund Deposit business process, including:

- 1.1 Cash Deposit SA Analysis
- 1.2 Determine Refund Amount
- 1.3 Distribute Deposit To Satisfy Outstanding Debt
- 1.4 Create Transfer Adjustments to involved Service Agreements, Update Deposit SA
- 1.5 Create Refund Adjustments for Debit Amount
- 1.6 Create Refund Adjustments for Debit Amount
- 1.7 Request Issue Check
- 1.8 Create and Send Check
- 2.0 Request to Change Deposit SA Status to Pending Stop
- 2.0.1 Evaluate Cash Deposit Refund Eligibility
- 2.1 Update Deposit Status to Pending Stop
- 2.2 Review all Account's SA(s)
- 2.3 Update Deposit SA Status to Stop
- 2.4 Calculate Deposit Interest and Apply to Deposit SA SA(s)
- 2.5 Create Sync-up Adjustment
- 2.6 Request to Change Deposit SA Status to Stop
- 2.7 Request to Generate and Freeze Final Bill Segment
- 2.8 Generate and Freeze Final Bill Segment
- 2.9 Request to Complete Final Bill Segment
- 3.0 Deposit Refund Method
- 3.0.1.0 Distribute Deposit to satisfy outstanding debts
- 3.0.1.1 Update Bill Status to Complete
- 3.0.1.2 Create Adjustment to Refund Deposit
- 3.0.1.3 Update Deposit SA to Status Closed
- 3.0.1.4 Write Down Deposit Amount
- 3.0.2.0 Create To Do
- 3.0.2.1 Analyze Outstanding Debt and Deposit Amount
- 3.0.2.2 Distribute full Deposit amount to satisfy Outstanding Debts
- 3.0.2.3 Process Transfer Adjustments from/to all involved SA(s)
- 3.0.2.4 Request to Create Refund Adjustment for Debit Amount
- 3.0.2.5 Create Refund Adjustment for Debit Amount
- 3.0.2.6 Request to Change Deposit SA to Status Closed
- 3.1.2.8 Update Deposit SA to Status Closed

## 1.1 Cash Deposit SA Analysis

See **Refund Deposit Page 1** on page 2-2 for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** A CSR or another Authorized Person evaluates Customer's Cash Deposit and decides if refund, full or partial, is required and allowed.

## 1.2 Determine Refund Amount

See **Refund Deposit Page 1** on page 2-2 for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** This step takes place if a CSR decides to process a partial refund. He/she determines what fraction of the Deposit on hand needs to be refunded.

Typically Business applies the Refund Deposit Amount to outstanding debts and, then if any debit amount remains, returns the amount via a refund check.

---

### Available Algorithm(s)

---

CI\_ADI-STD - Common Adjustment Information

---

## 1.3 Distribute Deposit To Satisfy Outstanding Debt

See **Refund Deposit Page 1** on page 2-2 for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** CSR applies part or all of the Deposit Amount to offset other Services Agreements debts. Please note, those SAs must be linked to the same Deposit Class and same Account. This is a manual process and requires a CSR to create a set of Transfer Adjustments between the Deposit SA and another SA(s). The CSR also updates Total Deposit Amount to reflect new Deposit Amount to be held for Customer.

---

### Entities to Configure

---

Adjustment Algorithms/Entities to Configure

---

## 1.4 Create Transfer Adjustments to involved Service Agreements, Update Deposit SA

See **Refund Deposit Page 1** on page 2-2 for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** Transfer Adjustments are created and frozen and SA balances (Deposit SA and other SA(s)) are updated accordingly in CC&B.

---

**Entities to Configure**


---

 Adjustment Algorithms/Entities to Configure
 

---



---

**Business Objects**


---

 CI\_DepositSAAmount - Maintain Deposit SA Amount
 

---

## 1.5 Create Refund Adjustments for Debit Amount

See **Refund Deposit Page 1** on page 2-2 for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** A CSR also can refund the Deposit Amount by issuing a check to the Customer. In order to issue a check, a CSR or Financial Analyst creates an A/P Adjustment. Please note: another adjustment to return Deposit SA current amount to zero is needed as well. It's important to use an adjustment type that only affects current amount.

## 1.6 Create Refund Adjustments for Debit Amount

See **Refund Deposit Page 1** on page 2-2 for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** CC&B creates adjustments.

---

**Entities to Configure**


---

 Adjustment Algorithms/Entities to Configure
 

---



---

**Business Objects**


---

 CI\_DepositSAAmount - Maintain Deposit SA Amount
 

---

## 1.7 Request Issue Check

See **Refund Deposit Page 1** on page 2-2 for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** The CSR makes sure the Check that needs to be sent to Customer is issued and sent to the A/P system.

## 1.8 Create and Send Check

See **Refund Deposit Page 1** on page 2-2 for the business process diagram associated with this activity.

**Actor/Role:** A/P Specialist or A/P Application

**Description:** A/P Specialist and/or A/P System create and send out the check.

## 1.9 Receive Check

See **Refund Deposit Page 1** on page 2-2 for the business process diagram associated with this activity.

**Actor/Role:** Customer

**Description:** Customer receives the check.

## 2.0 Request to Change Deposit SA Status to Pending Stop

See **Refund Deposit Page 1** on page 2-2 for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** There are two options to initiate the Deposit Refund process - manual and automated. This step describes the manual option. If a CSR or Financial Analyst decides to refund a Deposit in full, he/she needs to stop the Deposit SA first. This is a two-step process. The first step is to change the Deposit SA status to Pending Stop using Start/Stop page. He/she simply requests to change the Deposit SA's status to Pending Stop.

### 2.0.1 Evaluate Cash Deposit Refund Eligibility

See **Refund Deposit Page 1** on page 2-2 for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** Another way to initiate a Deposit Refund is to initiate the Background process "Refund Deposit". This is a scheduled process and runs periodically. The first step of this process evaluates Cash Deposits against refund criteria and determines if a deposit can be refunded.

---

#### Entities to Configure

---

Deposit Class

SA Type

---

---

### Business Objects

---

Refund Criteria:

REFUND-COM - Refund if good customer and deposit held for 24 mo

Refund Criteria:

REFUND-RES - Refund if good customer and deposit held for 12 mo

Refund Criteria:

DEPREFUND-NO - No deposit refund

Good Customer:

BADCUST - Always says the customer is bad

Good Customer:

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

---



---

### Configurable Processes

---

DEPRFND - Deposit Refund background process

---

## 2.1 Update Deposit Status to Pending Stop

See **Refund Deposit Page 1** on page 2-2 for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** This process transitions the Deposit SA to a Pending Stop Status. It can be initiated manually and automatically.

Manually: After a CSR requests a change of the Deposit SA Status to Pending Stop, the system updates the Deposit SA Status to Pending Stop.

Automatically: For all the Deposit SA(s) identified as eligible for full refund, the System automatically changes the Deposit SA status to Pending Stop. This is a part of the Deposit Refund Background process. At this time, Deposit Service Agreements are ready for Stop processing.

## 2.2 Review all Account's SA(s)

See **Refund Deposit Page 1** on page 2-2 for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** A Deposit SA can be stopped manually or automatically. Finalizing the Pending Stop Process (SA Activation process) is the process that stops a Deposit SA automatically. The current step represents the first component of Finalizing Pending Stops Process when CC&B reviews and evaluates all the Accounts with Deposit Service Agreements who potentially could be stopped or require being stopped based on business needs. The process identifies all the Deposit Service Agreements in Pending Stop status. It also detects the situations when a Cash Deposit SA is still active, but all the Account's other SA(s) (with the same deposit class) have already been

stopped. In this case, the Finalizing Pending Stops Process (SA Activation process) automatically initiates the Deposit stop process by changing the Deposit SA's Status to Pending Stop.

---

#### Configurable Processes

---

SAACT - SA activation background process

---

## 2.3 Update Deposit SA Status to Stop

See **Refund Deposit Page 1** on page 2-2 for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** This process can be initiated manually and automatically:

Manually: Deposit SA Status changes to Stopped after CSR requests to stop Pending Stop Deposit SA online.

Automatically: Finalizing Pending Stops Process (SA Activation process) changes Deposit SA Status from Pending Stop to Stopped

Refer to 3.3.2.4 Stop Non-Premise Based Service for more details.

---

#### Available Algorithm(s)

---

SAIS-ST - Automatically stop SA

---



---

#### Configurable Processes

---

SAACT - SA activation background process

---

## 2.4 Calculate Deposit Interest and Apply to Deposit SA SA(s)

See **Refund Deposit Page 1** on page 2-2 for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** As a part of Stop processing CC&B calculates Deposit Interest through the stop date and applies calculated amount in the Deposit Service Agreement Refer to 3.3.3.4 Monitor Deposit - Calculate Interest.

---

#### Entities to Configure

---

Deposit Class

SA Type

---

---

**Available Algorithm(s)**


---

REFUNDINT - Calc interest (avg daily bal) and hold on deposit

---



---

**Configurable Processes**


---

DEPINTRF - Deposit interest refund

---

## 2.5 Create Sync-up Adjustment

See **Refund Deposit Page 1** on page 2-2 for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** Stop processing also includes synchronization of Deposit SA's Current Balance with its Payoff balance. Sync Adjustments are created automatically.

---

**Entities to Configure**


---

Adjustment Algorithms/Entities to Configure

---



---

**Business Objects**


---

CI\_DepositSAAmount - Maintain Deposit SA Amount

---

## 2.6 Request to Change Deposit SA Status to Stop

See **Refund Deposit Page 1** on page 2-2 for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** As described above, the Deposit SA status could be changed to Stop manually or automatically. This step is a manual process. At this time the CSR decides to immediately stop the Deposit SA using SA page and doesn't want to wait for the Finalizing Pending Stops Batch process that will stop the Pending Stop Deposit SA automatically.

## 2.7 Request to Generate and Freeze Final Bill Segment

See **Refund Deposit Page 2** on page 2-3 for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** When a Deposit SA is in Stopped status, the Billing procedure is needed in order to continue with Deposit Refund process. Billing could be initiated manually or automatically. This step is a component of the manual process. A CSR or Financial Analyst requests to generate and then freeze a final bill segment for Deposit.

**Note:** See 4.2.2.6 Manage Deposit Charges and 3.3.2.4 Stop Non-Premise Based Service processes for more details Deposit Service Agreement is getting billed.

## 2.8 Generate and Freeze Final Bill Segment

See **Refund Deposit Page 2** on page 2-3 for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** CC&B generates and freezes a final bill segment for the Deposit SA. See 4.2.2.6 Manage Deposit Charges and 3.3.2.4 Stop Non-Premise Based Service processes for more details how to bill a deposit.

**Manual Process:** A Final Deposit Bill Segment is created and becomes frozen as a result of a CSR's request to Generate and Freeze a Final Bill Segment for stopped Deposit SA, initiated in the step 2.7

**Automated Process:** The scheduled Billing process automatically creates and freezes a Final Bill Segment for the stopped Deposit SA.

**Note:** See 4.2.2.6 Manage Deposit Charges and 3.3.2.4 Stop Non-Premise Based Service processes for more details Deposit Service Agreement is getting billed

---

### Configurable Processes

---

BILLING - Billing

---

## 2.9 Request to Complete Final Bill Segment

See **Refund Deposit Page 2** on page 2-3 for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** The next step in the Billing process is Bill Completion. The CSR requests to complete a bill with a Deposit SA Bill .Segment.

---

### Configurable Processes

---

BILLING - Billing

C1-BLCMP - Freeze and Complete Pending Bills

---

## 3.0 Deposit Refund Method

See **Refund Deposit Page 2** on page 2-3 for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** As a part of Bill Completion process system automatically selects Deposit Refund Method if any Deposit on hand exists.

---

**Entities to Configure**


---

Deposit Class

SA Type

---

**Available Algorithm(s)**


---

APPLYDEPOSIT - Apply the deposit to other SAs in the dep. Class

DEPREF TODO - Create To Do entry (rather than refund)

### 3.0.1.0 Distribute Deposit to satisfy outstanding debts

See **Refund Deposit Page 2** on page 2-3 for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** The selected method offsets other SA's outstanding debts using the Deposit amount. Usually a business prefers to distribute Deposit amount by applying the same rules as applied when a payment is distributed for the Account.

### 3.0.1.1 Update Bill Status to Complete

See **Refund Deposit Page 2** on page 2-3 for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** System completes the Bill after all the transfer adjustments used to manipulate the Debit Amount have been successfully applied on required Service Agreements and have been frozen.

### 3.0.1.2 Create Adjustment to Refund Deposit

See **Refund Deposit Page 2** on page 2-3 for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** When a Final Bill is Complete and a Deposit SA still has a Debit Amount, the system allows the business to wait for the Write Off Monitor to manipulate the rest of the Deposit Amount. When the Write Off Monitor runs, it evaluates the Deposit Amount, and, if the amount is not too small, it creates an Adjustment to refund the Deposit amount to the Customer.

---

**Entities to Configure**


---

**Adjustment Algorithms/Entities to Configure**


---

Write Off Control

---

**Available Algorithm(s)**


---

WO A/P ADJ - Create A/P adjustments for large amts

WO CRIT NCD - Non Cash Deposits exists

---



---

**Configurable Processes**


---

WPM - Write off monitor process

---

### 3.0.1.3 Update Deposit SA to Status Closed

See **Refund Deposit Page 2** on page 2-3 for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** This process transitions the Deposit SA status to Closed. At this point the SA balance is zero.

### 3.0.1.4 Write Down Deposit Amount

See **Refund Deposit Page 2** on page 2-3 for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** When the Write Off Monitor runs, it evaluates the Deposit Amount, and, if the Amount is too small (below the configured threshold), it writes down this amount and brings the SA balance to zero.

---

**Entities to Configure**


---

Write Off Control

---



---

**Available Algorithm(s)**


---

WO WRITEDOWN - Write down small debit or credit amounts

---



---

**Configurable Processes**


---

WPM - Write off monitor process

---

### 3.0.2.0 Create To Do

See **Refund Deposit Page 2** on page 2-3 for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** If a Deposit Distribution method is not automated, the System creates a To Do to allow the CSR or Financial Analyst to refund the Deposit Amount manually.

---

#### Entities to Configure

---

To Do Role

To Do Type

---



---

#### Available Algorithm(s)

---

DEPREF TODO - Create To Do entry (rather than refund)

---

### 3.0.2.1 Analyze Outstanding Debt and Deposit Amount

See **Refund Deposit Page 2** on page 2-3 for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** A CSR or Financial Analyst works the To Do created at Bill Completion time and decides how the Deposit will be refunded.

### 3.0.2.2 Distribute full Deposit amount to satisfy Outstanding Debts

See **Refund Deposit Page 2** on page 2-3 for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** A CSR or Financial Analyst offsets outstanding debts by creating transfer adjustments and applying the Deposit amount to other SA(s)' outstanding debts.

### 3.0.2.3 Process Transfer Adjustments from/to all involved SA(s)

See **Refund Deposit Page 2** on page 2-3 for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** CC&B creates and freezes transfer adjustments that a CSR or Financial Analyst created to apply the Deposit amount to other SA(s)' outstanding debts.

---

#### Entities to Configure

---

Adjustment Algorithms/Entities to Configure

---



---

#### Business Objects

---

CI\_DepositSAAmount - Maintain Deposit SA Amount

---

### 3.0.2.4 Request to Create Refund Adjustment for Debit Amount

See **Refund Deposit Page 2** on page 2-3 for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** If there is a Deposit amount left after distribution to other SA(s)' debt, or the CSR simply decided not to apply the Deposit to debt, then the CSR typically creates an adjustment (s) to release the Deposit amount and send a check to the Customer.

### 3.0.2.5 Create Refund Adjustment for Debit Amount

See **Refund Deposit Page 2** on page 2-3 for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** CC&B creates an appropriate adjustments requested by the CSR.

---

#### Entities to Configure

---

Adjustment Algorithms/Entities to Configure

---



---

#### Business Objects

---

CI\_DepositSAAmount - Maintain Deposit SA Amount

---

### 3.0.2.6 Request to Change Deposit SA to Status Closed

See **Refund Deposit Page 2** on page 2-3 for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** The CSR requests to close the Deposit SA if it hasn't been closed yet.

### 3.1.2.8 Update Deposit SA to Status Closed

See **Refund Deposit Page 2** on page 2-3 for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** CC&B updates the Deposit SA with a status of Closed.

## Adjustment Algorithms/Entities to Configure

### Available Algorithms

#### Adjustment type - Adjustment Cancellation

Adjustment type	Adjustment Cancellation
CI_ADCA-CRTD	Adjustment Cancellation - Create To Do Entry

Adjustment type	Adjustment FT Creation
ADJT-CA	Payoff Amt = 0 / Current Amt = Adj Amount (no GL)
ADJT-GL	FIX GL ONLY! Payoff = Current = 0 (GL only)
ADJT-NM	Payoff Amt = Adj / Current Amt = Adj
ADJT-TA	Payoff Amt = Adj / Current Amt = 0
CI_ADJT-ST - FT	GL Creation for Settlement Adjustments

Adjustment type	Adjustment Freeze
CI_ADFR-CRTD	Adjustment Freeze - Create To Do Entry

Adjustment type	Adjustment Information
CI_ADT-WO	Write Off Adjustment Description

No algorithms exist, but a sample algorithm type exists:

Adjustment type	Determine SA
C1-SABYBADGE	Get Prepaid SA Using Badge Number

No algorithms exist, but a sample algorithm type exists:

Adjustment type	Adjustment Cancellation
CI_ADCA-CRTD	Adjustment Cancellation - Create To Do Entry

<b>Adjustment type</b>	<b>Generate</b>
ADJG-RT	Adjustment generation - apply rate
CI_ADJ-RT-TX	Adjustment generation - apply rate
CI_ADJG-WO	Generate Adjustment - Write Off Bills

No algorithms exist, but a sample algorithm type exists:

<b>Adjustment type</b>	<b>Resolve Suspense</b>
C1-CANSUSADJ	Cancel Suspense Adjustment

<b>Adjustment type</b>	<b>Validate Adjustment</b>
CI_VALXFRADJ	Validate Transfer Adjustment

<b>Approval Profile (BO)</b>	<b>Determine Approval Requirements</b>
C1-ADJREQTDF	Determine Adjustment Approval Requirements Default

<b>Business Object</b>	<b>Information</b>
C1-ADJARI-DF	Adjustment Approval Request Information

<b>Business Object</b>	<b>Validation</b>
C1-ADJAP-DF	Adjustment Approval Profile Validation - Default

<b>Business Object Status</b>	<b>Monitor</b>
CI_ADTIMEOUT	Check for Adjustment Approval Request Timeout

<b>SA Type</b>	<b>Payment Freeze</b>
STPZ-RMVCR	Create adjustment to remove SA's credit

<b>Service Credit Event Type</b>	<b>Event Cancellation</b>
SCEN-CNCLADJ	Cancel related adjustments

<b>To Do Type</b>	<b>External Routing</b>
CI_ADJAPPEML	Create Email For Adjustment Approval

<b>Write Off Control</b>	<b>WO Large Credit A/P</b>
WO A/P ADJ	Create A/P adjustments for large amts

## Available Algorithms

- Adjustment Type
- Adjustment Type Profile
- Adjustment Cancel Reason
- SA Type
- Service Credit Event Type
- To Do Role
- To Do Type
- Write Off Control

## Business Objects

C1-Adjustment	Adjustment - Read Main Details
C1-AdjustmentApprovalProfile	Adjustment Approval Profile
C1-AdjustmentApprovalRequest	Adjustment Approval Request
C1-AdjustmentType	Adjustment Type - Main Details

## 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
- Oracle Utilities UPK for Customer Care and Billing, Rating and Billing