Oracle Utilities Customer Care and Billing Release 2.3.1

Utility Reference Model

3.3.3.4 Monitor Deposit - Calculate Interest

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Oracle Utilities Customer Care and Billing Utility Reference Model 3.3.3.4, Release 2.3.1

Contents

Chapter 1

Overview

This chapter provides a brief description of the Monitor Deposit - Calculate Interest business process and associated process diagrams. This includes:

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

Brief Description

Business Process: 3.3.3.4 Monitor Deposit - Calculate Interest

Process Type: Process

Parent Process: 3.3.3 Manage Deposit

Sibling Processes: 3.3.3.2 Determine Customer Deposits, 4.2.2 Manage Bill, 3.3.3.1 Refund Deposits

In many occasions when Customer has a Cash Deposit there is a need to calculate Interest periodically and add interest amount it to the Deposit Amount on hand. Business practice dictates to refund interest to the customers as well. Model below describes business flow behind this process.

Actors/Roles

The Monitor Deposit - Calculate Interest 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 Monitor Deposit - Calculate Interest business process. This includes:

- **Business Process Diagrams**

    - **Monitor Deposit - Calculate Interest**

- **Monitor Deposit - Calculate Interest Description**

- **Related Training**

Business Process Diagrams

Monitor Deposit - Calculate Interest

3.3.3.4 CC&B v2.3.1 *Monitor Deposits – Calculate Interest*

PROCESS	PRODUCT FAMILY	CREATED BY	FILENAME
3.3.3.4 Monitor Deposits – Calculate Interest	UGBU	PM URM Team	3.3.3.4 CC&B.Monitor Deposit - Calculate Interest.vsd
SUB-PROCESS	PRODUCT LINE/RELEASE	BPE APPROVAL	Page Number
	CC&B v2.3.1		Page-1
ACTIVITY	PRODUCTS	PRODUCT LINE APPROVAL	REVISED
			2/8/2011

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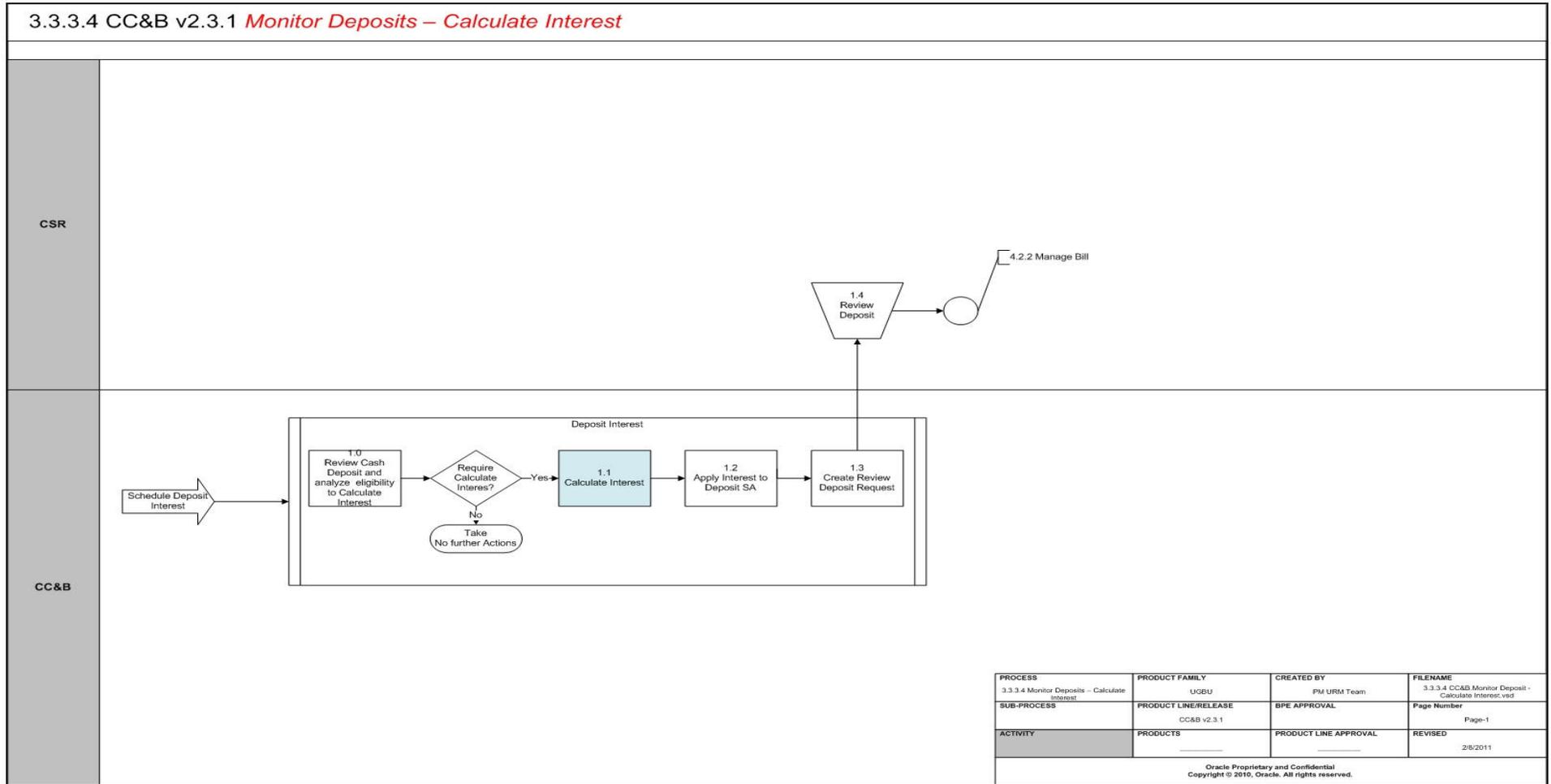
Monitor Deposit - Calculate Interest Description

This section includes detailed descriptions of the steps involved in the Monitor Deposit - Calculate Interest business process, including:

- **1.0 Review Cash Deposit and Analyze Eligibility to Calculate Interest**

- **1.1 Calculate Interest**

- **1.2 Apply Interest to Deposit SA**

- **1.3 Create Review Deposit Request**

- **1.4 Review Deposit Recommendations and Outstanding Issues**

1.0 Review Cash Deposit and Analyze Eligibility to Calculate Interest

See **Monitor Deposit - Calculate Interest** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: Typically Deposit Interest needs to be calculated for the Customer's Cash Deposits on hand. If enough time has passed since interest was last calculated, interest will be calculated again automatically every X month. Frequency of deposit interest calculation could be different for different Organizations.

Entities to Configure
Deposit Class
SA Type

Configurable Processes
DEPINTRF   Apply Interest

1.1 Calculate Interest

See **Monitor Deposit - Calculate Interest** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: CC&B calculates interest for all eligible Cash Deposit SA(s).

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

1.2 Apply Interest to Deposit SA

See **Monitor Deposit - Calculate Interest** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: CC&B adds recently calculated interest Amount to Deposit SA.

Business Objects
CI_DepositSAAmount - Maintain Deposit SA Amount
ServiceAgreement - ServiceAgreement
C1-SABasic - Service Agreement Basic
CI_SAInfo - SA Information

1.3 Create Review Deposit Request

See **Monitor Deposit - Calculate Interest** 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.

Entities to Configure
Deposit Class
SA Type
To Do Role
To Do Type

Available Algorithm(s)

Review Method:

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

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:

MAXBILL-CIA- Maximum bill from last 12 months - times 150%

DEPREF TODO - Create ToDo entry (rather than refund)

Recommendation Algorithm

DEPRECOM-GSP - Deposit recommendation for gas service providers

Recommendation Algorithm

MAXBILL-ESP - Maximum bill in 12 months * 150% - create To Do

Good Customer Algorithm:

BADCUST - Always says the customer is bad

Good Customer Algorithm:

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

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Configurable Processes

DEPRVW - Deposit review

1.4 Review Deposit Recommendations and Outstanding Issues

See **Monitor Deposit - Calculate Interest** 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 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, Rating and Billing