

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

Utility Reference Model

3.3.3.2 Determine Customer Deposit (Cash, Non-cash, 3rd party)

July 2012

Oracle Utilities Customer Care and Billing Utility Reference Model 3.3.3.2, Release 2.3.1

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# Chapter 1

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## Overview

This chapter provides a brief description of the Determine Customer Deposit (Cash, Non-cash, 3rd party) business process and associated process diagrams. This includes:

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

## Brief Description

**Business Process:** 3.3.3.2 Determine Customer Deposit

**Process Type:** Process

**Parent Process:** 3.3.3 Manage Deposit

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

It is a common practice for utilities to request Cash and/or Non-Cash Deposits when they are establishing service for the customers. Different types of customers may have different deposit rules and criteria. The process below describes the steps taken to determine the appropriate deposit conditions and how to establish a Deposit SA for a Customer.

## Actors/Roles

The Determine Customer Deposit (Cash, Non-cash, 3rd party) 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

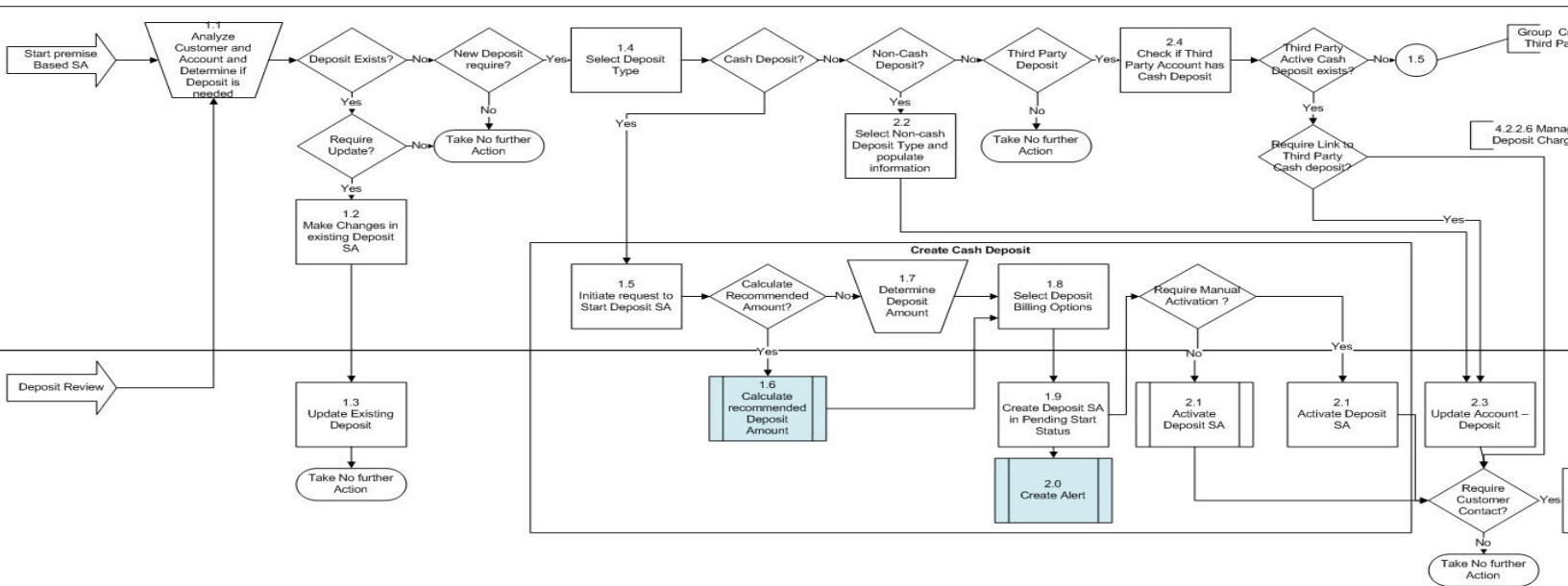
This chapter provides a detailed description of the Determine Customer Deposit (Cash, Non-cash, 3rd party) business process. This includes:

- **Business Process Diagrams**
  - Determine Customer Deposit
- Determine Customer Deposit (Cash, Non-cash, 3rd party) Description
- Related Training

# Business Process Diagrams

## Determine Customer Deposit

CC&B v2.3.1 *Determine Customer Deposit*



PROCESS	3.3.3.2 Determine Customer Deposit (Cash, Non-Cash, 3 <sup>rd</sup> Party)	PRODUCT FAMILY	UCBU	CREATED BY	PM URM Team	FILEN	3.3.3.2 (Ca
SUB-PROCESS		PRODUCT LINE/RELEASE	CC&B v2.3.1	BPE APPROVAL		Page #	
ACTIVITY		PRODUCTS		PRODUCT LINE APPROVAL		REVIS	

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## Determine Customer Deposit (Cash, Non-cash, 3rd party) Description

This section includes detailed descriptions of the steps involved in the Determine Customer Deposit (Cash, Non-cash, 3rd party) business process, including:

- **1.1 Analyze Customer and Account and Determine if a Deposit is needed**
- **1.2 Make Changes to Existing Deposit**
- **1.3 Update the Existing Deposit**
- **1.4 Manage Customer Contact**
- **1.5 Select the Deposit Type**
- **1.6 Initiate Request to Start a Deposit SA**
- **1.7 Calculate Recommended Deposit Amount**
- **1.8 Calculate a Recommended Deposit Amount**
- **1.9 Calculate a Recommended Deposit Amount**
- **1.9 Calculate a Recommended Deposit Amount**
- **2.0 Create the Deposit SA**
- **2.1 Create Alert**
- **2.2 Activate Deposit SA**
- **2.3 Select Non-Cash Deposit Type and populate related information**
- **2.4 Update Account-Deposit**
- **2.5 Check if Third Party Account has Cash Deposit**
- **2.6 Create Bill Message to communicate changes**

### 1.1 Analyze Customer and Account and Determine if a Deposit is needed

See **Determine Customer Deposit** on page 2-2 for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** The organization decides what type of Deposit (Cash or Non-Cash) may be required as a condition for providing service to a Customer or to a specific group of Customers. The process will be initiated as a part of the Start Service process or as a result of the Deposit Review process (See 3.3.3.3 Review Deposits for details). Regardless of the nature of the Deposit request, the CSR or Financial Analyst analyzes the customer's Credit History, External Credit score, and Account Information to determine if a Deposit is required for the given Customer and his Account. Sometimes the Account already has one or more Cash or Non-Cash Deposits. The CSR also reviews existing Deposits, using the Deposit Review or the organization can create an alternative Deposit Review Portal to understand if a new Deposit is needed or the existing Deposit can be used to satisfy new requirements (e.g. Deposit Class is the same, but amount must be different)

**Note:** CC&B allows multiple Deposits for the same Account.

### 1.2 Make Changes to Existing Deposit

See **Determine Customer Deposit** on page 2-2 for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** The CSR makes appropriate changes to the existing Deposit if the existing Deposit (Cash or Non-Cash) can be used to fit Deposit requirements.

The CSR uses Account-Deposit page and Deposit SA Page respectively for this purpose.

### 1.3 Update the Existing Deposit

See **Determine Customer Deposit** on page 2-2 for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** The existing Deposit is updated in CC&B.

### 1.4 Manage Customer Contact

See **Determine Customer Deposit** on page 2-2 for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** The CSR or Authorized User will create a customer contact based on company policy. Refer to 3.4.1.1 Manage Customer Contact.

The CSR uses Customer Contact Page respectively for this purpose.

### 1.5 Select the Deposit Type

See **Determine Customer Deposit** on page 2-2 for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** The CSR selects the Deposit Types appropriate for the Customer /Account: Cash Deposit, Non-cash deposit, Third Party Deposit.

CSR uses Start/Stop Page

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#### Entities to Configure

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Deposit Class

SA Type

SA Type Start Options

Non-Cash Deposit Type

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**Note:** All the appropriate algorithms that will determine Deposit SA behavior should be taken into consideration and configured when Entities above are configured

### 1.6 Initiate Request to Start a Deposit SA

See **Determine Customer Deposit** on page 2-2 for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** This step is executed only if the CSR wishes to establish a Cash Deposit for the Customer. It initiates standard SA creation process using Start/Stop page functionality.

## 1.7 Calculate Recommended Deposit Amount

See **Determine Customer Deposit** on page 2-2 for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** The CSR can request an automated recommended Deposit Amount and display the result.

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### Entities to Configure

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Deposit Class

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### Available Algorithm(s)

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

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

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

DEPRECOM-GSP - Deposit recommendation for gas service providers

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

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## 1.8 Calculate a Recommended Deposit Amount

See **Determine Customer Deposit** on page 2-2 for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** The CSR can overwrite System calculated recommended Deposit Amount and populate any other amount required by the business rules.

## 1.9 Calculate a Recommended Deposit Amount

See **Determine Customer Deposit** on page 2-2 for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** There are two billing options available for selection. The CSR can choose to bill the Deposit only once - Total Deposit Amount in one bill, or, bill the Deposit in installments. If CSR selects installment option, he/she needs to populate the Installment Amount (if it hasn't been pre-populated by system).

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### Entities to Configure

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SA Type Start Option

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**Note:** This configuration is needed to pre-populate the Installment amount

## 2.0 Create the Deposit SA

See **Determine Customer Deposit** on page 2-2 for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** CC&B creates the Deposit SA in Pending Start Status.

## 2.1 Create Alert

See **Determine Customer Deposit** on page 2-2 for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** CC&B automatically creates and displays a Dashboard Alert when a Deposit exists for the Customer's Account.

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### Entities to Configure

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SA Type

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## 2.2 Activate Deposit SA

See **Determine Customer Deposit** on page 2-2 for the business process diagram associated with this activity.

**Actor/Role:** CSR /CC&B

**Description:** A Deposit SA previously created in Pending Start Status could be activated manually by the CSR or automatically.

**Automated Process:** A background process will activate A Deposit SA automatically on the date indicated as a Start Date.

**Manual Process:** CSR can activate a Deposit SA at any time based on business needs, taking into consideration the Deposit SA Start Date. The CSR can change the Start Date if required.

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### Configurable Processes

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SAACT Activate pending start/stop SA

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## 2.3 Select Non-Cash Deposit Type and populate related information

See **Determine Customer Deposit** on page 2-2 for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** This step is executed if the CSR creates a Non-Cash Deposit (e.g. letters of credit, surety bonds). The appropriate Non-Cash Deposit Type is selected and populated for the Account.

The CSR uses Account -Deposit page for this purpose

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**Entities to Configure**

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Non-Cash Deposit Type

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## 2.4 Update Account-Deposit

See **Determine Customer Deposit** on page 2-2 for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** New Non-Cash Deposit (e.g. Surety Bonds, Letters of Credit, Third Party Deposit) is added to the Account-Deposit in CC&B.

## 2.5 Check if Third Party Account has Cash Deposit

See **Determine Customer Deposit** on page 2-2 for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** This step is executed only if a Third Party Deposit is required. The CSR checks if a Third Party's Account has Cash Deposit and evaluates if the existing Third Party Cash Deposit can be used. If the existing Third Party Cash Deposit can be used for a Third Party non-cash deposit, CSR populates the link to the Third Party Cash Deposit SA (if required) and non-cash Third Party Deposit information is saved in Account-Deposit.

If a new Cash deposit needs to be created for the Third Party Account, the CSR creates a Cash Deposit SA for the Third Party. This process follows the same procedure as a regular Cash Deposit and repeats the steps 1.5 - 2.1 grouped in "Create Cash Deposit" box on the diagram.

As soon as a new Cash Deposit is Active it could be referenced in the Third Party Non-Cash Deposit.

**Note:** CC&B allows the sum of all the Third party Non-Cash Deposits to exceed the referenced Total Deposit Amount of Third Party Cash Deposit.

## 2.6 Create Bill Message to communicate changes

See **Determine Customer Deposit** on page 2-2 for the business process diagram associated with this activity.

**Actor/Role:** CSR/CC&B

**Description:** There are multiple options to communicate to and inform the Customer about changes made to their deposit. One of the most popular ways is to use bill messages. Bill messages avoid additional expenses to send separate letter or make phone calls.

A detailed description of how to create bill messages related to the Deposit and how to set up CC&B to make it happen can be found in 4.2.2.6 Manage Deposit Charges process.

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## 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, Credit and Collections