Oracle Utilities Customer Care and Billing Release 2.3.1

Utility Reference Model

4.3.1.2 Manage Workstation Cashiering

July 2012

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Oracle Utilities Customer Care and Billing Utility Resource Model 4.3.1.2, Release 2.3.1

Contents

Chapter 1

Overview

This chapter provides a brief description of the Manage Workstation Cashiering business process and associated process diagrams. This includes:

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

Brief Description

Business Process: 4.3.1.2 Manage Workstation Cashiering

Process Type: Sub Process

Parent Process: 4.3.1 Perform Settlement Activities

Sibling Processes: 4.3.1.1 Manage Payments, 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 Auto-Payments, 4.3.1.1f Manage Pay Plan Payment, 4.3.1.1e Manage Credit Card Payments.

This process describes the management of cash drawers. Organizations that provide for walk in Payment processing use the Work Station Cashiering functionality in CC&B. With cash drawer processing the CSR or Authorized User creates a Tender Control. Before CC&B can begin accepting Payments, automatically or manually, an open Tender Control must exist as a record to hold the Payments. The Tender Control organizes all the Payments in one location for the cash drawer. An associated Deposit Control must be created to turn in tenders for deposit. A Deposit Control gives a head cashier or supervisor administrative control over all Tender Controls to be included for deposit.

Once the Tender Control and its associated Deposit Control is created, the CSR or Authorized User can begin processing Payments for the day. The CSR or Authorized User typically uses the Payment Portal or Payment Event Add functionality for entering Payments. Payment Event Quick Add or Payment Quick Add may also be used dependent on configuration and the business rules of the organization. The Payment Portal included in the base package provides ease of entry for CIS as well as Non CIS payments.

Multiple Deposit Controls and Tender Controls may be created daily to accommodate business rules and procedures. A CSR or Authorized User may open a new Tender Control to continue accepting Payments while balancing a separate Tender Control.   Typically a cash drawer starts with an opening balance to make change as necessary. The CSR or Authorized User can view the Tender Control balance at any time.   Sometimes organizations limit cash held in the cash drawer. A turn in can be recorded and approved. Tenders are balanced against an expected total, turned in, and later deposited in the bank using the Deposit Control. An ending balance will include funds to make change for the next Tender Control. When balanced, the Tender Control and Deposit Control no longer accept further Payments. Each may be reopened for processing exceptions.

Tender and Deposit Controls are also used for Payments from external sources. CC&B automatically creates Tender and Deposit Controls and sets their status to balance when uploaded successfully.

Actors/Roles

The Manage Workstation Cashiering business process involves the following actors and roles:

- **CSR:** CSR or Authorized User of the Customer Care and Billing application.

- **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.

- **Pay Station:** Pay Station**.**

- **Supervisor**: Supervisor or Head Cashier authorized perform administrative functions of approval and deposits to the bank.

- **Financial Institution**: Financial Institution that participates in Automated Clearing House Network (ACH). For example, bank.

Chapter 2

Detailed Business Process Model Description

This chapter provides a detailed description of the Manage Workstation Cashiering business process. This includes:

- **Business Process Diagrams**

    - **Manage Workstation Cashiering (Page1)**

    - **Manage Workstation Cashering (Page2)**

    - **Manage Workstation Cashering (Page3)**

    - **Manage Workstation Cashering (Page4)**

- **Manage Workstation Cashering Description**

- **Related Training**

Business Process Diagrams

Manage Workstation Cashiering (Page1)

4.3.1.2 CC&B v2.3.1 *Manage Workstation Cashiering*

Supervisor/ CSR

- 1.4 Populate and Review New Deposit Control Details
- Override Deposit Control Defaults —Yes→ 1.5 Override Deposit Control Details
- No
- 1.6 Request Add Open Deposit Control
- 2.4 Evaluate, Review Deposit and Tender Controls
- Eligible to Approve? —Yes→ 2.7 Approve Turn In

CSR

- Collect and Balance Walk in Payments
- 1.0 Search for Valid Tender Control
- 1.2 Search for Open Deposit Controlsl
- 1.3 Evaluate Existing Open Deposit Controls
- Deposit Control Exists to Add Tender Control? —Yes→
- Found Valid Tender Control? — No
- Yes
- **1.1 4.3.1.1 Manage Payments**
- 2.2
- 1.8 Populate and Review New Tender Control Details
- Override Tender Control Defaults? — No
- Yes
- 1.9 Override Tender Control Details
- 2.0 Request Add Open Tender Control
- **1.1 4.3.1.1 Manage Payments**
- Required to Turn In Payments?
- Yes
- 2.2 Populate and Request Add Turn In Details
- No
- No
- 2.5 Make Changes for Turn In Details
- End of Time Period and Ready to Balance?
- Yes
- 2.9 Change Tender Control to Balancing in Progress
- 1.1

CC&B

- 1.7 Add Deposit Control
- 2.1 Add Tender Control
- 2.3 Add Turn In Details
- 2.6 Update Turn In Details
- 2.8 Update Turn In to Approved
- 3.0 Update Tender Control Status
- Page 2

Pay Station

- Customer makes Payment at Station

PROCESS 4.3.1.2 Manage Workstation Cashiering	PRODUCT FAMILY UGBU	CREATED BY PM URM Team	FILENAME 4.3.1.2 CC&B Manage Workstation Cashiering.vsd
SUB-PROCESS	PRODUCT LINE/RELEASE CC&B v2.3.1	BPE APPROVAL	Page Number Page-1
ACTIVITY	PRODUCTS	PRODUCT LINE APPROVAL	REVISED 3/31/2011

Manage Workstation Cashering (Page2)

4.3.1.2 CC&B v2.3.1 *Manage Workstation Cashiering*

Supervisor

CSR

Unbalanced, Unfrozen, or Payments in Error? —No→ 3.1 Count and Compare Tenders in Drawer to Tender Control → Requires Tender Control Opened? —No→ Requires Denomination Information? —Yes→ 3.4 Populate Denomination Information → 3.6 Populate Ending Balance for Each Type of Tender → Over or Short? → 3.7 Request Add Payment for Over/ Short Account → 2.9 Change Tender Control to Balancing in Progress → 3.8 Evaluate Ending Balance → In Balance? —Yes→ 4.1 Request Change Tender Control to Balanced

—No→ (top, 3.6 direction)

—No→ (top, 4.1 direction)

Yes (down from Unbalanced) → 1.1 4.3.1.1 Manage Payments

Yes (down from Requires Tender Control Opened) → 3.2 Change Tender Control to Open

Yes (down from Over or Short) → 3.2 Change Tender Control to Open

(down from 3.7) → 1.1 4.3.1.1 Manage Payments

No (down from In Balance) → 3.9 Request Change Ending Balance(s)

Page 3

CC&B

Page 1

3.3 Update Tender Control to Open

3.5 Add Denomination Information

3.3 Update Tender Control to Open

3.0 Update Tender Control Status

4.0 Update Ending Balance(s)

4.2 Update Tender Control to Balanced

PROCESS 4.3.1.2 Manage Workstation Cashiering	PRODUCT FAMILY UGBU	CREATED BY PM URM Team	FILENAME 4.3.1.2 CC&B.Manage Workstation Cashiering.vsd
SUB-PROCESS	PRODUCT LINE/RELEASE CC&B v2.3.1	BPE APPROVAL	Page Number Page-2
ACTIVITY	PRODUCTS	PRODUCT LINE APPROVAL	REVISED 3/31/2011

Manage Workstation Cashering (Page3)

4.3.1.2 CC&B v2.3.1 *Manage Workstation Cashiering*

Supervisor

4.3 Review Tenders and Tender Controls

All Tender Controls Balanced? — Yes → 4.4 Request Change Deposit Control to Balancing in Progress

No → 3.0

4.4 Request Change Deposit Control to Balancing in Progress → Requires Deposit for Bank? — Yes → 4.6 Prepare and Request Add Bank Deposit

No → 4.9 Populate Ending Balance, and Request Change Deposit Control to Balanced

CSR

Page 2

CC&B

4.5 Update Deposit Control to Balancing in Progress

4.7 Update Bank Deposit Information

5.0 Update Deposit Control to Balanced

Take No Further Action

Financial Institution

4.8 Receive Deposit

PROCESS	PRODUCT FAMILY	CREATED BY	FILENAME
4.3.1.2 Manage Workstation Cashiering	UGBU	PM URM Team	4.3.1.2 CC&B Manage Workstation Cashiering.vsd
SUB-PROCESS	**PRODUCT LINE/RELEASE**	**BPE APPROVAL**	**Page Number**
	CC&B v2.3.1		Page-3
ACTIVITY	**PRODUCTS**	**PRODUCT LINE APPROVAL**	**REVISED**
			3/31/2011

Manage Workstation Cashering (Page4)

4.3.1.2 CC&B v2.3.1 *Manage Workstation Cashiering*

Supervisor

CSR

5.3
Review
and
Evaluate
Errors

5.4
Resolve Payment
Exception and
Make Changes

To Do Exist? —Yes→

5.6
Request Complete
To Do

No

CC&B

To Do Payment Error and Unbalanced Payment Processes

5.1
Identify Payments
in Error, Unfrozen,
or Unbalanced

5.2
Create Payment
Exceptions

5.5
Update Data

5.7
Complete To Do
Entry

Schedule
Payment To Do
Processes

Take No Further
Action

PROCESS	PRODUCT FAMILY	CREATED BY	FILENAME
4.3.1.2 Manage Workstation Cashiering	UGBU	PM URM Team	4.3.1.2 CC&B.Manage Workstation Cashiering.vsd
SUB-PROCESS	PRODUCT LINE/RELEASE	BPE APPROVAL	Page Number
	CC&B v2.3.1		Page-4
ACTIVITY	PRODUCTS	PRODUCT LINE APPROVAL	REVISED
			3/31/2011

Manage Workstation Cashering Description

This section includes detailed descriptions of the steps involved in the Manage Workstation Cashering business process, including:

- **1.0 Search for Valid Tender Control**

- **1.1 Manage Payments**

- **1.2 Search for Open Deposit Control**

- **1.3 Evaluate Existing Open Deposit Controls**

- **1.4 Populate and Review New Deposit Control Details**

- **1.5 Override Deposit Control Details**

- **1.6 Request Add Open Deposit Control**

- **1.7 Add Deposit Control**

- **1.8 Populate and Review New Tender Control Details**

- **1.9 Override Tender Control Details**

- **2.0 Request Add Open Tender Control**

- **2.1 Add Tender Control**

- **2.2 Populate and Request Add Turn In Details**

- **2.3 Add Turn In Details**

- **2.4 Evaluate, Review Deposit and Tender Controls**

- **2.5 Make Changes for Turn In Details**

- **2.6 Update Turn Ins Details**

- **2.7 Approve Turn Ins**

- **2.8 Update Turn Ins to Approved**

- **2.9 Change Tender Control to Balancing in Progress**

- **3.0 Update Tender Control Status**

- **3.1 Count and Compare Tenders in Drawer to Tender Control**

- **3.2 Change Tender Control to Open**

- **3.3 Update Tender Control to Open**

- **3.4 Populate Denomination Information**

- **3.5 Add Denomination Information**

- **3.6 Populate Ending Balance for Each Type of Tender**

- **3.7 Request Add Payment for Over/Short Account**

- **3.8 Evaluate Ending Balance**

- **3.9 Request Change Ending Balance(s)**

- **4.0 Update Ending Balance(s)**

- **4.1 Request Change Tender Control to Balanced**

- **4.2 Update Tender Control to Balanced**

- **4.3 Review Tenders and Tender Controls**

- **4.4 Request Change Deposit Control to Balancing in Progress**

- **4.5 Update Deposit Control to Balancing in Progress**

- **4.6 Prepare and Request Add Bank Deposit**

- **4.7 Update Bank Deposit Information**

- **4.8 Receive Deposit**

- **4.9 Populate Ending Balance and Request Change Deposit Control to Balanced**

- **5.0 Update Deposit Control to Balanced**

- **5.1 Identify Payments in Error, Unfrozen, or Unbalanced**

- **5.2 Create Payment Exceptions**

- **5.3 Review and Evaluate Errors**

- **5.4 Resolve Payment Exception and Make Changes**

- **5.5 Update Data**

- **5.6 Request Complete To Do**

- **5.7 Complete To Do Entry**

1.0 Search for Valid Tender Control

See **Manage Workstation Cashiering (Page1)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User searches for an existing Tender Control. This is a previously opened Tender Control that is still available to accept further payments for the given user.

1.1 Manage Payments

See **Manage Workstation Cashiering (Page1)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User begins processing Payments. Throughout the day, customers remit tenders to the cashier. Every tender put into the drawer is associated with the drawer's Tender Control created at the start of the day. Refer to 4.3.1.1 Manage Payments for payment processing details.

1.2 Search for Open Deposit Control

See **Manage Workstation Cashiering (Page1)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User searches for existing Deposit Controls to link a new Tender Control.

1.3 Evaluate Existing Open Deposit Controls

See **Manage Workstation Cashiering (Page1)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: Based on established business rules and daily procedures, the CSR or Authorized User determines if any existing Deposit Controls may be used for linking a new Tender Control. Dependent on the organization's business rules each CSR or Authorized User may be responsible for opening their own Deposit and Tender Control for processing of Payments.

1.4 Populate and Review New Deposit Control Details

See **Manage Workstation Cashiering (Page1)** for the business process diagram associated with this activity.

Actor/Role: Supervisor/CSR

Description: The Deposit Control can be associated with one or many Tender Controls. The Deposit Control is used to maintain the administrative functions for approval and deposits to the banks. A Supervisor, CSR or Authorized User is required to create a Deposit Control before any Tender Controls can be created. When initially displayed, the Deposit Control has information defaulted based on configuration.

Entities to Configure

Tender Source
Tender Types
Users (Cashier ID's)
Installation Options

1.5 Override Deposit Control Details

See **Manage Workstation Cashiering (Page1)** for the business process diagram associated with this activity.

Actor/Role: Supervisor/CSR

Description: Based on established business rules, a Supervisor, CSR, or Authorized User may override the default configured Tender Source Type.

Entities to Configure

Tender Source
Tender Types
Users (Cashier ID's)
Installation Options

1.6 Request Add Open Deposit Control

See **Manage Workstation Cashiering (Page1)** for the business process diagram associated with this activity.

Actor/Role: Supervisor/CSR

Description: Once information is entered, the Supervisor, CSR or Authorized User adds the Deposit Control in an Open status.

1.7 Add Deposit Control

See **Manage Workstation Cashiering (Page1)** for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: A new Deposit Control is added in CC&B.

1.8 Populate and Review New Tender Control Details

See **Manage Workstation Cashiering (Page1)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: A Tender Control is required to begin accepting payments. When initially displayed the Tender Control defaults information based on configuration.   The starting balance is configurable. The Tender Source can be configured to default based on the User. If multiple users will accept payments the cash drawer is marked for All Users.

Entities to Configure

Tender Source
Tender Types
Users (Cashier ID's)
Characteristic Type
Portal Preferences
Installation Options

1.9 Override Tender Control Details

See **Manage Workstation Cashiering (Page1)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: Based on established business rules, the CSR or Authorized User may override information for the Tender Control including Tender Source, Starting balance, and associated Deposit Control. If multiple users will accept payments the cash drawer is marked for All Users.

Entities to Configure

Tender Source
Tender Types
Users (Cashier ID's)
Characteristic Type
Portal Preferences
Installation Options

2.0 Request Add Open Tender Control

See **Manage Workstation Cashiering (Page1)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User adds the Tender Control to begin accepting Payments.

2.1 Add Tender Control

See **Manage Workstation Cashiering (Page1)** for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Tender Control is added in CC&B.

2.2 Populate and Request Add Turn In Details

See **Manage Workstation Cashiering (Page1)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: Based on established business rules the CSR or Authorized User may be required to turn in tenders from the cash drawer periodically or when a certain limit is reached. The established limit is configurable.

Entities to Configure

Tender Source
Tender Type

2.3 Add Turn In Details

See **Manage Workstation Cashiering (Page1)** for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Turn In information is recorded in CC&B.

2.4 Evaluate, Review Deposit and Tender Controls

See **Manage Workstation Cashiering (Page1)** for the business process diagram associated with this activity.

Actor/Role: Supervisor/CSR

Description: The Supervisor, CSR or Authorized User at the end of the shift or at a specific established time, reviews the Tender Control to prepare for Balancing.   The Deposit Control is also periodically checked for Turn Ins received from Tender Controls.

2.5 Make Changes for Turn In Details

See **Manage Workstation Cashiering (Page1)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: There may be discrepancies in the Turn Ins. The CSR or Authorized User enters required changes in the Turn In Details.

2.6 Update Turn Ins Details

See **Manage Workstation Cashiering (Page1)** for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Turn In is now stored with updated information in CC&B.

2.7 Approve Turn Ins

See **Manage Workstation Cashiering (Page1)** for the business process diagram associated with this activity.

Actor/Role: Supervisor/CSR

Description: Once confirmed, the Supervisor, CSR, or Authorized User approves Turn Ins in preparation for balancing and bank deposits.

2.8 Update Turn Ins to Approved

See **Manage Workstation Cashiering (Page1)** for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Turn In is now stored as approved in CC&B.

2.9 Change Tender Control to Balancing in Progress

See **Manage Workstation Cashiering (Page1)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: As part of the Balancing process, the CSR or Authorized User will transition the Tender Control to Balancing in Progress status. No Payments can be added when the Tender Control is in Balancing in Progress Status.

3.0 Update Tender Control Status

See **Manage Workstation Cashiering (Page1)** for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Tender Control is updated in CC&B to a Balancing in Progress Status.

3.1 Count and Compare Tenders in Drawer to Tender Control

See **Manage Workstation Cashiering (Page1)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User counts and validates that each type of tender adds up to the expected balances in the given Tender Control.

3.2 Change Tender Control to Open

See **Manage Workstation Cashiering (Page1)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User determines a payment was missed, needs updating, and/or a new Payment is required. The Tender Control is returned to Open status.

3.3 Update Tender Control to Open

See **Manage Workstation Cashiering (Page1)** for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Tender Control is returned to an open status in CC&B.

3.4 Populate Denomination Information

See **Manage Workstation Cashiering (Page1)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: Based on established business rules the CSR or Authorized User separates and records a count of each denomination.

Entities to Configure
Characteristic Type

3.5 Add Denomination Information

See **Manage Workstation Cashiering (Page1)** for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The denomination information is added in CC&B.

Entities to Configure
Characteristic Type

3.6 Populate Ending Balance for Each Type of Tender

See **Manage Workstation Cashiering (Page1)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User enters ending totals for each type of Tender that corresponds with the actual amounts in the cash drawer.

3.7 Request Add Payment for Over/Short Account

See **Manage Workstation Cashiering (Page1)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User posts a payment to a specific Over/Short Account. A payment is recorded for an "over" amount, and a negative payment is recorded for the "under" amount.

Entities to Configure
SA Type
Over/Short Account
Customer Class

3.8 Evaluate Ending Balance

See **Manage Workstation Cashiering (Page1)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User reviews the ending balances for each tender type to ensure accuracy. The ending balances should equal the expected ending balances.

3.9 Request Change Ending Balance(s)

See **Manage Workstation Cashiering (Page1)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User makes any necessary changes.

4.0 Update Ending Balance(s)

See **Manage Workstation Cashiering (Page1)** for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Tender Control balances are updated in CC&B.

4.1 Request Change Tender Control to Balanced

See **Manage Workstation Cashiering (Page1)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User transitions the status of the Tender Control to Balanced.

4.2 Update Tender Control to Balanced

See **Manage Workstation Cashiering (Page1)** for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Tender Control is transitioned to a Balanced status in CC&B.

4.3 Review Tenders and Tender Controls

See **Manage Workstation Cashiering (Page1)** for the business process diagram associated with this activity.

Actor/Role: Supervisor/CSR

Description: The Supervisor, CSR or Authorized User again reviews the Turn Ins to ensure accuracy and checks to see that all Tender Controls are balanced. The Deposit Control cannot be balanced until all Tender Controls are balanced.

4.4 Request Change Deposit Control to Balancing in Progress

See **Manage Workstation Cashiering (Page1)** for the business process diagram associated with this activity.

Actor/Role: Supervisor/CSR

Description: When ready to begin balancing the Supervisor, CSR or Authorized User changes the Deposit Control to Balancing in Progress.

4.5 Update Deposit Control to Balancing in Progress

See **Manage Workstation Cashiering (Page1)** for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Deposit Control status is changed in CC&B to Balancing in Progress.

4.6 Prepare and Request Add Bank Deposit

See **Manage Workstation Cashiering (Page1)** for the business process diagram associated with this activity.

Actor/Role: Supervisor/CSR

Description: The Supervisor, CSR or Authorized User prepares and enters the required information for Tenders to be deposited in various banks.

Entities to Configure

Bank Code
Bank Account

4.7 Update Bank Deposit Information

See **Manage Workstation Cashiering (Page1)** for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The deposit for the bank is recorded in CC&B.

4.8 Receive Deposit

See **Manage Workstation Cashiering (Page1)** for the business process diagram associated with this activity.

Actor/Role: Financial Institution

Description: The deposit for the bank is recorded in CC&B.

The Financial Institution receives the bank deposit.

4.9 Populate Ending Balance and Request Change Deposit Control to Balanced

See **Manage Workstation Cashiering (Page1)** for the business process diagram associated with this activity.

Actor/Role: Supervisor/CSR

Description: When the ending balance equals the expected ending balance the Supervisor, CSR or Authorized User enters this information and transitions the Deposit Control to Balanced status.

5.0 Update Deposit Control to Balanced

See **Manage Workstation Cashiering (Page1)** for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Deposit Control is transitioned to a Balanced status in CC&B.

5.1 Identify Payments in Error, Unfrozen, or Unbalanced

See **Manage Workstation Cashiering (Page1)** for the business process diagram associated with this activity.

Group: To Do Payment Error and Unbalanced Payment Processes

Actor/Role: CC&B

Description: CC&B identifies Payments in error, unfrozen or unbalanced status. These background processes can create To Do entries for every payment that's in error, unfrozen, or unbalanced.

Entities to Configure

To Do Type
To Do Role

Customizable Process

TD-PYERR- identifies payments in error or unfrozen and creates To Do entries. TD-UNBAL - identifies payments in unbalanced status.

5.2 Create Payment Exceptions

See **Manage Workstation Cashiering (Page1)** for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Payments are labeled as exceptions and available for review.

5.3 Review and Evaluate Errors

See **Manage Workstation Cashiering (Page1)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User reviews and investigates the Payment Exception and supporting information in CC&B. Typically errors are caused by missing or incomplete information.

5.4 Resolve Payment Exception and Make Changes

See **Manage Workstation Cashiering (Page1)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: Based on established business rules, the CSR or Authorized User investigates possible solutions or workarounds for the missing or incomplete information.

5.5 Update Data

See **Manage Workstation Cashiering (Page1)** for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: Any changes are updated in CC&B.

5.6 Request Complete To Do

See **Manage Workstation Cashiering (Page1)** for the business process diagram associated with this activity.

Actor/Role: CSR

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.

5.7 Complete To Do Entry

See **Manage Workstation Cashiering (Page1)** for the business process diagram associated with this activity.

Actor/Role: CC&B

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

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