C2M.CCB.v2.6

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

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Contents

Brief Description

Business Process: **3.3.3.2 C2M.CCB.Determine Customer Deposit**
Process Type: **Process**
Parent Process: **3.3.3 C2M.CCB.Manage Deposit**
Sibling Processes: **3.3.3.3 C2M.CCB.Review Deposits, 3.3.3.4 C2M.CCB.Monitor Deposits – Calculate Interest, 4.2.2.6 C2M.CCB.Manage Deposit Charges, 3.3.2.1 C2M.CCB.Start Premise Based Service**

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. To assist in the setting up of deposit functionality a summary of details for Algorithms to Configure and Entities to Configure are attached.

Business Process Model

3.3.3.2 C2M.CCB.v2.6.*Determine Customer Deposit*

Customer

Group **Create Cash Deposit** for Third Party **Blocks: 1.5 – 2.1**

C2M(CCB)

1.1 Analyze Customer and Account and Determine if Deposit is Needed

Deposit Exists? — No

Yes

New Deposit Require? — Yes

No

1.4 Determine Type Of Deposit Required

Cash Deposit? — No

Non-Cash Deposit? — No

Third Party Deposit — Yes

2.3 Check if Third Party Account has Cash Deposit

Third Party Active Cash Deposit exists? — No → 1.5

Require Update? — No

Take No Further Action

Yes

2.2 Select Non-Cash Deposit Type

Take No Further Action

Yes

2.4 Select Third-Party Deposit Type

4.2.2.6 C2M.CCB. Manage Deposit Charges

Deposit Request

1.2 Make Changes in Existing Deposit SA

1.5 Initiate Request to Start Deposit SA

1.7 Determine Deposit Amount

1.8 Select Deposit Billing Options

Create Cash Deposit

Start Non-Premise Based Service

Require Manual Activation — Yes

2.0 Request Activate SA

2.5 Populate Information

No

Require Customer Contact? — Yes

2.7 Request Add Customer Contact

No

C2M(CCB)

Deposit Review

1.3 Update Existing Deposit

Calculate Recommended Amount? — Yes

1.6 Calculate Recommended Deposit Amount

1.9 Create Deposit SA in Pending Start Status and Create Alert

Activate Pending Start/Stop SA

2.1 Activate Deposit SA

2.1 Activate Deposit SA

2.6 Update Account – Deposit

2.8 Create Customer Contact

2.9 Manage Customer Contact

Take No Further Action

3.3.2.2 C2M.CCB.Start Non-Premise Based Service

3.4.1.1 C2M.CCB.Manage Customer Contact

Yes

Require Customer Contact? — No

Deposit Created For Third-Party? — No

Yes → 2.4

PROCESS 3.3.3.2 C2M.CCB.Determine Customer Deposit (Cash, Non-Cash, 3rd Party)	PRODUCT FAMILY UGBU	CREATED BY PM URM Team	FILENAME 3.3.3.2 C2M.CCB.v2.6.Determine Customer Deposit (Cash, Non-cash, 3rd Party).vsd
SUB-PROCESS	PRODUCT LINE/RELEASE C2M.CCB v2.6	BPE APPROVAL	Page Number Page-1
ACTIVITY	PRODUCTS _____	PRODUCT LINE APPROVAL _____	REVISED November 5, 2017

Detail Business Process Model Description

1.1 Analyze Customer and Account and Determine if Deposit is Needed
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 C2M.CCB.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: The application allows multiple Deposits for the same Account.

1.2 Make Changes in Existing Deposit SA
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 either the Account-Deposit page for Non-Cash/Third Party Deposits or Deposit SA page for Cash Deposits respectively for this purpose.

1.3 Update Existing Deposit
Actor/Role: C2M (CCB)
Description:
The existing Deposit is updated in the application.

1.4 Determine The Type Of Deposit Required
Actor/Role: CSR
Description:
The CSR determines the Deposit Type appropriate for the Customer /Account. The choices when applying a deposit are Cash Deposit (request payment of deposit), Non-cash deposit (Accept another security type as deposit), or Third Party Deposit (Accept deposit security from another Service Agreement).

Configuration required Y   **Entities to Configure:**

Deposit Class
SA Type
SA Type Start Options
Non-Cash Deposit Type

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

1.5 Initiate Request to Start a Deposit SA

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.

1.6 Calculate Recommended Deposit Amount

Actor/Role: C2M (CCB)

Description:

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

Process Plug-in enabled Y	Available Algorithm(s):	
		DEPRECOM-BA – This Deposit Class – Deposit Recommendation Algorithm Type calculates the amount as the Average bill from previous number of months - times a set %
		DEPRECOM-MBA – This Deposit Class – Deposit Recommendation Algorithm Type calculates the amount as the Maximum bill from previous number of months - times a set %
		DEPRECOM-GSP - This Deposit Class – Deposit Recommendation Algorithm Type provides a Deposit recommendation for gas service providers in a very specific way
		DEPRECOM-MBT – This Deposit Class – Deposit Recommendation Algorithm Type calculates the amount as the Average bill from previous number of months - times a set % and produces a To Do if outside a set tolerance %

Configuration required Y	Entities to Configure:	
		Algorithm
		Deposit Class
		SA Type
		To Do Type
		To Do Role

1.7 Determine Deposit Amount
A**ctor/Role: CSR**
Description:
The CSR can provide their own or overwrite System calculated recommended Deposit Amount and populate any other amount required by the business rules.

1.8 Select Deposit Billing Options
A**ctor/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).

Configuration required Y   **Entities to Configure:**

SA Type
SA Type Start Option

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

1.9 Create Deposit SA in Pending Start Status and Create Alert
A**ctor/Role: C2M (CCB)**
Description:
The application creates the Deposit SA in Pending Start Status and automatically creates and displays a Dashboard Alert when a Deposit exists for the Customer's Account. See 3.3.2.1 C2M.CCB.Start Premise-Based Service for further detailed information.

2.0 Request Activate SA
A**ctor/Role: CSR**
Description:
The CSR manually activates the Pending Start SA. See 3.3.2.1 C2M.CCB.Start Premise-Based Service for further detailed information.

2.1 Activate Deposit SA

Actor/Role: CSR /C2M (CCB)
Description:
A Deposit SA previously created in Pending Start Status could be activated manually by the CSR or automatically.

Automated Process: A background process (SAACT) 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.

Refer to 3.3.2.1 C2M.CCB.Start Premise-Based Service for further detailed information.

2.2 Select Non-Cash Deposit Type
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 for the Account. The Account–Deposit page is used to manage Non-Cash and Third Party deposits.

Configuration required Y   Entities to Configure:

Non-Cash Deposit Type

2.3 Check if Third Party Account has Cash Deposit
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 will proceed with populating the link to the Third Party Cash Deposit SA (if required) and non-cash Third Party Deposit information in the Account–Deposit.

Note: The application allows the sum of all the Third party Non-Cash Deposits to exceed the referenced Total Deposit Amount of Third Party Cash Deposit.

2.4 Select Third-Party Deposit Type
Actor/Role: CSR
Description:
This step is executed if the CSR creates a Third-Party Deposit. For Third Party Deposits a Non-Cash Deposit Type of "3rd Party Deposit" is selected. The Account–Deposit page is used to manage Non-Cash and Third Party deposits.

Configuration required Y   Entities to Configure:

Non-Cash Deposit Type

2.5 Populate Information

Actor/Role: CSR
Description:
The appropriate details for the Non-Cash (Deposit Class, Deposit Amount, Document Number and comment) or a Third Party (Deposit Class, Deposit Amount, Document Number, Third Party Deposit SA and comment) Deposit Type is populated for the Account. Note that for Third-Party Deposits, a link to the Third Party Deposit SA is required. The Account–Deposit page is used to enter this information.

Configuration required Y   Entities to Configure:

Deposit Class

2.6 Update Account-Deposit

Actor/Role: C2M (CCB)
Description:
New Non-Cash Deposit (e.g. Surety Bonds, Letters of Credit, Third Party Deposit) is added to the Account-Deposit in the application.

2.7 Request Add Customer Contact

Actor/Role: CSR
Description:
Based on established business rules the CSR or Authorized User creates a Customer Contact for the customer, recording pertinent information about the Deposit.

Configuration required Y   Entities to Configure:

Customer Contact Class
Customer Contact Type

2.8 Create Customer Contact

Actor/Role: C2M(CCB)
Description:
Manual Process: A CSR can manually add a customer contact which can generate a letter to the contact person when a Non Cash or Third-Party Deposit is added.
Automated Process: The application can be configured to automatically generate a letter to the contact person when a Cash Deposit SA is activated.

Process Plug-in enabled Y   **Available Algorithm(s):**

SAAT-CC - This SA Activation Algorithm Type creates a customer contact of the specified Customer Contact Class and Customer Contact Type when the service agreement is activated
C1-LTEX-COL – This Letter Template Extract Algorithm constructs the extract records that contain the information that appears on letters created as a result of collection events.

Configuration Required Y   **Entities to Configure:**

Letter Template
Customer Contact Class
Customer Contact Type
SA Type

Customizable process N   **Process Name:**

LTRPRT

2.9 Manage Customer Contact
Actor/Role: C2M(CCB)
Description:
CC&B generates a letter to be sent to the customer. Refer to 3.4.1.1 C2M.CCB.Manage Customer Contact for details.

Test Documentation related to the Current Process

ID	Document Name	Test Type

Document Control

Change Record

Date	Author	Version	Change Reference
03-01-09	Galina Polonsky	Draft 1a	No Previous Document
05-27-10	Geir Hedman		2.3 new features using the Deposit Review Portal to review deposits and add a customer contact
10-20-10	Geir Hedman		Update Title and Content page
2/8/11	Geir Hedman		Updated Document and Visio
4/15/13	May Wang	V2.4	Updated Document and Visio
9/9/13	Mel Bachmeier	V2.4	Updated Document and Visio
9/21/13	Galina Polonsky		Reviewed, Approved
07/29/2017	Phillip Martin		C2M version created
09/15/2017	Ekta Dua		Updated Document and Visio
09/21/2017	Galina Polonsky		Reviewed, Approved

Attachments:

Start/Stop Page

Start Stop Page.doc

Account-Deposit Page

Account-Deposit
page.doc

Deposit SA page

Deposit SA page.doc

Algorithms to Configure

Deposit Config -
Algorithms.doc

Entities to Configure:

Deposit Config -
Entities.doc