C2M.v2.7.CCB

3.3.3 Manage Deposit

Creation Date:  August 7, 2017
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Brief Description

Business Process: 3.3.3 C2M.CCB.Manage Deposit
Process Type: Process
Parent Process:
Sibling Processes:

It’s a common business practice to request a Security Deposit when service is provided to the Customers. The model reflects typical business processes for Deposits, shows the Deposit’s lifecycle. This process incorporates the logic and sequence of business events that occur when Deposit established, billed, monitored and refunded. It also includes the Deposit Interest calculation.
Business Process Model

3.3.3 C2M.v2.7.CCB Manage Deposit

Customer

A/P Specialist Or A/P Application

CSR

C2M(CCB)

Document Management Application

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**Request Deposit**

**Determine Customer Deposit**

And establish SA

**Set Up Deposit**

Analyze Account

Deposit

**Apply Deposit Interest**

**Refund Deposit Partially Or In Full Manually**

**Request Transfer Of Deposit Amount To Other SA To satisfy Debts**

**Stop Deposit SA**

**Partially Or In Full**

**Manually**

**Issue Check**

**Receive Bill**

**Receive Refund**

**Close SA**

**Refund Deposit In Full Automatically**

**Request Transfer Of Deposit SA**

**Update Deposit SA, Other SAs**

**Stop SA**

**Request To Close Deposit SA**

**Print Bill**

**Receive Bill**

**Close SA**

**Print Bill**

**Receive Bill**

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Test Documentation related to the Current Process

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