



C2M.v2.7.CCB

3.3.3.1 Refund Deposit

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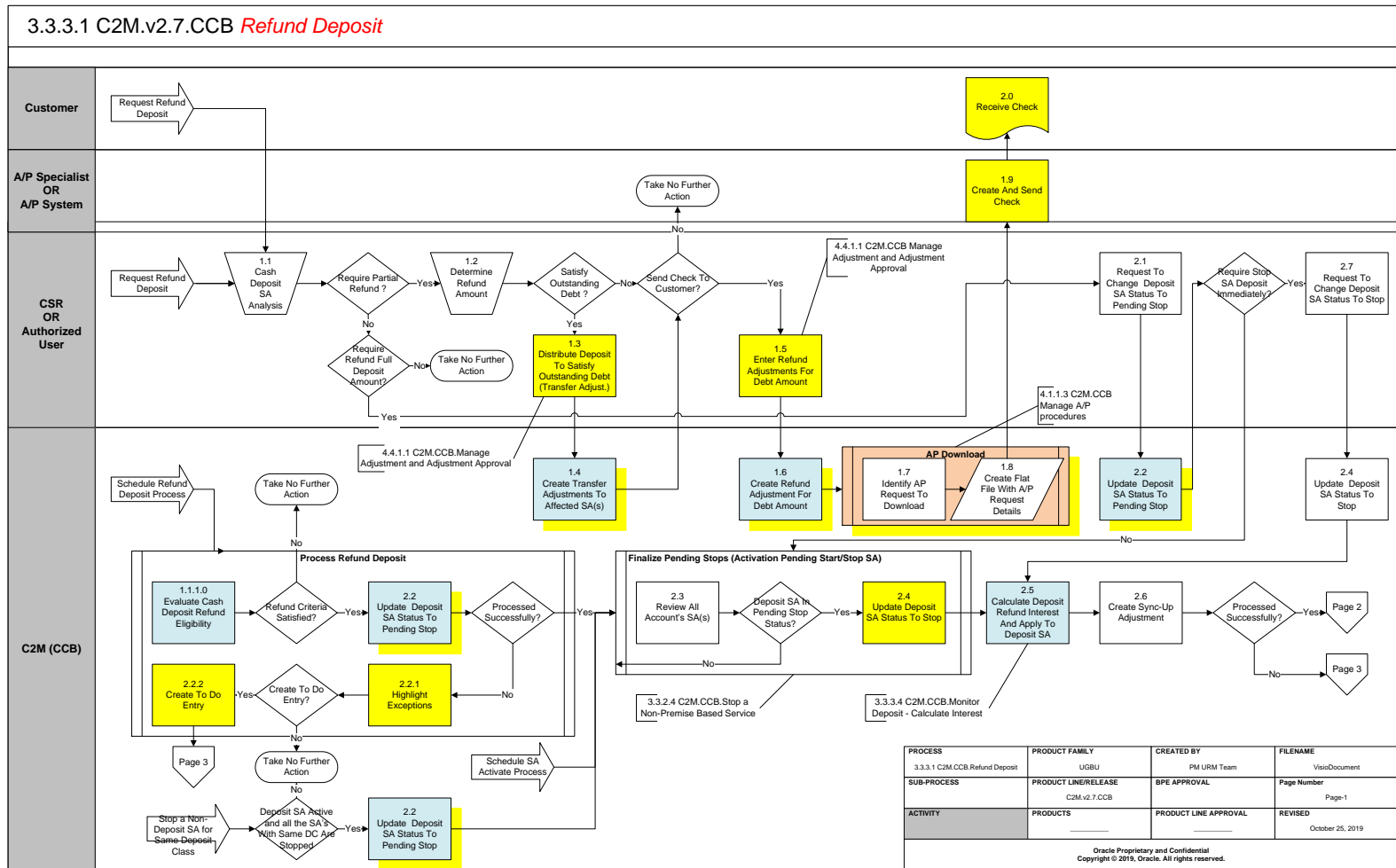
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Brief Description

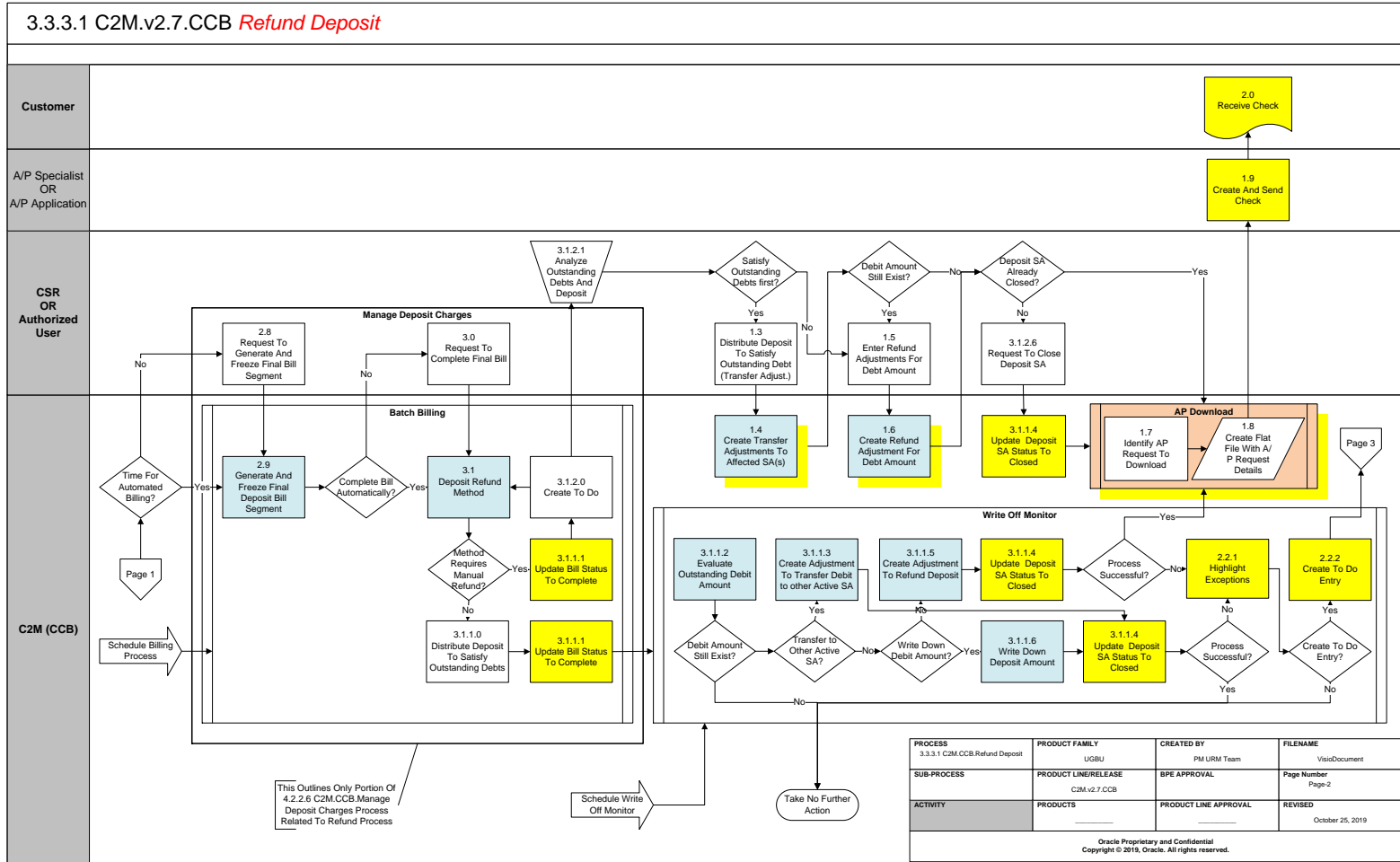
Business Process: 3.3.3.1 C2M.CCB.Refund Deposits
Process Type: Process
Parent Process: 3.3.3 C2M.CCB.Manage Deposit
Sibling Processes: 3.3.3.2 C2M.CCB.Determine Customer Deposit, 3.3.3.3 C2M.CCB.Review Deposit, 3.3.3.4 C2M.CCB.Monitor Deposit – Calculate Interest, 4.2.2.6 C2M.CCB.Manage Deposit Charges, 4.4.1.1 C2M.CCB.Manage Adjustment and Adjustment Approval

This process describes how deposits on hand could be refunded to the Customer directly or applied to other services' outstanding debts. It explains how a Deposit could be refunded in part or in full, depending on the business needs and requirements. A Refund can be initiated and performed manually by a CSR / Authorized Personnel or automatically by the application. To assist in the setting up of deposit functionality a summary of details for [Algorithms to Configure](#) and [Entities to Configure](#) are attached.

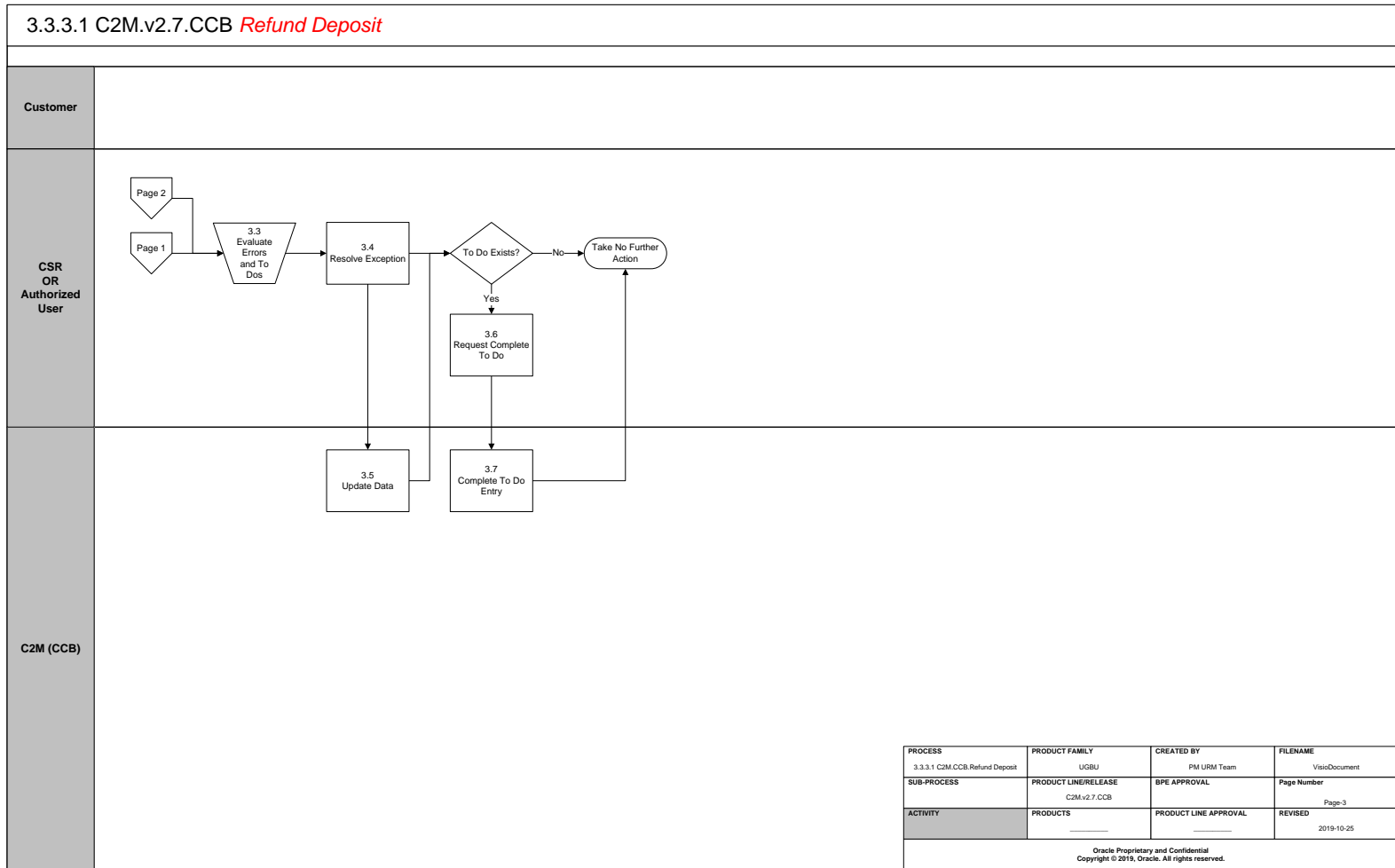
Business Process Model Page 1



Business Process Model Page 2



Business Process Model Page 3



Detail Business Process Model Description

1.1 Cash Deposit SA Analysis

Actor/Role: CSR or Authorized User

Description:

A CSR or another Authorized Person evaluates Customer's Cash Deposit and decides if refund, full or partial, is required and allowed.

1.1.1 Evaluate Cash Deposit Refund Eligibility

Actor/Role: C2M(CCB)

Description:

Another way to initiate a Deposit Refund is to initiate the Background process "Refund Deposit". This is a scheduled process and runs periodically. The first step of this process evaluates Cash Deposits against refund criteria and determines if a deposit can be refunded.

Configuration required Y	Entities to Configure:	<table border="1"> <tr><td>Deposit Class</td></tr> <tr><td>SA Type</td></tr> <tr><td>Installation Options</td></tr> </table>	Deposit Class	SA Type	Installation Options				
Deposit Class									
SA Type									
Installation Options									
Process Plug-in enabled Y	Available Algorithm(s):	<table border="1"> <tr><td>Deposit Class Refund Criteria algorithm type: DEPREFUND-GC - Rrefund the deposit for a good customer, and has been held for X months.</td></tr> <tr><td>Deposit Class Refund Criteria algorithm type: DEPREFUND-NO - No deposit refund</td></tr> <tr><td>Deposit Class Refund Method algorithm type: DEPREFMETH-D - Will apply the deposit to other SAs in the deposit class</td></tr> <tr><td>Deposit Class Refund Method algorithm type: DEPREFMETH-W - Will not refund the deposit and create a To Do</td></tr> <tr><td>Deposit Class Interest Refund algorithm type: CI_REFUNDINT - Interest is calculated by multiplying the average daily balance by the Interest Rate (defined using Bill Factor Code).</td></tr> <tr><td>Deposit Class Good Customer algorithm type: DEPBAD - Always says the customer is bad</td></tr> <tr><td>Deposit Class Good Customer algorithm type: DEPGOOD-CR - Customer is good if credit rating >= Installation Option credit rating threshold</td></tr> </table>	Deposit Class Refund Criteria algorithm type: DEPREFUND-GC - Rrefund the deposit for a good customer, and has been held for X months.	Deposit Class Refund Criteria algorithm type: DEPREFUND-NO - No deposit refund	Deposit Class Refund Method algorithm type: DEPREFMETH-D - Will apply the deposit to other SAs in the deposit class	Deposit Class Refund Method algorithm type: DEPREFMETH-W - Will not refund the deposit and create a To Do	Deposit Class Interest Refund algorithm type: CI_REFUNDINT - Interest is calculated by multiplying the average daily balance by the Interest Rate (defined using Bill Factor Code).	Deposit Class Good Customer algorithm type: DEPBAD - Always says the customer is bad	Deposit Class Good Customer algorithm type: DEPGOOD-CR - Customer is good if credit rating >= Installation Option credit rating threshold
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Deposit Class Good Customer algorithm type: DEPGOOD-CR - Customer is good if credit rating >= Installation Option credit rating threshold									
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1.2 Determine Refund Amount

Actor/Role: CSR or Authorized User

Description:

This step takes place if a CSR decides to process a partial refund. He/she determines what fraction of the Deposit on hand needs to be refunded. Typically Business applies the Refund Deposit Amount to outstanding debts and, then if any debit amount remains, returns the amount via a refund check.

1.3 Distribute Deposit To Satisfy Outstanding Debt

Actor/Role: CSR or Authorized User

Description:

CSR applies part or all of the Deposit Amount to offset other Services Agreements debts. Please note, those SAs must be linked to the same Deposit Class and same Account. This is a manual process and requires a CSR to create a set of Transfer Adjustments between the Deposit SA and another SA(s). The CSR also updates Total Deposit Amount to reflect new Deposit Amount to be held for Customer. Refer to 4.4.1.1 C2M.CCB.Manage Adjustment and Adjustment Approval for further details.

Configuration required Y Entities to Configure:

Adjustment Type Profile
Adjustment Type
Approval Profile

1.4 Create Transfer Adjustments to Affected SA(s)

Actor/Role: C2M (CCB)

Description:

Transfer Adjustments are created and frozen and SA balances (Deposit SA and other SA(s)) are updated accordingly in the application

Configuration required Y Entities to Configure:

Installation Options - Framework
Adjustment Type Profile
Adjustment Type
Approval Profile

C1_ADI-INFO - This installation option adjustment information algorithm type formats the "Adjustment Info" that appears throughout the system.
C1-ADT-INFO - This adjustment type adjustment information algorithm type formats the "Adjustment Info" that appears throughout the system.

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

ADFR-CRTODO - This adjustment freeze algorithm type creates a To Do entry (using the To Do Type and To Do Role (if specified)) when an adjustment of a particular type is frozen.
C2M-ADJFRCC - This adjustment freeze algorithm type creates a customer contact for an adjustment.
C1-VALXFRADJ - This validate transfer adjustment algorithm type will check that a valid transfer adjustment has been generated
There are multiple adjustment FT Creation algorithm types to handle the financial impact of the FT on Current Balance, Pay-off Balance and GL (e.g. ADJT-NM - Payoff=Current=Adj Amount).

1.5 Enter Refund Adjustments for Debt Amount

Actor/Role: CSR or Authorized User

Description:

A CSR also can refund the Deposit Amount by issuing a check to the Customer. In order to issue a check, a CSR or Financial Analyst creates an A/P Adjustment. Please note: another adjustment to return Deposit SA current amount to zero is needed as well. It's important to use an adjustment type that only affects current amount. Refer to 4.4.1.1 C2M.CCB.Manage Adjustment and Adjustment Approval.

Configuration Required Y Entities to Configure:

Installation Options - Framework
Adjustment Type Profile
Adjustment Type
Approval Profile

1.6 Create Refund Adjustment for Debt Amount

Actor/Role: C2M (CCB)

Description:

Create refund adjustment for debt amount.

Configuration required Y Entities to Configure:

Installation Options - Framework
Adjustment Type Profile
Adjustment Type
Approval Profile

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

C1_ADI-INFO - This installation option adjustment information algorithm type formats the "Adjustment Info" that appears throughout the system.
C1-ADT-INFO - This adjustment type adjustment information algorithm type formats the "Adjustment Info" that appears throughout the system.
ADFR-CRTODO - This adjustment freeze algorithm type creates a To Do entry (using the To Do Type and To Do Role (if specified)) when an adjustment of a particular type is frozen.
C2M-ADJFRCC - This adjustment freeze algorithm type creates a customer contact for an adjustment.
There are multiple adjustment FT Creation algorithm types to handle the financial impact of the FT on Current Balance, Pay-off Balance and GL (e.g. ADJT-TA - Payoff=Adj Amt/Current=0).

1.7 Identify A/P Request to Download

Actor/Role: C2M (CCB)

Description:

Identify A/P Request to download. This requires customized process. Refer to 4.1.1.3 C2M.CCB.Manage A/P procedures.

1.8 Send A/P Adjustments Data

Actor/Role: CSR or Authorized User

Description:

Create the flat file that is interfaced to your accounts payable software (to cut checks). Refund Adjustments are sent to the A/P system. This requires customized process. Refer to 4.1.1.3 C2M.CCB.Manage A/P procedures.

1.9 Create and Send Check

Actor/Role: A/P Specialist or A/P Application

Description:

A/P Specialist and/or A/P System create and send out the check.

2.0 Receive Check

Actor/Role: Customer

Description:

Customer receives the check

2.1 Request to Change Deposit SA Status to Pending Stop

Actor/Role: CSR or Authorized User

Description:

There are two options to initiate the Deposit Refund process – manual and automated. This step describes the manual option. If a CSR or Financial Analyst decides to refund a Deposit in full, he/she needs to stop the Deposit SA first. This is a two-step process. The first step is to change the Deposit SA status to Pending Stop using [Start/Stop page](#). He/she simply requests to change the Deposit SA's status to Pending Stop.

2.2 Update Deposit SA Status to Pending Stop

Actor/Role: C2M (CCB)

Description:

This process transitions the Deposit SA to a Pending Stop Status. It can be initiated manually and automatically.

Manually: After a CSR requests a change of the Deposit SA Status to Pending Stop, the system updates the Deposit SA Status to Pending Stop.

Automatically: For all the Deposit SA(s) identified as eligible for full refund, the System automatically changes the Deposit SA status to Pending Stop.

This is a part of the Deposit Refund Background process. At this time, Deposit Service Agreements are ready for Stop processing.

C2M also detects the situations when a Cash Deposit SA is still active, but all the Account's other SA(s) (with the same deposit class) have already been stopped. In this case, the Finalizing Pending Stops Process automatically initiates the Deposit stop process by changing the Deposit SA's Status to Pending Stop.

Process Plug-in enabled Y

Available Algorithm(s):

C1-SAIS-ST – This SA Type initiate stop SA algorithm automatically stops a pending stop service agreement (instead of waiting for the background process that transitions SAs from pending stop to stopped).

Customizable process N

Process Name:

DEPRFND - Deposit Refund background process

2.2.1 Highlight Exceptions

Actor/Role: C2M (CCB)

Description:

The application creates an exception processing record for each deposit service agreement with missing or incomplete refund information.

DEPRFND – Deposit Refund

3.3.3.1. C2M.v2.7.CCB Refund Deposit

Customizable process N	Process Name:	SAACT - Activate pending start/stop SA
		WPM - Write Off Monitor

Configuration required Y	Entities to Configure:	To Do Type
		To Do Role

2.2.2 Create To Do Entry

Actor/Role: C2M (CCB)

Description:

If configured, this background process creates To Do Entries for exception processing. The exception is also available for viewing and resolution on a separate page in the application.

Customizable process N	Process Name:	DEPRFND - Deposit Refund
		SAACT - Activate pending start/stop SA
		WPM - Write Off Monitor

Configuration required Y	Entities to Configure:	To Do Type
		To Do Role

2.3 Review all Account's SA(s)

Actor/Role: C2M (CCB)

Description:

A Deposit SA can be stopped manually or automatically. Finalizing the Pending Stop Process (SA Activation process) is the process that stops a Deposit SA automatically. The current step represents the first component of Finalizing Pending Stops Process when the application reviews and evaluates all the Accounts with Deposit Service Agreements who potentially could be stopped or require being stopped based on business needs. The process identifies all the Deposit Service Agreements in Pending Stop status. Refer to 3.3.2.4 C2M.CCB.Stop Non-Premise Based Service for more details.

Customizable process N	Process Name:	SAACT - SA activation background process
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2.4 Update Deposit SA Status to Stop

Actor/Role: C2M (CCB)

Description:

3.3.3.1. C2M.v2.7.CCB Refund Deposit

This process can be initiated manually and automatically:

Manually: Deposit SA Status changes to Stopped after CSR requests to stop Pending Stop Deposit SA online.

Automatically: Finalizing Pending Stops Process (SA Activation process) changes Deposit SA Status from Pending Stop to Stopped Refer to 3.3.2.4 C2M.CCB.Stop Non-Premise Based Service for more details.

Customizable process N Process Name:

SAACT - SA activation background process
--

2.5 Calculate Deposit Refund Interest and Apply to Deposit SA(s)

Actor/Role: C2M (CCB)

Description:

As a part of Stop processing the application calculates Deposit Interest through the stop date and applies calculated amount in the Deposit Service Agreement Refer to 3.3.3.4 C2M.CCB.Monitor Deposit – Calculate Interest.

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

DEPREFINT-AC - This Deposit Class Interest Refund algorithm type calculates interest by multiplying the average daily balance by the Interest Rate (defined using Bill Factor Code. The system applies interest to the deposit service agreement by levying an adjustment.
--

Configuration required Y Entities to Configure:

Deposit Class
SA Type
Bill Factor
Adjustment Type

2.6 Create Sync-up Adjustment

Actor/Role: C2M (CCB)

Description:

Stop processing also includes synchronization of Deposit SA's Current Balance with its Payoff balance. Sync Adjustments are created automatically.

Configuration required Y Entities to Configure:

Adjustment Type

2.7 Request to Change Deposit SA Status to Stop

Actor/Role: CSR or Authorized User

Description:

3.3.3.1. C2M.v2.7.CCB Refund Deposit

As described above, the Deposit SA status could be changed to Stop manually or automatically. This step is a manual process. At this time the CSR decides to immediately stop the Deposit SA using [SA page](#) and doesn't want to wait for the Finalizing Pending Stops Batch process that will stop the Pending Stop Deposit SA automatically.

2.8 Request to Generate and Freeze Final Bill Segment

Actor/Role: CSR or Authorized User

Description:

When a Deposit SA is in Stopped status, the Billing procedure is needed in order to continue with Deposit Refund process. Billing could be initiated manually or automatically. This step is a component of the manual process. A CSR or Financial Analyst requests to generate and then freeze a final bill segment for Deposit.

Note: See 4.2.2.6 C2M.CCB.Manage Deposit Charges and 3.3.2.4 C2M.CCB.Stop Non-Premise Based Service processes for more details Deposit Service Agreement is getting billed.

2.9 Generate and Freeze Final Bill Segment

Actor/Role: C2M (CCB)

Description:

The application generates and freezes a final bill segment for the Deposit SA. See 4.2.2.6 C2M.CCB.Manage Deposit Charges and 3.3.2.4 C2M.CCB.Stop Non-Premise Based Service processes for more details how to bill a deposit.

Manual Process: A Final Deposit Bill Segment is created and becomes frozen as a result of a CSR's request to Generate and Freeze a Final Bill Segment for stopped Deposit SA, initiated in the step 2.7

Automated Process: The scheduled Billing process automatically creates and freezes a Final Bill Segment for the stopped Deposit SA.

Note: See 4.2.2.6 C2M.CCB.Manage Deposit Charges and 3.3.2.4 C2M.CCB.Stop Non-Premise Based Service processes for more details Deposit Service Agreement is getting billed

Process Plug-in enabled Y

Available Algorithm(s):

C1-CHKBLELIG - This Customer Class Pre Bill Completion algorithm type checks if all Bill Segments on the Bill are Freezable, Frozen or Cancelled. If not, return Skip Bill Completion Action.

Customizable process N

Process Name:

BILLING - Billing

3.0 Request to Complete Final Bill Segment

Actor/Role: CSR

Description:

The next step in the Billing process is Bill Completion. The CSR requests to complete a bill with a Deposit SA Bill .Segment.

3.1 Deposit Refund Method

Actor/Role: C2M (CCB)

Description:

As a part of Bill Completion process system automatically selects Deposit Refund Method if any Deposit on hand exists.

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

Process Plug-in enabled Y	Available Algorithm(s):	DEPREFMETH-D - This Deposit Class Refund Method algorithm type will apply the deposit to other SAs in the deposit class
		DEPREFMETH-W - This Deposit Class Refund Method algorithm type will not refund the deposit and create a To Do

3.1.1.0 Distribute Deposit to satisfy outstanding debts

Actor/Role: C2M (CCB)

Description:

The selected method offsets other SA’s outstanding debts using the Deposit amount. Usually a business prefers to distribute Deposit amount by applying the same rules as applied when a payment is distributed for the Account.

3.1.1.1 Update Bill Status to Complete

Actor/Role: C2M (CCB)

Description:

System completes the Bill after all the transfer adjustments used to manipulate the Debit Amount have been successfully applied on required Service Agreements and have been frozen.

Customizable process N	Process Name:	BILLING - Billing
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3.1.1.2 Evaluate Outstanding Debit Amount**Actor/Role:** C2M (CCB)**Description:**

When a Final Bill is Complete, Write Off Monitor evaluate outstanding debit amount.

Configuration required Y	Entities to Configure:	Adjustment Type Write Off Control
Process Plug-in enabled Y	Available Algorithm(s):	WO CRIT NCD - This Write-off Control Criteria algorithm type checks if a customer has a non-cash deposit
Customizable process N	Process Name:	WPM - Write off monitor process

3.1.1.3 Create Adjustment to Transfer to Other Active SA**Actor/Role:** C2M (CCB)**Description:**

When a Final Bill is Complete and a Deposit SA still has a Debit Amount, the system allows the business to wait for the Write Off Monitor to manipulate the rest of the Deposit Amount. When the Write Off Monitor runs, it evaluates the balance on each SA and attempts to transfer the credit balance to SAs in the same write-off debt class and account that have a debit balance and are in a non-canceled/non-closed status if configured.

Configuration required Y	Entities to Configure:	Adjustment Type Write Off Control
Process Plug-in enabled Y	Available Algorithm(s):	WO TRANSFER - This Write-off Control Debt Transfer algorithm type transfers debt to other active SA
Customizable process N	Process Name:	WPM - Write off monitor process

3.1.1.4 Update Deposit SA to Status Closed**Actor/Role:** C2M (CCB)**Description:**

This process transitions the Deposit SA status to Closed. At this point the SA balance is zero.

3.1.1.5 Create Adjustment to Refund Deposit**Actor/Role:** C2M (CCB)**Description:**

When a Final Bill is Complete and a Deposit SA still has a Debit Amount, the system allows the business to wait for the Write Off Monitor to manipulate the rest of the Deposit Amount. If no other active SA found, the Write Off Monitor evaluates the Deposit Amount, and, if the amount is not too small, it creates an Adjustment to refund the Deposit amount to the Customer.

Configuration required Y	Entities to Configure:	Adjustment Type Write Off Control
Process Plug-in enabled Y	Available Algorithm(s):	WO A/P ADJ - This Write Off Control WO Large Credit A/P algorithm type creates A/P adjustments for large amts
Customizable process N	Process Name:	WPM - Write off monitor process

3.1.1.6 Write Down Deposit Amount**Actor/Role:** C2M (CCB)**Description:**

When the Write Off Monitor runs, it evaluates the Deposit Amount, and, if the Amount is too small (below the configured threshold), it writes down this amount and brings the SA balance to zero.

Configuration required Y	Entities to Configure:	Adjustment Type Write Off Control
Process Plug-in enabled Y	Available Algorithm(s):	WO WRITEDOWN - This Write Off Control Small Amount Write Down algorithm type writes down small debit or credit amounts
Customizable process N	Process Name:	WPM - Write off monitor process

3.1.2.1 Analyze Outstanding Debt and Deposit Amount**Actor/Role:** CSR or Authorized User**Description:**

A CSR or Financial Analyst works the To Do created at Bill Completion time and decides how the Deposit will be refunded.

3.1.2.6 Request to Change Deposit SA to Status Closed

Actor/Role: CSR or Authorized User

Description:

The CSR requests to close the Deposit SA if it hasn't been closed yet.

3.3 Evaluate Errors

Actor/Role: CSR or Authorized User

Description:

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

3.4 Resolve Exception

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User enters required information to resolve the exception in the application.

3.5 Update Date

Actor/Role: C2M (CCB)

Description:

Any resolution or change information is updated in the application.

3.6 Request Complete To Do

Actor/Role: CSR or Authorized User

Description:

If the background process creates a To Do Entry, the CSR or Authorized User marks the To Do Entry as complete and requests completion of the To Do Entry once the error is resolved. The CSR or Authorized User may add comments or a log entry for future reference.

Configuration required Y **Entities to Configure:**

To Do Role
To Do Type

3.7 Complete To Do Entry

Actor/Role: C2M (CCB)

Description:

The To Do Entry is updated to Complete status in the application.

Configuration required Y **Entities to Configure:**

To Do Role
To Do Type

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
10-20-10	Geir Hedman		Update Title and Content page
11/28/10	Yoko Iwahiro		Framework updates
2/8/11	Geir Hedman		Updated Document and Visio
4/15/13	May Wang		Updated Document and Visio
9/9/13	Mel Bachmeier		Updated Document and Visio
01/10/13	Galina Polonsky		Reviewed, Approved
08/07/2017	Phillip Martin		C2M version created
09/15/2017	Ekta Dua		Updated Document and Visio
09/27/2017	Galina Polonsky		Reviewed, Approved
05/29/2019	Satya Kalavala		Updated Format for v2.7

Attachment

Start /Stop Page



Start Stop page.doc

Deposit SA page



Deposit SA page.doc

Deposit Algorithms to Configure



Deposit Config -
Algorithms.doc

Deposit Entities to Configure



Deposit Config -
Entities.doc