C2M.v2.7.CCB

3.3.3.3 Review Deposits

Creation Date: July 31, 2017

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Contents

Brief Description

Business Process: **3.3.3.3 C2M.CCB.Review Deposits**
Process Type: **Process**
Parent Process: **3.3.3 C2M.CCB.Manage Deposit**
Sibling Processes: **3.3.3.2 C2M.CCB.Determine Customer Deposits (Cash, Non-cash, 3rd party), 4.2.2.6 C2M.CCB.Manage Deposit Charges**

Usually organizations want to review and evaluate a Customer's deposit periodically. The process below describes the logic and mechanism C2M uses to review and evaluate a Deposit.

Business Process Model

3.3.3.3 C2M.v2.7.CCB *Review Deposits*

PROCESS	PRODUCT FAMILY	CREATED BY	FILENAME
3.3.3.3 C2M.CCB.Review Deposits	UGBU	PM URM Team	VisioDocument
SUB-PROCESS	**PRODUCT LINE/RELEASE**	**BPE APPROVAL**	**Page Number**
	C2M.v2.7.CCB		Page-1
ACTIVITY	**PRODUCTS**	**PRODUCT LINE APPROVAL**	**REVISED**
	_____	_____	10/25/2019

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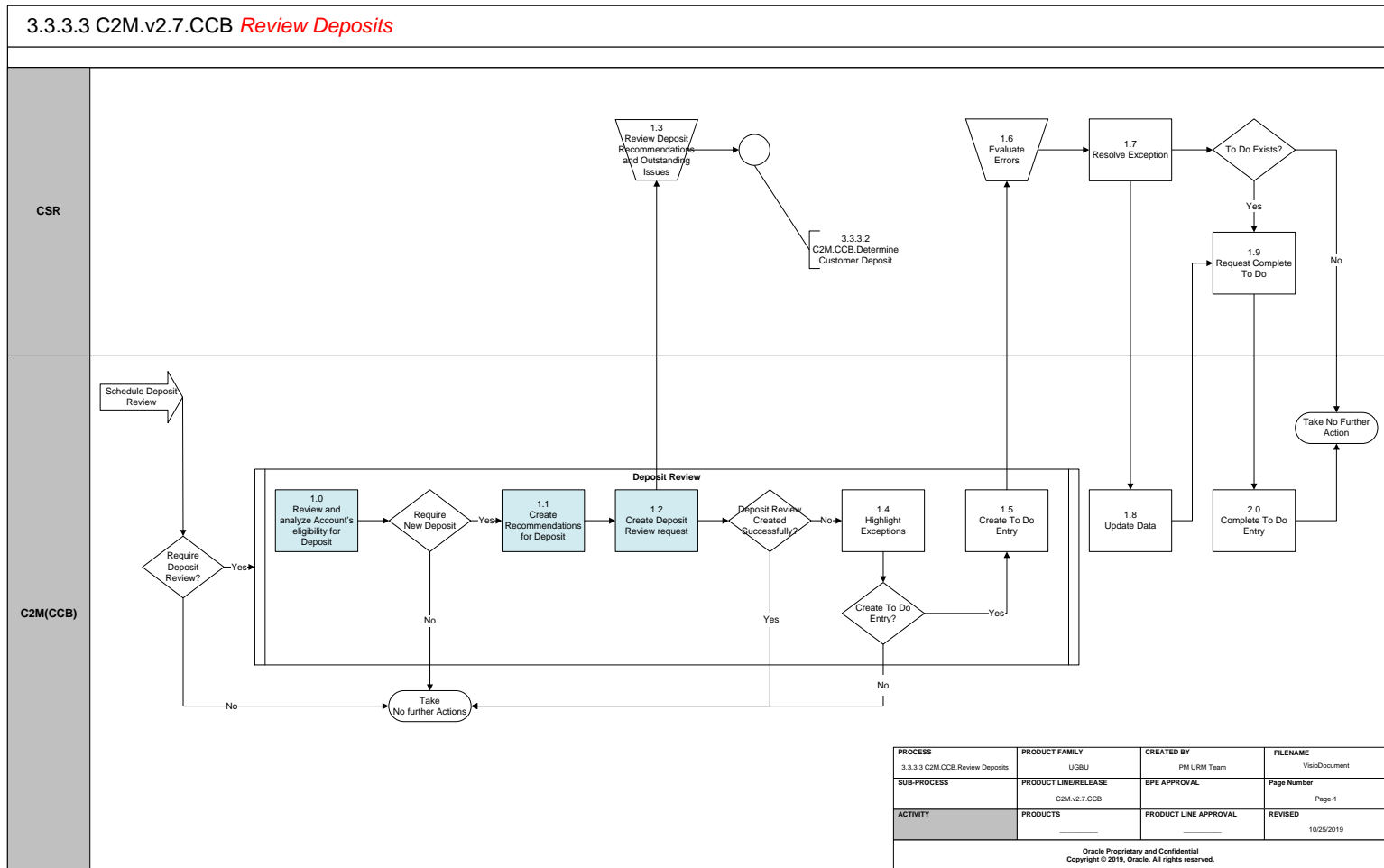
Detail Business Process Model Description

1.0 Review and Analyze Account's eligibility for Deposit

Actor/Role: C2M (CCB)

Description:

Review and analysis of Customer's Accounts process takes place only for those Customers and their Accounts for whom Organization decides that Deposit (cash or Non-Cash) may be required as a condition to provide Utility Services. Organization also decides how often Accounts have to be reviewed and evaluated. The application automatically initiates this process as scheduled. Important, that Accounts being evaluated may or may not have existing Deposits. If Cash and /or Non-Cash Deposit(s) exist, the system takes into consideration the sum of all existing Deposits before any recommendations made.

Process Plug-in enabled Y	**Available Algorithm(s):**	
		Deposit Class Good Customer Algorithm: C1-DEPBAD - This algorithm is used for customers who are never considered "good" customers.
		Good Customer Algorithm: C1-DEPGOOD - This algorithm says a customer is good if current Credit Rating History on the account >= Credit Rating Threshold on installation options.

Configuration required Y	**Entities to Configure:**	
		Deposit Class
		SA Type
		SA Type Start Options
		Non-Cash Deposit Type
		Installation Options – Credit Rating Threshold

Customizable process N	**Process Name:**	
		DEPRVW – Deposit Review processes all accounts with service agreements that belong to the same deposit class (i.e., service agreements with an SA Type that references the same deposit class).

1.1 Create recommendations for Deposit

Actor/Role: C2M (CCB)
Description:

Process will recommend an additional deposit be billed if the customer doesn't satisfy the definition of a good customer and current Deposit amount doesn't satisfy requirements for deposit. However, the system will not make recommendations if difference between existing Deposit Amount and Recommended deposit is not significant. (See Deposit Class Configuration for details). If an Account has more than one Service linked to different Deposit Classes, the system will recommend deposits for each individual deposit class used by an account.

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

Deposit Class Recommendation Algorithm: CI_AVBILLCOM – Average bill from previous 12 months - times 200%
Deposit Class Recommendation Algorithm: CI_AVBILLRES – Average bill from previous 12 months - times 150%
Deposit Class Recommendation Algorithm Type: DEPRECOM-MBA - Recommend Deposit Based On Maximum Bill Amount
Deposit Class Recommendation Algorithm Type DEPRECOM-GSP - Deposit recommendation for gas service providers
Deposit Class Recommendation Algorithm Type DEPRECOM-MBT - Use max bill amt - create To Do if too big/small

1.2 Create Review Deposit Request

Actor/Role: C2M (CCB)
Description:
The application doesn't change Deposit Automatically based on recommendations. It Creates Deposit Review Entry that allows CSR analyze recommendations.

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

Deposit Class Review Method: C1-CR-UP-DRR - This deposit review method algorithm creates (or updates) a deposit review entry for each unique deposit class of the account.

1.3 Review Deposit Recommendations and Outstanding Issues

Actor/Role: CSR
Description:
CSR reviews all the recommendations made by system and any outstanding issues that may associate with Account's Deposits. The CSR uses the Deposit Review page for this purpose. If customer is eligible for a new deposit, CSR can press the button on the deposit review page to open start/stop page. Refer to 3.3.3.2 C2M.CCB.Determine Customer Deposit for details.

1.4 Highlight Exceptions

Actor/Role: C2M (CCB)
Description:
The application creates an exception processing record for each deposit service agreement with missing or incomplete information.

Configuration required Y   **Entities to Configure:**

To Do Type
To Do Role

1.5 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:**

TD-BTERR – Create To Do for Batch Errors

Configuration required Y   **Entities to Configure:**

To Do Type
To Do Role

1.6 Evaluate Errors

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

1.7 Resolve Exception

Actor/Role: CSR
Description:
The CSR or Authorized User enters required information to resolve the exception in the application.

1.8 Update Date

Actor/Role: C2M (CCB)
Description:
Any resolution or change information is updated in the application.

1.9 Request Complete To Do

Actor/Role: CSR
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

2.0 Complete To Do Entry

Actor/Role: C2M (CCB)
Description:
The To Do Entry is updated to Complete status in the application.

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 feature introduced an optional Deposit Review Portal page
10-20-10	Geir Hedman		Update Title and Content page
2/8/11	Geir Hedman		Updated Document and Visio
4/11/13	May Wang	V2.4	Updated Document and Visio
9/9/13	Mel Bachmeier	V2.4	Updated Document and Visio
09/26/13	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
05/29/2019	Satya Kalavala		Updated Format for v2.7

Attachments:

Deposit Review Page

Review Deposit.doc

Start/Stop Page

Start Stop Page.doc