



C2M.v2.7.CCB

3.3.3.4 Monitor Deposit – Calculate Interest

Creation Date: August 1, 2017
Last Updated: February 11, 2020

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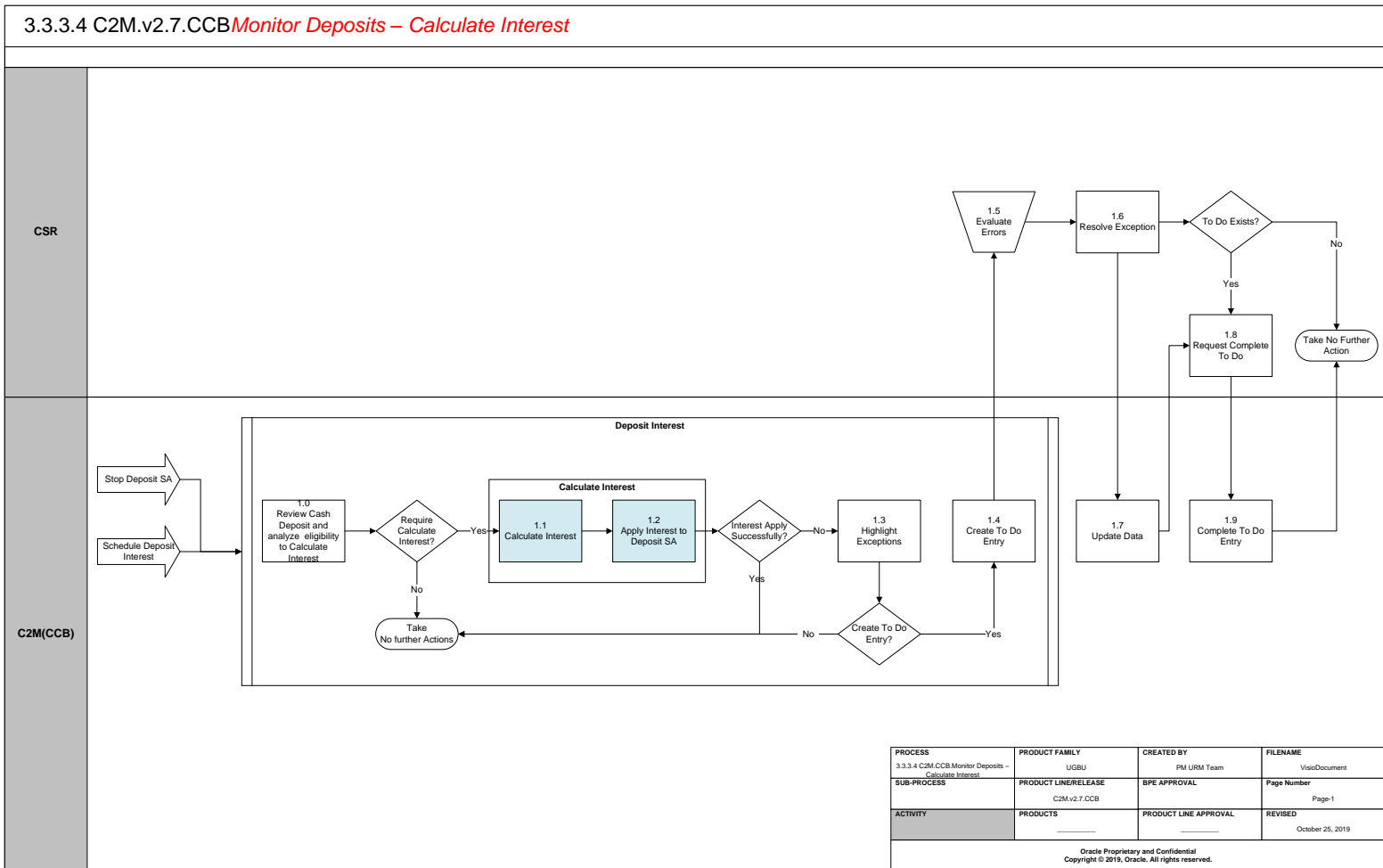
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Brief Description

Business Process: 3.3.3.4 C2M.CCB.Monitor Deposit - Calculate Interest
Process Type: Process
Parent Process: 3.3.3 C2M.CCB.Manage Deposit
Sibling Processes: 3.3.3.2 C2M.CCB.Determine Customer Deposits, 4.2.2 C2M.CCB.Manage Bill

In many occasions when Customer has a Cash Deposit there is a need to calculate interest periodically and add the interest amount to the Deposit Amount on hand. Model below describes business flow behind this process.

Business Process Model



Detail Business Process Model Description

1.0 Review Cash Deposit and Analyze Eligibility to Calculate Interest

Actor/Role: C2M(CCB)

Description:

Typically Deposit Interest needs to be calculated for the Customer's Cash Deposits on hand. If enough time has passed since interest was last calculated, interest will be calculated again automatically every X month. Frequency of deposit interest calculation could be different for different Organizations.

Configuration required Y **Entities to Configure:**

Deposit Class
SA Type

Customizable process N **Process Name:**

DEPINTRF Apply Interest

1.1 Calculate Interest

Actor/Role: C2M(CCB)

Description:

Interest is calculated for the deposit amount when a deposit SA is stopped or the Apply Interest background process runs. The application calculates interest for all eligible Cash Deposit SA(s).

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

C2M-REFNDINT - This Deposit Class Algorithm Calculates interest (average daily balance) and hold on deposit
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1.2 Apply Interest to Deposit SA

Actor/Role: C2M(CCB)

Description:

Calculated Interest Amount is applied to the Deposit SA. The effective rate to use to calculate interest can be configured to use the Accounting date, the Bill Start date or the Bill End date.

Configuration required Y **Entities to Configure:**

Adjustment Type
Bill Factor

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

C1-BFRACCTG – This Bill Factor Rate Selection Date Algorithm defines how the system retrieves bill factor values or determines if contract riders are applicable.

1.3 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

1.4 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

1.5 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.

1.6 Resolve Exception

Actor/Role: CSR

Description:

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

1.7 Update Date

Actor/Role: C2M(CCB)

Description:

Any resolution or change information is updated in the application.

1.8 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

1.9 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
11/29/10	Yoko Iwahiro		Framework updates
2/8/11	Geir Hedman		Update Document and Visio
4/12/13	May Wang	V2.4	Update Document and Visio
9/9/13	Mel Bachmeier	V2.4	Update Document and Visio
09/27/13	Galina Polonsky		Reviewed, Approved
08/02/2017	Phillip martin		C2M version created
09/15/2017	Ekta Dua		Update Document and Visio
09/23/2017	Galina Polonsky		Reviewed, Approved
05/29/2019	Satya Kalavala		Updated format for v2.7

Attachments: