

## **Oracle Utilities Customer Care and Billing Release 2.5.0**

Utility Reference Model

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

August 2016

Oracle Utilities Customer Care and Billing Release 2.5.0 Utility Reference Model 3.3.3.2 Determine Customer Deposit (Cash, Non-Cash, 3rd Party)

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## 3.3.3.2 Determine Customer Deposit (Cash, Non-Cash, 3rd Party)

This section provides a description of the “Determine Customer Deposit (Cash, Non-Cash, 3rd Party)” business process, including:

- ♦ [Brief Description](#)
  - ♦ [Actors/Roles](#)
- ♦ [Business Process Diagrams](#)
  - ♦ [Determine Customer Deposit Process Model - Page 1](#)
- ♦ [Determine Customer Deposit \(Cash, Non-Cash, 3rd Party\) Detailed Process Model Description](#)
- ♦ [Algorithms to Configure](#)
- ♦ [Entities to Configure](#)
- ♦ [Related Training](#)

## Brief Description

**Business Process:** 3.3.3.2 CC&B v2.5 Determine Customer Deposit (Cash, Non-Cash, 3rd Party)

**Process Type:** Process

**Parent Process:** 3.3.3 CC&B v2.5 Manage Deposit

**Sibling Processes:**

- 3.3.3.3 CC&B v2.5 Review Deposits
- 3.3.3.4 CC&B v2.5 Monitor Deposits - Calculate Interest
- 4.2.2.6 CC&B v2.5 Manage Deposit Charges
- 3.3.2.2 CC&B v2.5 Start Non-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.

## Actors/Roles

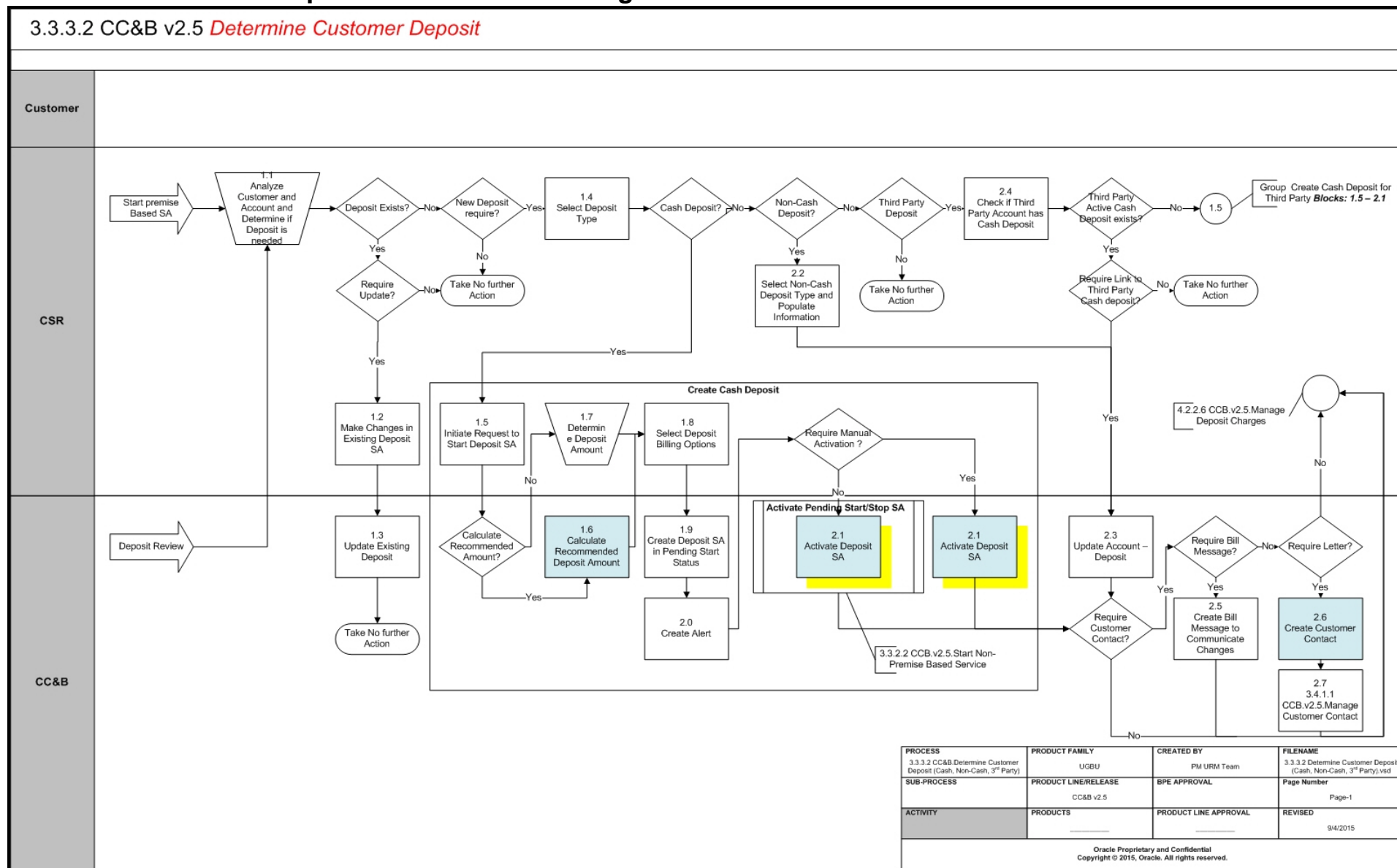
The Determine Customer Deposit (Cash, Non-Cash, 3rd Party) business process involves the following actors and roles.

- **CC&B:** The Customer Care and Billing application. Steps performed by this actor/role are performed automatically by the application, without the need for user initiation or intervention.
- **CSR CC&B:** CSR or Authorized User of the Customer Care and Billing application.

# Business Process Diagrams

## Determine Customer Deposit Process Model - Page 1

### 3.3.3.2 CC&B v2.5 *Determine Customer Deposit*



## Determine Customer Deposit (Cash, Non-Cash, 3rd Party) Detailed Process Model Description

This section includes detailed descriptions of the steps involved in the Determine Customer Deposit (Cash, Non-Cash, 3rd Party) business process, including:

- ♦ 1.1 Analyze Customer and Account and Determine if a Deposit is Needed
- ♦ 1.2 Make Changes to Existing Deposit
- ♦ 1.3 Update the Existing Deposit
- ♦ 1.4 Select the Deposit Type
- ♦ 1.4 Select the Deposit Type
- ♦ 1.5 Initiate Request to Start a Deposit SA
- ♦ 1.6 Calculate Recommended Deposit Amount
- ♦ 1.7 Determine Deposit Amount
- ♦ 1.8 Select Deposit Billing Options
- ♦ 1.9 Create Deposit SA in Pending Start Status
- ♦ 2.0 Create Alert
- ♦ 2.1 Activate Deposit SA
- ♦ 2.2 Select Non-Cash Deposit Type and Populate Information
- ♦ 2.3 Update Account-Deposit
- ♦ 2.4 Check if Third Party Account Has Cash Deposit
- ♦ 2.5 Create Bill Message to Communicate Changes
- ♦ 2.6 Create Customer Contact
- ♦ 2.7 Manage Customer Contact

## 1.1 Analyze Customer and Account and Determine if a Deposit is Needed

**Reference:** [Determine Customer Deposit Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

**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 (Refer to 3.3.3.3 CC&B v2.5 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:** CC&B allows multiple Deposits for the same Account.

## 1.2 Make Changes to Existing Deposit

**Reference:** [Determine Customer Deposit Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

**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 Account-Deposit page and Deposit SA Page respectively for this purpose.

## 1.3 Update the Existing Deposit

**Reference:** [Determine Customer Deposit Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** The existing Deposit is updated in CC&B.

## 1.4 Select the Deposit Type

**Reference:** [Determine Customer Deposit Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** The CSR selects the Deposit Types appropriate for the Customer /Account: Cash Deposit, Non-cash deposit, Third Party Deposit.

CSR uses the Start/Stop page.

### Entities to Configure

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

### Business Objects

- CI\_DepositSAAmount
- C1-DepositClassPhysicalBO



- C1-NonCashDepositTypePhysicalBO

**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

**Reference:** [Determine Customer Deposit Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

**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

**Reference:** [Determine Customer Deposit Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

**Actor/Role:** CC&B

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

### Entities to Configure

- Deposit Class
- SA Type
- To Do Type
- To Do Role

### Available Algorithms

- CI\_AVBILLCOM - Average bill from previous 12 months - times 200%
- CI\_AVBILLRES - Average bill from previous 12 months - times 150%
- CI\_MXBILLCIA - Recommend Deposit Based On Maximum Bill Amount
- CI\_DEPRC-GSP - Deposit recommendation for gas service providers
- CI\_MXBILLCIA - Use max bill amt - create To Do if too big/small

## 1.7 Determine Deposit Amount

**Reference:** [Determine Customer Deposit Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** The CSR can overwrite System calculated recommended Deposit Amount and populate any other amount required by the business rules.

## 1.8 Select Deposit Billing Options

**Reference:** [Determine Customer Deposit Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

**Actor/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).

**Entities to Configure**

- SA Type
- SA Type Start Option

## 1.9 Create Deposit SA in Pending Start Status

**Reference:** [Determine Customer Deposit Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** CC&B creates the Deposit SA in Pending Start Status.

## 2.0 Create Alert

**Reference:** [Determine Customer Deposit Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** CC&B automatically creates and displays a Dashboard Alert when a Deposit exists for the Customer's Account.

**Entities to Configure**

- SA Type

## 2.1 Activate Deposit SA

**Reference:** [Determine Customer Deposit Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

**Actor/Role:** CSR /CC&B

**Description:** A Deposit SA previously created in Pending Start Status could be activated manually by the CSR or automatically. Refer to 3.3.2.2 CC&B v2.5 Start Non-Premise Based Service.

- **Automated Process:** A background process 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.

**Process Names**

- SAACT Activate pending start/stop SA

**Available Algorithms**

- SAAT-CC - SA Activation - Create Customer Contact
- C1-LTEX-GEN - Create generic letter extract records

## 2.2 Select Non-Cash Deposit Type and Populate Information

**Reference:** [Determine Customer Deposit Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

**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 and populated for the Account.

The CSR uses Account -Deposit page for this purpose.

**Entities to Configure**

- Non-Cash Deposit Type
- Deposit Class

## 2.3 Update Account-Deposit

**Reference:** [Determine Customer Deposit Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** New Non-Cash Deposit (e.g. Surety Bonds, Letters of Credit, Third Party Deposit) is added to the Account-Deposit in CC&B.

## 2.4 Check if Third Party Account Has Cash Deposit

**Reference:** [Determine Customer Deposit Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

**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 populates the link to the Third Party Cash Deposit SA (if required) and non-cash Third Party Deposit information is saved in Account-Deposit.

If a new Cash deposit needs to be created for the Third Party Account, the CSR creates a Cash Deposit SA for the Third Party. This process follows the same procedure as a regular Cash Deposit and repeats the steps 1.5 - 2.1 grouped in “Create Cash Deposit” box on the diagram.

As soon as a new Cash Deposit is Active it could be referenced in the Third Party Non-Cash Deposit.

**Note:** CC&B allows the sum of all the Third party Non-Cash Deposits to exceed the referenced Total Deposit Amount of Third Party Cash Deposit.

## 2.5 Create Bill Message to Communicate Changes

**Reference:** [Determine Customer Deposit Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

**Actor/Role:** CSR/CC&B

**Description:** There are multiple options to communicate to and inform the Customer about changes made to their deposit. One of the most popular ways is to use bill messages. Bill messages avoid additional expenses to send separate letter or make phone calls.

A detailed description of how to create bill messages related to the Deposit and how to set up CC&B to make it happen can be found in 4.2.2.6 CC&B v2.5 Manage Deposit Charges process.

**Entities to Configure**

- Non-Cash Deposit Type

## 2.6 Create Customer Contact

**Reference:** [Determine Customer Deposit Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** CC&B is configured to automatically generate a letter to the contact person when a Deposit SA is activated.

**Entities to Configure**

- Letter Template
- Customer Contact Class
- Customer Contact Type
- SA Type (Algorithm)

## 2.7 Manage Customer Contact

**Reference:** [Determine Customer Deposit Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** CC&B generates a letter to be sent to the customer. Refer to 3.4.1.1 CC&B v2.5 Manage Customer Contact for details.

# Algorithms to Configure

The algorithms to configure the Deposit functionality are as follows:

Code	Description	Entity
<b>Admin Menu &gt; Algorithm Type</b>		
C1-ADT-INFO	Adjustment Information	Adjustment Type - Adjustment Information
DEPRECOM-BA	Use average bill amounts to recommend deposit	Deposit Class - Deposit Recommendation
DEPRECOM-GSP	Deposit Recommendation for Gas Service Providers	Deposit Class - Deposit Recommendation
DEPRECOM-MBA	Recommend Deposit Based On Maximum Bill Amount	Deposit Class - Deposit Recommendation
DEPRECOM-MBT	Use max bill amt - create To Do if too big/small	Deposit Class - Deposit Recommendation
DEPBAD	Customer is always considered 'bad'	Deposit Class - Good Customer
DEPGOOD-CR	Customer is bad if credit rating < threshold	Deposit Class - Good Customer
DEPREFINT-AC	Calculate interest and accumulate on SA	Deposit Class - Interest Refund
DEPREFUND-GC	Deposit refund criteria - good customer	Deposit Class - Refund Criteria
DEPREFUND-NO	No deposit refund	Deposit Class - Refund Criteria
DEPREFMETH-D	Distribute the deposit amongst the customer's SA's	Deposit Class - Refund Method
DEPREFMETH-W	Don't refund. Rather, create a To Do entry	Deposit Class - Refund Method
C1-CR-UP-DRR	Create Deposit Review Entry	Deposit Class - Review Method
C1-ADI-INFO	Adjustment Information	Installation - Adjustment Information
F1-TDI-INFO	To Do Information	Installation - To Do Information
DEP ARS DT	Deposit SA FT Arrears Date Setup	SA Type - FT Freeze Method
DEP ARS DT	Deposit SA FT Arrears Date Setup	SA Type - FT Freeze Method
DEP PIF MSG	Deposit Amount Paid In Full Message	SA Type - FT Freeze Method
DEP PIF MSG	Deposit Amount Paid In Full Message	SA Type - FT Freeze Method

Code	Description	Entity
F1-TDT-INFO	To Do Information	To Do Type - To Do Information
WO CRIT NCD	Non Cash Deposits exists	Write Off Control - Write-off Criteria
C1-BFRDATE	Bill Factor Rate Selection Date	Bill Factor Rate Selection Date
<b>Admin Menu &gt; Algorithm</b>		
C1-DEPGOOD	Customer is good if credit rating >= install threshold	DEPGOOD-CR
C1-DEPBAD	Customer is always considered 'bad'	DEPBAD
CI_APPLYDEP	Apply the deposit to other SAs in the dep. class	DEPREFMETH-D
CI_DEPRFTODO	Create ToDo entry (rather than refund)	DEPREFMETH-W
CI_REFUNDINT	Calc interest (avg daily bal) and hold on deposit	DEPREFINT-AC
C1-CR-UP-DRR	Create Deposit Review Entry	C1-CR-UP-DRR
CI_REFUNDRES	Refund if good customer and deposit held for 12 mo	DEPREFUND-GC
CI_REFUNDCOM	Refund if good customer and deposit held for 24 months	DEPREFUND-GC
CI_REFUNDRES	Refund if good customer and deposit held for 12 mo	DEPREFUND-GC
CI_REFUNDCOM	Refund if good customer and deposit held for 24 months	DEPREFUND-GC
C1-WOCRI-NCD	Check if non cash deposit exists	WO CRIT NCD
CI_DEPPIFMSG	Create 'Paid In Full' message when deposit. paid	DEP PIF MSG
C1-DEP-ARSDT	Deposit SA FT Arrears Date Setup	DEP ARS DT
C1-BFRACCTG	Bill Factor Rate Selection - Accounting Date	C1-BFRDATE
C1-BFRBEND	Bill Factor Rate Selection - Bill End Date	C1-BFRDATE

Code	Description	Entity
C1-BFRBSTRT	Bill Factor Rate Selection - Bill Start Date	C1-BFRDATE
<b>Admin Menu &gt; Business Object</b>		
C1-AdjustmentApproval Profile	Adjustment Approval Profile	
Algorithms	Determine Approval Requirements	C1-ADJREQTDF
Algorithms	Validation	C1-ADJAP-DF
CI_DepositSA Amount	Maintain Deposit SA Amount	
C1-DepositClassPhysical BO	Physical BO for Deposit Class	
C1-NonCashDepType PhysicalBO	Physical BO for Non Cash Deposit Type	
<b>Installation Options - FW</b>		
Algorithms	Adjustment Information	CI_ADJ-INFO (C1-ADI-INFO)
Algorithms	Standard To Do Type	

## Entities to Configure

The entities to configure the Deposit functionality are as follows:

Admin Menu	Item	Description
Adjustment Type Profile	DEPOSINT	Deposit Interest
	DEPOSREF	Deposit Refund sync (cur=pay)
Adjustment Type	DEPOSINT	Deposit Interest
		Algorithm: CI_ADJT-TA (ADJT-TA)
		Adjustment Amount Type: Non-Calculated Amount
		Distribution Code: E-DEPINT
		A/P 1099: Interest
		A/P Request Type: (blank)
		Adjustment Freeze Option: Freeze at Will
Adjustment Type	DEPOSREF	Approval Profile: DEPOSIT
		Deposit Refund sync (cur=pay)
		Algorithm: CI_ADJFT-CA (ADJT-CA)
		Adjustment Amount Type: Non-Calculated Amount
		Distribution Code: E-MISC
		A/P 1099: Interest
		A/P Request Type: (blank)
Approval Profile	DEPOSIT	Adjustment Freeze Option: Freeze at Will
		Approval Profile: DEPOSIT
		Business Object: Adjustment Approval Profile
		To Do Type: Adjustments Requiring Approval
		Transfer Adjustment Precedence: Credit
		Threshold Amount
		Adjustment Type: Deposit Interest
Batch Control	DEPRFND	Adjustment Type: Deposit Refund sync (cur=pay)
		Deposit refund
		Deposit interest refund
	DEPRVW	Deposit review



Admin Menu	Item	Description
Deposit Class	Main	Refund Description on Bill
		Review Tolerance Percentage
		Months Between Interest Refund
		Good Customer Algorithm
		Recommendation Algorithm
		Review Method Algorithm
		Refund Method Algorithm
		Refund Criteria Algorithm
		Interest Refund Algorithm
Installation Options	Account	Customer Class
	C&C	Credit Rating Threshold, etc.
	Financial Transaction	A/P Batch Code = APDL
Installation Options - FW	Algorithms	Adjustment Information: CI_ADJ-INFO (C1-ADI-INFO)
		Standard To Do Type
SA Type	Detail	Special Role Flag
		Deposit Class
To Do Type	C1-ADAPP	Adjustments Requiring Approval
To Do Role	APPR-LVL1	Approval - Level 1
	APPR-LVL2	Approval - Level 2
	APPR-LVL3	Approval - Level 3

## Related Training

The following User Productivity Kit (UPK) modules provide training related to this business process:

- Oracle Utilities UPK for Customer Care and Billing, Administrative Setup
- Oracle Utilities UPK for Customer Care and Billing, User Tasks
- Oracle Utilities UPK for Customer Care and Billing, Credit and Collections
- Oracle Utilities UPK for Customer Care and Billing, Rating and Billing
- Oracle Utilities UPK for Customer Care and Billing, Rating and Billing for Interval Data