

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

Utility Reference Model

3.3.3.1 Refund Deposits

August 2016

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## 3.3.3.1 Refund Deposits

This section provides a description of the “Refund Deposits” business process, including:

- ♦ [Brief Description](#)
  - ♦ [Actors/Roles](#)
- ♦ [Business Process Diagrams](#)
  - ♦ [Refund Deposit Process Model - Page 1](#)
  - ♦ [Refund Deposit Process Model - Page 2](#)
  - ♦ [Refund Deposit Process Model - Page 3](#)
- ♦ [Refund Deposits Detailed Process Model Description](#)
- ♦ [Deposit Algorithms to Configure](#)
- ♦ [Deposit Entities to Configure](#)
- ♦ [Related Training](#)

## Brief Description

**Business Process:** 3.3.3.1 CC&B v2.5 Refund Deposits

**Process Type:** Process

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

**Sibling Processes:**

- 3.3.3.2 CC&B v2.5 Determine Customer Deposit
- 3.3.3.3 CC&B v2.5 Review Deposit
- 3.3.3.4 CC&B v2.5 Monitor Deposit - Calculate Interest
- 4.2.2.6 CC&B v2.5 Manage Deposit Charges
- 4.4.1.1 CC&B v2.5 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 CC&B.

## Actors/Roles

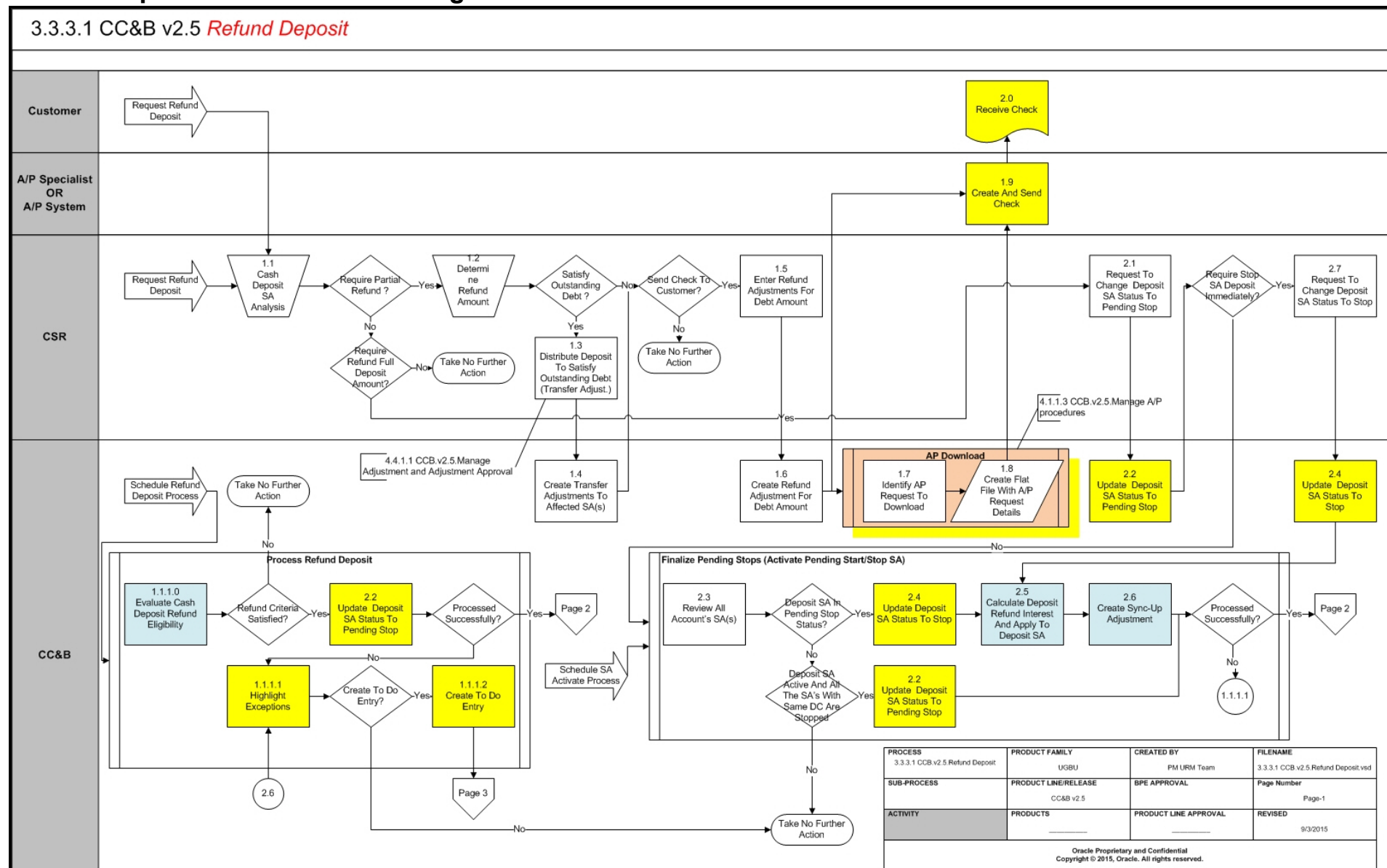
The **Refund Deposits** business process involves the following actors and roles.

- **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.

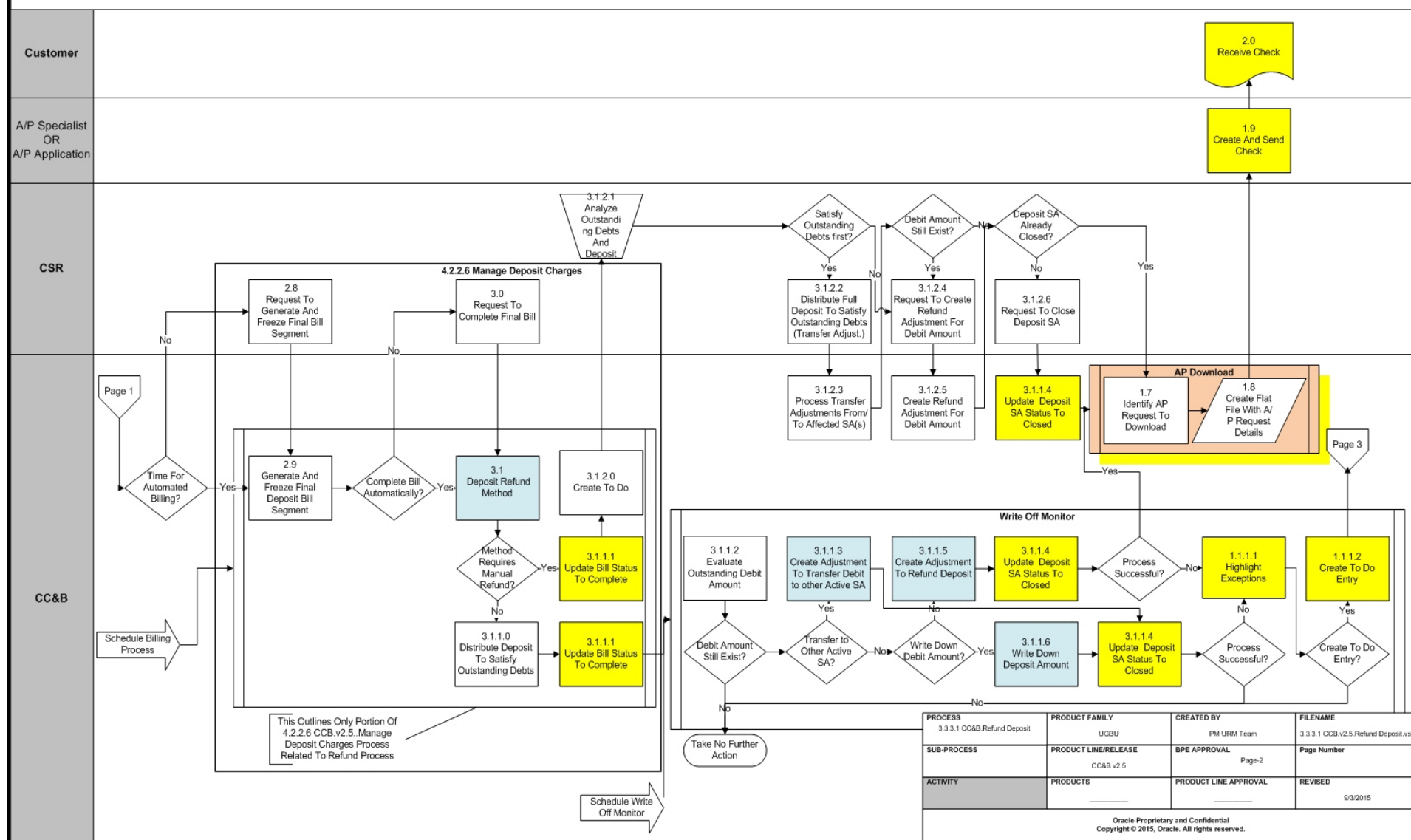
# Business Process Diagrams

## Refund Deposit Process Model - Page 1

### 3.3.3.1 CC&B v2.5 *Refund Deposit*



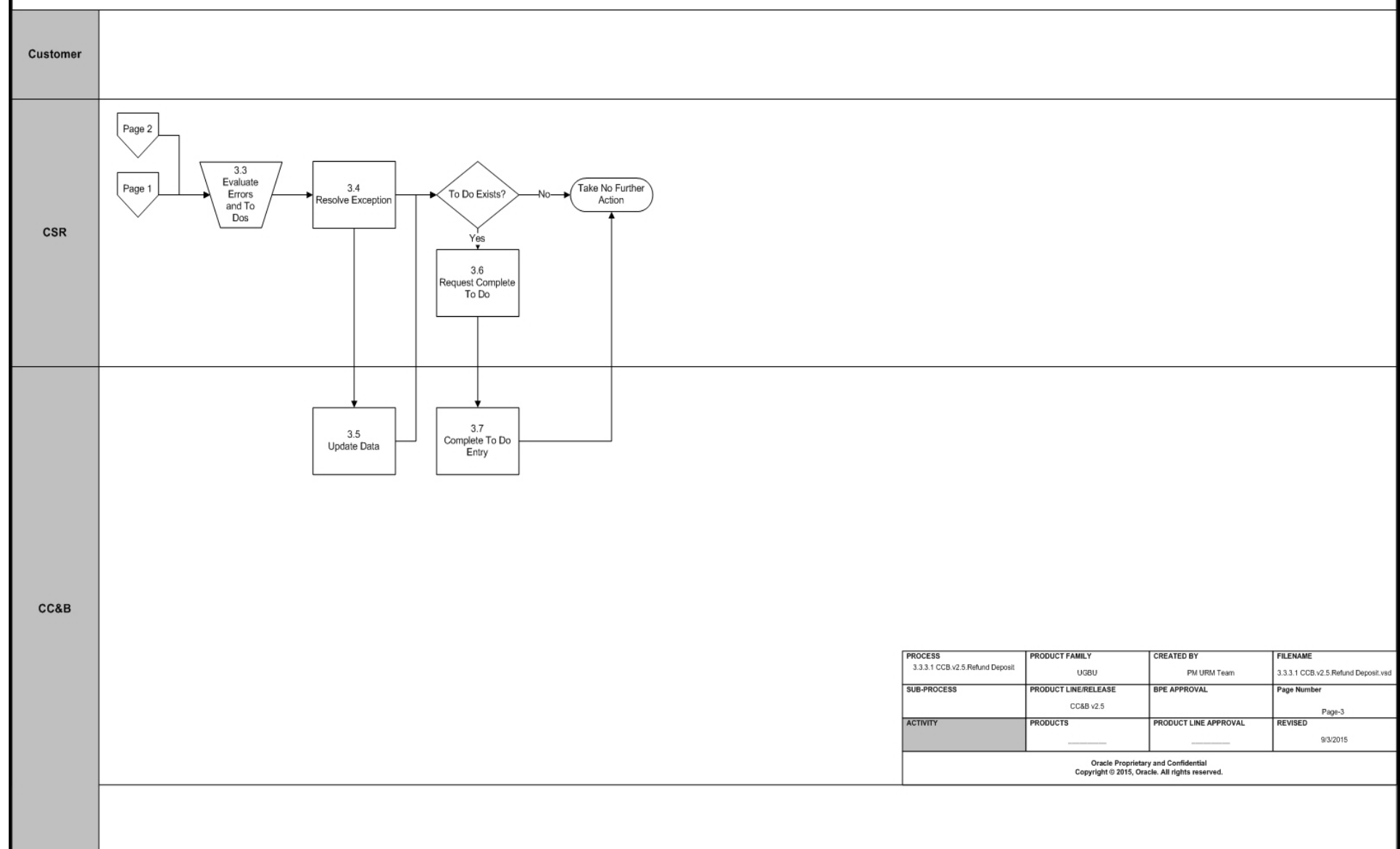
## Refund Deposit Process Model - Page 2

3.3.3.1 CC&B v2.5 *Refund Deposit*



## Refund Deposit Process Model - Page 3

### 3.3.3.1 CC&B v2.5 *Refund Deposit. Process Exceptions*



# Refund Deposits Detailed Process Model Description

This section includes detailed descriptions of the steps involved in the “Refund Deposit” business process, including:

- ♦ 1.1 Cash Deposit SA Analysis
- ♦ 1.2 Determine Refund Amount
- ♦ 1.3 Distribute Deposit To Satisfy Outstanding Debt
- ♦ 1.4 Create Transfer Adjustments to Involved Service Agreements, Update Deposit SA
- ♦ 1.5 Create Refund Adjustments for Debit Amount
- ♦ 1.6 Create Refund Adjustments for Debit Amount
- ♦ 1.7 Identify A/P Request to Download
- ♦ 1.8 Send A/P Adjustments Data
- ♦ 1.9 Create and Send Check
- ♦ 2.0 Receive Check
- ♦ 2.1 Request to Change Deposit SA Status to Pending Stop
- ♦ 2.2 Update Deposit Status to Pending Stop
- ♦ 2.3 Review All Account SAs
- ♦ 2.4 Update Deposit SA Status to Stop
- ♦ 2.5 Calculate Deposit Interest and Apply to Deposit SA SAs
- ♦ 2.6 Create Sync-Up Adjustment
- ♦ 2.7 Request to Change Deposit SA Status to Stop
- ♦ 1.1.1.0 Evaluate Cash Deposit Refund Eligibility
- ♦ 1.1.1.1 Highlight Exceptions
- ♦ 1.1.1.2 Create To Do Entry
- ♦ 2.7 Request to Change Deposit SA Status to Stop
- ♦ 2.8 Request to Generate and Freeze Final Bill Segment
- ♦ 2.9 Generate and Freeze Final Bill Segment
- ♦ 3.0 Request to Complete Final Bill Segment
- ♦ 3.1 Deposit Refund Method
- ♦ 3.1.1.0 Distribute Deposit to Satisfy Outstanding Debts
- ♦ 3.1.1.1 Update Bill Status to Complete
- ♦ 3.1.1.2 Evaluate Outstanding Debit Amount
- ♦ 3.1.1.5 Create Adjustment to Refund Deposit
- ♦ 3.1.1.4 Update Deposit SA to Status Closed
- ♦ 3.1.1.6 Write Down Deposit Amount
- ♦ 3.1.2.1 Analyze Outstanding Debt and Deposit Amount
- ♦ 3.1.2.2 Distribute Full Deposit Amount to Satisfy Outstanding Debts
- ♦ 3.1.2.3 Process Transfer Adjustments from/to All Involved SAs
- ♦ 3.1.2.4 Request to Create Refund Adjustment for Debit Amount
- ♦ 3.1.2.5 Create Refund Adjustment for Debit Amount
- ♦ 3.1.2.6 Request to Change Deposit SA to Status Closed
- ♦ 3.1.2.4 Update Deposit SA to Status Closed
- ♦ 3.3 Evaluate Errors
- ♦ 3.4 Resolve Exception
- ♦ 3.5 Update Date
- ♦ 3.6 Request Complete To Do
- ♦ 3.7 Complete To Do Entry

## 1.1 Cash Deposit SA Analysis

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

**Actor/Role:** CSR

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

## 1.2 Determine Refund Amount

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

**Actor/Role:** CSR

**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

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

**Actor/Role:** CSR

**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 SAs. The CSR also updates Total Deposit Amount to reflect new Deposit Amount to be held for Customer.

### Entities to Configure

- Adjustment Type Profile
- Adjustment Type
- Approval Profile
- Installation Options - Framework

### Available Algorithms

- CI\_ADJ-INFO - This installation algorithm formats the “Adjustment Info” that appears throughout the system.

## 1.4 Create Transfer Adjustments to Involved Service Agreements, Update Deposit SA

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

**Actor/Role:** CC&B

**Description:** Transfer Adjustments are created and frozen and SA balances (Deposit SA and other SAs are updated accordingly in CC&B.

### Entities to Configure

- Adjustment Algorithms

### Business Objects

- CI\_DepositSAAmount - Maintain Deposit SA Amount

## 1.5 Create Refund Adjustments for Debit Amount

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

**Actor/Role:** CSR

**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 CC&B v2.5 Manage Adjustment and Adjustment Approval.

### Entities to Configure

- Adjustment Type

## 1.6 Create Refund Adjustments for Debit Amount

**Reference:** [Refund Deposit Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity. Refer to 4.1.1.3 CC&B v2.5 Manage A/P procedures.

**Actor/Role:** CC&B

**Description:** CC&B creates adjustments.

### Entities to Configure

- [Deposit Algorithms to Configure](#)

### Business Objects

- CI\_DepositSAAmount - Maintain Deposit SA Amount

## 1.7 Identify A/P Request to Download

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

**Actor/Role:** CC&B

**Description:** Identify A/P Request to download. This requires a customized process. Refer to 4.1.1.3 CC&B v2.5 Manage A/P procedures.

## 1.8 Send A/P Adjustments Data

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

**Actor/Role:** CSR

**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 a customized process. Refer to 4.1.1.3 CC&B v2.5 Manage A/P procedures.

## 1.9 Create and Send Check

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

**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

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

**Actor/Role:** Customer

**Description:** Customer receives the check.

## 2.1 Request to Change Deposit SA Status to Pending Stop

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

**Actor/Role:** CSR

**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 Status to Pending Stop

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

**Actor/Role:** CC&B

**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 SAs 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.

### Process Names

- DEPRFND - Deposit Refund background process

## 2.3 Review All Account SAs

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

**Actor/Role:** CC&B

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

### Process Names

- SAACT - SA activation background process

## 2.4 Update Deposit SA Status to Stop

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

**Actor/Role:** CC&B

**Description:** 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 CC&B v2.5 Stop Non-Premise Based Service for more details.

### Process Names

- C1-SAACT - SA activation background process

### Available Algorithms

- C1-SAIS-ST - Automatically stop SA

## 2.5 Calculate Deposit Interest and Apply to Deposit SA SAs

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

**Actor/Role:** CC&B

**Description:** As a part of Stop processing CC&B calculates Deposit Interest through the stop date and applies calculated amount in the Deposit Service Agreement. Refer to 3.3.3.4 CC&B v2.5 Monitor Deposit - Calculate Interest.

### Entities to Configure

- Deposit Class
- SA Type

### Available Algorithms

- CI\_REFUNDINT - Calc interest (avg daily bal) and hold on deposit

## 2.6 Create Sync-Up Adjustment

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

**Actor/Role:** CC&B

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

### Entities to Configure

- [Deposit Algorithms to Configure](#)

### Business Objects

- CI\_DepositSAAmount - Maintain Deposit SA Amount

## 2.7 Request to Change Deposit SA Status to Stop

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

**Actor/Role:** CSR

**Description:** 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.

### 1.1.1.0 Evaluate Cash Deposit Refund Eligibility

**Reference:** [Refund Deposit Process Model - Page 2 on page 4](#) for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**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.

#### Process Names

- DEPRFND - Deposit Refund background process

#### Entities to Configure

- Deposit Class
- SA Type
- Installation Options

#### Available Algorithms

- Refund Criteria: CI\_REFUNDCOM - Refund if good customer and deposit held for 24 months
- Refund Criteria: CI\_REFUNDRES - Refund if good customer and deposit held for 12 months
- Refund Criteria: C1-DEPNORFND - No deposit refund
- Refund Method: CI\_APPLYDEP - Apply the deposit to other SAs in the deposit class
- Interest Refund: CI\_REFUNDINT - Interest is calculated 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 (the adjustment type is defined using Adjustment Type).
- Good Customer: C1-DEPBAD - Always says the customer is bad.
- Good Customer: C1-DEPGOOD - Customer is good if credit rating >= Installation Option credit rating threshold.

### 1.1.1.1 Highlight Exceptions

**Reference:** [Refund Deposit Process Model - Page 2 on page 4](#) for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** CC&B creates an exception processing record for each deposit service agreement with missing or incomplete refund information.

**Entities to Configure**

- To Do Type
- To Do Role

**Process Names**

- DEPRFND - Deposit Refund
- SAACT - Activate pending start/stop SA
- WPM - Write Off Monitor

### 1.1.1.2 Create To Do Entry

**Reference:** [Refund Deposit Process Model - Page 2 on page 4](#) for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**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 CC&B.

**Entities to Configure**

- Deposit Class
- SA Type
- Installation Options

**Process Names**

- DEPRFND - Deposit Refund
- SAACT - Activate pending start/stop SA
- WPM - Write Off Monitor

## 2.8 Request to Generate and Freeze Final Bill Segment

**Reference:** [Refund Deposit Process Model - Page 2 on page 4](#) for the business process diagram associated with this activity.

**Actor/Role:** CSR

**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:** Refer to 4.2.2.6 CC&B v2.5 Manage Deposit Charges and 3.3.2.4 CC&B v2.5 Stop Non-Premise Based Service processes for more details Deposit Service Agreement is getting billed.

## 2.9 Generate and Freeze Final Bill Segment

**Reference:** [Refund Deposit Process Model - Page 2 on page 4](#) for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** CC&B generates and freezes a final bill segment for the Deposit SA. Refer to 4.2.2.6 CC&B v2.5 Manage Deposit Charges and 3.3.2.4 CC&B v2.5 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:** Refer to 4.2.2.6 CC&B v2.5 Manage Deposit Charges and 3.3.2.4 CC&B v2.5 Stop Non-Premise Based Service processes for more details Deposit Service Agreement is getting billed

#### Process Names

- BILLING - Billing

## 3.0 Request to Complete Final Bill Segment

**Reference:** [Refund Deposit Process Model - Page 2 on page 4](#) for the business process diagram associated with this activity.

**Actor/Role:** CC&B

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

#### Process Names

- BILLING - Billing
- C1-BLCMP - Freeze and Complete Pending Bills

## 3.1 Deposit Refund Method

**Reference:** [Refund Deposit Process Model - Page 2 on page 4](#) for the business process diagram associated with this activity.

**Actor/Role:** CC&B

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

#### Entities to Configure

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

#### Available Algorithms

- CI\_APPLYDEP - Apply the deposit to other SAs in the dep. Class
- CI\_DEPRFTODO - Create To Do entry (rather than refund)

### 3.1.1.0 Distribute Deposit to Satisfy Outstanding Debts

**Reference:** [Refund Deposit Process Model - Page 2 on page 4](#) for the business process diagram associated with this activity.

**Actor/Role:** CC&B

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

**Reference:** [Refund Deposit Process Model - Page 2 on page 4](#) for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**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.

### 3.1.1.2 Evaluate Outstanding Debit Amount

**Reference:** [Refund Deposit Process Model - Page 2 on page 4](#) for the business process diagram associated with this activity.

**Actor/Role:** CC&B

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

### 3.1.1.4 Update Deposit SA to Status Closed

**Reference:** [Refund Deposit Process Model - Page 2 on page 4](#) for the business process diagram associated this activity.

**Actor/Role:** CC&B

**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

**Reference:** [Refund Deposit Process Model - Page 2 on page 4](#) for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**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 Deposit Amount, and, if the amount is not too small, it creates an Adjustment to refund the Deposit amount to the Customer.

#### Entities to Configure

- Adjustment Type
- [Deposit Algorithms to Configure](#)
- Write Off Control

#### Available Algorithms

- CI\_WO\_AP\_ADJ - Create A/P adjustments for large amounts
- C1-WOCRI-NCD - Non Cash Deposits exists

#### Process Names

- WPM - Write off monitor process

### 3.1.1.6 Write Down Deposit Amount

**Reference:** [Refund Deposit Process Model - Page 2 on page 4](#) for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**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.

**Entities to Configure**

- Write Off Control

**Available Algorithms**

- CI\_WO\_WDOWN - Write down small debit or credit amounts

**Process Names**

- WPM - Write off monitor process

### 3.1.1.3 Create Adjustment to Transfer to Other Active SA

**Reference:** [Refund Deposit Process Model - Page 2 on page 4](#) for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**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.

**Entities to Configure**

- Adjustment Type
- Adjustment Algorithms/Entities to Configure
- Write Off Control

**Available Algorithms**

- CI\_WO\_XFER - Transfer to other active SA

**Process Names**

- WPM - Write off monitor process

### 3.1.2.1 Analyze Outstanding Debt and Deposit Amount

**Reference:** [Refund Deposit Process Model - Page 2 on page 4](#) for the business process diagram associated with this activity.

**Actor/Role:** CSR

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

### 3.1.2.2 Distribute Full Deposit Amount to Satisfy Outstanding Debts

**Reference:** [Refund Deposit Process Model - Page 2 on page 4](#) for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** A CSR or Financial Analyst offsets outstanding debts by creating transfer adjustments and applying the Deposit amount to other SAs outstanding debts.

### 3.1.2.3 Process Transfer Adjustments from/to All Involved SAs

**Reference:** [Refund Deposit Process Model - Page 2 on page 4](#) for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** CC&B creates and freezes transfer adjustments that a CSR or Financial Analyst created to apply the Deposit amount to other SAs outstanding debts.

#### Entities to Configure

- Adjustment Type
- [Deposit Algorithms to Configure](#)

#### Business Objects

- CI\_DepositSAAmount - Maintain Deposit SA Amount

### 3.1.2.4 Request to Create Refund Adjustment for Debit Amount

**Reference:** [Refund Deposit Process Model - Page 2 on page 4](#) for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** If there is a Deposit amount left after distribution to other SAs' debt, or the CSR simply decided not to apply the Deposit to debt, then the CSR typically creates an adjustments to release the Deposit amount and send a check to the Customer.

### 3.1.2.5 Create Refund Adjustment for Debit Amount

**Reference:** [Refund Deposit Process Model - Page 2 on page 4](#) for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** CC&B creates an appropriate adjustments requested by the CSR.

#### Entities to Configure

- Adjustment Type
- [Deposit Algorithms to Configure](#)

#### Business Objects

- CI\_DepositSAAmount - Maintain Deposit SA Amount

### 3.1.2.6 Request to Change Deposit SA to Status Closed

**Reference:** [Refund Deposit Process Model - Page 2 on page 4](#) for the business process diagram associated with this activity.

**Actor/Role:** CSR

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

### 3.1.2.4 Update Deposit SA to Status Closed

**Reference:** [Refund Deposit Process Model - Page 2 on page 4](#) for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** CC&B updates the Deposit SA with a status of Closed.

### 3.3 Evaluate Errors

**Reference:** [Refund Deposit Process Model - Page 3 on page 5](#) for the business process diagram associated with this activity. Actor/Role: CSR

**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

**Reference:** [Refund Deposit Process Model - Page 3 on page 5](#) for the business process diagram associated with this activity. Actor/Role: CSR

**Actor/Role:** CSR

**Description:** The CSR or Authorized User enters required information to resolve the exception in CC&B.

### 3.5 Update Date

**Reference:** [Refund Deposit Process Model - Page 3 on page 5](#) for the business process diagram associated with this activity. Actor/Role: CSR

**Actor/Role:** CC&B

**Description:** Any resolution or change information is updated in CC&B.

### 3.6 Request Complete To Do

**Reference:** [Refund Deposit Process Model - Page 3 on page 5](#) for the business process diagram associated with this activity. Actor/Role: CSR

**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.

#### Entities to Configure

- To Do Role
- To Do Type

### 3.7 Complete To Do Entry

**Reference:** [Refund Deposit Process Model - Page 3 on page 5](#) for the business process diagram associated with this activity. Actor/Role: CSR

**Actor/Role:** CC&B

**Description:** The To Do Entry is updated to Complete status in CC&B.

#### Entities to Configure

- To Do Role
- To Do Type

# Deposit 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
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

Code	Description	Entity
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
C1-BFRBSTRT	Bill Factor Rate Selection - Bill Start Date	C1-BFRDATE
<b>Admin Menu &gt; Business Object</b>		
Approval Profile	Adjustment Approval Profile	C1-AdjustmentApprovalProfile
Algorithms	Determine Approval Requirements	C1-ADJREQTDF
Algorithms	Validation	C1-ADJAP-DF
<b>Installation Options - FW</b>		
Algorithms	Adjustment Information:	CI_ADJ-INFO (C1-ADI-INFO)
Algorithms	Standard To Do Type	To Do

## Deposit 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
		Approval Profile: DEPOSIT
Adjustment Type	DEPOSREF	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)
		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
		Adjustment Type: Deposit Refund sync (cur=pay)
Batch Control	DEPRFND	Deposit refund
	DEPINTRF	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