

**Oracle Utilities Customer Care and Billing
Release 2.4.0**

Utility Reference Model

3.3.3.3 Review Deposits

December 2015

Oracle Utilities Customer Care and Billing Utility Reference Model 3.3.3.3, Release 2.4.0

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3.3.3.3 Review Deposits

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

- ♦ [Brief Description](#)
 - ♦ [Actors/Roles](#)
- ♦ [Business Process Diagrams](#)
 - ♦ [Review Deposits Process Model - Page 1](#)
- ♦ [Review Deposits Detailed Process Model Description](#)
- ♦ [Related Training](#)

Brief Description

Business Process: 3.3.3.3 CC&B.Review Deposits

Process Type: Process

Parent Process: 3.3.3 CC&B.Manage Deposit

Sibling Processes:

- 3.3.3.2 CC&B.Determine Customer Deposits (Cash, Non-cash, 3rd party)
- 4.2.2.6 CC&B.Manage Deposit Charges

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

Actors/Roles

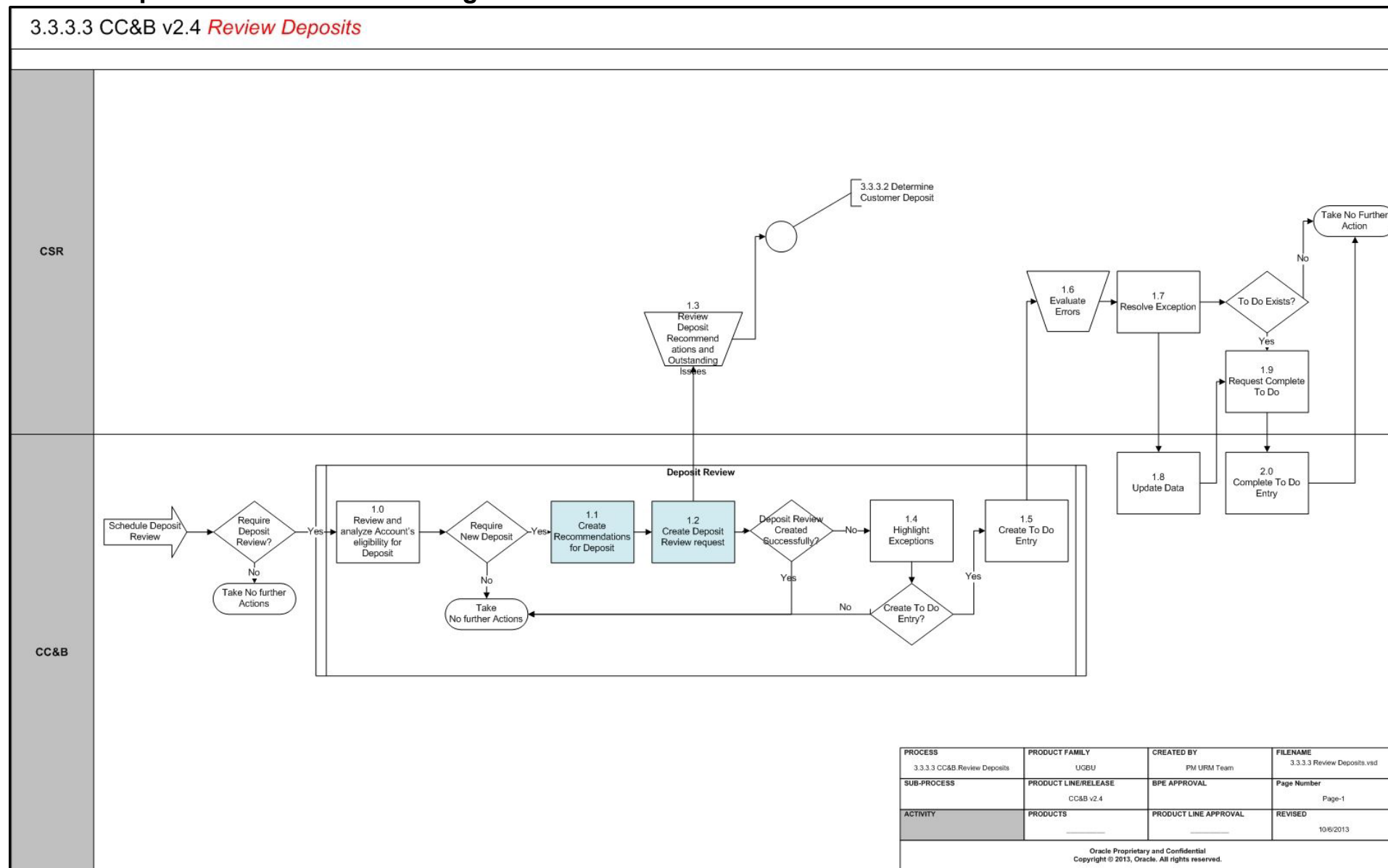
The “Review Deposits” business process involves the following actors and roles.

- **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

Review Deposits Process Model - Page 1

3.3.3.3 CC&B v2.4 *Review Deposits*



Review Deposits Detailed Process Model Description

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

- ♦ 1.0 Review and Analyze Account's Eligibility for Deposit
- ♦ 1.1 Create Recommendations for Deposit
- ♦ 1.2 Create Review Deposit Request
- ♦ 1.3 Review Deposit Recommendations and Outstanding Issues
- ♦ 1.4 Highlight Exceptions
- ♦ 1.4 Highlight Exceptions
- ♦ 1.5 Create To Do Entry
- ♦ 1.6 Evaluate Errors
- ♦ 1.7 Resolve Exception
- ♦ 1.8 Update Date
- ♦ 1.9 Request Complete To Do
- ♦ 2.0 Complete To Do Entry

1.0 Review and Analyze Account's Eligibility for Deposit

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

Actor/Role: CC&B

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. CC&B automatically initiates this process as scheduled. Important, that Accounts being evaluated may or may not have existing Deposits. If Cash and /or Non-Cash Deposits exist, the system takes into consideration the sum of all existing Deposits before any recommendations made.

Entities to Configure

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

Process Names

- 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

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

Actor/Role: CC&B

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. (Refer to 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.

Available Algorithms

- Recommendation Algorithm: CI_AVBILLCOM - Average bill from previous 12 months - times 200%
- Recommendation Algorithm: CI_AVBILLRES - Average bill from previous 12 months - times 150%
- Recommendation Algorithm: DEPRECOM-MBA - Recommend Deposit Based On Maximum Bill Amount
- Recommendation Algorithm: DEPRECOM-GSP - Deposit recommendation for gas service providers
- Recommendation Algorithm; DEPRECOM-MBT - Use max bill amt - Create To Do if too big/small
- Good Customer Algorithm: C1-DEPBAD - This algorithm is used for customers who are never considered "good" customers with respect to determining whether to refund a deposit.
- Good Customer Algorithm: C1-DEPGOOD - This algorithm says a customer is good if current Credit Rating History on the account \geq Credit Rating Threshold on installation options.

1.2 Create Review Deposit Request

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

Actor/Role: CC&B

Description: CC&B doesn't change Deposit Automatically based on recommendations. It Creates Deposit Review Entry that allows CSR analyze recommendations.

Available Algorithms

- Recommendation Method: C1-CR-UP-DRR - Create Deposit Review Entry

1.3 Review Deposit Recommendations and Outstanding Issues

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

Actor/Role: CSR

Description: CSR reviews all the recommendations made by system and any outstanding issues that may associate with Account's Deposits.

CSR uses the Deposit Review page or Deposit Review Portal page for this purpose.

1.4 Highlight Exceptions

Reference: [Review Deposits Process Model - Page 1 on page 3](#) 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 information.

Process Names

- DEPRVW - Deposit Review

Entities to Configure

- To Do Type
- To Do Role

1.5 Create To Do Entry

Reference: [Review Deposits Process Model - Page 1 on page 3](#) 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.

Process Names

- DEPRVW - Deposit Review

Entities to Configure

- To Do Type
- To Do Role

1.6 Evaluate Errors

Reference: [Review Deposits Process Model - Page 1 on page 3](#) 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.

1.7 Resolve Exception

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

Actor/Role: CSR

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

1.8 Update Date

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

Actor/Role: CC&B

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

1.9 Request Complete To Do

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

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 Type
- To Do Role

2.0 Complete To Do Entry

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

Actor/Role: CC&B

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

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