

Oracle Utilities Customer Care and Billing Release 2.4.0

Utility Reference Model

3.3.3.4 Monitor Deposit – Calculate Interest

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Oracle Utilities Customer Care and Billing Utility Reference Model 3.3.3.4, Release 2.4.0

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3.3.3.4 Monitor Deposit – Calculate Interest

This section provides a description of the “Monitor Deposit – Calculate Interest” business process, including:

- ♦ [Brief Description](#)
 - ♦ [Actors/Roles](#)
- ♦ [Business Process Diagrams](#)
 - ♦ [Monitor Deposit – Calculate Interest Process Model - Page 1](#)
- ♦ [Monitor Deposit – Calculate Interest Detailed Process Model Description](#)
- ♦ [Related Training](#)

Brief Description

Business Process: 3.3.3.4 CC&B.Monitor Deposit - Calculate Interest

Process Type: Process

Parent Process: 3.3.3 CC&B.Manage Deposit

Sibling Processes:

- 3.3.3.2 CC&B.Determine Customer Deposits
- 4.2.2 CC&B.Manage Bill
- 3.3.3.1 Refund Deposits

In many occasions when Customer has a Cash Deposit there is a need to calculate Interest periodically and add interest amount it to the Deposit Amount on hand. Business practice dictates to refund interest to the customers as well. Model below describes business flow behind this process.

Actors/Roles

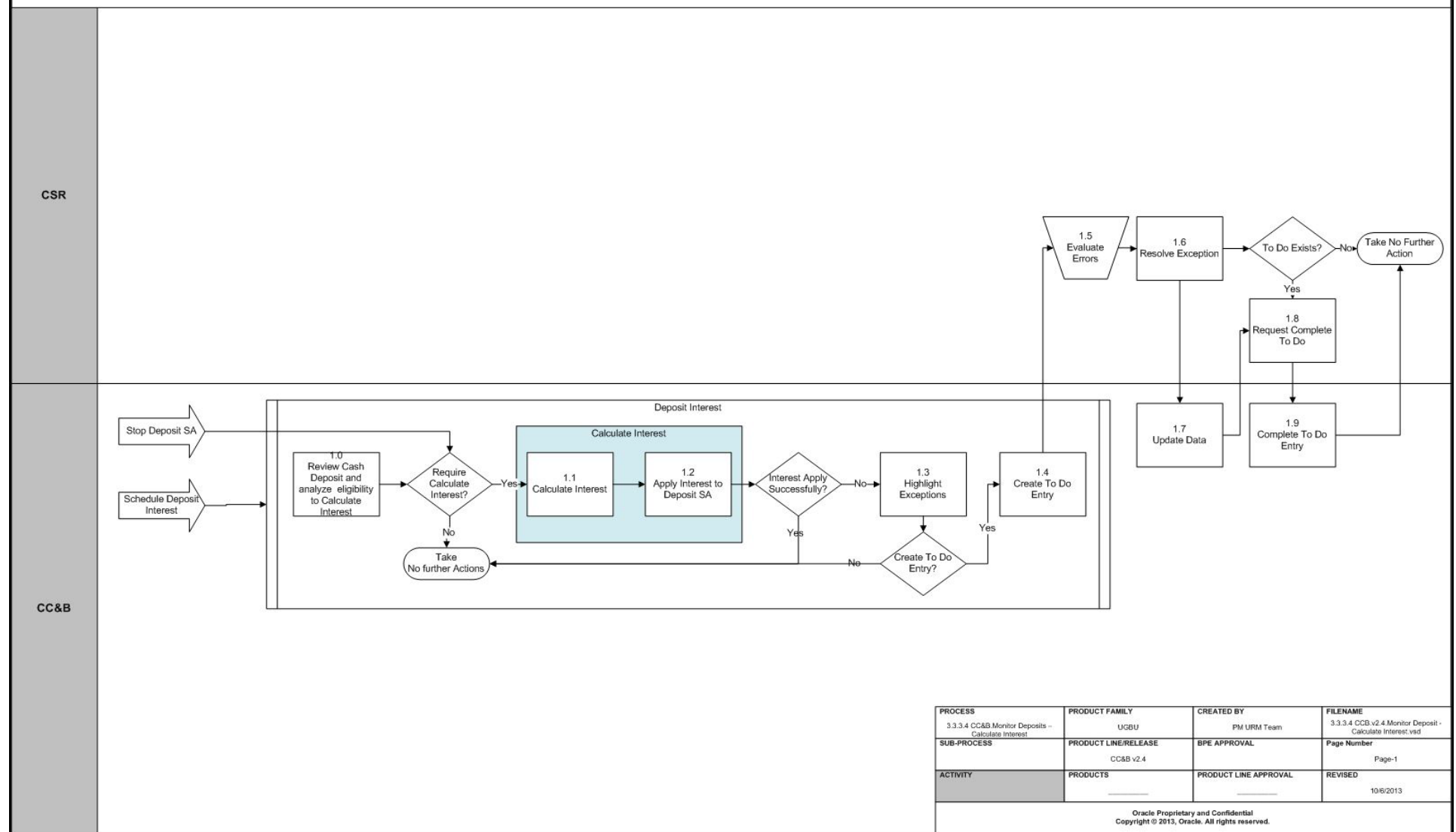
The “Monitor Deposit – Calculate Interest” business process involves the following actors and roles:

- **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

Monitor Deposit – Calculate Interest Process Model - Page 1

3.3.3.4 CC&B v2.4 *Monitor Deposits – Calculate Interest*



Monitor Deposit – Calculate Interest Detailed Process Model Description

This section includes detailed descriptions of the steps involved in the Monitor Deposit – Calculate Interest business process, including:

- ♦ [1.0 Review Cash Deposit and Analyze Eligibility to Calculate Interest](#)
- ♦ [1.1 Calculate Interest](#)
- ♦ [1.2 Apply Interest to Deposit SA](#)
- ♦ [1.3 Highlight Exceptions](#)
- ♦ [1.4 Create To Do Entry](#)
- ♦ [1.5 Evaluate Errors](#)
- ♦ [1.6 Resolve Exception](#)
- ♦ [1.7 Update Date](#)
- ♦ [1.8 Request Complete To Do](#)
- ♦ [1.9 Complete To Do Entry](#)

1.0 Review Cash Deposit and Analyze Eligibility to Calculate Interest

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

Actor/Role: CC&B

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.

Process Names

- DEPINTRF Apply Interest

Entities to Configure

- Deposit Class
- SA Type

1.1 Calculate Interest

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

Actor/Role: CC&B

Description: CC&B calculates interest for all eligible Cash Deposit SAs.

Available Algorithms

- CI_REFUNDINT - Calculate interest (average daily balance) and hold on deposit

1.2 Apply Interest to Deposit SA

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

Actor/Role: CC&B

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.

Entities to Configure

- Adjustment Type
- Bill Factor

Available Algorithms

- CI_REFUNDINT - Calculate interest (average daily balance) and hold on deposit

Business Objects

- CI_DepositSAAmount - Maintain Deposit SA Amount

1.3 Highlight Exceptions

Reference: [Monitor Deposit – Calculate Interest 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

- DEPINTRF Apply Interest

Entities to Configure

- To Do Type
- To Do Role

1.4 Create To Do Entry

Reference: [Monitor Deposit – Calculate Interest 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

- DEPINTRF Apply Interest

Entities to Configure

- To Do Type
- To Do Role

1.5 Evaluate Errors

Reference: [Monitor Deposit – Calculate Interest 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.

1.6 Resolve Exception

Reference: [Monitor Deposit – Calculate Interest 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.

1.7 Update Date

Reference: [Monitor Deposit – Calculate Interest 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.

1.8 Request Complete To Do

Reference: [Monitor Deposit – Calculate Interest 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

1.9 Complete To Do Entry

Reference: [Monitor Deposit – Calculate Interest 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. .

Entities to Configure

- To Do Type
- To Do Role

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