

Oracle Utilities Customer Care and Billing Release 2.4.0

Utility Reference Model

4.3.1.2 CC&B Manage Workstation Cashiering

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Oracle Utilities Customer Care and Billing Utility Reference Model 4.3.1.2, Release 2.4.0

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Contents

4.3.1.2 CC&B Manage Workstation Cashiering

4.3.1.2 CC&B Manage Workstation Cashiering	1
Brief Description	2
Actors/Roles.....	2
Business Process Diagrams	3
Manage Workstation Cashiering Process Model - Page 1	3
Manage Workstation Cashiering Process Model - Page 2	4
Manage Workstation Cashiering Process Model - Page 3	5
Manage Workstation Cashiering Process Model - Page 4	6
CC&B Manage Workstation Cashiering Detailed Process Model Description	7
1.0 Search for Valid Tender Control.....	9
1.1 4.3.1.1 CC&B Manage Payments	9
1.2 Search for Open Deposit Control.....	9
1.3 Evaluate Existing Open Deposit Controls	9
1.4 Populate and Review New Deposit Control Details.....	9
1.5 Override Deposit Control Details.....	10
1.6 Request Add Open Deposit Control.....	10
1.7 Add Deposit Control	10
1.8 Populate and Review New Tender Control Details	10
1.9 Override Tender Control Details	11
2.0 Request Add Open Tender Control	11
2.1 Add Tender Control.....	11
2.2 Populate and Request Add Turn In Details	11
2.3 Add Turn In Details	11
2.4 Evaluate, Review Deposit and Tender Controls.....	12
2.5 Make Changes for Turn In Details	12
2.6 Update Turn Ins Details	12
2.7 Approve Turn Ins.....	12
2.8 Update Turn Ins to Approved.....	12
2.9 Change Tender Control to Balancing in Progress	12
3.0 Update Tender Control Status.....	13
3.1 Count and Compare Tenders in Drawer to Tender Control.....	13
3.2 Change Tender Control to Open	13
3.3 Update Tender Control to Open	13
3.4 Populate Denomination Information.....	13
3.5 Add Denomination Information.....	13
3.6 Populate Ending Balance for Each Type of Tender	14
3.7 Request Add Payment for Over/Short Account.....	14
3.8 Evaluate Ending Balance.....	14
3.9 Request Change Ending Balances	14
4.0 Update Ending Balances.....	14
4.1 Request Change Tender Control to Balanced	14
4.2 Update Tender Control to Balanced.....	15
4.3 Review Tenders and Tender Controls.....	15

4.4 Request Change Deposit Control to Balancing in Progress	15
4.5 Update Deposit Control to Balancing in Progress	15
4.6 Prepare and Request Add Bank Deposit	15
4.7 Update Bank Deposit Information.....	15
4.8 Receive Deposit	16
4.9 Populate Ending Balance and Request Change Deposit Control to Balanced	16
5.0 Update Deposit Control to Balanced	16
5.1 Identify Payments in Error, Unfrozen, or Unbalanced	16
5.2 Create Payment Exceptions	16
5.3 Review and Evaluate Errors.....	17
5.4 Resolve Payment Exception and Make Changes	17
5.5 Update Data.....	17
5.6 Request Complete To Do	17
5.7 Complete To Do Entry.....	17
Related Training.....	18

4.3.1.2 CC&B Manage Workstation Cashiering

This section provides a description of the “CC&B Manage Workstation Cashiering” business process, including:

- ♦ [Brief Description](#)
 - ♦ [Actors/Roles](#)
- ♦ [Business Process Diagrams](#)
 - ♦ [Manage Workstation Cashiering Process Model - Page 1](#)
 - ♦ [Manage Workstation Cashiering Process Model - Page 2](#)
 - ♦ [Manage Workstation Cashiering Process Model - Page 3](#)
 - ♦ [Manage Workstation Cashiering Process Model - Page 4](#)
- ♦ [CC&B Manage Workstation Cashiering Detailed Process Model Description](#)
- ♦ [Related Training](#)

Brief Description

Business Process: 4.3.1.2 CC&B Manage Work Station Cashiering

Process Type: Sub-Process

Parent Process: 4.3.1 CC&B Perform Settlement Activities

Sibling Processes:

- 4.3.1.1 CC&B Manage Payments
- 4.3.1.1a CC&B Process Budget Payments
- 4.3.1.1b CC&B Process Non-Billed Monitored Budget Payments
- 4.3.1.1c CC&B Process Non-Billed Unmonitored Budget Payments
- 4.3.1.1d CC&B Manage Auto-Payments
- 4.3.1.1f CC&B Manage Pay Plan Payment
- 4.3.1.1e CC&B Manage Credit Card Payments

This process describes the management of cash drawers. Organizations that provide for walk in Payment processing use the Work Station Cashiering functionality in CC&B. With cash drawer processing the CSR or Authorized User creates a Tender Control. Before CC&B can begin accepting Payments, automatically or manually, an open Tender Control must exist as a record to hold the Payments. The Tender Control organizes all the Payments in one location for the cash drawer. An associated Deposit Control must be created to turn in tenders for deposit. A Deposit Control gives a head cashier or supervisor administrative control over all Tender Controls to be included for deposit.

Once the Tender Control and its associated Deposit Control is created, the CSR or Authorized User can begin processing Payments for the day. The CSR or Authorized User typically uses the Payment Portal or Payment Event Add functionality for entering Payments. Payment Event Quick Add or Payment Quick Add may also be used dependent on configuration and the business rules of the organization. The Payment Portal included in the base package provides ease of entry for CIS as well as Non CIS payments.

Multiple Deposit Controls and Tender Controls may be created daily to accommodate business rules and procedures. A CSR or Authorized User may open a new Tender Control to continue accepting Payments while balancing a separate Tender Control. Typically a cash drawer starts with an opening balance to make change as necessary. The CSR or Authorized User can view the Tender Control balance at any time. Sometimes organizations limit cash held in the cash drawer. A turn in can be recorded and approved. Tenders are balanced against an expected total, turned in, and later deposited in the bank using the Deposit Control. An ending balance will include funds to make change for the next Tender Control. When balanced, the Tender Control and Deposit Control no longer accept further Payments. Each may be reopened for processing exceptions.

Tender and Deposit Controls are used for Payments from external sources. CC&B automatically creates Tender and Deposit Controls and sets their status to balance when uploaded successfully.

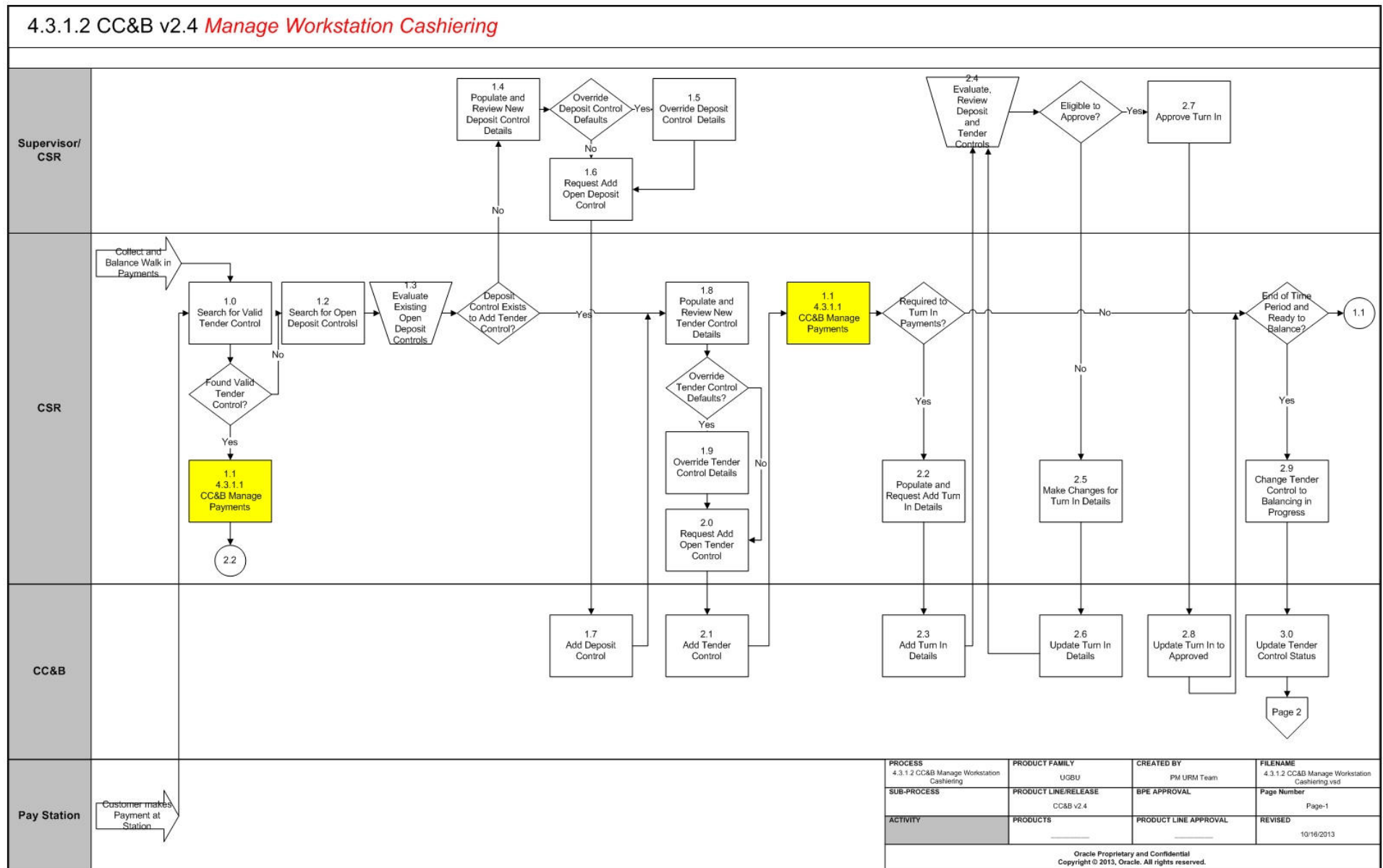
Actors/Roles

The Manage Workstation Cashiering business process involves the following actors and roles:

- **CSR: CSR or Authorized User of the Customer Care and Billing application.**
- **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.
- **Supervisor:** Supervisor or Head Cashier authorized perform administrative functions of approval and deposits to the bank.
- **Financial Institution:** Financial Institution that participates in Automated Clearing House Network (ACH). For example, bank.

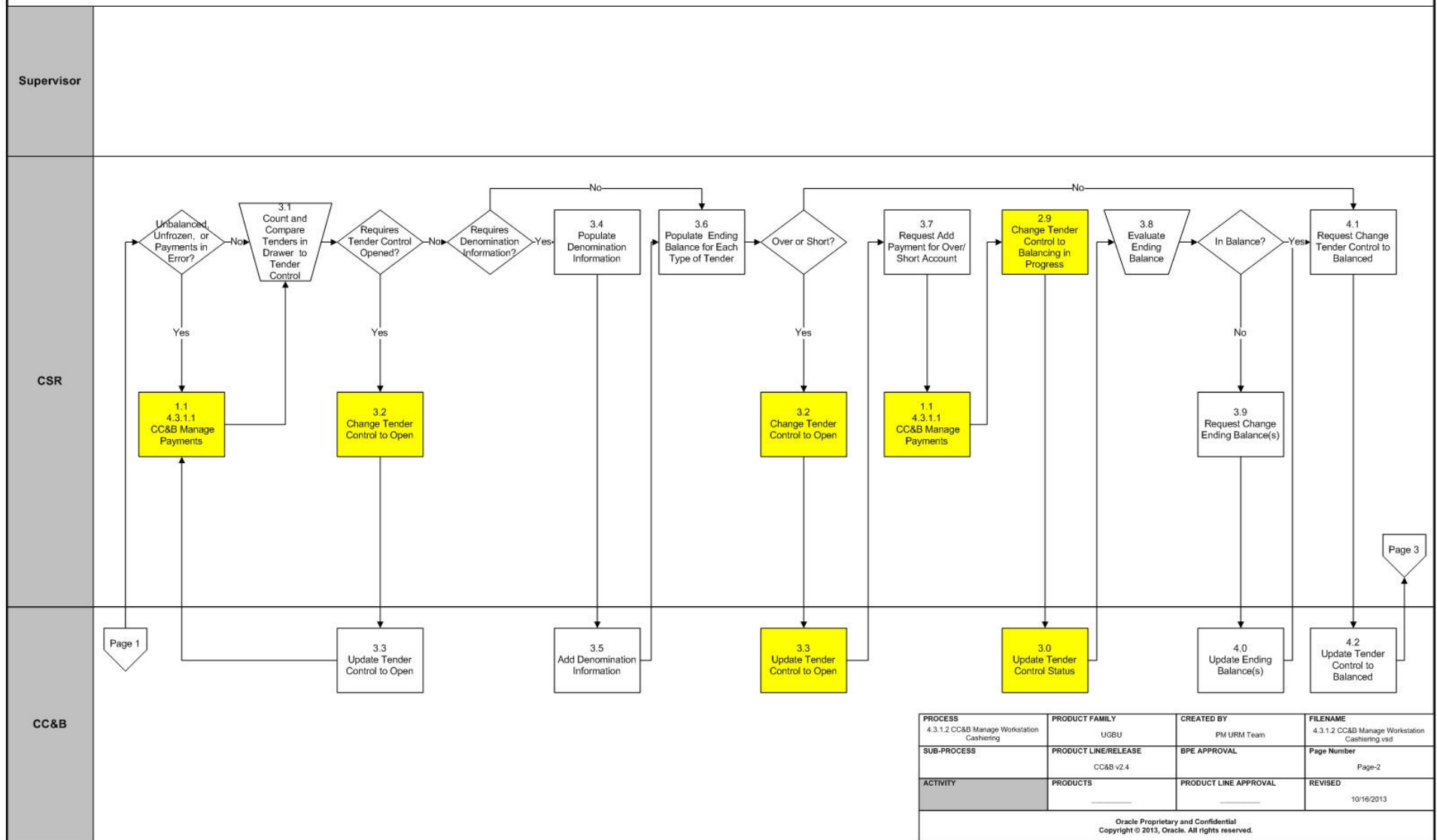
Business Process Diagrams

Manage Workstation Cashiering Process Model - Page 1



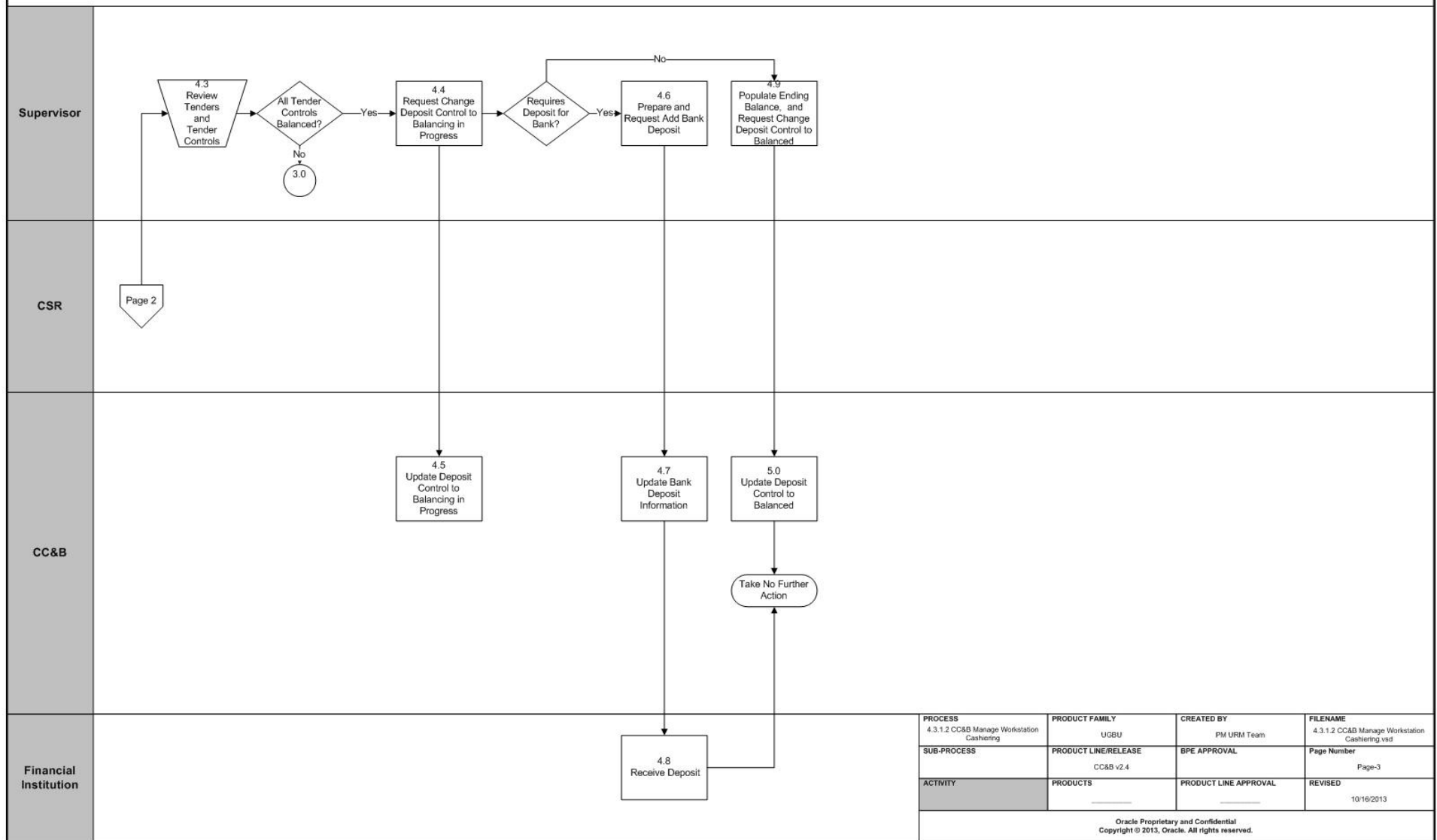
Manage Workstation Cashiering Process Model - Page 2

4.3.1.2 CC&B v2.4 *Manage Workstation Cashiering*



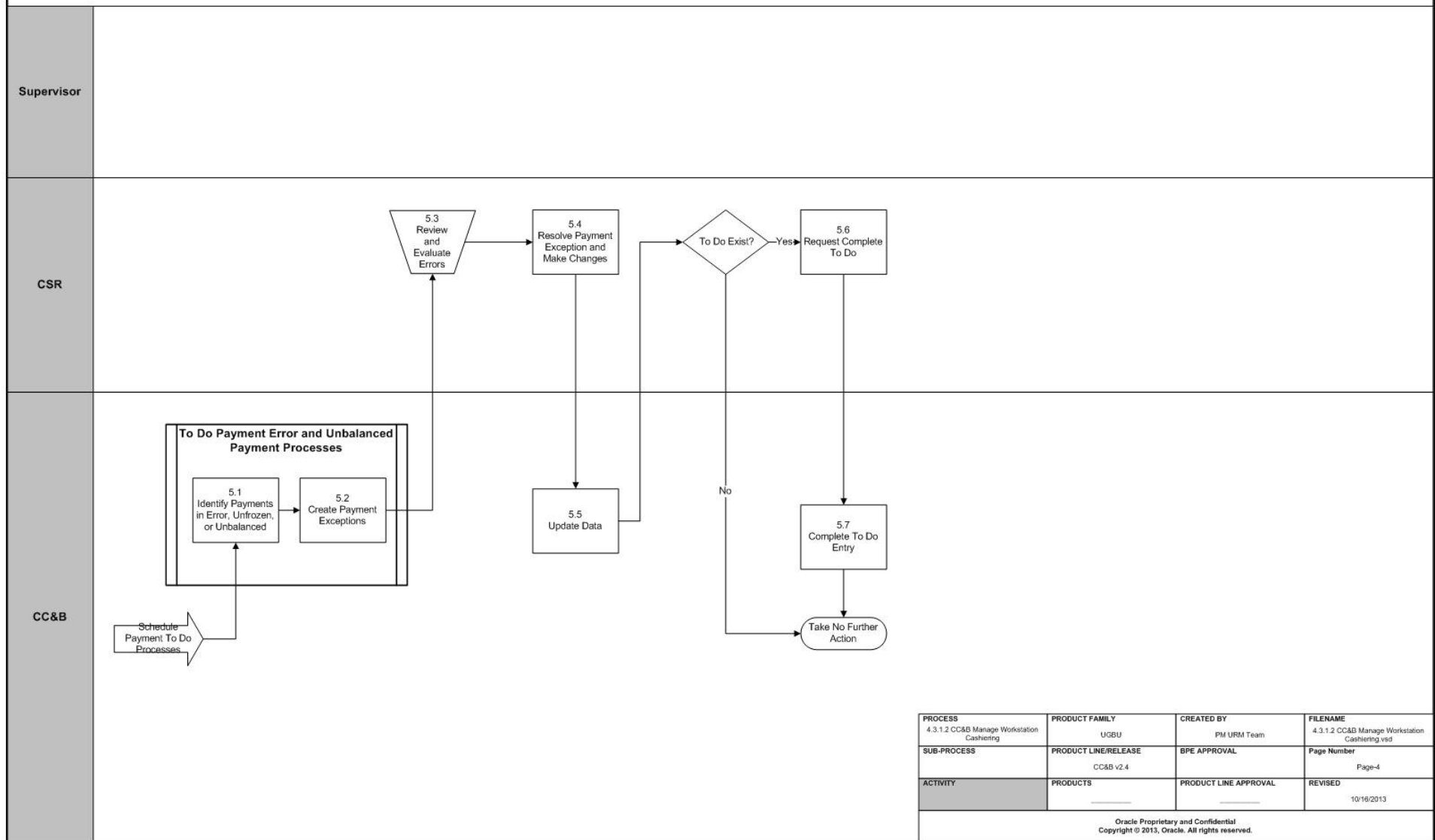
Manage Workstation Cashiering Process Model - Page 3

4.3.1.2 CC&B v2.4 *Manage Workstation Cashiering*



Manage Workstation Cashiering Process Model - Page 4

4.3.1.2 CC&B v2.4 *Manage Workstation Cashiering. Exception Processing*



CC&B Manage Workstation Cashiering Detailed Process Model Description

This section provides a detailed description of the “CC&B Manage Workstation Cashiering” business process, including:

- ♦ 1.0 Search for Valid Tender Control
- ♦ 1.1 4.3.1.1 CC&B Manage Payments
- ♦ 1.2 Search for Open Deposit Control
- ♦ 1.3 Evaluate Existing Open Deposit Controls
- ♦ 1.4 Populate and Review New Deposit Control Details
- ♦ 1.5 Override Deposit Control Details
- ♦ 1.6 Request Add Open Deposit Control
- ♦ 1.7 Add Deposit Control
- ♦ 1.8 Populate and Review New Tender Control Details
- ♦ 1.9 Override Tender Control Details
- ♦ 2.0 Request Add Open Tender Control
- ♦ 2.1 Add Tender Control
- ♦ 2.2 Populate and Request Add Turn In Details
- ♦ 2.3 Add Turn In Details
- ♦ 2.4 Evaluate, Review Deposit and Tender Controls
- ♦ 2.5 Make Changes for Turn In Details
- ♦ 2.6 Update Turn Ins Details
- ♦ 2.7 Approve Turn Ins
- ♦ 2.8 Update Turn Ins to Approved
- ♦ 2.9 Change Tender Control to Balancing in Progress
- ♦ 3.0 Update Tender Control Status
- ♦ 3.1 Count and Compare Tenders in Drawer to Tender Control
- ♦ 3.2 Change Tender Control to Open
- ♦ 3.3 Update Tender Control to Open
- ♦ 3.4 Populate Denomination Information
- ♦ 3.5 Add Denomination Information
- ♦ 3.6 Populate Ending Balance for Each Type of Tender
- ♦ 3.7 Request Add Payment for Over/Short Account
- ♦ 3.8 Evaluate Ending Balance
- ♦ 3.9 Request Change Ending Balances
- ♦ 4.0 Update Ending Balances
- ♦ 4.1 Request Change Tender Control to Balanced
- ♦ 4.2 Update Tender Control to Balanced
- ♦ 4.3 Review Tenders and Tender Controls
- ♦ 4.4 Request Change Deposit Control to Balancing in Progress
- ♦ 4.5 Update Deposit Control to Balancing in Progress
- ♦ 4.6 Prepare and Request Add Bank Deposit
- ♦ 4.7 Update Bank Deposit Information
- ♦ 4.8 Receive Deposit
- ♦ 4.9 Populate Ending Balance and Request Change Deposit Control to Balanced
- ♦ 5.0 Update Deposit Control to Balanced
- ♦ 5.1 Identify Payments in Error, Unfrozen, or Unbalanced
- ♦ 5.2 Create Payment Exceptions
- ♦ 5.3 Review and Evaluate Errors
- ♦ 5.4 Resolve Payment Exception and Make Changes

- ♦ [5.5 Update Data](#)
- ♦ [5.6 Request Complete To Do](#)
- ♦ [5.7 Complete To Do Entry](#)

1.0 Search for Valid Tender Control

Reference: [Manage Workstation Cashiering Process Model - Page 1](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User searches for an existing Tender Control. This is a previously opened Tender Control that is still available to accept further payments for the given user.

1.1 4.3.1.1 CC&B Manage Payments

Reference: [Manage Workstation Cashiering Process Model - Page 1](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User begins processing Payments. Throughout the day, customers remit tenders to the cashier. Every tender put into the drawer is associated with the drawer's Tender Control created at the start of the day. Refer to 4.3.1.1 Manage Payments for payment processing details.

1.2 Search for Open Deposit Control

Reference: [Manage Workstation Cashiering Process Model - Page 1](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User searches for existing Deposit Controls to link a new Tender Control.

1.3 Evaluate Existing Open Deposit Controls

Reference: [Manage Workstation Cashiering Process Model - Page 1](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: Based on established business rules and daily procedures, the CSR or Authorized User determines if any existing Deposit Controls may be used for linking a new Tender Control. Dependent on the organization's business rules each CSR or Authorized User may be responsible for opening their own Deposit and Tender Control for processing of Payments.

1.4 Populate and Review New Deposit Control Details

Reference: [Manage Workstation Cashiering Process Model - Page 1](#) for the business process diagram associated with this activity.

Actor/Role: Supervisor/CSR

Description: The Deposit Control can be associated with one or many Tender Controls. The Deposit Control is used to maintain the administrative functions for approval and deposits to the banks. A Supervisor, CSR or Authorized User is required to create a Deposit Control before any Tender Controls can be created. When initially displayed, the Deposit Control has information defaulted based on configuration.

Entities to Configure

- Tender Source
- Tender Types
- Users (Cashier ID's)
- Installation Options

1.5 Override Deposit Control Details

Reference: [Manage Workstation Cashiering Process Model - Page 1](#) for the business process diagram associated with this activity.

Actor/Role: Supervisor/CSR

Description: Based on established business rules, a Supervisor, CSR, or Authorized User may override the default configured Tender Source Type.

Entities to Configure

- Tender Source
- Tender Types
- Users (Cashier ID's)
- Installation Options

1.6 Request Add Open Deposit Control

Reference: [Manage Workstation Cashiering Process Model - Page 1](#) for the business process diagram associated with this activity.

Actor/Role: Supervisor/CSR

Description: Once information is entered, the Supervisor, CSR or Authorized User adds the Deposit Control in an Open status.

1.7 Add Deposit Control

Reference: [Manage Workstation Cashiering Process Model - Page 1](#) for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: A new Deposit Control is added in CC&B.

1.8 Populate and Review New Tender Control Details

Reference: [Manage Workstation Cashiering Process Model - Page 1](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: A Tender Control is required to begin accepting payments. When initially displayed the Tender Control defaults information based on configuration. The starting balance is configurable. The Tender Source can be configured to default based on the User. If multiple users will accept payments the cash drawer is marked for All Users.

Entities to Configure

- Tender Source
- Tender Types
- Users (Cashier ID's)
- Characteristic Type
- Portal Preferences
- Installation Options

1.9 Override Tender Control Details

Reference: [Manage Workstation Cashiering Process Model - Page 1](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: Based on established business rules, the CSR or Authorized User may override information for the Tender Control including Tender Source, Starting balance, and associated Deposit Control. If multiple users will accept payments the cash drawer is marked for All Users.

Entities to Configure

- Tender Source
- Tender Types
- Users (Cashier ID's)
- Characteristic Type
- Portal Preferences
- Installation Options

2.0 Request Add Open Tender Control

Reference: [Manage Workstation Cashiering Process Model - Page 1](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User adds the Tender Control to begin accepting Payments.

2.1 Add Tender Control

Reference: [Manage Workstation Cashiering Process Model - Page 1](#) for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Tender Control is added in CC&B.

2.2 Populate and Request Add Turn In Details

Reference: [Manage Workstation Cashiering Process Model - Page 1](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: Based on established business rules the CSR or Authorized User may be required to turn in tenders from the cash drawer periodically or when a certain limit is reached. The established limit is configurable.

Entities to Configure

- Tender Source
- Tender Type

2.3 Add Turn In Details

Reference: [Manage Workstation Cashiering Process Model - Page 1](#) for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Turn In information is recorded in CC&B.

2.4 Evaluate, Review Deposit and Tender Controls

Reference: [Manage Workstation Cashiering Process Model - Page 1](#) for the business process diagram associated with this activity.

Actor/Role: Supervisor/CSR

Description: The Supervisor, CSR or Authorized User at the end of the shift or at a specific established time, reviews the Tender Control to prepare for Balancing. The Deposit Control is also periodically checked for Turn Ins received from Tender Controls.

2.5 Make Changes for Turn In Details

Reference: [Manage Workstation Cashiering Process Model - Page 1](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: There may be discrepancies in the Turn Ins. The CSR or Authorized User enters required changes in the Turn In Details.

2.6 Update Turn Ins Details

Reference: [Manage Workstation Cashiering Process Model - Page 1](#) for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Turn In is now stored with updated information in CC&B.

2.7 Approve Turn Ins

Reference: [Manage Workstation Cashiering Process Model - Page 1](#) for the business process diagram associated with this activity.

Actor/Role: Supervisor/CSR

Description: Once confirmed, the Supervisor, CSR, or Authorized User approves Turn Ins in preparation for balancing and bank deposits.

2.8 Update Turn Ins to Approved

Reference: [Manage Workstation Cashiering Process Model - Page 1](#) for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Turn In is now stored as approved in CC&B.

2.9 Change Tender Control to Balancing in Progress

Reference: [Manage Workstation Cashiering Process Model - Page 1](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: As part of the Balancing process, the CSR or Authorized User will transition the Tender Control to Balancing in Progress status. No Payments can be added when the Tender Control is in Balancing in Progress Status.

3.0 Update Tender Control Status

Reference: [Manage Workstation Cashiering Process Model - Page 1](#) for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Tender Control is updated in CC&B to a Balancing in Progress Status.

3.1 Count and Compare Tenders in Drawer to Tender Control

Reference: [Manage Workstation Cashiering Process Model - Page 1](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User counts and validates that each type of tender adds up to the expected balances in the given Tender Control.

3.2 Change Tender Control to Open

Reference: [Manage Workstation Cashiering Process Model - Page 1](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User determines a payment was missed, needs updating, and/or a new Payment is required. The Tender Control is returned to Open status.

3.3 Update Tender Control to Open

Reference: [Manage Workstation Cashiering Process Model - Page 1](#) for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Tender Control is returned to an open status in CC&B.

3.4 Populate Denomination Information

Reference: [Manage Workstation Cashiering Process Model - Page 1](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: Based on established business rules the CSR or Authorized User separates and records a count of each denomination.

Entities to Configure

- Characteristic Type

3.5 Add Denomination Information

Reference: [Manage Workstation Cashiering Process Model - Page 1](#) for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The denomination information is added in CC&B.

Entities to Configure

- Characteristic Type

3.6 Populate Ending Balance for Each Type of Tender

Reference: [Manage Workstation Cashiering Process Model - Page 1](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User enters ending totals for each type of Tender that corresponds with the actual amounts in the cash drawer.

3.7 Request Add Payment for Over/Short Account

Reference: [Manage Workstation Cashiering Process Model - Page 1](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User posts a payment to a specific Over/Short Account. A payment is recorded for an “over” amount, and a negative payment is recorded for the “under” amount.

Entities to Configure

- SA Type
- Over/Short Account
- Customer Class

3.8 Evaluate Ending Balance

Reference: [Manage Workstation Cashiering Process Model - Page 1](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User reviews the ending balances for each tender type to ensure accuracy. The ending balances should equal the expected ending balances.

3.9 Request Change Ending Balances

Reference: [Manage Workstation Cashiering Process Model - Page 1](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User makes any necessary changes.

4.0 Update Ending Balances

Reference: [Manage Workstation Cashiering Process Model - Page 1](#) for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Tender Control balances are updated in CC&B.

4.1 Request Change Tender Control to Balanced

Reference: [Manage Workstation Cashiering Process Model - Page 1](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User transitions the status of the Tender Control to Balanced.

4.2 Update Tender Control to Balanced

Reference: [Manage Workstation Cashiering Process Model - Page 1](#) for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Tender Control is transitioned to a Balanced status in CC&B.

4.3 Review Tenders and Tender Controls

Reference: [Manage Workstation Cashiering Process Model - Page 1](#) for the business process diagram associated with this activity.

Actor/Role: Supervisor/CSR

Description: The Supervisor, CSR or Authorized User again reviews the Turn Ins to ensure accuracy and checks to see that all Tender Controls are balanced. The Deposit Control cannot be balanced until all Tender Controls are balanced.

4.4 Request Change Deposit Control to Balancing in Progress

Reference: [Manage Workstation Cashiering Process Model - Page 1](#) for the business process diagram associated with this activity.

Actor/Role: Supervisor/CSR

Description: When ready to begin balancing the Supervisor, CSR or Authorized User changes the Deposit Control to Balancing in Progress.

4.5 Update Deposit Control to Balancing in Progress

Reference: [Manage Workstation Cashiering Process Model - Page 1](#) for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Deposit Control status is changed in CC&B to Balancing in Progress.

4.6 Prepare and Request Add Bank Deposit

Reference: [Manage Workstation Cashiering Process Model - Page 1](#) for the business process diagram associated with this activity.

Actor/Role: Supervisor/CSR

Description: The Supervisor, CSR or Authorized User prepares and enters the required information for Tenders to be deposited in various banks.

Entities to Configure

- Bank Code
- Bank Account

4.7 Update Bank Deposit Information

Reference: [Manage Workstation Cashiering Process Model - Page 1](#) for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The deposit for the bank is recorded in CC&B.

4.8 Receive Deposit

Reference: [Manage Workstation Cashiering Process Model - Page 1](#) for the business process diagram associated with this activity.

Actor/Role: Financial Institution

Description: The deposit for the bank is recorded in CC&B. The Financial Institution receives the bank deposit.

4.9 Populate Ending Balance and Request Change Deposit Control to Balanced

Reference: [Manage Workstation Cashiering Process Model - Page 1](#) for the business process diagram associated with this activity.

Actor/Role: Supervisor/CSR

Description: When the ending balance equals the expected ending balance the Supervisor, CSR or Authorized User enters this information and transitions the Deposit Control to Balanced status.

5.0 Update Deposit Control to Balanced

Reference: [Manage Workstation Cashiering Process Model - Page 1](#) for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Deposit Control is transitioned to a Balanced status in CC&B.

5.1 Identify Payments in Error, Unfrozen, or Unbalanced

Reference: [Manage Workstation Cashiering Process Model - Page 1](#) for the business process diagram associated with this activity.

Group: To Do Payment Error and Unbalanced Payment Processes

Actor/Role: CC&B

Description: CC&B identifies Payments in error, unfrozen or unbalanced status. These background processes can create To Do entries for every payment that's in error, unfrozen, or unbalanced.

Entities to Configure

- To Do Type
- To Do Role

Processes

- TD-PYERR - Identifies payments in error or unfrozen and creates To Do entries.
- TD-UNBAL - Identifies payments in unbalanced status.

5.2 Create Payment Exceptions

Reference: [Manage Workstation Cashiering Process Model - Page 1](#) for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Payments are labeled as exceptions and available for review.

5.3 Review and Evaluate Errors

Reference: [Manage Workstation Cashiering Process Model - Page 1](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User reviews and investigates the Payment Exception and supporting information in CC&B. Typically errors are caused by missing or incomplete information.

5.4 Resolve Payment Exception and Make Changes

Reference: [Manage Workstation Cashiering Process Model - Page 1](#) 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 the missing or incomplete information.

5.5 Update Data

Reference: [Manage Workstation Cashiering Process Model - Page 1](#) for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: Any changes are updated in CC&B.

5.6 Request Complete To Do

Reference: [Manage Workstation Cashiering Process Model - Page 1](#) for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User marks the To Do Entry as complete and requests completion of the To Do Entry. The CSR or Authorized User may add comments or a log entry for future reference.

5.7 Complete To Do Entry

Reference: [Manage Workstation Cashiering Process Model - Page 1](#) 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