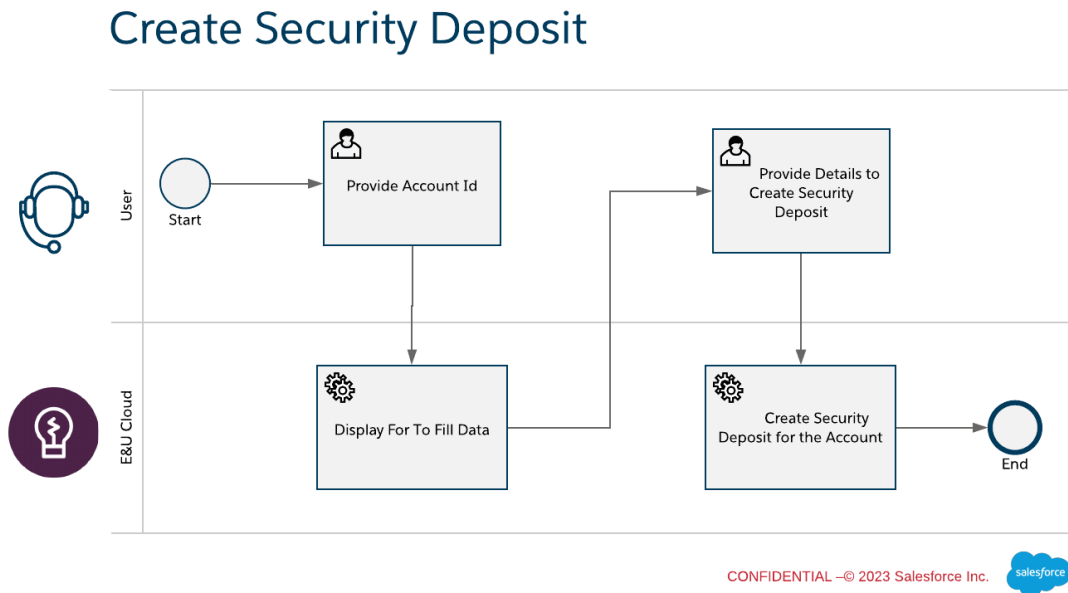


Create Security Deposit

The purpose of this process is to manage the security deposit creation process.



Overview

The Create Security Deposit process guides a front office user through the steps to create a security deposit. The Create Security Deposit process can be added to other processes where a security deposit may be required (i.e. Move In and Reconnect Service). The front office user will start the process flow by selecting the Create Security Deposit Action on the Agent Console after the interaction has started and the Account is identified.

The front office user will be taken to Create Security Deposit Screen. The Security Deposit fields will be stored in the CME Security Deposit Data Object.

Assumptions

1. The Create Security Deposit process allows manual entry of the Credit Score, Security Deposit Amount, and Security Deposit Request Reason. The manual entry function

can be disabled, and the fields can be automatically populated based on business rules or based on input from an external system.

2. The Security Deposit object created in Energy & Utilities Cloud should be integrated with an external system to manage the receivable and deposit tracking processes.

User Story

An Energy Consumer or Business requires a security deposit to establish or maintain service. The front office user initiates the interaction and selects the Create Security Deposit action. The front office user enters the Security Deposit details and the Security Deposit is Saved in Energy & Utilities Cloud.