

**Oracle Utilities Customer Care and Billing  
Release 2.3.1**

Utility Reference Model

3.3.6.1 Establish Landlord Agreement - Manage  
Premises

July 2012

Oracle Utilities Customer Care and Billing Utility Reference Model 3.3.6.1, Release 2.3.1

Copyright © 2012, Oracle and/or its affiliates. All rights reserved.

This document is provided for information purposes only and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark licensed through X/Open Company, Ltd. 0611

---

---

# Contents

## Chapter 1

**Overview**..... 1-1

    Brief Description ..... 1-2

    Actors/Roles..... 1-2

## Chapter 2

**Detailed Business Process Model Description** ..... 2-1

    Business Process Diagrams..... 2-2

        Establish Landlord Agreement - Manage Premises Page 1..... 2-2

        Establish Landlord Agreement - Manage Premises Page 2..... 2-3

        Establish Landlord Agreement - Manage Premises Page 3..... 2-4

    Establish Landlord Agreement - Manage Premises Description ..... 2-5

        1.0 Determine Requirements for Landlord Agreement..... 2-5

        1.1 Search for Premise(s) to Link ..... 2-6

        1.2 5.1.5.1 Manage Metered Site ..... 2-6

        1.3 3.3.1.1 Establish Person and/or Account..... 2-6

        1.4 Analyze Landlord Agreement..... 2-6

        1.5 Make Changes and Request Update Existing Landlord Agreement ..... 2-7

        1.6 Update Landlord Agreement..... 2-7

        1.7 Populate New Landlord Agreement Details and Request Add Landlord Agreement ..... 2-7

        1.8 Add Landlord Agreement ..... 2-7

        1.9 Request Update Premise with New Landlord Agreement..... 2-7

        2.0 Update Premise with Landlord Agreement..... 2-8

        2.1 Search for Primary Premise(s) ..... 2-8

        2.2 Evaluate Eligibility to Link All Identified Premise(s) ..... 2-8

        2.3 Request to Link Primary Premise for Premise(s) ..... 2-9

        2.4 Link Premise(s) to Primary Premise ..... 2-9

        2.5 Evaluate All Linked Premise(s) ..... 2-9

        2.6 Request Assign Landlord Agreement to Premise(s) ..... 2-9

        2.7 Add Landlord Agreement to Premise(s)..... 2-9

        2.8 Request Remove Landlord Agreement from Premise(s) ..... 2-9

        2.9 Remove Landlord Agreement From Premise(s)..... 2-10

        3.0 Request Unlink Primary Premise from List of Premise(s)..... 2-10

        3.1 Unlink Collection of Premise(s) ..... 2-10

        3.2 Select Premise(s) to Start..... 2-10

        3.3 Determine Start Date, Account, and Specific Requirements for Each Start SA ..... 2-10

        3.4 Request Start Service for Multiple Premises..... 2-11

        3.5 Add Pending Start SA(s) and Link each SA/SP Group: Create SA(s)..... 2-11

        3.6 Add Pending Start Alert(s)..... 2-12

        3.7 Request Stop Service(s) Associated with Specific Account ..... 2-12

        3.8 Request Stop Service(s) Associated with All Accounts for Selected Premises ..... 2-13

        3.9 Update SA's to Pending Stop and Unlink each SA/SP..... 2-13

        4.0 Add Pending Stop Alert(s)..... 2-14

Installation Options - Control Central Alert Algorithms.....	2-15
Related Training.....	2-16

# Chapter 1

---

## Overview

This chapter provides a brief description of the Establish Landlord Agreement - Manage Premises business process and associated process diagrams. This includes:

- **Brief Description**
  - **Actors/Roles**

## Brief Description

**Business Process:** 3.3.6.1 Establish Landlord Agreement - Manage Premises

**Process Type:** Sub Process

**Parent Process:** 3.3.2 Manage Service Agreement

**Sibling Processes:** 3.3.2.1 Start Premise Based Service, 3.3.2.3 Stop Premise Based Service, 3.3.2.2 Start Non-Premise Based Service, 3.3.2.4 Stop Non-Premise Based Service, 3.3.6.2 Start Premise Based Service for Landlord - Tenant, 3.3.6.3 Stop Premise Based Service for Landlord - Tenant

This process describes establishing and associating the Landlord with Premise based service when a landlord is responsible for the property between tenants, or when the Service is transferring from tenant to tenant.

When a landlord is associated with a property and would like to have service reverted when a tenant moves out, a contract called a Landlord Agreement is established in the system. The Landlord can indicate preferences for each type of service provided at the property. The landlord can choose to have seasonal preferences. It is possible some services may not revert at all depending on the landlord's preferences.

An Account is established to use for reversion of service and then associated with the Landlord Agreement.

Based on configured business rules the system uses the information defined on landlord agreement to create a Service Agreement(s) for the landlord when service for an existing tenant is stopped.

This process also describes how organizations can make use of Premise Management functionality to assist with large multi unit properties. If configured, Premise Management functionality can facilitate grouping of Premises together under a defined single premise called a Parent Premise. It can provide for a single view of properties for a landlord, including status of service. Premise Management functionality provides the ability to change landlord or service status for a group of premises at the same time in one transaction.

## Actors/Roles

The Establish Landlord Agreement - Manage Premises 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.

# Chapter 2

---

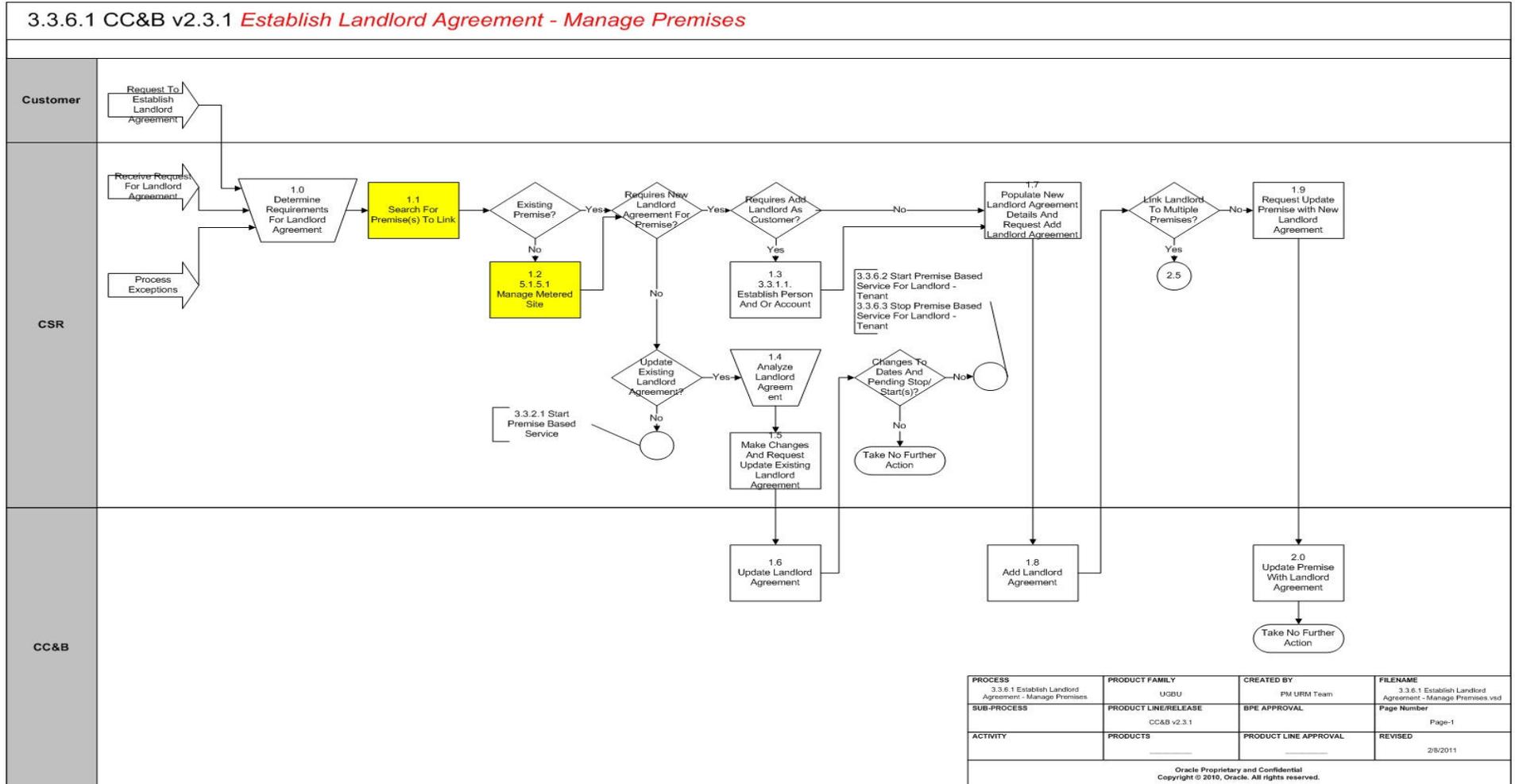
## Detailed Business Process Model Description

This chapter provides a detailed description of the Establish Landlord Agreement - Manage Premises business process. This includes:

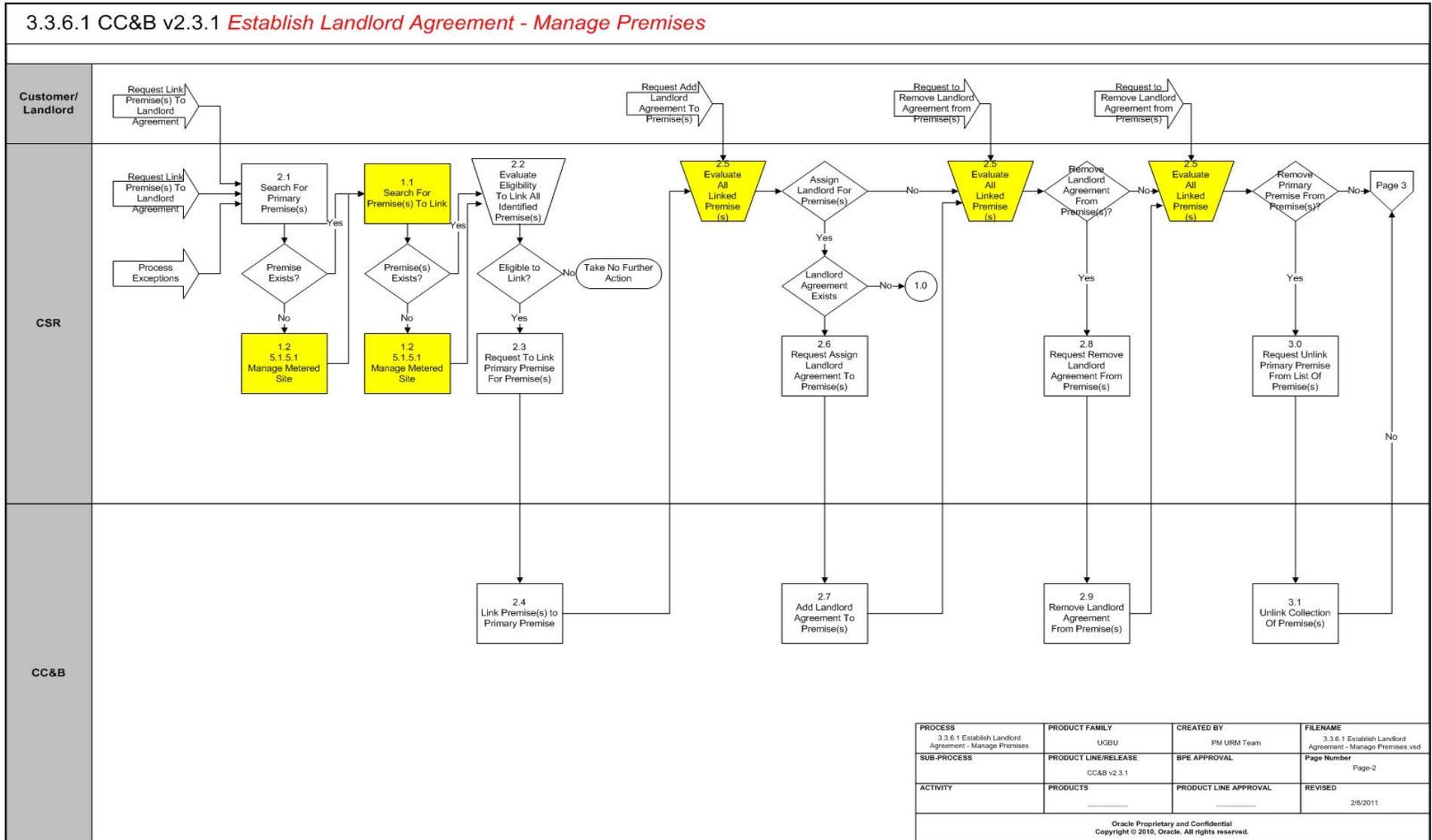
- **Business Process Diagrams**
  - **Establish Landlord Agreement - Manage Premises Page 1**
  - **Establish Landlord Agreement - Manage Premises Page 2**
  - **Establish Landlord Agreement - Manage Premises Page 3**
- **Establish Landlord Agreement - Manage Premises Description**
- **Related Training**

# Business Process Diagrams

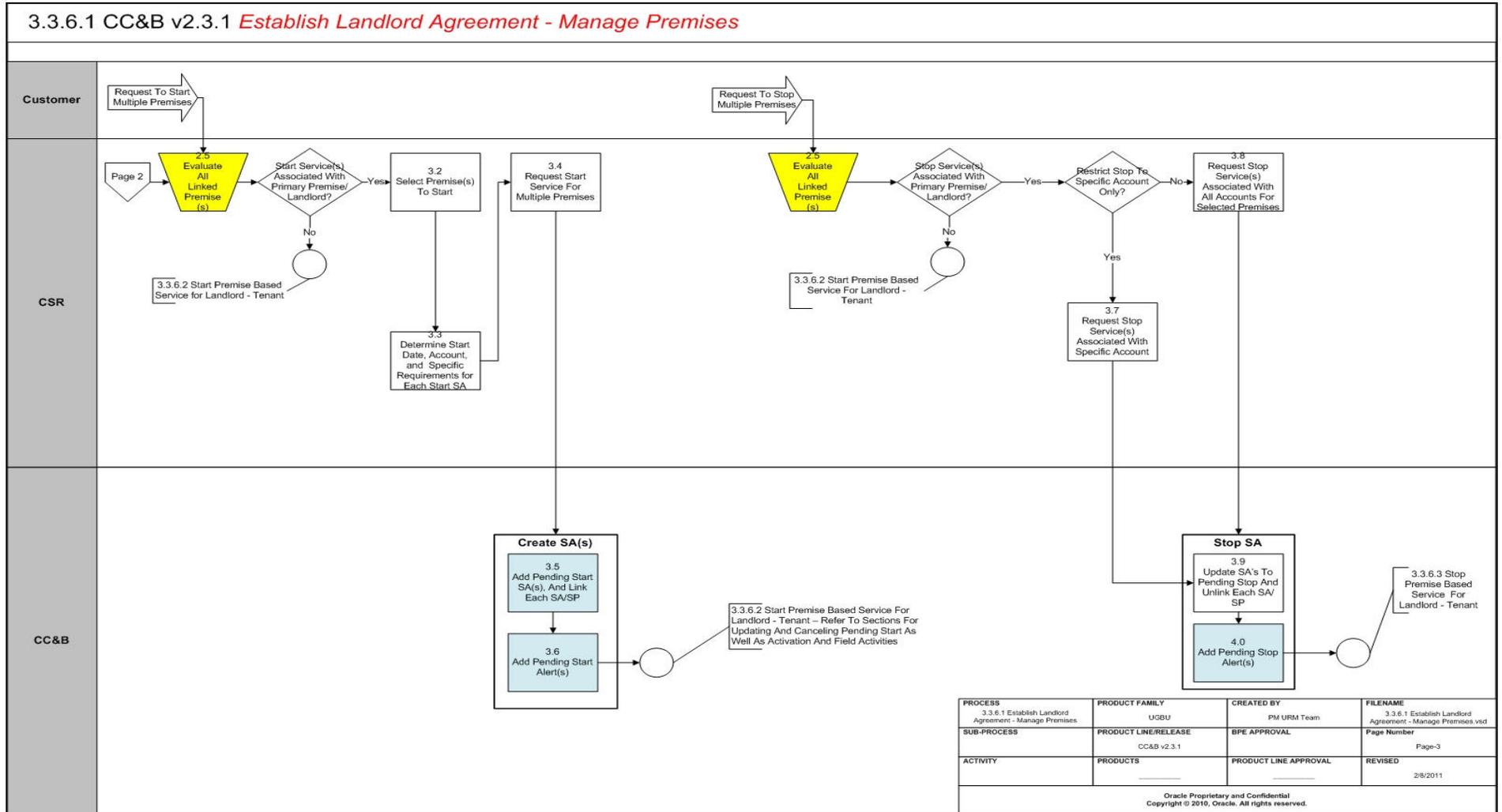
## Establish Landlord Agreement - Manage Premises Page 1



# Establish Landlord Agreement - Manage Premises Page 2



# Establish Landlord Agreement - Manage Premises Page 3



# Establish Landlord Agreement - Manage Premises Description

This section includes detailed descriptions of the steps involved in the Establish Landlord Agreement - Manage Premises business process, including:

- **1.0 Determine Requirements for Landlord Agreement**
- **1.1 Search for Premise(s) to Link**
- **1.2 5.1.5.1 Manage Metered Site**
- **1.3 3.3.1.1 Establish Person and/or Account**
- **1.4 Analyze Landlord Agreement**
- **1.5 Make Changes and Request Update Existing Landlord Agreement**
- **1.6 Update Landlord Agreement**
- **1.7 Populate New Landlord Agreement Details and Request Add Landlord Agreement**
- **1.8 Add Landlord Agreement**
- **1.9 Request Update Premise with New Landlord Agreement**
- **2.0 Update Premise with Landlord Agreement**
- **2.1 Search for Primary Premise(s)**
- **2.2 Evaluate Eligibility to Link All Identified Premise(s)**
- **2.3 Request to Link Primary Premise for Premise(s)**
- **2.4 Link Premise(s) to Primary Premise**
- **2.5 Evaluate All Linked Premise(s)**
- **2.6 Request Assign Landlord Agreement to Premise(s)**
- **2.7 Add Landlord Agreement to Premise(s)**
- **2.8 Request Remove Landlord Agreement from Premise(s)**
- **2.9 Remove Landlord Agreement From Premise(s)**
- **3.0 Request Unlink Primary Premise from List of Premise(s)**
- **3.1 Unlink Collection of Premise(s)**
- **3.2 Select Premise(s) to Start**
- **3.3 Determine Start Date, Account, and Specific Requirements for Each Start SA**
- **3.4 Request Start Service for Multiple Premises**
- **3.5 Add Pending Start SA(s) and Link each SA/SP Group: Create SA(s)**
- **3.6 Add Pending Start Alert(s)**
- **3.7 Request Stop Service(s) Associated with Specific Account**
- **3.8 Request Stop Service(s) Associated with All Accounts for Selected Premises**
- **3.9 Update SA's to Pending Stop and Unlink each SA/SP**
- **4.0 Add Pending Stop Alert(s)**

## 1.0 Determine Requirements for Landlord Agreement

See **Establish Landlord Agreement - Manage Premises Page 1** on page 2-2 for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** Upon receipt of a request to establish a Landlord Agreement, the CSR or Authorized User collects the required information from the customer. Service Types and time periods that will revert, and be the Landlord's responsibility are determined.

## 1.1 Search for Premise(s) to Link

See **Establish Landlord Agreement - Manage Premises Page 1** on page 2-2 for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** The CSR or Authorized User accesses the premise(s) in CC&B that will be linked to a Landlord Agreement or Primary Premise using Control Central Search. Premise(s) to be linked to a Primary premise can be accessed using different combinations of search criteria.

---

### Entities to Configure

---

Installation Options

Zones

---

Business Objects	Available Algorithms
C1-UserDisplayAllPremises - User - Display All Premises	<b>Installation Options - Control Central Alert Algorithms</b>  Installation Options - ADCTSTPO Premise Info Algorithm

## 1.2 5.1.5.1 Manage Metered Site

See **Establish Landlord Agreement - Manage Premises Page 1** on page 2-2 for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** The Premise to be linked is associated with a new development or new property to be established in CC&B. The customer request could be from a Property Manager, Developer, or owner. Refer to 5.1.5.1 Manage Metered Site.

## 1.3 3.3.1.1 Establish Person and/or Account

See **Establish Landlord Agreement - Manage Premises Page 1** on page 2-2 for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** The landlord needs to be established in CC&B as a customer, requires a separate account to associate with the Landlord Agreement. If a tenant is starting service, they need to be established in CC&B as a customer. Refer to 3.3.1.1 Establish Person and/or Account.

## 1.4 Analyze Landlord Agreement

See **Establish Landlord Agreement - Manage Premises Page 1** on page 2-2 for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** The Account to be associated with reversion, service types or time periods for reversion may need updating. The CSR or Authorized User reviews an existing Landlord Agreement and discusses any required updates with the customer.

## 1.5 Make Changes and Request Update Existing Landlord Agreement

See **Establish Landlord Agreement - Manage Premises Page 1** on page 2-2 for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** The CSR or Authorized User makes any necessary changes and updates the Landlord Agreement information.

## 1.6 Update Landlord Agreement

See **Establish Landlord Agreement - Manage Premises Page 1** on page 2-2 for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** The Landlord Agreement is updated in CC&B.

---

### Entities to Configure

---

Service Type

---

## 1.7 Populate New Landlord Agreement Details and Request Add Landlord Agreement

See **Establish Landlord Agreement - Manage Premises Page 1** on page 2-2 for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** The CSR enters the Landlord Agreement information and establishes the Landlord Agreement.

## 1.8 Add Landlord Agreement

See **Establish Landlord Agreement - Manage Premises Page 1** on page 2-2 for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** The Landlord Agreement is established in CC&B.

## 1.9 Request Update Premise with New Landlord Agreement

See **Establish Landlord Agreement - Manage Premises Page 1** on page 2-2 for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** The Landlord Agreement must be linked to the given Premise(s) to use the reversion functionality.

## 2.0 Update Premise with Landlord Agreement

See **Establish Landlord Agreement - Manage Premises Page 1** on page 2-2 for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** The Landlord Agreement is linked to the identified Premise(s) in CC&B. If the service type is configured, this linkage will be used by the Landlord reversion functionality in CC&B to place service in the Landlord's name between tenants.

---

### Entities to Configure

---

SA Type

---



---

### Business Objects

---

Premise - Premise fields common to all premise BOs

Address - Premise business object for address

---



---

### Available Algorithms

---

LLREV COPY - Landlord Revert if within 10 days - copy tenant SA

## 2.1 Search for Primary Premise(s)

See **Establish Landlord Agreement - Manage Premises Page 2** on page 2-3 for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** In order to group a collection of Premises, a Primary or "Parent" Premise is first identified or established in CC&B. The CSR or Authorized User accesses the premise(s) in CC&B identified as the Primary Premise using Control Central Search.

---

### Entities to Configure

---

Installation Options

Zones

---



---

### Available Algorithms

---

Installation Options - Control Central Alert Algorithms

Installation Options - ADCTSTPO Premise Info Algorithm

---

## 2.2 Evaluate Eligibility to Link All Identified Premise(s)

See **Establish Landlord Agreement - Manage Premises Page 2** on page 2-3 for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** The CSR or Authorized User determines if the identified Premises have the necessary information to be linked to a Primary Premise.

## 2.3 Request to Link Primary Premise for Premise(s)

See **Establish Landlord Agreement - Manage Premises Page 2** on page 2-3 for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** The CSR enters information to link the Primary Premise to the individual Premises.

## 2.4 Link Premise(s) to Primary Premise

See **Establish Landlord Agreement - Manage Premises Page 2** on page 2-3 for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** The individual Premise(s) are linked to the Primary Premise in CC&B.

## 2.5 Evaluate All Linked Premise(s)

See **Establish Landlord Agreement - Manage Premises Page 2** on page 2-3 for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** Based on request of the customer or through processing exceptions, the CSR or Authorized User reviews the linked Premise(s) and determines what updates or actions are required.

## 2.6 Request Assign Landlord Agreement to Premise(s)

See **Establish Landlord Agreement - Manage Premises Page 2** on page 2-3 for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** There is a request to assign a Landlord Agreement to a given Premise(s). The CSR enters the required information to assign and link a Landlord Agreement with one or multiple Premises. Using the Premise Management functionality the CSR or Authorized User can link the Landlord Agreement from one or multiple Premises at the same time.

## 2.7 Add Landlord Agreement to Premise(s)

See **Establish Landlord Agreement - Manage Premises Page 2** on page 2-3 for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** The Landlord Agreement is linked to the given Premise(s) in CC&B.

## 2.8 Request Remove Landlord Agreement from Premise(s)

See **Establish Landlord Agreement - Manage Premises Page 2** on page 2-3 for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** The CSR or Authorized User receives a request to remove Landlord Agreement from one or multiple Premise(s). Using the Premise Management functionality the CSR or

Authorized User can unlink the Landlord Agreement from one or multiple Premises at the same time.

## 2.9 Remove Landlord Agreement From Premise(s)

See **Establish Landlord Agreement - Manage Premises Page 2** on page 2-3 for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** The Landlord Agreement is unlinked from one or multiple Premise(s) in CC&B.

## 3.0 Request Unlink Primary Premise from List of Premise(s)

See **Establish Landlord Agreement - Manage Premises Page 2** on page 2-3 for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** The CSR or Authorized User receives a request to unlink the Primary Premise from the associated Premise(s). Using the Premise Management functionality the CSR or Authorized User can unlink the Primary Premise from one or multiple Premises at the same time.

## 3.1 Unlink Collection of Premise(s)

See **Establish Landlord Agreement - Manage Premises Page 2** on page 2-3 for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** One or multiple Premises are unlinked from the Primary Premise in CC&B.

## 3.2 Select Premise(s) to Start

See **Establish Landlord Agreement - Manage Premises Page 3** on page 2-4 for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** Using the Premise Management functionality, the CSR or Authorized User determines the Premise(s) to start service for.

## 3.3 Determine Start Date, Account, and Specific Requirements for Each Start SA

See **Establish Landlord Agreement - Manage Premises Page 3** on page 2-4 for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** The CSR or Authorized User gathers information to initiate the Start Service process. Using Premise Management functionality the CSR or Authorized User determines the Start Date, Account ID used for the Start, and specific requirements for each Start SA. The CSR or Authorized User indicates if all premises linked to the Primary Premise should be started. The CSR or Authorized User determines if some or all of the associated Services for each Premise should be started.

**Entities to Configure**

SA Type  
 SA Start Options  
 SP Type  
 Rates  
 Contract Riders  
 Contract Value  
 Contract Quantity Type  
 Contract Options Type  
 To Do Type  
 To Do Role  
 Landlord Agreement

<b>Business Objects</b>	<b>Available Algorithms</b>
ServiceAgreement - ServiceAgreement	SA Type CI_SAT-NOBAL - These algorithms are for display of Service Agreement Information in CC&B
C1-SABasic - Service Agreement Basic	
CI_SAInfo - SA Information	CI_SAT-NRT - Installation Options Service Agreement Information Display,
CI_SATypeStartOptionRequires - SA Type Start Option Required	C1-SA-INFO - Installation Options Service Agreement Information Display
	NEW SA TODO -SA Type - SA Creation Algorithms - Create To Do Entry when SA added
	SACR-WP - Create a Workflow Process for SA Created
	SACR-AT - Activate SA

**3.4 Request Start Service for Multiple Premises**

See **Establish Landlord Agreement - Manage Premises Page 3** on page 2-4 for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** The CSR or Authorized User confirms and requests Start Service for one or multiple Premises.

**3.5 Add Pending Start SA(s) and Link each SA/SP Group: Create SA(s)**

See **Establish Landlord Agreement - Manage Premises Page 3** on page 2-4 for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** CC&B creates a Service Agreement for the landlord in Pending Start status. Through Start Service Initiation, Service Point information is linked to the Service Agreement. A Field Activity may be created if configured. CC&B links the Field Activity to the SA/SP.

---

#### Entities to Configure

---

To Do Type

To Do Role

SA Type

---



---

#### Available Algorithms

---

NEW SA TODO- Create a To Do entry when a SA is added

SACR-AT - This SA creation algorithm activates a pending start SA

---

### 3.6 Add Pending Start Alert(s)

See **Establish Landlord Agreement - Manage Premises Page 3** on page 2-4 for the business process diagram associated with this activity.

**Group:** Create SA(s)

**Actor/Role:** CC&B

**Description:** CC&B creates a Dashboard Alert for the Pending Start Service Agreement.

---

#### Entities to Configure

---

Installation Options

---



---

#### Available Algorithms

---

C1\_PENDST-DF - Highlight Pending Start SA's

**Installation Options - Control Central Alert Algorithms**

---

### 3.7 Request Stop Service(s) Associated with Specific Account

See **Establish Landlord Agreement - Manage Premises Page 3** on page 2-4 for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** Upon receipt of request to stop Service associated with multiple Premises, the CSR or Authorized User determines the Stop Date, Account ID as needed, and if linked premises are to be stopped also.

---

**Entities to Configure**


---

Installation Options

---



---

**Available Algorithms**


---

SA Type CI\_SAT-NOBAL - Basic Description (No Balance)

CI\_SAT-NRT - Basic Description (No Rate)

Installation Options CI\_SAI-STD - Common SA Information

---

### 3.8 Request Stop Service(s) Associated with All Accounts for Selected Premises

See **Establish Landlord Agreement - Manage Premises Page 3** on page 2-4 for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** Upon receipt of request to stop Service associated with multiple Premises, the CSR or Authorized User determines the Stop Date for all accounts associated with the selected premises and if linked premises should be stopped.

---

**Entities to Configure**


---

Installation Options

---



---

**Available Algorithms**


---

SA Type CI\_SAT-NOBAL - Basic Description (No Balance)

CI\_SAT-NRT - Basic Description (No Rate)

Installation Options CI\_SAI-STD - Common SA Information

---

### 3.9 Update SA's to Pending Stop and Unlink each SA/SP

See **Establish Landlord Agreement - Manage Premises Page 3** on page 2-4 for the business process diagram associated with this activity.

**Group:** Stop SA(s)

**Actor/Role:** CC&B

**Description:** When service is stopped, the status of the Service Agreement changes to Pending Stop. The SA/SP link is populated with an effective end date (stop) date. A Field Activity may be created if configured. CC&B links the Field Activity to the SA/SP.

---

**Entities to Configure**


---

SA Type

---

**Available Algorithms**


---

LL REV - Revert to landlord if no move in w/in 10 days

SAIS-ST - Automatically stop SA

## 4.0 Add Pending Stop Alert(s)

See **Establish Landlord Agreement - Manage Premises Page 3** on page 2-4 for the business process diagram associated with this activity.

**Group:** Stop SA(s)

**Actor/Role:** CC&B

**Description:** CC&B creates a Dashboard Alert for the Pending Stop Service Agreement.

---

**Entities to Configure**


---

Installation Options

---

**Available Algorithms**


---

C1-PENDSTOP-DF - Highlight Pending Stop SA's

**Installation Options - Control Central Alert Algorithms**


---

## Installation Options - Control Central Alert Algorithms

PP-Active	Show Count of Active Pay Plans
PP-Broken	Show Count of Broken Pay Plans
PP-Kept	Show Count of Kept Pay Plans
CC-PPDENIAL	Count Pay Plan Denial Customer Contacts
CCAL WFACCTX	Display Active WF for Account Based on Context
CCAL WFPREMX	Display Active WF for Premise Based on Context
CCAL WFACCTR	Display active WF for account based on char
CCAL WFPREMR	Display active WF for premise based on char
CCAL-TD	Highlight Outstanding To Do Entries
CCAL-DECL	Highlight Effective Declarations for Account and Premise
CCAL-CASE	Highlight Open Cases
CCAL-FAERMSG	Highlight FA's with outstanding outgoing messages
CI_WO_BILL	Highlight Written off Bills
CI_OD-PROC	Highlight Active Overdue Processes
CI_OMF_DF	Highlight Open and Disputed Match Even
CI_STOPSA-DF	Highlight Stopped SA's
C1-CCAL-CLM	Highlight Open Rebate Claims
C1-COLL-DF	Highlight Active Collection Processes
C1_COLLRF-DF	Highlight Active Collection Agency Referral
C1_PENDST-DF	Highlight Pending Start Service Agreements
C1_CASH-DF	Cash Only Account
C1_CRRT-DF	Credit Rating Alert
C1_LSSL-DF	Highlight Life Support/Sensitive Load on Person
C1_LSSLPR-DF	Highlight Life Support/Sensitive Load on Premise
C1_SEVPR-DF	Highlight Active Severance Processes
C1-CCAL-OCBG	Highlight Open Off Cycle Bill Generators
F1-SYNRQALRT	Retrieve Outstanding Sync Request

## 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