

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

Utility Reference Model

3.3.2.2 Start Non-Premise Based Service

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Oracle Utilities Customer Care and Billing Utility Reference Model 3.3.2.2, Release 2.3.1

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Chapter 1

Overview

This chapter provides a brief description of the Start Non-Premise Based Service business process and associated process diagrams. This includes:

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

Brief Description

Business Process: 3.3.2.2 Start Non-Premise Based Service

Process Type: Sub-Process

Parent Process: 3.3.2 Manage Service Agreement

Sibling Processes: 3.3.2.1 Start Premise Based Services, 3.3.2.3 Stop Premise Based Service, 3.3.2.4 Stop Non-Premise Based Service, 3.3.3.2 Determine Customer Deposit, 3.3.1.1 Establish Person and/or Account, 3.4.1.1 Manage Customer Contacts, 5.3.1 Manage Fieldwork, 4.2.2 Manage Billing, 4.3.1.1 Manage Payments, 4.3.2.1 Manage Collection Process

This process describes the typical Start Service processing for Non Premise Based Service Agreements. After receiving a Customer request to Start Service and 3.3.1.1 Establishing Person and/or Account, a Service Agreement(s) that determines relationships between the Service Provider and Customer is created. Customer requests to Start Non Premise Based Service are obtained from various sources. Start service may be for:

- Customer, new or existing and may be combined with Starting a Premise Based Service.
- Charges for a one time service delivered by the Company
- Charges for damages to Company property
- Charitable contribution Connection Charge

Actors/Roles

The Start Non-Premise Based Service 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

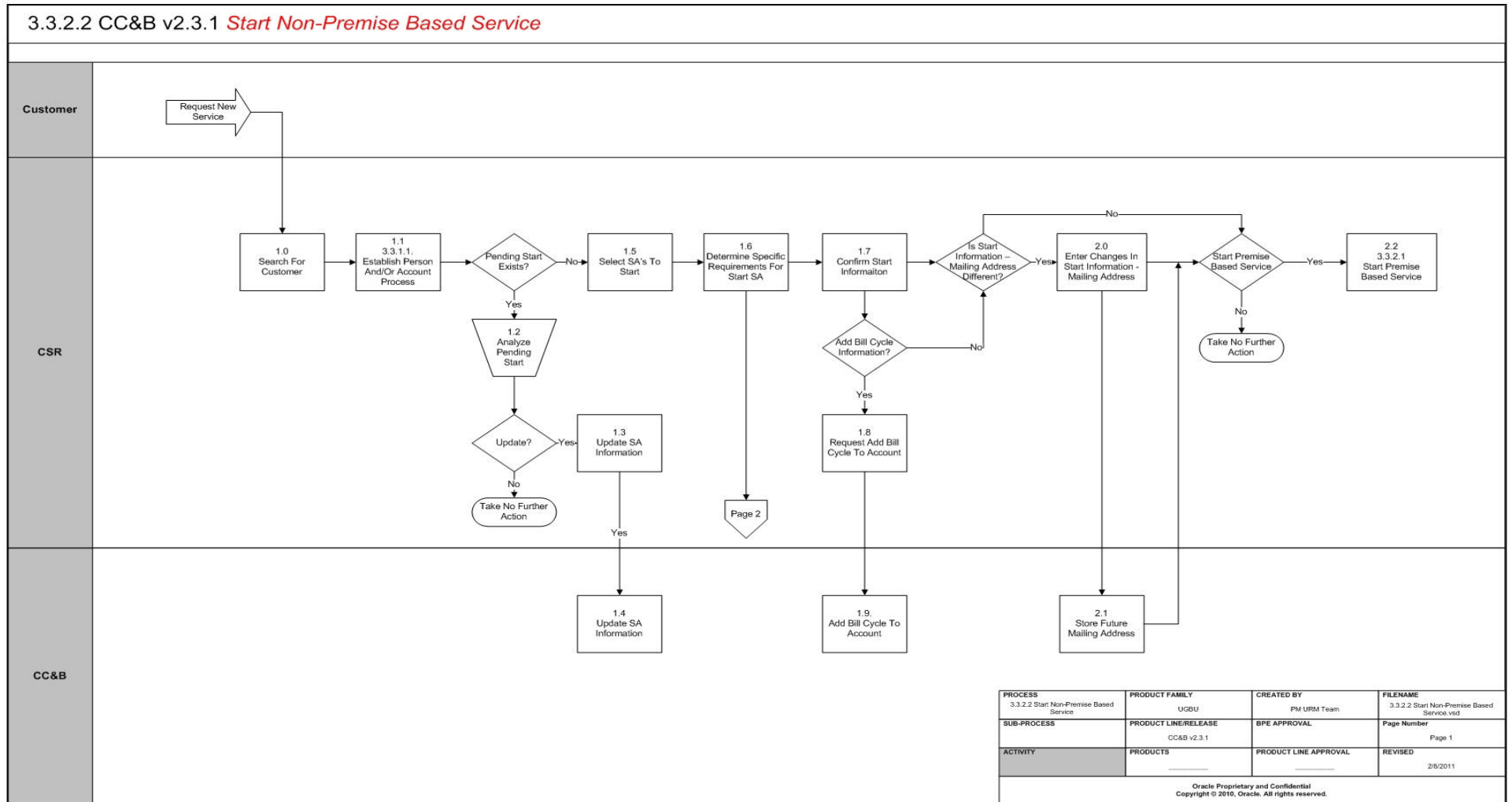
Detailed Business Process Model Description

This chapter provides a detailed description of the Start Non-Premise Based Service business process. This includes:

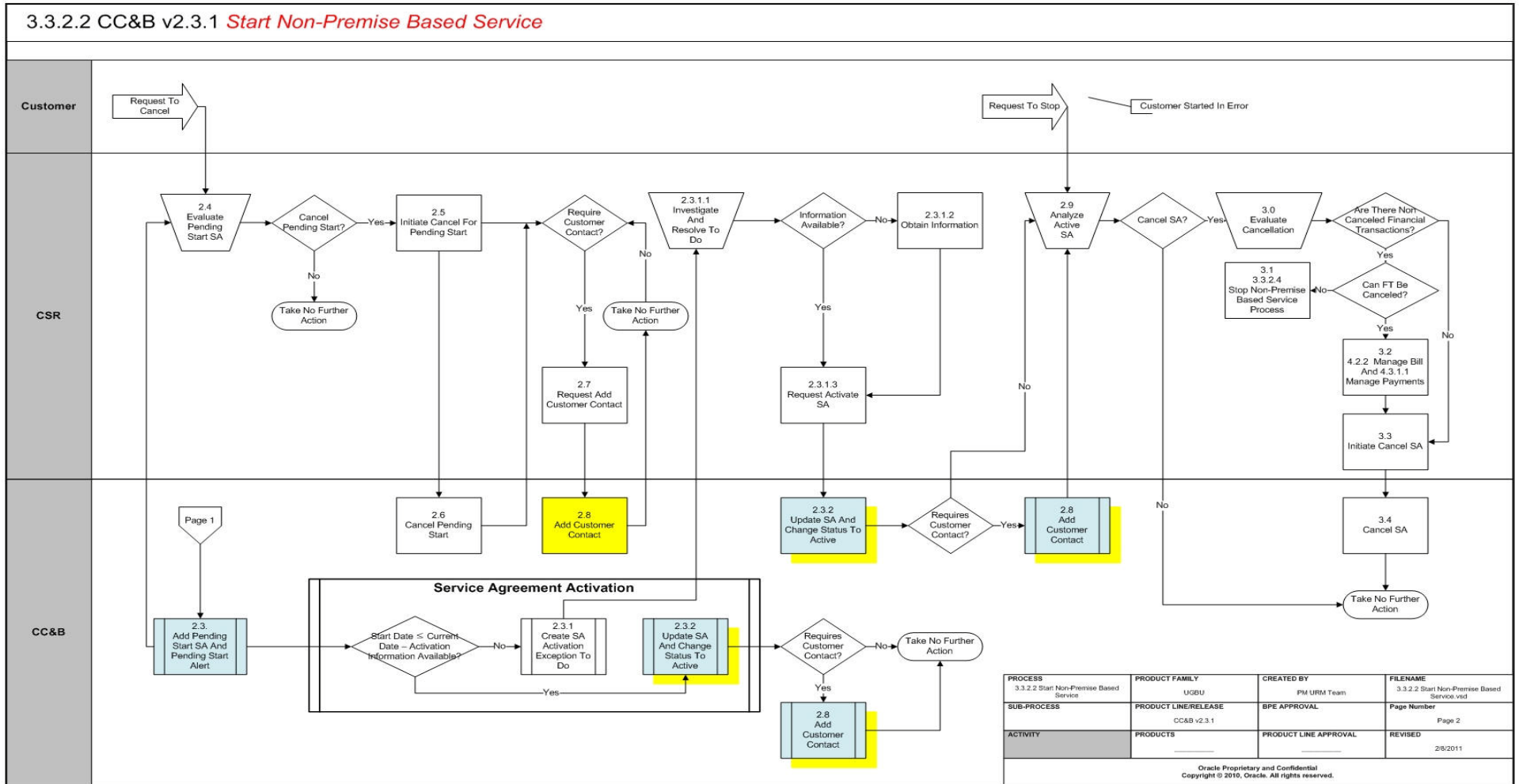
- **Business Process Diagrams**
 - **Start Non-Premise Based Service Page 1**
 - **Start Non-Premise Based Service Page 2**
- **Start Non-Premise Based Service Description**
- **Installation Options - Control Central Alert Algorithms**
- **Standard Non-Premise Based SA Types**
- **Related Training**

Business Process Diagrams

Start Non-Premise Based Service Page 1



Start Non-Premise Based Service Page 2



Start Non-Premise Based Service Description

This section includes detailed descriptions of the steps involved in the Start Non-Premise Based Service business process, including:

- 1.0 Search for Customer
- 1.1 3.3.1.1 Establish Person and/or Account Process
- 1.2 Analyze Pending Start
- 1.3 Update SA Information
- 1.4 Update SA Information
- 1.5 Select SA's to Start
- 1.6 Determine Specific Requirements for Start SA
- 1.7 Confirm Start Information
- 1.8 Request Add Bill Cycle to Account
- 1.9 Add Bill Cycle to Account
- 2.0 Enter Changes in Start Information - Mailing Address
- 2.1 Store Future Mailing Address
- 2.2 3.3.2.1 Start Premise Based Service
- 2.3 Add Pending Start SA and Pending Start Alert
- 2.3.1 Create SA Activation Exception - To Do
- 2.3.2 Update SA and Change Status to Active
- 2.3.1.1 Investigate and Resolve To Do
- 2.3.1.2 Obtain Information
- 2.3.1.3 Request Activate SA
- 2.4 Evaluate Pending Start Service Agreement
- 2.5 Initiate Cancel for Pending Start
- 2.6 Cancel Pending Start
- 2.7 Request Add Customer Contact
- 2.8 Add Customer Contact
- 2.9 Analyze Active SA
- 3.0 Evaluate Cancellation
- 3.1 3.3.2.4 Stop Non-Premise Based Service Process
- 3.2 4.2.2 Manage Bill and 4.3.1.1 Manage Payments
- 3.5 Initiate Cancel SA
- 3.6 Cancel SA

1.0 Search for Customer

See **Start Non-Premise Based Service Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: Upon receipt of request for service the CSR or Authorized User accesses Control Central Search to locate the Customer in CC&B. When a customer is selected, the CSR or Authorized User is automatically transferred to Control Central - Account Information refreshed with the selected customer's data. Dashboard Alerts provide the CSR or Authorized User with pertinent information for the customer including Pending Starts.

Entities to Configure

Zones

Installation Options

Installation Options-Framework

Identifier Type

Geographic Type

Available Algorithms

Installation Options - Control Central Alert Algorithms

CI_GLBL-CTXT - Global Context

1.1 3.3.1.1 Establish Person and/or Account Process

See **Start Non-Premise Based Service Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR - CC&B

Description: Refer to process 3.3.1.1 Establish Person and or Account Process.

1.2 Analyze Pending Start

See **Start Non-Premise Based Service Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User reviews the existing Pending Start to determine if updates are required.

1.3 Update SA Information

See **Start Non-Premise Based Service Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: A start date or other Service Agreement Information may need to be changed. The CSR or Authorized User enters the changes.

1.4 Update SA Information

See **Start Non-Premise Based Service Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: Any updates for the Service Agreement are made in CC&B.

Entities to Configure

Installation Options-Framework

SA Type

SA Type SA Rel Type

SA Relationship Type

Business Objects	Available Algorithms
ServiceAgreement - ServiceAgreement	CI_SAI-STD - Common SA Information
DR_ServiceAgreement - Data Replicator - SA	CI_SAT-NOBAL - Basic Description (No Balance)
C1-SABasic - Service Agreement Basic	CI_SAT-NRT - Basic Description (No Rate)
CI_DepositSAAmount - Maintain Deposit SA Amount	SACR-AT - Activate service agreement
CI_SAIInfo - SA Information	
SARelationship - Service Agreement Relationship	
CI_SATypeStartOptionRequireds - SA Type Start Option Required	

1.5 Select SA's to Start

See **Start Non-Premise Based Service Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User gathers information from the customer to initiate the Start Service process. This is used to enter SA start date to confirm a start method of "Start SA" and to choose the appropriate CIS Division and SA Type.

Entities to Configure

SA Type

SA Start Options

Business Objects	Available Algorithms
ServiceAgreement - ServiceAgreement	SA Type CL_SAT-NOBAL- These are algorithms for display of Service Agreement Information in CC&B
DR_ServiceAgreement - Data Replicator - SA	
C1-SABasic - Service Agreement Basic	CL_SAT-NRT - Installation Options Service Agreement Information Display,
CL_DepositSAAmount - Maintain Deposit SA Amount	C1-SA-INFO - Installation Options Service Agreement Information Display
CL_SAIInfo - SA Information	
SARelationship - Service Agreement Relationship	
CL_SATypeStartOptionRequireds - SA Type Start Option Required	

1.6 Determine Specific Requirements for Start SA

See **Start Non-Premise Based Service Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: There may be different start options configured for the specific SA Type. The service may be for a one-time charge, a recurring amount for the life of the Service Agreement, a recurring charge until total amount has billed, or payoff amount is satisfied. SA type, Start Option, Amount and Installment Payment or recurring charge field information may need to be populated or changed using available lookups. Based on configuration the CSR or Authorized User may determine selections for but not limited to:

- Different Connection Fees
- Specific Predetermined One Time Charges for Service outside of normal business operations
- Loan Periods and Loan Amounts
- Installment Periods and Amounts

Entities to Configure

- SA Type
- SA Type Start Options
- Rate Schedule
- Contract Quantity Type
- Contract Options Type
- Contract Option Event Type
- To Do Type
- To Do Role
- Adjustment Type
- Currency
- Billable Charge Template
- Bill Factor
- Characteristic Type
- Interval Profile Rel type
- TOU Map Relationship Type
- TOU Group
- Terms and Conditions

Business Objects	Available Algorithms
ServiceAgreement - ServiceAgreement	SA Type CI_SAT-NOBAL - These algorithms are for display of Service Agreement Information in CC&B
DR_ServiceAgreement - Data Replicator - SA	CI_SAT-NRT - Installation Options Service Agreement Information Display,
C1-SABasic - Service Agreement Basic	C1-SA-INFO - Installation Options Service Agreement Information Display
CI_DepositSAAmount - Maintain Deposit SA Amount	SACR-WP - Create a Workflow Process for SA Created
CI_SAIInfo - SA Information	NEWSA To Do - Create To Do Entry when SA added,
SARelationship - Service Agreement Relationship	SACR-AT - Activate SA
CI_SATypeStartOptionRequires - SA Type Start Option Required	

1.7 Confirm Start Information

See **Start Non-Premise Based Service Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: There is dialogue with the Customer. Start Information is confirmed including the mailing address.

1.8 Request Add Bill Cycle to Account

See **Start Non-Premise Based Service Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: In CC&B the Bill Cycle normally reflects the service point's Meter Read Cycle when there is an associated Premise Based Service Agreement. When a Premise Based Service Agreement is not associated, a Bill Cycle must be manually assigned to the Account. The CSR determines and assigns the Bill Cycle based on established business rules.

Entities to Configure

Bill Cycles

1.9 Add Bill Cycle to Account

See **Start Non-Premise Based Service Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Bill Cycle is added to the Account. Refer to 4.2.2.1 Update Billing Information.

Entities to Configure

Bill Cycles

2.0 Enter Changes in Start Information - Mailing Address

See **Start Non-Premise Based Service 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 for contact information and enters new mailing address. The system defaults to mailing premise. If no other Premise Based Service Agreements exist, the default needs to change. CC&B address sources include Person, Premise, and Account. The address information is effective when the Service Agreement is activated. (Alternatively, the CSR or Authorized User may return to the Person Record if changes are to occur immediately).

Entities to Configure

Postal Code Default

Installation Options

Bill Route Type

Country

2.1 Store Future Mailing Address

See **Start Non-Premise Based Service Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The mailing address information is stored until the Service Agreement is activated.

2.2 3.3.2.1 Start Premise Based Service

See **Start Non-Premise Based Service Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR - CC&B

Description: Refer to 3.3.2.1 Start Premise Based Service.

2.3 Add Pending Start SA and Pending Start Alert

See **Start Non-Premise Based Service Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: CC&B creates a Service Agreement in Pending Start status. Selected Information from the start options and other SA Type defined configuration populate the Pending Start Service Agreement.

Entities to Configure

To Do Type

To Do Role

Installation Options

SA Type

Available Algorithm(s)

SA Creation - New SA To Do - creates a To Do entry when SA is created

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

Installation Options - Control Central Alert Algorithms - C1 PENDST-DF - Highlight Pending Start SA's

2.3.1 Create SA Activation Exception - To Do

See **Start Non-Premise Based Service Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The CC&B background process, SAACT, periodically checks to see if Service Agreements can be activated. CC&B creates an exception processing record for each Service

Agreement with the Service Agreement's effective start date less than the current business date and with missing or incomplete information. The SA Type algorithm, SACR-AT, SA Activation may also be used to activate Non Premise based Service Agreements. If this algorithm is not plugged in on a SA Type, Service Agreements are activated by this SA Activation background process or manually activated.

Entities to Configure
SA Type
To Do Type
To Do Role

Available Algorithm(s)
SA Type - SA Creation - SACR-AT - This SA creation algorithm activates a pending start SA.

Configurable Processes
SA Activation SAACT, TD-SSFTL To Do for Old Pending Start/Stops. This catches start/stop requests that have gone unfulfilled. The number of day's parameter is configurable.

2.3.2 Update SA and Change Status to Active

See **Start Non-Premise Based Service Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: Once information is available or obtained, the Service Agreement Activation process, SA Activation will transition the Service Agreement to active. Based on configuration, some Service Agreements are automatically transitioned from Pending Start to Stopped.

Entities to Configure
SA Type

Available Algorithm(s)
SAAT-CC - SA Type -SA Activation - this algorithm creates a Customer Contact

2.3.1.1 Investigate and Resolve To Do

See **Start Non-Premise Based Service Page 1** on page 2-2 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. The CSR or Authorized User enters this information in CC&B.

Entities to Configure

To Do Type

To Do Role

2.3.1.2 Obtain Information

See **Start Non-Premise Based Service Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User enters available information in CC&B. This may require further investigation to provide necessary information.

2.3.1.3 Request Activate SA

See **Start Non-Premise Based Service Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User manually activates the SA in CC&B.

2.4 Evaluate Pending Start Service Agreement

See **Start Non-Premise Based Service Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User reviews the Pending Start Service Agreement. Prior to Service Agreement activation, it may be determined the Service Agreement needs to be canceled. The Customer may call and request they do not want to Start Service.

2.5 Initiate Cancel for Pending Start

See **Start Non-Premise Based Service Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User cancels the Pending Start Service Agreement.

2.6 Cancel Pending Start

See **Start Non-Premise Based Service Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Pending Start Service Agreement status is transitioned to Canceled in CC&B.

2.7 Request Add Customer Contact

See **Start Non-Premise Based Service Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: Based on established business rules the CSR or Authorized User creates a Customer Contact for the customer, recording pertinent information about the change(s) for the Service Agreement.

Entities to Configure

Customer Contact Class

Customer Contact Type

2.8 Add Customer Contact

See **Start Non-Premise Based Service Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Customer Contact is added in CC&B. If configured, CC&B can automatically create a Customer Contact when Service Agreements are activated. CC&B creates a Dashboard Alert for the Customer Contact information and displays the last contact in the Dashboard Alert Zone.

Manual Process - The CSR or Authorized User can create a Customer Contact online based on established business rules.

Automated Process - Based on configuration a Customer Contact can be created automatically.

Entities to Configure

SA Type

Installation Options

Customer Contact Class

Customer Contact Type

Available Algorithm(s)

SAAT-CC - SA Type -SA Activation - this algorithm creates a Customer Contact

2.9 Analyze Active SA

See **Start Non-Premise Based Service Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User may review the Active Service Agreement. Information is made available that requires further evaluation. The Service Agreement may need to be canceled. The customer may also call and indicate they do not want the service provided. This request may be submitted after the Service Agreement is activated.

3.0 Evaluate Cancellation

See **Start Non-Premise Based Service Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: As part of the cancellation process it is determined there are financial transactions associated with the Active Service Agreement.

3.1 3.3.2.4 Stop Non-Premise Based Service Process

See **Start Non-Premise Based Service Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The Financial Transactions cannot be canceled. Refer to 3.3.2.4 Stop Non-Premise Based Service.

3.2 4.2.2 Manage Bill and 4.3.1.1 Manage Payments

See **Start Non-Premise Based Service Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: Refer to 4.2.2.2 Manage Meter Charges and 4.3.1.1 Manage Payments for Financial Transaction Cancellations.

Entities to Configure

Cancel Reason - for Bill, Payment or Adjustment

3.5 Initiate Cancel SA

See **Start Non-Premise Based Service Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User changes the Service Agreement status to Canceled..

Entities to Configure

Cancel Reason - for Bill, Payment or Adjustment

3.6 Cancel SA

See **Start Non-Premise Based Service Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The Service Agreement is transitioned to a Canceled status. Canceled is a final status.

Entities to Configure

To Do Type

To Do Role

Available Algorithm(s)

SACA CRTODO - Create To Do Entry
when SA Canceled

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

Standard Non-Premise Based SA Types

CHARITY	Charitable Contribution
CONNECT	Connection Charge
DE-INST	Deposit for Commercial Customer
DEP-I	Deposits
EXCSCRED	Excess Credit (overpayment)
LOAN-ST	Short Term Loans
MI-BCTX	Taxable Charges
MI-BCTXS	Taxable Charges from Service Provider
MI-CIAC	Contribution in Aid of Construction
MI-PROPT	Property Tax Payments
MI-SCMSA	Service Credit Membership
MI-SUBCH	Miscellaneous Billable Charge
MI-TBFU	They Bill for us Settlement SA
MI-UMB	Group Discount SA
MI-WBFT	We Bill for Them Merchandise
NBB-MRR	Monthly NBB(Non Billed Budget) - Monitored w/Req Renew
NBB-URR	Monthly NBB(Non Billed Budget) - Unmonitored w/Req Renew
NCIS-CON	Non CIS Payments - Connect Fee
NCIS-MTR	Non CIS Payments - Mobile Meter Permit
NCIS-PUR	Non CIS Payments - Purchasing
ONE OFF	One off charge
ONETIME	One Time charge
OVR UNDR	Cash drawer over/under expense
PA-OI	Pay arrangement (OI)
PA-REGU	Pay arrang. - Regulated debt
PA-UNRE	Pay arrang. - Unregulated debt
REBATE	Rebate Refnd
SCM RFEE	SC Membership - refundable fee
SCM SFEE	SC Membership - Std Fee (non-ref)
SPRLPC	Service Provider LPC(Late Payment Charge) SA
SUSPENSE	Uploaded payments in suspense

CHARITY	Charitable Contribution
WO-ALL	Write off inclusive of taxes
WO-BANKR	Bankruptcy write off
WO-LIAB	Write down liabilities
WO-STAND	Write off

Related Training

Following User Productivity Kit (UPK) training modules are available for the Start Non-Premise Based Service Utility Reference Model (URM):

- Administration Setup
- Rating and Billing
- User Tasks