

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

Utility Reference Model

5.6.3 Manage Supplies

July 2012

Oracle Utilities Customer Care and Billing Utility Resource Model 5.6.3, Release 2.3.1

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Chapter 1

Overview

This chapter provides a brief description of the Manage Supplies business process and associated process diagrams. This includes:

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

Brief Description

Business Process: 5.6.3 Manage Supplies (CCB)

Process Type: Process

Parent Process: 5.6 Manage Supply Chain

Manage Supplies process takes place when utility Company needs to have inventory records of Meters and Items Company owns or uses to provide the services. This process describes how Meters and Items are recorded in CC&B inventory as well as maintenance of the Meter Record and Item records in the system.

The CSR or Authorized User can add or modify Meter, Meter Configuration, Item information upon internal or external request(s).

Actors/Roles

The Manage Supplies 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.
- **Asset Management:** Asset Management Application.

Chapter 2

Detailed Business Process Model Description

This chapter provides a detailed description of the Manage Supplies business process. This includes:

- **Business Process Diagrams**
 - **Manage Supplies (Page1)**

Business Process Diagrams

Manage Supplies (Page1)

