Oracle Utilities Customer Care and Billing Release 2.5.0

Utility Reference Model

3.3.6.1 Establish Landlord Agreement - Manage Premises

August 2016

ORACLE

Oracle Utilities Customer Care and Billing Release 2.5.0 Utility Reference Model 3.3.6.1 Establish Landlord Agreement - Manage Premises

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3.3.6.1 Establish Landlord Agreement - Manage Premises

This section provides a description of the "Establish Landlord Agreement - Manage Premises" business process, including:

- Brief Description
  - Actors/Roles
- Business Process Diagrams
  - Establish Landlord Agreement - Manage Premises Process Model - Page 1
  - Establish Landlord Agreement - Manage Premises Process Model - Page 2
  - Establish Landlord Agreement - Manage Premises Process Model - Page 3
- Establish Landlord Agreement - Manage Premises Detailed Process Model Description
- Installation Options - Control Central Alert Algorithms
- Related Training

Brief Description

Business Process: 3.3.6.1 CC&B v2.5 Establish Landlord Agreement - Manage Premises

Process Type: Sub-Process

Parent Process: 3.3.2 CC&B v2.5 Manage Service Agreement

Sibling Processes:

- 3.3.2.1 CC&B v2.5 Start Premise Based Service
- 3.3.2.3 CC&B v2.5 Stop Premise Based Service
- 3.3.2.2 CC&B v2.5 Start Non-Premise Based Service
- 3.3.2.4 CC&B v2.5 Stop Non-Premise Based Service
- 3.3.6.2 CC&B v2.5 Start Premise Based Service for Landlord - Tenant
- 3.3.6.3 CC&B v2.5 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 Agreements 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.

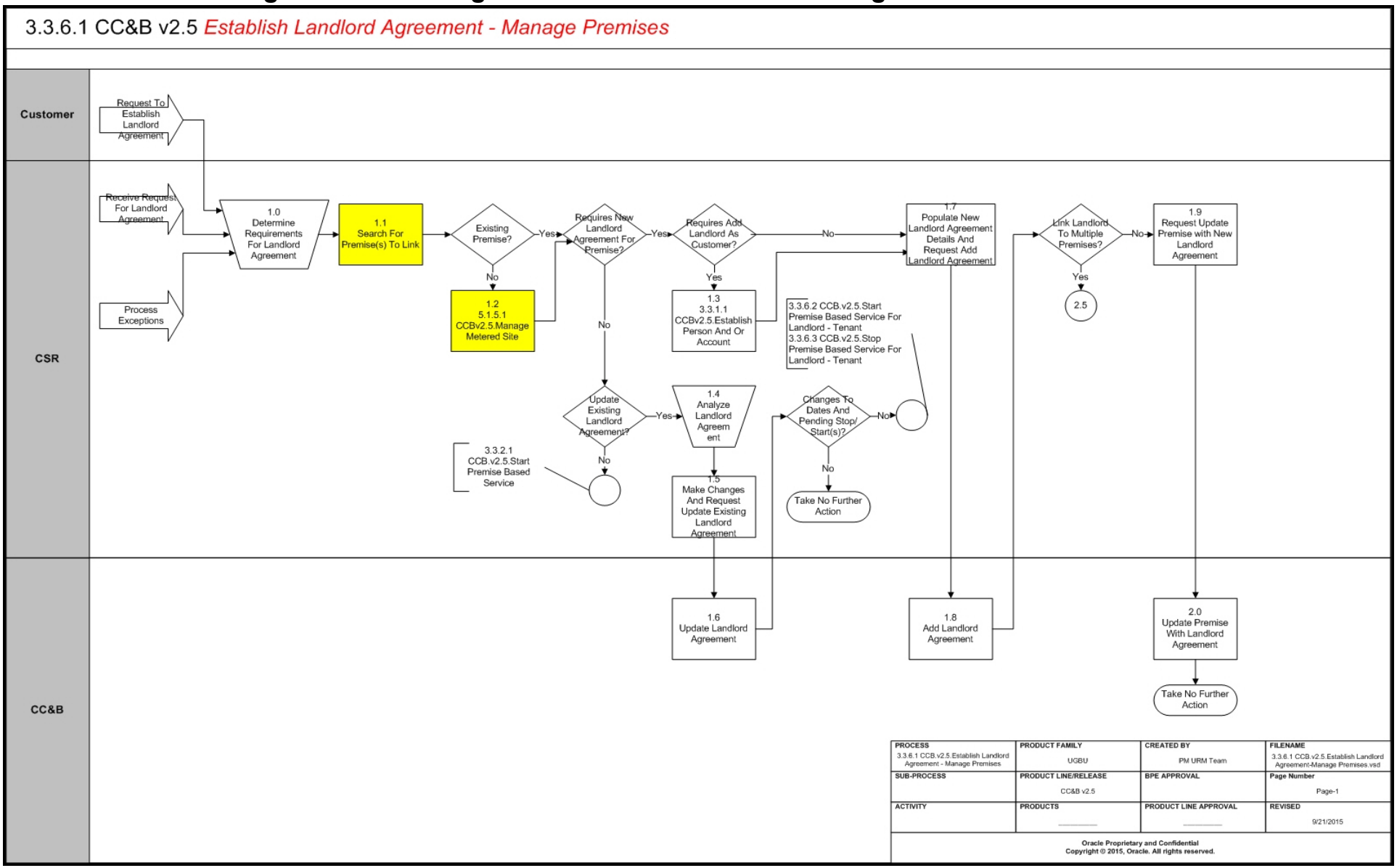
Actors/Roles

The Establish Landlord Agreement - Manage Premises business process involves the following actors and roles.

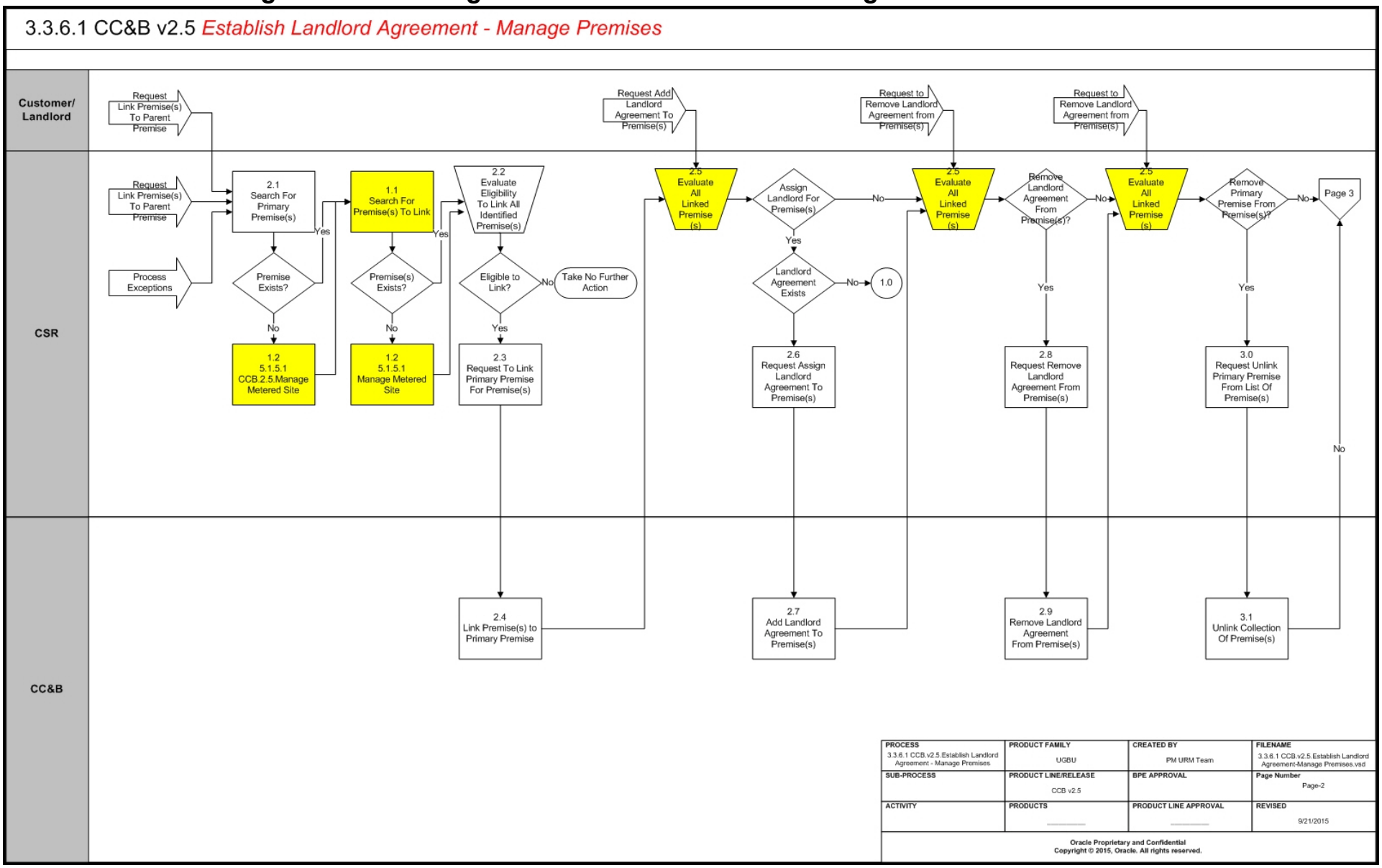
- **CC&B**: The Customer Care and Billing application. Steps performed by this actor/role are performed automatically by the application, without the need for user initiation or intervention.
- **CSR CC&B:** CSR or Authorized User of the Customer Care and Billing application.

Business Process Diagrams

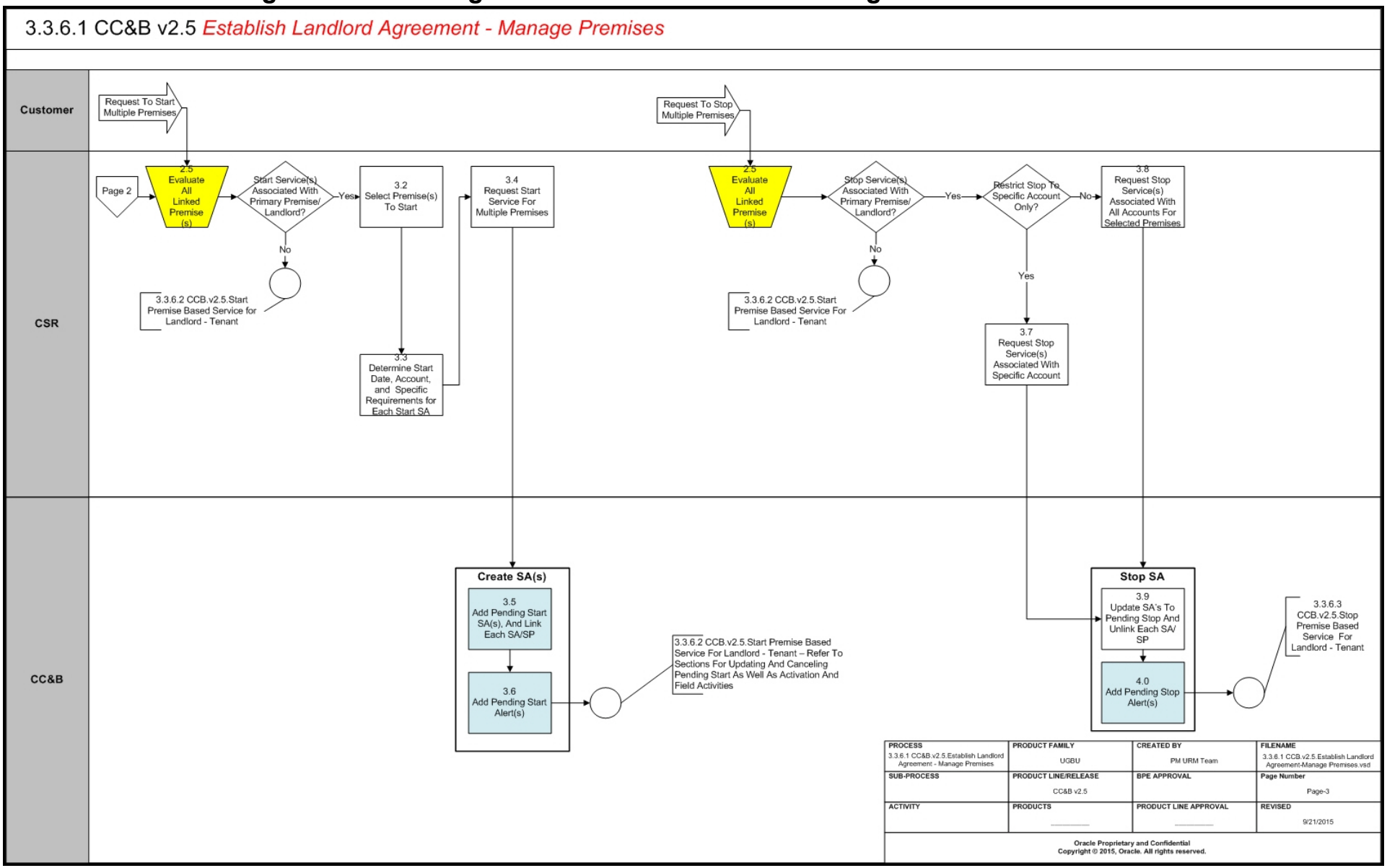
Establish Landlord Agreement - Manage Premises Process Model - Page 1



Establish Landlord Agreement - Manage Premises Process Model - Page 2



Establish Landlord Agreement - Manage Premises Process Model - Page 3



Establish Landlord Agreement - Manage Premises Detailed Process Model Description

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

- 1.0 Determine Requirements for Landlord Agreement
- 1.1 Search for Premises to Link
- 1.2 5.1.5.1 CC&B v2.5 Manage Metered Site
- 1.3 3.3.1.1 CC&B v2.5 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 Premises
- 2.2 Evaluate Eligibility to Link All Identified Premises
- 2.3 Request to Link Primary Premise for Premises
- 2.4 Link Premises to Primary Premise
- 2.5 Evaluate All Linked Premises
- 2.6 Request Assign Landlord Agreement to Premises
- 2.7 Add Landlord Agreement to Premises
- 2.8 Request Remove Landlord Agreement from Premises
- 2.9 Remove Landlord Agreement From Premises
- 3.0 Request Unlink Primary Premise from List of Premises
- 3.1 Unlink Collection of Premises
- 3.2 Select Premises 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 SAs and Link Each SA/SP
- 3.6 Add Pending Start Alerts
- 3.7 Request Stop Services Associated with Specific Account
- 3.8 Request Stop Services 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 Alerts

1.0 Determine Requirements for Landlord Agreement

Reference: Establish Landlord Agreement - Manage Premises Process Model - Page 1 on page 3 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 seasonal time periods that will revert, and be the Landlord's responsibility are determined.

1.1 Search for Premises to Link

Reference: Establish Landlord Agreement - Manage Premises Process Model - Page 1 on page 3 for the business process diagram associated with this activity.

Actor/Role: CSR

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

Entities to Configure

- Installation Options
- Zones

Business Objects

- C1-UserDisplayAllPremises - User - Display All Premises

Available Algorithms

- CI_PREM-INFO - This algorithm formats the “Premise Information” string that appears throughout the system.

1.2 5.1.5.1 CC&B v2.5 Manage Metered Site

Reference: Establish Landlord Agreement - Manage Premises Process Model - Page 1 on page 3 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 CC&B v2.5 Manage Metered Site.

1.3 3.3.1.1 CC&B v2.5 Establish Person and/or Account

Reference: Establish Landlord Agreement - Manage Premises Process Model - Page 1 on page 3 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 CC&B v2.5 Establish Person and/or Account.

1.4 Analyze Landlord Agreement

Reference: Establish Landlord Agreement - Manage Premises Process Model - Page 1 on page 3 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

Reference: Establish Landlord Agreement - Manage Premises Process Model - Page 1 on page 3 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

Reference: Establish Landlord Agreement - Manage Premises Process Model - Page 1 on page 3 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

Reference: Establish Landlord Agreement - Manage Premises Process Model - Page 1 on page 3 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

Reference: Establish Landlord Agreement - Manage Premises Process Model - Page 1 on page 3 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

Reference: Establish Landlord Agreement - Manage Premises Process Model - Page 1 on page 3 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The Landlord Agreement must be linked to the given Premises to use the reversion functionality.

2.0 Update Premise with Landlord Agreement

Reference: Establish Landlord Agreement - Manage Premises Process Model - Page 1 on page 3 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Landlord Agreement is linked to the identified Premises 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

- WX-Premise - Premise fields common to all premise BOs.

Available Algorithms

- CI_LLREV-C - Landlord Revert if within 10 days - copy tenant SA

2.1 Search for Primary Premises

Reference: Establish Landlord Agreement - Manage Premises Process Model - Page 1 on page 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 premises in CC&B identified as the Primary Premise using Control Central Search.

Entities to Configure

- Installation Options- Framework, Algorithms, System Event: Premise Info
- Zones

Business Objects

- C1-UserDisplayAllPremises - User - Display All Premises

Available Algorithms

- CI_PREM-INFO - This algorithm formats the “Premise Information” string that appears throughout the system.

2.2 Evaluate Eligibility to Link All Identified Premises

Reference: Establish Landlord Agreement - Manage Premises Process Model - Page 1 on page 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 Premises

Reference: Establish Landlord Agreement - Manage Premises Process Model - Page 1 on page 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 Premises to Primary Premise

Reference: Establish Landlord Agreement - Manage Premises Process Model - Page 2 on page 4 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The individual Premises are linked to the Primary Premise in CC&B.

2.5 Evaluate All Linked Premises

Reference: Establish Landlord Agreement - Manage Premises Process Model - Page 2 on page 4 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 Premises and determines what updates or actions are required.

2.6 Request Assign Landlord Agreement to Premises

Reference: Establish Landlord Agreement - Manage Premises Process Model - Page 2 on page 4 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 Premises. 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 Premises

Reference: Establish Landlord Agreement - Manage Premises Process Model - Page 2 on page 4 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Landlord Agreement is linked to the given Premises in CC&B.

2.8 Request Remove Landlord Agreement from Premises

Reference: Establish Landlord Agreement - Manage Premises Process Model - Page 2 on page 4 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 Premises. 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 Premises

Reference: Establish Landlord Agreement - Manage Premises Process Model - Page 2 on page 4 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Landlord Agreement is unlinked from one or multiple Premises in CC&B.

3.0 Request Unlink Primary Premise from List of Premises

Reference: Establish Landlord Agreement - Manage Premises Process Model - Page 3 on page 5 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 Premises. 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 Premises

Reference: Establish Landlord Agreement - Manage Premises Process Model - Page 3 on page 5 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 Premises to Start

Reference: Establish Landlord Agreement - Manage Premises Process Model - Page 3 on page 5 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 Premises to start service for.

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

Reference: Establish Landlord Agreement - Manage Premises Process Model - Page 3 on page 5 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

Business Objects

- C1-AccountManagementSA - Service Agreement - Account Management
- WX-ServiceAgreement - This business object is used to read an instance of a service agreement.
- CI_DepositSAAmount - Maintain Deposit SA Amount
- CI_SAInfo - SA Information
- C1-MDM1SA (CC&B - MDM Integration) - SA Information for MDM1 SA Sync
- C1-MDM2SA (CC&B - MDM Integration) - MDM2 SA
- C1-NMSSA (CC&B - NMS Integration) - SA Information for NMS Sync
- C1-PPBSA - This business object is used to retrieve details for a prepaid biller's (PPB) service agreement.
- C1-SABasic - Service Agreement Basic
- CI_SATypeStartOptionRequired - SA Type Start Option Required
- C1-SARelTypePhysicalBO - Physical BO for SA Relationship Type.
- C1-SATypeStartOptionPhysicalBO - Physical BO for SA Type Start Option
- WX-SAType - Service Agreement Type
- CI_SAType - SA Type Basic
- C1-SATypeSARelTypePhysicalBO - Physical BO for SA Type SA Relationship Type
- C1-ServiceRequestIntegration - This business object captures additional configuration required by the service request integration.

Available Algorithms

- C1-SAT-INFO - This SA Type SA Information algorithm formats the "SA Information" that appears throughout the system.
- CI_SAT-NRT - Basic Description (No Rate) - This Installation algorithm formats the "SA Information" that appears throughout the system.
- CI_SAT-NOBAL - Basic Description (No Balance) - This Installation algorithm formats the "SA Information" that appears throughout the system.
- NEW SA TODO -SA Type - SA Creation Algorithms - Create To Do Entry when SA added.

3.4 Request Start Service for Multiple Premises

Reference: Establish Landlord Agreement - Manage Premises Process Model - Page 3 on page 5 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 SAs and Link Each SA/SP

Reference: Establish Landlord Agreement - Manage Premises Process Model - Page 3 on page 5 for the business process diagram associated with this activity.

Group: Create SA

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.
- CI_SASPFWCRE - Create field activities for pending start and pending stop service agreements.

3.6 Add Pending Start Alerts

Reference: Establish Landlord Agreement - Manage Premises Process Model - Page 3 on page 5 for the business process diagram associated with this activity.

Group: Create SAs

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

3.7 Request Stop Services Associated with Specific Account

Reference: Establish Landlord Agreement - Manage Premises Process Model - Page 3 on page 5 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
- SA Type

Available Algorithms

- C1-SAI-INFO - This Installation algorithm formats the “SA Information” that appears throughout the system.
- C1-SAT-INFO - This SA Type SA Information algorithm formats the “SA Information” that appears throughout the system.
- LL REV - This initiate a stop for a SA algorithm causes service to be started under a landlord's account when a tenant stops service at a service point covered by a landlord agreement.
- CI_SASPFWCRE - Create field activities for pending start and pending stop service agreements.

3.8 Request Stop Services Associated with All Accounts for Selected Premises

Reference: Establish Landlord Agreement - Manage Premises Process Model - Page 3 on page 5 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
- SA Type

Available Algorithms

- C1-SAI-INFO - This Installation algorithm formats the "SA Information" that appears throughout the system.
- C1-SAT-INFO - This SA Type SA Information algorithm formats the "SA Information" that appears throughout the system
- LL REV - This initiate a stop for a SA algorithm causes service to be started under a landlord's account when a tenant stops service at a service point covered by a landlord agreement.

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

Reference: Establish Landlord Agreement - Manage Premises Process Model - Page 3 on page 5 for the business process diagram associated with this activity.

Group: Stop SAs

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 - This initiate a stop for a SA algorithm causes service to be started under a landlord's account when a tenant stops service at a service point covered by a landlord agreement.

4.0 Add Pending Stop Alerts

Reference: Establish Landlord Agreement - Manage Premises Process Model - Page 3 on page 5 for the business process diagram associated with this activity.

Group: Stop SAs

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-STOP-SA - This control central alert algorithm creates an alert if current account has any stopped service agreements.

Installation Options - Control Central Alert Algorithms

The following installation options are available:

Value	Description
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
- 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