CCS
C2M.v2.7.CCB
3.3.2.5 Manage Consumer Contract

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Brief Description

Business Process: **3.3.2.5 C2M.CCB.Manage Consumer Contract**
Process Type: **Sub-Process**
Parent Process: **3.3.2 C2M.v2.7.CCB-MDM.Manage Service Agreement**
Sibling Processes: **3.3.2.1a C2M.CCB.Start Premise-Based Service Using Customer Service Request; 3.3.2.3a C2M.CCB.Terminate Contracts and Stop Premise-Based Service**

This business process depicts scenarios when customers requests the service provider to add, change or remove Consumer Contracts and Products. It happens if consumer requests a new service or make a changes to existing service and Customer Service Request is being created and processed.
This process describes steps required to create, maintain and remove Consumer Contracts and Products requested by customer or performed automatically if specific Contract and Product conditions met. Typically an authorized business user evaluates the Consumer Contracts and Products and makes necessary changes if appropriate.

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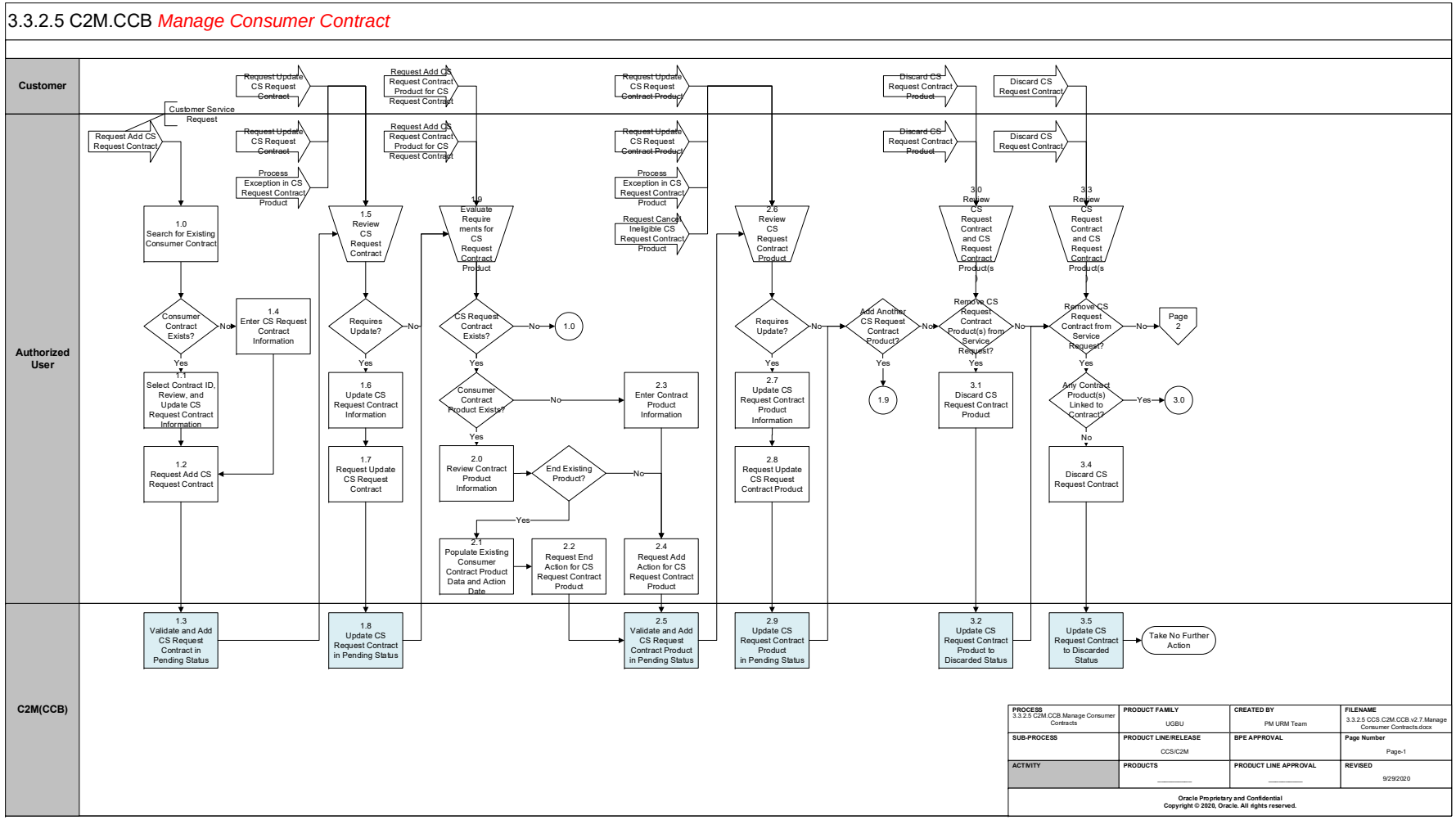

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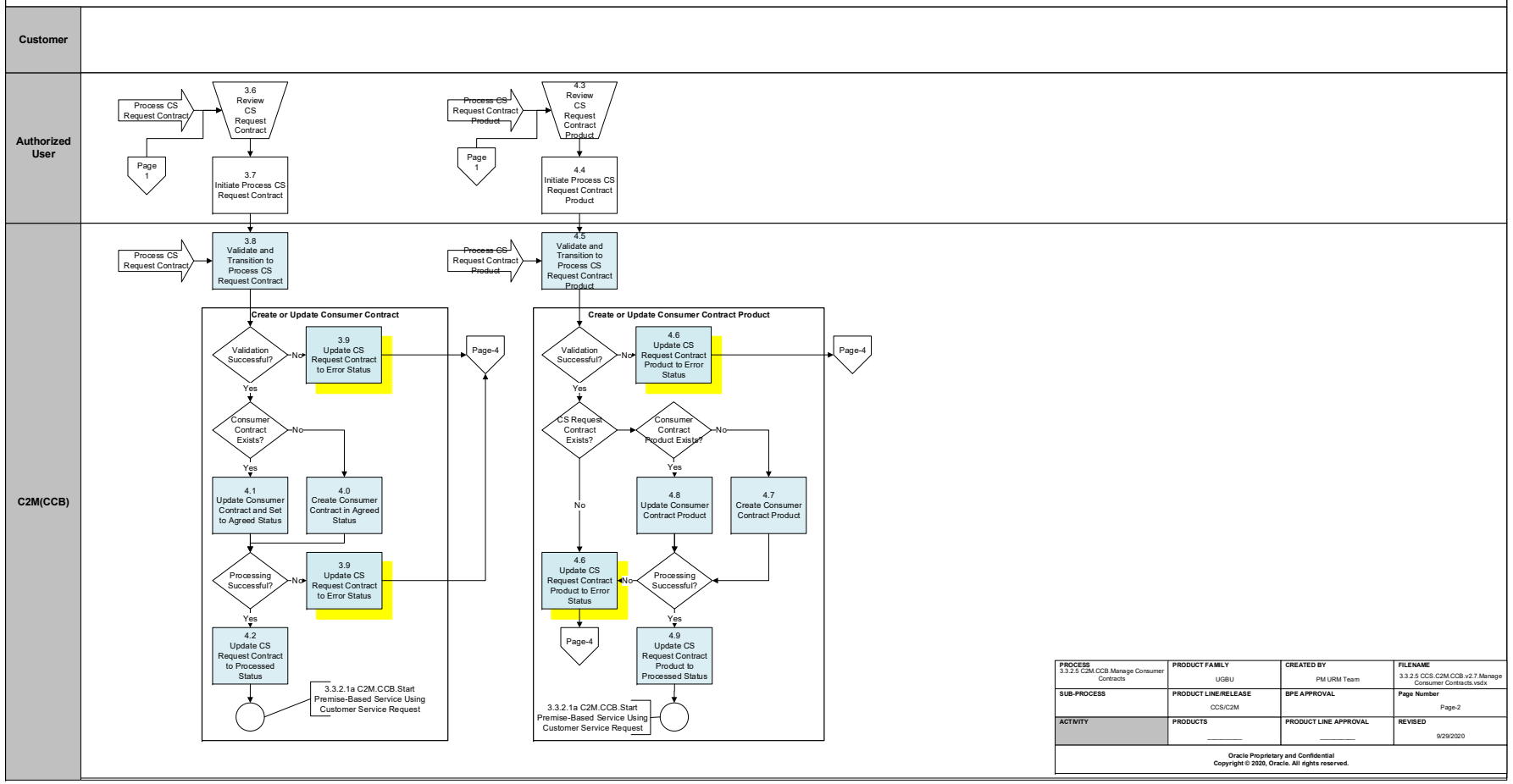
3.3.2.5 C2M.CCB *Manage Consumer Contract*



PROCESS	PRODUCT FAMILY	CREATED BY	FILENAME
3.3.2.5 C2M.CCB.Manage Consumer Contracts	UGBU	PM URM Team	3.3.2.5 CCS.C2M.CCB.v2.7.Manage Consumer Contracts.vsdx
SUB-PROCESS	**PRODUCT LINE/RELEASE**	**BPE APPROVAL**	**Page Number**
	CCS/C2M		Page-2
ACTIVITY	**PRODUCTS**	**PRODUCT LINE APPROVAL**	**REVISED**
	_____	_____	9/29/2020

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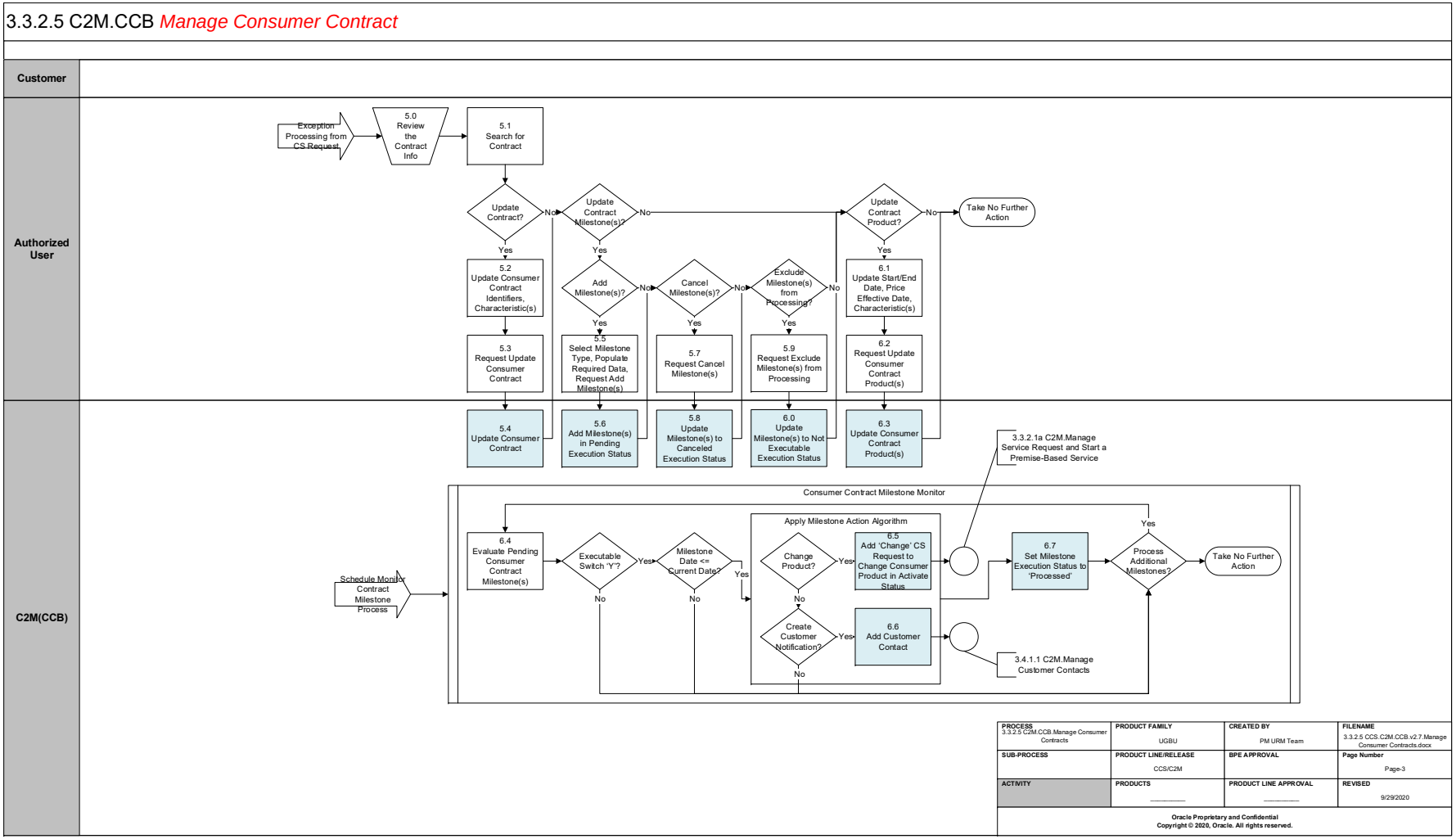
3.3.2.5 C2M.CCB *Manage Consumer Contract*



PROCESS	PRODUCT FAMILY	CREATED BY	FILENAME
3.3.2.5 C2M.CCB.Manage Consumer Contracts	UGBU	PM URM Team	3.3.2.5 CCS.C2M.CCB.v2.7.Manage Consumer Contracts.docx
SUB-PROCESS	PRODUCT LINE/RELEASE	BPE APPROVAL	Page Number
	CCS/C2M		Page-3
ACTIVITY	PRODUCTS	PRODUCT LINE APPROVAL	REVISED
	_____	_____	9/29/2020

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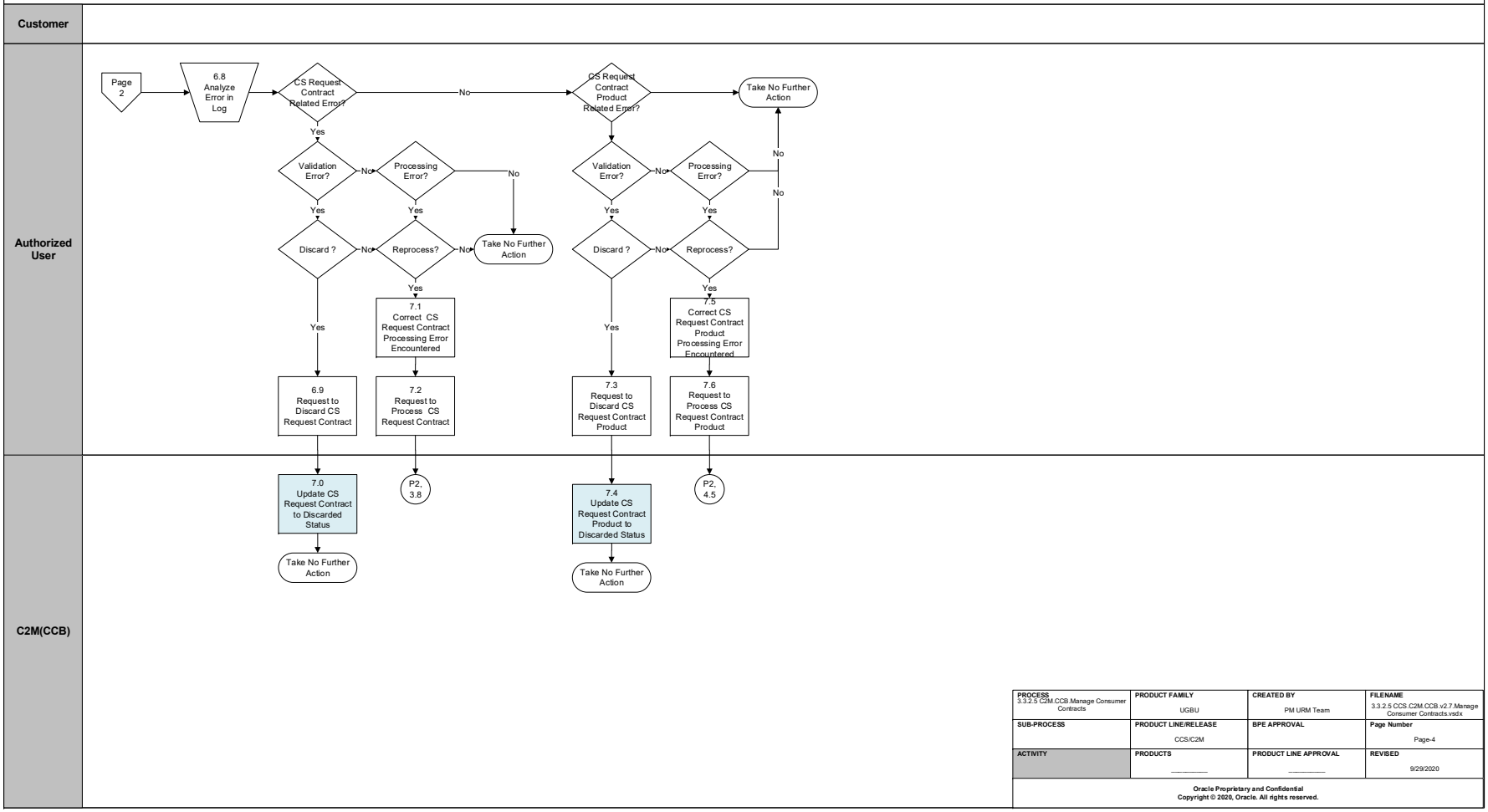
3.3.2.5 C2M.CCB *Manage Consumer Contract*



PROCESS 3.3.2.5 C2M.CCB.Manage Consumer Contracts	PRODUCT FAMILY UGBU	CREATED BY PM URM Team	FILENAME 3.3.2.5 CCS.C2M.CCB.v2.7.Manage Consumer Contracts.vsdx
SUB-PROCESS	PRODUCT LINE/RELEASE CCS/C2M	BPE APPROVAL	Page Number Page-4
ACTIVITY	PRODUCTS _____	PRODUCT LINE APPROVAL _____	REVISED 9/29/2020

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Detail Business Process Model Description

1.0 Search for Existing Consumer Contract
Actor/Role: Authorized User
Description:
At first the Application User will search for an Existing Consumer Contract.

1.1 Select Contract ID, Review, and Update CS Request Contract Information
Actor/Role: Authorized User
Description:
If the consumer contract exists, the Authorized User will select the Contract ID then the user will review and update the CS Request Contract Information through the Contract Change Request Contract page.

1.2 Request Add CS Request Contract
Actor/Role: Authorized User
Description:
The Authorized User will request to add the CS Request Contract.

1.3 Validate and Add CS Request Contract in Pending Status
Actor/Role: C2M(CCB)
Description:
Based on the provided information, a new CS Request Contract will be added in the C2M(CCB) in the Pending Status.

Available Plug-In(s)

C1-CCNTINFO Customer Service Request Person Information (Information Algorithm)
C1-VALCSRCNT Validate Contract Change Request Contract Action (Validation Algorithm)
C1-CONACTFLG Add/Update Contract Action Flag (Post-Processing Algorithm)

Business Object

C1-ContractChangeReqContRoot (Contract Change Request Contract Root)
C1-ContrctChangeReqContBasic (Contract Change Request Contract Basic)

Contract Type
Identifier Type Lookup
Characteristic Type
Consumer Contract Milestone Type

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Entities to Configure:	Contract Product

1.4 Enter CS Request Contract Information
Actor/Role: Authorized User
Description:
If the consumer contract does not exist, the Authorized User will enter the information for a new CS Request Contract through the Contract Change Request Contract page.

1.5 Review CS Request Contract
Actor/Role: Authorized User
Description:
The Authorized User will review the created CS Request Contract.

1.6 Update CS Request Contract Information
Actor/Role: Authorized User
Description:
If an update is required, the Authorized User will update the information for CS Request Contract.

1.7 Request Update CS Request Contract
Actor/Role: Authorized User
Description:
The Authorized User will request to update the CS Request Contract.

1.8 Update CS Request Contract in Pending Status
Actor/Role: C2M(CCB)
Description:
Based on the provided information, the CS Request Contract will be updated in the C2M(CCB) in the Pending Status.

Available Plug-In(s)	C1-CCNTINFO Customer Service Request Person Information (Information Algorithm)
	C1-VALCSRCNT Validate Contract Change Request Contract Action (Validation Algorithm)
	C1-CONACTFLG Add/Update Contract Action Flag (Post-Processing Algorithm)

C1-ContractChangeReqContRoot (Contract Change Request Contract Root)

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Business Object	C1-ContrctChangeReqContBasic (Contract Change Request Contract Basic)

Entities to Configure:	
	Contract Type
	Identifier Type Lookup
	Characteristic Type
	Consumer Contract Milestone Type
	Contract Product

1.9 Evaluate Requirements for CS Request Contract Product
Actor/Role: Authorized User
Description:
The Authorized User will evaluate the requirements for CS Request Contract Product.

2.0 Review Contract Product Information
Actor/Role: Authorized User
Description:
If the Consumer Contract Product exists, the Authorized User will review the existing CS Contract Product.

2.1 Populate Existing Consumer Contract Product Data and Action Date
Actor/Role: Authorized User
Description:
If the Consumer Contract Product exists and needs to be terminated, the Authorized User will populate the existing Consumer Contract Product data and the Action Date through the Contract Change Request Contract Product page.

2.2 Request End Action for CS Request Contract Product
Actor/Role: Authorized User
Description:
The Authorized User saves the CS Request Contract Product after populating the existing Consumer Contract Product data and the Action Date.

2.3 Enter Contract Product Information
Actor/Role: Authorized User
Description:
If the Consumer Contract Product exists, the Authorized User will enter the Contract Product Information on the CS Contract Product through the Contract Change Request Contract Product page.

2.4 Request Add Action for CS Request Contract Product
Actor/Role: Authorized User
Description:

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The Authorized User saves the CS Request Contract Product after populating the Contract Product Information on the CS Contract Product page.

2.5 Validate and Add CS Request Contract Product in Pending Status
Actor/Role: C2M(CCB)
Description:
Based on the provided information, a new CS Request Contract Product will be added in the C2M(CCB) in the Pending Status.

Available Plug-In(s)	C1-CNPRDINFO Customer Service Request Contract Product Information (Information Algorithm)
	C1-VALCSRCP Validate CS Request Contract Product Action (Validation Algorithm)
Business Object	C1-CPACTFLG Add/Update Contract Product Action Flag (Post-Processing Algorithm)
	C1-ContractChangeReqCnProdRoot (Contract Change Request Contract Product Root)
	C1-ContrctChangeReqCnProdBasic (Contract Change Request Contract Product Basic)
Entities to Configure:	Consumer Product
	Consumer Product Version
	Consumer Product Component
	CIS Division
	Consumer Product Eligibility Criteria

2.6 Review CS Request Contract Product
Actor/Role: Authorized User
Description:
The Authorized User will review the created CS Request Contract Product.

2.7 Update CS Request Contract Product Information
Actor/Role: Authorized User
Description:
If an update is required, the Authorized User will update the CS Request Contract Product information through the Contract Change Request Contract Product page.

2.8 Request Update CS Request Contract Product
Actor/Role: Authorized User
Description:
The Authorized User will request to update the CS Request Contract Product.

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2.9 Update CS Request Contract Product in Pending Status
Actor/Role: C2M(CCB)
Description:
Based on the provided information, the CS Request Contract Product will be updated in the C2M(CCB) in the Pending Status.

Available Plug-In(s)
C1-CNPRDINFO Customer Service Request Contract Product Information (Information Algorithm)
C1-VALCSRCP Validate CS Request Contract Product Action (Validation Algorithm)
C1-CPACTFLG Add/Update Contract Product Action Flag (Post-Processing Algorithm)

Business Object
C1-ContractChangeReqCnProdRoot (Contract Change Request Contract Product Root)
C1-ContrctChangeReqCnProdBasic (Contract Change Request Contract Product Basic)

Entities to Configure:
Consumer Product
Consumer Product Version
Consumer Product Component
CIS Division
Consumer Product Eligibility Criteria

3.0 Review CS Request Contract and CS Request Contract Product(s)
Actor/Role: Authorized User
Description:
The Authorized User will review the created CS Request Contract and CS Request Contract Product(s).

3.1 Discard CS Request Contract
Actor/Role: Authorized User
Description:
If the Contract is not linked to any Contract Product, the Authorized User will request to discard the CS Request Contract.

3.2 Update CS Request Contract Product to Discarded Status
Actor/Role: C2M(CCB)
Description:
The CS Request Contract will be updated to Discarded Status.

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Available Plug-In(s)	
	C1-CCNTINFO Customer Service Request Person Information (Information Algorithm)
	C1-VALCSRCNT Validate Contract Change Request Contract Action (Validation Algorithm)
	C1-CONACTFLG Add/Update Contract Action Flag (Post-Processing Algorithm)

Business Object	
	C1-ContractChangeReqContRoot (Contract Change Request Contract Root)
	C1-ContrctChangeReqContBasic (Contract Change Request Contract Basic)

Entities to Configure:	
	Contract Type
	Identifier Type Lookup
	Characteristic Type
	Consumer Contract Milestone Type
	Contract Product

3.3 Review CS Request Contract and CS Request Contract Product(s)
Actor/Role: Authorized User
Description:
The Authorized User will review the created CS Request Contract and CS Request Contract Product(s).

3.4 Discard CS Request Contract
Actor/Role: Authorized User
Description:
If the Contract Product is not required, the Authorized User will request to discard the CS Request Contract Product.

3.5 Update CS Request Contract Product to Discarded Status
Actor/Role: C2M(CCB)
Description:
The CS Request Contract Product will be updated to Discarded Status.

Available Plug-In(s)	
	C1-CNPRDINFO Customer Service Request Contract Product Information (Information Algorithm)
	C1-VALCSRCP Validate CS Request Contract Product Action (Validation Algorithm)
	C1-CPACTFLG Add/Update Contract Product Action Flag (Post-Processing Algorithm)

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Business Object	C1-ContractChangeReqCnProdRoot (Contract Change Request Contract Product Root)
	C1-ContrctChangeReqCnProdBasic (Contract Change Request Contract Product Basic)

Entities to Configure:	Consumer Product
	Consumer Product Version
	Consumer Product Component
	CIS Division
	Consumer Product Eligibility Criteria

3.6 Review CS Request Contract
Actor/Role: Authorized User
Description:
The Authorized User will review the CS Request Contract.

3.7 Initiate Process CS Request Contract
Actor/Role: Authorized User
Description:
The Authorized User will initiate the CS Request Contract through the Contract Change Request Contract page.

3.8 Validate and Transition to Process CS Request Contract
Actor/Role: C2M(CCB)
Description:
Based on the provided information, the CS Request Contract will be validated and transitioned in the C2M(CCB) in the Process Status.

Available Plug-In(s)	C1-CCNTINFO Customer Service Request Person Information (Information Algorithm)
	C1-VALCSRCNT Validate Contract Change Request Contract Action (Validation Algorithm)
	C1-CONACTFLG Add/Update Contract Action Flag (Post-Processing Algorithm)
	C1-ADDUPDCNT Add or Update Consumer Contract for a CS Request Consumer Contract (Enter Status Algorithm in Process Status)

Business Object	C1-ContractChangeReqContRoot (Contract Change Request Contract Root)
	C1-ContrctChangeReqContBasic (Contract Change Request Contract Basic)

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Entities to Configure:	
	Contract Type
	Identifier Type Lookup
	Characteristic Type
	Consumer Contract Milestone Type
	Contract Product

3.9 Update CS Request Contract to Error Status. Group: Create or Update Consumer Contract
Actor/Role: C2M(CCB)
Description:
If the validation or processing of the CS Request Contract is unsuccessful, the CS Request Contract in the C2M(CCB) will be transitioned to Error status.

Available Plug-In(s)	
	C1-CCNTINFO Customer Service Request Person Information (Information Algorithm)
	C1-VALCSRCNT Validate Contract Change Request Contract Action (Validation Algorithm)
	C1-CONACTFLG Add/Update Contract Action Flag (Post-Processing Algorithm)

Business Object	
	C1-ContractChangeReqContRoot (Contract Change Request Contract Root)
	C1-ContrctChangeReqContBasic (Contract Change Request Contract Basic)

Entities to Configure:	
	Contract Type
	Identifier Type Lookup
	Characteristic Type
	Consumer Contract Milestone Type
	Contract Product

4.0 Create Consumer Contract and Set to Agreed Status. Group: Create or Update Consumer Contract
Actor/Role: C2M(CCB)
Description:
If the Consumer Contract does not exist, C2M(CCB) will add a new Consumer Contract and it will be transitioned to Agreed status.

Available Plug-In(s)	
	C1-CCONINFO Create the Consumer Contract Information (Information Algorithm)
	C1-TRANBOST Transition Consumer Contract based on Contract Products End Date Times (Pre-Processing Algorithm)

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Business Object	C1-ConsumerContract (Consumer Contract)

Entities to Configure:	Consumer Contract Type
	CIS Division

4.1 Update Consumer Contract and Set to Agreed Status. Group: Create or Update Consumer Contract
Actor/Role: C2M(CCB)
Description:
If the Consumer Contract exists, C2M(CCB) will update the Consumer Contract and it will be transitioned to Agreed status.
Please refer to task *4.0 Create Consumer Contract and Set to Agreed Status. Group: Create or Update Consumer Contract* for configuration details.

4.2 Update CS Request Contract to Processed Status. Group: Create or Update Consumer Contract
Actor/Role: C2M(CCB)
Description:
If the processing of the Consumer Contract is successful, the CS Request Contract in the C2M(CCB) will be transitioned to Processed status and process logic specified in *3.3.2.1a C2M.Manage Service Request and Start a Premise-Based Service*.

Available Plug-In(s)	C1-CCNTINFO Customer Service Request Person Information (Information Algorithm)
	C1-VALCSRCNT Validate Contract Change Request Contract Action (Validation Algorithm)
	C1-CONACTFLG Add/Update Contract Action Flag (Post-Processing Algorithm)

Business Object	C1-ContractChangeReqContRoot (Contract Change Request Contract Root)
	C1-ContrctChangeReqContBasic (Contract Change Request Contract Basic)

Entities to Configure:	Consumer Product
	Consumer Product Version
	Consumer Product Component
	CIS Division
	Consumer Product Eligibility Criteria

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4.3 Review CS Request Contract Product
Actor/Role: Authorized User
Description:
The Authorized User will review the CS Request Contract Product.

4.4 Initiate Process CS Request Contract Product
Actor/Role: Authorized User
Description:
The Authorized User will initiate the CS Request Contract Product through the Contract Change Request Contract Product page.

4.5 Validate and Transition to Process CS Request Contract Product
Actor/Role: C2M(CCB)
Description:
Based on the provided information, the CS Request Contract Product will be validated and transitioned in the C2M(CCB) in the Process Status.

Available Plug-In(s)

C1-CNPRDINFO Customer Service Request Contract Product Information (Information Algorithm)
C1-VALCSRCP Validate CS Request Contract Product Action (Validation Algorithm)
C1-CPACTFLG Add/Update Contract Product Action Flag (Post-Processing Algorithm)
C1-ADDUPDCP Add / Update Contract Product (Enter Status Algorithm in Process Status)

Business Object

C1-ContractChangeReqCnProdRoot (Contract Change Request Contract Product Root)
C1-ContrctChangeReqCnProdBasic (Contract Change Request Contract Product Basic)

Entities to Configure:

Consumer Product
Consumer Product Version
Consumer Product Component
CIS Division
Consumer Product Eligibility Criteria

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4.6 Update CS Request Contract Product to Error Status. Group: Create or Update Consumer Contract Product
Actor/Role: C2M(CCB)
Description:
If the validation of the CS Request Contract Product is unsuccessful, the CS Request Contract Product in the C2M(CCB) will be transitioned to Error status.

Available Plug-In(s)
C1-CNPRDINFO Customer Service Request Contract Product Information (Information Algorithm)
C1-VALCSRCP Validate CS Request Contract Product Action (Validation Algorithm)
C1-CPACTFLG Add/Update Contract Product Action Flag (Post-Processing Algorithm)

Business Object
C1-ContractChangeReqCnProdRoot (Contract Change Request Contract Product Root)
C1-ContrctChangeReqCnProdBasic (Contract Change Request Contract Product Basic)

Entities to Configure:
Consumer Product
Consumer Product Version
Consumer Product Component
CIS Division
Consumer Product Eligibility Criteria

4.7 Create Consumer Contract Product. Group: Create or Update Consumer Contract Product
Actor/Role: C2M(CCB)
Description:
If the Consumer Contract Product does not exist, C2M(CCB) will create a new Consumer Contract Product based on the information provided.

Available Plug-In(s)
C1-CNPRDINFO Customer Service Request Contract Product Information (Information Algorithm)
C1-VALCSRCP Validate CS Request Contract Product Action (Validation Algorithm)
C1-CPACTFLG Add/Update Contract Product Action Flag (Post-Processing Algorithm)

Business Object
C1-ContractChangeReqCnProdRoot (Contract Change Request Contract Product Root)
C1-ContrctChangeReqCnProdBasic (Contract Change Request Contract Product Basic)

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Entities to Configure:	Consumer Product
	Consumer Product Version
	Consumer Product Component
	CIS Division
	Consumer Product Eligibility Criteria

4.8 Update Consumer Contract Product. Group: Create or Update Consumer Contract Product
Actor/Role: C2M(CCB)
Description:
If the Consumer Contract Product exists, C2M(CCB) will update its values based on the information provided.
Please refer to task *4.7 Create Consumer Contract Product. Group: Create or Update Consumer Contract Product* for configuration details.

4.9 Update CS Request Contract Product to Processed Status. Group: Create or Update Consumer Contract Product
Actor/Role: C2M(CCB)
Description:
If the processing of the Consumer Contract is successful, the CS Request Contract in the C2M(CCB) will be transitioned to Processed status.

Available Plug-In(s)	C1-CCNTINFO Customer Service Request Person Information (Information Algorithm)
	C1-VALCSRCNT Validate Contract Change Request Contract Action (Validation Algorithm)
	C1-CONACTFLG Add/Update Contract Action Flag (Post-Processing Algorithm)

Business Object	C1-ContractChangeReqContRoot (Contract Change Request Contract Root)
	C1-ContrctChangeReqContBasic (Contract Change Request Contract Basic)

Entities to Configure:	Contract Type
	Identifier Type Lookup
	Characteristic Type
	Consumer Contract Milestone Type
	Contract Product

5.0 Review the Contract Info
Actor/Role: Authorized User
Description:
The Authorized User will review the Consumer Contract.

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5.1 Search for Contract
Actor/Role: Authorized User
Description:
At first the Authorized User will search for an Existing Consumer Contract.

5.2 Update Consumer Contract Identifiers, Characteristic(s)
Actor/Role: Authorized User
Description:
The Authorized User will update the Consumer Contract's Identifiers and/or Characteristics through the Consumer Contract page.

5.3 Request Update Consumer Contract
Actor/Role: Authorized User
Description:
The Authorized User will save the Consumer Contract changes.

5.4 Update Consumer Contract
Actor/Role: C2M(CCB)
Description:
If the Consumer Contract exists, C2M(CCB) will update the Consumer Contract.

Available Plug-In(s)	C1-CCONINFO Create the Consumer Contract Information (Information Algorithm)
	C1-TRANBOST Transition Consumer Contract based on Contract Products End Date Times (Pre-Processing Algorithm)
Business Object	C1-ConsumerContract (Consumer Contract)
Entities to Configure:	Consumer Contract Type
	CIS Division

5.5 Select Milestone Type, Populate Required Data, Request Add Milestone(s)
Actor/Role: Authorized User
Description:
If it was determined by the Authorized User that additional milestone(s) are needed, the Authorized User will specify the Consumer Contract Milestone Type and other required data on the Consumer Contract Milestone page.

5.6 Add Milestone(s) in Pending Execution Status
Actor/Role: C2M(CCB)
Description:
C2M(CCB) will add the Consumer Contract Milestone(s) and it will be added with a *Pending* execution status.

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Available Plug-In(s)	C1-CCONINFO Create the Consumer Contract Information (Information Algorithm)
	C1-TRANBOST Transition Consumer Contract based on Contract Products End Date Times (Pre-Processing Algorithm)
Business Object	C1-ConsumerContract (Consumer Contract)
Entities to Configure:	Consumer Contract Milestone Type

5.7 Request Cancel Milestone(s)
Actor/Role: Authorized User
Description:
If it was determined by the Authorized User that a milestone needs to be canceled, the Consumer Contract Milestone's execution status will be set to *Canceled* on the Consumer Contract Milestone page.

5.8 Update Milestone(s) to Canceled Execution Status
Actor/Role: C2M(CCB)
Description:
C2M(CCB) will update the Consumer Contract Milestone(s) to have an execution status of *Canceled*.

Available Plug-In(s)	C1-CCONINFO Create the Consumer Contract Information (Information Algorithm)
	C1-TRANBOST Transition Consumer Contract based on Contract Products End Date Times (Pre-Processing Algorithm)
Business Object	C1-ConsumerContract (Consumer Contract)
Entities to Configure:	Consumer Contract Milestone Type

5.9 Request Milestone(s) to be Excluded from Processing
Actor/Role: Authorized User
Description:
If it was determined by the Authorized User that a milestone needs to be excluded from processing, the Consumer Contract Milestone's execution status will be set to *Not Executable* on the Consumer Contract Milestone page.

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6.0 Update Milestone(s) to Not Executable Execution Status
Actor/Role: C2M(CCB)
Description:
C2M(CCB) will update the Consumer Contract Milestone(s) to have an execution status of *Not Executable*.

Available Plug-In(s)	C1-CCONINFO Create the Consumer Contract Information (Information Algorithm)
	C1-TRANBOST Transition Consumer Contract based on Contract Products End Date Times (Pre-Processing Algorithm)
Business Object	C1-ConsumerContract (Consumer Contract)
Entities to Configure:	Consumer Contract Milestone Type

6.1 Update Start/End Date, Price Effective Date, Characteristic(s)
Actor/Role: Authorized User
Description:
The Authorized User will update the Consumer Contract Product's Start or End Date, Price Effective Date and/or Characteristic(s) through the Consumer Contract Product page.

6.2 Request Update Consumer Contract Product(s)
Actor/Role: Authorized User
Description:
The Authorized User saves the changes to the Consumer Contract Product(s).

6.3 Update Consumer Contract Product(s)
Actor/Role: C2M(CCB)
Description:
Application updates the existing Consumer Contract Product based on the information provided.

Available Plug-In(s)	C1-CNPRDINFO Customer Service Request Contract Product Information (Information Algorithm)
	C1-VALCSRCP Validate CS Request Contract Product Action (Validation Algorithm)
	C1-CPACTFLG Add/Update Contract Product Action Flag (Post-Processing Algorithm)
	C1-ContractChangeReqCnProdRoot (Contract Change Request Contract Product Root)

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Business Object	C1-ContrctChangeReqCnProdBasic (Contract Change Request Contract Product Basic)

Entities to Configure:	Consumer Product
	Consumer Product Version
	Consumer Product Component
	CIS Division
	Consumer Product Eligibility Criteria

6.4 Evaluate Pending Consumer Contract Milestone(s). Group: Consumer Contract Milestone Monitor
Actor/Role: C2M(CCB)
Description:
C2M(CCB) will evaluate all Consumer Contract Milestone(s) in *Pending* execution status.

Available Plug-In(s)	C1-CCMP-SR Select Records for Perform Consumer Contract Milestone Actions (Select Records Algorithm)
	C1-CCMP-PR Process Record for Perform Consumer Contract Milestone Actions (Process Record Algorithm)
Customizable Background Process (Y)	C1-CCMP Perform Consumer Contract Milestone Actions

6.5 Add 'Change' CS Request to Change Consumer Product in Activate Status. Group: Consumer Contract Milestone Monitor
Group: Apply Milestone Action Algorithm
Actor/Role: C2M(CCB)
Description:
If the Consumer Contract Milestone is for changing a product, application adds a CS Request to change the Consumer Product to Activate status.
Please refer to the *3.3.2.1a C2M.Manage Service Request and Start a Premise-Based Service* process.

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Available Plug-In(s)	C1-CNGPRDMIL Change Product on Consumer Contract Milestone (Perform Milestone Action Algorithm)
	C1-VALNTFDEN Validate Notification Details - Notification Type OR CC Class/Type is NOT required (Pre-Processing Algorithm)
Business Object	C1-ChangeProductMileType (Change Product)
Entities to Configure:	Consumer Contract Milestone Type

6.6 Add Customer Contact
Actor/Role: C2M(CCB)
Description:
If the Consumer Contract Milestone is for creating a customer contact, C2M(CCB) will add a Customer Contact. Please refer to the *3.4.1.1 C2M.Manage Customer Contacts* process.

Available Plug-In(s)	C1-SENNTFMIL Send Customer Notification on Consumer Contract Milestone (Perform Milestone Action Algorithm)
	C1-VALNTFDEN Validate Notification Details - Notification Type OR CC Class/Type is NOT required (Pre-Processing Algorithm)
Business Object	C1-SendCustNotifMileType (Send Notification)
Entities to Configure:	Consumer Contract Milestone Type
	Notification Type
	Customer Contact Class
	Customer Contact Type

6.7 Set Milestone Execution Status to 'Processed'
Actor/Role: C2M(CCB)
Description:

Application updates the Consumer Contract Milestone to have an execution status of *Processed*.

Available Plug-In(s)	C1-CCONINFO Create the Consumer Contract Information (Information Algorithm)
	C1-TRANBOST Transition Consumer Contract based on Contract Products End Date Times (Pre-Processing Algorithm)

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Business Object	C1-ConsumerContract (Consumer Contract)
Entities to Configure:	Consumer Contract Milestone Type

6.8 Analyze Error in Log
Actor/Role: Authorized User
Description:
The Authorized User analyzes the error in the log.
If error occurred while application processed the CS Request Contract, the Authorized User reviews the Contract Change Request Contract page.
If error occurred while application processed the CS Request Contract Product, the Authorized User analyzes the error and reviews the Contract Change Request Contract Product page.

6.9 Request to Discard CS Request Contract
Actor/Role: Authorized User
Description:
If the Authorized User deems that the CS Request Contract needs to be discarded, the Discard button will be clicked.

7.0 Update CS Request Contract to Discarded Status
Actor/Role: C2M(CCB)
Description:
C2M(CCB) will transition the CS Request Contract to Discarded status.

Available Plug-In(s)	C1-CCNTINFO Customer Service Request Person Information (Information Algorithm)
	C1-VALCSRCNT Validate Contract Change Request Contract Action (Validation Algorithm)
	C1-CONACTFLG Add/Update Contract Action Flag (Post-Processing Algorithm)
Business Object	C1-ContractChangeReqContRoot (Contract Change Request Contract Root)
	C1-ContrctChangeReqContBasic (Contract Change Request Contract Basic)
Entities to Configure:	Contract Type
	Identifier Type Lookup
	Characteristic Type
	Consumer Contract Milestone Type
	Contract Product

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7.1 Correct CS Request Contract Processing Error Encountered
Actor/Role: Authorized User
Description:
If the Authorized User deems that the CS Request Contract needs to be reprocessed, the Authorized User corrects the processing error.

7.2 Request to Process CS Request Contract
Actor/Role: Authorized User
Description:
An Authorized User requests to process CS Request Contract if it required re-processing.

7.3 Request to Discard CS Request Contract Product
Actor/Role: Authorized User
Description:
If the Authorized User deems that the CS Request Contract Product needs to be discarded, the Discard button will be clicked.

7.4 Update CS Request Contract Product to Discarded Status
Actor/Role: C2M(CCB)
Description:
C2M(CCB) will transition the CS Request Contract Product to Discarded status.

Available Plug-In(s):

C1-CNPRDINFO Customer Service Request Contract Product Information (Information Algorithm)
C1-VALCSRCP Validate CS Request Contract Product Action (Validation Algorithm)
C1-CPACTFLG Add/Update Contract Product Action Flag (Post-Processing Algorithm)

Business Object:

C1-ContractChangeReqCnProdRoot (Contract Change Request Contract Product Root)
C1-ContrctChangeReqCnProdBasic (Contract Change Request Contract Product Basic)

Entities to Configure:

Consumer Product
Consumer Product Version
Consumer Product Component
CIS Division
Consumer Product Eligibility Criteria

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7.5 Correct CS Request Contract Product Processing Error Encountered
Actor/Role: Authorized User
Description:
If the Authorized User deems that the CS Request Contract Product needs to be reprocessed, the Authorized User will correct the processing error encountered.

7.6 Request to Process CS Request Contract Product
Actor/Role: Authorized User
Description:
If the Authorized User deems that the CS Request Contract Product needs to be reprocessed, the Process button will be clicked.

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Test Documentation related to the Current Process

ID	Document Name	Test Type

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Document Control

Change Record

Date	Author	Version	Change Reference
06/25/2020	Jeremy Quan	Initial draft	
07/20/2020	Rachelle Alegado		Create description and miscellaneous updates
07/21/2020	Angus MacKenzie		Review
07/22/2020	Jeremy Quan		Review, update
08/09/2020	Galina Polonsky		Minor Updates. Reviewed, Approved

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Attachments

Contract Change Request Contract Page:

Contract Change Request .docx

Contract Change Request Contract Product Page:

Contract Change Request Contract Pro

Consumer Contract Page:

Consumer Contract.docx

Consumer Contract Milestone Page:

Consumer Contract Milestone.docx

Consumer Contract Product Page:

Consumer Contract Product.docx

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