C2M.v2.7.CCB

3.3.6.1 Establish Landlord Agreement - Manage Premises

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ORACLE

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Brief Description

Business Process: **3.3.6.1 C2M.CCB.Establish Landlord Agreement - Manage Premises**
Process Type: **Sub Process**
Parent Process: **3.3.2 C2M.CCB.Manage Service Agreement**
Sibling Processes: **3.3.2.1 C2M.CCB.Start Premise Based Service, 3.3.2.3 C2M.CCB.Stop Premise Based Service, 3.3.2.2 C2M.CCB.Start Non-Premise Based Service, 3.3.2.4 C2M.CCB.Stop Non-Premise Based Service, 3.3.6.2 C2M.CCB.Start Premise Based Service for Landlord - Tenant, 3.3.6.3 C2M.CCB.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.

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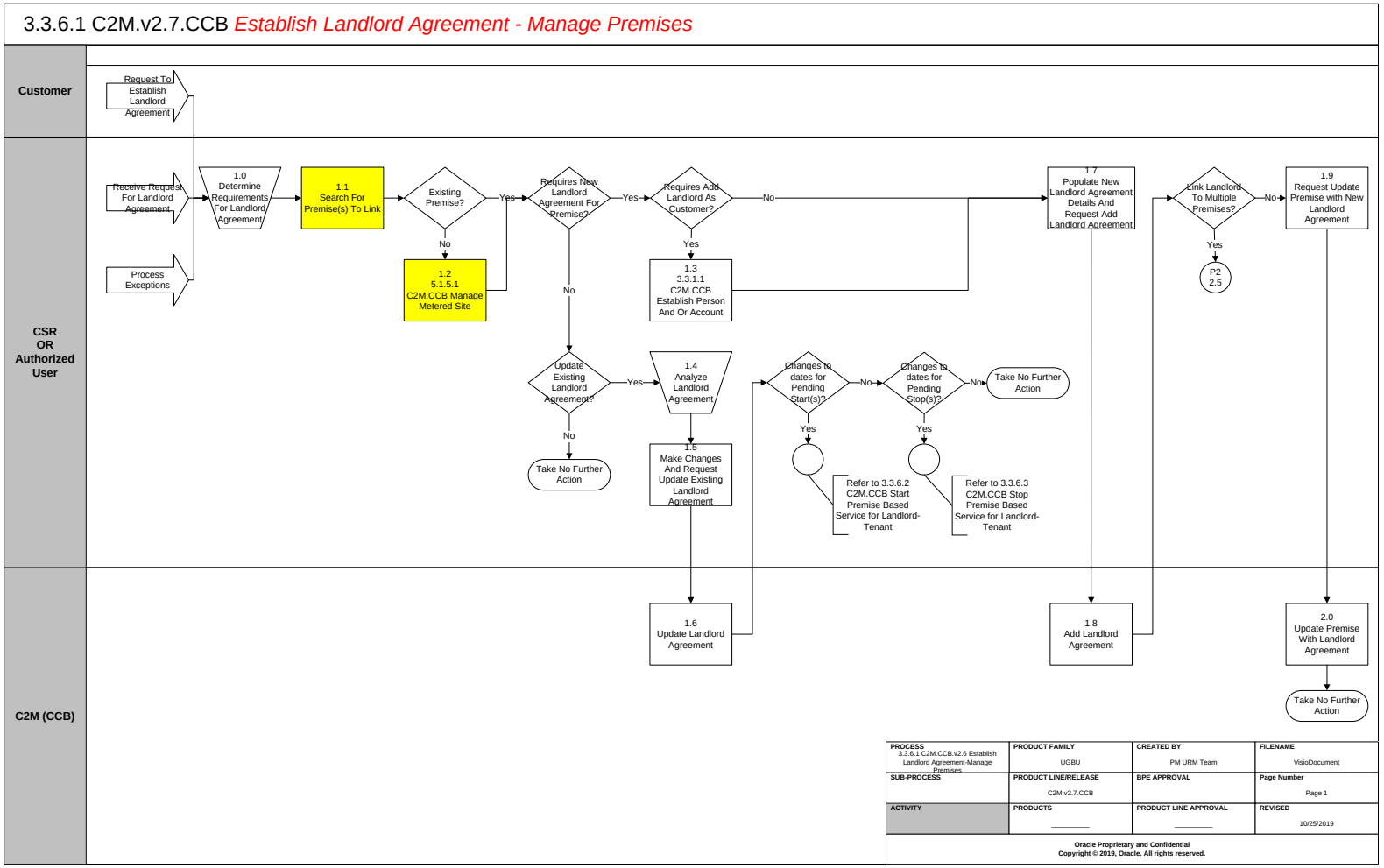
Business Process Model Page 1



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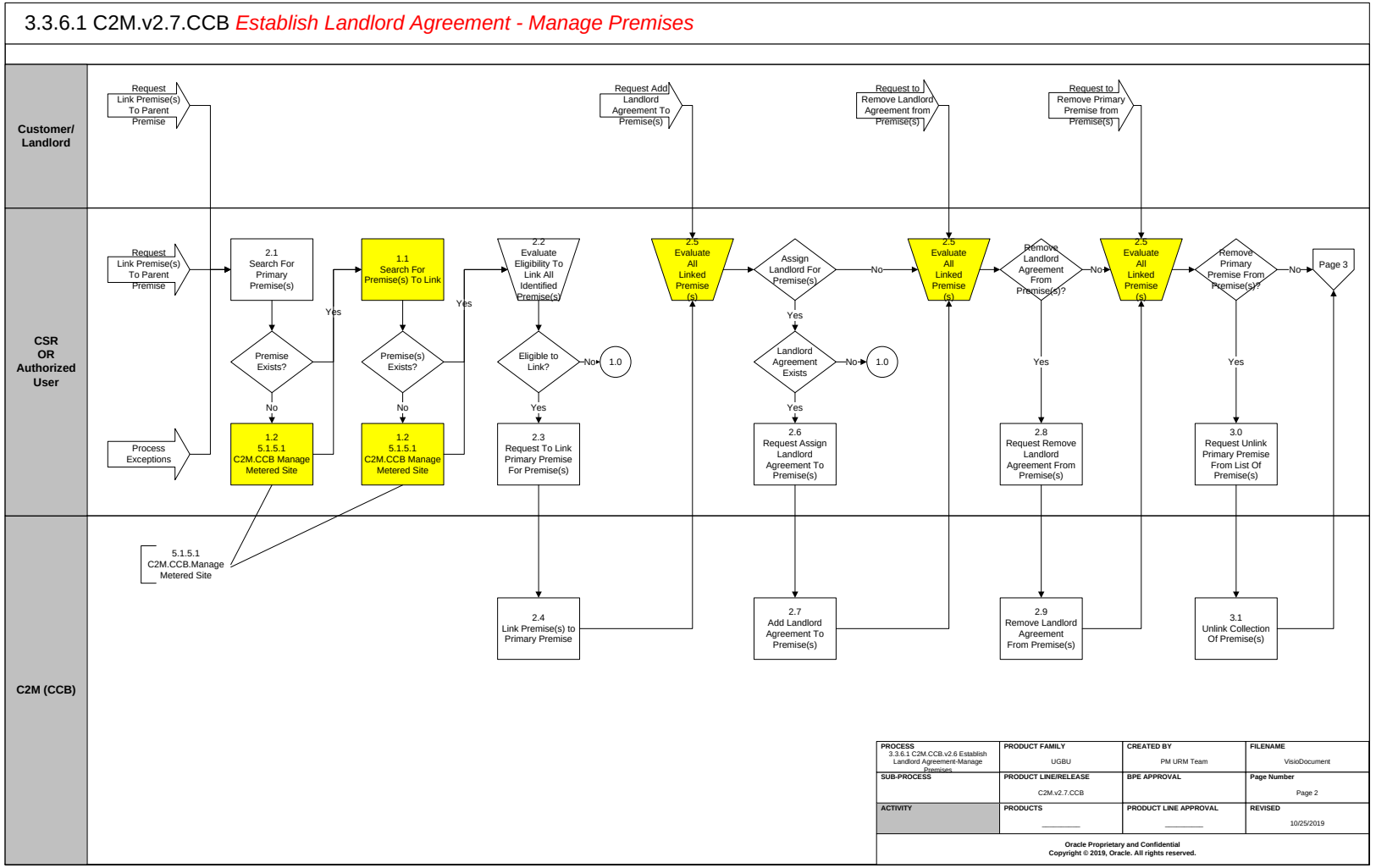
Business Process Model Page 2



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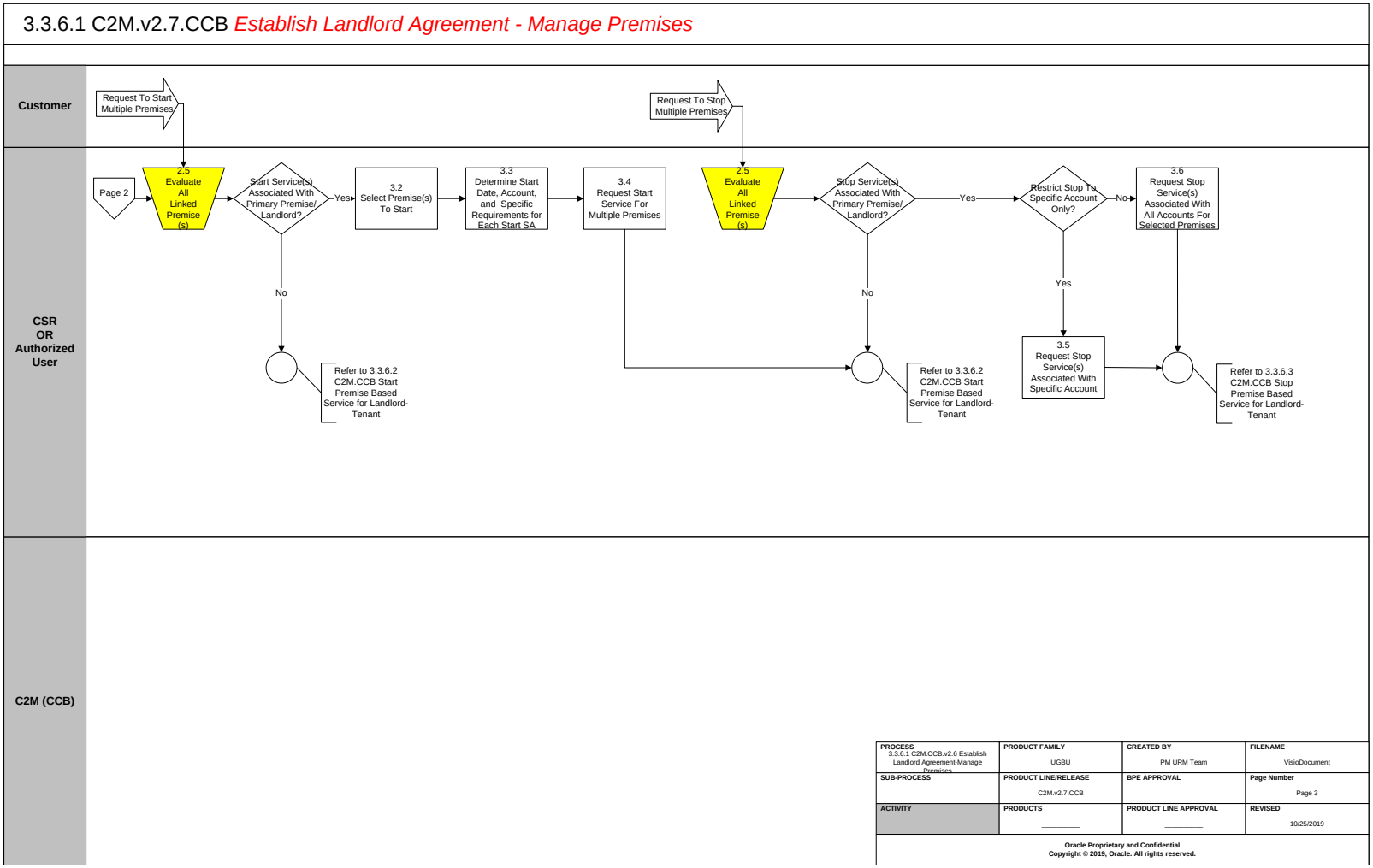
Business Process Model Page 3



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Detail Business Process Model Description

1.0 Determine Requirements for Landlord Agreement
Role: CSR or Authorized User
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 Premise(s) to Link
Actor/Role: CSR or Authorized User
Description:
The CSR or Authorized User accesses the premise(s) in C2M 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.

Process Plug-in enabled Y	**Available Algorithm(s):**	PREM-INFO - This installation option algorithm type formats the "Premise Information" string that appears throughout the system.
Configuration required Y	**Entities to Configure:**	Installation Options – Framework Zones
Business Object Y	**Business Object:**	C1-UserDisplayAllPremises - User - Display All Premises

1.2 5.1.5.1 C2M.CCB Manage Metered Site
Actor/Role: CSR or Authorized User
Description:
The Premise to be linked is associated with a new development or new property to be established in C2M. The customer request could be from a Property Manager, Developer, or owner. Refer to 5.1.5.1 C2M.CCB.Manage Metered Site.

1.3 3.3.1.1 C2M.CCB Establish Person and/or Account
Actor/Role: CSR or Authorized User
Description:
The landlord needs to be established in C2M 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 C2M as a customer. Refer to 3.3.1.1 C2M.CCB.Establish Person and/or Account

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1.4 Analyze Landlord Agreement
Actor/Role: CSR or Authorized User
Description:
The Account to be associated with reversion, service types or seasonal 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
Actor/Role: CSR or Authorized User
Description:
The CSR or Authorized User makes any necessary changes and updates the Landlord Agreement information.

1.6 Update Landlord Agreement
Actor/Role: C2M (CCB)
Description:
The Landlord Agreement is updated in C2M.

Configuration required Y **Entities to Configure:** Service Type

1.7 Populate New Landlord Agreement Details and Request Add Landlord Agreement
Actor/Role: CSR or Authorized User
Description:
The CSR enters the Landlord Agreement information and establishes the Landlord Agreement.

1.8 Add Landlord Agreement
Actor/Role: C2M (CCB)
Description:
The Landlord Agreement is established in C2M.

1.9 Request Update Premise with New Landlord Agreement
Actor/Role: CSR or Authorized User
Description:
The Landlord Agreement must be linked to the given Premise(s) to use the reversion functionality.

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2.0 Update Premise(s) with Landlord Agreement
Actor/Role: C2M (CCB)
Description:
The Landlord Agreement is linked to the identified Premise(s) in C2M. If the service type is configured, this linkage will be used by the Landlord reversion functionality in C2M to place service in the Landlord's name between tenants.

Process Plug-in enabled Y	**Available Algorithm(s):**	C2M-LLREVCPY - This SA Type Landlord reversion algorithm type causes service to be started under a landlord's account at a service point covered by a landlord agreement
		C2M LL REV – This SA Type Initiate Stop SA algorithm type causes service to be started under a landlord's account when a tenant stops service at a service point covered by a landlord agreement.
Configuration required Y	**Entities to Configure:**	SA Type
Business Object Y	**Business Object:**	WX-Premise - Premise fields common to all premise BOs

2.1 Search for Primary Premise(s)
Actor/Role: CSR or Authorized User
Description:
In order to group a collection of Premises, a Primary or "Parent" Premise is first identified or established in C2M. The CSR or Authorized User accesses the premise(s) in C2M identified as the Primary Premise using Control Central Search.

Process Plug-in enabled Y	**Available Algorithm(s):**	PREM-INFO - This installation option algorithm type formats the "Premise Information" string that appears throughout the system.
Configuration required Y	**Entities to Configure:**	Installation Options – Framework
		Zones
Business Object Y	**Business Object:**	C1-UserDisplayAllPremises - User - Display All Premises

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2.2 Evaluate Eligibility to Link All Identified Premise(s)
Actor/Role: CSR or Authorized User
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)
Actor/Role: CSR or Authorized User
Description:
Using the Premise Management functionality, the CSR enters information to link the Primary Premise to the individual Premises.

2.4 Link Premise(s) to Primary Premise
Actor/Role: C2M (CCB)
Description:
The individual Premise(s) are linked to the Primary Premise in C2M.

2.5 Evaluate All Linked Premise(s)
Actor/Role: CSR or Authorized User
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)
Actor/Role: CSR or Authorized User
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)
Actor/Role: C2M (CCB)
Description:
The Landlord Agreement is linked to the given Premise(s) in C2M.

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2.8 Request Remove Landlord Agreement from Premise(s)
Actor/Role CSR or Authorized User
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)
Actor/Role: C2M (CCB)
Description:
The Landlord Agreement is unlinked from one or multiple Premise(s) in C2M.

3.0 Request Unlink Primary Premise from List of Premise(s)
Actor/Role: CSR or Authorized User 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)
Actor/Role: C2M (CCB)
Description:
One or multiple Premises are unlinked from the Primary Premise in C2M.

3.2 Select Premise(s) to Start
Actor/Role: CSR or Authorized User
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
Actor/Role: CSR or Authorized User
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. The following algorithms are further referenced in 3.3.6.2 C2M.CCB Start Premise Based Service for Landlord-Tenant.

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Process Plug-in enabled Y **Available Algorithm(s):**

C2MSAI-INFO - This Installation Option algorithm type formats the "SA Information" that appears throughout the system.
C2M-SAT-INFO- This SA Type algorithm type formats the "SA Information" that appears throughout the system.
C2M-LLREVCPY - This SA Type Landlord reversion algorithm type causes service to be started under a landlord's account at a service point covered by a landlord agreement
C2M LL REV – This SA Type Initiate Stop SA algorithm type causes service to be started under a landlord's account when a tenant stops service at a service point covered by a landlord agreement.
NEW SA TODO – This SA creation algorithm 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

Configuration Y **Entities to Configure:**

SA Type
SA Type Start Options
SA Type SA Rel Type
SA Relationship Type
Rate Schedule
Contract Quantity Type
Contract Options Type
Contract Option Event Type
To Do Type
To Do Role
Adjustment Type
Currency
Bill Factor
Characteristic Type
Landlord Agreement
Installation Options

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Business Object Y **Business Object:**

WX-ServiceAgreement – Service Agreement
C1-AccountManagementSA – Service Agreement – Account Management
C1-SABasic - Service Agreement Basic
C1-ServiceAgreement – Service Agreement
WX-SAType – Service Agreement Type
CI_SAInfo - SA Information
X1-SATypeCharacteristic - Maps SA Type characteristics
C1-SACreationRule - SA Creation Rule Publish
C1-SACreationRuleTaskType - SA Creation Rule Task Type
C1-SARelationship - SA Relationship BO
C1-SAServiceTaskDetails - SA Service Task Details BO
C1-SATypeBasic - SA Type Basic
CI_SAType - SA Type Basic
CI_SATypeStartOptionRequired - SA Type Start Option Required
C1-SAContractDetails – Service Agreement Contract Details

3.4 Request Start Service for Multiple Premises

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User confirms and requests Start Service for one or multiple Premises. Refer to 3.3.6.2 C2M.CCB Start Premise Based Service for Landlord-Tenant.

3.5 Request Stop Service(s) Associated with Specific Account

Actor/Role: CSR or Authorized User

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. The following algorithms and configuration are further referenced in 3.3.6.3 C2M.CCB Stop Premise Based Service for Landlord-Tenant.

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Process Plug-in enabled Y **Available Algorithm(s):**

C2MSAI-INFO - This Installation Option algorithm type formats the "SA Information" that appears throughout the system.
C2M-SAT-INFO- This SA Type algorithm type formats the "SA Information" that appears throughout the system.
C1-STOP-SA - This control central alert algorithm type creates an alert if current account has any stopped service agreement(s).
C1-SAIS-ST - Algorithms of this type automatically stop a pending stop service agreement (instead of waiting for the background process that transitions SAs from pending stop to stopped). The existing rules for SA stop still apply.

Configuration Y **Entities to Configure:**

SA Type
SA Type Start Options
SA Type SA Rel Type
SA Relationship Type
Rate Schedule
Contract Quantity Type
Contract Options Type
Contract Option Event Type
To Do Type
To Do Role
Adjustment Type
Currency
Bill Factor
Characteristic Type
Landlord Agreement
Installation Options

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

Actor/Role: CSR or Authorized User

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. The following algorithms and configuration are further referenced in 3.3.6.3 C2M.CCB Stop Premise Based Service for Landlord-Tenant.

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Process Plug-in enabled Y **Available Algorithm(s):**

C2MSAI-INFO - This Installation Option algorithm type formats the "SA Information" that appears throughout the system.
C2M-SAT-INFO- This SA Type algorithm type formats the "SA Information" that appears throughout the system.
C1-STOP-SA - This control central alert algorithm type creates an alert if current account has any stopped service agreement(s).
C1-SAIS-ST - Algorithms of this type automatically stop a pending stop service agreement (instead of waiting for the background process that transitions SAs from pending stop to stopped). The existing rules for SA stop still apply.

Configuration Y **Entities to Configure:**

SA Type
SA Type Start Options
SA Type SA Rel Type
SA Relationship Type
Rate Schedule
Contract Quantity Type
Contract Options Type
Contract Option Event Type
To Do Type
To Do Role
Adjustment Type
Currency
Bill Factor
Characteristic Type
Landlord Agreement
Installation Options

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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
12/10/09	Colleen King		Initial version
01/09/10	Galina Polonsky		Reviewed
10/20/10	Geir Hedman		Update Title and Content page
11/26/10	Yoko Iwahiro		Framework updates
02/08/11	Geir Hedman		Update Documents and Visio
05/07/13	Cynthia Fisher		Update to Version 2.4
06/17/13	Galina Polonsky		Reviewed, Approved
09/21/15	Muhssin Suliman	V2.5	Updated document and Visio
August 14, 2017	Phillip Martin		C2M version created from CCB v2.5
11/29/2017	Colleen King		Updated Document and Visio
12/20/2017	Galina Polonsky		Reviewed, Approved
05/29/2019	Satya Kalavala		Updated Format for v2.7

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Attachments:

Control Central Search

"Control Central Search.doc"

Dashboard

"Dashboard - LL Exists.doc"

Start/Stop

Start Stop.doc

Service Agreement Pending Start for Landlord

Service Agreement.doc

Landlord Agreement

Landlord Agreement.doc

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Premise Management

"Premise Management.doc"

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