URMs for
C2M v2.9
Detailed list of modifications

URM	Reference	Modifications
3.3.1.1 Establish Person and or Account	P1	Added Trigger to Add/Update Person/Account from external system
3.3.1.1 Establish Person and or Account	P1	Added grouping to Add/Update Person/Account
3.3.1.1 Establish Person and or Account	P1,1.8 - P1,1.9	Modified process to include update to person contact

3.3.1.1 Establish Person and or Account	P1, 2.8 - P1,2.8	Modified Process to include Update to Notification Preference
3.3.2.1 Start Premise Based Service	P1, 3.4	Included Check to cancel Pending Start SA and developed continuity between Pg1 and Pg3
3.3.2.1 Start Premise Based Service	P2	Modified process to include check to initiate process of SA activation manually
3.3.2.1 Start Premise Based Service	P2, 3.5	Modified process to include evaluation and initiation of SA activation and check for SA start date
3.3.2.1 Start Premise Based Service	P2, 4.0	Modified process to include auto completion of To-Do upon SA activation
3.3.2.1 Start Premise Based Service	P2, 4.6	updated process to verify SA start date for Manual SA activation
3.3.2.1 Start Premise Based Service	P2, 4.9	Included Check to cancel Active Start SA and developed continuity between Pg2 and Pg3
3.3.2.1 Start Premise Based Service	P3, 5.8	Included check to evaluate if the FT's can be cancelled
3.3.2.1 Start Premise Based Service	P3, 6.1 - P3, 6.2	Moved Manage Bills and Manage Payments process to cancel Bills and Payments in CCB Swimlane

3.3.2.2 Start Non-Premise Based Service	P1, 2.3	Updated process to include the check to activate SA upon creation
3.3.2.2 Start Non-Premise Based Service	P2	Added grouping for manual SA activation
3.3.2.2 Start Non-Premise Based Service	P2, 3.2	Added Assignment of bill cycle for SA activation
3.3.2.2 Start Non-Premise Based Service	P2, 3.3	Modified process to include auto completion of To-Do upon SA activation
3.3.2.2 Start Non-Premise Based Service	P2, 3.8	Updated the process to the next valid URM reference(Mange Bills) instead of taking 'No further Action'.
3.3.2.3 Stop Premise Based Service	P1,1.1	Modified process to include check to stop SA immediately after analysing pending Stop SA.
3.3.2.3 Stop Premise Based Service	P2,2.1	updated process to verify SA stop date for SA activation process
3.3.2.3 Stop Premise Based Service	P2, 2.6	Modified process to include Auto completion of To-Do for SA activation process
3.3.2.3 Stop Premise Based Service	P2, 3.4	Modified process to update account's bill cycle if account's last active SA is stopped
3.3.2.3 Stop Premise Based Service	P2,3.7	Updated the process to the next valid URM reference instead of taking 'No further Action'.
3.3.2.3 Stop Premise Based Service	P2,3.9	Updated the reference to P2,2.2 instead of P3,3.9 if the user does not stop the SA manually
3.3.2.3 Stop Premise Based Service	P3, 2.1	updated process to verify SA stop date for SA activation process
3.3.2.3 Stop Premise Based Service	P3,3.7	Updated the process to the next valid URM reference instead of taking 'No further Action'.
3.3.2.3 Stop Premise Based Service	P4, 4.6	Modified process to include check to Stop SA and Cancel Adjustments
3.3.2.3 Stop Premise Based Service	P5,5.4	Optimized process flow to check if SA balance is 0 before closing SA
3.3.2.3 Stop Premise Based Service	P5,5.5	Included check for new FT on closed SA for reactivation of SA

3.3.2.4 Stop Non-Premise Based Service	P2,3.2	Modified process to include Auto completion of To-Do for SA activation process
3.3.2.4 Stop Non-Premise Based Service	P2,3.9	Optimized process flow to check if SA balance is 0 before closing SA
3.3.2.4 Stop Non-Premise Based Service	P2,4.0	Included check for new FT on closed SA for reactivation of SA
3.3.3.1 Refund Deposit	P1,2.7 and P1,2.4	Modified process to include check to stop SA immediately after pending Stop SA.
3.3.3.1 Refund Deposit	P2, 2.2.2	Modified Process to include check to create to do entry for write off monitor
3.3.3.1 Refund Deposit	P2, 3.1.1.1	Modified process to include check for excess credit and application of access credit to overpayment SA
3.3.5.1 Establish and Maintain Loan	P2, 4.2.2.2	Modified Process to include check to create to do entry for SA activation
3.3.5.1 Establish and Maintain Loan	P2, 4.2.2.5	Modified process to include Auto completion of To-Do for SA activation process
3.3.5.1 Establish and Maintain Loan	P2, 4.2.2.5	Updated process to include check to Manually activate Loan SA
3.3.5.1 Establish and Maintain Loan	P2, 4.2.2.4	Updated process to include request to manually complete to-do
3.3.5.1 Establish and Maintain Loan	P3	Grouping to update and cancel Active Loan SA was added
3.3.5.1 Establish and Maintain Loan	P5,7.1	Added assignment of bill cycle when SA status is updated from Pending stop to Stopped
3.3.5.1 Establish and Maintain Loan	P5, 6.8.1.1 - P5, 6.8.1	Modified process to check if the final bill exists when SA status is updated from Pending stop to Stopped
5.1.5.2 Manage Un-Metered Site	P3,3.0 - P3,4.0	Separate installation process for Tracked Asset (Badged Device)
5.1.5.2 Manage Un-Metered Site	P4,4.1 - P4,4.8	Introduced installation process for Untracked Asset (Unbadged Items)
5.6.3.1 Manage Tracked Assets and Devices	P1, 4.5	Included the check to attach component to device

5.6.3.1 Manage Tracked Assets and Devices	P2	Introduced process to Create Tracked Asset or Component in Mass
5.6.3.1 Manage Tracked Assets and Devices	P3	Updated the current flow to check if device config or measuring component is required instead of checking if it's a metered device.
5.6.3.1 Manage Tracked Assets and Devices	P4, 4.5.1 - P4, 4.5.6	Updated flow to include process to Add/Update/Remove Attachment, Notes or Warranty term to an Asset
5.6.3.1 Manage Tracked Assets and Devices	P4, 3.7	updated flow to include Check to update to meter multiplier

5.6.3.1 Manage Tracked Assets and Devices	P6	Introduced process to attach component to device
5.6.3.2 Manage Device Installation and Commissioning	P1,2.8	Direct updates can be made to activity depending on the status of the specific activity. Removed commission and connect commands from update install event activity.
5.6.3.2 Manage Device Installation and Commissioning	P2,3.0 - P2,3.8	Introduced process flow to Attach Component to Device

5.6.3.2 Manage Device Installation and Commissioning	P3,3.8 - P3,4.8	Introduced process Install component as a primary device

5.6.3.2 Manage Device Installation and Commissioning	P4, 5.3	Validations performed are clubbed in 1 step as (MDM) updates the activity to Validate state and performs validation on Head-End system compatibility, Commissioning status, external requestor, command eligibility and device registration, existing active commissioning request, concurrent decommissioning request.
5.6.3.2 Manage Device Installation and Commissioning	P4, 5.8	'Commission Ready' status is included that initiates outbound communication with head end system.
5.6.3.2 Manage Device Installation and Commissioning	P4, 6.2	'Communication In Progress' status is included that ensures completion of existing child communication.
5.6.3.2 Manage Device Installation and Commissioning	P5	Introduced Process flow for Remote Connect command
5.6.3.2 Manage Device Installation and Commissioning	P6 11.1	As per sequence mentioned in BO(D1-DeviceCommission), the waiting period to ensure that the Activity does not stay in its current state for too long was checked before evaluating the Criteria to Run Automated Retry Process. Updated the process accordingly

5.6.3.2 Manage Device Installation and Commissioning	P7	introduced Exception Processing For Remote Connect Activity
5.6.3.3 Manage Device De-Installation, Decommissioning and Removal	P1,1.0 - P1,2.0	1) Updated existing Manual process as per latest version of product offering. 2) Introduced device deinstallation process via SOM orchestrator
5.6.3.3 Manage Device De-Installation, Decommissioning and Removal	P1,1.7	Introduced custom process suggested for demand reset of scalar meters.
5.6.3.3 Manage Device De-Installation, Decommissioning and Removal	P2,2.0 - P2,5.2	Introduced process flow for disconnect command
5.6.3.3 Manage Device De-Installation, Decommissioning and Removal	P3,5.7	Validations performed are clubbed in 1 step as (MDM) updates the activity to Validate state and performs validation on Head-End system compatibility, Decommissioning status, external requestor, command eligibility and device registration

5.6.3.3 Manage Device De-Installation, Decommissioning and Removal	P3,6.2	'Communication In Progress' status is included that initiates outbound communication with head end system.
5.6.3.3 Manage Device De-Installation, Decommissioning and Removal	P3,6.8	Completion Event Error and to-do creation were included inside the completion event group.
5.6.3.3 Manage Device De-Installation, Decommissioning and Removal	P3,7.8 - P4,9.3	Introduced Exception Process for Remote Disconnection
5.6.3.3 Manage Device De-Installation, Decommissioning and Removal	P4,9.9 - P4,10.0	As per sequence mentioned in BO(D1-DeviceDecommission), the waiting period to ensure that the Activity does not stay in its current state for too long was checked before evaluating the Criteria to Run Automated Retry Process
5.6.3.3 Manage Device De-Installation, Decommissioning and Removal	P6,10.7 -P6,11.9	Introduced Process flow to Remove Device (on Install event).
5.6.3.3 Manage Device De-Installation, Decommissioning and Removal		

3.4.4.1a Enroll in Budget	P1,1.2	Added Plug in to Validate Budget Eligibility.
3.4.4.1a Enroll in Budget	P1,1.9-2.2	Introduced option to determine Notification Method to Notify Customer
3.4.4.1a Enroll in Budget	P2	Added Process for Enrollment via Self-Service Application.
3.4.4.1a Enroll in Budget	P3	Added Exception Processing for Budget Enrollment when enrolled from Web service Application
3.4.4.2a Monitor and True Up Budget	P1, 1.4	Added decision to use Recommended Budget
3.4.4.2a Monitor and True Up Budget	P1, 1.4	Removed Decision that 'Require Additional Budget Updates' is redundant
3.4.4.2a Monitor and True Up Budget		Added customer notification step when the account budget is updated via the Budget Monitor background process or when manually updated via the Budget Review Portal.
3.4.4.3a Cancel Budget	P1, 1.8	Added step to Sync Current Balance And Payoff Balance Of Covered SA's
3.4.4.3a Cancel Budget	P1, 1.9-2.1	Introduced option to determine Notification Method to Notify Customer
3.4.4.3a Cancel Budget	P2	Added Process for Cancellation via Self-Service Application.

3.3.6.1 Establish Landlord Agreement - Manage Premises	P4	Added process to Manage Landlord Agreement via Self-Service Application
3.3.6.1 Establish Landlord Agreement - Manage Premises	P1	Added groups to update and add Landlord Agreement
3.3.6.1 Establish Landlord Agreement - Manage Premises	p2	Added groups to Link/Remove Parent Premise and Assign/Remove Landlord for/from Premise(s)
3.3.6.2 Start Premise Based Service for Landlord-Tenant	P1,P4	Added groups to update pending start Sa for Landlord and tenant
3.3.6.2 Start Premise Based Service for Landlord-Tenant	P2	made 3.3 as shared task with plug ins
3.3.6.2 Start Premise Based Service for Landlord-Tenant	P2	removed 2.9 shared task color coding
3.3.6.2 Start Premise Based Service for Landlord-Tenant	P3, 5.3	changed to >> 5.6 for evaluate account

3.3.6.2 Start Premise Based Service for Landlord-Tenant	P3	made 1.9 as shared task with plug ins
3.3.6.2 Start Premise Based Service for Landlord-Tenant	P4	3.0, corrected numbering from 2.9 to 3.0
3.3.6.2 Start Premise Based Service for Landlord-Tenant	P4, P5, P6, P7	renumbered all incorrectly numbered tasks from 5.6 onwards
3.3.6.2 Start Premise Based Service for Landlord-Tenant	P5	3.2 marked independent task as shared task, incorrect numbering,corrected 3.2 to 5.7
3.3.6.2 Start Premise Based Service for Landlord-Tenant	P5	Corrected 3.2 to 5.7
3.3.6.2 Start Premise Based Service for Landlord-Tenant	P5	Corrected 3.5 to 3.3
3.3.6.2 Start Premise Based Service for Landlord-Tenant	P5	4.8 numbering was incorrect to 4.4, corrected to 4.8
3.3.6.2 Start Premise Based Service for Landlord-Tenant	P5	included 3.2 in create SA group
3.3.6.3 Stop Premise Based Service for Landlord-Tenant	P2	made 2.3 shared task
3.3.6.3 Stop Premise Based Service for Landlord-Tenant	P5	Updated 5.5, 5.6
3.3.6.3 Stop Premise Based Service for Landlord-Tenant	P6	made 4.4 shared+plug in task
3.3.6.3 Stop Premise Based Service for Landlord-Tenant	P7	added task 3.3
3.3.8 Manage Net Energy Metering Service	P1	Added Trigger for 'Final bill after stopping Service'
3.3.8.1 Establish and Maintain Net Energy Metering Service	P1	Updated to 'Incorrect Description of 'Create NEM Master SA and Establish Relationship with Sub SA'
3.3.8.1 Establish and Maintain Net Energy Metering Service	P2, 1.5 to 1.8	Added True-up for existing period
3.3.8.1 Establish and Maintain Net Energy Metering Service	P2	Added Trigger for 'Final bill after stopping Service'
3.1.2 Manage Marketing Programs	P1, P2	Removed numbering from level 2 visio diagram
3.4.1 Manage Contacts	P1	Removed connector from Gather person/acct information to Enter CC/Reminder Information
3.4.1.1 Manage Customer Contacts	P2, 2.8 to 3.6	Intiatl sequence when no letter is to be sent to customer was (Phone>SMS> Email), changed sequence to (SMS>Email>Phone)
3.1.2.1 Select Customers and Manage Marketing Programs	P2, 3.5	removed connector between 3.5 and 3.8
3.1.2.1 Select Customers and Manage Marketing Programs	P2	added '4.1 Generate File Upload Statistics'

3.1.2.1 Select Customers and Manage Marketing Programs	P3	added '4.8 Create Sibling Lead Event "Create Customer Contact"
3.1.2.1 Select Customers and Manage Marketing Programs	P3	added connector from 4.7 to 'successful' decision box
3.1.2.1 Select Customers and Manage Marketing Programs	P3	added '4.8 Create Customer Contact'
3.1.2.1 Select Customers and Manage Marketing Programs	P3	updated 5.8 as shared task
3.1.2.1 Select Customers and Manage Marketing Programs	P5, 8.8 to 9.2	Added task 8.8,8.9,9.0,9.1,9.2
4.2.2.15 Manage Net Energy Metering Charges	P1	Removed 'Cancel NEM Bill Segment' group from Bill Customer
4.2.2.15 Manage Net Energy Metering Charges	P1, 1.6	Added '1.6 Add Sync Adjustments' task
4.2.2.15 Manage Net Energy Metering Charges	P1, 1.9-2.0	Added grouping for 'New Tum for Next True-up Period'
4.2.2.15 Manage Net Energy Metering Charges	P1, 2.3-2.4	Added Grouping for 'True-Up Monitor Task'
4.2.2.15 Manage Net Energy Metering Charges	Word Doc> Attachments	Added relevant screenshots
4.2.2.2 Manage Meter Charges	P1, 2.9-3.2	Added grouping for Bill Segment Regeneration
4.2.2.2 Manage Meter Charges	P1, 1.6	Removed incomplete usage request question and task as it is irrelavant for new bill segment
4.2.2.2 Manage Meter Charges	P1, 2.4-2.5	Added question for 'UT in non-final status'
4.2.2.2 Manage Meter Charges	P1, 3.2	Added freezable bill segment status to the flow.
4.2.2.2 Manage Meter Charges	P1, 3.4	Updated flow to redirect 3.4 to page 6 instead of pg2
4.2.2.2 Manage Meter Charges	P4, 2.9-3.2	Added grouping for Bill Segment Regeneration
4.2.2.2 Manage Meter Charges	P4, 2.4-2.5	Added question for 'UT in non-final status'
4.2.2.2 Manage Meter Charges	P4, 3.2	Added freezable bill segment status to the flow.
4.2.2.2 Manage Meter Charges	P6, 9.0	Added task for to do enhancement done in TD-BSERR batch to avoid duplication
4.2.2.2 Manage Meter Charges	P6, 9.7	Added To do completion batch that auto complete resolved to dos
4.2.2.2 Manage Meter Charges	P6, 8.9 - 9.6	Added grouping for bill segment in exception error processing
4.2.2.2 Manage Meter Charges	P6, 9.8 - 9.9 and 9.2 -9.6	Added grouping for bills in exception error processing
4.2.2.3 Manage Item Charges	P1, 2.9-3.2	Added grouping for Bill Segment Regeneration
4.2.2.3 Manage Item Charges	P1, 1.6	Removed incomplete usage request question and task as it is irrelavant for new bill segment
4.2.2.3 Manage Item Charges	P1, 2.2-2.3	Added question for 'UT in non-final status'
4.2.2.3 Manage Item Charges	P1, 3.2	Added freezable bill segment status to the flow.
4.2.2.3 Manage Item Charges	P1, 3.4	Updated flow to redirect 3.4 to page 6 instead of pg2
4.2.2.3 Manage Item Charges	P1, 1.8	Removed 'Skip SA for billing' task

4.2.2.3 Manage Item Charges	P4, 2.9-3.2	Added grouping for Bill Segment Regeneration
4.2.2.3 Manage Item Charges	P1, 2.2-2.3	Added question for 'UT in non-final status'
4.2.2.3 Manage Item Charges	P1, 1.8	Removed 'Skip SA for billing' task
4.2.2.3 Manage Item Charges	P6, 8.8	Added task for to do enhancement done in TD-BSERR batch to avoid duplication
4.2.2.3 Manage Item Charges	P6, 9.3	Added To do completion batch that auto complete resolved to dos
4.2.2.3 Manage Item Charges	P6, 8.7 - 9.4	Added grouping for bill segment in exception error processing
4.2.2.3 Manage Item Charges	P6, 9.6 - 9.7 and 9.0 -9.4	Added grouping for bills in exception error processing
4.2.2.10a Manage Budget Billing	P2, 1.5	Added task to 'Create FT and Update Current Amt = Budget Amt And Payoff Amt = Actual Bill Amt'
4.2.2.10a Manage Budget Billing	P2, 4.0	Added task to 'Evaluate Completed Bill'
4.2.2.10a Manage Budget Billing	P2, 4.3	Added task to 'Add bill routing information
4.2.2.10a Manage Budget Billing	P1, 1.4-1.5	Added grouping 'Generate Bill segment'
4.2.2.10a Manage Budget Billing	Word Doc> Attachments	Updated Task Description and numbering from 2.4 to 4.2
4.2.2.10b Manage Monitored-UnmonitoredNon-Billed Budget Billing	P1, 1.1-1.8	Corrected group name to 'Batch Billing Unmonitored NBB – Refer to 4.2.2 .Manage Bill'
4.2.2.10b Manage Monitored-UnmonitoredNon-Billed Budget Billing	P1, 1.2-1.3 ; 1.9-2.0	Added grouping 'Generate Bill segment'
4.2.2.10b Manage Monitored-UnmonitoredNon-Billed Budget Billing	P1, 1.4	Updated flow to include 'Freeze bill segment' task after creation of Financial transaction
4.2.2.10b Manage Monitored-UnmonitoredNon-Billed Budget Billing	P1, 1.4	Removed 'Freeze Bill seg' from 'Bill seg FT' grouping.
4.2.2.5 Manage Loan Charges	P1, 1.6	Updated 1.6 as Plug in +shared task, as it is calculated through a separate SA type Algorithm
4.2.2.5 Manage Loan Charges	P1 & P3, 2.1	Added impact on current and payoff amount on creation of Loan SA FT
4.2.2.5 Manage Loan Charges	2.2- 2.6	Rearranged Deleting of Bill/Bill Segment if the Bill segment is not generated successfully.
4.2.2.5 Manage Loan Charges	2.7-2.8	Added question if the loan requires update when generated successfully.
4.2.2.5 Manage Loan Charges	P4, 7.0	Added task for to do enhancement done in TD-BSERR batch to avoid duplication
4.2.2.5 Manage Loan Charges	P4, 7.7	Added To do completion batch that auto complete resolved to dos
4.2.2.5 Manage Loan Charges	P6, 6.9- 7.9	Added grouping for bill and bill segment in exception error processing
4.2.2.6 Manage Deposit Charges	P1	Updated FT description to "Create FT and Set Payoff Amt = 0 / Curr Amt = Bill Amt"
4.2.2.6 Manage Deposit Charges	P4	Updated exception processing for Bill seg and bills to do with latest updates
4.2.2.4 Manage External and Miscellaneous Charges	P1	Added question to bill only billable charge and connector to Off cycle billing charges.

4.2.2.4 Manage External and Miscellaneous Charges	P1	Added connector from apply misc charges and recieve external charges for manual billing
4.2.2.4 Manage External and Miscellaneous Charges	P1,P3	Added question and task to Determine consumption period
4.2.2.4 Manage External and Miscellaneous Charges	p1,p3	Added question and task to bill Rated misc billable charge
4.2.2.4 Manage External and Miscellaneous Charges	P1: 2.2- 2.6	Rearranged Deleting of Bill/Bill Segment if the Bill segment is not generated successfully.
4.2.2.4 Manage External and Miscellaneous Charges	P1, 2.7-2.8	Added question if the loan requires update when generated successfully.
4.2.2.4 Manage External and Miscellaneous Charges	P1	Moved Question "Still require to bill Misc Charge" after deleting bill, from CCB swimlane to CSr swimlane
4.2.2.4 Manage External and Miscellaneous Charges	P4	Updated exception processing for Bill seg and bills to do with latest updates
4.2.2.12 Manage Payment Arrangement Charges	P1, 1.9	update ft to cur bal = bill amt, pay offf=0
4.2.2.12 Manage Payment Arrangement Charges	P1, 2.1-2.6	Rearranged Bill segment deletion and update flow.
4.2.2.12 Manage Payment Arrangement Charges	P4	Updated exception processing for Bill seg and bills to do with latest updates
4.2.2.9 Manage Billing Inquiries	P1, 1.3-2.0	Updated Process of adding bill routing to reprint existing bill
4.2.1.6 Receive External charges	P2, 3.0	Added task to remove BC staging exception record when record is moved from error to pending status
4.2.1.6 Receive External charges	P2	To do for billlable charge: added check for auto to do completion if the BC upload record is removed from exception table.

4.2.2.14 Manage Off Cycle Billing Charges	P1	added connectior from
		  -4.2.2.5.Manage Loan Charges
		  -4.2.2.6.Manage Deposit Charges
		  -4.2.2.4.Manage External and Miscellaneous Charges

4.2.2.14 Manage Off Cycle Billing Charges	P1	Updated and merged 2 question to "create off cycle bill for selected charges?" and added relevant reference URMs
4.2.2.14 Manage Off Cycle Billing Charges		removed 1.8 determine required billable charge functions
4.2.2.14 Manage Off Cycle Billing Charges	P2	Merged 2 pages, Recreated entire flow relevant to OCBG manual completion process
4.2.2.14 Manage Off Cycle Billing Charges	P3	Recreated process flow relevant to OCBG Auto completion process
4.2.2.14 Manage Off Cycle Billing Charges	P4	Recreated Exception Processing for OCBG Exceptions
4.2.2.14 Manage Off Cycle Billing Charges	P6	Removed Pay service provider flow
4.2.2.14 Manage Off Cycle Billing Charges	P5,6.2	Process Corrected Read: aded task to Update Notification to Processing Required as per BO Lifecycle.
4.2.2.14 Manage Off Cycle Billing Charges	P5, 6.5	Process Corrected Read: added task to to create Transition to do and status transition incase exception is encountered while processing corrected read.
4.2.2.14 Manage Off Cycle Billing Charges	P5, 7.2	Process Corrected Read: added task to Update Notification to Cancelled Status when the OCBG is rejected or if error is encounted in processing required status

4.2.2.14 Manage Off Cycle Billing Charges	P6	Added process flow for Exception Processing for corrected reads
4.3.1.1 Manage Payments	P1,1.3 and P7	Post Non CIS Payment: Added New Page-7 to post non cis payment details
4.3.1.1 Manage Payments	P1: 1.4-2.4	revised available Payment distribution and freeing options
4.3.1.1 Manage Payments	P1,P3, P4: 1.6	added step to show payment in incomplete status
4.3.1.1 Manage Payments	P1,P3, P4: 1.7 to 2.0:	Included overpayment assessment and creation before distributing payment and creating freezable pay segments
4.3.1.1 Manage Payments	P2	Moved overpayment section from pg2 to Pg1
4.3.1.1 Manage Payments	P2	Included cashback scenario and added new page-8 for the cashback process flow
4.3.1.1 Manage Payments	P3, 4.6	Moved Reason for cashback in (CCB) swimlane
4.3.1.1 Manage Payments	P3,4.7	Added question to check if NSF cancel should impact credit score or/and cash only score
4.3.1.1 Manage Payments	P5	Added Grouping for Deposit, tender, payment staging exception
4.3.1.1 Manage Payments	P5	Added Business process for Payments in Error/Unfrozen
4.3.1.1 Manage Payments	P5	Added check for auto to do completion if the PUPL upload record is removed from exception table.
4.3.1.1 Manage Payments	P6	added task to review completed payment upload records by Purge Payment Upload
4.3.1.1 Manage Payments	P7	Added Business process to Post Non Cis Payment
4.3.1.1 Manage Payments	P8	Added Business process for cashback scenario
4.3.1.1 Manage Payments	P9	Added Business process to manage payment (Create/View/Cancel) from Self Service Application.
4.2.2.1 Update Billing Information		Removed old componenet based rates references
4.3.1.2 Manage Workstation Cashiering	P4	updated to do completion process
4.3.1.1e Manage Pay Plan Payment	P1	removed 1.3 after posting payment details.
4.3.1.1e Manage Pay Plan Payment	P1	added 1.4 and 1.5 after selecting distribution and freezing option.
4.3.1.1e Manage Pay Plan Payment	P1	moved task 1.9 to distribute payment and create freezable pay segments after overpayment check for overpayment.
4.3.1.1e Manage Pay Plan Payment	P1	added task 2.0 to request manual distribution
4.3.1.1e Manage Pay Plan Payment	P1	added question to check if the freezing is manual or automatic after task 1.9
4.3.1.1e Manage Pay Plan Payment	P1	moved overpayment logic from CCB to CSR swimlane for manual distribution of amount.
4.3.1.1e Manage Pay Plan Payment	P1	added task 2.4 and 2.5 to allocate distribution amount and request distribution.
4.3.2.1 Manage Collection Process	P1,P2,P3	added question to checkif there is error while batch processing
4.3.2.1 Manage Collection Process	P4	added pg for to do handling
4.3.2.1 Manage Collection Process	P5	Added pg to view process from 3rd party self service application.
4.3.2.2 Manage Severance Process	P2,P3	added question to check if there is error while batch processing
4.3.2.2 Manage Severance Process	P4	added to do handling process

4.3.2.2 Manage Severance Process	P4	updated 3.9 and added question to check if service order is cancelled
4.3.2.2 Manage Severance Process	p5	Added process for cancellation of severance process when sa is stopped
4.3.2.2 Manage Severance Process	P6	added pg for to do handling
4.3.2.2 Manage Severance Process	P7	Added pg to view process from 3rd party self service application.
4.3.2.6 Manage Write Off Uncollectible Receivables	P2	added question to check if there is error while batch processing
4.3.2.6 Manage Write Off Uncollectible Receivables	P4	added pg for to do handling
4.3.2.6 Manage Write Off Uncollectible Receivables	P5	Added pg to view process from 3rd party self service application.
4.3.2.7 Manage Collection Agency Referrals	P1	added trigger to schedule download collection agency referral
4.2.2.1 Update Billing Information	P4,P5	Removed reference of Component based rate schedule and updated details about new rate engine
4.2.2.1 Update Billing Information	P4: 3.6,3.9	added bill factor details
4.2.2.1 Update Billing Information	P5	updated flow to include rate cjheck at the end after calc rule update
4.3.2.4a Manage Payment Arrangement	P2, 4.6	Added pg to add and view process from 3rd party self service application.
4.2.1.1 Upload Device Measurements	P1, 2.0	added additional trigger To include new batch to limit imd per mc
4.2.1.1 Upload Device Measurements	P1, 2.1	added question and task to transition IMD to 'HELD' status
4.2.1.1 Upload Device Measurements	P1, 2.1-2.2	added question to check if ML processing is required
4.2.1.1 Upload Device Measurements	P1, 3.3,3.4	Removed High quality chk
4.2.1.1 Upload Device Measurements	P1, 3.5,3.6	added question and task to transition IMD to 'DEFER' status
4.2.1.1 Upload Device Measurements	P7	ADDED business process model to process IMds in Held Status
4.2.1.1 Upload Device Measurements	P8	ADDED business process model to process IMds in 'Waiting for ML' Status
4.2.1.2 Manage VEE and VEE Exceptions	P7	ADDED business process model to process IMDs in 'DEFER' Status
4.2.2.1 Calculate Usage	P1, 1.5	added task to perform time conversion
4.2.2.1 Calculate Usage	P7, 10.5, 10.6	added tasks to override exception when allowed
4.3.1.1d Manage Auto-Payments	P1,p2,p3	added task 2.4: create incomplete payment
4.3.1.1d Manage Auto-Payments	P2	Added process flow for Auto pay creation for Pay plan and NBB
4.3.1.1d Manage Auto-Payments	P2	added task 3.1 Identify Accounts Require Auto Payment Creation on Active Pay Plan's Scheduled Payment Day for Auto pay creation for Pay plan
4.3.1.1d Manage Auto-Payments	P2	added task 3.2 Identify Accounts Require Auto Payment Creation on Active NBB's Scheduled Payment Day for Auto pay creation for NBB
4.3.1.1d Manage Auto-Payments	P3	added task 2.5 Create Auto Pay Clearinghouse Record for Manual payment creation process.
4.3.1.1d Manage Auto-Payments	P4	Added task 4.8 to delete Auto Pay Clearinghouse Record when payment and tender is cancelled
4.3.1.1d Manage Auto-Payments	P4	moved decision task of "reason for cancellation NSf?" to (CCB) swimlane.

4.3.1.1d Manage Auto-Payments	P5, 6.5.AND 7.2	updated Color coding. (Custom+Shared task)
4.3.1.1d Manage Auto-Payments	P6	oAuto Pay Enrollement from Third-party self-service application for Savings/Checking Account via: ACH Prenotification ACH Micro-Transaction Verification
4.3.1.1d Manage Auto-Payments	P6	Auto Pay cancellation via a third-party self-service application
5.6.3 Manage Devices	P1	Removed device deactivation process. Device can either be active or retired
5.6.3 Manage Devices	P2	Removed Retire device process flow and added Remove Device process flow