

Oracle Utilities Customer Care and Billing 2.9.0.1.1 Testing Assets

This document lists the specific business processes included in each Testing Asset document bundle.

3 Manage Customer

3.1.2.1 CCB Select Customers and Manage Marketing Programs

3.3.1.1 CCB Establish Person and/or Account

3.3.2.1 CCB Start Premise Based Service

3.3.2.2 CCB Start Non-Premise Based Service

3.3.2.3 CCB Stop Premise Based Service

3.3.2.4 CCB Stop Non-Premise Based Service

3.3.3.1 CCB Refund Deposits

3.3.3.2 CCB Determine Customer Deposit (Cash/Non-cash/3rd Party)

3.3.3.3 CCB Review Deposits

3.3.3.4 CCB Monitor Deposit-Calculate Interest

3.3.5.1 CCB Establish and Maintain Loan

3.3.6.1 CCB Establish Landlord Agreement-Manage Premises

3.3.8.1 CCB Establish and Maintain Net Energy Metering Service

3.4.1.1 CCB Manage Customer Contacts

3.4.2.1 CCB Maintain Customer Profile

3.4.2.2 CCS CCB Manage Customer Risk

3.4.4.1a CCB Enroll in Budget

3.4.4.1b CCB Enroll in Non-Billed Budget

3.4.4.2a CCB Monitor and True Up Budget

3.4.4.2b CCB Renew Non-Billed Budget

3.4.4.3a CCB Cancel Budget

3.4.4.3b CCB Expire Non-Billed Budget

4.0 Manage Revenue

4.1.1.1 CCB Manage Adjustment and Adjustment Approval

4.2.1.6 CCB Receive External Charges

4.2.1.7 CCB Apply Miscellaneous Charges

4.2.2.2 CCB Manage Meter Charges

4.2.2.3 CCB Manage Item Charges

4.2.2.5 CCB Manage Loan Charges

4.2.2.6 CCB Manage Deposit Charges

4.2.2.9 CCB Manage Billing Inquiries

4.2.2.11 CCB Update Billing Information

4.3.1.1 CCB Manage Payments

4.3.1.1c CCB Process Non-Billed Unmonitored Budget Payments

4.3.1.1d CCB Manage Autopayments

4.3.1.1e CCB Manage Pay Plan Payment

4.3.1.1f CCB Manage Credit Card Payment

4.3.1.2 CCB Manage Workstation Cashiering

4.3.2.1 CCB Manage Collection Process

4.3.2.2 CCB Manage Severance Process

5.0 Manage Network and Infrastructure

5.1.5.1 CCB Manage Metered Site

5.6.3.1 CCB Manage Meters

5.6.3.2 CCB Manage Items