

# Oracle Utilities Customer Cloud Service 24A Testing Assets

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

## 3 Manage Customer

3.1.2.1 CCS-CCB Select Customers and Manage Marketing Programs

3.3.1.1 CCS-CCB Establish Person and/or Account

3.3.1.1a CCS-CCB Establish Person and/or Account for Customer Service Request

3.3.2.1 CCS-CCB Start Premise Based Service

3.3.2.1a CCS-CCB Start Premise Based Service Using Customer Service

3.3.2.2 CCS-CCB Start Non-Premise Based Service

3.3.2.3 CCS-CCB Stop Premise Based Service

3.3.2.3a CCS-CCB Terminate Contract and Stop Premise Based Service for Customer Service Request

3.3.2.4 CCS-CCB Stop Non-Premise Based Service

3.3.2.5 CCS-CCB Manage Consumer Contracts

3.3.3.1 CCS-CCB Refund Deposits

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

3.3.3.3 CCS-CCB Review Deposits

3.3.3.4 CCS-CCB Monitor Deposit-Calculate Interest

3.3.5.1 CCS-CCB Establish and Maintain Loan

3.3.6.1 CCS-CCB Establish Landlord Agreement-Manage Premises

3.3.8.1 CCS-CCB Establish and Maintain Net Energy Metering Service

3.4.1.1 CCS-CCB Manage Customer Contacts

3.4.2.1 CCS-CCB Maintain Customer Profile

3.4.2.2 CCS CCB Manage Customer Risk

3.4.4.1a CCS-CCB Enroll in Budget

3.4.4.1b CCS-CCB Enroll in Non-Billed Budget

3.4.4.2a CCS-CCB Monitor and True Up Budget

3.4.4.2b CCS-CCB Renew Non-Billed Budget

3.4.4.3a CCS-CCB Cancel Budget

3.4.4.3b CCS-CCB Expire Non-Billed Budget

## 4.0 Manage Revenue

4.1.1.1 CCS-CCB Manage Adjustment and Adjustment Approval

4.2.1.1 CCS-MDM Upload Device Measurements

4.2.1.1a CCS-MDM Upload Device Measurements (L&G)

4.2.1.1c CCS-MDM Upload Device Measurements (SSN)

4.2.1.1d CCS-MDM Upload Device Measurements (Sensus)

4.2.1.1e CCS-MDM Upload Device Measurements (MV90)

4.2.1.2 CCS-MDM Manage VEE and VEE Exceptions

4.2.1.5 CCS-MDM Maintain Measurement Cycle Schedule

4.2.1.6 CCS-CCB Receive External Charges

4.2.1.7 CCS-CCB Apply Miscellaneous Charges

4.2.2.1 CCS-MDM Calculate Usage

4.2.2.2 CCS-CCB-MDM Manage Meter Charges

4.2.2.3 CCS-CCB-MDM Manage Item Charges

4.2.2.4 CCS-CCB Manage External and Miscellaneous Charges

4.2.2.5 CCS-CCB Manage Loan Charges

4.2.2.6 CCS-CCB Manage Deposit Charges

4.2.2.8 CCS-CCB Manage Billing Disputes

4.2.2.9 CCS-CCB Manage Billing Inquiries

4.2.2.10a CCS-CCB Manage Budget Billing

4.2.2.10b CCS-CCB Manage Monitored/Unmonitored/Non-Billed Budget Billing

4.2.2.11 CCS-CCB Update Billing Information

4.2.2.12 CCS-CCB Manage Payment Arrangement Charges

- 4.2.2.14 CCS-CCB Manage Off Cycle Billing Charges
- 4.3.1.1 CCS-CCB Manage Payments
  - 4.3.1.1a CCS-CCB Process Budget Payments
  - 4.3.1.1b CCS-CCB Process Non-Billed Monitored Budget Payments
  - 4.3.1.1c CCS-CCB Process Non-Billed Unmonitored Budget Payments
  - 4.3.1.1d CCS-CCB Manage Autopayments
  - 4.3.1.1e CCS-CCB Manage Pay Plan Payment
  - 4.3.1.1f CCS-CCB Manage Credit Card Payment
- 4.3.1.2 CCS-CCB Manage Workstation Cashiering
- 4.3.2.1 CCS-CCB Manage Collection Process
- 4.3.2.2 CCS-CCB Manage Severance Process
- 4.3.2.3a CCS-CCB Manage Pay Plan
- 4.3.2.4a CCS-CCB Manage Payment Arrangement
- 4.3.2.5a CCS-CCB Manage Late Payment Charge
- 4.3.2.6 CCS-CCB Manage Write Off Uncollectible Receivables
- 4.3.2.7 CCS-CCB Manage Collection Agency Referrals

## 5.0 Manage Network and Infrastructure

- 5.1.5.1 CCS-CCB Manage Metered Site
  - 5.1.5.1a CCS-CCB Manage Metered Site for Customer Service Request (Retailer)
- 5.1.5.2 CCS-CCB Manage Un-Metered Site
  - 5.1.5.2a CCS-CCB Manage Un-Metered Site for Customer Service Request (Retailer)
- 5.3.2.1 CCS-SOM Manage Field Activities and Service Orders
- 5.3.3.1 CCS-MDM Upload Device Events
  - 5.3.3.1a CCS-MDM Upload Device Events (L&G)
  - 5.3.3.1c CCS-MDM Upload Device Events (SSN)
  - 5.3.3.1d CCS-MDM Upload Device Events (Sensus)
  - 5.3.3.1e CCS-MDM Upload Device Events (MV90)

- 5.3.3.1f CCS-MDM Upload Device Events (Itron)
- 5.3.3.2 CCS-MDM Manage Device Events
  - 5.6.3.1 CCS-ODM-MDM Manage Tracked Assets and Devices
    - 5.6.3.1a CCS-MDM Manage On-Demand Read (L&G)
    - 5.6.3.1c CCS-MDM Manage On-Demand Read (SSN)
  - 5.6.3.2 CCS-ODM-MDM Manage Device Installation and Commissioning (Non-SGG)
    - 5.6.3.2a CCS-MDM Manage Device Commissioning (L&G)
    - 5.6.3.2c CCS-MDM Manage Device Commissioning (SSN)
    - 5.6.3.2d CCS-MDM Manage Device Commissioning (Sensus)
    - 5.6.3.2f CCS-MDM Manage Device Commissioning (Itron)
  - 5.6.3.3 CCS-ODM-MDM Manage Device De-Installation and Retirement (Scalar Devices)
    - 5.6.3.3a CCS-MDM Manage Device Decommissioning (L&G)
    - 5.6.3.3c CCS-MDM Manage Device Decommissioning (SSN)
    - 5.6.3.3d CCS-MDM Manage Device Decommissioning (Sensus)
    - 5.6.3.3f CCS-MDM Manage Device Decommissioning (Itron)
  - 5.6.3.4a CCS-MDM Manage Device Remote Connect (L&G)
  - 5.6.3.4c CCS-MDM Manage Device Remote Connect (SSN)
  - 5.6.3.4d CCS-MDM Manage Device Remote Connect (Sensus)
  - 5.6.3.4f CCS-MDM Manage Device Remote Connect (Itron)
  - 5.6.3.5a CCS-MDM Manage Device Remote Disconnect (L&G)
  - 5.6.3.5c CCS-MDM Manage Device Remote Disconnect (SSN)
  - 5.6.3.5d CCS-MDM Manage Device Remote Disconnect (Sensus)
  - 5.6.3.5f CCS-MDM Manage Device Remote Disconnect (Itron)
  - 5.6.3.6a CCS-MDM Manage Device Status Check (L&G)
  - 5.6.3.6c CCS-MDM Manage Device Status Check (SSN)
  - 5.6.3.6d CCS-MDM Manage Device Status Check (Sensus)
  - 5.6.3.6f CCS-MDM Manage Device Status Check (Itron)