C2M.CCB v2.6

3.3.5 Establish and Maintain Loan

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ORACLE

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Brief Description

Business Process: **3.3.5 C2M.CCB.Establish and Maintain Loan**
Process Type: **Process**
Parent Process:
Sibling Processes:

This process describes business events that take place if Customer's request for Loan is satisfied by Utility Organization. When the customer enters into a Loan with the organization, Loan terms and conditions and other significant details of the contract are documented and set up within application, regular billing occurs with a due date for loan payments. Loans are stopped and closed when amount Customer owes the Organization is fully paid off.
Examples of loans can include:

- Conservation options for insulation and high-energy furnaces
- Service extensions for new construction or Service upgrades
- Products that promote the services of the organization

Note: Loans are separate Service Agreements and hold the loan terms, including the loan amount, periodic payment amount, number of payment periods, interest rate, and billing frequency based on configurable business rules.

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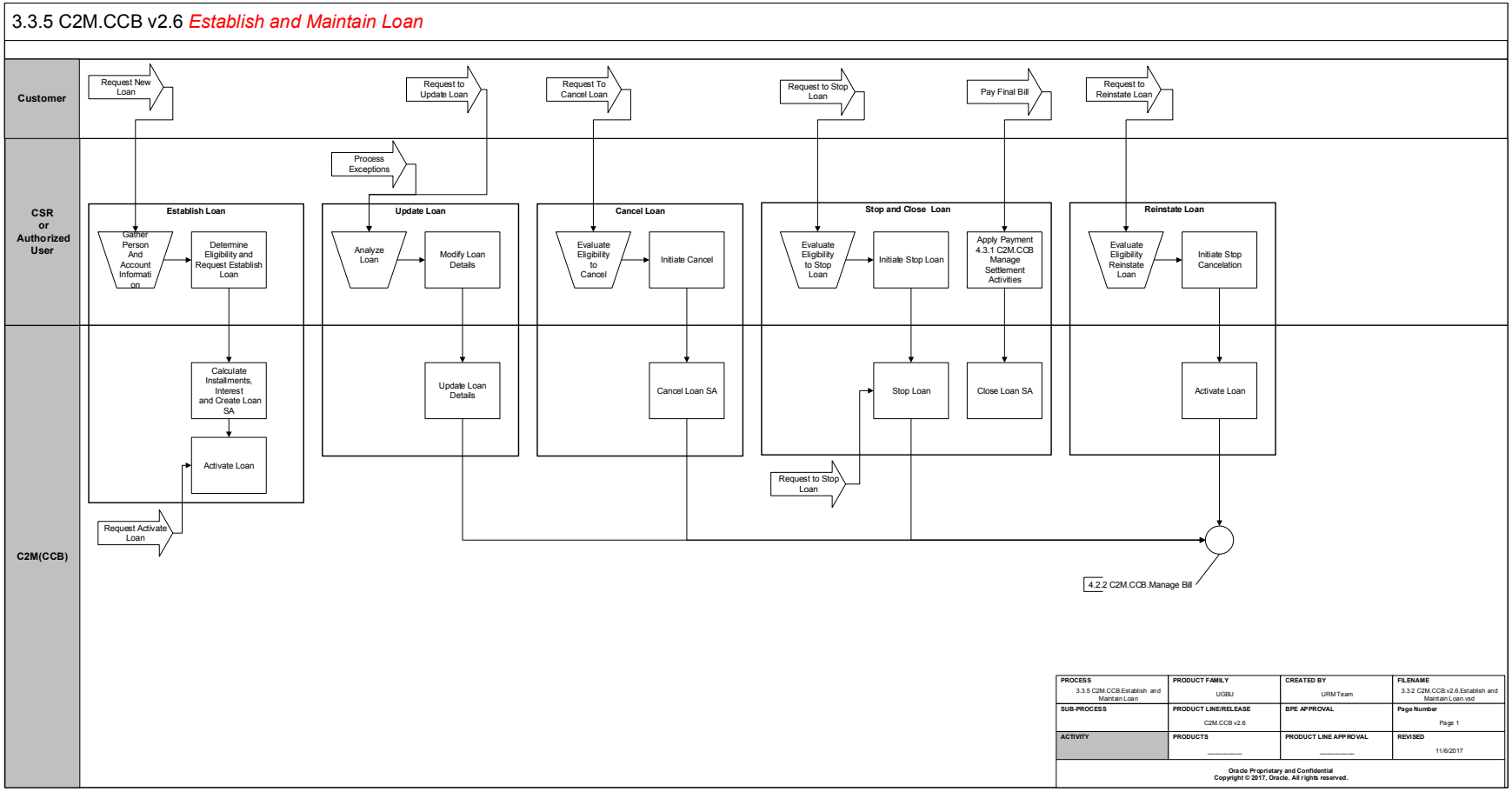
Business Process Model



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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
01/23/2012	Becky Ray		No Previous Document
03/12/2012	Galina Polonsky		Review
02/12/2014	Dean Davis		Update
02/16/2014	Galina Polonsky		Reviewed, Approved
09/11/2017	Ekta Dua		Updated document for C2M
09/12/2017	Chetan Raut		Updated the Visio diagram for C2M.
09/30/2017	Galina Polonsky		Reviewed, Approved

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Attachments:

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