

SAP INDUSTRY SPECIFIC SOLUTION FOR UTILITIES INDUSTRY COURSE CONTENT

(SAP IS-U)

❖ **ENERGY DATA MANAGEMENT:**

- EDM: Functional Overview
- EDM: Relevant Data Objects
- Profile Header
- Profile Allocation
- Import Profile Values
- Manage Profile Values
- Formula Profiles
- Synthetic Profiles
- Load Profiles

❖ **BILLING AND INVOICING:**

- Billing in SAP Utilities Data Model
- Billing Master Data
- Discount/ Surcharges,
- Billing
- Manual Billing
- Invoicing
- Clearing Control
- Budget Billing
- Bill Pintout
- Special Billing Features like Franchise fee
- Collective Bill
- Executing the Meter to Bill process

❖ **FICA:**

- ISU Data Model/overview
- Basics of FICA (master data, events, parallel processing)
- Documents
- Transactions and Account Determination
- Credit worthiness
- Payments
- Payment Run
- Returns Processing
- Clearing Control
- Dunning and Collections
- Deferral/Installmet Plan
- Promise to Pay
- Account Maintenance, Reversals, Transfer posting
- Write-off
- Security Deposits
- Interest Calculation
- Reconciliation keys
- Correspondence
- Integration of FICA with SD

- Budget Billing
- Executing the Bill to Cash process

❖ **WORK MANAGEMENT:**

- Work Management Overview
- Technical Objects in Transmission and Distribution
- Installation and Service
- Service Products
- Workflow Service Connection
- Processes in Utilities Industry
- Interfaces to External systems

❖ **REAL TIME PRICING:**

- Introduction to RTP Interface
- Review of ISU/CCS Billing
- Elements of an RTP Interface
- Customizing settings for the RTP Interface
- Executing the RTP Interface

❖ **CUSTOMER SERVICE:**

- Overview of CS
- Customer Interaction Center (CIC) Configuration
- Navigation and Application Area
- Front Office Processes
- Disconnection and Reconnection
- Move-in, Move-out, Move-In/out
- ISU Sales Processing
- Deregulated Markets

❖ **INTER COMPANY DATA EXCHANGE:**

- Overview
- Pre-configuration
- Grid usage (Bill ready Scenario)
- Grid usage - integrated scenario (full supply)
- Change of supplier
- Change of supplier – point of delivery identification
- Customer group-specific quantity surpluses/shortages
- Unbundling