

Learning Hub

SAP Real Time Training With Excellence and commitment

SAP IS UTILITY Course Content @ Learning Hub

Business Process of IS-Utilities

- Overview
 - IS-U/CCS application components
 - Integration of IS-U/CCS with standard SAP ERP system
 - Integration of IS-U/CCS with standard SAP CRM system
- Execution of the most important business processes:
 - Customer information
 - Customer information with IC Web Client
 - Master data
 - Move-in/out handling
 - Device maintenance
 - Meter reading
 - Billing and invoicing
 - Energy data management
 - Contract accounts receivable and payable
 - Waste management

Master Data and Basic Functions

- IS-U/CCS basic functions
 - Regional structure
 - Scheduling
- Commercial master data
 - Business partner
 - Contract account
 - Contract
- Technical master data
 - Connection object
 - Connection
 - Premise
 - Installation
 - Point of delivery
 - Device
- Integration with the standard SAP system
 - Equipment
 - Functional locations

Learning Hub, Erica B -19, Magarpatta City, Pune – 411013:

Ph: 09325793756 Email: learninghub01@gmail.com: www.learninghub.co.in

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- Material
- Enterprise organization/agent determination for Customizing functions

Device Management

- Device master data
- Inventory management (integration with MM)
 - Device procurement, device storage, device movement
- Device installation
 - Installation, removal, replacement, and modification
 - Device relationships and installation structure
- Meter readings
 - Organization of readings
 - Creation of meter reading orders and download to external systems
 - Entry, validation, and extrapolation
 - Monitoring of meter reading results

Billing and Invoicing

- Rate structure
 - Rate types and rate categories
 - Prices
 - Billing schemas
 - Rate determination
- Billing process
 - Functions (including periodic and period-end billing)
 - Simulation
 - Out sorting
 - Reversal
 - Manual billing
- Invoicing
 - Bill print-out
 - Budget billing plan
 - Reversal
- Discounts and surcharges
- Special billing features
- Customizing functions

Contract Account Receivables

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- Organizational elements of contract accounting
- Transactions and account determination
- Posting and documents
- Account information
- Payments and returns processing
- Cash desk and payment lot
- Settlement control
- Deferrals/installment plans
- Interest calculation
- Dunning and collection
- Security deposits
- Transfer to general ledger (FI-GL) and integration into further SAP components
- Contract accounting as the basis for credit and collections management
- Demonstration of the customizing functions for all business processes

Customer Services

- Customer Interaction Center
 - Operation and user-specific modification of CIC processes
 - Design of the CIC interface
- Processing of business transactions
 - Customer information/contacts
 - Move-in/out
 - Disconnection/reconnection of installations
 - Master data generator
- Customizing functions

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