**ESOT Release Document**

**CSSPX4 Test Environment:**

* 1. Email mapping needed (ESB)
  2. Test environment should mirror coding in DEV2 – ready for full end to end testing
  3. Testers should not be asked to test in multiple environments
  4. Smoke test should be completed by 6/30/19
  5. Regression testing should be completed by 7/15/19

Resources needed to assist:

1. Marvin – PLZ1
2. Binay – API
3. Chris R. – CSS Build
4. Madhu – web
5. Tyler – automated regression testing
6. Vicky – Illinois Tester
7. Lisa – Missouri Tester

**Written-off Red Flag Epic:**

1. Need design request from CSS Finance to create new module for payment batch lookup
2. Need to complete full end to end testing
3. Confirm CSS Customer and Business logic is correct
4. Need new Sendgrid emails available in CSSPX4
5. New emails need added to Illinois letter library
6. 3rd party Credit Card and Bank Payment process needs to be set up for CSSPX4 to process payment and test status update on Held accounts

Resources needed to assist:

1. CSS finance resource (review and payment posting)
2. Chris R. – CSS
3. Chris H. – CSS
4. Jose – CSS
5. Vicky – Illinois Tester
6. Lisa – Missouri Tester

**Active Collections (Premise and Customer) Epic:**

1. Need CSS Estimate and Design from Chris
2. New Connect Pending screens created
3. Need to determine if we can place customers in virtual hold via the web
4. New active collections emails introduced
5. Need CSS Design approved by CSS Finance, business, and customer
6. New emails need added to Illinois letter library

Resources needed to assist:

* + - 1. ESO Team – development & testing
      2. CSS Finance resource (review and payment posting)
      3. Jose – CSS

**Written-off Red flag (CWR):**

1. Please see MKS #INC0752800 below
2. Should be available for MO and IL both on the web and with CSRs

Resources needed to assist:

1. ESO Team
2. Dedicated CSS finance resource

**Possible Net Verify Replacement:**

1. Need comprehensive review of vendor options to present to leadership

Resources needed to assist:

1. Marvin
2. Program Team Tech Lead
3. ARB
4. ORB

**Address Clean-up Software:**

1. Need comprehensive review of vendor options to present to leadership
   1. ZIPFOURce API or Datavolve software are both being used by our peers

Resources needed to assist:

1. Marvin
2. Program Team Tech Lead
3. ARB
4. ORB

**Street Lighting Outage Reporting:**

1. Need to understand the ability to show ORMap software on the web

Resources needed to assist:

1. Marvin
2. Cyber Security
3. ORMap tech lead

**Ameren Missouri would like to implement web and CSS functionality to place connect request on hold until required payment amount is received  -** MKS #INC0752800

-ESOT team has created this process for the web for non-CWR without the use of the PAG window. We can follow their flow.

                \*New batch process to search for required payment on both written-off account number and new account number

                                -once payment is received the obligation on the connect order is release and connect is issued based on order date availability (ODA)

                \*Customer are advised during the connect process about required payment to complete

                \*Customers also receive an email

                \*if not paid in 7days after the requested connect date a reminder email is sent

                \*if not paid in 10days after the requested connect date then the order is cancelled and an email is sent

-Illinois has implemented this process for CSRs during CWR (Winter Reconnect Process)

                \*see link to policy below

**CSR PAG Window**

1) New logic to allow PAGs on Written-off accounts if opening a new account. This should be available during CWR as well as non-CWR. During non-CWR customers will be required to pay 100% of written-off balance.

\*Customer are advised during the connect process about required payment to complete

                \*Customers also receive an email

                \*if not paid in 7days after the requested connect date a reminder email is sent

                \*if not paid in 10days after the requested connect date then the order is cancelled and an email is sent

2) Ensure logic for CWR reinstates is correct (see CWR matrix 2019)

\*down payment should include any NSF and reconnect fees

**Customer PAG Window**

1) New logic to allow PAGs on Written-off accounts if opening a new accounts. This should be available during CWR as well as non-CWR. During non-CWR customers will be required to pay 100% of written-off balance.

\*Customer are advised during the connect process about required payment to complete

                \*Customers also receive an email

                \*if not paid in 7days after the requested connect date a reminder email is sent

                \*if not paid in 10days after the requested connect date then the order is cancelled and an email is sent

2) Ensure logic for CWR reinstates is correct (see CWR matrix 2019)

\*down payment should include any NSF and reconnect fees

**Business Value**

Decease customer effort

Increase customer loyalty

Allows for a "24/7" environment for billing and move

Decrease call volume

[Winter Reconnect processes](http://rolodirt.ameren.com/Temporary_Material/CWR-Winter_Reconnection.htm#final)