

Adding and Deleting 'Add-On' Packages

Note: The process shown uses a customer with the Cable Standard Plus Package and adding on the Showtime package.

From **Account Gateway**, locate the customer account.

Verify the customer's current service and Bill Code.

In the example, the customer's current Bill Code is 1-BC (Cable Standard Basic).

Account Gateway > Service Details

Account Management View (BROWSE - JOINED FIND) **ACTIVE**

6 of 1835

Quick Info Account Details

Account Info

Account: 1234 6 Active:

Name: BRUCE SPRINGSTEEN

Customer: 1429

Service Address

House #: 870 Mod: Street: SPRUCE ST Apt:

Region: City: INDEPENDENCE State: IA

Home: 319-332-8487 Bus: Zip: 50644

Ready

Service Details (BROWSE) Flat Rate Billing Codes (BROWSE)

1 of 2

Main | Detail | Balances / Aging | Screen Audit

Billing Information

	Total	Current	Overdue	Interest	Late Charge
CABLE	72.71	72.71	0.00	0.00	0.00
	122.66	122.66	0.00	0.00	0.00

Main | Additional

Service Information

Service: 1 CABLE

Location:

Category:

Bill code: 1-BC CABLE STANDARD BASIC

Bill period: 1 MONTHLY

NAIC code: 1 Default

No units: 1

Start: 2015-06-12

Final:

Final pend:

Inactive from:

Inactive to:

Disconnect

Code: N

Reason: No

Date:

Reconnect:

Exemptions

Late pay:

Interest: N

Estimate:

Disconnect:

Reason:

Notices:

1 2 3

Current: N N N

Prior: N N N

Deposits:

On file: 0.00

Readings

Last read: 2020-03-26

Last billed: 2020-03-30

Amount:

Last payment:

Open the **Flat Rate Billing Codes** table.

Click the **Add** icon to begin enter a new Flat Rate Bill Code.

At **Code**, select the Add-On Package as indicated by the customer.

The following fields auto-populate:

- **Service**
- **Rate \$**
- **Qty**
- **L/S**
- **Delete on Final** (Y = yes)
- **Created By**

Enter the **Start Date** of the new Add-On Package.

The Start Date will ensure accurate billing, including prorating the package if added mid-month.

The **End Date** field remains blank until the customer requests the removal of the Add-On Package.

When a customer requests the removal of an Add-On Package, enter the End Date. This also allows the Add-On Package to prorate during billing.

Account Gateway > Other Billing Items > Flat Rate Billing Codes

The screenshot displays the 'Account Management View (BROWSE - JOINED FIND) ACTIVE' interface. At the top, there is a navigation bar with search and navigation icons, and a status bar showing '6 of 1835'. Below this, the 'Quick Info' and 'Account Details' tabs are visible. The 'Account Info' section includes fields for Account (1234 6), Name (BRUCE SPRINGSTEEN), and Customer (1429). The 'Service Address' section includes House # (870), Street (SPRUCE ST), Region, City (INDEPENDENCE), and Home (319-332-8487). The main content area shows a 'Flat Rate Billing Codes (BROWSE)' table with 95 of 95 records. The 'Flat Rate' record is displayed with the following details: Code (1-DSHO), Service (1 CABLE DIGITAL SHOWTIME), Add Info, Rate % (blank), Rate \$ (13.95), Qty (1.00), L/S (L), Delete on final (Y), Start Date (2020-05-12), End Date (blank), and Created By (cschaub).