

### Service Order Code Maintenance

Open the **Service Order Codes** table from the *CARE* module.

Click **OK** to view a listing of all current service orders.

Review the current list of Service Order Code.

If the Service Code does not exist, one will need to be created.

Care > Service Order Codes

Order code	Description
DEFER	DEFERRED PAYMENT ARRANGEMENT
DISC-E	DISCONNECT ELECTRIC
ENDRNW	END RENEWABLE ENERGY
HIGHBL	HIGH BILL COMPLAINT
MOVEIN	MOVE IN
MOVOUT	MOVE OUT
REC-E	RECONNECT ELECTRIC- NO CHARGE
RENEW	START RENEWABLE ENERGY
SDIS-E	SEASONAL DISCT-ELEC
SREC-E	SEASONAL RECONNECT-ELECTRIC
STLITE	STREET LIGHT OUT
TREE	TREE TRIMMING
WTRLK	WATER LEAK
YRHIST	1 YEAR OF HISTORY
AUTOUT	AUTOMATIC MOVE OUT
CSA_IN	AUTO LANDLORD
DISC-C	DISCONNECT CABLE
DISC-W	DISCONNECT WATER
REC-WC	RECONNECT WATER- W/\$25 CHARGE
REC-W	RECONNECT WATER- NO CHARGE
SDIS-W	SEASONAL DISCT-WATER/SEWER
DISCON	DISCONNECTION
SREC-W	SEASONAL RECONNECT-WATER/SEWER

Click the **Add** icon.

Enter the **Order Code** with a maximum of 6 characters.

Enter the **Description** for the new Order Code.

Leave the **Exclude if Type** field blank.

At **Post to**, select where the Order Code will post.

- 1 = PUB (account)
- 2 = A/R
- 3 = G/L

The **Pseudo** field will only be available if the order code is posting to a G/L.

At **Order Type**, select what type of order this will be.

- 1 = Out
- 2 = In
- 3 = Disc
- 4 = Recon
- 5 = Generic
- 6 = Inact
- 7 = Active
- 8 = Restrictions

The **Start Alert** and **End Alert** sections default to 'S' (scheduled) and 'C' (completed).

Click **OK** to save the new Service Order Code.

**Service Order Code Maintenance (ADD)**

None Selected

**Service Order Code**

**General Information**

Order code: WINTNP  
Description: WINTER MORATORIUM NON-PAY  
Exclude if Type: [dropdown]  
Post to: 1 [dropdown]  
Pseudo: [dropdown]  
Order type: 5 [dropdown]

**Department Selection**

Departments: [text box]  
Select: [dropdown]

**Valid Services (BROWSE)**

0 of 0

Browse | Record Details

Process order	Service	Description	Stat. code	Description	Standard charge
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**Start Alert Selection**

Start alert: S [text box]  
Select: [dropdown]

**End Alert Selection**

End alert: C [text box]  
Select: [dropdown]

Show as alert:   
Container Pickup:

Ready

In the **Valid Services** section of the table, enter all the services that apply to the new Order Code.

Click the **Add** icon to add each service that applies to the new Order Code (i.e. Electric, Water, Sewer, Fire Protection, Public Benefits).

Click **OK** to save each entered service.

*Note: If a charge applies to a Service Order (i.e. Reconnection Fees), set the Stat Code and Standard Charge amount on the Record Details tab.*

**Service Order Code Maintenance (BROWSE)**

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**Service Order Code**

**General Information**

Order code: DISCON  
 Description: DISCONNECTION  
 Exclude if Type: [v]  
 Post to: 1 [v]  
 Pseudo: [v]  
 Order type: 3 [v]

**Department Selection**

Departments: E  
 Select: [v]

Show as alert:   
 Container Pickup:

**Start Alert Selection**

Start alert: S  
 Select: [v]

**End Alert Selection**

End alert: C  
 Select: [v]

**Valid Services (BROWSE)**

1 of 5

Browse | Record Details

Process order	Service	Description	Stat. code	Description	Standard charge
	E	ELECTRIC			
	F	PUBLIC FP			
	P	PUBLIC BEN			
	S	SEWER			
	W	WATER			

Use the navigation buttons to browse records

## Call Codes / Types

Open the **Call Codes / Types** table from the *CARE* module to associate the new Service Order Code to the proper call type.

Click the **Add** icon to setup a new Call Code.

At **Call Code**, enter the Service Order Code created in the Service Order Code Maintenance table.

At **Description**, use the same description used in the service order code maintenance table.

Enter the **Short Description** as the call code.

Click **OK** to save the new Call Code.

Care > Call Codes / Types

Call Codes / Types (ADD)

Call Type Maintenance

Call code: WINTNP Description: WINTER MORATORIUM NON-PAY Short description: WINTNP

Call Types / Codes Details Setup (BROWSE)

Call type	Description	Short desc	Order code	Service	Checklist	Enable in GIS
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Ready

In the **Call Types / Codes Detail Setup** section, add the record details.

The **Call Type**, **Description**, and **Short Description** should be the same as was entered above.

Under **Call Type Details**, select the **Order Code** from the dropdown menu.

Leave all other fields blank.

Click **OK** to save the Call Types/Codes details.

Call Codes / Types (BROWSE)

Call Type Maintenance

Call code: WINTNP Description: WINTER MORATORIUM NON-PAY Short description: WINTNP

Call Types / Codes Details Setup (BROWSE)

Call Type Description

Call type: WINTNP Description: WINTER MORATORIUM NON-PAY

GIS Enabled:  Short description: WINTNP

Call Type Details

Order code: WINTNP WINTER MORATORIUM NON-PAY

Utility: [dropdown]

Checklist: [dropdown]

Use the navigation buttons to browse records

## Service Order Format Codes Setup

Open the **Service Order Format Codes Setup** table.

Click **Add**.

Enter an **Item No** (number) that is currently not in use by another service order.

Enter a **Description** for the Item No. The description should match the one used in the Service Order Code Maintenance table.

Click **OK** to save the Service Order Format Code.

If there are additional service order code details, add them in the lower portion of the table.

*Note: Not all Service Order Format Codes require additional details setup.*

CARE > Service Order Foramt Codes Setup

Service Order Format Codes Setup (BROWSE)

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OK Cancel ?

Service Order Format Codes

Item no: 75

Description: WINTER MORATORIUM NON-PAY

Service Order Codes Details Setup (BROWSE)

0 of 0

OK Cancel ?

Browse Record Details

Service Order Codes Details

Line no:

Include:

Ready

### Service Order Formatting Setup

Open the **Service Order Formatting** table.

Click **OK** to bring up all service order codes.

Select the newly created Order Code from the list by double clicking the Order Code.

CARE > Service Order Formatting

The screenshot shows a software window titled "Service Order Formatting Setup (BROWSE)". The window has a search bar, navigation buttons, and a table of data. The table has two columns: "Order code" and "Description". The "WINTNP" row is highlighted with a blue border. Below the table, there is a button with a lightbulb icon and the text "Double click to jump to the record".

Order code	Description
NEW-C	CABLE INSTALL
NEW-C1	CABLE INSTALL TIER 1
NEW-CD	CABLE INSTALL DIGITAL
OUTAGE	AMI OUTAGE
REC-E	RECONNECT ELECTRIC- NO CHARGE
REC-EC	RECONNECT ELECTRIC- W/\$20 CHRGE
REC-EX	RECONNECT ELECTRIC- W/\$60 CHRGE
REC-W	RECONNECT WATER - NO CHARGE
REC-WC	RECONNECT WATER - W/\$25 CHARGE
REC-WX	RECONNECT WATER - W/\$40 CHARGE
RECONN	RECONNECTION
REMPRM	C-REMOVE PREMIUM CHANNELS
RENEW	START RENEWABLE ENERGY
SDIS-E	SEASONAL DISC'T-ELEC
SDIS-W	SEASONAL DISC'T-WATER/SEWER
SREC-E	SEASONAL RECONNECT-ELECTRIC
SREC-W	SEASONAL RECONNECT-WATER/SEWER
STLITE	STREET LIGHT OUT
TERM-C	TERMINATE CABLE SERVICE
TREE	TREE TRIMMING
WINTNP	WINTER MORATORIUM NON-PAY
WTRLK	WATER LEAK
YRHIST	1 YEAR OF HISTORY

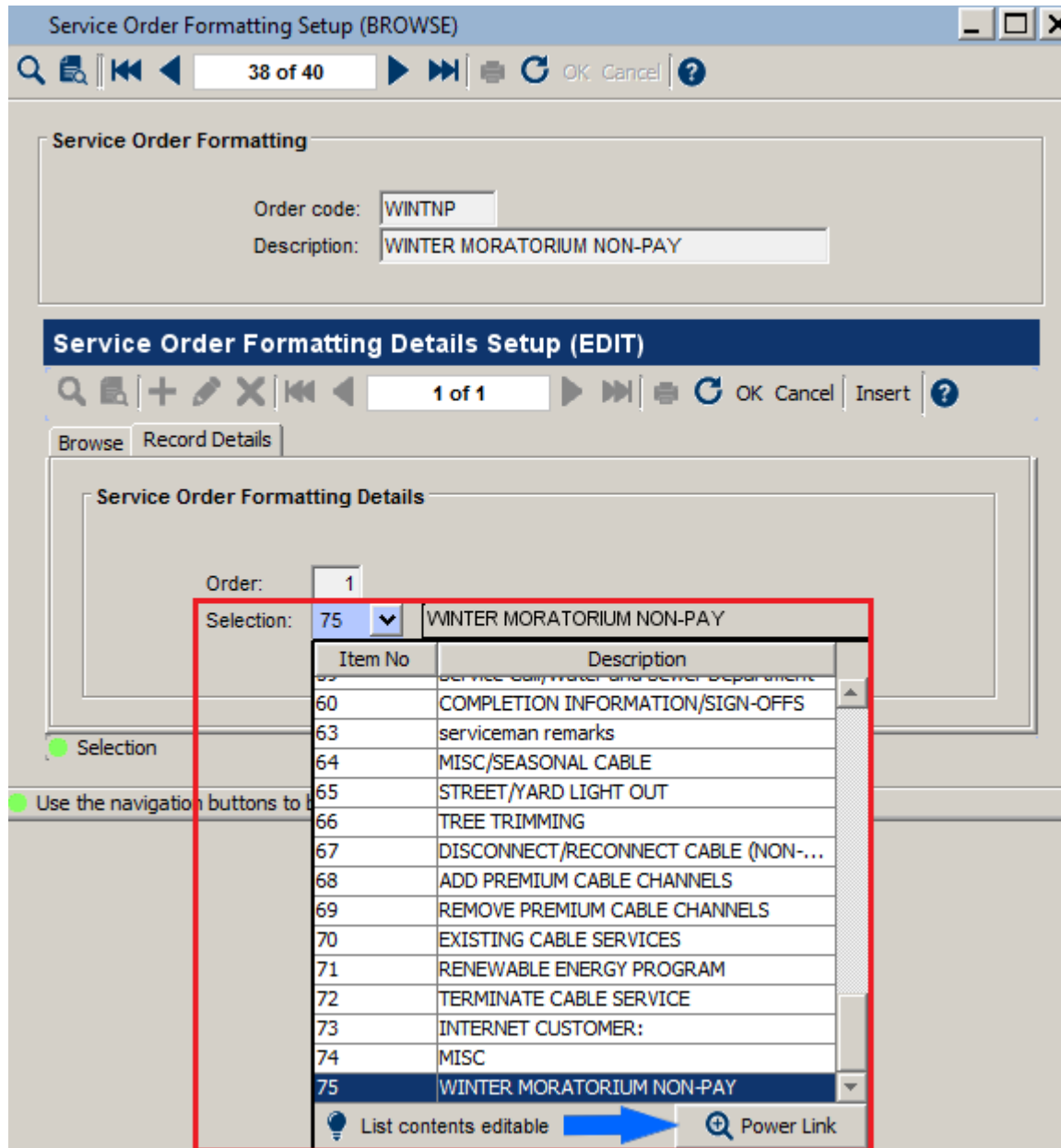
In the lower portion of the table, enter the record details.

At **Order**, enter 1. Each subsequent Order will increase sequentially.

At **Selection**, choose from the dropdown menu the Item No (number) created in the Service Order Format Codes Setup on the previous table.

If the Item No (number) does not exist, use the **Power Link** button to create the Item No. The **Power Link** button opens the Service Order Format Codes Setup table.

Click **OK** to save the changes.





## CSR Call Menu Maintenance

Open the **CSR Call Menu Maintenance** table to add the new Call Code.

Click **OK** to load all current call codes.

Click the **Add** icon.

Enter a **Menu Order** number not previously used by another order code.

Leave **Service Type** blank, unless the Call Code pertains to only one service (i.e. Electric).

At **Call Code**, select the new call code from the dropdown menu.

The **Call Type** is the same code selected as the Call Code.

The **Description** field auto-populates when the Call Code field is entered.

Click **OK** to save the changes.

CARE > CSR Call Menu Maintenance

CSR Call Menu Maintenance (BROWSE)

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OK Cancel

**CSR Call Menu**

Menu order: 40

Service type: [dropdown]

Call code: WINTNP [dropdown] WINTER MORATORIUM NON-PAY

Call type: WINTNP [dropdown]

Description: WINTNP

Use the navigation buttons to browse records