

## Part 2: AMI Final Reads

To obtain the final reads for the account, navigate to the **Credit Control** module.

Expand the **Remote Actions** folder.

Open the **Move Orders** table.

*Credit Control > Remote Actions > Move Orders*

The screenshot displays a software interface with a top navigation bar and a left sidebar. The top navigation bar includes icons and labels for Account Gateway, CARE, Cashiering, Journals, Reports, Meter Reading, Credit Control (highlighted in pink), Utilities, and Setups. The left sidebar contains a tree view with the following structure:

- [-] Favorites
- [-] Standard
  - [-] Letters
  - [-] Trial Balance
  - [-] Summary T/B
  - [-] Aging
    - Payment Arrangements Report
    - Landlord Trial Balance
  - [-] Credit Balance
  - [-] Lien Processing
  - [-] Credit Control Run
    - Moveout Without Movein
  - [-] Remote Actions (highlighted in pink)
    - Disconnects
    - Reconnects
    - Move Orders (highlighted in blue with a red arrow pointing to it)

Click the **Add** icon to create a new batch.

Enter a **Batch I.D.** name.

The following fields auto-populate:

- Batch Number
- Created By
- Schedule Time

Click **OK** to save the batch.

*Credit Control > Remote Actions > Move Orders > Load Move Orders*

Remote Moves (BROWSE)

1 of 1

Batch I.D.: AMI MOVES TEST Batch number: 24 Created by: agiessen Schedule time: 2021-04-06 15:09

Load Move Orders Scheduled Sent Failed Completed

Remote Load (BROWSE)

Filter Parameters

Cycle:	<input type="text"/>	Credit rating:	<input type="text"/>
Route:	<input type="text"/>	Category:	<input type="text"/>
Account:	<input type="text"/>	Bill code:	<input type="text"/>
Class code:	<input type="text"/>	Scheduled:	<input type="text"/>
Tenant / Owner:	<input type="text"/>	Order code:	<input type="text"/>

Ready OK Cancel

Move to the **Load Move Orders** tab.

Click the **Edit** icon in the lower right-hand corner.

*Note: Criteria fields may be left blank. If no criteria is set, all AMI remote move orders will load.*

Click **OK** to initiate the load process.

Remote Moves (BROWSE)

Batch ID: AMI MOVES TEST Batch number: 24 Created by: agiessen Schedule time: 2021-04-06 15:09

Load Move Orders Scheduled Sent Failed Completed

Remote Load (FIND)

Filter Parameters

Cycle:   
Route:   
Account:   
Class code:   
Tenant / Owner:

Credit rating:   
Category:   
Bill code:   
Scheduled:   
Order code:

OK Cancel

A pop-up window appears indicating the number of orders added to the batch.

Click **OK** to close the window.

NorthStar

1 order was added to batch.

OK

Move to the **Scheduled** tab to view the loaded move orders.

Select the service orders to dispatch for a read request.

Place a **Checkmark** in the box to select specific move order(s), or use the **Select/Unselect** button at the bottom of the table.

Click the **Send Read Requests** button to initiate the send request process.

*Credit Control > Remote Actions > Move Orders > Scheduled*

Remote Moves (BROWSE)

Batch I.D.: AMI MOVES TEST    Batch number: 24    Created by: agiessen    Schedule time: 2021-04-06 15:09

Load Move Orders **Scheduled** Sent Failed Completed

Order	House	Street	Unit	Select	E-Required	E-Collected	W-Required	W-Collected	Scheduled	MoveIn D...	MoveIn O...	Send	Respond
15489	3742	SOUFFLE BLV		<input checked="" type="checkbox"/>	1	0	0	0	0	Apr 6, 2021	Apr 6, 2021	MOVEIN	

Select/Unselect    Send Read Requests

A pop-up window appears confirming the number of orders selected.

Click **Yes** to continue with the read process.

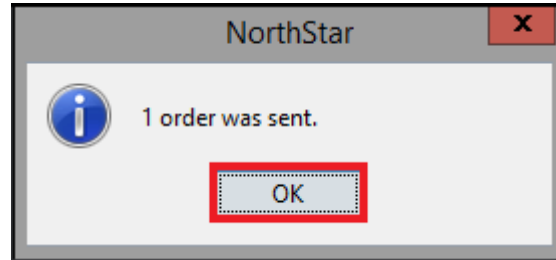
NorthStar

1 order is selected.  
Do you want to continue?

Yes    No

A second pop-up window appears indicating the number of orders sent to EnergyIP for final reads.

Click **OK** to continue.

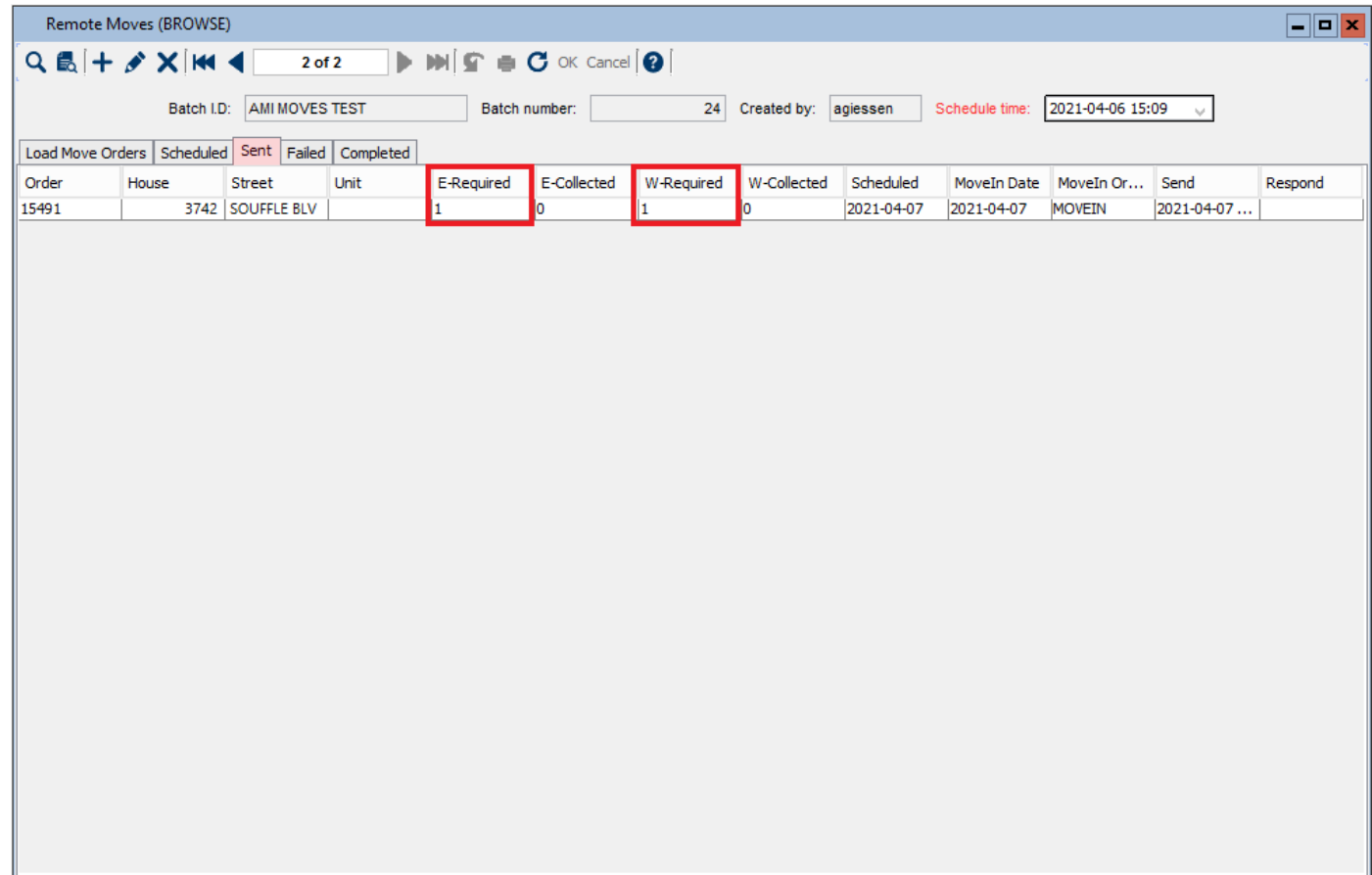


Move to the **Sent** tab to view all selected orders sent for AMI reads.

The fields **E-Required** and **W-Required** automatically update to the number of required reads.

*In the example, E-Required and W-Required are set to 1.*

*Credit Control > Remote Actions > Move Orders > Sent*



Any meters/service orders that Fail to return meter reads from EnergyIP appear on the **Failed** tab.

If the tab is blank, all meters/service orders are in a Scheduled, Sent, or Completed status and successfully transferred to EnergyIP and returned reads.

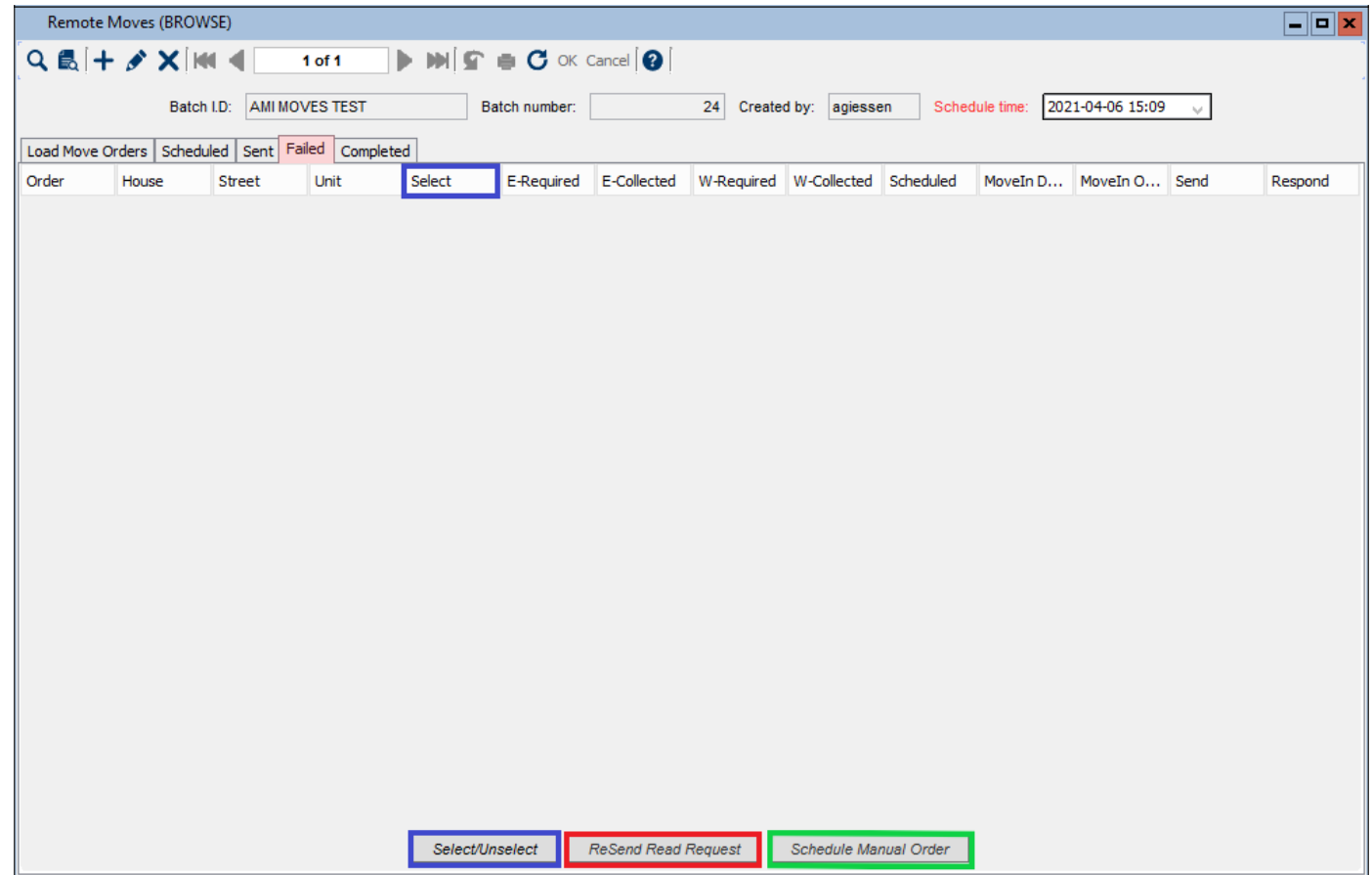
**Note:** Review any failed service orders. Verify there are no outstanding VEE Issues for the meter.

Resubmit service orders for dispatch by placing a checkmark in the box under the **Select** column, or use the **Select/Unselect** button at the bottom of the table for all orders.

Click **ReSend Read Request** when done selecting the move orders to resend the request process.

Should the move order continue to fail, or a meter issue prevents the completion of the order, select the order and click the **Schedule Manual Order** button.

Credit Control > Remote Actions > Move Orders > Failed



The **Completed** tab displays all service orders that obtained a final read from EnergyIP.

The **E-Collected** and **W-Collected** fields populate with the number of reads returned.

*In the example, E-Collected and W-Collected are set to 1.*

Completed Move Orders auto-populate the returned read(s) within the Move Out service order located in **Account Gateway > Call Maintenance** table.

*Credit Control > Remote Actions > Move Orders > Completed*

The screenshot shows the 'Remote Moves (BROWSE)' application window. At the top, there are navigation icons and a status bar indicating '2 of 2'. Below this, there are input fields for 'Batch I.D.: AMI MOVES TEST', 'Batch number: 24', 'Created by: agiessen', and 'Schedule time: 2021-04-06 15:09'. A tabbed interface at the top of the table area shows 'Load Move Orders', 'Scheduled', 'Sent', 'Failed', and 'Completed' (which is selected). The table below has columns: Order, House, Street, Unit, Select, E-Required, E-Collected, W-Requi..., W-Collec..., Scheduled, MoveIn ..., MoveIn ..., Disc Order, Send, and Respond. The first row of data has the following values: Order: 15491, House: 3742, Street: SOUFFLE BLV, Unit: (blank), Select: , E-Required: 1, E-Collected: 1, W-Requi...: 1, W-Collec...: 1, Scheduled: Apr 7, 2021, MoveIn ...: Apr 7, 2021, MoveIn ...: MOVEIN, Disc Order: (blank), Send: 2021-04-0..., Respond: (blank). The 'E-Collected' and 'W-Collec...' cells are highlighted with red boxes. At the bottom of the window, there are two sections: 'Disconnects' with buttons 'Select/Unselect for Disconnects' and 'Generate Remote Disconnects', and 'Billing' with buttons 'Select/Unselect' and 'Release for Billing'.

Order	House	Street	Unit	Select	E-Required	E-Collected	W-Requi...	W-Collec...	Scheduled	MoveIn ...	MoveIn ...	Disc Order	Send	Respond
15491	3742	SOUFFLE BLV		<input type="checkbox"/>	1	1	1	1	Apr 7, 2021	Apr 7, 2021	MOVEIN		2021-04-0...	

Return to **Account Gateway > Call Maintenance** to review the completed Move Out service order and returned meter reads.

*Note: The Auto Out/Move Out service order status updated from AMI Remote Actions Scheduled (R) to Completed (C) with the completion of the move order.*

Account Gateway > CARE > Call Maintenance > Move Out Service Order

**Account Management View (BROWSE) FINAL PENDING**

Quick Info Account Details

Account Info: Account: 8151912 3 Active:  Name: JULIA CHILD Customer: 4016

Service Address: House #: 3742 Mod: Street: SOUFFLE BLVD Apt: Region: City: WHITEHALL State: WI Home: 715-645-8819 Bus: Zip: 547

Ready

Service Summary (BROWSE) Call Maintenance (BROWSE)

Browse Call Details

Created On	By	Order Number	Call Type	Status	Scheduled	Completed	Note
2021-04-06 14:49	agiessen	15489	AUTOUT	C	2021-04-06 00:00		
2021-04-06 14:49	agiessen	15488	MOVEIN	S	2021-04-06 00:00		
2020-07-09 15:29	System	15039	OUTAGE	C	2020-07-09 00:00	2020-07-09	2020-07-09 15:29
2020-01-05 09:41	System	14567	OUTAGE	C	2020-01-05 00:00	2020-01-05	2020-01-05 09:41
2019-09-09 20:11	System	13351	OUTAGE	C	2019-09-09 00:00	2019-09-09	2019-09-09 20:11
2019-06-21 07:39	System	11661	OUTAGE	C	2019-06-21 00:00	2019-06-21	2019-06-21 07:39

Ready



Open the **Move Out** service order.

Navigate to the **Call Details** tab.

Select the **Field** tab.

Then, click on the **Meters** tab.

Move to the **Record Details** tab to review the Previous Read and the current Meter Read.

If the meter read(s) appear in line with previous reads, return to the **Remote Actions Move Orders**.

Account Gateway > CARE > Call Maintenance > Move Out S/O > Call Details > Field > Meters > Record Details

The screenshot displays the 'Account Management View (BROWSE)' interface. At the top, it shows 'FINAL PENDING' and navigation controls. Below this, there are sections for 'Account Info' and 'Service Address'. The 'Account Info' section includes fields for Account (8151912), Name (JULIA CHILD), and Customer (4016). The 'Service Address' section includes House # (3742), Street (SOUFFLE BLVD), City (WHITEHALL), and Zip (547). Below these sections, there are tabs for 'Service Summary (BROWSE)' and 'Call Maintenance (BROWSE)'. The 'Call Maintenance (BROWSE)' section has a 'Browse' button and a 'Call Details' tab. Under 'Call Details', there are several sub-tabs: 'Main', 'Standard Charges', 'Status Change', 'Schedule Notes', 'Completion Notes', 'Transaction Log', 'Print Order', 'Field', 'Internal Notes', and 'Attach Letter'. The 'Field' tab is selected. Below the 'Field' tab, there are 'Status' and 'Meters' tabs. The 'Meters' tab is selected, and the 'Record Details' sub-tab is highlighted with a red box. The 'Record Details' section shows 'Meter Information (BROWSE)' with a 'Browse' button. Below this, there is a 'Meter Details' section with the following information: Service: E (ELECTRIC), Meter no: 6020169752, Meter point: 1, Previous Read: 21556.00, Last read date: 2021-02-28, Meter read: 21707, and UOM: 1 kWh. A red arrow points to the 'Meter read' field.