Future Bill or Start Date Information- Article no. 1559

Introduction

- Use when a customer requests to start or to stop a service on a future date
- Future Start Date **cannot** be more than **60 days** out

Resolution Steps

When Services are Pending and the Future Start Date is Today

- Do not wait for nightly processing to complete and check-in the work order

1. **Change Existing** work order
1. Enter **twice** thru **Order Summary** [**OS**] to reach work order check-in
1. **Complete the work order**, this will turn on the requested service

Creatimg a Work Order with a Future Bill Date

1. Finish placing your order on the **Order Entry** [**ES**] screen as usual and edit the **Sales Date** field to reflect the requested

   Example: today is 10/12/23 but the customer wants the service

Sales Date field or removed on 11/10/23, enter 11/10/23 in the

2. **Continue** processing the work order as you **normally** would and on the [**SW**] screen and schedule the order as **Office Only**

1. At the **Work Order Check-in** **Screen:**

    - Select the **Future Bill** button and enter **Installer ID number**
    - Verify the **Start Bill Date** field reflects the bill date entered earlier on the [**ES**] screen
    - **Enter** to save the Future Bill date work order
2. Confirm that the order status is listed as **Future Start**

    - In BOLT go to the **Work Order** tab and click on the **magnifying glass** next to the Work Order
    - Look for the date in the **Start/Stop Bill** date area on the right-hand side
    - In ICOMS go to the **Work Order Scheduling** [**WO**] screen and highlight the **Future Start** work order
    - Click **Select**, then click **View 2** on the left
    - Look for the date in the **Start Bill Date** field on left-hand side

Making Changes on Account with a Future Bill Date

1. **Screen shot or write down** the detail of the pending future bill work order

1. **Cancel** the pending future bill date work order

1. **Create** a newly requested work order

    - If the new work order is an Office Only, complete the new

work order

2. **Re-enter** the Future Bill date work order

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