Site 48 Standardization Pre-Req Error Instructions-9358

Introduction

Effective October 1, 2023, new Core **Data** Service Codes are **required** on all **Site 48** accounts due to Code Standardization

- This **BOLT flash message** displays when Core Data Service Codes must be added on an account **in non-pay status** in **CA**, **OR**, and **WA:**

Customer affected by Standardization-See Simon Article 9358

- If the customer in non-pay **already has** the new codes, the BOLT flash message can be ignored
- If a customer **makes a payment or payment arrangement,** which *cancels* the Non Pay work order, **the Core Data Service codes must be updated on the account to restore services**
- ICOMS **prereqs force** users **to add** the Core **Data** Service Codes to accounts that had a pending work order during **Standardization**
- Also, new Core **Data** codes must be applied to **Data installations and upgrades;** when choosing a package, these codes do not automatically populate
- **Job Aid for Site 48 Standardization**

Resolution Steps

1. In ICOMS, create a **Service Change** [**UD**] and select **Internal**

Order

2. At the **Order Entry** Services [**ES**] screen, enter the Sales reason and Campaign
3. Prereqs will force users to add the codes Modem Service code, it **must** be on the **occurrence** with the data service

- **Residential** Core Data Service Codes
    - **All In** Packages Modem Service: **NAMDMSV**
    - All **other** packages Modem Service: **NMDMSVC**
- **Small Business** Modem Service: **SBMDMSV**
- **Enterprise** Modem Service: **SEMDMSV**

4.Add **Dynamic IP** even if there is a **static IP**

- **Residential** Core Data Service Codes
    - **All In** Packages Dynamic IP: **NADYNP1**
    - All **other** packages Dynamic IP: **NDYNIP1**
- All **Business Solutions** Dynamic IP **SDYNIP1**

5.On the One Time Charges [**OT**] screen, schedule **Office Only;** do not schedule a truck roll

6.At the **Order Summary** [**OS**] screen, review the pending changes;
press **Enter** and **complete** the **Work Order** on Check In Screen

7.Confirm that service has restored

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