Sending Bill Copy Requests - Back Office-1391

Resolution Steps

1. Click on the **Outgoing Postal Mail Queue** in RT at a Glance
2. Select a **Bill Copy Request Case** from the list

3. Scroll down to the case **Comments** for the **bill copy request** information

4. Sign in to **Billview,** enter the ICOMS **site** and **account number** and click **Search**

    - **Old CSG Accounts (TX)**: click the **CSG radio button** and use the account number from the **Customer Maintenance** [**CM**] screen

5. Click the **customer's name** to populate the **Billing Statement** screen

6. Choose the **requested statement**, then go to **File** | **Print** from the menu

7. Click **Back** to return to the **Billing Statement** screen to print additional bill copies as needed

8. In **RT at a Glance**, click **Actions** from the top menu and select **Resolve**

9. Note the **Case Comments**, then click **Update Ticket**

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=261