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

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