

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>