Schedule Equipment Pickup- 1500

Introduction

- **For Digital West** customers, send an email to **support@digitalwest.net** and include the following information:
    - Contact Name
    - Daytime contact number
    - Details of the request
- **Active Account**
    - Front line agents **DO NOT remove equipment** from a customer's **account**
    - **Advise** customers they **will be billed** for the equipment until it is **returned**
    - Equipment that is **not** provided to the technician during the scheduled appointment is **billed to the customer**
        - **Example**: The customer returns the converter box but does **not return the remote control**
    - If a customer returns a converter, they will **not have active service** on that outlet **without** cable equipment
- **Disconnected Account**
    - **Customers are responsible** for the equipment until it is returned to us

    - If unreturned, they **will be billed** for the unreturned equipment
    - To return equipment to us as soon as possible **to avoid equipment charges**

- **Equipment Returns**
    - **First,** suggest to the customer to **return** our equipment **to a local office**
        - The front counter agent removes the equipment from the account and provides a receipt
    - **Or**, **send the customer an equipment return label** to return equipment free of charge
    - If a **technician pick up** is requested, there is a **truck roll fee** and the equipment must be picked up at the customer's service address
        - **Chicago** customers with disabilities are **not charged** the fee
            - If the customer is aware of the ordinance, they volunteer the information about a disability, however we do not have to offer or ask the customer if they are disabled
            - If the customer indicates that they are disabled we will not ask for proof, the technician can verify at the time they go out to the home
            - **Zero the charges** on the work order and note the W/O comments

Resolution Steps

Active Account

1. ICOMS **Order Entry menu**, choose **Service Change** with Order Type **Schdl Tech Visit**
2. On the **Order Entry** [**ES**] remove **ALL** of the **MRC**s associated with the equipment being **removed**
3. Apply the **One Time Charges*** on the **One Time Charges** [**OT**] screen
    - **Note**: There will need to be **at least two one time charge codes** on the Work Order
        1. A code for the **Truck Roll** to pick up the equipment, choose the correct code for the **type of services**
        2. A code for **each piece** and **type of equipment**
            - Cable: **RPUEQIP**, add 14.95 fee
            - Data: **RDPUEQ**, add 14.95 fee
4. Schedule the **Work Order** for the first available date in **Regular Quota**
    - In the work order comments, include how **many** pieces of equipment are to be picked up
    - Include the last **4 of the serial number**, if equipment is **already disconnected**
        - If the customer refuses the time frame, **suggest an equipment return label**
        - They can take the equipment to the **local office**

5. In BOLT, access the **General Ledger** and **verify/update the billing address** on the **Statement Config** tab

*** One Time Charge Fees**

- Active customers **will be charged** a truck roll fee
- **Chicago customers with disabilities** will not be charged this fee
    - If the customer is **aware** of the ordinance, they will **volunteer** that they have a **disability**
    - We should **not ask** the customer if they are **disabled**
    - If the customer **indicates** they are disabled, we will **not ask** for proof, the technician can verify this information
    - Zero out the Truck Roll Fee, and **note** the **W/O comments** that fees were waived due to the **ordinance**

Disconnected Accounts

1. From Order Entry choose **Special Request Order** [**SR**] with Order Type **6-SRO**

1. From **Customer Information:** select **Display Bill to Information**
    - Confirm/update the billing address

- **Exit** back to **Customer Maintenance** [**CM**] Screen

2. Apply the **One Time Charges*** on the **One Time Charges** [**OT**] screen
    - **Note**: There will need to be **at least two one time charge codes** on the Work Order
        1. A code for the **Truck Roll** to pick up the equipment, choose the correct code for the **type of services**
            - Add the appropriate **OTCs** from the **Installation and Repair Policy**
        1. A code for **each piece** and **type of equipment**
            - Cable: **RPUEQIP**, add 14.95 fee
            - Data: **RDPUEQ**, add 14.95 fee
3. Go to **Work Order Scheduling** [**SW**], schedule **first available date** in All Day quota
    - In comments, note **how many** pieces of equipment are getting picked up
    - Customers **must be home all day** for the appointment
    - If the customer **refuses** the all day time frame, suggest that we **send an equipment return label**
4. On the **Order Summary** [**OS**] Screen review information and hit **Enter**

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