Failed Self Install Procedure - Article no 9272

Introduction

- After exhausting the troubleshooting of a Self-Installation Kit, we need to set up a technician visit to resolve the issue

- Be advised, the order below has a One Time Charge of **$29.95** to cover the Truck Roll/Tech visit. Inform your customer of this charge

- **Before setting up this Work Order Type, be sure to resolve the issue by** troubleshooting first

Resolution Steps

Start an Upgrade Order in ICOMS

1. Task: **Service Change** [**UD**]
2. Work Order Type: **Schdl TechVisit**
3. **Order Entry Services** [**ES**] screen with **Sales Type**, **Sales Reason** and **Campaign**
4. **One Time Charges** [**OT**] screen:

- **RFINSLC - S ($29.95)**

- **RFINSLD - S ($29.95)**

5. **Work Order Scheduling** [**SW**] screen:
    - Schedule a Date and Time frame that works for your customer
    - **Work Order Comments should** note **FAILED SIK**
6. On the **Order Summary** [**OS**] screen, **enter through** to confirm the work order
7. When installing **data**, go to the **Data Users** [**DU**] screen to create an **email address**
8. If needed, fill out the **CPNI Questionnaire [CQ]** screen and Setup **Selfcare**

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