

Reviewing Pay Per View Purchases Article no. 1194

Introduction

Identifying the PPV Order Method (*only available in ICOMS*)

Click on a **PPV** and press the **Select** button for additional information *only found in ICOMS*

- **Ord Src (Order Source):** PPV ordering method
 - **I:** impulse (via remote control)
 - **C:** CSR ordered / ordered via MyAstound
 - **A:** ANI (via phone)
 - **P:** PKG (ordered as part of a package)
 - **R:** IVR (via the IVR)
- **Pch Sts (Purchase Status):** PPV billing status
 - **B:** PPV has been billed
 - **C:** PPV canceled and won't be billed
 - **A:** PPV adjustment issued
 - **b:** PPV ordered but not yet billed

Resolution Steps

BOLT Information: PPV Tab

- **Title:** PPV Title
- **Number:** PPV billing system identifier

- **Date / Time:** date and time PPV officially starts
 - **Note:** this is **not** when the PPV was ordered; that information is **not** available in **ICOMS or BOLT**
- **Equip Type:** converter model
- **Serial No.:** converter / cable card serial number
- **Amt. Charged:** original purchase price of the PPV
- **Adjustment:** any credits given against the Amt. Charged
- **New Rate:** Amt. Charged - Adjustment = New Rate

ICOMS Information: PPV Menu Bar | PPV Order History

- **Title:** PPV Title
- **Show Number:** PPV billing system identifier
- **Transaction Date / Time:** date and time PPV was processed for billing
 - **Note:** this is *not* when the PPV was ordered; that information is **not** available in **ICOMS or BOLT**
- **Event Start Date / Time:** date and time the PPV officially started
- **Amount Charged:**
 - **Dollar Amount Present:** cost of PPV charged to account
 - **Field is Blank:** credit has already been applied to the account
 - **Negative Amount:** credit exceeding the cost of PPV has been applied
 - **Item Number:** converter model
 - **S/N:** converter / cable card serial number

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=360>