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

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