Scheduling Chart - When Taking a Deposit Article no. 3056

Resolution Steps

Use these lists to schedule line of business installations when taking a **deposit**

Please be aware that if the customer is **Porting** a Telephone number from another company, Port-Out Scheduling **overrides** this chart

Method of Payment

Successful Credit Card Authorization

Order Taken On: Any Day

Schedule for: Next available date

Credit Card (Fraud review required)

Schedule order 2 Days Out

- Monday - > Wednesday
- Tuesday - > Thursday
- Wednesday - > Friday
- Thursday - > Monday
- Friday - > Tuesday
- Saturday/Sunday - > Wednesday

Note:

The ICOMS Credit Check tool identifies the customer as needing a fraud review. A case routed to the Credit Department is needed when the credit check finds a fraud review required.

Cash or Money Order at Local Office

Schedule for 2 Business days

after

customer says they will pay at the local office

This affects all markets except Philadelphia (Site 39, Co. 43)

- Monday - > Wednesday
- Tuesday - > Thursday

- Wednesday - > Friday
- Thursday - > Monday
- Friday - > Tuesday
- Saturday - > Wednesday

Cash or Money Order at Payment Center-Philadelphia (site 39-co. 43) customers ONLY

Schedule for 5 Business days

after

customer says they will pay at the local office.

- Monday - > Monday

- Tuesday - > Tuesday
- Wednesday - > Wednesday
- Thursday - > Thursday
- Friday - > Friday
- Saturday - > Friday

ACH/EFT (Check) Payment

Schedule order for 5 business days

after

customer says they will pay at the local office.

This affects all markets except Philadelphia (Site 39, Co. 43)

- Monday - > Monday
- Tuesday - > Tuesday
- Wednesday - > Wednesday
- Thursday - > Thursday
- Friday - > Friday

- Saturday - > Friday

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=382