

# Scheduling Chart - When Taking a Deposit

## Article no. 3056

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### Resolution Steps

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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

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