Delete Occupant Code Article no. 4784

Introduction

The **Occupant Code** is the **last two digits** of an account number, after the dash

- This number represents a service instance at that location

Occupant Codes are **incremented** when

- A **new customer** moves in
- Processing an **account ownership change**

Leads, Supervisors and **Control Desk Admins** can **delete** an **Occupant Code when**

- An account is **disconnected in error**
- An **Install** is **cancelled**
- A customer **disconnects**, occupant is **incremented**, and customer now wants to **reconnect previous occupant**

Resolution Steps

Delete an Occupant Code in ICOMS

1. Locate the account; exit to the **Master Main Menu**
2. From the **Main Menu**, go to **26 - Operations Personnel Menus**
3. Go to **1 - Customer Service Menu**, then **26 - C/IN Maintenance**
4. Enter **account number** to be deleted (**no Site Number and no Dash**) and click **OK**
    - **Example**: 12345607
5. Verify the information, check the **Confirm** box and **Exit**

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