**Reports for the Account Management**

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Input | output | Conditions |
| 1 **REGISTER** | |  | | --- | | ACCOUNT\_NUM | | SOURCE | | SERVICE\_STATUS | | REF\_DATE |   Source   |  | | --- | | Final Notice | | C List | | OPMC Fail List | | Product Delete List | | Revenue List | | Special List | | Age Analyize reissue list | | Write\_OFF\_List |   Service Status   |  | | --- | | Last payment > 1Year | | Last payment < 1Year | | CPE\_Recovery\_LTE | | CPE\_Recovery\_  PeoTV\_Copper | | CPE\_Recovery\_  PeoTV\_Fiber | | CPE\_Recovery\_Fiber | | NA | | |  |  | | --- | --- | | ACCOUNT\_NUM | Input | | CASE\_ID |  | | CASE\_STATUS | Input | | SOURCE | Input | | SERVICE\_STATUS | Input | | REG\_REF\_DATE | Input | | BILLING\_CENTRE |  | | CUSTOMER\_SEGMENT | Live data | | CUSTOMER\_NAME |  | | FULL\_ADDRESS |  | | COMPANY\_NAME |  | | MOBILE\_CONTACT\_TEL |  | | ACCOUNT\_MANAGER |  | | CUSTOMER\_TYPE\_NAME |  | | NICNO |  | | SERVICE ADDRESS |  | | PRODUCT\_LABEL | Live data | | PRODUCT\_ID | Live data | | PRODUCT\_NAME | Live data | | PRODUCT\_STATUS | Live data | | REGION |  | | PROVINCE |  | | ACCOUNT\_STATUS | Live data | | ACC\_EFFECTIVE\_DTM | Live data | | ZIPCODE |  | | DAYTIME\_CONTACT\_TEL |  | | EMAIL\_ADDRESS |  | | ARREARS (INITIAL ARREARS) | Live data | | CUSTOMER\_REF |  | | CONSUMER\_MARCKET |  | | CUSTOMER\_TYPE\_ID |  | | LAST\_RATED\_DTM | Live data | | LAST\_RATED\_AMOUNT | Live data | | ACC\_ACTIVATE\_DATE | Live data | | ACCOUNT\_PAYMENT\_MNY(LAST PAYMENT) | Live data | | CREATED\_DTM (LAST PAYMENT DATE) | Live data | | CREDIT\_CLASS\_ID |  | | CREDIT\_CLASS\_NAME |  | | UNBILEED \_ADJUSTMENT | Live data | | ADSL\_SUSPEND\_DATE | Live data | | LAST\_BILL\_DATE | Live data | | LAST\_BILL\_AMOUNT | Live data | | CPE STATUS | Live data | | ENTERED BY |  | | * Bulk /Individual updating Facility to register * Obtain the list given by Recoveries /CAM * Able to generate a CAM infor. Report in excel basis to provide details. * If Last Rec. Action taken within 06 months back, should not capture. * Reassign accounts should capture * Capture cpe status from the OSS   **Filtering critaria**   * SLT (filter by Customer Type Name). * Arrears < threshold limit (Filter by Arrears) * BSS PRODUCT Active (Filter by Main product status). Accept only product status TX/TA.SU * VIP (Filter by BSS Credit class 3, 7, 10, 43) * Specific customer names (Banks, Brandix, MAS, Mobitel, Hutch, Etisalat, Airtel, Lanka bell, Dialog, Suntel) (Filter by Customer name)(Enable and disable customers names) * Specific customer segments (Data - Customer segment 2, 4, 6, 7) |
|  |  |  |  |
| **2 Reject** |  | |  | | --- | | ACCOUNT\_NUM | | CASE ID | | BILLING\_CENTRE | | SEGMENT | | CASE\_STATUS | | REJECT REASON | | SERVICE\_STATUS | | REF\_DATE | | SOURCE | | INITIAL\_ARREARS | | LAST\_PAYMENT\_DATE | | LAST\_PAYEMENT | | LAST\_BILL\_DATE | | LAST\_BILL\_AMOUNT | | LAST\_RATED\_AMOUNT | | CUSTOMER\_NAME | | CUSTOMER\_NAME | | FULL\_ADDRESS | | COMPANY\_NAME | | MOBILE\_CONTACT\_TEL | | SERVICE\_ADDRESS | | CPE STATUS | | * System generated Excel report * Reject reasons  |  | | --- | | 1. Rental only | | 1. Product Active | | 1. Below minimum Issue arrears = <1000 | | 1. Already send LD within six month | | 1. Recently Paid more than 80% from the register arrears | | 1. VIP | | 1. Cooperate & Revenue | | 1. SLT | |  | |  | |  | |  | |  | |
|  |  |  |  |
| **4. Business Customer List** |  | CS1\_GOV List  CS1\_VLB List  CS2\_CM1 List  CS2\_CM2 List  SME List | * System generated * Separate list by filter by Account manager CS1\_GOV, CS1\_VLB, CS2\_CM1, CS2\_CM2, SME and from the customer type name “Diplomats & Delegates”, Government organizations” and Government Official Residential” accounts. |
|  |  |  |  |
| **4.3 Arr.>50000**  **accounts** |  | |  | | --- | | ACCOUNT\_NUM | | CASE ID | | BILLING\_CENTRE | | SEGMENT | | CASE\_STATUS | | SERVICE\_STATUS | | REF\_DATE | | SOURCE | | INITIAL\_ARREARS | | PRODUCT\_LABEL | | PRODUCT\_ID | | PRODUCT\_STATUS | | PRODUCT\_NAME | | LAST\_PAYMENT\_DATE | | LAST\_PAYEMENT | | LAST\_BILL\_DATE | | LAST\_BILL\_AMOUNT | | LAST\_RATED\_AMOUNT | | CUSTOMER\_NAME | | CUSTOMER\_NAME | | FULL\_ADDRESS | | COMPANY\_NAME | | MOBILE\_CONTACT\_TEL | | SERVICE\_ADDRESS | | CPE STATUS | | * System generated excel sheet should send to manager & Accountant. * **Arrears >50000 accounts separate & Generate excel sheet to manual registration and Arrears more than 500000 accounts should decide the company by the accountant.** * **This threshold limit could be change by the management decision** |
|  |  |  |  |
| **5. ONA/DIRECT\_LD** |  | |  | | --- | | LTE List (Seg 37) | | Fiber PEO List (Seg 5) | | Fiber List (seg 5) | | Copper PEO List (seg 1) | | Data/ IE/MIC/MIDC (seg 2,4,6,7) | | PSTN AM (arr. >5000.00) (Seg1 & remain all segments) | | PSTN Legal (arr <5000.00 ) (Seg1 & remain all segments) |   Required fields with data   |  | | --- | | ACCOUNT\_NUM | | CASE ID | | BILLING\_CENTRE | | SEGMENT | | CASE\_STATUS | | SERVICE\_STATUS | | REF\_DATE | | SOURCE | | INITIAL\_ARREARS | | PRODUCT\_LABEL | | PRODUCT\_ID | | PRODUCT\_STATUS | | PRODUCT\_NAME | | LAST\_PAYMENT\_DATE | | LAST\_PAYEMENT | | LAST\_BILL\_DATE | | LAST\_BILL\_AMOUNT | | LAST\_RATED\_AMOUNT | | CUSTOMER\_NAME | | CUSTOMER\_NAME | | FULL\_ADDRESS | | COMPANY\_NAME | | MOBILE\_CONTACT\_TEL | | SERVICE\_ADDRESS | | CPE STATUS | | * System generated Excel sheet to manager. * Arrears< 50,000.00 accounts should be should divided as below categories and display no of accounts and total arrears list wise. And after check it give option to register through the system or manually. * PSTN and other segments arrears > 5000 accounts registered as “Open No Agent” * Remain PSTN and other segments (arrears <5000) accounts registered as “Direct LD” and drop to the LD tray. * Condition and information feed to the system may be change time to time, those should have able to change by database administrator |
|  |  |  |  |
| **6. ONA/DIRECT\_LD (Issue to commpanies/LD** |  | |  | | --- | | **Required Fields** | |  | | CASE\_ID | | ACCOUNTNUM | | LIST\_REFERENCE | | REF\_MONTH | | REF\_YEAR | | SOURCE | | SERVICE\_STATUS | | ACCT\_CREATED\_DATE | | BILLING CENTER | | PRODUCT LABEL | | CUSTOMER\_NAME | | COMPANY\_NAME | | CUST\_ADDRESS | | CUST\_TYPENAME | | LAST\_RATEDEVENT | | ACCOUNT\_STATUS | | ACCT\_MANAGER | | INITIAL\_ARREARS | | CUSTOMER\_SEGMENT | | LAST\_PAYMENT\_DATE | | LAST\_PAYEMENT | | UNBILLED\_ADJ | | TERMINATED\_DATE | | ADSL\_SUSPEND\_DATE | | ENTERD\_BY | | ENTERED\_DATE | | CASE\_STATUS | | SERVICE\_ADDRESS | | LAST\_BILL\_DATE | | LAST\_BILL\_AMOUNT | | LAST\_RATED\_AMOUNT | | NIC | | ZIP\_CODE | | CPE COLLECTED STATUS | | * System generated * DRCC wise/List wise generate excel sheets. * For the Issue lists could be LTE, Fiber, Fiber PEO, Copper PEO, PSTN AM, PSTN Legal, Revenue & C List.      * optioned manually or through the system and if it’s select manually generate an excel sheet with the all details if it’s through the system List wise issue based on average three months success rate by the companies.   S.R = Success Cases from the relevant assign list x 100 / Full list of relevant assign date  Success Cases = Fully Paid Cases + Initial Amount Paid Cases from the list  **Ex:**  January 1st assign the 500 cases to the DRC 14 ,Commission preparing for the month of April When above commission preparing January assign list have “BS” cases 250 , Fully paid cases 100.Then Success cases = 350.  SR= 350/600\*100   * Issued accounts list send system generated mail to the relevant company and SLT Officer. * DIRECT\_LD accounts send to LD tray and send mail to relevant officer. |
|  |  |  |  |
| **7. Assign (Status change ONA to OWA** | |  | | --- | | CASE\_ID | | DRC Name | | DRCC ID | | CONTACT NO | | ASSIGN DATE | | VALIDITY EXPIERED DATE |   DRCC\_ID SELECT FROM DROP DOWN LIST   |  |  | | --- | --- | | **DRCID** | **Code** | | DRC0011 | SLT\_VC | | DRC0028 | SENOTEC | | DRC0010 | REC\_ENP | | DRC0002 | CMS | | DRC0004 | TCM | | DRC0012 | COLANKA | | DRC0013 | ACCIVE | | DRC0014 | C\_REC | | DRC0015 | SLT | | DRC0016 | GCM | | DRC0017 | STERK | | DRC0029 | PMS |   ASSIGN DATE = Select date through the system  VALIDITY EXPIERED DATE = auto given by the system | |  | | --- | | ACCOUNTNUM | | CASE\_ID | | DRC Name | | DRCC ID | | CONTACT NO | | ASSIGN DATE | | VALIDITY EXPIERED DATE | | LIST\_REFERENCE | | REF\_MONTH | | REF\_YEAR | | SOURCE | | SERVICE\_STATUS | | ACCT\_CREATED\_DATE | | BILLING CENTER | | PRODUCT LABEL | | CUSTOMER\_NAME | | COMPANY\_NAME | | CUST\_ADDRESS | | CUST\_TYPENAME | | LAST\_RATEDEVENT | | ACCOUNT\_STATUS | | ACCT\_MANAGER | | INITIAL\_ARREARS | | CUSTOMER\_SEGMENT | | LAST\_PAYMENT\_DATE | | LAST\_PAYEMENT | | UNBILLED\_ADJ | | TERMINATED\_DATE | | ADSL\_SUSPEND\_DATE | | ENTERD\_BY | | ENTERED\_DATE | | CASE\_STATUS | | SERVICE\_ADDRESS | | LAST\_BILL\_DATE | | LAST\_BILL\_AMOUNT | | LAST\_RATED\_AMOUNT | | NIC | | ZIP\_CODE | | CPE COLLECTED STATUS | | * Bulk /Individual updating Facility to register * Generate excel assign accounts & reject accounts * Validity expired date get by the system (three calendar month) * Status change ONA to OWA * Assign manually bulk wise accounts list which was received from the company (including CASE ID, Assign Date ,DRC name ,contact no and DRC ID) * When assign “Issued” accounts to the company Assign Accounts to the relevant companies **except** Recent Payment (at least 80% payment from the due arrears) , Below 1000, Already paid, active, accounts * Assign cases list send to DRCC through the mail copy to recovery officer * OWA” accounts after one month of assign date (cases not received physical payment) send reminder mail to the DRC staff and copy to SLT Staff.(through the system ) * View wrong /unmatched cases before updating case status. * View DB details after updated and should have to be clear before save. |
|  |  |  |  |
| **7.3 Reject** |  | |  | | --- | | ACCOUNT\_NUM | | CASE ID | | BILLING\_CENTRE | | SEGMENT | | CASE\_STATUS | | REJECT REASON | | SERVICE\_STATUS | | REF\_DATE | | SOURCE | | INITIAL\_ARREARS | | LAST\_PAYMENT\_DATE | | LAST\_PAYEMENT | | LAST\_BILL\_DATE | | LAST\_BILL\_AMOUNT | | LAST\_RATED\_AMOUNT | | CUSTOMER\_NAME | | CUSTOMER\_NAME | | FULL\_ADDRESS | | COMPANY\_NAME | | MOBILE\_CONTACT\_TEL | | SERVICE\_ADDRESS | | CPE STATUS | | * other remain “Issued” accounts status should be change as “reject” through the system or manually and update reject reason and send to excel sheet with filtered reject reason to DRCC & Recovery Officer. * Reject reasons  |  | | --- | | 1. Active | | 1. Recently Paid more than 80% from the register arrears 2. Already paid 3. Arrears below 1000 | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |
|  |  |  |  |
| **9.Update/amend field status** | |  | | --- | | ACCOUNT\_NUM | | CASE\_ID | | CASE\_STATUS | | DRCC NO | | DC NAME | | FIELD STATUS | | EFFECTIVE DATE | | CUSTOMER CONTACT NO | | FIELD REPORT COMMENTS |   Field status code should capture from dropdown list   |  |  | | --- | --- | | AS | agree to settled | | CA | customer available | | CANAS | Customer available not agree to settle | | CD | customer Depth | | CGA | Customer Gone aboard | | FP | Fully Paid | | MSG | Messaged | | NIC | No information of customer | | V\_APAID | Visit already paid | | V\_AS | Visit agree to settle | | V\_CA | Visit customer availble | | V\_CANAS | Visit Customer available not agree to settle | | V\_CD | Visit customer Deth | | V\_CGA | Visit Customer Gone aboard | | VISIT | VISITED | | V\_NIC | Visit No information of customer | | UA | User available | | UANAS | User available not agree to settle | | V\_UA | Visit User available | | V\_UANAS | Visit User available not agree to settle | | CALF | Calling fail | | |  | | --- | | ACCOUNT\_NUM | | CASE\_ID | | CASE\_STATUS | | DRCC NO | | DC NAME | | FIELD STATUS | | EFFECTIVE DATE | | CUSTOMER CONTACT NO | | FIELD REPORT COMMENTS | | * Bulk Updating facility / Individual updating facility. * Every Monday/ Tuesday should upload relevant week (Previous recent week date of Monday) report by DRCC. * Other Field status or blank cases list send to the DRC officer and copy to Recovery officer by system generated mail DRC officer should be checked and send to the Recovery officer correct fail reason and Recovery officer should update and confirm to the system before the next commission (compulsory)      * Every week field report status should be upload & if it’s same status no need to update and also when get the bulk report information popup latest updated field status. * Once a week updates field status and Last updated field status should popup when we process bulk report in any time / the commission. * cases with wrong fail reasons (MSG, CALL Fail) which cannot get to the write-off process , forward to the reassign to DRCC (which arrears > 10000/= to DRCC) And others arrears < 10000/= Direct LD ) * View wrong /unmatched cases before updating case   View DB details after updated and should have to be clear before save. |
|  |  |  |  |
| **9.OWA extended** | |  | | --- | | ACCOUNT\_NUM | | CASE\_ID | | CASE\_STATUS | | ASSIGN DATE | | VALIDITY EXPIERED DATE | | VALIDITY EXTENDED DATE | | EXTENDED REASON |   EXTENDED date should get the system | |  | | --- | | ACCOUNT\_NUM | | CASE\_ID | | CASE\_STATUS | | ASSIGN DATE | | VALIDITY EXPIRED DATE |   New Expired date should be display in report. | * Provision to extend Validity period twice for a one CASE\_ID * One month extended at one time * Submit the account Nos by SAM * Approved by Accountant |
|  |  |  |  |
| **10.1 FMB** |  | |  | | --- | | ACCOUNT\_NUM | | BILLING\_CENTRE | | SEGMENT | | CASE\_ID | | CASE\_STATUS | | ASSIGN DATE | | VALIDITY DATE | | FIELD STATUS | | CUSTOMER CONTACT NO | | ACCOUNT MANAGER CODE | | FIELD REPORT COMMENTS | | CUSTOMER\_NAME | | FULL\_ADDRESS | | COMPANY\_NAME | | MOBILE\_CONTACT\_TEL | | ARREARS (INITIAL ARREARS) | | LAST\_RATED\_DTM | | LAST\_RATED\_AMOUNT | | ACC\_ACTIVATE\_DATE | | ACCOUNT\_PAYMENT\_MNY(LAST PAYMENT) | | CREATED\_DTM (LAST PAYMENT DATE) | | CREDIT\_CLASS\_ID | | CREDIT\_CLASS\_NAME | | UNBILEED \_ADJUSTMENT | | ADSL\_SUSPEND\_DATE | | LAST\_BILL\_DATE | | LAST\_BILL\_AMOUNT | | * System generated report * “OWA” cases which have field report status CANAS/AS/V\_CANAS, V\_AS and Metro arrears >50000/= or Region arrears >100000/= and payment not received, generate excel sheet and send mail to the DRCC and copy to SLT Officers before complete validity period (time decide by SLT) for the mediation board process. * Metro Billing centers   MD  ND  KX  RM  KA  Recoveries  HO  DATA/IE/MIDC/MIC/BCU  HK   * Region Billing centers   All the billing centers except metro |
|  |  |  |  |
| **10.2 FMB** | |  | | --- | | CASE\_ID | | ACCOUNT\_NUM | | CASE\_STATUS | | BILLING\_CENTRE | | ASSIGN DATE | | VALIDITY DATE | | FIELD STATUS | | ACCOUNT MANAGER CODE | | ARREARS (INITIAL ARREARS) | | LAST\_RATED\_DTM | | LAST\_RATED\_AMOUNT | | ACC\_ACTIVATE\_DATE | | ACCOUNT\_PAYMENT\_MNY(LAST PAYMENT) | | CREATED\_DTM (LAST PAYMENT DATE) | |  | * “OWA” cases during validity period could be change as “FMB” (“OWA” cases which have field report status CANAS/AS/V\_AS/V\_CANAS and Metro arrears >50000 or Region arrears >100000 and payment not received) * Cases Update the status as “FMB” Validity period extend two month. If it is success continue success process otherwise auto fail after complete validity period * View wrong /unmatched cases before updating case status. * View DB details after updated and should have to be clear before save. * “FMB” cases could be validity extended three times. One month extended at one time * Submit by SAM approved by Legal Officer. |
| **Fail (Manually)** | |  | | --- | | ACCOUNT\_NUM | | CASE\_ID | | CASE\_STATUS | | FAILED REASON | | DRC NO | | |  | | --- | | ACCOUNT\_NUM | | CASE\_ID | | CASE\_STATUS | | FAILED REASON | | DRC NO | | * Either Fail the cases through the system, provision to Update manually case   Status as “Fail” and Fail reasons for the "OWA" /”BS”/"FMB BS" cases.   * Send Updated & un matched report (not updated) * Select case status and fail reason from the dropdown list. * View wrong /unmatched cases before updating case status * View DB details after updated and should have to be clear before save. |
|  |  |  |  |
| **View account status by CASEID/Account No** | |  | | --- | | ACCOUNT\_NUM | | CASE\_ID | | |  | | --- | | **ACCTNO** | | **BC** | | **DRC\_NAME** | | **SERVICE STATUS** | | **ASSIGNED DATE** | | **VALID DATE** | | **ISSUED ARR** | | **APPROVED ARR** | | **CASE STATUS** | | **REACENT FIELD STATUS** | | **FAILEDREASON** | | **REJECTREASON** | | **DRCAGENTNAME** | | **DRC\_ID** | | **DC\_CONTACT\_NO** | | **DC\_CONTACT\_NO2** | | **LD\_STATUS** | | **PLD ARREARS** | | **PLD DATE** | | **CPE\_STATUS** | | **ISSUED ARR** | | **APPROVED ARR** | | **CURRENT\_ARR** | | **FMB DATE** | | **COMMISSION DETAILS OF SELECTED ACCOUNT NO** |   COMMISSION DETAILS   |  | | --- | | APPROVED ARREARS | | DIPUTE | | ADJUSTMENT | | COLLECTABLE ARREARS | | NET PAYMENT FOR COM.1 RECENT | | NET PAYMENT FOR COM.2 | | NET PAYMENT FOR COM.3 | | NET PAYMENT FOR COM.4 | | NET PAYMENT FOR COM.5 | | NET PAYMENT FOR COM.6 (OLDEST) | | BALANCE ARREARS | | * View all records in same account no (Order by last update date) * View all records in same CASEID (Order by last update date) * When request should display the relevant case commission details. |
|  |  |  |  |
| **View bulk report by CASEID/Account No** | |  | | --- | | ACCOUNT\_NUM | | CASE\_ID | | |  | | --- | | ACCOUNT\_NUM | | CASE\_ID | | BILLING\_CENTER | | CUSTOMER\_NAME | | LIST\_REFERENCE | | TERMINATION\_DATE | | SERVICE\_STATUS | | CASE\_STATUS | | SOURCE | | MONTH | | YEAR | | VALIDITY\_DATE | | MODIFIED\_REASON | | DRC\_NAME | | ASSIGNED\_DATE | | DC\_NAME | | DC\_NIC | | DC\_CONATCT\_NO | | DC\_FAILED\_DATE | | FAILED\_REASON | | REJECTED\_DATE | | REJECTED\_REASON | | REJISTRATION\_DATE | | SUCCESS\_DATE1 | | SUCCESS\_DATE2 | | REJISTERED\_USER | | FAILED\_USER | | INITIAL\_ARR | | ADJUSTMENTS | | DISPUTES | | COLLECTABLE\_ARR | | SEGMENT | | SUCCESS\_MONTH | | CURRENT\_ARR | | INITIAL\_PAYMENT | | LD\_STATUS | | PLD\_ARREARS | | PLD\_DATE | | PRODUCT\_LABEL | | FMB\_DATE | | LD\_ASSIGNED\_DATE | | LD\_ASSIGN\_ARR | | LD\_SENT\_DATE | | LD\_HOLD\_DATE | | LD\_HOLD\_REASON | | LD\_SUSPEND\_DATE | | LD\_SUSPEND\_REASON | | LD\_LIST\_REFF | | CPE\_STATUS | | INS\_TYPE | | CPE\_SUCCESS\_MONTH | | * Possibility to view selected field only from the bulk report |
|  |  |  |  |
| **Change the case status** | |  | | --- | | ACCOUNT\_NUM | | CASE\_ID | | CASE\_STATUS | | LD STATUS |   Popup to select Case status from the dropdown list   |  | | --- | | BS | | FMB\_BS | | Direct\_LD/OWA/ | | FMB/FMB\_BS/BS | | OWA | | Fail\_DRC/Fail\_FMB | | RLU | | FTL | | RLU | | FTL | | FTL\_BS |   Popup New Case Status from the drop down list (only the next steps case status to select drop down list)   |  | | --- | | Closed | | Withdraw | | Reassigned | | FMB (Forwarded to Mediation Board ) | | RLU (Refer to Legal Unit) | | FTL (Forwarded to Litigation) | | FLA (Fail Legal Action) | | FLU (Fail Legal Unit) | | FTL\_BS (Forwarded to Litigation Being settle) | | FTL\_WIA (Forwarded to Litigation write action) | | FTL\_WIA\_BS (Forwarded to Litigation write action BS) | | |  | | --- | | ACCOUNT\_NUM | | CASE\_ID | | CASE\_STATUS | | LD STATUS | | * Bulk Updating facility / Individual updating facility * Should be change the case status /LD Status during recovery process by Manager/Officer * Bulk Updating facility / Individual updating facility * Change status Select from the dropdown list * View wrong /unmatched cases before updating case status or LD status * View DB details after updated and should have to be clear before save. * Bulk Updating facility / Individual updating facility |
|  |  |  |  |
| **Update/Amend required information** | |  | | --- | | ACCOUNT\_NUM | | CASE\_ID |   Select required information from the dropdown list to change/amend   |  | | --- | | Update LD arrears | | Update assign date | | Update B/F arrears | | Update Issue arrears at Initial | | Update collectable arrears | | Update service status | | Update success month | |  | * Bulk Updation facility / Individual updation facility * Update the case information during recovery process by Manager * View DB details after updated and should have to be clear before save. |
|  |  |  |  |
| **Revers the case status** | |  | | --- | | ACCOUNT\_NUM | | CASE\_ID |   Select required information from the dropdown list to reverse   |  |  |  | | --- | --- | --- | | From |  | To | | ONA | To | Direct LD | | Direct LD | To | ONA | | OWA | To | ONA | | Reject | To | ONA | | Reject | To | Direct LD | | FMB | To | OWA | | FMB\_BS | To | OWA | | P\_BS | To | OWA | | P\_Comm | To | OWA | | BS | To | OWA | | Fail\_DRC | To | OWA | | Fail\_FMB | To | OWA | |  | * Bulk Updating facility / Individual updating facility * Reverse the case status by Managers * View wrong /unmatched cases DB details field * View DB details after updated and should have to be clear before save. |
| View Field Report Details | Up load CASE\_ID List | |  | | --- | | CASE\_ID | | FIELD\_ID | | FIELD STATUS | | CREATED\_DATE | | CUST\_CONTACT\_NO | | EFFECTIVE\_DATE | | REMARKS | | * Bulk Updating facility / Individual updating facility * Facility to view full details of field status and recent field status. |
| View Assign Details | |  | | --- | | ASSIGNED MONTH | | DRCC\_NAME |   Get the assigned month from the system  DRCC name select from the drop down list | |  | | --- | | LIST\_REFFERENCE | | ACCTNO | | CASE\_ID | | DRC\_ID | | DRC\_NAME | | DC\_NAME | | DC\_NIC | | DC\_CONTACTNO1 | | DC\_CONTACTNO2 | | INITIAL\_ARR | | BC | | ASSIGEND\_DATE | | VALIDITY\_PERIOD | | MANNUAL\_MONTH | | MANNUAL\_YEAR | | ISSUED\_DATE | | SERVICE\_STATUS | | CUSTOMER\_NAME | | COMPANY\_NAME | | SOURCE | | * System generated report |
| View details of Fail cases | |  | | --- | | REFERENCE MONTH | | DRCC NAME | | SERVICE STATUS | | SOURCE |  * Reference month select from the system * DRCC name select from the dropdown list(also facility to select all DRCC) * Service status select from drop down list (also facility to select all service status) * Source select from drop down list (also facility to select all Source) | |  | | --- | | LIST\_REFFERENCE | | ACCTNO | | CASE\_ID | | DRC\_ID | | DRC\_NAME | | DC\_NAME | | DC\_NIC | | DC\_CONTACTNO1 | | DC\_CONTACTNO2 | | INITIAL\_ARR | | BC | | ASSIGEND\_DATE | | VALIDITY\_PERIOD | | ISSUED\_DATE | | SERVICE\_STATUS | | CUSTOMER\_NAME | | SEGMENT | | FAILED\_ID | | FAILED\_REASON | | FAILED\_DATE | | FAILED\_USER | | FAILED\_REASON\_UPDATEDUSER | | SOURCE | | * System generated report |
| View Validity Extended details | |  | | --- | | ISSUED MONTH | | DRCC NAME | | SERVICE STATUS | | SOURCE |  * Issued month select from the system * DRCC name select from the dropdown list(also facility to select all DRCC) * Service status select from drop down list (also facility to select all service status) * Source select from drop down list (also facility to select all source) | |  | | --- | | LIST\_REFFERENCE | | ACCTNO | | CASE\_ID | | CASE\_STATUS | | DRC\_ID | | DRC\_NAME | | DC\_NAME | | DC\_NIC | | DC\_CONTACTNO1 | | DC\_CONTACTNO2 | | ASSIGEND\_DATE | | VALIDITY\_PERIOD | | MODIFIED\_REASON | | VALIDITY\_ENTERED\_DATE | | SERVICE\_STATUS | | SOURCE | | * System generated report * Select from the “OWA”,”FMB” cases |
| View In hand Detail Report | |  | | --- | | DRC\_NAME | | SERVICE STATUS | | SOURCE |  * DRCC name select from the dropdown list(also facility to select all DRCC) * Service status select from drop down list (also facility to select all service status) * Source select from drop down list (also facility to select all source) | |  | | --- | | LIST\_REFFERENCE | | ACCTNO | | CASE\_ID | | DRC\_ID | | DRC\_NAME | | DC\_NAME | | DC\_NIC | | DC\_CONTACTNO1 | | DC\_CONTACTNO2 | | INITIAL\_ARR | | BC | | ASSIGEND\_DATE | | VALIDITY\_PERIOD | | SERVICE\_STATUS | | CUTOMER\_NAME | | SEGMENT | | FIELD\_DATA | | ISSUED\_DATE | | FMB\_DATE | | FMB\_USER | | CASE\_STATUS | | COMPANY\_NAME | | SOURCE | | * System generated report * All the “OWA” & “FMB” cases. |
| View Being Settled cases | |  | | --- | | DRC\_NAME | | SERVICE STATUS | | SOURCE |  * DRCC name select from the dropdown list(also facility to select all DRCC) * Service status select from drop down list (also facility to select all service status) * Source select from drop down list (also facility to select all source) | |  | | --- | | LIST\_REFFERENCE | | ACCTNO | | CASE\_ID | | DRC\_ID | | DRC\_NAME | | SERVICE\_STATUS | | CUTOMER\_NAME | | BC | | INITIAL\_ARR | | CURRENT\_ARR | | SUCCESS\_DATE | | ISSUED\_DATE | | SERVICE STATUS | | SOURCE | | INSTYPE | | * System generated report * All the Being settled cases |
| View Instalment Default cases | |  | | --- | | DRC\_NAME | | ID MONTH | | SERVICE STATUS | | SOURCE |  * DRCC name select from the dropdown list(also facility to select all DRCC) * ID month take from the system * Service status select from drop down list (also facility to select all service status) * Source select from drop down list (also facility to select all source) | |  | | --- | | CASE\_ID | | CASE STATUS | | ACCTNO | | BC | | DRC\_ID | | ISSUED\_ARR | | COLLECTABLE\_ARR | | COLLECTED\_ARR | | DEFAULTED\_ARR | | FAILED\_REASON | | FAILED\_DATE | | FAILED\_ID | | SOURCE | | * System generated report * All the status as “Fail” and fail reason as “ID”   ( Instalment default) cases |
| View “FMB” Cases | |  | | --- | | FMB DATE FROM | | FMB DATE TO | | |  | | --- | | CASE\_ID | | ACCTNO | | PRODUCT\_LABEL | | CUSTOMER\_NAME | | ARREARS | | BC | | FMB\_DATE | | CASE\_STATUS | | DRC\_ID | | * System generated report * All the “FMB” & “FMB\_BS cases. |
| View “FTL” cases | |  | | --- | | FTL DATE FROM | | FTL DATE TO | | |  | | --- | | CASE\_ID | | ACCTNO | | PRODUCT\_LABEL | | CUSTOMER\_NAME | | ARREARS | | BC | | FTL\_DATE | | LD STATUS | | PLD DATE | | CASE\_STATUS | | DRC\_ID | | * System generated report * All the “FTL” & “FTL\_BS cases. |
| View case status details | * Select case status from drop down list(show all the case status in database) * Only for fail cases should select required fail reason or all fail reasons | |  | | --- | | ACCTNO | | CASE\_ID | | CASE\_STATUS | | REGISTERED\_DATE | | DRC | | FAILED\_DATE | | FAILED\_REASON | | SUCCESS\_DATE | | LD\_STATUS | | PLD\_DATE | | HOLD\_DATE | | FMB\_DATE | | FTL\_DATE | | FTW\_DATE | | LES\_DATE | | RCF\_DATE | | RLF\_DATE | | * System generated report |
| View reversed  case details | Up load Case\_ID or bulk Case\_ID list | |  | | --- | | CASE\_ID | | OLD\_STATUS | | NEW\_STATUS | | MODIFIED\_REASON | | CREATED\_DATE | | CREATED\_USER | | * System generated report |
| View status update user | Up load Case\_ID or bulk Case\_ID list | |  | | --- | | CASE\_ID | | OLD\_STATUS | | NEW\_STATUS | | MODIFIED\_REASON | | CREATED\_DATE | | CREATED\_USER | | * System generated report |
| View LD details | Select PLD\_Date and view LOD cases | |  | | --- | | ACCOUNT\_NO | | CUSTOMER NAME | | COMPANY NAME | | CUSTOMER ADDRESS | | PLD ARR | | PLD DATE | | * System generated report |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |