Service Provisioning System

Temorary Connection User Guide

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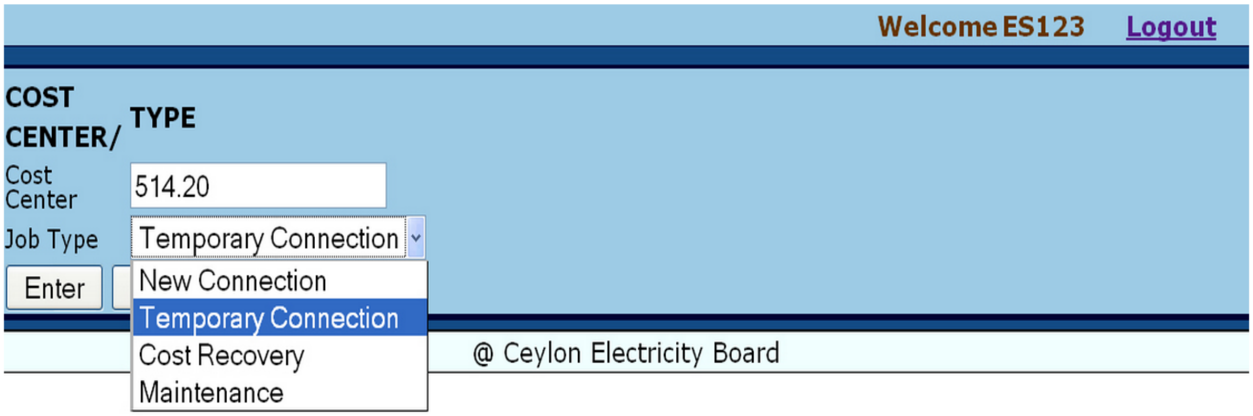
Contents

Page No.

How to add a Temporary Connection

Select Temporary connection from the Cost center selection and job type selection page.



There are two categories of Temporary connections:

1. Temporary Connection – 14 days
2. Temporary Connection – 28 days

Temporary connection process is much more similar to new connection process. Just like the new connection process we can divide Temporary connection process into three major phases.

3. Application

Here sequentially you add a new customer, generate an application for that customer, and finally generate an application no.
Note: Here PIV1 is irrelevant. New customer addition is same as in the new connections (If the customer is previously registered no need to re-enter as a new customer).

4. New Estimate

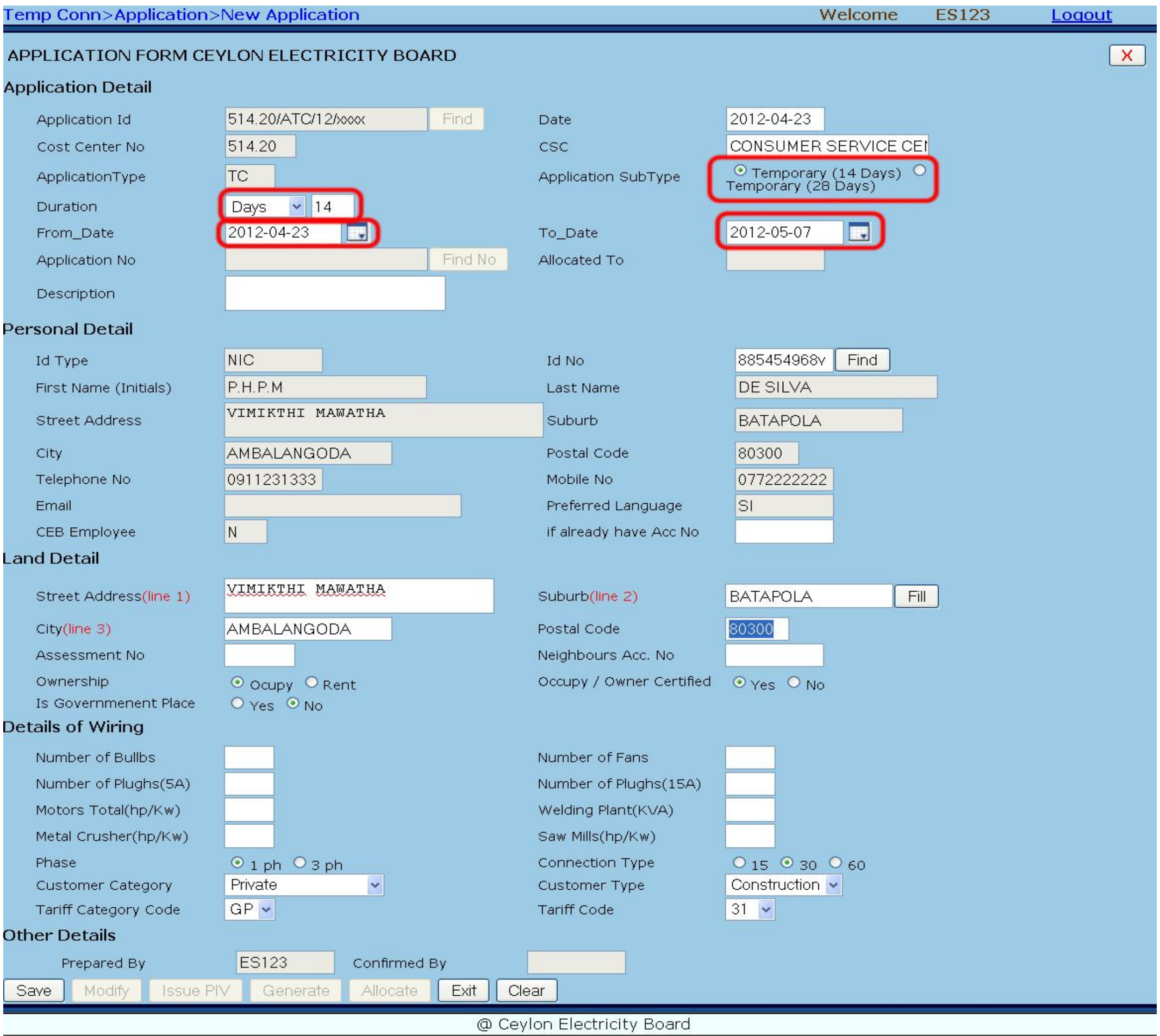
   Here sequentially you create an appointment, Print service estimate, Save Service Estimate data, create a new estimate, Send it for approval, Issue PIV after approval received, Confirm PIV after payment and finally create a new job for the application.

5. New job

After new job is created you may allocate the job to a contractor, Revise the job if necessary, Energize the Job/SMC card, Prepare contractor bill for finished job and send billing data and then job should be soft closed by AE and then the Job is hard closed by Accountant.

How to fill the Temporary connection new application?

Temporary connection new application has only few differences from new connections new applications.



Application Sub Type: Choose accordingly by clicking whether Temporary (14 Days) or Temporary (28 Days).

Duration: Choose Days from the drop down box and enter the duration in the text box.(This should be less than 28 days.)

From Date: Choose from when the connection is needed by clicking the calendar icon.

To Date: Choose to when the connection is needed by clicking the calendar icon.

If already have Acc. No: Enter the customer account number if he already has a one.

Fill rest of the application as the new connection new application and click save button, new application no will be shown at the right upper corner of the form. Ex: **514.20/ETC/12/0032**

Any necessary modifications for an application can be done by clicking Application ► Application ►Modify Application from the main menu.

How to create an appointment?

Adding an appointment is same as in new connections. Click Schedule► Appointment► New Appointment to navigate to the New Appointment form.

How to Print a Service Estimate?

After appointment created ES can print the service estimate. Creating a Service estimate is same as in new connections. Click Schedule ► service Estimate and you will be directed to Service Estimate creation page.

How to Create a Service Estimate?

After ES visited the customer place he has the previously printed service estimate filled. Click Schedule ► service Estimate and you will be directed to Service Estimate creation page. You may enter service estimate details there just like the new connections.

How to Create a New Estimate?

After the service estimate is created you can add a new estimate. Click Estimation ►Estimate ►New from the Main Menu. Creating the new estimate is similar to the new connections.

How to Approve/Recommend /Reject an Estimate?

At notification dashboard at Home page you will be shown a table called Estimates to be approved. Click Estimate No link and you will be directed to the relevant estimate.

There after rechecking the estimate you can use the Approve button below. If the estimate is within your approve limit it will be approved or else it will be sent to the next above approve level to be approved. By clicking the Recommend button estimate will be sent to the next above approve level to be approved.

You can also click Reject if there are any errors. If you are rejecting an Estimate you need to enter a reason at Reason to reject text field.

Note:
You can also click Estimate ► Estimation ► Approve/Reject from the main menu and go to the Estimate view.
There select the estimate number you need to approve or reject using the Estimation number drop down box.

This is the same process at new connections.

How to Issue PIV?

At notification dashboard at Home page you will be shown a table called Approved Estimates.

Approved Estimates

Estimate Number	Cost Center	Standard Cost	Fund Id
514.20/ETC/12/0032	514.20	3,450.00	CP
514.20/ETC/2011/0022	514.20	3,680.00	CEB
514.20/ETC/2011/0033	514.20	2,500.00	CP
514.20/ETC/2011/0037	514.20	4,800.00	CP

There click on the Estimate Number link and you will be directed to the PIV 2 view.

Note:
You can also click Estimate ► PIV ► Generate PIV from main menu and you will be directed to Generate PIV form.
There enter the Estimation Number at the Estimation No text box and click Find button PIV details will be filled and you may then click Save & Print.

Process is similar to the new connections PIV.

How to confirm PIV?

After customer made the PIV payment you need to confirm the issued PIV. Click Estimate ► PIV ► Confirm PIV from main menu and you will be directed to Confirm PIV form. Fill in the details and confirm the PIV

How to create a new job?

After PIV 2 is confirmed you need to create a new job for the estimate.

Click Estimation ► Estimate ► Job Creator from the main menu. Job creation is also as same as in the new connections.

How to allocate the job to a contractor?

After the job is created you can allocate the job to a contractor.
To allocate job to a contractor click Mange Jobs ► Job Contractor ► Job allocation from Main Menu.

Same process used in new connections.

How to revise a job?

To revise a job from SPS system revise the job from MITFIN and particular job will be shown in revise jobs.
Click Manage Jobs ► Revise Jobs from the Main menu.

Choose the estimate no and then you can do the appropriate changes and click Send for Approval button. Estimate will be saved and sent to the appropriate level for approval.

How to finish the job?

To finish a job click Mange Jobs ► Temporary Job Energize from the main menu. Choose the Job number and finish the job after entering relevant details. Process is same as the new connections.

How to prepare contractor bill?

There are two steps to prepare the contractor bill.

- Create the contractor bill – Here you create the bill for the job number and create a bill number.

- Download the bill –Here you can download the bill.

To create the contractor bill click Mange Jobs ►Job Contractor ►Contractor Bill from Main Menu.
From Contractor bill form.
To download the bill Mange Jobs ►Job Contractor ► Contractor Bill Manage from the main menu.

This is the same process at new connections.