

Open NP Current Review

These tasks are accounts identified as being current with an open non-pay disconnect. These accounts are to be reviewed to make sure their balance is in fact current, and if so, attempts to cancel their non-pay disconnect are to be made. Pending payments that have not posted will not allow for the NPD to be cancelled.

When reviewing these tasks, there are no intentions to complete any orders early or modify the account so that a NPD can be cancelled (adding placeholders, cancelling a transfer..etc).

1. Access account and check their balance to make sure it's current

- If not current, the account may have come through in error. Still review to make sure the NPD should be open

The screenshot displays an account management interface with the following sections:

- Account Info:** Account: 8245 5347, Customer: , Location: .
- Account Details:** Last, First Name: , Sal: Unknown, Responsible Party: , Primary Phone: (999) 999-9995, Alt Phone: 715 571-4025, ID: 20350262170803002, Address 1: , Address 2: , City: , State: , Zip: , Tax Type: , Tax ID: , VIP: , Account Type: Residence.
- Statement:** New Cycle Day: , Cycle Day: 23, Bill From: 03/23/23, Bill To: 04/22/23, Stmt Balance: 581.79, Toll Day Cyc: 21.
- Summary:** Current Balance: 5.47, Monthly Rate: 270.15, PPV Balance: 0.00, Last Pay Date: 04/10/23, Last Pay Amt: 581.79, Delinquent Days: 0, Delinquent Amount: 0.00.
- Memos:** A table with columns Perm, Opr ID, Date, and Text. The text includes compliance notes and account status updates.


A red box highlights the 'Current Balance: 5.47' and 'Delinquent Days: 0' in the Summary section. A red arrow points from this box to the text: "Acct TARRMS provided appears to be current".

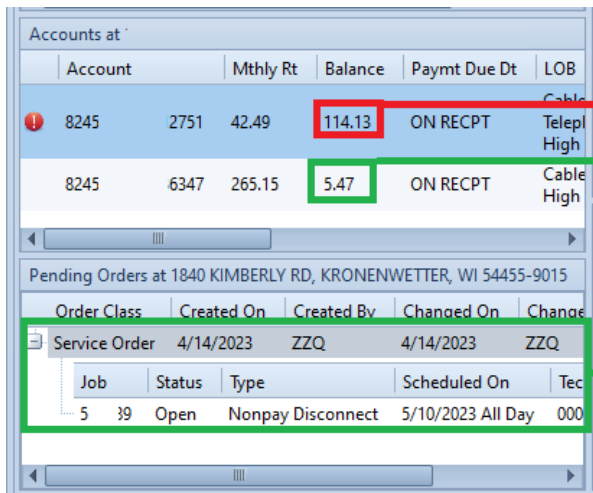
2. Check the account notes for any fraud related issues

- If the account is current, but there's notations regarding fraud, disposition as "Valid NP" → "Fraud"

3. Check the accounts ledger for any returned payments

- If the account has a recent returned payment, and no recent payment has posted for the returned amount, disposition as "Valid NP" → "Returned Payment"

4. Check Customer Central  to see if there's a 2nd account that may be delinquent



The screenshot displays the 'Accounts at' section of the Customer Central interface. It features a table with columns: Account, Mthly Rt, Balance, Paymt Due Dt, and LOB. Two accounts are listed for address 1840 KIMBERLY RD, KRONENWETTER, WI 54455-9015. The first account (8245, 2751) has a balance of 114.13 and is marked as 'ON RECPT'. The second account (8245, 6347) has a balance of 5.47 and is also marked as 'ON RECPT'. Below this, the 'Pending Orders' section shows a 'Service Order' created on 4/14/2023 by ZZQ, with a status of 'Open' and a type of 'Nonpay Disconnect'.

| Account | Mthly Rt | Balance | Paymt Due Dt | LOB |
|---------|----------|---------|--------------|------------|
| 8245 | 2751 | 114.13 | ON RECPT | Cable High |
| 8245 | 6347 | 5.47 | ON RECPT | Cable High |

| Order Class | Created On | Created By | Changed On | Change |
|---------------|------------|------------|------------|--------|
| Service Order | 4/14/2023 | ZZQ | 4/14/2023 | ZZQ |

| Job | Status | Type | Scheduled On | Tec |
|------|--------|-------------------|-------------------|-----|
| 5 39 | Open | Nonpay Disconnect | 5/10/2023 All Day | 000 |

Acct #1 at this location has a past due balance of \$114.13

Acct #2 at this location is current with only a late fee

A NPD entered onto one of either of these accounts will also NP the other accounts services. This is normal and the NPD should remain active until both accounts are current

- If multiple accounts exist, both accounts must be current in order for the NPD to be cancelled. If either account has a delinquent balance beyond \$35, leave the NPD open
 - i. Disposition as “Unable to Cancel” → “Multiple Acct Issue”
5. If there are no fraud notes, no returned payments or any other accounts that are delinquent, attempt to cancel the NPD
- If able to cancel the NPD – Disposition as “Cancelled NP” and choose appropriate reason
 - If unable to cancel the NPD – Disposition as “Unable to Cancel” and choose the appropriate reason
6. Notate the account with the action or findings
- Compliance: Open NP review. Acct current. Cancelled NP
 - Compliance: Open NP review. Acct delinquent. NP valid
 - Compliance: Open NP review. Acct has no equipment. Unable to cancel NP. Waiting for tactics

Dispositions

- Valid NP
 - o Fraud
 - o Returned Payment
- Already Completed
- Already Canceled
- Canceled NP
 - o Paid
 - o ACP Approved, NPD blocking
- Unable to Cancel
 - o No Equipment
 - o Multiple Acct Issue
 - o Pending Increment
 - o Pending transfer, has equipment
- Pending Payment, Not Posted
- Commercial
- MISC
- Escalate