

Special Projects			
Legacy Company	LTWC	Task Type	ACP_PREQUAL_DAY_76
Billor	CSG	Site	8000 (CSG)

Goal is to make the account former by completing the existing NPD

- This may require adding a job, assigning all items and completing the job so that SODI flows

Existing NPD

1. Review the account and make sure it's still delinquent, has no EBB Tracker/UCM/ECAF/PTP and is at least day 76
2. The account should have a NPD already created
 - If not, follow the "Adding a ACP Pre-Qual NPD" section
3. Open the order and review the "Provisioning" tab and check for SODI
 - If SODI is "assigned"
 - Add a job, assign all items and complete the job
 - On "Job Details", check the "Caller" field and make sure "BRF-25041" is listed. Add it if it's not listed
 - Notate the account
 - COMPLIANCE - DAY 78 ACP PRE-QUAL NPD FALLOUT: ADDED+COMPLETED JOB ON NPD TO COMPLTE ORDER, PENDING SODI
 - Disposition TARRMS
 - Provisioned DI/NP
 - If there is no SODI
 - Set the order status to "Complete" and finish the order
 - Notate the account
 - COMPLIANCE - DAY 78 ACP PRE-QUAL NPD FALLOUT REPORT: COMPLETED NPD
 - Disposition TARRMS
 - Completed

Adding a ACP Pre-Qual NPD

1. If the account does not have a NPD
 - Create a disconnect order following standard procedure
 - On the "Order Details" tab, add "BRF-25041" to the "Caller" field
 - Use order reason Z8
 - Use notes "COMPLIANCE - DAY 78 ACP PRE-QUAL NPD FALLOUT: ENTERED NP"
 - Attempt to complete the order same day
 - If SODI becomes assigned, add a job with all items assigned, finish the order, then go back into the order and complete the job
 - Notate the account
 - a. COMPLIANCE - DAY 78 ACP PRE-QUAL NPD FALLOUT: ADDED NPD AND COMPLETED JOB, PENDING SODI
 - Notate the account
 - COMPLIANCE - DAY 78 ACP PRE-QUAL NPD FALLOUT REPORT: ENTERED AND COMPLETED NPD

Other scenario's that have been identified:

- NPD already completed
 - COMPLIANCE - DAY 78 ACP PRE-QUAL NPD FALLOUT REPORT: ALREADY COMPLETED, ACCT FORMER

- Account was paid, no longer delinquent
 - COMPLIANCE - DAY 78 ACP PRE-QUAL NPD FALLOUT REPORT: PAID, NO LONGER DELINQUENT
 - COMPLIANCE - DAY 78 ACP PRE-QUAL NPD FALLOUT REPORT: PAID, CANCELLED NPD
 - COMPLIANCE - DAY 78 ACP PRE-QUAL NPD FALLOUT REPORT: PTP ENTERED FOR XX/XX, NO ACTION
 - COMPLIANCE - DAY 78 ACP PRE-QUAL NPD FALLOUT REPORT: NO ACTION, EBB TRACKER ON ACCT