

Special Projects

Legacy Company LBHN

Biller ICOMS

Task Type ACP_PREQUAL_DAY_76

Site 006 (BHN-Resi)

Goal is to make the account former by completing the 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
 - If EBB tracker is present, cancel the NPD. Programs in place should then downgrade the account
 - Disposition: MISC
 - Notate the account
 - COMPLIANCE - DAY 78 ACP PRE-QUAL NPD FALLOUT: EBB/ACP CREDIT TRACKER APPLIED TO ACCT. CANCELED NPD
2. Check for 715 (ACP Prequel Video)
 - We should only see accounts that are beyond day 78. If the account being reviewed does not appear to be at least 76 days delinquent, calculating the delinquent days may be needed
 - Review the scheme history for "Day 55". In this example, day 55 was on 5/14/22. 21 days later would have been 6/4/22

| Date | Comment | Act |
|---------|---------------------|-----|
| 5/14/22 | 55 DAY | 55 |
| 5/12/22 | Generated Letter | L |
| 5/11/22 | Attached Scheme 715 | W |
| 5/11/22 | INTERRUPTION CALL | IC |

3. The account should have a NPD already created
 - If not, follow the "Adding a ACP Pre-Qual NPD" section
4. Review the NPD and make sure all services are included within the disconnect
 - BULK accounts can sometimes have services missed
 - Attempt to edit the order and include the missing services. Cancelling and rekeying a disconnect may be necessary. Make sure to set the stop bill date as the original NPD's date of entry
5. If the account is in seasonal status, return the account from seasonal (33 screen, page down, change seasonal date to today's date and enter through)

Adding a ACP Pre-Qual NPD

1. If the account does not have a NPD, enter and complete one same day
 - Create a disconnect order following standard procedure
 - 70 screen
 - Enter through
 - Disc Reason: Z8
 - Use notes "COMPLIANCE - DAY 78 ACP PRE-QUAL NPD FALLOUT: ENTERED NP"
 - Select "Office Only"
 - We should only see those at day 76, complete NPD same day
 - Enter through
 - If the 'Action Date for Office Only Telephone Order' windows pops up, select "NPPON"
 - Select "Completed" at the work order check in screen

- If the error “check-in activity code is not in active status” prompts when attempting to complete the order, exit the order, obtain the order number from the WO screen, check it in through the dispatch menu
- Enter your install ID
- If a prior NPD had to be cancelled for missing services, change the start bill date to the date that the original NPD was entered
- 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