CSG - ACP Pre-Qual Day 76 – BRF-25041

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

- PTP = Escalate to the Future Bill bucket
    - COMPLIANCE - DAY 78 ACP PRE-QUAL NPD FALLOUT REPORT: PTP ENTERED FOR XX/XX/XX, NO ACTION

- 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