

## Change Customer Type “Bulk Master” to “Bulk Tenant”

- Compliance cannot enter NPD’s when an account is set with the customer type “Bulk Master”. Review the account and determine if it’s not an actual bulk master.
  - o Bulk master accounts generally have lots of equipment and charged services

To change the customer type, a TMS ticket will need to be made:

1. Select: “Request – Billing Operations Group”
2. Select: “Request – Billing Ops Group”



3. Select the following “Categories”
  - o Category 1: ICOMS
  - o Category 2: Resi Bulk Support – Billing Ops
  - o Category 3: Tenant Ad Hoc Change
4. Enter the following required information
  - o Title
  - o Priority: Medium
  - o ICOMS Site ID
  - o Account Number
  - o Description: “Please update the customer type from Master to Residential”
  - o Video Door Count: 1 (to fulfill the requirement)
  - o Data Door Count: 1 (to fulfill the requirement)
  - o Salesforce ID: 1 (to fulfill the requirement)
  - o Bulk Master Start/Stop Bill Date: Choose today's date

<b>*Category 1 :</b> ICOMS ICOMS	<b>*Category 2 :</b> Resi Bulk Support - Billing Ops Resi Bulk Support - Billing Ops	<b>*Category 3 :</b> Tenant Ad Hoc Change Tenant Ad Hoc Change
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**REQUEST DETAILS :**

<b>*Title :</b> Update Customer Type	<b>*Priority :</b> Medium Medium	<b>Target Date :</b> Date
<b>Legacy Org :</b> -- Select --	<b>CSG SYS/PRIN :</b> [Empty]	<b>ICOMS Site ID :</b> BHN RES - SITE 003
<b>Customer Segment :</b> Select an option...	<b>Account Number :</b> 5059312-01	<b>Customer First Name :</b> [Empty]
<b>Customer Last Name :</b> [Empty]	<b>Release/Version :</b> [Empty]	<b>Required In :</b> -- Select --
<b>BRF :</b> -- Select --	<b>BRF # :</b> [Empty]	<b>Bill Type :</b> -- Select --
<b>Association :</b> [Empty]	<b>Billing Effective Date :</b> Date	<b>Development :</b> [Empty]
<b>HSD Solution :</b> -- Select --	<b>Master Account Number :</b> [Empty]	<b>Property Name :</b> [Empty]
<b>Property Address Line 1 :</b> [Empty]	<b>Property City :</b> [Empty]	<b>Property State :</b> [Empty]
<b>Property Zip :</b> [Empty]	<b>Property Total Units :</b> [Empty]	<b>Install Date :</b> Date
<b>BDS # :</b> [Empty]	<b>Category :</b> [Empty]	<b>Item :</b> [Empty]
<b>Type :</b> [Empty]	<b>Affected Item :</b> [Empty]	

  

**\*Description :**  
 Please update Customer Type from Master to Residential

**BILLING OPS - RESI BULK :**

<b>*Video Door Count Impact :</b> 1
<b>*Data Door Count Impact :</b> 1
<b>*Salesforce ID :</b> 1
<b>*Bulk Master Start/Stop Bill Date :</b> 4/18/2022

Submit
Cancel