



# Memorandum

Date: November 27<sup>th</sup>, 2017

To: CCS Team

From: Training

Re: Work Order Modification Request (Update)

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## Work Order Modification Request

If a technician calls to add a **receiver** or **modify line items related to a receiver**, example, they will like to modify the action required or tech action taken, dispatch cannot assist.

Note: The only scenario that we can assist the technician is adding a receiver if the line item was closed and the technician determined that the IRD is defective.

We can proceed to add an IRD with **Tech Action Taken** as **DOA Swap**. (Note: we will need to enter the access card number of serial number for the defective IRD as Swapped Access/Serial number card).

**In all other scenarios, perform a three-way call with the technician and tech modification at the number 866 237 0700.**

