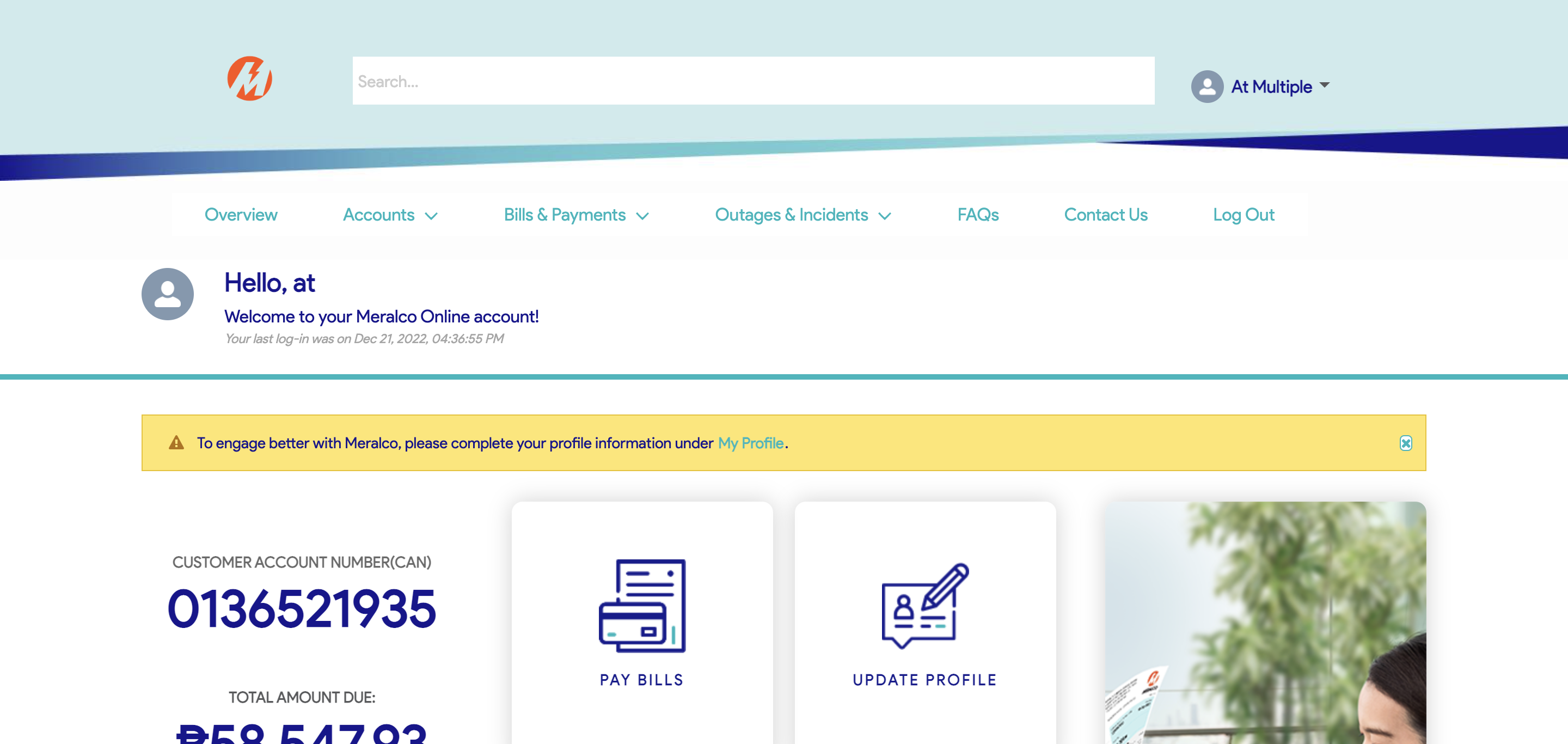
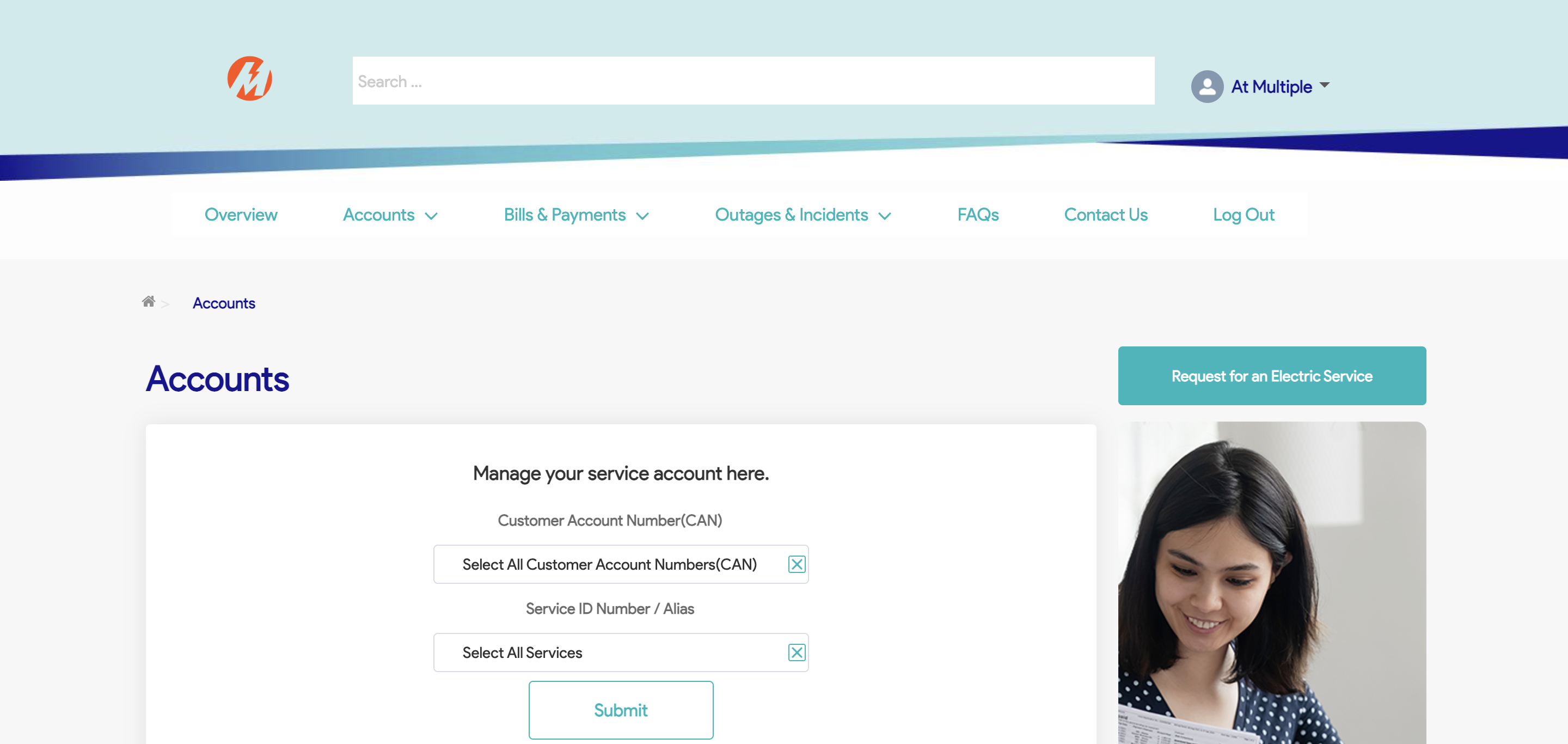
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| TS034 - TC014\_Validation of Service Application Email Notification\_Welcome Message |

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| TC020\_Modification of Service\_Change Service Details |

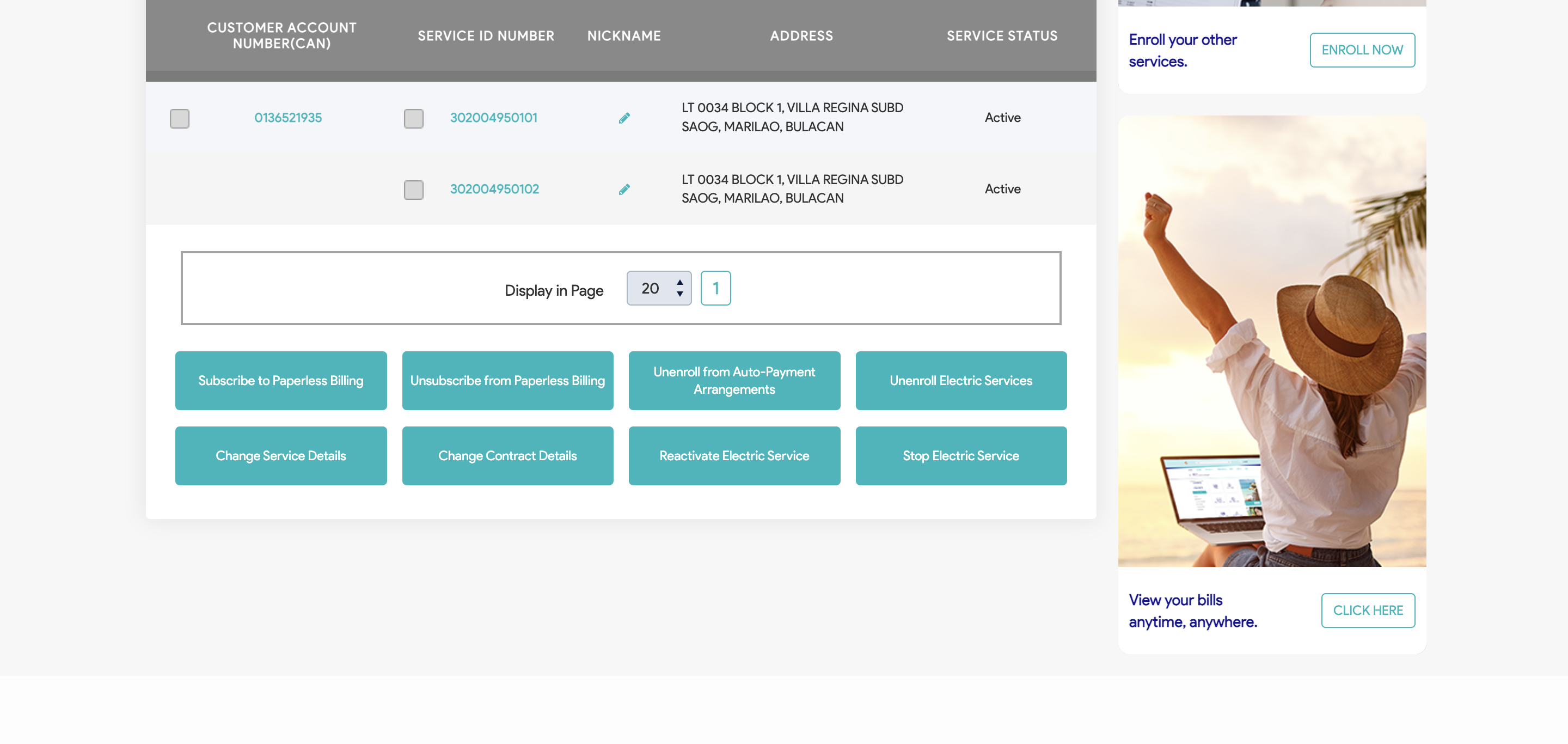
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| Step 1 - Login to Meralco Online |
| User should be logged in to Meralco Online |



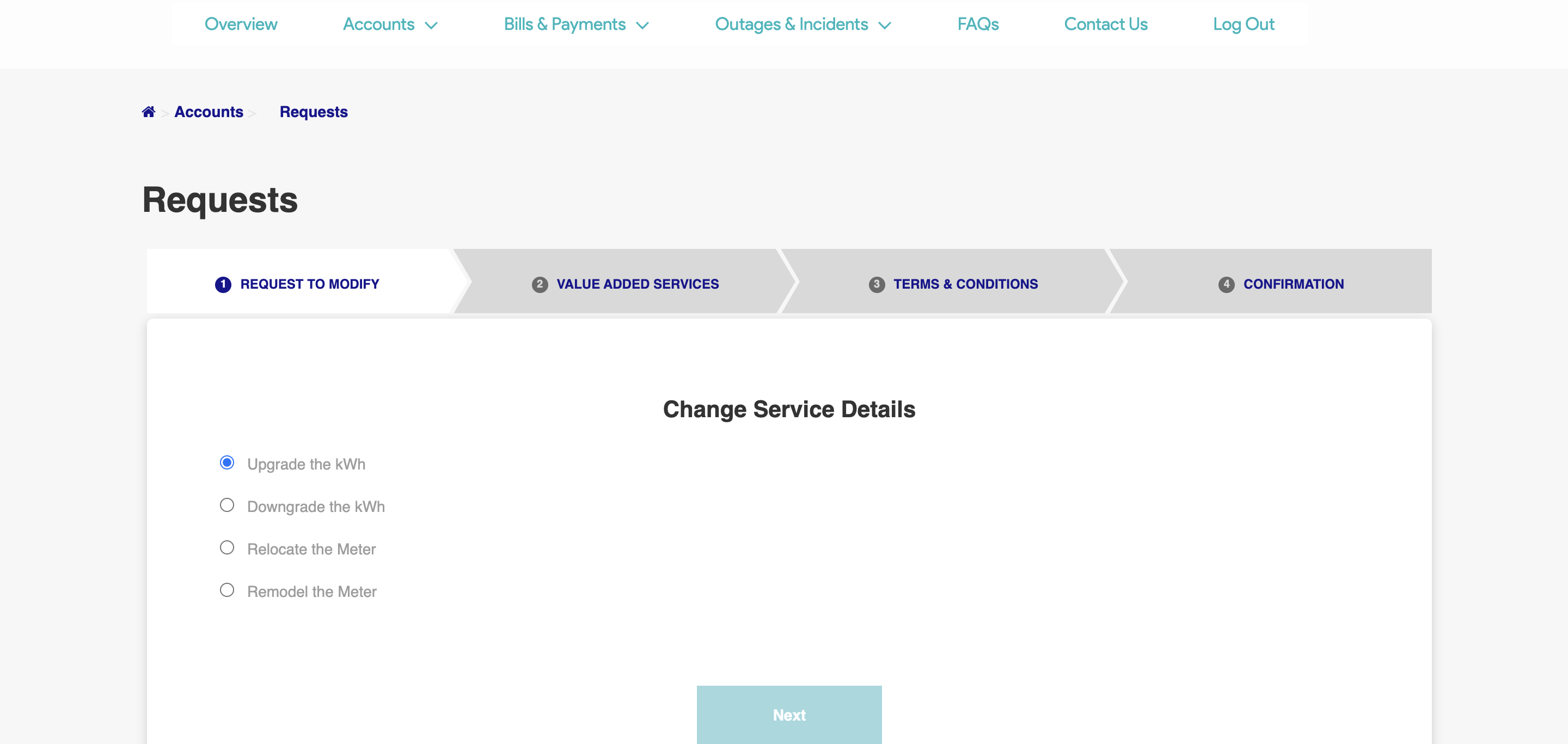
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| Step 2 - Go to Accounts> Manage Accounts |
| Accounts page should be displayed |



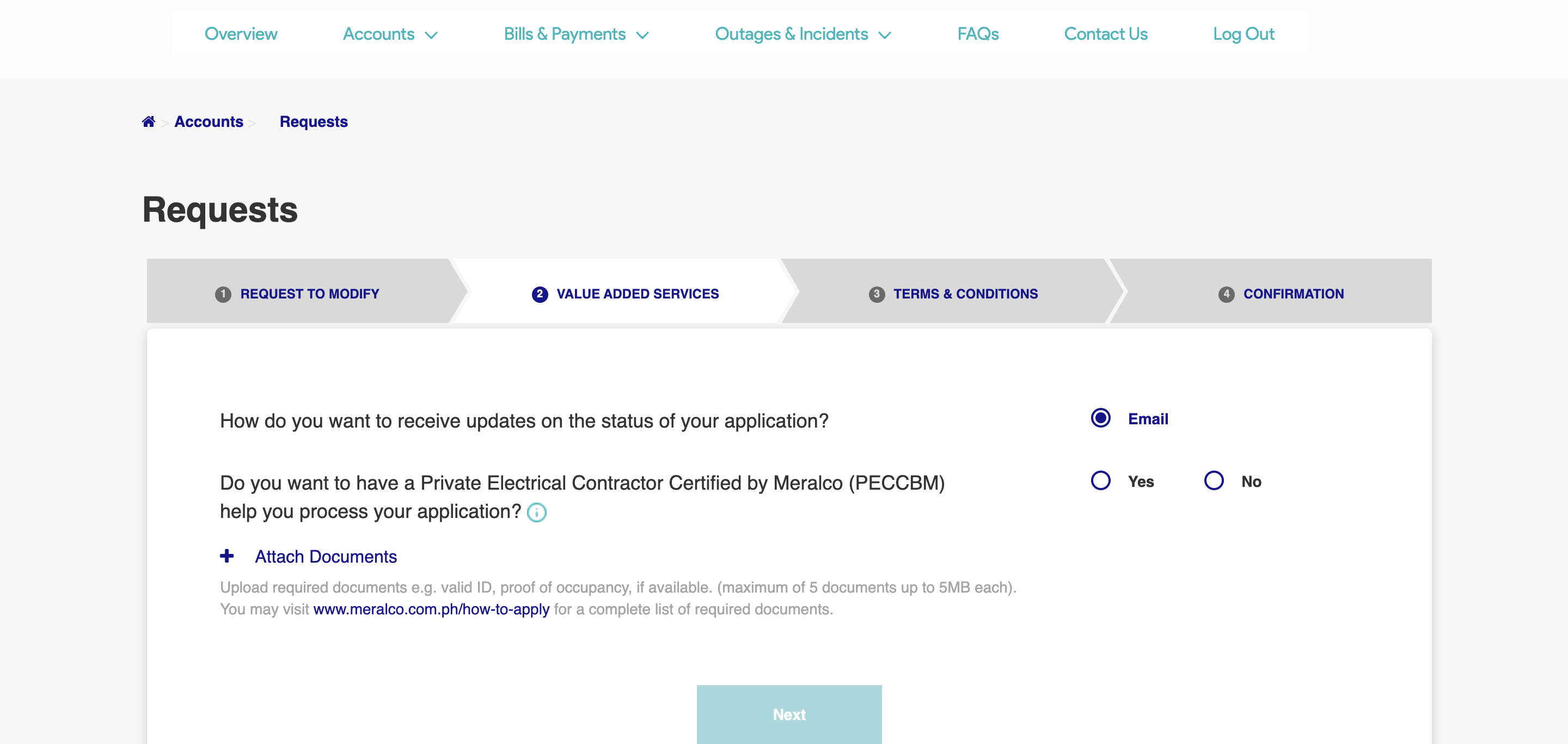
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| Step 3 - Search then Select Account > Click Change Service Details button |
| Request page for Change Service Details should be displayed |



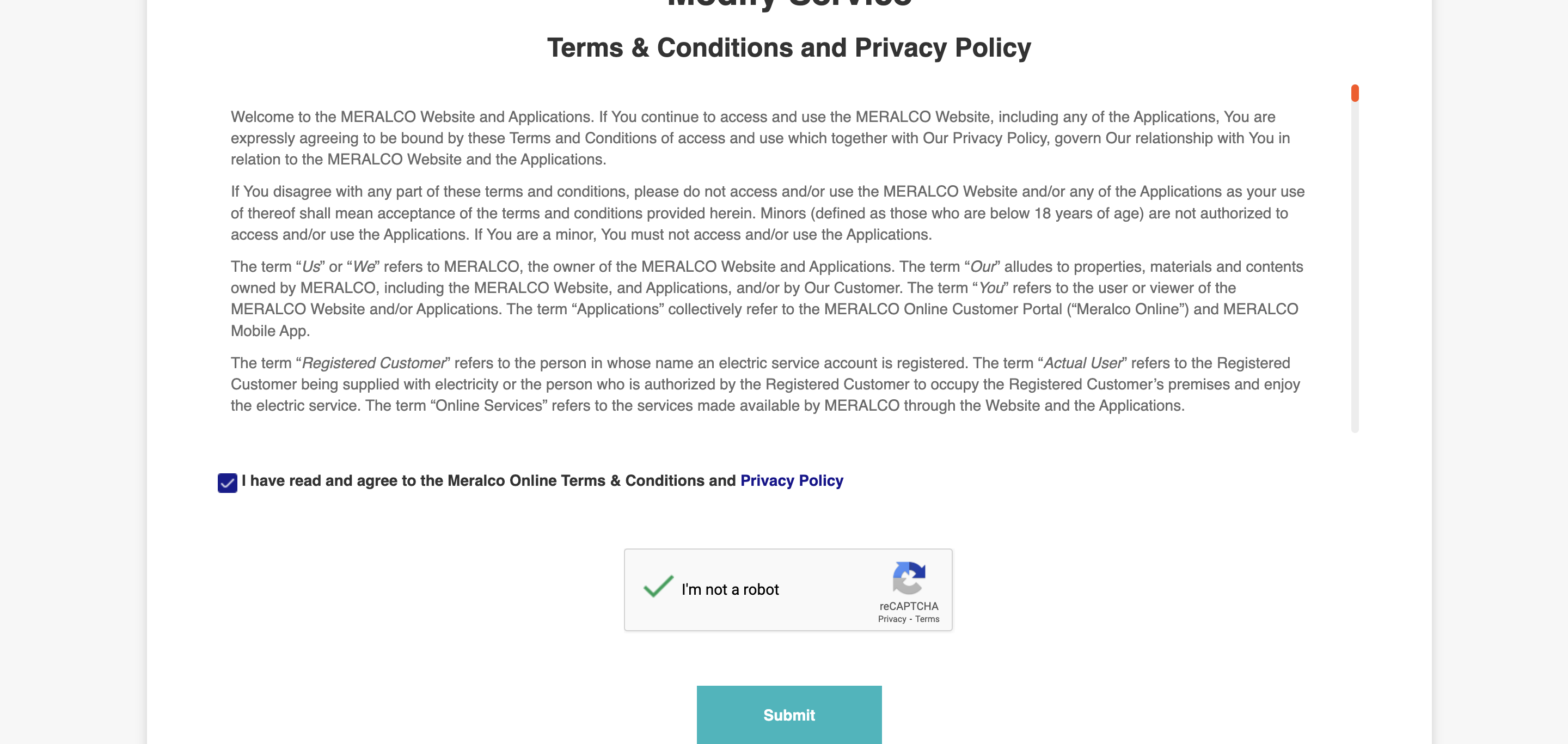
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| Step 4 - Select Change Service Details request options then click Next |
| Value Added Services tab should be displayed |



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| Step 5 - Populate the following: Notification indicator AMC indicator > Attach documents > Click Next |
| Fields should be populated; Terms and Conditions tab should be displayed |



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| Step 6 - Tick on I have read and agree to the Meralco Online Terms & Conditions and consent to the processing of my personal data in accordance with the Privacy Policy |
| Submit button should be enabled |



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| Step 7 - Click Submit |
| Confirmation tab should be displayed. Case # should be generated. |

