

# SAR Flow:\*\*

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## SAR Flow:

- sar will be created and it will be confirmed
- invoice will be generated and the customer will pay
- once paid call center will update security deposit and connection fee paid status to true and the payment reference doc will be attached and will attach the payment docs
- once done it will be transferred to call center with the state 'connection processing' and the gas account will be "ongoing activity"
- transfer to call center will be clicked which will be moved to helpdesk
- helpdesk will assign the meter and technician will fit the meter
- once done etrack will update the state of sar to completed

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technicians\_work\_sheet\_emergency\_call\_form\_view