

SERVICE ORDERS

SERVICE ORDERS automated management of service orders for utility billing, meter reading, and public works maintains basic service order information and creates user-configurable service order forms by type and additional comments. Some of the basic service order functions are:

Service Order Number

Generate unique identification numbers for all service orders in a given year.

Date/Time Recording

Records dates and times related to service orders (date and time created, required and cancelled).

Status Monitoring

Monitor and control the status of each service order: active, completed, held, reopened or cancelled. Maintains fee status of charge, none, and waived.

Personnel Tracking

Specify personnel authorized to approve service orders, those that can be assigned a service order, operators that can enter and modify service orders, and requestor types. Using this data, **SERVICE ORDERS** enables recording by whom each order was originated, to whom it was assigned, by whom it was last modified, and by whom it was approved. Record information regarding the requestor of service by type, name and address.

Service Type

Select a service order type to display the proper pre-sent format and fee amount. Service order types appear as a pick list.

Unlimited Comments

Unlimited free-form text comment section may be used to record any additional information/instructions related to the service order.

Customizes Service Order Form

Specify order form for each type of service ensuring uniformity of data entry. Specify fee amounts (if any) for selected service types.

Integrated with UTILITY BILLING

Relate each service order to a specific account in **UTILITY BILLING** by selecting the appropriate utility billing account number from a pick list. **SERVICE ORDERS** links the service order to that account, then displays the service address, customer name and address, and selected meter information. When an account is accessed from within **UTILITY BILLING**, all service orders for that account, regardless of status, may be accessed directly without having to access **SERVICE ORDERS**.

REPORTS

- Service Orders with Requestor Information
- Multiple Full Page Service Orders
- Microsoft Excel Graph of Numbers of Service Orders by Type
- Service Orders with UB Information
- Service Order Listings by Creation Date, Required By Date, Completed Date and Not Yet Printed
- Service Orders by Man Hole ID

SERVICE ORDERS provides for the review and reprinting of reports. Reports can be printed to the screen for preview, directly to a printer, or to a file or email.

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