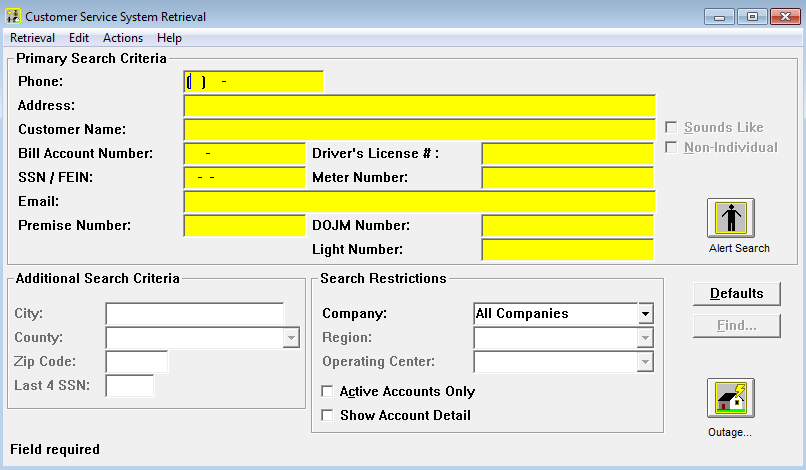
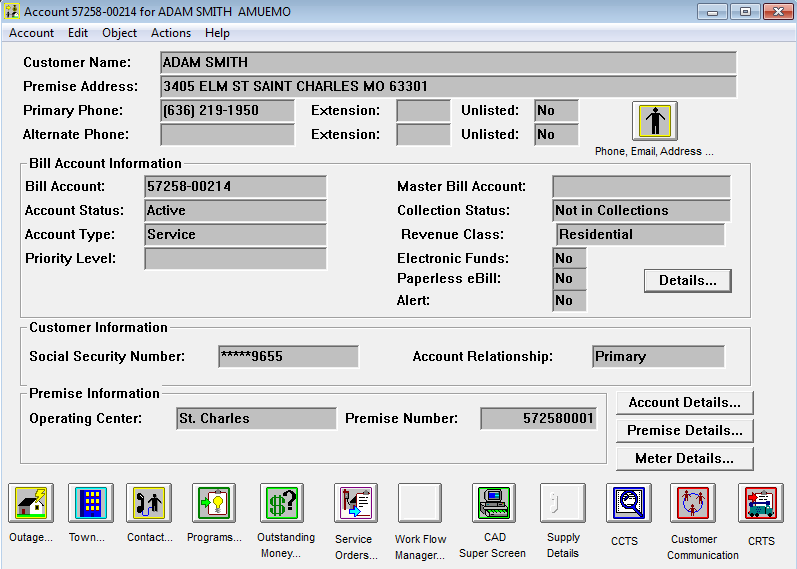
DISCONNECT PROCESS IN CSS

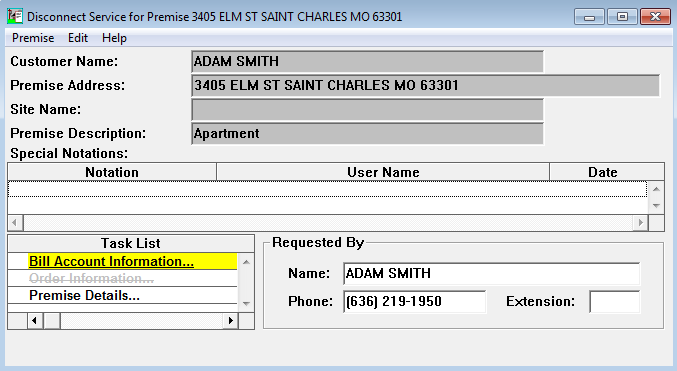
Retrieval



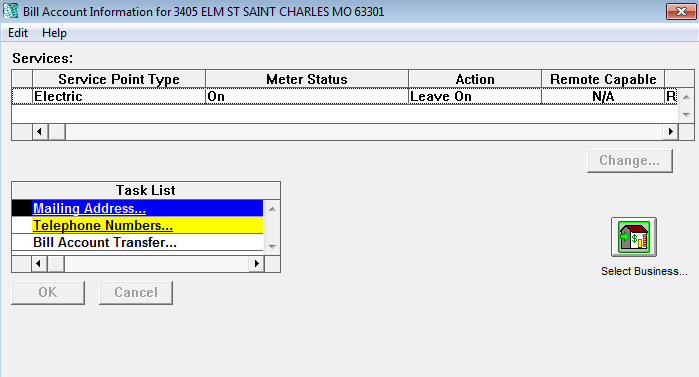


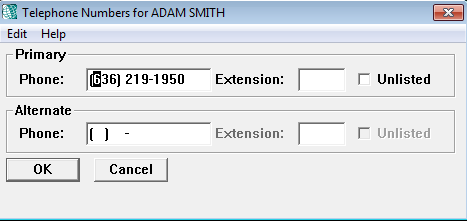
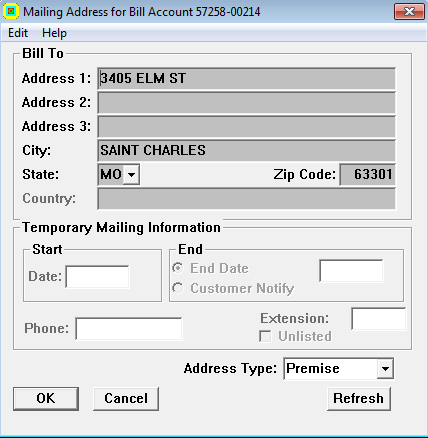
Actions-Account Actions-Service Orders-Issue Disconnect

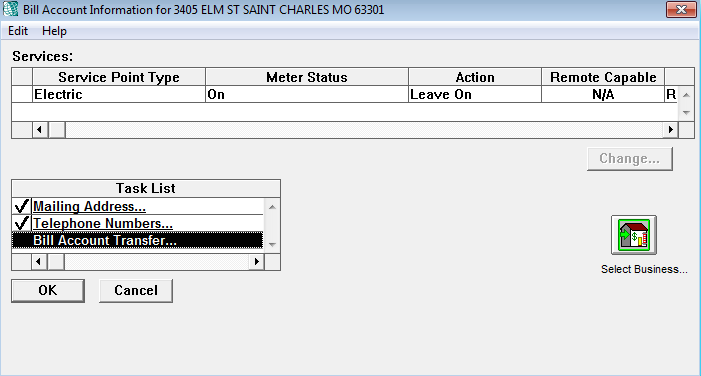
First Task List

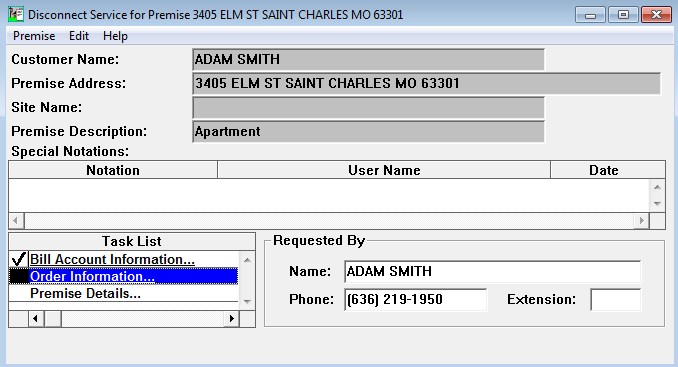


Select Bill Account Information and Second Task List Opens

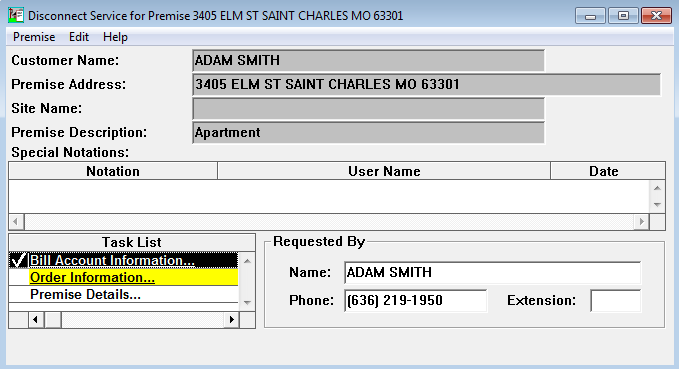


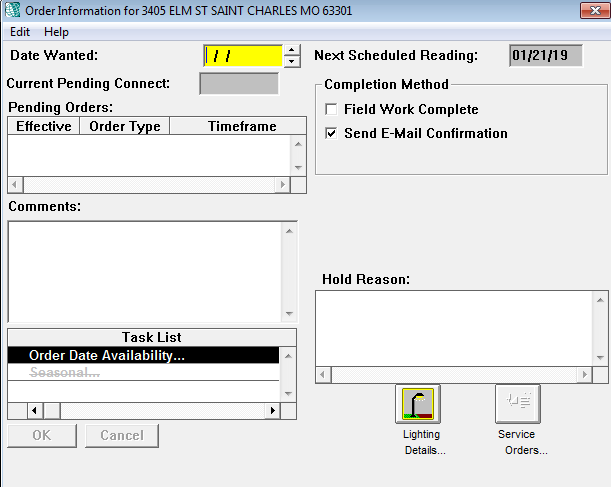




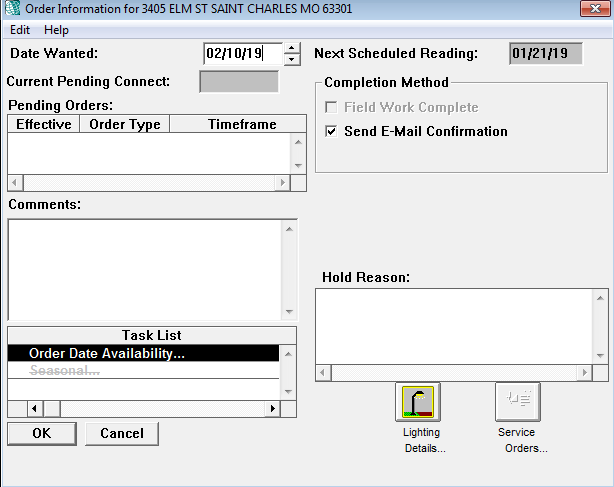


Upon completion of the Bill Account Information item in the task list, you are taken back to the first task list and now Order Information is required.

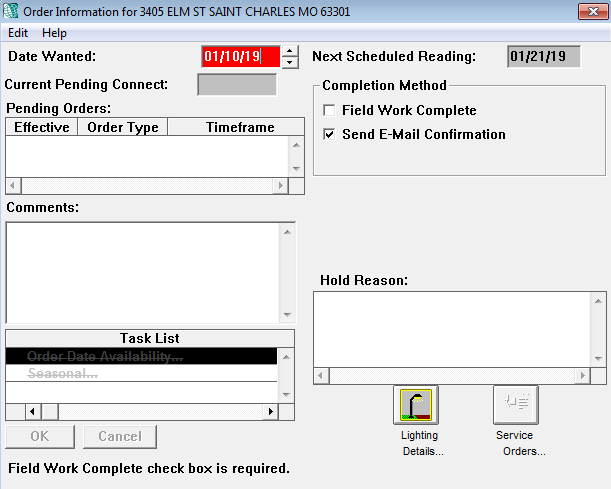


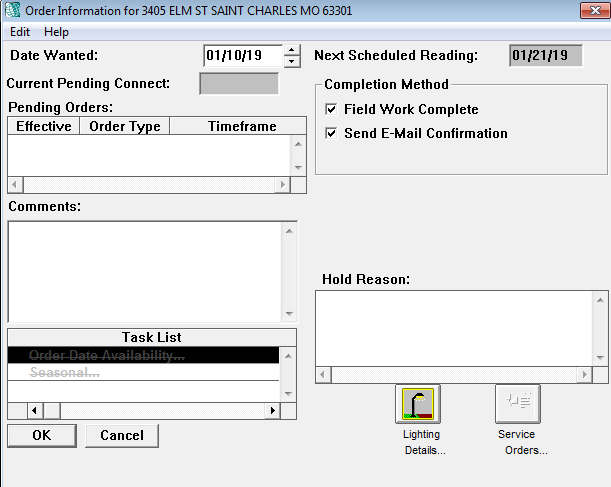


Enter a future date and Field Work Complete checkbox is disabled.

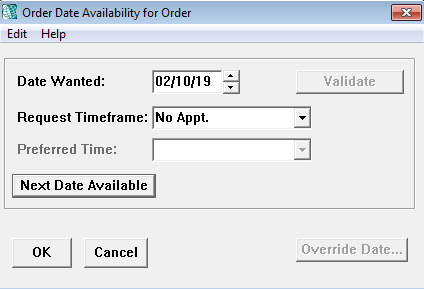


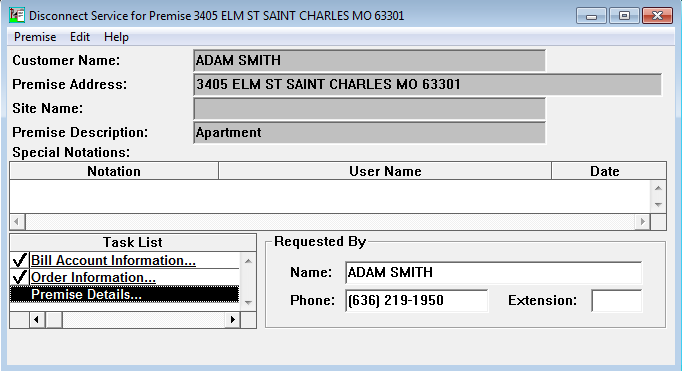
Enter a date in the past and the Field Work Complete checkbox remains enabled. The date field turns red until the checkbox is completed.

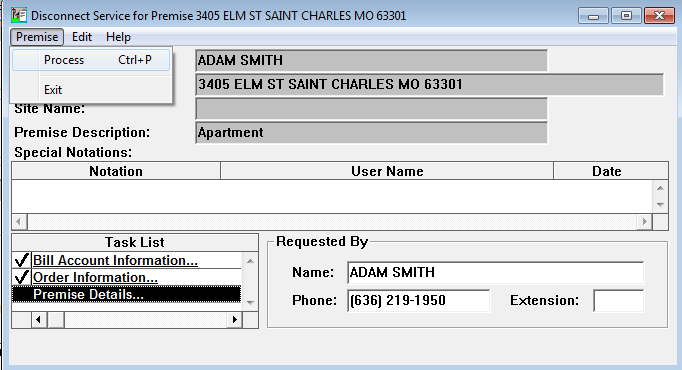


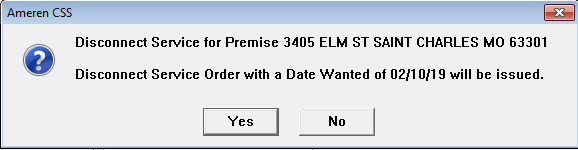


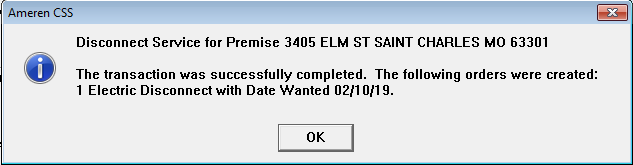
If the service is on, then Order Date Availability (ODA) is not needed.

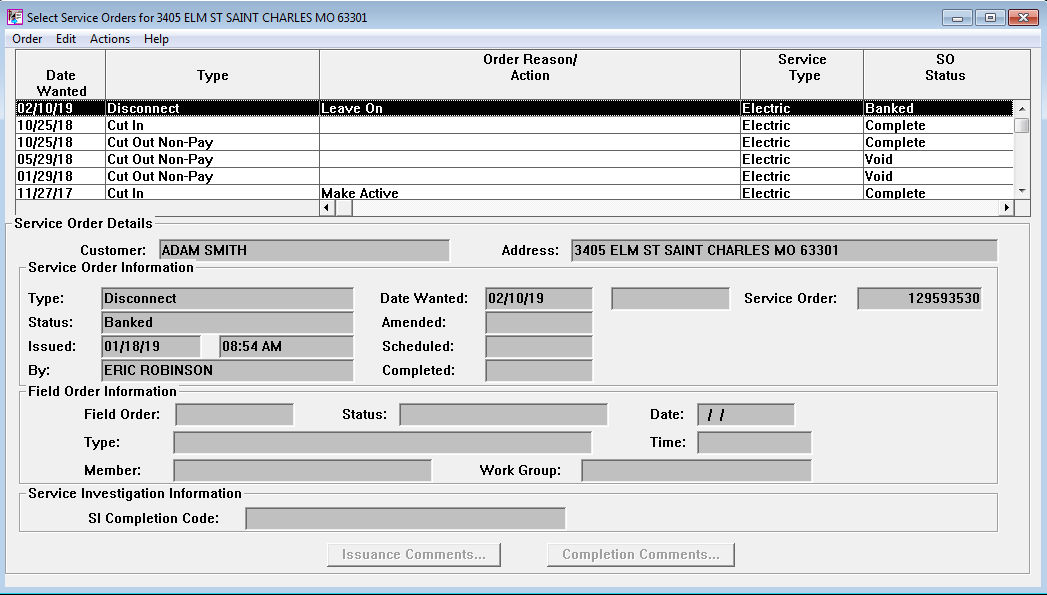






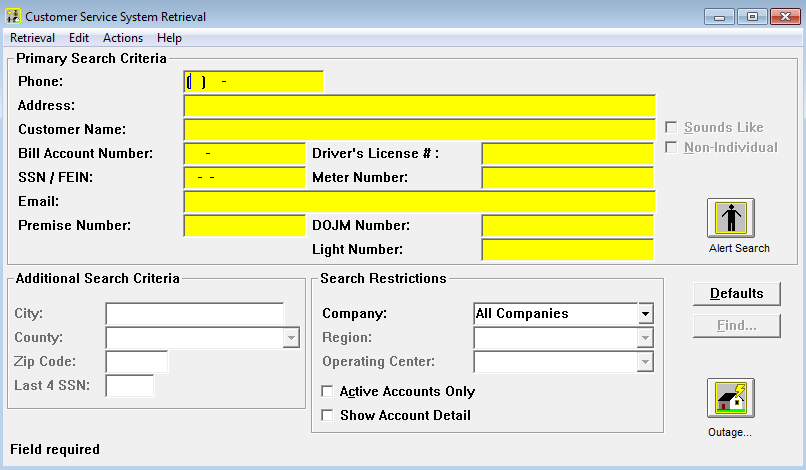


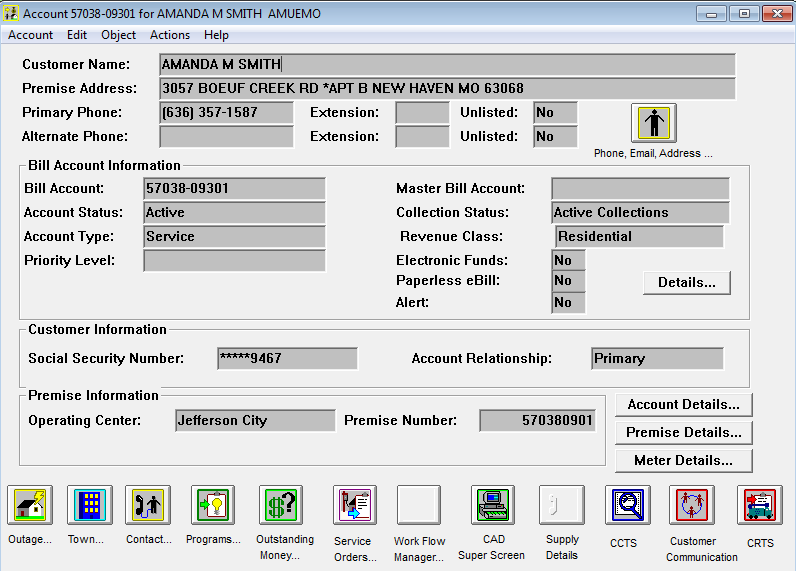




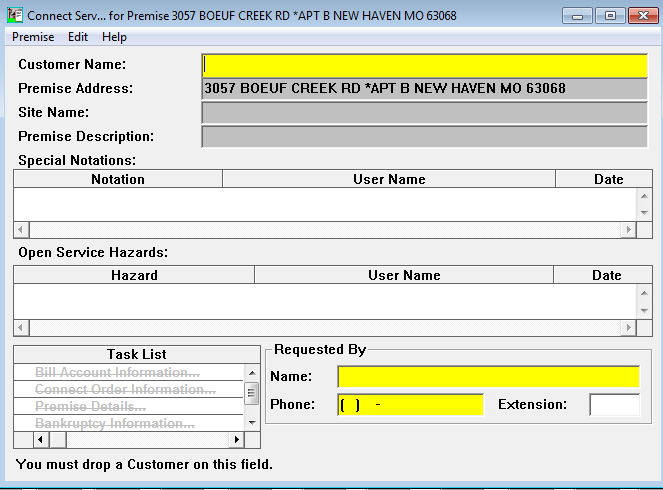
CONNECT PROCESS IN CSS

Retrieval

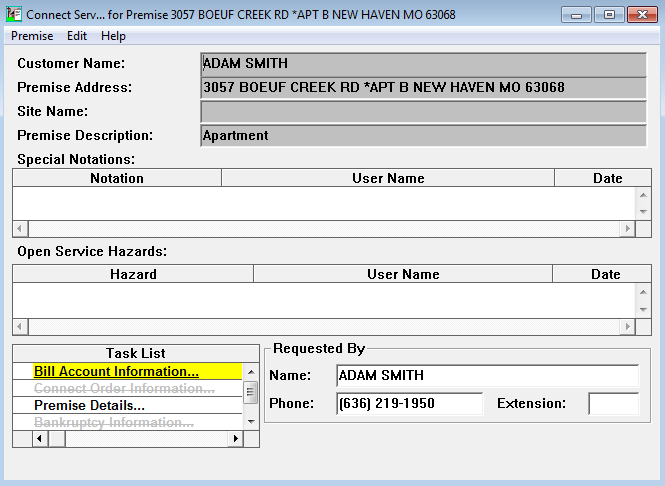




Actions-Premise Actions-Service Orders-Issue Connect

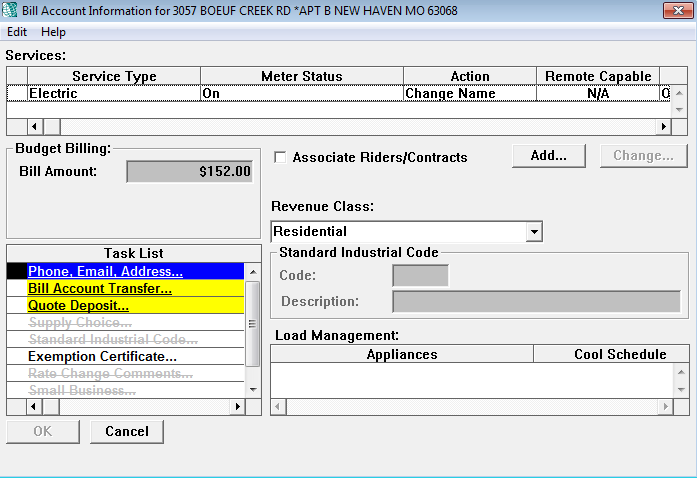


Drag and Drop (parachute) customer into new connect.

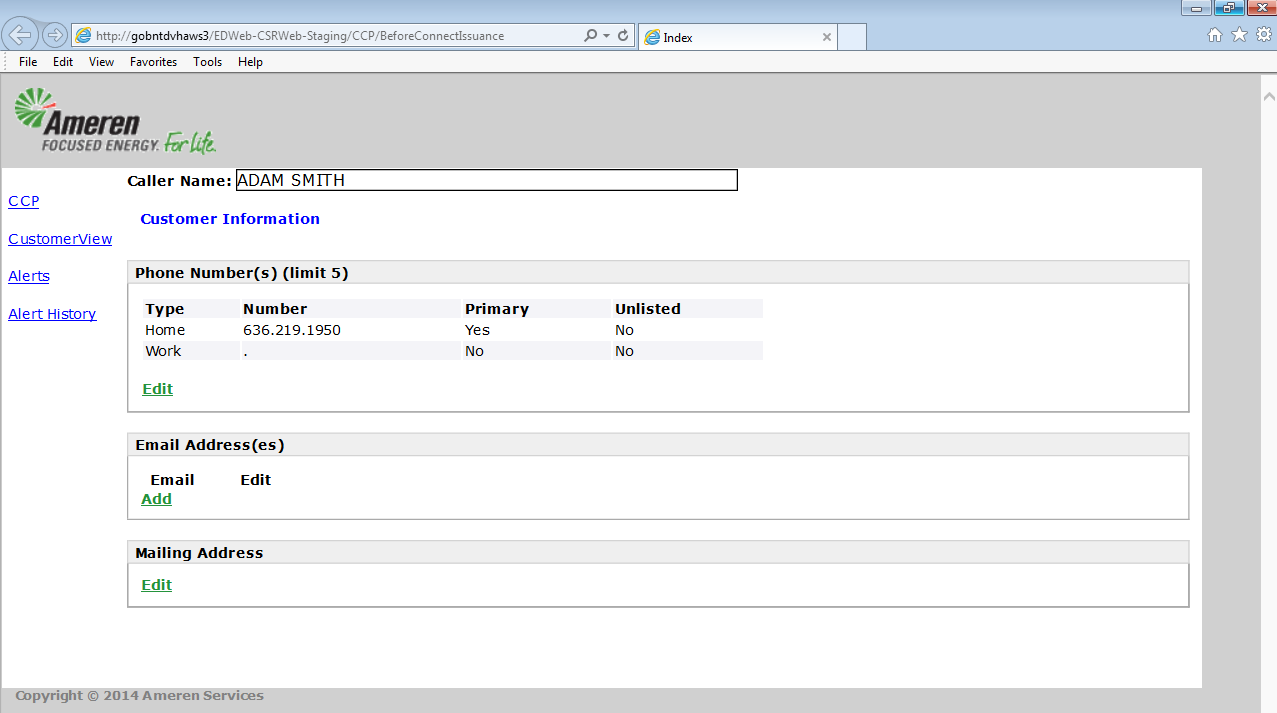


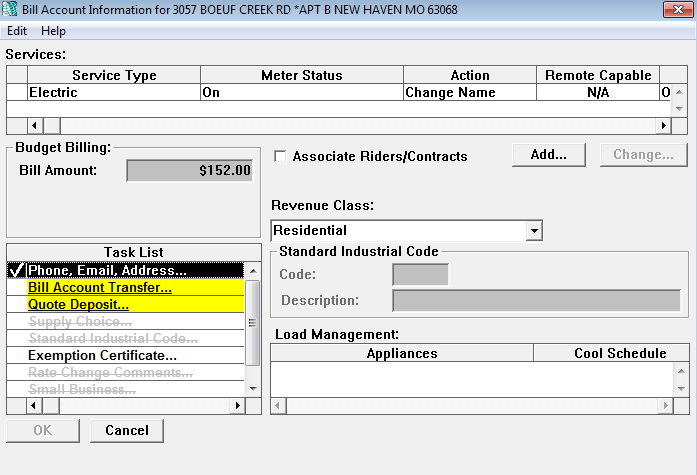
Bill Account Information is enabled in the Task List.

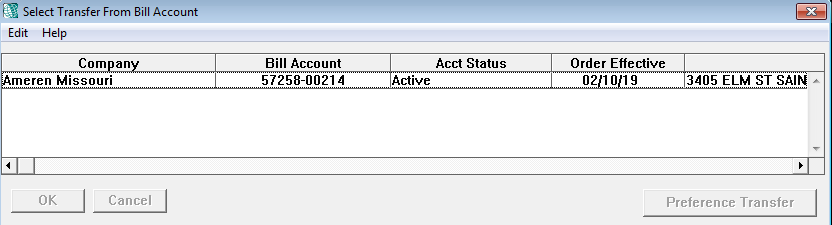
Second Task List opens.

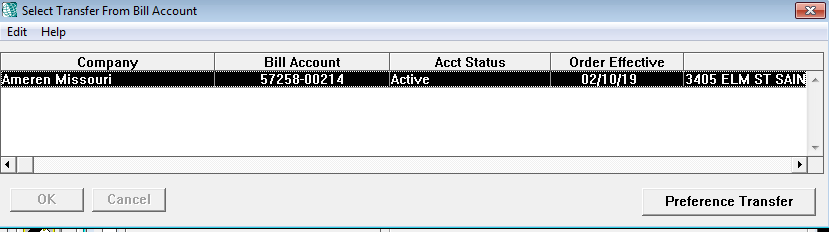


This is the window that is opened and closed and no changes are made here because this is information at the customer level.









Preference Transfer Window

