

Service Orders

FundView Service Orders provides integrated tools to manage tasks such as new connections, meter exchanges, customer transfers, disconnects, re-reads and reconnections. Service Orders are fully-integrated with the Utility Billing module and allow for real-time access in the field using a web-enabled smart device (tablet).

FundView Service Orders is a web-based solution that manages all service-related tasks associated with the Utility Billing solution. The orders are populated with required information such as service address, meter location, meter number, previous read, safety alerts and instructions. Accessing the Service Orders in the field with a web-connected smart device allows for real-time updates to the Utility Billing system and faster response times for the customer and the service team members.

FEATURES & BENEFITS

- Filter-driven task console
- Loads relevant data from Utility Billing
- Default task assignment and prioritization
- Completion of orders drives updates in Utility Billing
- Service order with multiple tasks (turn on primary/disconnect sprinkler meter)
- Real-time field access to orders with web-enabled smart device

The screenshot displays the FundView Service Orders console. At the top, there's a navigation bar with the FundView logo, 'Service Orders' title, and user options like Portal Login, Help Documents, Support, Logout, and Hi, Brian. A sidebar on the left contains menu items: MANAGE, PROCESSES, REPORTS, and SETUP, each with sub-items. The main content area is titled 'Service Order Console' and features a '+ Add Service Order' button. Below this are several filter dropdowns: Order Description, Task, Assigned To, Task Status, Priority, Scheduled Date Start/End, and Completed Date Start/End. A 'Tasks' section follows, containing a table with the following data:

Order #	Account #	Order	Action	Service Address	Scheduled Date	Completed Date	Edit
01220	15-00021	New Connect	Connect	500 Brookshire	08/27/2015	08/27/2015	[Edit]
05468	15-00020	Re-Read	Re-Read	526 Brookshire	09/07/2015		[Edit]
01152	15-00019	Move In/Out	Occupant Change	1100 Flint	09/07/2015		[Edit]
06672	15-00018	New Connect	Connect	498 Indiana	09/11/2015		[Edit]
01564	15-00017	Meter Swap	Exchange Meter	126 Quaker	10/02/2015		[Edit]
03414	15-00016	Turn Off	Disconnect	110 Quince	09/03/2015		[Edit]
09002	15-00015	Check Tampering	Inspect Meter	489 Sonoma	09/04/2015		[Edit]
05124	15-00014	Re-Read	Re-Read	256 University	08/25/2015	08/25/2015	[Edit]
03123	15-00013	Out-Off	Shut off Meter	125 Zenhur	09/01/2015		[Edit]

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