# Service Bundle/Online Order Setup

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Service bundles are predefined groups of services tailored to specific geographic regions, ensuring customers see only the options available to their location. These bundles streamline the selection process and enhance user experience. Service bundles are available in three locations: online ordering, quick order and the active services menu, providing flexibility and convenience across different access points.



# **Required Setup**

## **Service Region Setup**

#### Pathway: Setup > Services > Service Region

Service bundles are linked to specific service regions, which define the geographic boundaries where services are available. Establishment of these regions ensures that service bundles are displayed for availability only when they align with the address provided.

### **Create a Service Region**

In Service Region Setup, once a service region is added and saved, it appears on the Service Region Setup screen with a mapping icon. The icon is red if the service region has not been mapped and green if it has. Service regions configured here are used for selection and assignment in the Service Bundle setup screens. Review the Service Region Setup documentation for additional setup information.

**Note:** For online and quick orders, once a service contract is submitted, the default sales representative for the region is automatically assigned. The contract will then appear under their Quotes and Contracts list

#### on the Recent Activity home screen.

SERVICE R	REGION SET	<b>'UP</b>						
Ð	DIVISION	ALL	~					
ID 🕇		NAME	DIVISION	REQUIRE SURCHARGE GROUP	DEFAULT SURCHARGE GROUP	GL SEGMENT	DEFAULT BUNDLE ORDER SALES REP	PARENT SERVICE REGION
1001		WOODCREEK	DAYTON	Yes	Fuel Surcharge - Residential	SVCD1001	House Account - House Account (	
1002		PARKSIDE AT KW GLEN	DAYTON	No	Fuel Surcharge - Residential	SVCD1002	House Account - House Account (	
1003		ATASCA WOODS	DAYTON	No	Fuel Surcharge - Residential	SVCD1003	House Account - House Account (	
1004		ATASCOCITA NORTH	DAYTON	No	Fuel Surcharge - Residential	SVCD1004	House Account - House Account (	
1005		KINGS LAKE ESTATES	DAYTON	No	Fuel Surcharge - Residential	SVCD1005	House Account - House Account (	
1006		HUMBLE - NEW CANEY	DAYTON	No		12345678901234567	House Account - House Account (	
1007		ATASCA OAKS	DAYTON	No		SVCD1007	House Account - House Account (	
1008		OAKS OF ATASCOCITA	DAYTON	No		SVCD1008	House Account - House Account (	
1009		STILLWATER HOA	DAYTON	No	Fuel Surcharge - Residential	SVCD1009	House Account - House Account (	
1010		KINGWOOD GREENS	DAYTON	No	Fuel Surcharge - Residential	SVCD1010	House Account - House Account (	
1011		LIBERTY COUNTRY C	DAYTON	No		SVCD1011	House Account - House Account (	
1012		THE COMMONS	DAYTON	No	Fuel Surcharge - Residential	SVCD1012	House Account - House Account (	
1013		PINEY WOODS	DAYTON	No		SVCD1013	House Account - House Account (	
1014		ENCLAVE AT OLDE O	DAYTON	No		SVCD1014	House Account - House Account (	
15		15	DAYTON	No			House Account - House Account (	
BUNN		Bunn NC	QAWASTE	Yes				
CORPUS		CORPUS OPEN MAR	CORPUS	No	Fuel Surcharge - Commercial	SVCDCORPUS	House Account - House Account (	
DAYTON		DAYTON OPEN MAR	DAYTON	No	Fuel Surcharge - Residential	SVCDDAYTON	House Account - House Account (	

#### Map Area

Service region mapping is critical to service bundle setup as it determines which bundles are available for a given address. If an entered address falls within the defined perimeter of a service region, only the service bundles associated with that region will be displayed as available. This ensures accurate service availability and prevents the display of options outside the specified geographic boundaries.

#### To create:

In the Service Region Setup screen, click the map icon to open the map. Then, select the Perimeter icon at the top of the map screen to draw a perimeter around the service area. Click Save when finished. **Note:** This feature allows multiple perimeter groupings within a region.



# Service Bundle Setup

### **Pathway:** Setup > Services > Bundle

Before proceeding, verify that the necessary Service Region setup covered in the section above is complete. Bundles are what will display for selection in Online Orders, Quick Orders and the Service Menu based on regional location.

## Add Bundle

Create a bundle for each Line of Business and Service Region a service bundle is available. Service bundles are specific to the selected service region and can only have one service region linked to it.



### **Field Descriptions**

Field and Application for Use	Description
The following fields display wh	en first adding a bundle.
Name	Enter the name of the bundle that will be available to the service region.
Active	Controls the availability of the service region in other screens. If inactive, the background color for the row will display in red.

Bundle Availability	<ul> <li>Displays check box options for where the bundle is specifically available for user.</li> <li>Online Order <ul> <li>Select this box to make the service bundle available online, allowing customers to choose it based on their location.</li> </ul> </li> <li>Quick Order <ul> <li>Select this box to make the service bundle accessible in the "Quick Add Account &amp; Bundle" section of the Accounts module.</li> </ul> </li> <li>Add Service <ul> <li>Select this box to make the service bundle available for selection when adding a service on the Customer Service screen.</li> </ul> </li> </ul>
<b>Document Format</b> Online Order, Quick Order	Links a service contract to the service bundle. When a service is ordered, a contract is created. Selecting the document format here will auto- populate the Document Format field in the contract.
<b>Document Type</b> Online Order, Quick Order	Identifies the specific document type used for the service. Settings in Document Type Setup control the approval and pre-authorization process for contracts and influence the workflow for contracts generated from online or quick orders in the sales process. <b>Note:</b> If the Document Type is set to require pre-authorization, the contract will display in the Sales Management screen under the Pre- Authorization Pending column.
Order Source	Streamlines source tracking for new accounts created through online or
Online Order, Quick Order	quick orders.
Quick Order - Max Backdated Quick Order	Setting that places a limit on how far back a quick order's start date can be backdated.
<b>Forced Future Start Date</b> Online Order, Quick Order	This setting ensures that all new sign-ups within a designated area, such as those under a municipal contract, are assigned a specific start date. This prevents immediate service activation and aligns all customers with the predetermined schedule. The start date here overrides any customer selected start dates.
<b>Content Image</b> Online Order, Quick Order	Option to upload an image that will display for customers. Images my help customers better identify the service bundle from another if the service region includes more than one bundle option.
Completion Message Online Order	Message that displays for the customer after they have placed an online or quick order.
<b>Summary</b> Online Order	Add a summary describing the service to enhance the customer experience by helping them select the service bundle that best fits their needs. Important: • Copy and paste this code at the bottom of the summary to only display the summary: • {?ServiceSummary} • Copy and paste this code at the bottom of the summary to display the summary and any service charges it includes: • {?ServiceSummary}{?ServiceChargeSummary}

<b>Require Prepayment</b>	Optional setting that will require customers to pay for their services
Online Order, Quick Order	before servicing can start.
Require Auto Pay Enrollment	Optional setting that forces customers to enroll in auto pay.
	NOTE: Verify your system setup includes auto pay before enabling
Online Order	this setting. Auto Pay setup can be reviewed here: Auto Pay Setup
Account Class	Default setting that will auto-assign an account class to an account that
Online Order, Quick Order	is created from an online order, or quick order.
Bill Group	Default setting that will auto-assign a bill group to an account that is
Online Order, Quick Order	created from an online order, or quick order.
Terms	Default setting that will auto-assign a term to an account that is created
Online Order, Quick Order	from an online order, or quick order.

## Add Bundle Service

After creating a bundle, select its row in the upper grid to add included service offerings and applicable charges from the lower grid.

BUNDLE S	ETUP										
Ð											
ID	NAME	ACTIVE	ONLINE ORDER	QUICK ORDER	ADD SERVICE MENU	DIVISION	SERVICE REGION	PROPOSAL FORMAT	PROPOSAL FORMTYPE	COLLECT PAYMENT NOTIFICATION TEMPLATE	REQUIRE PAYMENT FOR ONLINE ORDER
1000	FCC test onli	Active	<b>O</b>	0		HOUSTON	HOUSTON OP	Test Service C	A-New Custo	Order Form	To Current
1001	Resi Bundle	Active	ADD BUNDLE S	ERVICE					4	? 🕺 r Form	Thru Next
1002	QA RESI BU	Active	QTY EC	QUIPMENT		SERVICE CODE	FREQUENCY	PER UNIT	SVC FEES	ct Pay	Thru Next
1003	QA RESI BU	Inactive		lhoose one	• 😒		* ©	- ©		ct Pay	None
1004	STILLWATER	Active									None
1005	QA RESI 2 B	Active	DISPLAY DEFAULT	CHARGES No	,	Ŧ				ct Pay	None
1006	Houston Res	Active	NOTE							r Form	None
0			SERVICE CHARGES		RA	ге иом	NO CHARGE MINIMUM TYPE QTY SAVE	MINIMUM	OVER MAX OVER M. WEIGHT WEIGHT RA	AX	
ID	BUNDLE			QUANTITY	SERVIC	E	FREQUENCY	FREQUENCY TY	PE	RATE	

- 1. Select the bundle from the top of the screen to add the services it includes in the lower portion of the screen.
- 2. Click the green "add" icon to open the Add Bundle Service.
- 3. Enter the details of the service that is being added to the bundle.
  - Add applicable charge codes to the service by selecting the green 'Add' icon that is display above the Service Charges section.
- 4. Online Order Important Note: A Summary is required for the service bundle to display.
- 5. Click Save when all details have been filled out and the service will be added to the bundle.
- 6. Continue this process until all services have been added to the bundle.

### Considerations

Although these settings are not critical to service bundle functionality, they may enhance the customer

experience.

#### **Display Bundles in Specific Order**

The system arranges service bundles based on their ID, displaying the lowest ID first. To control the display order, such as sorting by bin size in ascending or descending order, manually enter the service bundles in the desired sequence.

BUNDLE	SETUP								
Ð									
ID	NAME	ACTIVE	ONLINE ORDER	QUICK ORDER	ADD SERVIC MENU	E DIVISIO	N	SERVICE REGION	
1000	10 yard Dumpster	Active	0	0	0			HOUSTON OPE	N M
1001	20 yard Dumpster	Active	0	0	0	CORPU	S	CORPUS OPEN	MAR
1002	30 yard Dumpster	Active	0	0	0	QAWA	STE	QA Waste OPEI	N M
1003	s vard Dumpster 5								
1004	STILLV ATER HOA								
1005	Houston Resident			10 yard D	umpster			SELECT THIS SERVICE	
1006	Houston Roll Off		HINT	Recurring Ser	vices and fees				
1007	Houston Commer			Quantity	Service	Frequency	Service Days		
				1	10 Yard Trash Service	on call	IRD		
		_							
				20 yard D	umpster			SELECT THIS SERVICE	
				Recurring Ser	vices and fees				L P
				Quantity	Service	Frequency	Service Days		
				1	20 Yard Trash Service	on call	TBD		
				30 yard D	umpster			SELECT THIS SERVICE	
		THEFT		Recurring Ser	vices and fees				
				Quantity	Service	Frequency	Service Days		
				1	30 Yard Trash Service	on call	TBD		

# **Optional Setup**

While not required, the following setup enhances the online experience by grouping services and providing additional details for each offering.

## **System Options Setup**

#### **Pathway:** Setup > System > System Options > Online Order [tab]

In the Online Order tab of the System Options Setup screen, the 'Group Bundles By LOB' setting organizes services by line of business, improving navigation for customers during the online order process. This setting is necessary for configurations set at the line of business level to operate correctly.



## **Line of Business Setup**

### Pathway: Setup > Services > Line of Business

The line of business setup determines how the service appears on the first screen after a customer enters their address, including its description and associated image. While not required for the online order feature to function, this setup helps communicate key service details to the customer.

UPDATE LINI	OF BUSINESS				2 😒
LOB ID	FEL				
NAME	Commercial			ACTIVE Yes 👻	
Settings	Mobile	Optimization	Self-Service Ordering	Productivity and Profitability	
<u>SUMMARY</u>					PREVIEW
SUMMARY IN	AGE	View	•		
CONTENT					PREVIEW
CONTENT IM	AGE	Select Image			BROWSE

# Self-Service Ordering (tab)

#### Summary and Summary Image

The Summary and Summary Image options in the Self-Service Ordering tab control what is displayed on the first screen the customer sees after they have entered their address in the available services search.



The Content option in the Self-Service Ordering tab allows for the configuration of more detailed information about the services that are offered. Information entered here will display above the service bundle after the customer has selected a line of business from the first screen.

			UPDATE LINE OF BU	SINESS				
			LOB ID RESI					
			NAME Reside	ntial		ACTIVE Yes	Ψ	
kesideni	tial Trash and F	Recycling	Settings M	lobile Optimizati	on Self-Service Ordering	Productivity and Profitability		
			SUMMARY		UPDATE CONTENT			<b>8</b> 0 V
			SUMMARY IMAGE	View	Content			
)ur Residen	tial Pickup Services	Offer:	CONTENT		+ B I U + O Her	Ma • ▲ • ▲ • ♥ 표 • 01 3	]] [] +   −       []    m m	~
			CONTENT IMAGE	Select Image.	Residential Tras	sh and Recycling		
<ul> <li>Weekl</li> </ul>	y trash pickup				Our Residential Picku	up Services Offer:		
					Weekly trash pickup     Bi-weekly recycling pickup     Extra pickups with a flat rate of \$2	25		
• Bi-wee	ekly recycling picl	kup			Our routes run Monday-Saturday with	h earliest pickup at 6am.		- 1
• Extra r	pickups with a fla	t rate of \$25						
)ur routes	s run Monday-Sat	urday with ea	arliest pio	ckup at 6	am.			
Dur routes	s run Monday-Sat Subscription Servi	urday with ea ce programs, we pro	arliest pic	self	am. CT THIS SERVICE			
Our routes	s run Monday-Sat Subscription Servi residential subscription side trash pickup servica iner to hold trash until i	urday with ea ce programs, we pro a. We offer a rang t's collected.	arliest pic	SELE val homes w options and	am. CT THIS SERVICE ith regular, an appropriate			
Our routes	s run Monday-Sat Subscription Servi residential subscription side trash pickup service iner to hold trash until i	urday with ea ce programs, we pro 2. We offer a rang t's collected.	arliest pic	SELE Ual homes w options and	am. CT THIS SERVICE ith regular, an appropriate			
Cur routes	s run Monday-Sat Subscription Servi residential subscription side trash pickup service iner to hold trash until i vices and fees Service	ce programs, we pro 2. We offer a rang t's collected. Frequency	ovide individ ovide individ e of service	self self ual homes w options and	am. CT THIS SERVICE ith regular, an appropriate			
Cur routes	s run Monday-Sat Subscription Servi residential subscription side trash pickup servica iner to hold trash until i vices and fees Service 96 Gal Trash - Comm	ce programs, we programs, we programs, we offer a rang t's collected. Frequency 1x per week	ovide individ e of service Service Dr TBD	self self ual homes w options and	am. CT THIS SERVICE ith regular, an appropriate \$ 195.00			
Contraction of the second seco	s run Monday-Sat Subscription Servi residential subscription side trash pickup servica iner to hold trash until i vices and fees Service 96 Gal Trash - Comm 96 Gal Recycle - Comm	ce programs, we programs, we programs, we offer a ranget's collected. Frequency 1x per week 1x per week	arliest pic ovide individ e of service Service Da TBD TBD	self self ual homes w options and ays	am. CT THIS SERVICE ith regular, an appropriate \$ 195.00 \$ 105.00			
Resident : Through our reliable curb cart or conta Recurring Ser Quantity 1 1	s run Monday-Sat Subscription Servi residential subscription side trash pickup servica iner to hold trash until i vices and fees Service 96 Gal Trash - Comm 96 Gal Recycle - Comm	ce programs, we programs, we programs, we offer a range t's collected. Frequency 1x per week 1x per week	ovide individ e of service Service Da TBD TBD	ual homes w options and ays Taxes	am. CT THIS SERVICE ith regular, an appropriate \$ 195.00 \$ 105.00 \$ 24.75 \$ 224.75			
Resident : Through our reliable curb cart or conta Recurring Sen Quantity 1	s run Monday-Sat Subscription Servio residential subscription side trash pickup service iner to hold trash until i vices and fees Service 96 Gal Trash - Comm 96 Gal Recycle - Comm	ce programs, we programs, we programs, we offer a rang t's collected. Frequency 1x per week 1x per week	ovide individ e of service Service Da TBD TBD	ual homes w options and ays Taxes	am. CT THIS SERVICE ith regular, an appropriate \$ 195.00 \$ 105.00 \$ 24.75 \$ 324.75 Due Quarteriv			
Cart or conta Resident : Through our reliable curb cart or conta Recurring Sen Quantity 1 1	s run Monday-Sat Subscription Servio residential subscription side trash pickup service iner to hold trash until i vices and fees Service 96 Gal Trash - Comm 96 Gal Recycle - Comm	ce programs, we programs, we programs, we offer a rang t's collected. Frequency 1x per week 1x per week	ovide individ e of service Service Da TBD TBD	ual homes w options and ays Taxes	am. CT THIS SERVICE ith regular, an appropriate \$ 195.00 \$ 105.00 \$ 24.75 \$ 324.75 Due Quarterly			
Resident : Through our reliable curb cart or conta Recurring Ser Quantity 1 1 Additional Ser Bulk Pickup	s run Monday-Sat Subscription Servi residential subscription side trash pickup servici iner to hold trash until i vices and fees Service 96 Gal Trash - Comm 96 Gal Recycle - Comm	ce programs, we programs, we programs, we offer a range t's collected. Frequency 1x per week 1x per week	ovide individ e of service Service Da TBD TBD	ual homes w options and ays Taxes Total	am. CT THIS SERVICE ith regular, an appropriate \$ 195.00 \$ 105.00 \$ 24.75 \$ 324.75 Due Quarterly			

# **Customer Online Order Experience**

This section outlines the process a customer experiences based on the service bundle configuration for their region. The illustrated workflow matches the workflow the customer will follow. Some screens shown are optional and will appear only if enabled in the setup.

Search for Available Services

After the customer enters their address, if it is within the mapped area of a service region, the available bundles will display. If multiple service bundles are available for the customer's region, all options will be shown.

The example illustrated here includes configurations in **System Options** and **Line of Business**. If those settings were not configured, only the service bundle options (example: 8 yard trash service and 6 yard trash service) would display.

The **Content Image** uploaded for a specific bundle will be displayed alongside the corresponding bundle. In the example, these are the 8-yard and 6-yard images.



**Enter Contact Information** 

Back to service selection		Selected Service			
8 yard trash	service				
Recurring Services Quantity Serv 1 8 Yar	<b>and fees</b> i <b>ce</b> d Trash Service	Frequency 2x per week	Servio TBD	ce Days Surcharges Total	\$ 150.00 \$ 34.95 \$ 184.95 Due Monthly
	1000	22	1.00		
	Ent	er your contact info	mation		
	NAME				
	EMAIL				
	MOBILE	HOME			
	(999) 999-999	9	• (999) 9	99-9999	
		PREFERRED CONTACT MET	IOD		
		💿 Text Message 🛛 E	nail		
		DESIRED SERVICE START			
		02/15/2025			
	Co	nfirm your service a	ddress		
	ADDRESS LINE 1				
	TX-35				
	ADDRESS LINE 2				
	CITY	ST	TE PO	OSTAL CODE	
	Houston	T			
		NEXT			

Once the customer selects their desired service bundle, they will be prompted to enter their contact information.

#### Auto Pay Setup (Optional)

In Bundle Setup, if Require Auto Pay Enrollment is set to 'Yes', the user will be prompted to enter a credit card or bank account for auto pay after providing their contact information.

The message that displays above *Payment Method* can also be configured in Bundle Setup in the **Auto Pay Enrollment Message** field.

Hello auto pay required	-
Clicking Accept & Start My Service means you are agreeing to the following <u>Service Agreement</u> and that automatic payment will begin on your next billing date.	
ACCEPT & START MY SERVICE	•

Require Prepayment (Optional)

y a service of the service of the method of the service and the service of the se
\$ 0.00 due today, payment information is required to verify account and enroll in automatic payments.
PAYMENT METHOD Credit Card
NAME
CARD NUMBER
MONTH YEAR CVV POSTAL CODE
Clicking Accept & Start My Service means you are agreeing to the following <u>Service Agreement</u> and that automatic payment will begin on your next billing date.
ACCEPT & START MY SERVICE

In Bundle Setup, if the **Require Prepayment** field is set to anything other than 'None' the following payment screen is displayed.

#### Order Complete

After the customer has submitted their online order, the **Completion Message** is displayed. Format what is displayed here in Bundle Setup from the **Completion Message** hyperlink.

		Selected Serv	ice		
8 yard trash	service				
Recurring Services Quantity Serv	s and fees vice	Frequency	Service Day	s	A 450 00
1 8 Yar	rd Trash Service	2x per week	IBD	Surcharges	\$ 150.00 \$ 34.95
				Total	\$ 184.95 Due Monthly
	-	Conception of the		one were	
	Order #		15871		
	Order # Requested Sta				
a hannes? eas		AND		CF	COLUMN T

# **Quick Add Account and Bundle Process**

This section outlines the process a system user will experience using the Quick Add Account and Bundle feature available in the Accounts module.

Accounts Module

Users with permission 463 (Quick Add Account & Bundle) will have access to the Quick Add Account & Bundle option in the Accounts module.

	QUICK ADD ACCOUNT & BUN	IDLE			
	ADDRESS LINE 1	Enter a location			
6	ADDRESS LINE 2				
HOME	CITY/STATE/POSTAL CODE		*		
$\odot$					
ACCOUNTS	Search				
	Add Account	♦			
SALES	Account Request Manage	amont			
	Blanket PO Management				
OPERATIONS	Health Score Managemer	nt			
	Order Processing				
ACCOUNTING	Site Status Updates Pendi	ing Approval			
	Tax Region Map				
REPORTS	Tax Verification				
	Unread Email Manageme	ent			
DASHBOARD	Waste Profile Manageme	ent			
0 L					
SETUP					

DRESS LINE 1	527 WashingtonSt						
DRESS LINE 2							
TY/STATE/POSTAL CODE	Houston	1X + 77020-5143					
			c	LEAR			
Houston Res Bundle	QUANTITY	SERVICE	FREQUENCY	SERVICE DAYS		DUE TODAY	-
	1	96 Gal Trash - Comm	1x per week	TBD	\$ 195	.00	
	1	96 Gal Recycle - Comm	1x per week	TBD	\$ 105	.00	
				Surcharges	\$ 54	.63	SELECT THIS BUNDLE
				Taxes	\$ 29	.27	
				Total	\$ 383	.90 \$ 54.63	
					Due Quarte	rly For charges thru Dec 31, 2022	
			Potontial du	plicator found			
			Fotential du	iplicates lound.			
ID	NAME	ADDRESS		DIVISION	STATUS	CREATED ON	SALES REP
A49279	John	527 Wash	ngtonSt	HOUSTON	Active		House Account - House A
A49278	Aliena	527 Wash	ngtonSt	HOUSTON	Prospect	Jan 16, 2025	House Account - House A
\$49278001	Aliena	527 W/arb	natonSt	HOUSTON	Promert	lan 16, 2025	Houre Account - Houre A

#### Add bundle

From the Quick Add Account & Bundle screen, system users can enter an address to search for service bundles available in the region. Because this process will also create an account, the system will search for potential duplicates, a similar method used by Add Account.

**Note:** Service Days is defaulted based on the stops closest to the service location.

Confirmation of Information

If no duplicates are found and the system user continues, the next screen will prompt them to confirm the contact information for the customer account being created. Once all required fields are completed, the contract will be sent to the customer for review.

k to service se	ection			Colorta	d Convice			
				Selecte	a Service			
louston Res Bundle	QUANTITY	SERVICE		FREQUENCY	SERVICE DAYS		DUE TODAY	
	1	96 Gal Trash - Comm		1x per week	TBD	\$ 195.00		
	1	96 Gal Recycle - Comm		1x per week	TBD	\$ 105.00		
					Surcharges	\$ 54.63		
					Taxes	\$ 29.27		
					Total	\$ 383.90	\$ 54.63	
						Due Quarterly	For charges thru Dec 31, 2022	
	ADDRESS LINE 1 527 Washingto	Confirm your serv	rice addre	SS	Ente	r your contact info	ormation	
	ADDRESS LINE 1 527 Washingto ADDRESS LINE 2	Confirm your serv	rice addre	SS	Ente	r your contact info	ormation	
	ADDRESS LINE 1 527 Washingto ADDRESS LINE 2 CITY	Confirm your serv	rice addre	SS POSTAL CODE	Ente NAME EMAIL MOBILE	r your contact info	ormation	
	ADDRESS LINE 1 527 Washingto ADDRESS LINE 2 CITY Houston	Confirm your serv	STATE TX	<b>POSTAL CODE</b> 77020-5143	Ente NAME EMAIL MOBILE (999) 999-999	r your contact info	ormation (999) 999-9999	
	ADDRESS LINE 1 527 Washingto ADDRESS LINE 2 CITY Houston DELIVERY INSTRU	Confirm your serv	STATE TX	POSTAL CODE 77020-5143	Ente NAME EMAIL MOBILE • (999) 999-999	r your contact info	ormation (999) 999-9999 нор	
	ADDRESS LINE 1 527 Washingto ADDRESS LINE 2 CITY Houston DELIVERY INSTRU	Confirm your serv	STATE	SS POSTAL CODE 77020-5143	Ente MAME EMAIL MOBILE • (999) 999-999	r your contact info	rmation (999) 999-9999 нор	
	ADDRESS LINE 1 527 Washingto ADDRESS LINE 2 CITY Houston DELIVERY INSTRU	Confirm your serv	STATE	SS POSTAL CODE 77020-5143	Ente NAME EMAIL MOBILE (399) 999-999	HOME PREFERRED CONTACT MET Text Message © E	rmation (999) 999-9999 ноо mail	
	ADDRESS LINE 1 527 Washingto ADDRESS LINE 2 CITY Houston DELIVERY INSTRU	Confirm your serv	STATE TX	SS POSTAL CODE 77020-5143	Ente NAME EMAIL MOBILE T (999) 999-999	r your contact info	ormation (999) 999-9999 нор mail	
	ADDRESS LINE 1 527 Washingto ADDRESS LINE 2 CITY Houston DELIVERY INSTRU	Confirm your serv	STATE TX	55 POSTAL CODE 77020-5143	Ente NAME EMAIL MOBILE T (999) 999-999	POUR CONTACT INFO	ormation (999) 999-9999 ноо mail	
	ADDRESS LINE 1 527 Washingto ADDRESS LINE 2 CITY Houston DELIVERY INSTRU	Confirm your serv	STATE TX	55 POSTAL CODE 77020-5143 DESIRED 55 01/18/002	Ente MAME MOBILE • (999) 999-999	PREFERRED CONTACT MET	ormation (1995) 999-9999 нор маil	

		0	luei
QUICK ADD ACCOU	NT & BUNDLE	ACCOUNTS > QUICK ADD ACCOUNT & BUNDLE	
Account and	Order details		Af
Account #	49280		
Account Name	John Doe		ais
Addresss	527 Washington St Houston, TX 77020		no
Order #	4119		110
Notification	has been submitted to prospect at JohnDoe@FakeEmail.com		pro
	DONE		

#### **Order Details**

A final order details screen is displayed, confirming that the service notification has been sent to the prospective customer.

#### **Orders, Quotes and Contracts**

After the order is completed, a new account is created, and the service bundle becomes accessible in the Orders, Quotes, and Contracts sections.



# Add Service Menu Process

This section outlines the process a system user follows to add a service bundle from the Customer Service screen. An active account is required to complete the bundle selection process from the Add Service menu.



#### Add Active Service

Service bundles that have the 'Add Service Menu' check box marked in Bundle Setup, will display as an option in the **Active Services** drop down list. After selecting the bundle, and entering an effective date, it will be added to the site's active services.