

# CAD Screen Enhancements



## Enhanced Screen - Overview

The screenshot shows a CAD software window with a menu bar (File, System, Utilities, Action, Options, References, Help) and a toolbar. The main window displays a form for a trouble report. The form includes the following fields and sections:

- 1**: Points to the **Name** field, which contains "VERGENE DATA SVCS".
- 2**: Points to the **Address** field, which contains "TELEPHONE/PHONE".
- 3**: Points to the **Trouble Type** dropdown menu, which is currently set to "PUMP".
- 4**: Points to the **Charges Durred** field, which contains "EXX03 initial 0 minutes then EXX07 for each additional 0 minutes".

Other visible fields include: **City** (MIDDLEBURY), **State** (VT), **Zip** (55037), **EAC** (550), **Class of Service** (BLS), **Reporting Center** (SA), **Svc Offered** ( ), **Customer Time Zone** (EST), **Special Study** ( ), **Assigned To** ( ), **Work Order** ( ), **Work Location** ( ), **Region** ( ), **Popd D/T** (01/16/2002 01:47P), **DR Comm D/T** (01/16/2002 01:47P), **Status D/T** ( ), **Appt D/T** ( ), **CAI** ( ), **FD** ( ), **Revised D/T** ( ), **Contd D/T** (01/16/2002 01:47P), **Disc D/T** ( ), **Chg D/T** ( ), **Cancel Reason** ( ), **Must Flurg/Flag** ( ), **Message** (PARTIALLY AVAILABLE).



## Enhancement Detail

The screenshot shows a software form with the following fields and callouts:

- 1 IWMP Field:** A dropdown menu currently showing 'Y'.
- 2 CAC Field:** A dropdown menu currently showing 'Min OT Prem Chrgs'.
- 3 Visit Charges Field:** A text input field containing '\$040.00 initial 0\_ minutes then \$000.00 for each additional 0\_ minutes.'.
- 4 Charges Quoted Field:** A text input field containing '\$000.00 initial 0\_ minutes then \$000.00 for each additional 0\_ minutes. OT Min hours is 02'.

## IWMP Field

- Drop down list Box
  - Possible Values:
    - Y
    - N
- Y:
  - Customer has Inside Wire Maintenance Plan (IWMP)
    - CAC field should be populated with "N" (Detailed on next slide)
- N:
  - Customer does NOT have Inside Wire Maintenance Plan (IWMP)
    - CAC field should be populated with other values (Detailed on next slide)

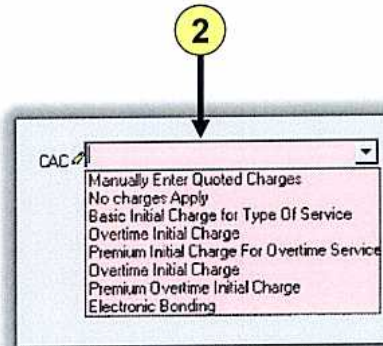
A close-up of the IWMP dropdown menu. The dropdown is open, showing two options: 'N' and 'Y'. A callout box with the number '1' points to the dropdown menu.

**Note:**

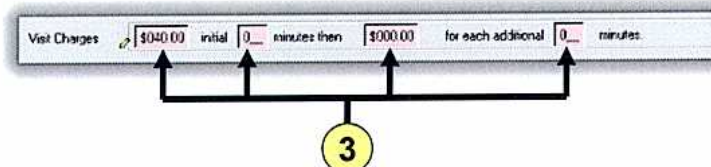
If the IWMP field displays "N" and charges would usually apply, the representative may sell **IWMPALT**. In this case, the IWMP field must be changed to "Y" and the CAC field must be set to "N" (No charges apply) in order to quote the correct charges.

## CAC Field

- Drop down list Box
  - Possible Values:
    - Y → Enter Manually
    - N → No charges apply
    - B → Basic Initial Charge
    - O → OT Initial Charge
    - P → Prem Initial Charge
    - 1 → Min OT Initial Chrg
    - 2 → Min OT Prem Chrg
    - W → Electronic Bonding



## Visit Charges Fields



- If IWMP Field is "N", automatically populates with applicable visit charges from the Billing Rate table. These charges must be quoted to the customer.
- If IWMP field is "Y", Visit Charges fields will populate with 0's.

## Charges Quoted Fields

The diagram shows a form titled "Charges Quoted" with several input fields. The fields are: "\$000.00", "initial", "0", "minutes then", "\$000.00 for each additional", "0", "minutes", "OT Min hours is", and a dropdown menu showing "02". A yellow circle with the number "4" is positioned below the form, with arrows pointing to the "initial", "0", "minutes then", "0", and "minutes" fields.

- If IWMP Field is "N", automatically populates with quoted charges from the Billing Rate table. These charges must be quoted to the customer.
- If IWMP field is "Y", Charges Quoted fields will populate with 0's.

### Note:

If the IWMP field displays "N" and charges would usually apply, the representative may sell [IWMPALT](#). In this case, the IWMP field must be changed to "Y" and the CAC field must be set to "N" (No charges apply) in order to quote the correct charges.