

Service Orders

A new approach to departmental tracking.

The Caselle Service Orders program is a highly flexible issuing and tracking system, that gives each department the functionality needed to increase efficiency and productivity. With user-defined screens and service order forms, it is capable of meeting specific department requirements. You can group the creation, authorization, assignment, review, and completion processes together or separately.

Interfaces With

Utility Billing

Completed	Created	Status	Order No	Action	Completed Comment
06/20/01	06/14/01	COMPLT	400	Replace Wheel On Garbage Can	Can't fix wheel - Need new can
07/19/01	07/16/01	COMPLT	401	Deliver Garbage Can	Delivered Can #1122
03/12/02	03/11/02	COMPLT	603	Re-Read Meter	Read by J.Harrison
03/21/02	03/16/02	COMPLT	606	Re-Read Meter	

Service Orders by Location in Inquiry

Software Features

- Customer Service Order Forms
- User-Defined Action Codes
- User-Defined Entry Screens
- Service Order Status Reports
- Real-time Interface with Utility Billing
- Create Batch Orders from Utility Billing for Shutoff Notices.
- Search by**
 - Service Order No.
 - Location Address
- Customer No.
- Customer Name
- Action Code
- Department Code
- Project Code
- Status
- Due Date
- Assigned To
- Creation Date

