

## Customer Requested Cancellation of a Service Order

### Introduction

- Customer requests for Cancellation of Service Orders are generally routed through NCCC but can also be received directly in the local Area Office.
- If the Service Order was originally initiated by the Supplier, NCCC will advise the customer of the need to contact his / her Supplier in order to get the Supplier to send a Cancellation Request to ESB Networks.

### NCCC Actions

- Service Orders that have not progressed in any way e.g. with a User Status of LOGG or a system status of RELR, and do not include charges or refunds, are generally cancelled as not chargeable i.e. select "Work Cancelled – No Charge" flag when cancelling the service order and lock the service order. **THIS IS THE ONLY SCENARIO WHERE NCCC WILL FULLY PROCESS THE REQUEST.**
- For Service Orders with a status of SCHEDULED that may or may not include charges or refunds, NCCC will, notify the local Area by telephone and request the Area to process the cancellation. **SERVICE ORDERS THAT HAVE ANY ELEMENT OF CHARGING, REGARDLESS OF STATUS, CAN ONLY BE PROCESSED BY THE LOCAL AREA OFFICE.**
- For Service Orders with a status of re-scheduled that may or may not include charges or refunds, NCCC will notify the local Area Office by referral and request them to process the request. **SERVICE ORDERS THAT HAVE ANY ELEMENT OF CHARGING, REGARDLESS OF STATUS, CAN ONLY BE PROCESSED BY THE LOCAL AREA OFFICE.**

### ACO Actions

- Service Orders which are fully chargeable or due a full refund, will be notified to the ACO by a referral /by telephone (see above). ACO will action the request and process the refund. An email must be sent by the CSS / ACO to Accounts Receivable.
- An AREAS call with a status of "scheduled" or "re-scheduled" needs investigation, as the NT may already be en route to site. In this case the customer may possibly be entitled to a full refund, a partial refund or could attract a charge (e.g. local authority); otherwise the call is not chargeable. ACO must contact the NT to check if the job has been completed and:
  - (i) if the work has been completed, the AREAS Call should be finished in the normal way rather than cancelled, thereby finishing the Service Order in SAP.
  - (ii) if the work has not been completed but the customer is not due a full refund, the ACO should cancel and lock the Service Order. In this case the customer will incur a standard "call-out" charge. The ACO must phone the customer to advise details. ACO must also email Accounts Receivable with full details.(An element of common sense and logic should be applied in all cases when determining chargeability.)

Note: 1) An email must be sent to Accounts Receivable whenever a full or partial refund is due.  
2) In all cases where the full charge or a partial charge is being incurred (e.g. Local Authorities) the customer must be contacted.

### Network Technician Actions

- If the call is finished before the cancellation of the Service Order is received, the NT updates the call in AREAS as Finished and the charge will be applied automatically.

## Process 5: Customer Requested Cancellation of a Service Order (Excluding new connections or MIC change related service orders)

