SERVICE ORDER ROUTINE
GENERAL DESCRIPTION OF PLAN

1. GENERAL

1.01 This Section provides a practice for each plant work group who handles the service order. It is designed to cover the procedures that are to be followed in processing the service order from receipt to completion. Certain parts of this section are common to all work groups that handle the service order.

1.02 This Section is being issued due to the adoption of the USO/SORD System for use in the Southwestern Company.

1.03 This plan is divided into seven sections as follows:

680-500-900SW – General Description of Plan

680-500-901SW – Service Order Writing and Classification

680-500-902SW – Plant Assignment and Service Order Dispatching

680-500-903SW – Field Forces and Service Order Completion (SOC)

680-500-904SW – Central Office Frame Copy

680-500-905SW – Service Order Line Card

680-500-906SW – Working Loops

2. PARTS OF THE PLAN

2.01 The parts of this section are broadly described in the following paragraphs and the details will be found in the previously listed parts of this plan.

2.02 Service Order Writing and Classification Section describes the writing, numbering, and classification of the service order. It also covers the miscellaneous items that should be placed on the service order by the Commercial Department. Memorandum service order forms are also covered in this part.

2.03 The Plant Assignment Section describes the spaces on the service order that are used by the assignment force for providing information to the outside forces and the central office force for connecting telephone service.

2.04 The Field Forces and SOC Section covers the information needed by the installer and SOC for installing and stroking the completion information for billing and work operation credit.

2.05 The Central Office Frame Copy Section covers the use and completion of the frame copy by the central office force.

2.06 The Service Order Line Card Section covers the description, preparation and use of the "LC" copy of the service order assembly. (Reference BSP 660-151-010, Customer Line Card.)

2.07 The Working Loop Section covers the entries to be made as completion data on the service order for Private Line Special Services having "Working Loops."