

Working in PACIFIC/MAS

Once you are in the main screen displaying customer information - it is very colorful - you will want to know how to navigate between customer accounts, addresses and names. Below outlines the main screens, their purposes and how to get there.

The default once you are in this screen is customer name. To change this preference select F4

F4 Key

This key will bring up a dialog box which allows you to change how you look up a customer. Most frequently used in *commercial* are:

Account number (**option 1**) and

Customer name (**option 2**)

Address (**option 4**) is used also

Rarely if any other time, are any of the other options used in this line of business (LOB), so it is best to familiarize yourself with these three. Options 1 and 4 are also commonly used for residential so they will become second nature to you!

Noting accounts

Whenever a driver calls in, he will undoubtedly want you to note something in the account. All documentation will take place in the *3 screen*.

*All screens can be accessed simply by entering their number on the left hand side of the screen where there is a small line next to the customer number and pressing enter.

3 Screen Notation

Drivers call in many accounts throughout the day that need to be noted. With commercial customers that usually entails containers not being out, being locked, blocked or inaccessible for other reasons. This information needs to be noted, and an *HOC* ticket created (which will be explained next.) Once the HOC ticket has been completed that needs to be noted as well. Other information to go in the 3 screen is if there is extra garbage around the container that the driver has left and called in or noted in his route book - he is only responsible for what is *in* the container, not around it. In general, anything the drivers call in, it doesn't hurt to note. Keep in mind however, these notes are permanent and can not be removed after you have entered out of the screen. They are also public record and customers have access to the notes in their account.

3 Screen notes is also where the most updated information is for an account will be. Try to make it a habit to go immediately to this screen after you type in an address or account number. That way you will be able to start typing information the driver gives you right away, or look it up if there is a question. If customers have called in for special pick up requests, payment arrangements, service increases, all information should be noted in this screen so it is an excellent place to start after a driver has called in to look for information.