



MCSJ Customer Work Orders can be used to track customer complaints as well as meter installs, meter change outs and many more services. Work orders have an unlimited history. If an account requires a final read, a work order can be generated and when completed, all meter readings will be automatically processed to the account, whether a final bill is generated or not.

Integration: MCSJ Customer Work Orders are completely integrated with MCSJ Inventory Control and MCSJ Utility Billing & Collections. When materials are used to complete a work order, they can be recorded in MCSJ Inventory Control and on-hand counts will be reduced. A history of work orders are recorded on each utility account for an unlimited number of years.

Meter Replacements: When replacing broken meters or upgrading out-dated meters, MCSJ Customer Work Orders allows the user to record the "interim read", or old meter and the "reset read", or new meter directly on the work order. MCSJ Utility Billing & Collections will access the work order to update reads for accurate billing of accounts. MCSJ Inventory Control can allow access to the work order for properly recording the serial numbers of old and new meters that move through inventory.

Billable & Non-billable Orders: User defined work order codes define the service as billable or non-billable. If there are charges associated with the account, the account will be billed upon completion of the work order. There is no need to adjust final read charges on accounts. The system will automatically update MSCJ Utility Billing & Collections with the meter reading and meter reading charge directly when the work order is completed.

Management & Reporting: Use the work order management reports to track habitual offenders and employee efficiency. Reports can be printed and sorted in many different ways including by account, work order code, assigned to, inspected by, status, and date.

Track labor, Equipment, and More: Use MCSJ Customer Work Orders to track staff labor hours, materials used (with MCSJ Inventory Control), and equipment hours for job costing. There is also an unlimited notes field for each work order created.

Simple.

- Simple to Learn
- Simple to Use
- Simple Documentation
- Simple Support Access

Effective.

- Effective Training
- Effective Integration
- Effective Reporting Tools
- Effective E-Notifications

Solutions.

- Finance Super Suite
- Electronic Requisitions
- Business Licensing/AR
- Developers Escrow
- Payroll
- Human Resources
- Real Property Tax Billing
- Utility Billing
- Web Inquiry & Payment Portal
- Customer Work Orders
- Inventory Control
- Animal Licensing
- Construction Permitting & Code Enforcement

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