



Professional Computer Systems, Co.

Professional Computer Systems, Co.
3710 Timberline Drive
Denison, IA 51442
712-263-3106
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Utilit-e Connect **General Service Orders** **Setup and Use**

Wednesday, November 18, 2009

Course Location:

Professional Computer Systems, Co.
Denison, Iowa 51442
712-263-3106

Course Schedule:

The class begins at 1:00 PM CST and ends approximately at 3:00 PM CST.

Register one of the following ways:

- Call Dana at PCS - 712-263-3106
- Fax this form to PCS at 712-263-8145 Attn: Dana
- E-mail to danai@pcsc.com
- Register online at:
<http://www.pcsc.com/productSupport/classRegistration.asp>

Class Description:

General Service Orders (GSO's) provides an electronic means to communicate and monitor various work requests. These requests may originate from a customer via the phone, in person or through the Internet. GSO's are also a great tool to communicate and monitor internal efforts. Various utilities are utilizing GSO's to manage the following types of activities – tree trimming requests, high bill complaints, voltage check, service upgrades, or letter of credit, etc. This class will not only show how to use GSO's but it will also teach the user how to setup new GSO types tailored to fit the utility's needs.

Prerequisite:

Knowledgeable in *Utilit-e Connect* basic functionalities including service orders (e.g., read outs and read ins).

Registration fee is included with the Annual Support Agreement.

Fill out this form and fax back to PCS at 712-263-8145 or send via mail – PCS - PO Box 116 – Denison, IA 51442

Please register the following person(s) for the *Utilit-e Connect* General Service Orders Setup and Use class on November 18, 2009. Registration fee is included with the Annual Support Agreement.

Name: _____

Number of attendees: _____

Remote access requested: _____

E-mail: _____

Utility: _____

Phone: _____

Upon receiving the registration request a confirmation will be sent.



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