



POST SALE SCENARIOS

In MSC, you will be able to monitor each contract by status. Below is a list of the statuses that you will possibly run into and how to handle the situation.

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CREDIT FAILED

Business credit did not pass/ personal credit did not pass- This is common with APGE, Cirro, Green Mountain

INCORRECT ACCOUNT NUMBER

Mistyping the account number

ACCOUNT NOT ACTIVE

The account number was terminated, and the customer was assigned a new account number. We will need to obtain the correct account number and inform the supplier.

SUBMITTED TO SUPPLIER

Contract and deal info has been sent to the supplier, awaiting a confirmation

ACCEPTED BY SUPPLIER

The golden ticket to the sale being completed. The supplier has accepted the agreements in the contract.

MISSING BILL COPY

Missing the actual bill copy or not a clean bill (ie. too old or past due balance)ejected by Supplier - Supplier rejected for a certain reason. See notes for reason.

TPV FAILED

TPV did not pass for not matching customer/ contract information



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CONTRACT EXPIRED

Contract date expired

REJECTED/POOR LOAD FACTOR

Customers load factor does not meet the suppliers load factor minimum

DROPPED OTHER

Customer dropped, possible move or non-payment or requested cancel

NOT FIRST IN

Not the first one with a signed contract submitted to the utility on this account

ACCOUNT REINSTATEMENT

Customer agrees to get back on their contract with supplier after its dropped.

ACCOUNT BLOCKED

Account is Blocked per the Utility, meaning the customer put a block on the account and no action can be taken on this account until the block is remove

MISSING SIGNATURE

Need's clients signature

MISSING CONTRACT DATA

Missing something on the contract, maybe customer info or term agreements

PENDING TPV REVIEW

TPV is on file but needs to be reviewed by team



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INCORRECT TAX ID

Incorrect tax ID number

INCORRECT BILL COPY

Account numbers do not match on the contract to the bill

INCORRECT TPV

Maybe the wrong TPV for the file/ TPV info did not match to the contract

REJECTED

Not Accepted- the supplier may not have stated why, we ask for more details