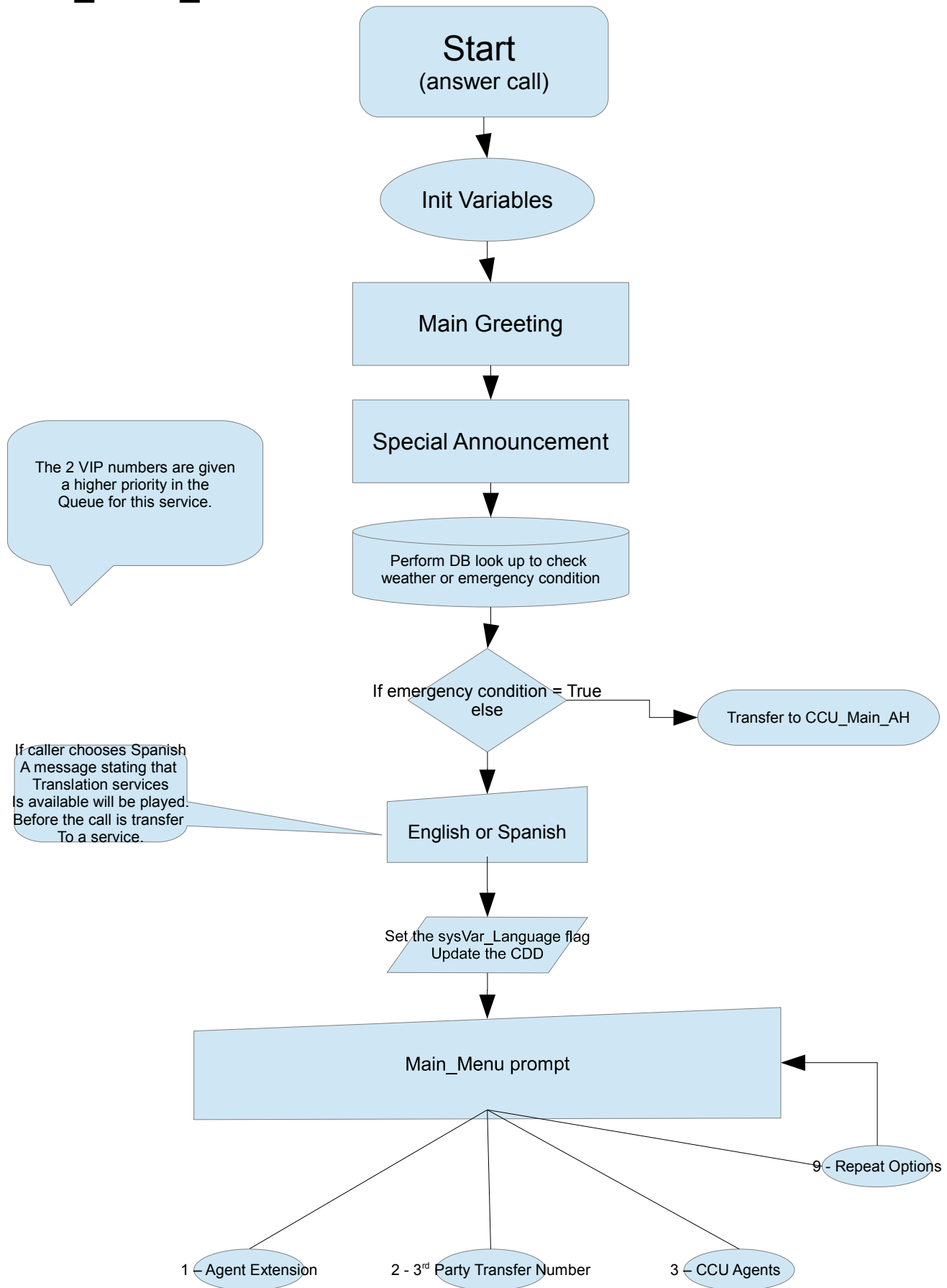
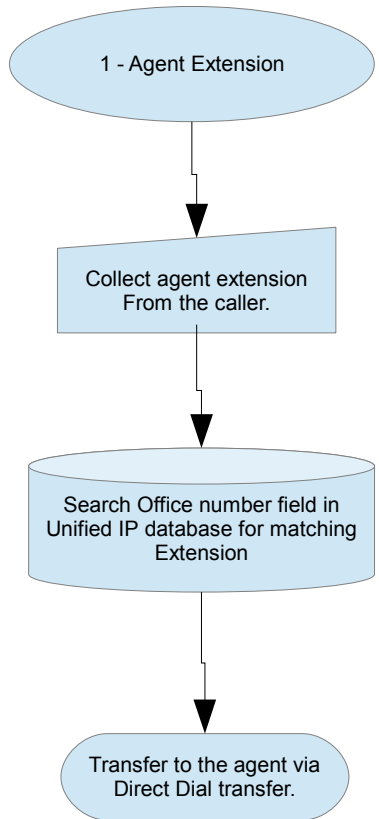


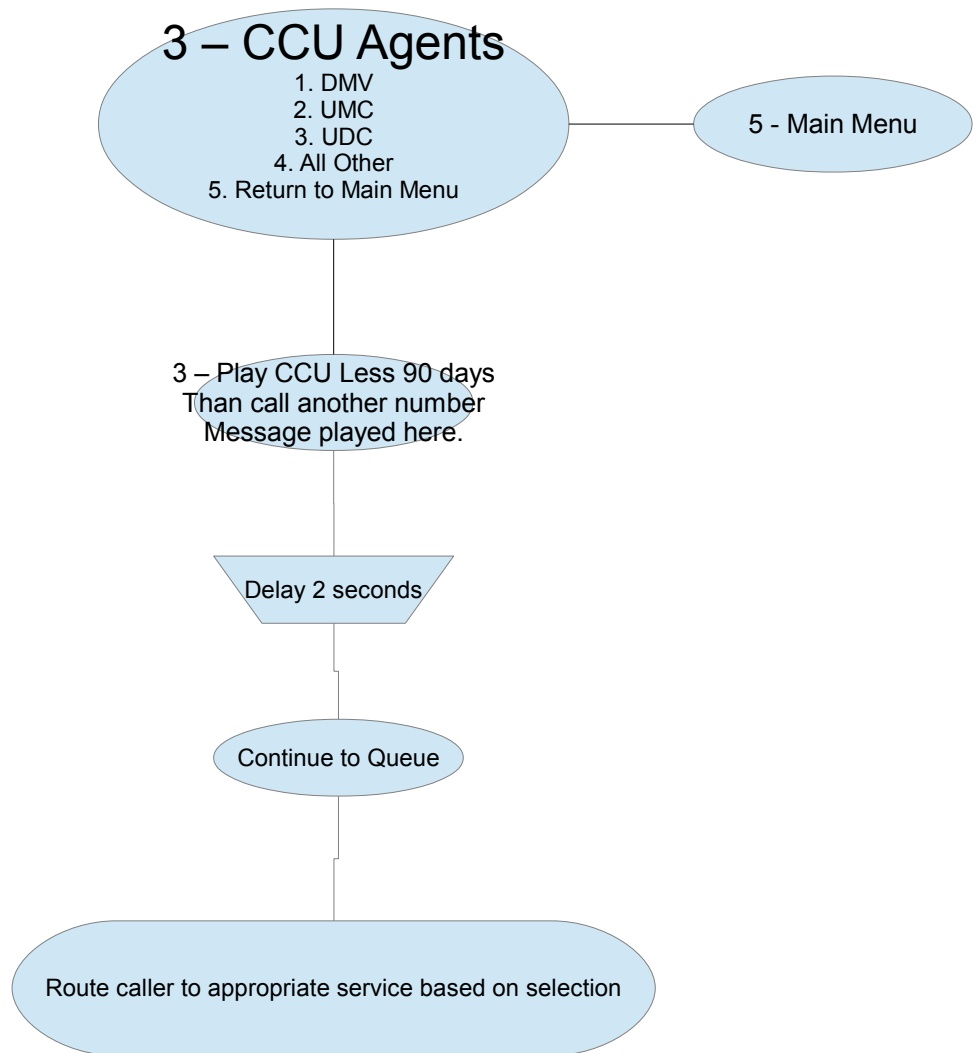
CCU_MAIN_MENU





2 – 3rd Party Transfer

Transfer to 3rd Party number 866-353-7145



5 - Collections



Route caller to Collections Main Menu M3 Service.

6 – Individual Income

Prompt caller to enter SSN

1 - Please enter SSN

Put Entry in the CDD

Prompt
1. Refund status
2. Account Adjustment
3. Help with form
4. waiver request
5. Other

Set the call data definition with the collected data.
Based on the option selected look at service wait time
And transfer the call to the appropriate service.

If the wait time is over 5 minutes, let the caller know that call volumes are heavy.

7 - Business

Prompt caller to enter EIN

2 - Please enter EIN

Put Entry in the CDD

Prompt
1. Refund status
2. Registration
3. Payments
4. Close Account
5. Other

1. Refund Status -
Transfer to M3 service

2 through 5
Set the call data definition with the collected data.
Based on the option selected look at service wait time.

If the wait time is over 5 minutes, let the caller know that call volumes are heavy.

8 – Real Property

Prompt caller to enter SSL

2 - Please enter SSL

Put Entry in the CDD

Prompt
1. Duplicate Bill
2. Wrong Bill
3. ROD
4. Homestead / Senior
5. Payments
6. Other

Set the call data definition with the collected data.
Based on the option selected look at service wait time.

If the wait time is over 5 minutes, let the caller know that call volumes are heavy.