

Tech Bulletin: Work orders with “BEP”



Work orders with “BEP”

Hello,

In the coming weeks, you may notice the word “BEP” or “BEP external order id” on a small percentage of work orders. This note refers to an upgrade Viasat is doing to our back office systems and will be rolling out in phases over the next month or so.

Order details

Details

Installer information

QOI

Audit

Additional information

History

Basic data

FSM ID

External order id

BEP external order id

e5249a32-5f03-41e1

Type

Install

Service type

Install

Account #

fa2dc810-

Service Agreement #

Status

Unscheduled

Change status



Current Service Ordered

- **Work orders with “BEP”:** For now, any work order notated with “BEP” will NOT be able to have Viasat 360 products added, and do not instruct the customer to download the MyViasat application at this time. If the BEP order has Voice included, you will need to call IR to activate Voice.
- **All other work orders** will be able to accept Viasat 360 product additions and you should sign customers up on the current MyViasat application as normal.

We will send out another communication with “BEP” specific Viasat 360 and MyViasat information once the rollout is complete.