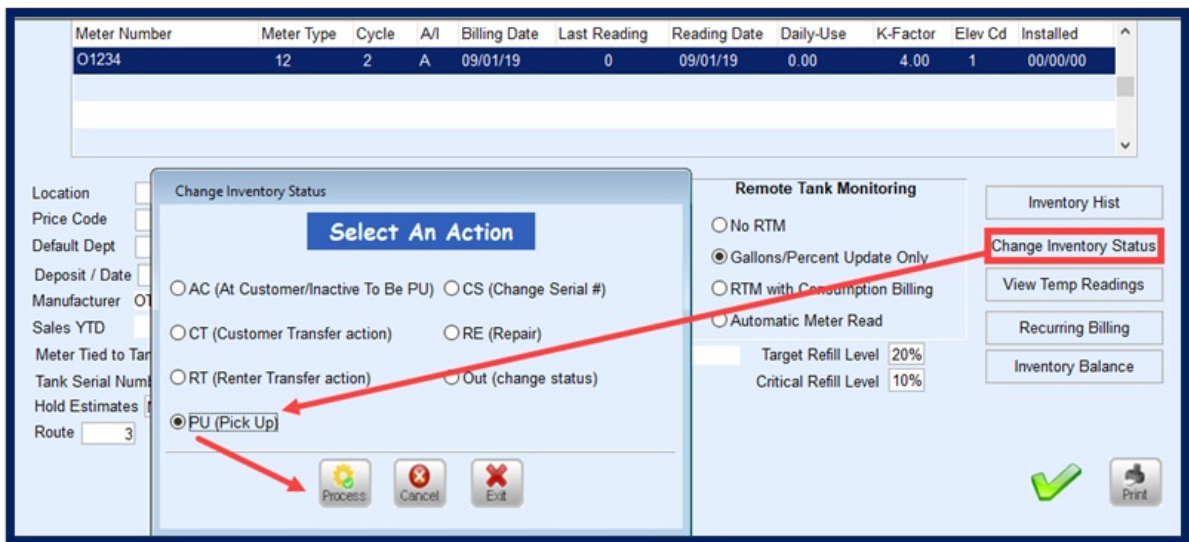


Monitor / Tank Swap Process

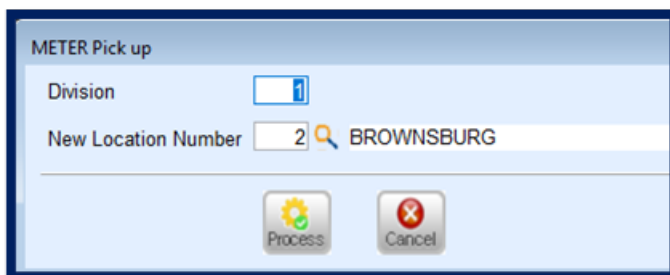
Last Modified on 10/31/2023 5:04 pm EDT

If a monitor is switched to a new customer tank in Energy Force, or a different monitor is being applied to a tank, the following steps will need to be made to ensure the transfer is completed properly.

1. Access the tank monitor website prior to making changes in Energy Force.
2. Navigate to the monitor within the website.
3. Remove the current Customer Account Number and the Tank RRN number from the monitor that is to be replaced.
4. Open Energy Force and navigate to *Main Menu / Customer Menu / Customer Maintenance*.
5. Select the customer account and choose **Meter/RTM**.
6. Highlight the remote tank monitor and select **Change Inventory Status**.
7. Choose **Pick Up** and select **Process**.



8. Enter the *Division* and *New Location Number* for the Remote Tank Monitor and select **Process**. This will inactivate the monitor on the customer account and place it back into inventory.



9. Navigate to the website of the new Remote Tank Monitor and apply the new customer account number and tank RRN (numeric value only) to the monitor.
10. Add the new Remote Tank Monitor to the new customer account in Energy Force.