

Serial# Inquiry - Cylinder Exchange

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Serial# Inquiry gives the ability to search for a customer account by either the tank serial number or address.

The screenshot displays the 'Serial# Inquiry' interface. At the top, there are radio buttons for 'Customer' and 'Tank', with 'Tank' selected. A blue 'Search' button is to the right. Below this, the 'Customer# 10088' is visible. A dropdown menu titled 'Choose Tank' is open, showing a table with columns 'Div', 'Serial#', and 'Address'. The first row is highlighted in blue. To the left of the dropdown, there are various fields for 'BILLINGS' (Phone, Limit, Current, Past Due, Total, Terms) and 'Tank' information (RRN, Delivery Address, Customer Type, Delivery Type, Last Delivery, Business Owner, K-Factor, Leak Test, Gas Check). At the bottom, there are buttons for 'Close', 'Select', 'Navigate', 'Call In', 'Start Delivery', and 'Back'. A 'Regulators' field is highlighted with a red box.

Div	Serial#	Address
1	SHOP	123 MAIN
1	BARN	123 MAIN
1	889JJ	123 SOUTHPORT ROAD
1	DDLOO	123 SOUTHPORT ROAD
1	9SF98700	123 SOUTHPORT ROAD
1	889JJ	123 SOUTHPORT ROAD
1	GAS22496	111 PRODUCTION DRIVE
1	DYEDDSL	8877 SHORE LANE
1	BARN	8877 SHORE LANE
1	GAS	123 PRODUCTION DRIVE

1. Tap in the *Tank Serial Number* or *Address* column to search.
2. Enter the serial number or customer address.
3. Once the serial number or address appears, select the Customer. This will open the *Customer Information* screen.

