Customer is Not Receiving a Statement- 1814

Introduction

A statement is not received in these instances:

1. **Disconnected accounts** with a **zero-dollar balance**
    - Use Billing Ledger for Creating a Customer Statement for proof of payment requests on a final bill
2. **Active account** with a balance **less than $1.00**
3. Statements are sent to **the service address (SA)** unless the customer requests a bill-to-address
    - If the Service Address is **incorrect**, submit an Address Request Form to the correct address
4. If ICOMS [BI] Print Statement is set to **C Change from Previous**, the bill **will not print,** causing a **missing bill**
    - To correct this, see Paper and Paperless Billing Setup Instructions

Resolution Steps

Verify Billing or Service Address for Monthly Billing

- In BOLT, select **General Ledger** tab
- **Statement Configuration** tab displays **bill to information**
    - Displays **Service Address** or **Billing Address (standard)**
- In ICOMS **Statement Configuration [BI]** screen
    - *Bill-to* information **must** be in **all capital** letters
    - **Five total lines** of the billing address are printed on a bill
    - Confirm **valid formatting** and **verify address** according to the **US Postal Service Standards**
        - If the address is incorrect, follow Add, Change or Correct an Address
    - Make sure the Foreign Address box is **not** checked
    - Check for Financial Services notes regarding returned mail
    - If the issue is unresolved and customer states they are not receiving their bills, enter a Service Now Ticket

Verify Paper or Paperless Billing

- In BOLT, to check for paper or paperless billing status, select **the General Ledger Tab, then Statement Config tab**
- Under the **Maintain Customer Statement** section, review the bill handling status:
        - Default: Paper Bill
        - Electronic Bill Selfcare

        - Prepaid No Statement
        - CABS No. Statement
        - Email Bill PDF to Preferred Email
        - PDF Only (Special Use Only)

- If BOLT is out of service, verify billing setup in ICOMS
    - Statement Configuration [BI] screen
    - Highlight the statement and click **Change**
    - Bill handling determines the bill delivery method
        - **1 Default Paper Bill:** printed and mailed statement
            - The print state field should read: A Always Print Bill
            - Auto-pay customers must have Print Statement field set to **Always Print Bill** to ensure the customer's **bill generates**
        - **2 Electronic Billing:** emailed statement Note: If this is set with no Self Care account created, the customer **does not receive a bill**
            - The Statement field should read **A Always Print Bill**

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