Change Payment Due Date-1556

Introduction

Important Points to Remember!

- **Never** change a payment due by date for a **past-due customer** to avoid suspension of service
    - Accounts must be **current *before*** changing the due date
- **Pending** status statements (P/IN, P/DS) **cannot** be changed
- **Prorates** are created and **appear** on the next bill
- **Auto Pay** customers' **existing pending payments** are posted on the **original** due date
    - Going forward after the change, payments will come out on the **new** due date

Resolution Steps

Customer Statement Configuration (BI screen ICOMS)

1. Highlight the statement to change and select **Bill Day**
2. Using the **table below,** find the correct **Bill Day** for the requested **Due Date** and **Market**
3. Enter the new information in the **Bill Day field** and select **OK**

4. Click **Continue and Update**, then click **OK** again and **Exit**
5. **Advise** the customer: Prorates generate because of the bill date

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change. Your next bill may appear confusing.