Remove Credit / Debit Card from the Wrong Account-1248

Introduction

Rarely, credit / debit card information is placed on an MOP screen in **error**

- **Example:** Mr. Jones' credit card information was entered on Mr. Smith's account

- **Important**: if the card was **used** to make an account payment, it **cannot be removed**

Resolution Steps

- **Verify** the **last four digits** of the credit / debit card on the **MOP / Payment History** in **BOLT**

- **In ICOMS,** determine if the card **was used** to make a payment

  - From the **Financial** menu, select **Customer Pending Payments** and click **History** on the **left**

  - **Highlight** any line with **Payment Status Accepted** and select **Display Detail**

  - Check the **detail** for the **last four digits** of the card, payment date, and amount

- If the card was **used** to make a payment, it cannot be deleted; deactivate autopay as needed

- If the card was not used to make a payment, submit a Service Now Ticket to have the card removed

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=247