

Split Bill into Separate Billing Statements-1908

Introduction

Customers sometimes request a **separate statement** for a specific reason:

- This is not something we typically offer
 - They may want data service billed separately because their employer is paying for their service at home
 - If this is a roommate situation and separate accounts are requested, see the section [Duplicate Account is Needed](#)
- **Statements are split** at the **category/line of business level**
 - Can not split individual services such as HBO, phone lines, etc. into separate bills
- **Set the correct expectation** as to how their bill statement will look:
 - **Original Statement:** bundle description is listed; rate is **reduced** by the service billed on the second statement
 - **Second statement: lists only** the selected LOB at the bundled rate
 - **Both statements** may have prorates depending on the bill cycle
- [Autopay can be setup](#) on both statements on a split bill
- **Important:** the IVR does **not provide** self help for accounts with split statements - calls go directly to agent
- Inform customers whose payments are made using 3rd party bill pay services, to

notify their bank they have **two account numbers**

- Provide the customer with their **13 digit account number** for each statement

Resolution Steps

1. **Customer Occurrence Configuration** [OC] screen
2. Highlight / click on the **service(s)** and **all active occurrences of the service category** you want to split
 - Hold down **Ctrl key** to click for **multiple occurrences** at once
 - All the same statement per category
 - This is so all taxes and fees will properly merge
3. Click the **Recur and Usage B/W** button
 - **Never** select **Recur B/W** or **Usage B/W**

The [Customer Occurrence Configuration Grid Key](#) gives an explanation of fields and codes

4. Click **Add Statement**
 - A **new Stmt Code** will populate with the **Stmt Stat of N/CI**
 - **Highlight** the **new statement**; [click the Select button](#)

5. Click the check box to **Confirm**; press **Enter** then **Exit**
6. **Repeat Steps 3 - 5 as needed** until all active occurrences of the **service category** are on the same statement
7. **Verify** that the occurrence is now on the separate billing statement
 - To do this, click the **new statement** that was just created
 - Click the **Services**
 - The services displayed here will be on the new billing statement
 - Press **Exit**

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