

# Deposit Tips and Scheduling Guidelines-1783

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## Introduction

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### enTouch Houston, TX CSG Deposit Reversals May 2022

- Deposits paid in CSG prior to **March 26, 2021** billing conversion are refunded
- Final accounts **completed processing on May 5, 2022**, appearing on the General Ledger as **Apply Deposits**

## Resolution Steps

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[Expand All](#) | [Collapse All](#)

[Credit Checks are Required For](#)

[Credit Check / Deposit Exceptions](#)

Customer Refuses Credit Check or Does Not Give Consent

Credit Check Facts

Add a Deposit for Install or Upgrade Line of Business

Schedule Appointment

Deposit Refunds

Install is Cancelled Because Deposit is Not Received on Time

Deposit Refund When Services are Not Installed

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=265>