

# Customer is Not Receiving a Statement- Article no. 1814

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## Introduction

■ A statement is not received in these instances: 

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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 **Service Address (SA)** unless the customer requests a **Bill To** address
  - If the Service Address is **incorrect**, submit an Address Request Form form to 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, see [Paper and Paperless Billing Setup Instructions](#)

## Resolution Steps

■ **Verify Billing or Service Address for Monthly Billing** 

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- 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 prints 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 / 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
      - Print State field should read: A Always Print Bill
      - Auto-pay customers must have Print Statement field set to **A - 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**
      - Print Statement field should read **A Always Print Bill**

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