Sports Package Billing Errors and Refunds- Article no. 1731

Introduction

Sports Package Refund Information

- Removing a Sports Package service code **does not** generate a credit
- When a Sports Package is cancelled, a customer is **ineligible for any refunds** (prorated or otherwise)
    - Exceptions are at a **Supervisor's discretion**

Resolution Steps

Posting Spread Charges

- On the **General Ledger Tab** in **BOLT**, select the **Statement** with the OTC to post
- On the **Details Sub-Tab**, select the **One Time Charge** from the **Transaction Type** drop down
- Click to add a **check mark** in the **Select** box to the **right** of the OTC

- Click **Adjust Selected**, then click **OK** to post the spread charges

- Click **Submit** to process the adjustment

Spreading OTC if Full Amount was Billed in Error

- **Do not remove the Sports Package MRC**

- On the **General Ledger Tab** in **BOLT**, select the **Statement** with the OTC to credit

- On the **Details Sub-Tab**, select **One Time Charge** from the **Transaction Type** drop down

- Click to add a **check mark** in the **Select** box to the **right** of the OTC

- Click **Adjust Selected**, and select **Full** from the **Credit Type** drop down

- Click **Calculate**, then **Submit** to process the adjustment

- Move to **ICOMS** and complete **two Service Changes** to **remove** the Sports Package **OTC,** then ***reapply*** **the OTC** with the **charges spread**

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=283