Merge Billing Statements-2010

Introduction

Merging **multiple bills** from the **same account** into **one single billing statement**

Important

- To combine multiple accounts at the same address, see Account Ownership Change
- Verify the account **has a current balance** prior to merging statement
- Always **merge to the lowest statement number** - Merge statement two or three **into statement one;** Once statement one becomes inactive, it **cannot** be re-activated

Additional Information:

- Do not merge one customer's statement with another customer's statement
- The Bill Day is from the remaining ACTV statement and prorates are generated accordingly
- A statement pending disconnect (non-pay or standard disconnect) -OR-

disconnected cannot be merged with an active statement

- Customers with active **Campaign J** or **B** on their account can't merge their statements when the **bill day is different**
    - From the **Customer Services** screen, click the **Pricing** option
    - When a **Campaign J** or **B** exists, you get this message **Bill With / Merge Not Allowed; Campaign Restrictions Exist**
        - Process a bill day change and **make all bill days the same**
        - The statements can be merged
            - **Note:** Changing the bill day causes prorates
- The IVR immediately recognizes the statements are merged and **self help** is re-instated

Resolution Steps

1. **Statement Configuration [BI]** screen
2. **Select** the statement to merge **into** statement one
    - **Always** merge **to the lowest** statement number
3. Click the **Merge** button

4. Highlight the statement and **click the Select button**

- **Note**: If the customer has more than two statements and wants them all merged together, they all **must** be merged to the same statement

- If the customer has three statements, merge them as follows:

  - Statement 2 to Statement 1

  - **Then** Statement 3 to Statement 1

  - If you see this message- Multiple Service Account numbers Exist for this Bill With Account

5. Place a **check** in the box next to **Confirm**

6. Click **OK**

7. The **Customer Statement Configuration** screen reappears

    - Statement one (1) will be **ACTV**

        - The Bill Day is from the ACTV statement and prorates are generated accordingly

        - The statement that was merged with the first statement now has a status of **N/CI**

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=332