Remove Credit / Debit Card from the Wrong Account Article no. 1248

Introduction

Rarely, credit / debit card information is placed on an MOP screen in **error**

- **Example:** Mr. Jones' credit card information was entered on Mr. Smith's account
- **Important**: if the card was **used** to make an account payment, it **cannot be removed**

Resolution Steps

- **Verify** the **last four digits** of the credit / debit card on the **MOP / Payment History** in **BOLT**
- **In ICOMS,** determine if the card **was used** to make a payment
    - From the **Financial** menu, select **Customer Pending Payments** and click **History** on the **left**
    - **Highlight** any line with **Payment Status Accepted** and select **Display Detail**
    - Check the **detail** for the **last four digits** of the card, payment date, and amount
- If the card was **used** to make a payment, it cannot be deleted; deactivate autopay as needed

- If the card was not used to make a payment, submit a Service Now Ticket to have the card removed

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