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; <u>deactivate autopay</u> as needed

