Remove Credit or Debit Card Permanently Article no. 1904

Introduction

In **extremely rare occasions,** credit / debit card information is **placed** on an MOP screen **in error**

- **Example:** Mr. Jones's credit card information was placed on Mr. Smith's account

- If a customer **used** the **credit card** on the account **to make a payment,** the card **cannot be removed** from the account

Resolution Steps

1. In **ICOMS**, select **Customer MOP** from the **Financial** drop down and **verify the last four digits** of the card

2. Select **Customer Pending Payments** from the **Financial** drop down and click **History** on the left

3. **Highlight** the individual lines and click **Display Detail** to see if the card was used to make a payment

    - The **last four digits** of the card, **payment date**, and **payment amount** display if the card was used

- Cards used to make payments **cannot** be deleted; **deactivate** the card instead

4. Select **Customer MOP** from the **Financial** drop down
    - If the card status is **Pink** Active, **AutoPay** is **active**; highlight the card and click **Unassign** to **deactivate AutoPay**
    - If the card status is **Black**, no further action is necessary

5. If no payment was **made** on that card, create a **billing** ticket in Service Now to **permanently delete** the card

6. **Note the account indicating** the card information was permanently removed
    - **Never place any credit card number in the BOLT notes**

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