Balance Equipment on Active Account with Unreturned Equipment Charges Article no. 1931

Introduction

Important:

- Equipment charges on a Pending Reconnect work order are automatically adjusted once the account is reconnected

- Return a customer owned modem if the customer no longer subscribes to BYOM

ICOMS: select **Display Customer Occurrence Configuration** from the **Billing** drop down menu

- Ensure the **equipment in the customer's home** matches the information ***before*** **balancing** the account to **reverse** the unreturned equipment charges

Resolution Steps

1. **Customer Equipment Maintenance** screen [**BX**]

- A red error message indicates rate codes are missing and the account is not balanced

- **Highlight** the equipment in question and click **Port Occ Asgn**

2. On the **Equipment Port Maintenance** screen, **highlight** the equipment and click **Swap Ctg / Occ**

3. On the **Swap Port Service Category / Occurrence** screen, **highlight** the occurrence and click **Swap To**, then click **Exit** to clear the error

    - Equipment **credits** back to the account with **nightly processing**

4. If these steps did **not** resolve the issue, enter a **BOLT Case** as follows; allow **48 hours** for resolution

Record Type	Non Technical
Reason	Bill / Invoice Questions or Issue
Reason Detail	Dispute Equipment Charges
Case Reason	>Equipment Removed / Remove Charges
Destination Queue	Financial Services
Notes	Equipment and Serial Number in Question

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=379