Handling Declined Payments in a Subscribed Plan

Payment Handling & Device Directions · https://milo.masseyservices.com/docs/handling-declined-payments-in-a-subscribed-plan/

When transferring monthly prepaid accounts from an acquisition into a ServicePro account, the following must be done to avoid Allowances:

1. Set up all monthly prepay billings on EBA accounts in ServicePro for the set day of the month. The bill for these services will be split into 3 equal payments for the upcoming service.
2. When a payment is declined, call the customer immediately. If payment is not provided, stop the Pay Plan until a valid form of payment is obtained. This will prevent more charges on the account. Once a valid payment type is received, restart the Pay Plan.
    - THIS PREVENTS UNNECESSARY ALLOWANCES!
3. When the first payment is declined, the balance must have current month posting correction completed. Do this prior to month end.
4. If you need to cancel programs for these accounts, remove the payment plan. Do this by hitting STOP and REMOVE. This will prevent any further charges.