







Status:	TICKET RESOLVED
Project:	Technology Operations Board
Components:	None
Fix versions:	None

Type:	Purchase/Order	Priority:	Low
Reporter:	Solounge Bowen	Assignee:	Solounge Bowen
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original estimate:	Not Specified		

Attachments:	 CrestH2.pdf  Glenview Comcast.pdf  Crest Hill.pdf  Geneva Comcast.pdf  Screenshot 2025-03-20 at 3.33.11 PM.png  Geneva Comcast2.pdf
Vendor / Issue Type:	Audit, ISP
Key Performance Indicator:	Completion and accuracy of records, IT, Reduction of cost
KPI Measure:	Ensured timely payment of outstanding Comcast balances for Crest Hill, Glenview, and Geneva to avoid collections. Cleared all accounts to maintain a zero balance.
Office/Clinic Location:	IL-06 Glenview
Completion date:	20/Mar/25 3:40 PM

Description

Background: After gaining access into KindbodyV COMcast accounts, I noticed that 3 accounts that have been disconnected have a current balance . To avoid this being sent to collections, I'm working on getting this paid off via Teampay

Locations	Account #	Balance Due	Status
Crest Hill	8771201440602773	\$100	[PAID]
Crest Hill	8771201440407553	\$172.07	[PAID]
Glenview	8771100780630255	\$100	[PAID]
Geneva	8771200450272568	\$627	[PAID]

Next Steps:

- Gather all the amounts needed and pay off balances

Follow Up:


References:


Comments


Comment by Solounge Bowen [20/Mar/25]

Made payments on the Crest Hill and Glenview locations (see receipt attached)

Will need to work on making payment for Geneva account since that is the biggest amount


[CrestH2.pdf](#)

[Glenview Comcast.pdf](#)

[Crest Hill.pdf](#)

Comment by Solounge Bowen [20/Mar/25]

Found an existing Teampay card for Geneva ending in 6859, the amount is for \$352.85 available. I can pay the portion using this card and when it refills again I can mak half

[Geneva Comcast.pdf](#)

Remaining balance: **\$274.69**

Billing

Geneva (New) 8771200450272568

Billing Address: 2516 WAUKEGAN RD, GLENVIEW, IL 600251774 [Manage Bill Delivery](#)

ACCOUNT BALANCE ⓘ
\$274.69

PAST DUE BALANCE
\$626.69

OVERDUE AS OF
Aug 25, 2024 ⓘ

ⓘ Your service has been disconnected. Please pay your remaining balance now.

Payment Settings



Auto Pay ● OFF

With Auto Pay enabled, this account's monthly charges are automatically deducted from your selected bank account, debit or credit card.

[Set up Auto Pay](#)



Paperless Billing ● ON

You receive an email each month when your new ready to be viewed in My Account.

[Manage Bill Delivery](#)

Comment by [Solounge Bowen](#) [20/Mar/25]

Found an inactive Detroit card with a balance of \$291.20.

- Proceeded to pay the remaining Geneva balance of \$274.69 to fully clear out the balance on the portal

[Geneva Comcast2.pdf](#) 📎

Comment by [Solounge Bowen](#) [20/Mar/25]

All four accounts are officially disconnected and have a clear account balance. Proceeding to close ticket.

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