

# WHOLESALE CLEARING DEBT FROM CUSTOMER PORTAL

## 1. When on Licensing



In Licensing, you can apply for a new license or special event license, monitor applications and licenses, renew or amend existing licenses, and file and monitor protests.

## 2. Under Dashboard - click the tab for Reported Debt

### Dashboard



## 3. Find the debt you want to release and click the blue arrow beside it



## 4. It will take you to a new screen with the information of the debt

- It will tell you who the debt is reported against, the amount and who reported the debt so you can verify that is the correct license you want to release.

### Debt

License this debt is reported against:

<input type="checkbox"/>	License
<input type="checkbox"/>	License [REDACTED]

Debt Amount

[REDACTED]

License that reported this debt:

License

[REDACTED]

## 5. You will click Release?; if that is the correct license and then click Save

Release?

Checking this box and clicking Save will mark the debt as "Released" and will no longer count against the license.



## 6. Then you it takes you back to the main screen and that debt will be removed.