

Work with a Family's Transactions

Last Modified on 03/20/2025 8:33 am EDT

The Transactions tab in a Family Account shows you the three steps of the automatic billing workflow. You can make changes to invoices in the *Scheduled* and *Pending* sections. However, once the billing invoice moves to the *Ledger* section, the invoice is considered a historical reference and cannot be changed.

Garcia		Actions			
DETAILS	BILLING	TRANSACTIONS	INVOICES	AUDIT LOG	NOTES
Family Balance		\$200.00	▼		
Beverly Garcia Balance		\$0.00			
Sharon Garcia Balance		\$200.00			
Last Payment Mar 05, 2025		\$5.17			
Last Invoice Mar 07, 2025		\$5.02			
Multi-site Balances					
Charlotte		\$0.00			
Huntersville		\$200.00			

The *Family Balance* appears at the top of the Billing and Transactions tabs in a Family Account. Click the **Expand** icon (⊙) to see more details about the family's balance, such as the balance for each Payer, last payment date, last invoice date, and the balance owed for each site.

Expand/Collapse All

Scheduled

After a **New Tuition Fee or Recurring Fee** is created, it will appear in the *Scheduled* section. The fee is scheduled and waiting to be invoiced after the current Billing Cycle. The fees automatically move from *Scheduled* to *Pending* on the Scheduled Date at 11:59 PM.

Changes can be made to invoices in this section. Click the **Options** icon (⋮) and one of the following to make changes:

- Click **Edit** to change the Amount, Description, or End Date for the fee.
- Click **Delete** to remove the scheduled fee and all future instances of it from occurring.

Scheduled ▼

Move to Pending: Mar 14, 2025

Tuition for Carrot Bunch - Full Day Spring **\$10.00**



Amanda Garcia \$ Weekly Billing Profile

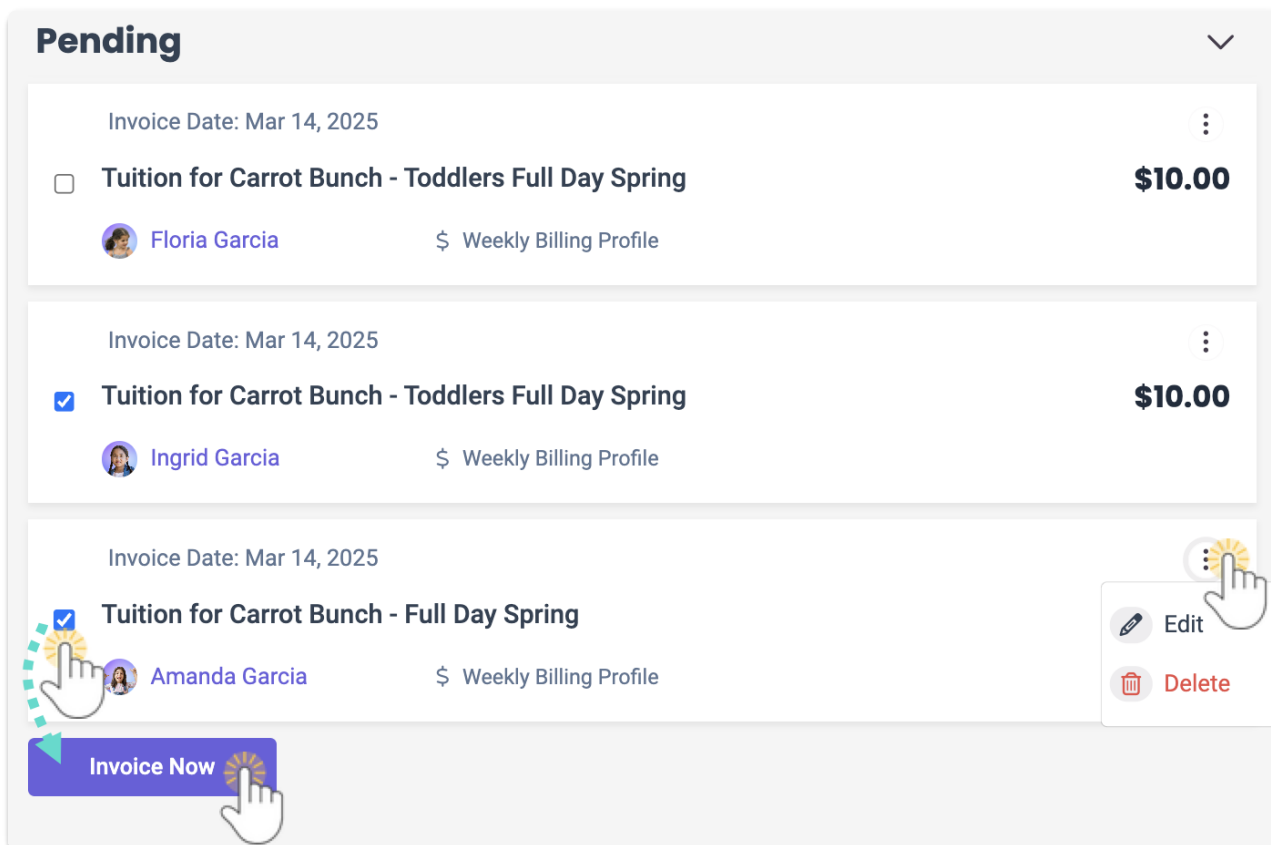
Edit
 Delete

Pending

Recurring Fees move from Scheduled to Pending and are processed within 24 hours of the Transaction Date. One-time Fees are placed in the *Pending* section immediately. A Recurring Credit is placed in both the *Pending* section and the *Scheduled* section for the upcoming Billing cycle.

Pending invoices can be edited or deleted, and invoices in this section can be invoiced immediately:


- Click the **Options** icon  > **Edit** to change the Amount or Description for the fee.
- Click the **Options** icon  > **Delete** to remove the pending fee from being invoiced.
- Select the checkbox next to the invoice or credit amount, then click **Invoice Now** to invoice the family immediately.



Pending


Invoice Date: Mar 14, 2025

Tuition for Carrot Bunch - Toddlers Full Day Spring **\$10.00**

 **Floria Garcia** \$ Weekly Billing Profile


Invoice Date: Mar 14, 2025

Tuition for Carrot Bunch - Toddlers Full Day Spring **\$10.00**


 **Ingrid Garcia** \$ Weekly Billing Profile


Invoice Date: Mar 14, 2025

Tuition for Carrot Bunch - Full Day Spring **\$10.00**

 **Amanda Garcia** \$ Weekly Billing Profile

Invoice Now

 **Edit**

 **Delete**






Ledger Transactions

After a fee is invoiced to the **Payer** on the Transaction Date, it moves to the *Ledger Transactions* section. This section lists all transactions for the Family Account. It is for information purposes only, and transactions can't be edited or deleted.

Information that can be found in this section includes:

- A PSP reference number when Jackrabbit Pay is used. Click the PSP reference number to sign in to Jackrabbit Pay and get more information about the transaction.
- Different badges denoting the transaction type such as Discount, Surcharge, Payment, In Process Payment, One Time Registration Payment, and View Declined Payment.
- If a payment was declined, refunded, or canceled.
- Additional transaction or payment details, such as the amount, billing profile, Payer or child, date

and time, or payment method used.

Ledger Transactions		▼
03/07/2025 12:00 AM		
Tuition for Carrot Bunch - Toddlers Full Day Spring		\$10.00
Pending Transaction Id: 38281		
 Amanda Garcia	\$ Weekly Billing Profile	
03/05/2025 07:17 AM	PAYMENT	
		- \$25.72
PSP Reference: HNL2FZ6FNKNTK569		
 Sharon Garcia	\$ Weekly Billing Profile	 Visa ...4166
03/03/2025 04:51 PM	SURCHARGE	
Credit Card Surcharge		\$0.72
PSP Reference: HNL2FZ6FNKNTK569		
 Sharon Garcia	\$ Weekly Billing Profile	 Visa ...4166



If a payment was declined, click the View Declined Payment badge

VIEW DECLINED PAYMENT on a ledger card for more information, such as the reason for the decline.
