Work with a Family's Transactions

Last Modified on 12/09/2024 4:29 pm EST

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 However, once the billing invoice moves to the *Ledger* section, the invoice is considered a historical reference and cannot be changed.

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.
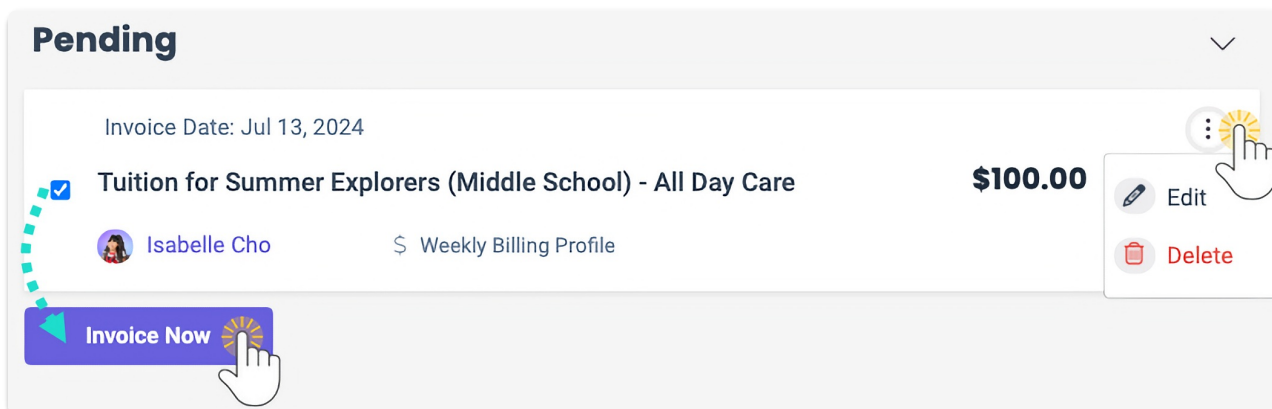- Click **Delete** to remove the scheduled fee and all future instances of it from occurring.

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.

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:

- What form of payment the Payer used and who the Payer is.
- If the payment is still processing with an In Process Payment badge. Once the payment settles with the bank, a Payment badge appears.
- If a payment was declined, refunded, or canceled.
- Additional transaction or payment details, including if the transaction had a discount applied.

Ledger Transactions ⌄

August 02, 2024 **PAYMENT**

– $1,935.90

PSP Reference: KBZ1FG2IK5FC42A7

👤 Aurora Cho $ Monthly Billing Profile   💳 **Mastercard ...1261**

July 28, 2024

Tuition for Summer Explorers (Middle School) - All Day Care

$1,425.00

Pending Transaction Id: 12134

👤 Isabelle Cho $ Monthly Billing Profile

July 28, 2024 **DISCOUNT**

Prorated August 1-13, 2024 Tuition

$510.90

Pending Transaction Id: 12220

👤 Isabelle Cho $ Monthly Billing Profile

ⓘ 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.