

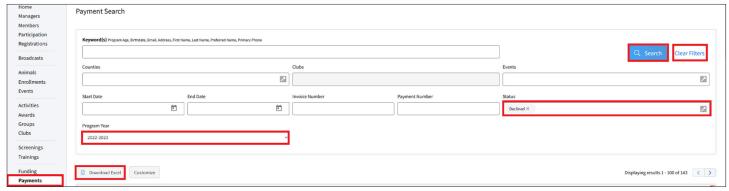
TEXAS 4HONLINE COUNTY MANAGER GUIDE

EVENT PAYMENTS - MAIN NAVIGATION PAYMENTS DECLINED CREDIT CARDS WITH BALANCE DUE

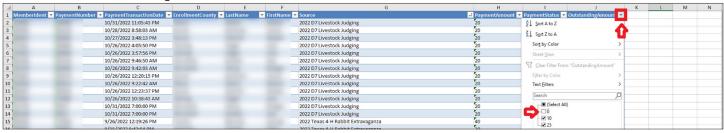


QUICK VIEW OF ALL TRANSACTIONS WITH DECLINED CREDIT CARDS

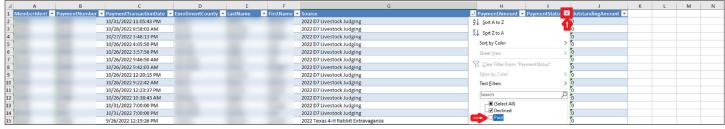
- Click the Payments link in the navigation panel on the left side of the screen.
- Click the Clear filters link in the search area.
- Click to change the Status field to show only Declined.
- Click the dropdown menu to show the correct Program Year. The current year is the default when filters are cleared.
- Click the blue Search button.
- Click the Download Excel button. Find the file location based on your device settings and open the Excel file for filtering.



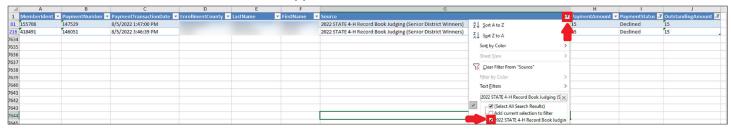
Click to filter the OutstandingAmount column to remove the zero and click OK.



· Click to filter the PaymentStatus column to remove all payment statuses except Declined and click OK.



• Click to filter the Source column to the Event Name(s) and click OK.



• The results left in the spreadsheet will be credit card transactions that were declined and still have a balance due. A member will be listed multiple times if they have made multiple attempts on credit cards. For this reason it's recommended to create an event custom report using minimal fields.

INSTRUCTIONS AVAILABLE

The family is able to try to resubmit their payment again by using these instructions: Enrollment | Events | Animals | Screen Tips The county office is able to change the payment to a county check instead: Enrollment | Events | Screen Tips

BETWEEN MAY 2021 - OCTOBER 2021 SOME MAY NOT REPORT ACCURATE TRANSACTIONS. ISSUE REPORTED STATE-WIDE IN 2021