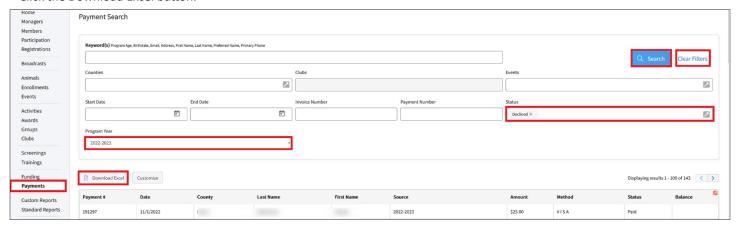


## PAYMENT SCREEN DECLINED CREDIT CARDS WITH BALANCE DUE

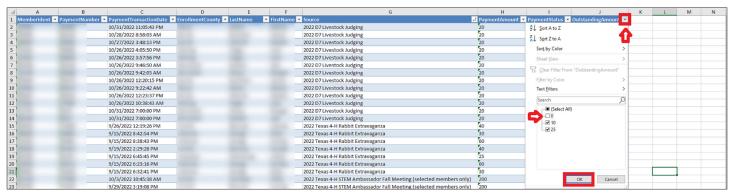


## 2022-2023 QUICK VIEW INSTRUCTIONS - CUSTOM REPORTS ARE RECOMMENDED

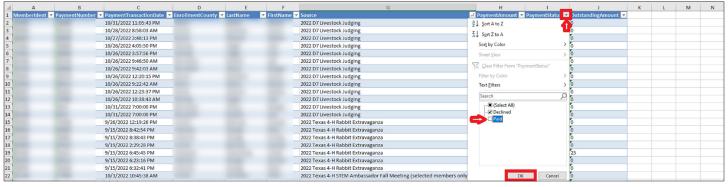
- Click the Payments link in the navigation panel on the left side of the screen.
- Click to clear the filters link in the search area.
- Change the Status field to show only Declined.
- Click the dropdown menu to show the Program Year 2022-2023 (or after). The current year is the default when filters are cleared.
- · Click the blue Search button.
- · Click the Download Excel button.



- Open the downloaded file in Excel.
- 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.



• The results left in the spreadsheet will be credit card transactions that were declined and still have a balance due.

## **FAMILY INSTRUCTIONS AVAILABLE**

The family is able to try to resubmit their payment again by using these instructions: Enrollment | Events | Animals | Screen Tips