

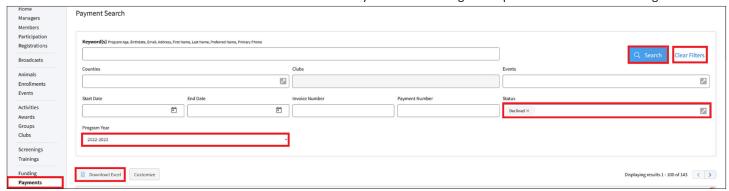
## **TEXAS 4HONLINE STATE/DISTRICT MANAGER GUIDE**

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

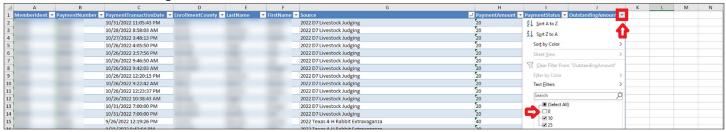


## **QUICK VIEW INSTRUCTIONS**

- 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.



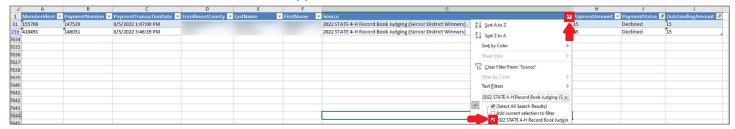
• Click to filter the OutstandingAmount column to remove the zero and click OK.



• 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.

## FAMILY INSTRUCTIONS AVAILABLE

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

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