

# View Invoices

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CST

All invoices are stored on the Invoices page, including recurring invoices. This page gives you an overall view of pending and paid invoices, a total balance summary, and allows you to access invoice details and balance details.

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## View the Invoice List

1. From the menu to the left, click **Accounting**.
2. Click **Income**.
3. Enter your Accounting PIN and click **Go**.

**Note:** If you do not have an Accounting PIN set, you are prompted to set one.

4. The Invoices page opens.

<input type="checkbox"/>	Date	Invoice #	Billing Period	Child(ren)	Payer(s)	Autopay	Status	Settlement	Amount	Balance
<input type="checkbox"/>	11/17/2021	35356779	11/17/2021 - 11/23/2021	AutolInvoice Child	Hai PG	Off	Unpaid		\$110.00	\$110.00
<input type="checkbox"/>	11/15/2021	35353087	11/15/2021 - 11/21/2021	AutolInvoice Child	Hai PG	Off	Unpaid		\$310.00	\$310.00
<input type="checkbox"/>	11/15/2021	35353080	11/15/2021 - 11/28/2021	AutolInvoice Child	Hai PG	Off	Unpaid		\$310.00	\$310.00
<input type="checkbox"/>	11/15/2021	35353076	11/15/2021 - 11/21/2021	AutolInvoice Child	Hai PG	Off	Unpaid		\$310.00	\$310.00
<input type="checkbox"/>	11/10/2021	35340541	11/10/2021 - 11/16/2021	AutolInvoice Child	Hai PG	Off	Unpaid		\$110.00	\$110.00
<input type="checkbox"/>	11/08/2021	35336692	11/08/2021 - 11/14/2021	AutolInvoice Child	Hai PG	Off	Unpaid		\$310.00	\$310.00
<input type="checkbox"/>	11/08/2021	35336683	11/08/2021 - 11/14/2021	AutolInvoice Child	Hai PG	Off	Unpaid		\$310.00	\$310.00
<input type="checkbox"/>	11/03/2021	35324571	11/03/2021 - 11/09/2021	AutolInvoice Child	Hai PG	Off	Unpaid		\$110.00	\$110.00
<input type="checkbox"/>	11/01/2021	35320014	11/01/2021 - 11/07/2021	AutolInvoice Child	Hai PG	Off	Unpaid		\$310.00	\$310.00
<input type="checkbox"/>	11/01/2021	35320008	11/01/2021 - 11/14/2021	AutolInvoice Child	Hai PG	Off	Unpaid		\$310.00	\$310.00

Display 10 records. Showing 1 to 10 of 520 entries.

Received \$92,949.00   Pending \$0.00   Balance \$208,094.00   Total \$301,043.00

The following information displays for each invoice:

- **Date:** This is the date the invoice was created.
- **Invoice #:** This is the invoice number.
- **Billing Period:** This is the period for which the invoice was issued.
- **Participant(s):** These are the participants included on the invoice.
- **Payer(s):** These are the payers associated with the invoice. You can click the payer's name to quickly

update that payer's contact information. These changes affect accounting data only—enrollment data is not updated.

- **Autopay:** This column indicates whether the payer associated with the listed invoice is using Autopay.
  - **Status:** This is the invoice's current status. See [Understand Invoice Statuses](#) for more information.
  - **Settlement:** This is the date the invoice was paid or deleted.
  - **Amount:** This is the total amount billed.
  - **Balance:** This is the remaining amount owed. Click the amount in this column to view the Balance Details pop-up. This lists each payer on the invoice and the amount owed. You can record payments and refunds from this pop-up.
5. Use the boxes and menus at the top of the table to filter the invoices that display. You can filter by every column *except* Billing Period.
  6. Click each column header to sort invoices in ascending or descending order.
  7. Click an invoice to view invoice details. See the **View Invoice Details** heading, below.

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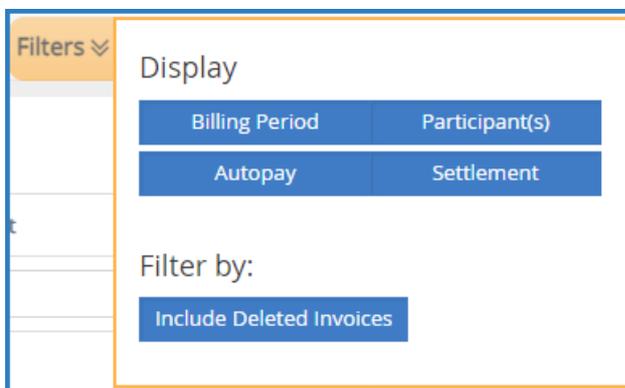
## View Deleted Invoices

Deleted invoices do not display in the invoices list by default. To display them:

1. From the menu to the left, click **Accounting**.
2. Click **Income**.
3. Enter your Accounting PIN and click **Go**.

**Note:** If you do not have an Accounting PIN set, you are prompted to set one.

4. Click **Filters** in the top-right corner.
5. Select **Include Deleted Invoices**. Deleted invoices are now included in the invoices list. These rows are highlighted in red, so you can easily find them.



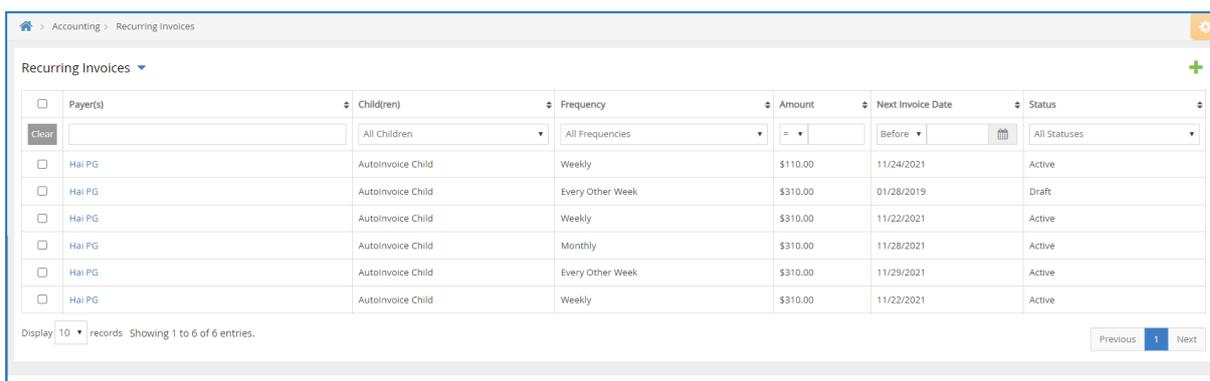
6. Click **Filters** again to hide the display options.

## View the Recurring Invoices List

1. From the menu to the left, click **Accounting**.
2. Click **Income**.
3. Enter your Accounting PIN and click **Go**.

**Note:** If you do not have an Accounting PIN set, you are prompted to set one.

4. Click  and select **Recurring Invoices**.



<input type="checkbox"/>	Payer(s)	Child(ren)	Frequency	Amount	Next Invoice Date	Status
<input type="checkbox"/>	Hai PG	Autoinvoice Child	Weekly	\$110.00	11/24/2021	Active
<input type="checkbox"/>	Hai PG	Autoinvoice Child	Every Other Week	\$310.00	01/28/2019	Draft
<input type="checkbox"/>	Hai PG	Autoinvoice Child	Weekly	\$310.00	11/22/2021	Active
<input type="checkbox"/>	Hai PG	Autoinvoice Child	Monthly	\$310.00	11/28/2021	Active
<input type="checkbox"/>	Hai PG	Autoinvoice Child	Every Other Week	\$310.00	11/29/2021	Active
<input type="checkbox"/>	Hai PG	Autoinvoice Child	Weekly	\$310.00	11/22/2021	Active

The following information displays for each invoice:

- **Payer(s):** These are the payers associated with the invoice.
  - **Participant(s):** These are the participants included on the invoice.
  - **Frequency:** This is the frequency with which the invoice is generated. For example, this column would show Weekly for invoices that run each week.
  - **Amount:** This is the total amount billed.
  - **Next Invoice Date:** This is the next date on which this invoice will run.
  - **Status:** This is the status of the recurring invoice. This can be Draft, Active, or Deleted.
5. Use the boxes and menus at the top of the table to filter the invoices that display.
  6. Click each column header to sort invoices in ascending or descending order.
  7. Click an invoice to view invoice details. See the **View Invoice Details** heading, below.

## View Invoice Details

1. From the menu to the left, click **Accounting**.
2. Click **Income**. The Invoices page opens.
3. Click the invoice to view.

The screenshot displays the 'View Invoice' interface. On the left, a list of invoices is shown with status markers: 'Unpaid', 'Deleted', 'Unpaid', and 'Paid'. The main area shows details for invoice #35358803, including the participant's name and address, and a 'Balance Due' of \$50.00. A table lists the invoice items with columns for CHILD, RATE, RATE TYPE, QTY, FEE, DISCOUNT, and TOTAL. A summary table shows 'TOTAL' as \$50.00, 'CREDIT APPLIED' as \$0.00, 'PAYMENTS MADE' as \$0.00, 'BALANCE DUE' as \$50.00, and 'CREDIT BALANCE' as \$300.00. A 'RELATED OPEN INVOICES' table is also present at the bottom.

The View Invoice page opens and displays the following:

- **Invoices:** A list of other invoices associated with this participant displays to the left. Each one includes status markers that tell you, at-a-glance, whether the invoice is unpaid, paid, partially paid, and so on. You can click each invoice in this list to view the invoice details.
- **Invoice:** The invoice as the payer receives it displays to the right. It includes all line items you set up, payments made, credits applied, and so on.
- **Invoice Activity:** This section lists all actions taken on this invoice to date. You can filter this section to Payment Activity, Comments, and/or System Activity.

**Note:** You can also access invoice details from the Invoices section on the Participant Account Details page. To do so, click the invoice to view. The Invoice Details page opens.

## Viewing Payment Status At-A-Glance

Payment status for all current invoices displays at the bottom of the Invoices list. These numbers are automatically updated as you apply filters, so you always seen payment status for the particular time period, invoices, and participants you are viewing.

Status	Definition
Received	This is the sum of all invoice payments for invoices where the invoice status is Paid, Partially Paid, or Declined.

Pending	This is the sum of all invoice payments for invoices where the invoice status is Paid or Partially Paid and the settlement is pending, and invoices that are at Declined status.
Balance	This is the sum of all invoice balances where the invoice status is Unpaid or Declined minus pending payments for all invoices at Partially Paid and Paid status.
Total	This is the sum of all invoice amounts where the invoice status is Partially Paid, Unpaid, Paid, Declined, or Closed.

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