

## How to Interpret the Payment Search Screen

Each line on the payment search indicates one time that a payment has been attempted (ie. the system has tried to charge a credit card). The payment number corresponds with the specific payment type.

For example:

1. Charlie Brown submitted his enrollment with a \$15 fee and his credit card was declined. The payment search will show a line for Charlie Brown with a payment number (1), a status of Declined and a balance of \$15.
2. Charlie resubmitted payment for his fees with the same card. The payment search will show a second line for Charlie Brown with the same payment number (1), a status of Declined and a balance of \$15.
3. Charlie submitted payment again, this time using a different card and it was successful. The payment search will show a third line for Charlie Brown with a new payment number (2) because he used something else to pay with, a status of Paid and the \$15 balance will be gone from all of the lines for Charlie Brown.

So, for those who have more than one declined status, that means that they have tried to pay again and were declined. If the payment number is different, then they used a different card. If the balance is \$0 or blank, they should also have a line that indicates a successful payment. For those who have a declined status and a balance, that means they haven't had a successful payment yet.