

View Payment History

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[PDF VERSION](#)

Tags | [Billing](#) |

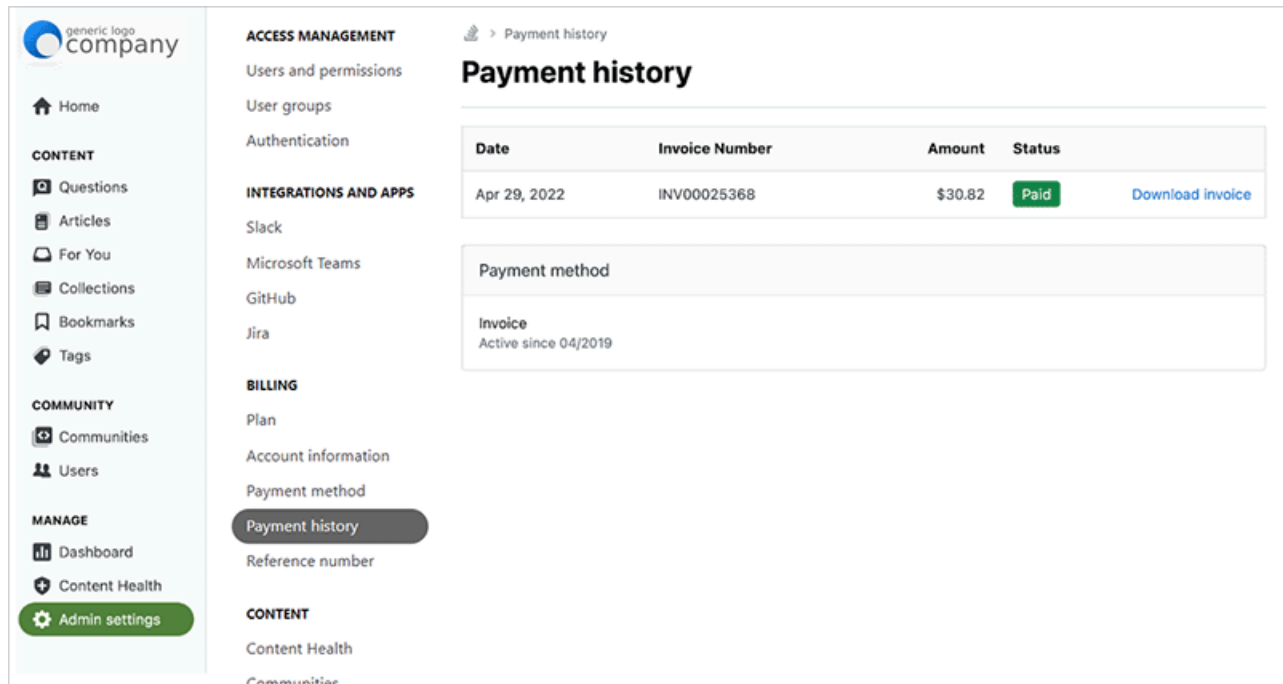
ADMIN PRIVILEGES REQUIRED

Applies to: [Free](#) [Basic](#) [Business](#) [Enterprise](#)

Enterprise users can access their documentation [here](#). [Find your plan](#).

If you wish to review your current and past payment history, visit **Payment history** under the **Billing** section of **Admin settings**.

This will provide a page similar to the following:



The screenshot shows the Admin settings interface for a team. The left sidebar contains navigation links: Home, CONTENT (Questions, Articles, For You, Collections, Bookmarks, Tags), COMMUNITY (Communities, Users), and MANAGE (Dashboard, Content Health, Admin settings). The main content area is titled 'Payment history' and includes a breadcrumb 'Payment history'. Below the title is a table with columns: Date, Invoice Number, Amount, and Status. A single entry is shown for April 29, 2022, with invoice number INV00025368, amount \$30.82, and status 'Paid'. To the right of the status is a 'Download invoice' link. Below the table is a 'Payment method' section showing 'Invoice' as the active method since 04/2019. The left sidebar also lists other settings categories: ACCESS MANAGEMENT (Users and permissions, User groups, Authentication), INTEGRATIONS AND APPS (Slack, Microsoft Teams, GitHub, Jira), BILLING (Plan, Account information, Payment method, Payment history, Reference number), and CONTENT (Content Health, Communities).

Date	Invoice Number	Amount	Status
Apr 29, 2022	INV00025368	\$30.82	Paid Download invoice

Payment method

Invoice
Active since 04/2019

Payments History

You will find a list of all payments that have been made for the history of your Team. Your invoices are sorted in descending order, with the most recent at the top.

Download Invoice

You can download a PDF of an invoice for your records by clicking "Download Statement" to the right of any given entry. Alternatively, you can review a simple text receipt of the transaction by clicking "Download Receipt".

Other Payment Information

On the right side of the page, you will find general information about the current status of your subscription. This information is similar to the information you may find when reviewing your Current Plan.

The *current balance* will include any prorated charges or credit available due to the number of users increasing or decreasing between billing dates, reflecting the number of *licensed users* shown above. If you have an annual subscription, this balance will be charged to the account at the end of the current month. If the balance is negative from removing users, it will not reduce the renewal cost directly but instead acts as credit, should new users be added before the next renewal date. The balance will reset to 0 after each billing date.

The *renewal total* represents what the final bill will be at the time of the next renewal payment, as well as noting when the renewal billing date is. If the number of users changes, the renewal total will update accordingly. The renewal total will include any current balance reflected above it.

Need help? Submit an issue or question through our [support portal](#).