

View Payment History

Document generated 10/23/2023

[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:

GENERAL

Dashboard

Display settings

Slack integration

ACCESS

Authentication

Manage users

SCIM integration

BILLING

Plan

Payment method

Payment history

Account information

Reference number

Payments History

DATE	INVOICE NUMBER	AMOUNT	STATUS	
May 1 '18	239025807-SO	\$5	Paid	Download statement Download receipt
May 1 '18	239025905-SO	\$5	Paid	Download statement

66

Licensed users

\$0

Current balance

Outstanding charges since last billing date

\$0

Renewal total

Based on number of licensed users

Total excludes any applicable taxes or any outstanding balance

Renews Apr 30 '20

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](#).