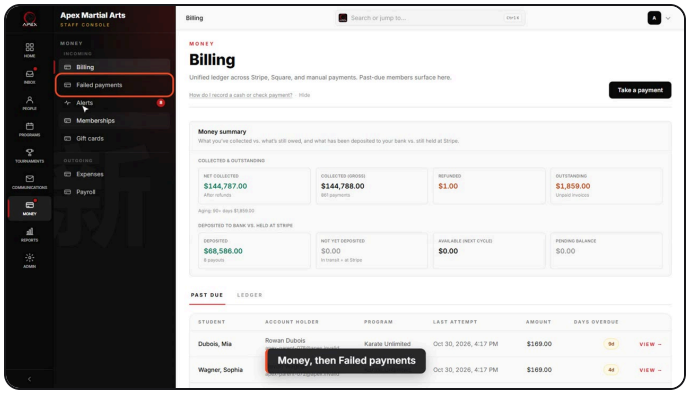
Handle a declined card

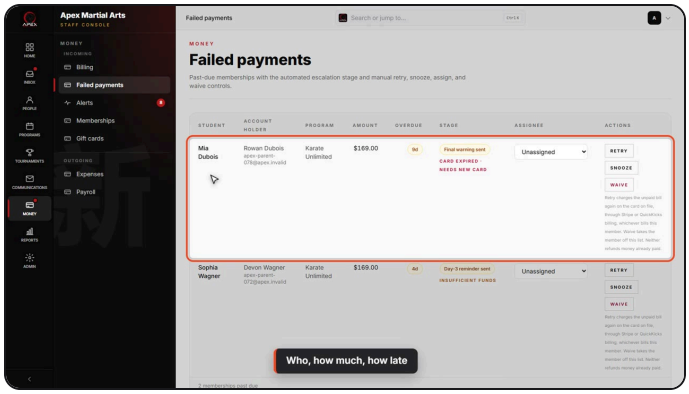
Find who is past due, see what QuickKicks does on its own, retry, snooze or waive a payment, and ask the family for a new card.

16 steps



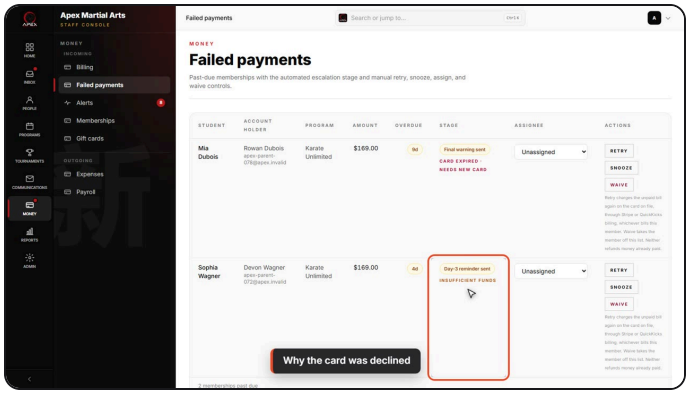
1 Money, then Failed payments

When a membership payment fails, the membership goes past due. You'll find it under Money, then Failed payments.



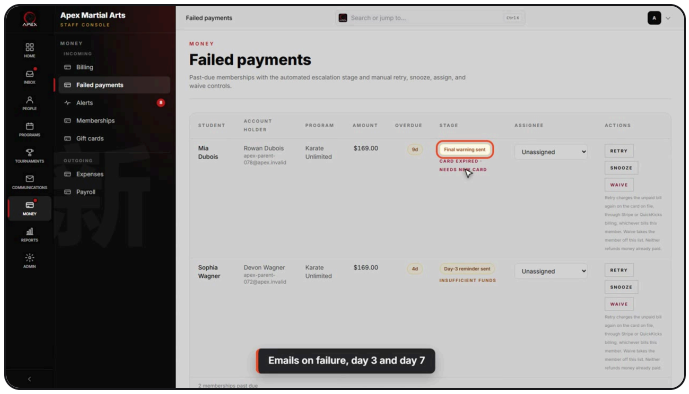
2 Who, how much, how late

Each row is one membership: the student, the account holder, the program, the amount, and how many days overdue. The oldest is at the top.



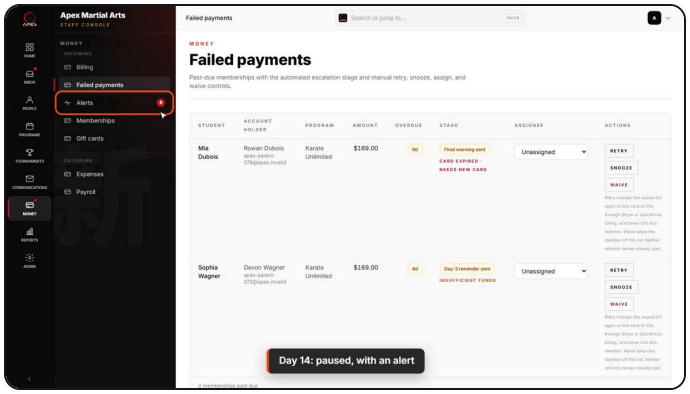
3 Why the card was declined

Stage shows why the card was declined. Card expired means that card won't work again, so the family needs to give you a new one. Insufficient funds may go through on a later try.



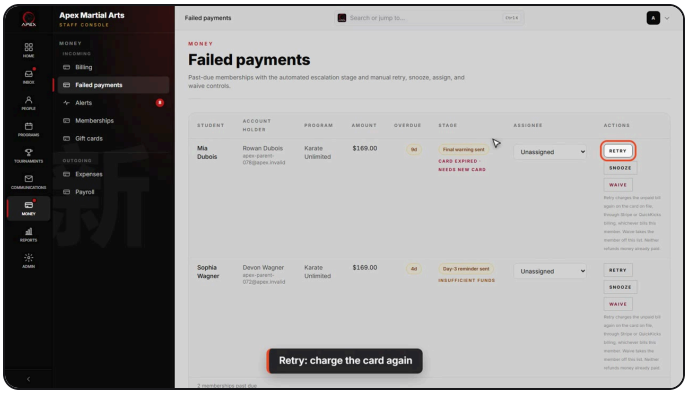
4 Emails on failure, day 3 and day 7

QuickKicks follows up for you. The family is emailed when the charge fails, again on day three, and a final warning on day seven. Stage shows how far each one has got.



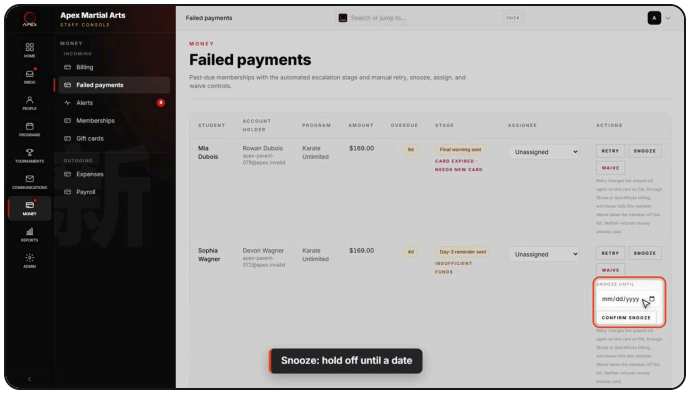
5 Day 14: paused, with an alert

On day fourteen the membership is paused automatically, the emails stop, and it leaves this list. You get an alert under Money, then Alerts, instead.



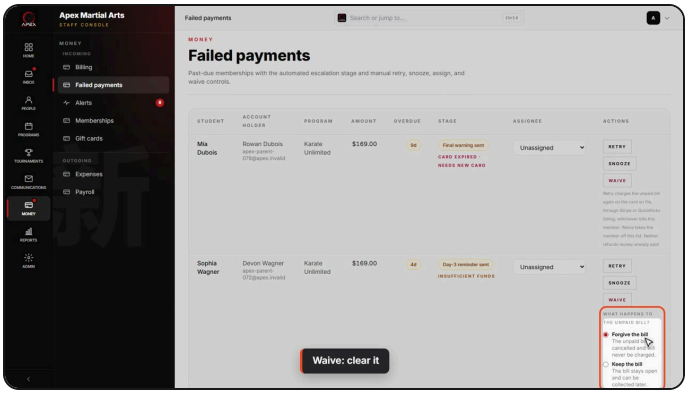
6 Retry: charge the card again

Retry charges the card on file again, right now, for the same unpaid bill. It doesn't add a new bill. If it goes through, the membership leaves this list.



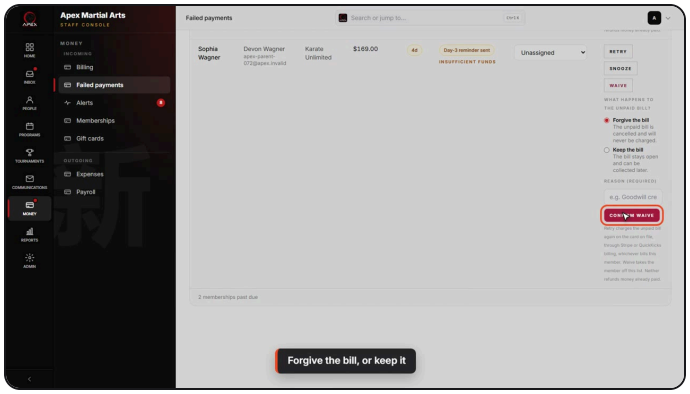
7 Snooze: hold off until a date

Snooze holds things off until a date you pick: no reminder emails and no automatic pause for this membership until then. Handy when a family says they will pay on Friday.



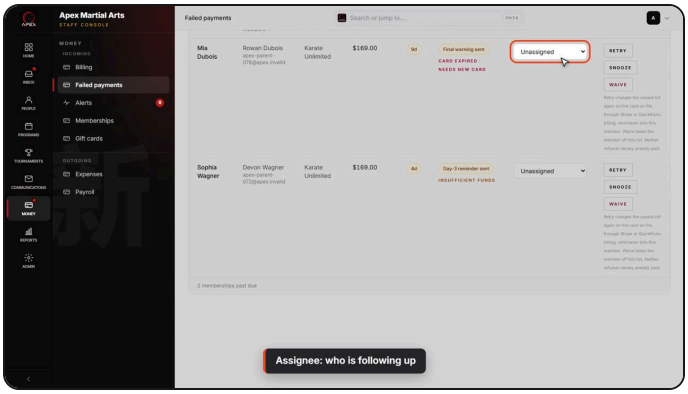
8 Waive: clear it

Waive puts the membership back to active and takes it off this list. Click Waive, and you choose what happens to the unpaid bill.



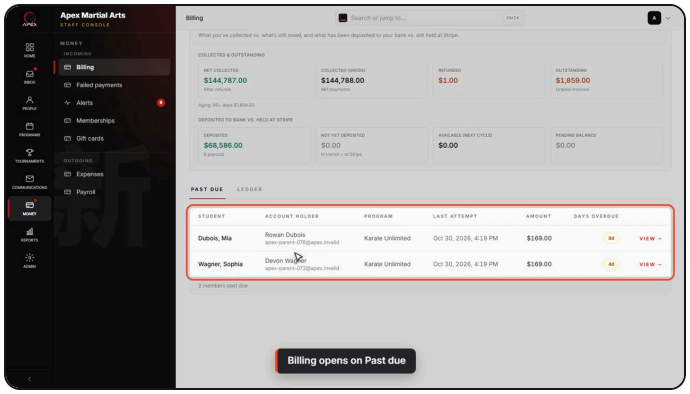
9 Forgive the bill, or keep it

Forgive the bill, the default, cancels it, so it's never charged. Keep the bill leaves it open, to collect later. Then give a reason and click Confirm waive. We won't confirm it here.



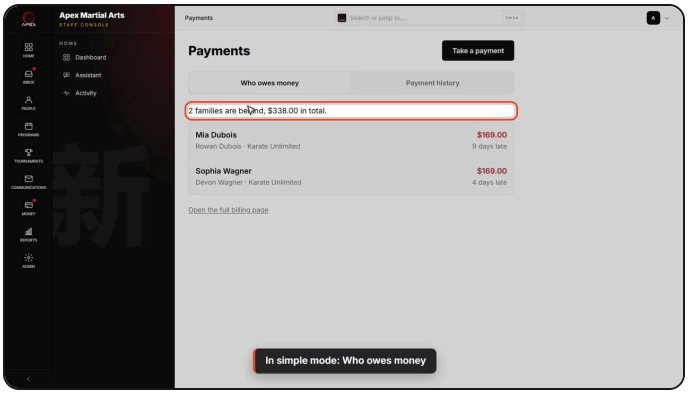
10 Assignee: who is following up

Assignee puts one person in charge of chasing it, so two people never call the same family.



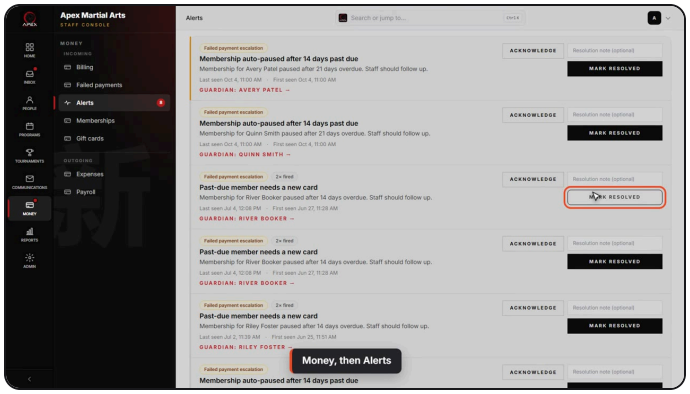
11 Billing opens on Past due

For the same list with when the card was last tried, open Billing. It starts on the Past due tab, with the list below.



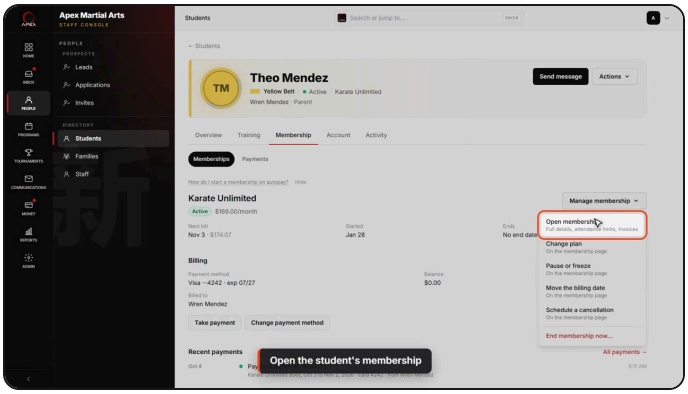
12 In simple mode: Who owes money

In simple mode the same list is called Who owes money, with the total at the top.



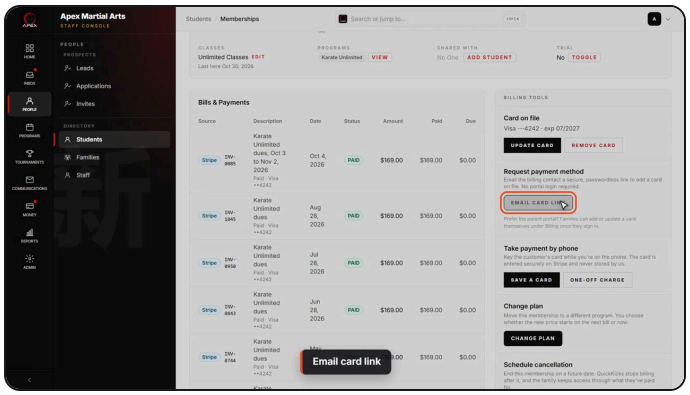
13 Money, then Alerts

Alerts collect what needs a person: auto-paused memberships, cards that need replacing, and other failed charges. Click Acknowledge when you take one on, and Mark resolved when it is done.



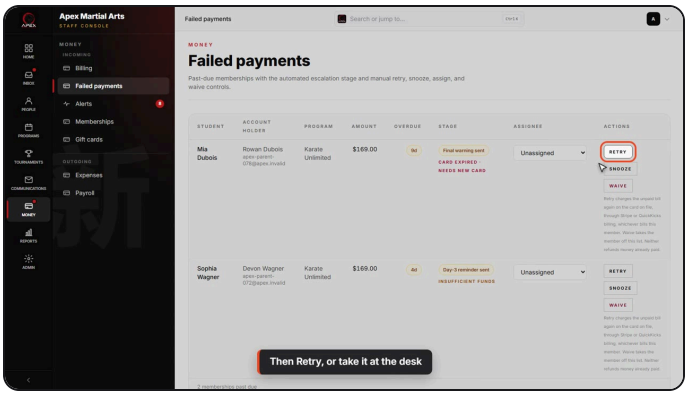
14 Open the student's membership

When a family needs to update their card, open the student's profile, then Membership, then Manage membership, and Open membership.



15 Email card link

In Billing tools, under Request payment method, click Email card link. The account holder gets a secure link to add a new card, with no login needed.



16 Then Retry, or take it at the desk

Once the new card is in, go back to Failed payments and click Retry, or take the payment at the desk.

Watch the video

Point your phone's camera at the code, or go to quickkicks.app/learn/schools/failed-payments

Stuck?

In QuickKicks, open **Admin**, then **Support** (or **Help**, in the simpler menu), and send us a message. Or email **hello@quickkicks.app**.

Shown with a demo school. Your screens show your own school, and may look a little different.