Billing History

Billing · https://staging.proclock.com/help/kb/managers/billing/billing-history/

Overview

The **Billing History** page in the Manager admin portal provides a comprehensive view of your company's past and current invoices. This page is designed to help administrators easily review, download, and understand billing details related to their subscription and employee usage. The intuitive layout allows for quick navigation between invoices and clear visibility into all charges.

Key Features

- **Invoice Viewer:** Displays the full details of the selected invoice.
- **Invoice Sidebar:** Lists all invoices in order from most recent to oldest for easy navigation.
- **Detailed Charge Breakdown:** Shows exactly what you are being billed for, including subscription plans and employee counts.
- **Print Option:** Allows you to print any invoice directly from the portal.

Navigating the Billing History Page

Invoice Sidebar

- Located on the right side of the page.
- Invoices are listed from most recent (top) to oldest (bottom).
- Click any invoice in the sidebar to view its details in the main panel.

Invoice Details Panel

When you select an invoice, the following information is displayed:

- **Invoice Number** (with a Print icon for printing)
- **Company Name**
- **Billing Name**
- **Billing Email**
- **Company ID:** Unique identifier for your company
- **Product:** The subscription product billed
- **Billing Period:** The date range covered by the invoice
- **Date:** The date the invoice was issued
- **Status:** Indicates if the invoice is paid, pending, or overdue
- **Total:** The total amount billed (displayed in large green text)

Charge Breakdown Table

Below the invoice summary, a table details the charges:

Common User Questions

How do I find a specific invoice?

- Use the sidebar to scroll through invoices. They are ordered from newest to oldest.
- Click on the desired invoice to view its details.

How can I print an invoice?

- Click the **Print** icon at the top of the invoice details panel.

What does each line item mean?

- **ProClock Plan:** The base subscription fee for your company’s plan.
- **Number of Employees:** The total number of employees billed, multiplied by the per-employee rate.

How do I know if an invoice is paid?

- Check the **Status** field in the invoice details. It will indicate “Paid,” “Pending,” or “Overdue.”

Troubleshooting

I can’t see the latest invoice.

1. Refresh the page to ensure the latest data is loaded.
2. Check your internet connection.
3. If the invoice still does not appear, log out and log back in.
4. If the problem persists, contact your system administrator.

The invoice details are not loading.

1. Ensure your browser is up to date.
2. Clear your browser cache and cookies.
3. Try accessing the portal from a different browser.
4. If the issue continues, reach out to technical support.

The Print icon is not working.

1. Make sure your browser allows pop-ups and printing.
2. Try using a different browser.
3. If you receive an error, take a screenshot and contact support with the details.