How do I view financial settlement information?

05/08/2025 9:41 am AEST

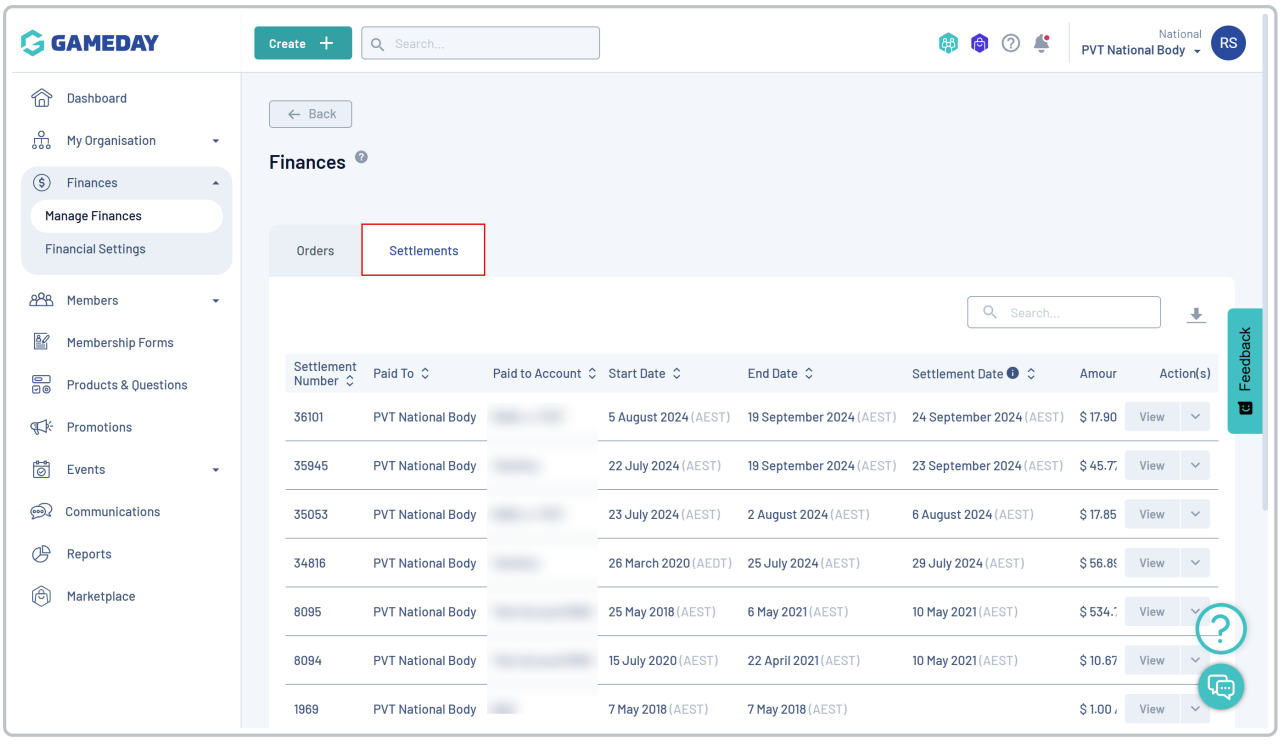
Overview

As an administrator, you can view settlement information to see the relevant information regarding any transactions that have been processed through your database and settled directly to your organisation's bank account.

Step-by-Step

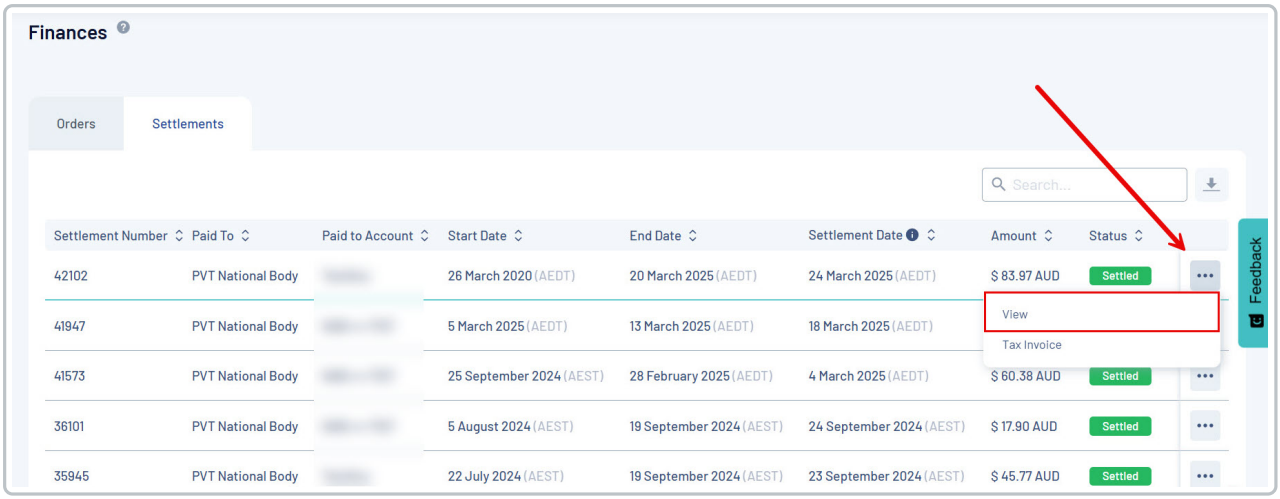
Step 1: Open your Settlement list

Open the **Finances** menu, then click **Manage Finances** > **SETTLEMENTS**



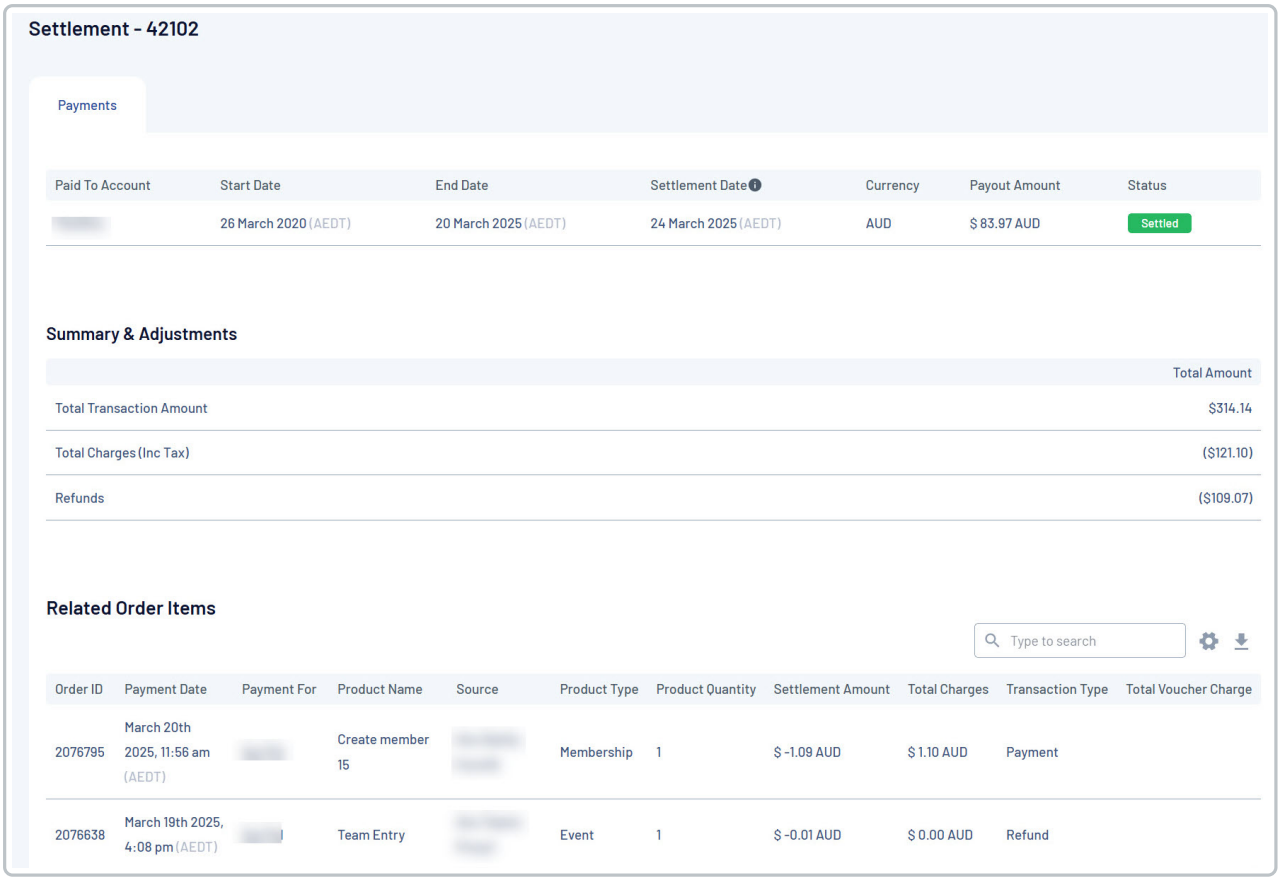
Step 2: View a settlement

From the **Settlements** tab, click on the **three-dots** menu, then click **VIEW** next to a settlement number



The **Payments** tab allows you to see:

- **Paid To Account**: The bank account to which the settlement was sent
- **Start/End Date**: Payments processed within this date range were included in the settlement
- **Settlement Date**: The date in which the settlement was sent to you
- **Currency:** The relevant currency of the payout will display based on your organisation's location
- **Payout Amount**: The total amount settled to you (after deducting processing fees)
- Any **Adjustments**, including refunds deducted from the settlement and tax charges
- A complete list of all **Orders** included in the settlement, including:
    - **Order ID**
    - **Payment Date**
    - **Member**
    - **Product Name**
    - **Source**: The name of the registration form used by the member to make the transaction.
    - **Product Type**: Denotes whether the product purchased was a Membership, Event, Add-on or Team product.
    - **Product Quantity**
    - **Amount**
    - **Total Gateway Charge**: A breakdown of the total amount charged from the gateway processing fee per order.
    - **Surcharge**
    - **Transaction Type**



You can also download a **Tax Invoice** (as a PDF file) for these settlements that you can send to your finance team to reconcile funds. This can be done via selecting the **TAX INVOICE** option.

