



Laura Gibson - 2026-09-05 - [Reports](#)

Dashboard						
Business Metrics						June 2024
ARM TOTAL	ARM PAYING	CHURN ?	AVERAGE CHURN ?	ESTIMATED LEG ?	AVERAGE LTV ?	
\$0.00	\$0.00	0.00%	0.00%	N/A	N/A	
Accounting			Payments			
TOTAL REVENUE MTD	UPCOMING REVENUE JUL		PENDING	TOTAL AMOUNT	PAST DUE	TOTAL AMOUNT
\$0.00	\$0.00		0	\$0.00	13	\$221.77
Athletes						
TOTAL MEMBERS	PAYING MEMBERS	NEW MEMBERS MTD	CANCELLED MEMBERS MTD	MISSING MEMBERS	ATHLETES ON HOLD	ATHLETES AT RISK
2	2	0	0	2	0	0
Package Revenue MTD			Package Category Revenue MTD			
another pack			\$0.00			

- Pending Payments
- Past Due Payments

- Payments for which the payment method is a bank account/ACH typically have the status "Pending" for approximately 3 business days while the funds are processed from the purchaser's bank account to your Stripe account.
- While the invoice status is "Pending" the revenue is reported on the Pending report rather than Upcoming Revenue.
- Once this payment is processed, the successful payment will appear on the Total Revenue MTD report.
- As with the two reports above, the Pending Payments report can be filtered by Product/billing source and exported to a CSV file.

Past Due Payments

- Payments will have the status "Past Due" or "Failed Past Due" for one of two reasons:
 - First, if a credit card or bank payment fails to process for any reason and the due date is a date in the past, it will receive the status "Failed Past Due" and appear on this report.
 - Second, if the payment method for an invoice is Cash/Check and the payment is not collected by its due date, it will have the status "Past Due" and appear on this report.
- Using the action (blue arrow) button to the far right of each payment, you can Edit, Collect, or Void the payment.

Due Date	Total	Pretax Total	Tax	Athlete	Billing Source	Last Transaction	Auto Pay	Payment Method
08/23/2023	\$90.00	\$90.00	\$0.00	Harry Athlete	1 x PT Package	09/02/2023		Cash On Check
08/23/2023	\$0.00	\$0.00	\$0.00	Keith Ho	Boxing package private lessons	09/02/2023		Cash On C Edit
08/23/2023	\$198.90	\$195.00	\$3.90	Dennis Doracin	CrossFit Monthly Unlimited - 1 MONTH (Dennis)	09/02/2023		Cash On C Collect on invoice
08/25/2023	\$83.33	\$83.33	\$0.00	Ferdinand Stripe	CrossFit Year long commitment	09/02/2023		Cash On C Refund
09/01/2023	\$83.33	\$83.33	\$0.00	Ferdinand Stripe	CrossFit Year long commitment	09/02/2023		Cash On C Void

- For cash payments, you must manually Collect them for the revenue to be counted on your Total Revenue MTD report.
- For credit card/bank payments, you should attempt manual collection when you've touched base with the client and have found it more likely that the payment will be processed successfully. If the payment continues to fail, the error message in the lower left of your screen will indicate the reason (for example, insufficient funds).

Off-Dash Reporting

- Invoices for each athlete can be found within the Athlete Profile, in the invoices tab.
- The Invoices report will also report on payments with any status. Learn more about the Invoices report [here](#).

If you have further questions regarding Payment reports in Kilo, please contact the Support team at hello@usekilo.com.