Payment Reports

Laura Gibson - 2026-11-11 - Reports

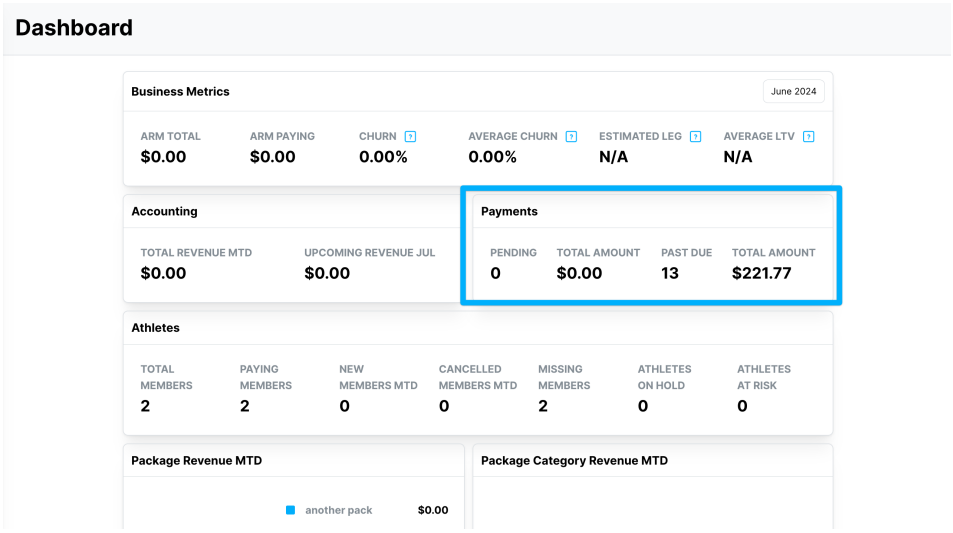
The **Pending Payments** and **Past Due Payments** reports on your Kilo GMS Dashboard show payments that have not yet been received. Click either section of the Dashboard to expand the report, where you can filter it and export it.

What you can do with the payment reports

- See bank payments that are still processing
- See payments that have failed or were not collected by their due date
- Edit, collect, or void a past due payment
- Filter each report and export it to a CSV file

Getting to the payment reports

On your Kilo GMS Dashboard, click the **Pending Payments** or **Past Due Payments** section to expand the full report.



Why is a payment showing as Pending?

Payments made by bank account (ACH) show the status "Pending" for about three business days while the funds move from the purchaser's bank account to your Stripe account.

- While an invoice is Pending, its revenue appears on the **Pending Payments** report instead of **Upcoming Revenue**.
- Once the payment processes successfully, it appears on the **Total Revenue MTD** report.
- You can filter the Pending Payments report by product or billing source and export it to a CSV file.

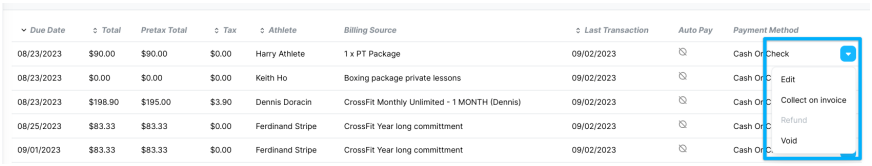
Why is a payment Past Due or Failed Past Due?

A payment appears on the Past Due Payments report for one of two reasons.

- **Failed Past Due:** a credit card or bank payment failed to process and its due date has passed.
- **Past Due:** the invoice's payment method is **Cash/Check** and the payment was not collected by its due date.

Collect, edit, or void a past due payment

1. Open the **Past Due Payments** report.
2. Click the action (blue arrow) button to the far right of the payment.
3. Select **Edit**, **Collect**, or **Void**.



Cash payments must be collected manually for the revenue to count on your **Total Revenue MTD** report.

Credit card and bank payments are worth retrying once you have spoken with the athlete and a successful payment is more likely. If the payment fails again, the error message in the lower left of your screen shows the reason, for example insufficient funds.

Pending vs. Past Due payments

Status	What it means	What to do
Pending	A bank payment is still processing	Nothing; it moves to Total Revenue MTD once processed
Failed Past Due	A card or bank payment failed and the due date has passed	Contact the athlete, then retry with **Collect**
Past Due	A cash or check payment was not collected by its due date	Record the payment with **Collect** once received

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Finding payments outside the Dashboard

- Each athlete's invoices are listed on the **Invoices** tab of their Athlete Profile.
- The **Invoices** report shows payments in every status.

Helpful tips

- Allow about three business days for a bank payment to clear before following up on it
- Collect cash and check payments in Kilo GMS as soon as you receive them so your revenue reports stay accurate
- Talk to the athlete before retrying a failed card payment, and read the error message if it fails again

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If you have questions about payment reports in Kilo GMS, our Support team is happy to help. Reach us at **hello@usekilo.com**.

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