
Viewing Prepay Account Activity

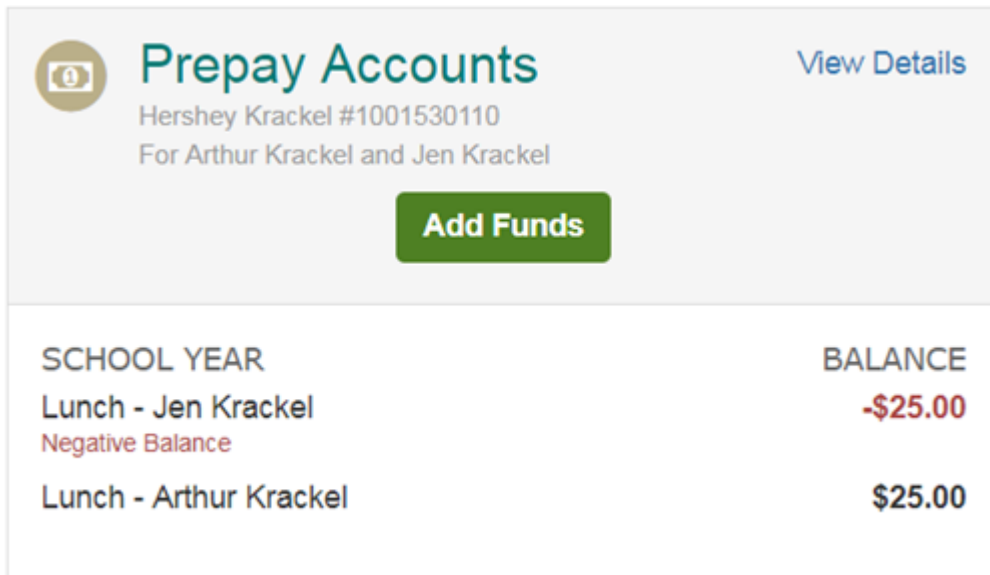
This article highlights the customer experience when viewing prepay account activity online.

Dashboard

Prepay Account Activity is listed on the home page when a customer logs in.

There are 2 tasks they can complete from here:

- **Add Funds:** This button takes them directly to make a payment towards the available prepay accounts.
- **View Details:** This link is how they will access all of the activity for their account.



The screenshot shows a dashboard for 'Prepay Accounts'. At the top left is a money icon. The title 'Prepay Accounts' is in large blue font, with 'View Details' in smaller blue text to its right. Below the title, the account number 'Hershey Krackel #1001530110' and the names 'For Arthur Krackel and Jen Krackel' are displayed. A prominent green 'Add Funds' button is centered below the account information. Below this is a table with two columns: 'SCHOOL YEAR' and 'BALANCE'. The table contains two rows of activity: 'Lunch - Jen Krackel' with a negative balance of -\$25.00, and 'Lunch - Arthur Krackel' with a positive balance of \$25.00. The negative balance is highlighted in red.

SCHOOL YEAR	BALANCE
Lunch - Jen Krackel Negative Balance	-\$25.00
Lunch - Arthur Krackel	\$25.00

Summary

The View Details link targets the **Prepay Accounts** tab in the **Activity Detail** section of the screen.

Activity Details

Test Payer
Customer Number: 1002364709

Term:
All ▼

[View Payment Summary](#)

[FACTS Payment Processing Policies](#)

[Schedule](#) [Transactions](#) [Balances](#) [Payments Made](#) [Changes](#) **Prepay Accounts**

Prepay Accounts

All ▼

ACCOUNT	NAME	TERM	LAST ACTIVITY	CURRENT BALANCE
Before School Care	Student Test ⚠ Negative Balance	School Year	30 Aug 20XX	-\$25.00
Lunch	Student Test	School Year	31 Aug 20XX	\$65.00

They can click each name to see the activity associated with that person for the account listed.

Account History Student Test - Before School Care ✕

DATE	DESCRIPTION	AMOUNT	BALANCE
30 Aug 20XX	Charges Added - Drop in fee	-\$25.00	-\$25.00

[Close](#)

Additional display

Information about Prepay Accounts will also display in other tabs:

- [Payments Made](#): Details about payments made for prepay accounts.
- [Transactions](#): Online payments and adjustments will appear in this section.
- [Notification Center](#): Prepay account invitations, notices of change, payment confirmations, and low balance alerts will be listed in the correspondence section of the center.