How parents pay outstanding invoices

Payments & Billing · https://a2bmanager.com/docs/invoices/

Embedded media: https://a2bmanager.com/wp-content/uploads/2026/10/invoices-walkthrough.mp4

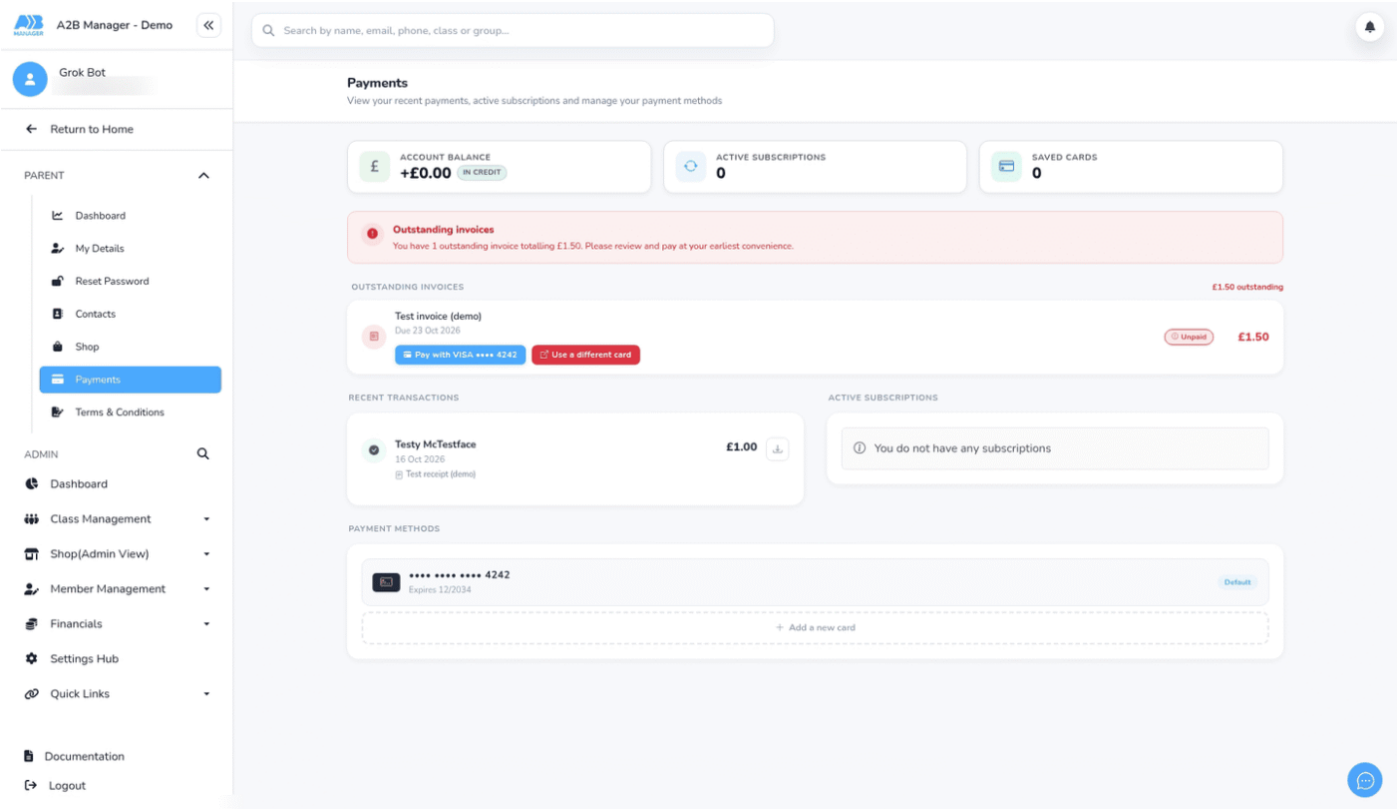
Video walkthrough: paying an outstanding invoice

If a payment fails or the club sends you an invoice, it appears on your **Payments** page until it's paid.

Paying an outstanding invoice

Step 1: Open Payments and check the banner (0:00)

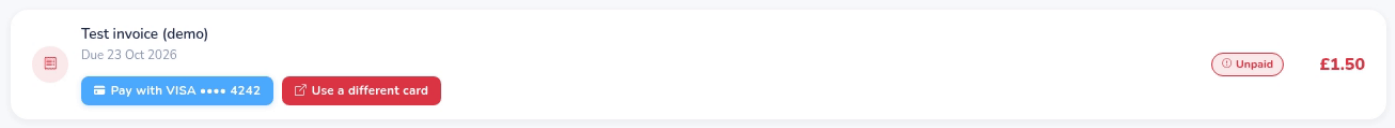
- In the left-hand menu, open the **Parent** section if it's collapsed, then click **Payments**.
- If you owe anything, a red **Outstanding invoices** banner says how many invoices you have and the total, for example "You have 1 outstanding invoice totalling £1.50".
- If nothing is owed, there's no banner and no Outstanding Invoices section.



Step 1: The Outstanding invoices banner

Step 2: Review the invoice (0:21)

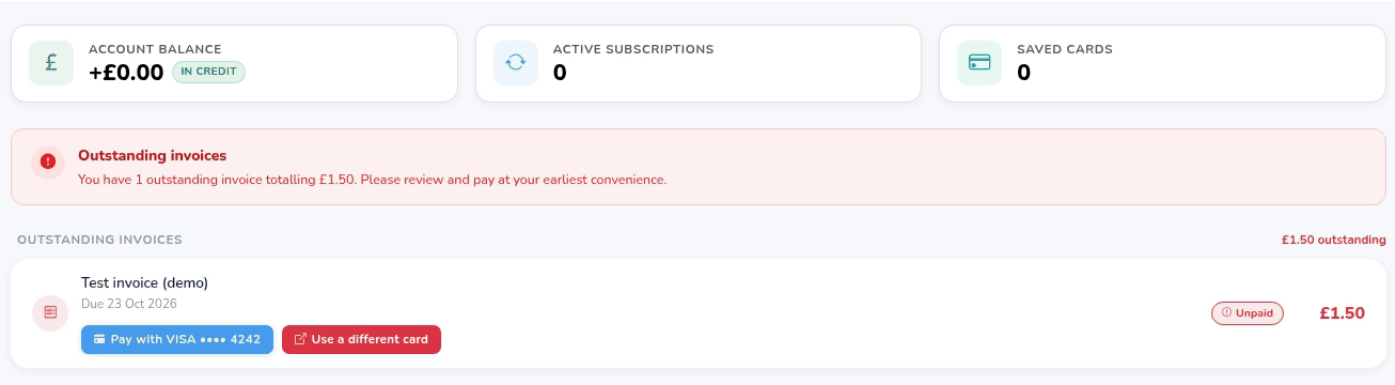
- Under the banner, each invoice shows what it's for, **Due** and the date, an **Unpaid** label and the amount.



Step 2: An unpaid invoice

Step 3: Pay it (0:28)

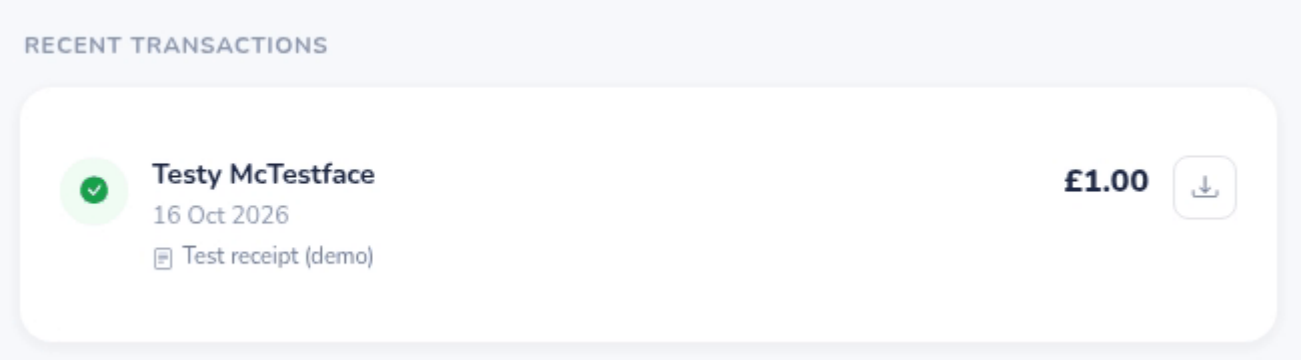
- **Pay with** your saved card (for example **Pay with VISA â€¢â€¢â€¢â€¢ 4242**): this takes the payment straight away. There's no second confirmation, so check the amount first. The button only shows if you have a default card.
- **Use a different card**: opens Stripe's secure invoice page in a new tab, where you can pay with any card.
- **Apply £x credit**: only shown if you have account credit. Click it, then **Apply credit** to confirm, or **Keep credit** to cancel. Any remainder is still due.



Step 3: Pay with your saved card, a different card or credit

Step 4: After you pay (0:40)

- Once paid, the invoice disappears from Outstanding Invoices and the payment appears in **Recent Transactions**, where you can download a receipt.
- A payment that failed also shows in **Recent Transactions** with a **Payment failed** label and the same **Pay with** and **Use a different card** buttons.



Step 4: Recent Transactions

Good to know

- Invoices are usually sent by email with a payment link. You can pay from the link or from your Payments page.
- Once paid, the invoice disappears from Outstanding Invoices and the receipt appears in Recent Transactions. See How parents find payments and download receipts.
- To change the card used, add a new card under **Payment Methods**.
- If you think an invoice is wrong, contact the club. Only the club can cancel (void) it.

Download the PDF guide (optional)