**Payment History, Financial activity, and Transaction History Capabilities**

In this video we'll talk about the differences between Payment History, Financial Activity, and Transaction History.

Make sure you're signed into account.kp.org.

After you sign in, click Manage Payments, then select a group from the list.

You can view the Payment History, Financial Activity, and Transaction History for your accounts for each group that you manage.

What you see in each capability depends on where you access the link - clicking the link on the action drop-down for a bill group will only show the history for that bill group.

To view a capability for the whole group, click on the link from that group's Account Summary page.

Let's take a look at what you can view in each capability.

For users with groups in California, the Payment History screen will show you previous payments made to your account across all payment methods.

You can use the filters and/or search box to find payments you're looking for.

Click on the payment method in each row to view more details about that payment, including submission date and time.

You can also void a payment that was made online.

Click the 'Void Payment' link and confirm that you would like to proceed with voiding your payment. This action cannot be undone.

For users with groups outside of California, the Payment History screen will only allow you to find previous payments made online.

Click on Account Summary to navigate back to your Manage Payments Account Summary page, And click on Financial Activity

For users with groups in California, the Financial Activity screen will show you all activities, including refunds, credits, voids, and payments, across your accounts.

You can use the filters and/or search box to find the activities you're looking for.

Click on the activity type in each row to view more details about that activity, including the activity date and the billing cycle it was applied to.

You can also download an Excel file of your Financial Activity for your group or for specific bill groups.

For users with groups outside of California, the Financial Activity screen will only allow you to find payments made via other methods, such as a check, and will not show online payments.

All groups have the Transaction History capability, which will show any changes made to your account online.

Transaction History will show one-time payments, autopayments, voids, and submitted Payment Instruction Files completed online.

You can use the filters and/or search box to find the activities you're looking for.

Click on the Confirmation ID in each row to view more details about that transaction.

Refer to the Transaction History video for more details on this capability.

If you need help, check out our Help Center for detailed FAQs and tutorial videos that show you exactly what to do.