

Read invoice, credit and payment status accurately

Distinguish issued invoices, payment operations, allocations, refunds and settlement, including evaluation-only collection.

Current · Revision 2 · Reviewed Oct 25, 2026

► Applicability

Before you begin

- Current billing access; finance-operator authority for financial changes.
 - An agreed contract/invoice basis and a collection route actually enabled for the deployment.
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Inputs and terminology

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Term	Meaning
Invoice versus payment	An issued invoice is a financial record. It does not prove a collection succeeded.
Credit and allocation	A credit adjusts a balance; an allocation assigns value to an invoice. Neither alone proves money was refunded.
Refund and settlement	A refund has its own operation and outcome. Authorization, capture and settlement are distinct states.

Procedure

1. **Inspect the issued record**

Open Invoices and select the customer-facing invoice identifier. Check currency, amounts, period, due date, purchase-order reference and supporting agreement.

Retrieve the authorized issued document rather than reconstructing it using current catalogue prices.

2. **Inspect the collection operation**

Open related payment/collection records and read their current operation status, attempt history and allocations.

For an uncertain or pending result, inspect reconciliation before retrying. An authorized operator must preserve the same durable operation identity where recovery is required.

3. **Choose the permitted next action**

For an agreed invoice/bank route, follow the recorded contractual instructions and authorized finance process. A card route requires its actual approved provider capability.

In an evaluation, simulated failures, duplicate results and refunds remain simulated. Live Chase collection is pending approved product, credentials and verification; do not enter real payment data into a simulator.

Verify the result

Finance can explain what is issued, outstanding, allocated, paid, refunded or still uncertain, with linked evidence.

What happens next

A failed notification does not erase an invoice. A refund request is not a settled refund, and no simulation establishes live collection readiness.

Troubleshooting

Payment status is uncertain or a result appears duplicated

Inspect the agreement/cycle, operation identity, provider result and existing allocations before another command. Use the authorized reconciliation/recovery workflow. Do not create a new collection merely to replace an unknown result.

