

# Understanding the Charge Queue Manager

The Charge Queue Manager within 'reports & stats' allows you to see all credit card transactions which are currently in progress or have recently failed.

The top of the page displays a summary of all pending/failed charges within the queue, while the lower half of the page displays detailed information on each pending/failed charge. If you would like to remove a charge from the Payment Queue Manager, simply click the item in question's check box and click the 'Remove from Queue' button at the bottom of the page.

If you would like to see more information on a particular client's charge, click the respective 'details' link on the right side of the page. The details of a queued charge be changed via this popup. The payment method to be used and date to next attempt the charge can be updated. Also, individual services can be removed from the queued charge by checking the item in question's box. Clicking the 'Update' button at the bottom of the window will commit the changes.