

# Understanding Instalment Statuses

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## Quick Steps: Subscriptions > Instalments > Schedule

Instalments move through a range of statuses as they are being processed. These are: Active, Inactive, Rejected and Completed.

## ACTIVE

Active Instalments are those installments that sit within the current season that are still to be completed.

## INACTIVE

Inactive Instalments are those instalments where the schedule has been created but payment will no longer come out, for example, cancelled memberships.

## REJECTED

Rejected Instalments are those instalments where the payment has been attempted to be processed but there has been an error in processing. This may be for incorrect card details or insufficient funds.

## COMPLETED

Completed Instalments are those instalments where all payments have come off and have been processed correctly.

**Note:** When deactivating instalments, make sure that all future payments are set to inactive to ensure that the member is not charged for any further payments.

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