Check Transactions in the Client Area

PUQcloud Panel

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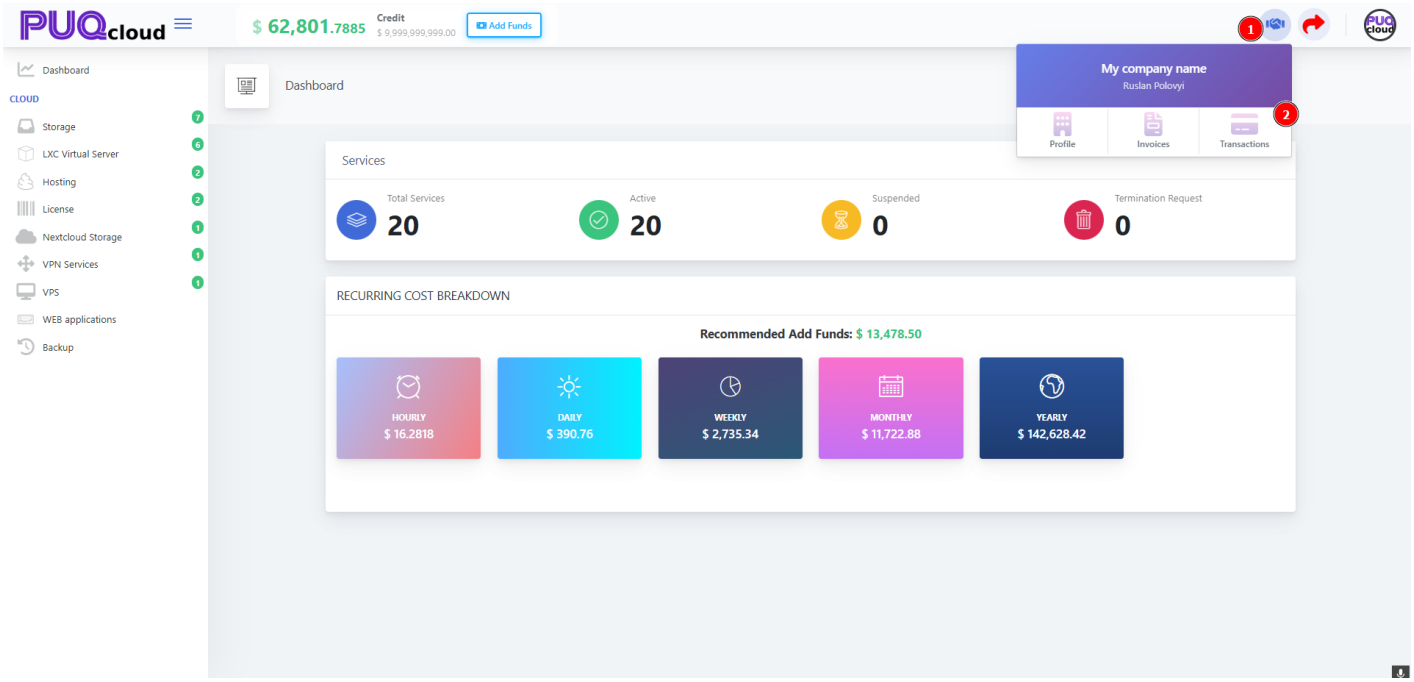
Overview

The **Transactions** page shows every balance movement on your account: **top-ups, service charges, refunds, adjustments**. Here’s how to open it, read it, and quickly find what you need — with exact spots to place your screenshots.

Open the Transactions page

1. On the Dashboard, click the **company widget** at the top-right.
2. Choose **Transactions**.

Company dropdown (1 open menu → 2 Transactions).

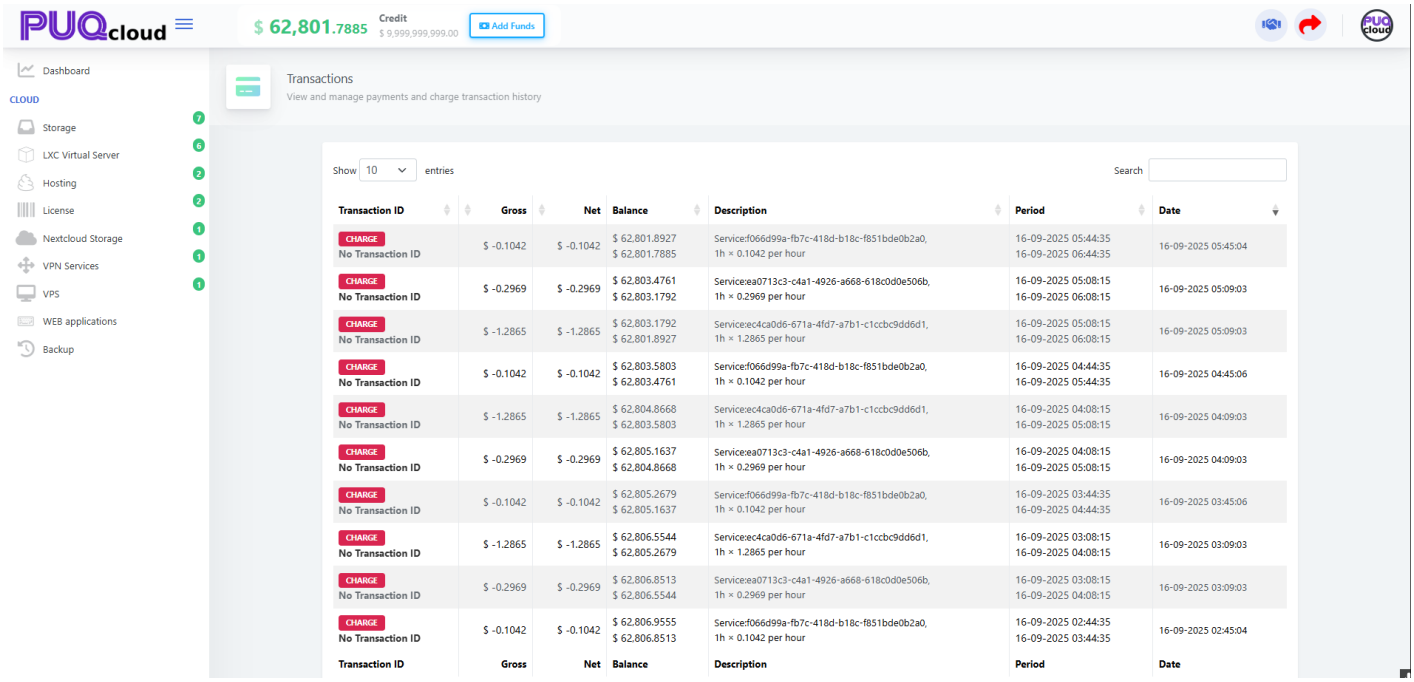


Read the Transactions table

On the **Transactions** page you'll see a ledger-style list with these columns:

- **Transaction ID** — a payment identifier (for card/Stripe/etc.). If it shows *No Transaction ID* , it's usually a system **CHARGE** (usage/recurring fee).
- **Gross / Net** — amount including/excluding tax (negative numbers = charge; positive = credit/refund).
- **Balance** — your account balance **after** this entry posted.
- **Description** — what the entry is for (service key, action, notes).
- **Period** — the time window the charge covers (e.g., the specific hour for hourly billing).
- **Date** — when the entry was recorded.

Transactions list (full table with CHARGE rows).



> Tip: To verify a **top-up**, look for a **Transaction ID** and a **positive amount**; the **Balance** column will jump up on that row.

Find a specific entry fast

- Use the **Search** box (top-right) to filter by **Transaction ID**, amount, or **service key** from the Description.
- Change **Show 10** to see more rows on one page.
- Use the table headers to **sort** (e.g., by **Date**) if enabled in your setup.

Reconcile with invoices

- A **service CHARGE** here should correspond to items that later appear on your **Proforma/Invoice** totals.
- To review the document: open **Company → Invoices**, then match by **date/amount**.
- If a payment was made, the **Transactions** entry will show a **Transaction ID** and the invoice should show **Paid**.

Common checks & quick fixes

- **“My top-up isn’t visible.”** Filter by today’s **Date**; confirm payment success in your bank/processor.
- **“Numbers look off.”** Compare **Gross vs Net** and check your **Profile** tax settings (country/Tax ID).
- **“What was this charge?”** Read the **Description** + **Period** to see which service and

which window were billed.

- **Still unclear?** Copy the **Transaction ID** (if present) and share it with support.

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