

Disputed Tuition Payments

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Path: Student Information > General > Tuition

When a payer disputes a tuition payment through their payment processor, Campus shows the dispute directly within the Tuition tool. This allows administrators to identify affected transactions at a glance without leaving the student's tuition record.

How disputed payments display

A payment currently under dispute appears in the student's tuition transaction list with the Transaction Type of Disputed Payment.

When you select a disputed payment to view its details in the side panel (Student > Tuition > Actions > View), an alert banner displays, "This transaction is disputed. Please navigate to the Payments Reporter for more information."

The **Payments Reporter** link within the banner navigates directly to the Payments Reporter tool, where you can view full dispute details including the dispute reason, status, and timeline.

25-26 KG 25-26 Regular Year - Kristin Goodman, Sam Goodman

Debits:	\$7,800.00	Due Date:	02/15/2026
Credits:	\$2,340.00	Current Amount Due:	\$780.00
Balance:	\$5,460.00	Amount Past Due:	\$2,340.00
		Total Amount Due:	\$3,120.00

Transaction Date	Transaction Type	Description
11/07/2025	Tuition	KG - High School Tuition
11/07/2025	Payment Plan Fee	KG 10 Pmt Plan
12/04/2025	Payment	CASH
12/04/2025	Payment	CREDIT_CARD
12/29/2025	Disputed Payment	CREDIT_CARD

Payment

This transaction is disputed. Please navigate to the [Payments Reporter](#) for more information.

Amount
\$780.00

Payment Type
CREDIT_CARD

Payment Date
12/04/2025

Comments

Assign Tuition
Assign Discount
Assign Scholarship/Grant
Make Payment
Mi
Cancel

A student with a tuition that has a disputed payment transaction and the message that shows after the Edit button has been clicked.

What triggers the disputed payment indicator

The Disputed Payment label and alert banner appear when the transaction's Dispute Status is Open, indicating that the dispute has been initiated but not yet resolved. For more information, read the [Payments Reporter Column Descriptions](#).

When the dispute is resolved

Once the dispute reaches a final status (Won, Lost, Partial, or Closed), the alert banner is removed from the side panel and the transaction label is updated according to the outcome:

Dispute outcome	What happens in tuition billing
Won (district wins)	The Transaction Type reverts from Disputed Payment back to Payment. The original payment stands and no further action is required.
Lost (payer wins)	The payment is refunded. A refund transaction is created in Tuition Billing and the student's balance is updated accordingly.

Permissions

Action	Required rights
View the Disputed Payment label in the transaction list	Standard Tuition Billing access
Access Payments Reporter via the alert banner link	At least Read rights to Payments Reporter