Viewing Transaction History

In this video, we'll show you how to view online transaction history.

First, make sure you're signed into account.kp.org and have clicked Manage Members, where you can view your group.

The Transaction History page keeps a log of all the changes you've submitted online. What you see in Transaction History depends on where you click the link.

Links on the group, subgroup, or bill group pages will only show the Transaction History for that particular group, subgroup, or billgroup

To see all the transactions for a group, click Transaction History on the Group page.

You can use the filters to find the transactions you're looking for, or use the search box.

Confirmation IDs are assigned when a transaction is submitted. You can use the ID number to track the transaction's status.

Entering the Confirmation ID in the search box, will locate that specific transaction and its current status.

Completed means that this transaction was successfully processed, and our Kaiser Permanente systems have been updated accordingly. Work in Progress means that this transaction was submitted and is currently being processed. Rejected means that we are unable to process this transaction, and a representative will contact you to discuss the next steps.

Click a transaction's Confirmation ID to see more details, including the submission time, and the information that was updated.

If you only want to see transactions submitted for a specific member, you can select Transaction History from the Actions menu on the Members tab.

Or use the link on the Member's page, to see only their transaction history.