Tuition automation didn't post fees for all active families   Share

Issue/Question

Our monthly tuition was supposed to post to all actively enrolled families' accounts using an automation task, but it didn't. Only some families had fees posted. Why did this happen and how do I prevent it from happening again?

Resolution

The date range in the automation task was set incorrectly for duplicate detection, which caused the system to skip posting tuition fees for families whose fees did not fall within that range. Automation tasks cannot be edited.

To prevent the issue from happening again:

1. Go to the **Transactions** menu > **Automation** > **Task Management**.
2. Delete the existing automated task with the incorrect date range.
3. Create a new automated task with the correct date range for duplicate detection.