



REFUNDS

This presentation outlines helpful tips for processing refunds.

Introduction

There are two types of refunds that can be processed in School Cash.

1. Online
2. Cheque

- Online refunds
 - By Item – for one or more student
 - Individual
- Cheque refunds

Refunds – School Cash Online Payments

All refunds for items that were paid online, SHOULD be processed in SCHOOL CASH CATALOGUE to create Online Refunds.

Can only process refunds for current catalogue year AND for purchases within the past 360 days.



My School Store

School Cash Catalog

School Cash Register

School Cash Express Setup

School Cash Online

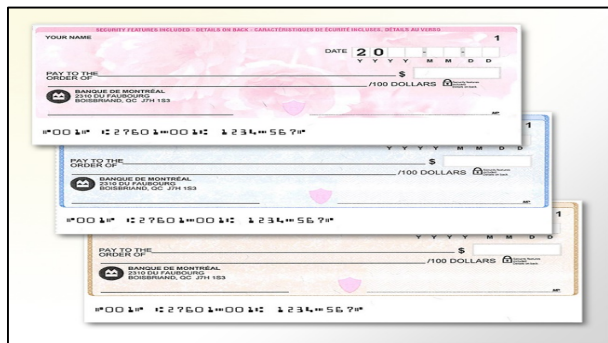
Refunds – Cash and Cheque Payments

All refunds for cash/cheque payments MUST be recorded in School Cash Register and processed via cheque.



My School Store

School Cash Catalog
School Cash Register
School Cash Express Setup
School Cash Online



HOW TO - School Cash Online Refunds – by Item

In the School Cash Catalogue, select the **item**.

Click **Refund**.

The screenshot shows the 'List of Items' page in the School Cash Online system. The top navigation bar includes links for MAIN MENU, ITEMS, STUDENT ATTACHMENTS, GROUP MANAGEMENT, REPORTS, and DISTRICT. Below the navigation bar, the page title 'List of Items' is displayed with an information icon. A filter bar contains dropdown menus for 'Expired', '2019/2020', 'All', 'All', and 'White Oaks SS', along with a search icon. Below the filter bar are buttons for 'New Item' and 'Export'. A summary section shows 'Drafts: 3' and 'Pending: 0'. The main content area is divided into two columns. The left column lists items, with 'DECA ICDC - April 27-May 4' highlighted in a red box. The right column shows details for the selected item, including a description, a 'Refund' button (also highlighted in a red box), and a table of transaction details.

DECA ICDC - April 27-May 4	
Amount:	\$400.00
School:	White Oaks SS
Bank Account:	White Oaks SS - SGF Chequing
Start Date:	Feb 20, 2020


HOW TO - School Cash Online Refunds – by Item

MAIN MENU | ITEMS | STUDENT ATTACHMENTS | GROUP MANAGEMENT | REPORTS | DISTRICT

Refunding payments for item: DECA ICDC - April 27-May 4

<input checked="" type="checkbox"/>	Student Name	Student Number	Available For Refund	Refund Amount	Payments
<input checked="" type="checkbox"/>	Wu, Alexandra		400.00	<input type="text" value="400.00"/>	\$400.00 - CreditCard (Online) - 2/27/2020
<input checked="" type="checkbox"/>	Chen, Alice		400.00	<input type="text" value="400.00"/>	\$400.00 - CreditCard (Online) - 2/27/2020
<input checked="" type="checkbox"/>	Xu, Eric		400.00	<input type="text" value="400.00"/>	\$400.00 - CreditCard (Online) - 2/26/2020

Refund

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Use the checkbox to select ALL students.

Refund amount must be entered for each student. Partial refunds can be processed.

Once all refund amounts have been entered, click **Refund**.

HOW TO - School Cash Online Refunds – by Item

MAIN MENU | ITEMS | STUDENT ATTACHMENTS | GROUP MANAGEMENT | REPORTS | DISTRICT

Refunding payments for item: DECA ICDC - April 27-May 4

<input checked="" type="checkbox"/>	Student Name	Student Number	Available For Refund	Refund Amount	Payments
<input checked="" type="checkbox"/>	Wu, Alexandra		400.00	<input type="text" value="400.00"/>	\$400.00 - CreditCard (Online) - 2/27/2020
<input checked="" type="checkbox"/>	Chen, Alice		400.00	<input type="text" value="400.00"/>	\$400.00 - CreditCard (Online) - 2/27/2020
<input checked="" type="checkbox"/>	Xu, Eric		400.00	<input type="text" value="400.00"/>	\$400.00 - CreditCard (Online) - 2/26/2020

Refund Reason

Reason For Refund:

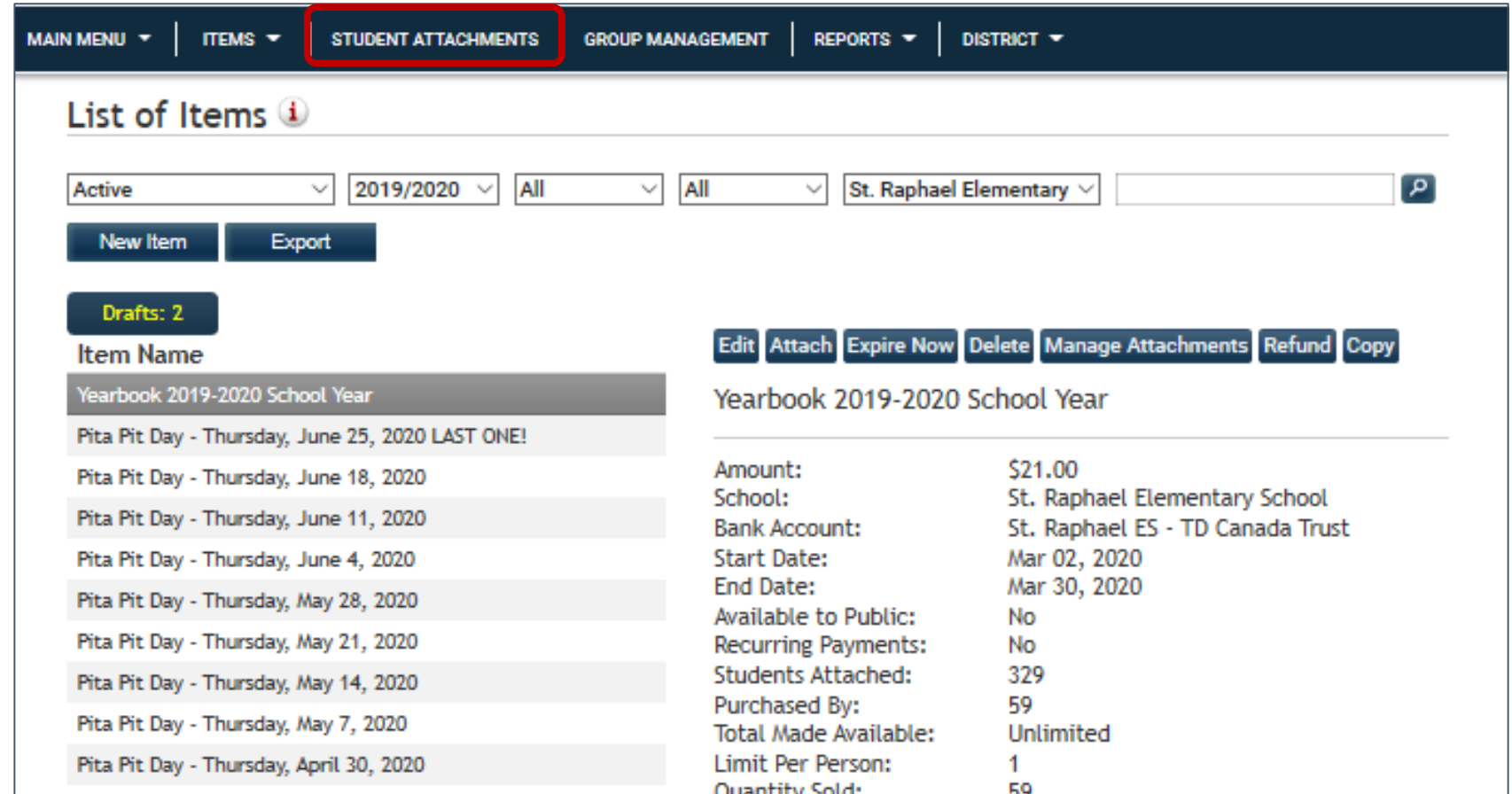
KEVGROUP School Cash Simplified 2019.6.4.15

Enter the **Reason for Refund**.

Click **Refund**.

The funds will be returned to the original method of payment.

HOW TO - School Cash Online Refunds – by Student



MAIN MENU ▾ | ITEMS ▾ | **STUDENT ATTACHMENTS** | GROUP MANAGEMENT | REPORTS ▾ | DISTRICT ▾

List of Items ⓘ

Active ▾ 2019/2020 ▾ All ▾ All ▾ St. Raphael Elementary ▾ 🔍

New Item Export

Drafts: 2

Item Name	
Yearbook 2019-2020 School Year	Edit Attach Expire Now Delete Manage Attachments Refund Copy
Pita Pit Day - Thursday, June 25, 2020 LAST ONE!	
Pita Pit Day - Thursday, June 18, 2020	
Pita Pit Day - Thursday, June 11, 2020	
Pita Pit Day - Thursday, June 4, 2020	
Pita Pit Day - Thursday, May 28, 2020	
Pita Pit Day - Thursday, May 21, 2020	
Pita Pit Day - Thursday, May 14, 2020	
Pita Pit Day - Thursday, May 7, 2020	
Pita Pit Day - Thursday, April 30, 2020	

Yearbook 2019-2020 School Year

Amount:	\$21.00
School:	St. Raphael Elementary School
Bank Account:	St. Raphael ES - TD Canada Trust
Start Date:	Mar 02, 2020
End Date:	Mar 30, 2020
Available to Public:	No
Recurring Payments:	No
Students Attached:	329
Purchased By:	59
Total Made Available:	Unlimited
Limit Per Person:	1
Quantity Sold:	59

In the School Cash Catalogue,
click **Student Attachments**.

HOW TO - School Cash Online Refunds – by Student

Enter search **parameters** (e.g. First Name, Student Number, etc.).

Click **Search**.

To include students that have left the school, check **Include Inactive Student** checkbox.

When the correct student is displayed click **Refund**.

View Student Attachments

First Name: Last Name: Student Number: Household:

Grade: Group: Homeroom: Class:

Include inactive student: ☐

Students:

Name	Number	Date Of Birth	Household	Item Attachments	Scheduled Payments
Hall, Nathan			Hall, Jennifer	View	View

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[REFUND POLICY](#)

HOW TO - School Cash Online Refunds – by Student

Locate the item to refund.

Use the checkbox next to **Item Name** to refund all items.

Enter the **amount** to refund.

Enter the **Refund Reason**.

Click **Refund**.

MAIN MENU | ITEMS | STUDENT ATTACHMENTS | GROUP MANAGEMENT | REPORTS | DISTRICT

Refund payments for student

Student Name: Hall, Nathan
Number:

<input type="checkbox"/>	Item Name	Comment	Available For Refund	Refund Amount	Refund Reason	Payments
<input type="checkbox"/>	Pizza Lunch - Friday, February 7 - Friday, June 19, 2020 (16 lunches)		80.00	\$0.00		\$80.00 - CreditCard (Online) - 1/22/2020
<input type="checkbox"/>	Model UN at Assumption		30.00	\$0.00		\$30.00 - CreditCard (Online) - 12/12/2019
<input checked="" type="checkbox"/>	Pita Pit Day - Thursday, April 9, 2020		6.00	<input type="text" value="6.00"/>	<input type="text" value="cancelled due to closure"/>	\$6.00 - CreditCard (Online) - 2/12/2020

Refund

Page size: 8 | 11 items in 2 pages

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HOW TO - School Cash Online Refunds – by Student

Review data.

Click **Confirm**.

Funds will be returned to the original method of payment.

The screenshot displays the 'Refund payments for student' interface. At the top, a navigation bar includes links for 'MAIN MENU', 'ITEMS', 'STUDENT ATTACHMENTS', 'GROUP MANAGEMENT', 'REPORTS', and 'DISTRICT'. Below this, the page title 'Refund payments for student' is shown. The 'Student Name' is 'Hall, Nathan' and the 'Number' field is empty. A list of items is visible on the left, with 'Pita Pit Day - Thursday, April 9, 2020' selected. A 'Refund' button is present. A modal dialog titled 'Confirm Refunds' is open, asking 'Really issue these refunds?'. It contains a table with the following data:

Item Name	Comment	Available For Refund	Refund Amount	Refund Reason	Payments
Pita Pit Day - Thursday, April 9, 2020		6.00	\$6.00	cancelled due to closure	\$6.00 - CreditCard (Online) - 2/12/2020

Below the table are 'Confirm' and 'Cancel' buttons. The 'Confirm' button is highlighted with a red rectangle. The background interface also shows a 'Refund' button and a 'Pita Pit Day' item selected in a list.

SCHOOL CASH ONLINE - NOTIFICATION EMAILS

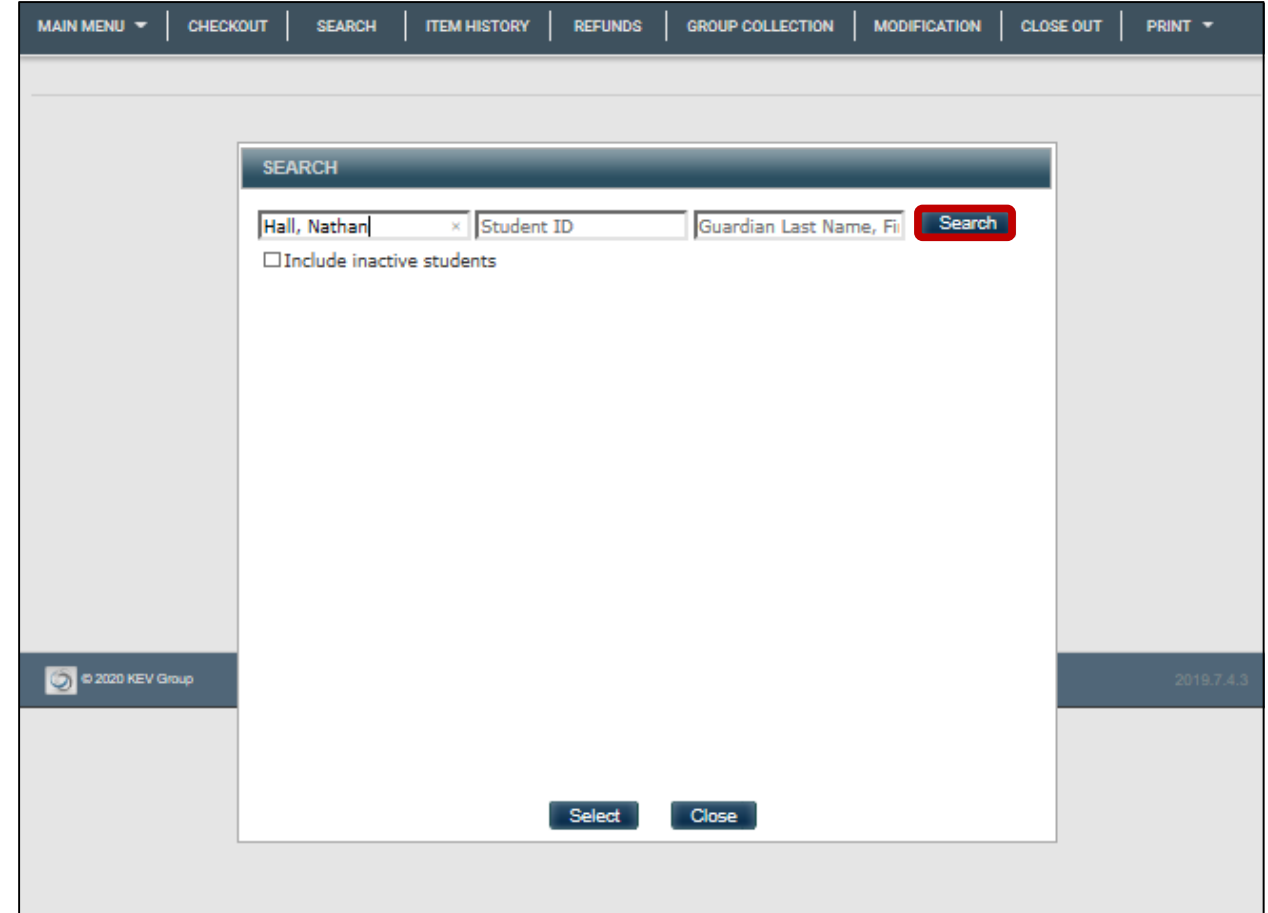
- **When an online refund is requested by the bookkeeper**
Email Recipient: SCO User only
- **When an online refund is successfully processed**
Email Recipient: SCO User only
- **When an online refund is cancelled due to rejection**
Email Recipient: SCO User and School/District
- **When a credit card refund is declined**
Email Recipient: SCO User and School/District

HOW TO - School Cash Register Refunds

Enter search **parameters** (e.g. First Name, Student Number, etc.).

Click **Search**.

To include students that have left the school, check **Include Inactive Student** checkbox.



The screenshot shows a web application interface for 'School Cash Register Refunds'. At the top is a navigation bar with links: MAIN MENU, CHECKOUT, SEARCH, ITEM HISTORY, REFUNDS, GROUP COLLECTION, MODIFICATION, CLOSE OUT, and PRINT. The main content area features a 'SEARCH' modal window. Inside this window, there are three input fields: the first contains 'Hall, Nathan' with a clear button (x), the second is labeled 'Student ID', and the third is labeled 'Guardian Last Name, Fi'. To the right of these fields is a red 'Search' button. Below the input fields is a checkbox labeled 'Include inactive students'. At the bottom of the modal window are two buttons: 'Select' and 'Close'. The footer of the application shows '© 2020 KEV Group' on the left and '2019.7.4.3' on the right.

HOW TO - School Cash Register Refunds

Select the student(s).

To include multiple students,
check all that apply.

Click **Select**.

The screenshot displays the 'REFUNDS' section of a software interface. At the top, there is a navigation bar with options: MAIN MENU, CHECKOUT, SEARCH, ITEM HISTORY, REFUNDS, GROUP COLLECTION, MODIFICATION, CLOSE OUT, and PRINT. Below this, the 'REFUNDS' header is followed by filters for Payment Status (All Payments), School Year (2019/2020), and Item Name (Item Name). A 'SEARCH' section contains input fields for Last Name (Hall), Student ID, and Guardian Last Name, with a 'Search' button. Below the search fields is a checkbox for 'Include inactive students'. A table lists search results with columns: Last Name First, Gr, ID, Date of Birth, and School Name. Two students are listed: Hall, Avery (Gr 02, DOB 11/18/2012) and Hall, Nathan (Gr 07, DOB 04/09/2007), both from St. Raphael Elementary School. At the bottom right, there are navigation buttons (First, Previous, 1, Next, Last) and a 'Refund' section with buttons for Cash, Cheque, and Credit Card. A 'Select' button is highlighted with a red box.

	Last Name First	Gr	ID	Date of Birth	School Name
<input type="checkbox"/>	Hall, Avery	02		11/18/2012	St. Raphael Elementary School
<input type="checkbox"/>	Hall, Nathan	07		04/09/2007	St. Raphael Elementary School

HOW TO - School Cash **Register** Refunds

Click the **Refunds** tab.

All items that are available to refund will be listed.

MAIN MENU

CHECKOUT

SEARCH

ITEM HISTORY

REFUNDS

GROUP COLLECTION

MODIFICATION

CLOSE OUT

PRINT

REFUNDS

Payment Status:

All Payments

School Year:

2019/2020

Item Name:

Item Name

Item Name	Purchase Date	Cost	Paid to Date	Waived to Date	Balance Owed	Available for Refund	Refund	Reason
Hall, Nathan Grade - 07 ID - Guardian - Hall, Jennifer								
!Spirit Day! Donation	09/26/2019	20.00	20.00	0.00	0.00	20.00	0.00	
Model UN at Assumption	12/12/2019	30.00	30.00	0.00	0.00	30.00	0.00	
Pita Pit Day - Thursday, April 9, 2020	02/12/2020	6.00	6.00	0.00	0.00	6.00	0.00	
Pita Pit Day - Thursday, January 9, 2020	12/08/2019	6.00	6.00	0.00	0.00	6.00	0.00	
Pizza Lunch - Friday, February 7 - Friday, June 19, 2020 (16 lunches)	01/22/2020	80.00	80.00	0.00	0.00	80.00	0.00	
Pizza Lunch - Friday, October 25, 2019 - Friday, January 24, 2020 (11 lunches)	10/10/2019	55.00	55.00	0.00	0.00	55.00	0.00	
St. Raphael's Grade 8 Students Poinsettia Fundraising	11/25/2019	10.50	10.50	0.00	0.00	10.50	0.00	
St. Raphael's Grade 8 Students Poinsettia Fundraising	11/25/2019	10.50	10.50	0.00	0.00	10.50	0.00	
Subway Day - Monday, October 21, 2019	09/29/2019	5.00	5.00	0.00	0.00	5.00	0.00	
Subway Day - Monday, October 28, 2019	09/29/2019	5.00	5.00	0.00	0.00	5.00	0.00	
Total Refund							\$0.00	

Refund

Cash

Cheque

Credit Card

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HOW TO - School Cash Register Refunds

Enter the amount(s) in the **Refund** column. You can enter refund amounts for multiple items. Partial refunds can be processed.

Enter the **Reason** for the refund(s)

Click **Cheque**.

REFUNDS

Payment Status: School Year: Item Name:

★	Item Name	Purchase Date	Cost	Paid to Date	Walved to Date	Balance Owed	Available for Refund	Refund	Reason
Hall, Nathan Grade - Guardian - Hall, Jennifer									
	!Spirit Day! Donation	09/26/2019	20.00	20.00	0.00	0.00	20.00	0.00	
	Model UN at Assumption	12/12/2019	30.00	30.00	0.00	0.00	30.00	0.00	
	Pita Pit Day - Thursday, April 9, 2020	02/12/2020	6.00	6.00	0.00	0.00	6.00	<input type="text" value="6.00"/>	<input type="text" value="closure Required"/>
	Pita Pit Day - Thursday, January 9, 2020	12/08/2019	6.00	6.00	0.00	0.00	6.00	0.00	
	Pizza Lunch - Friday, February 7 - Friday, June 19, 2020 (16 lunches)	01/22/2020	80.00	80.00	0.00	0.00	80.00	0.00	
	Pizza Lunch - Friday, October 25, 2019 - Friday, January 24, 2020 (11 lunches)	10/10/2019	55.00	55.00	0.00	0.00	55.00	0.00	
	St. Raphael's Grade 8 Students Poinsettia Fundraising	11/25/2019	10.50	10.50	0.00	0.00	10.50	0.00	
	St. Raphael's Grade 8 Students Poinsettia Fundraising	11/25/2019	10.50	10.50	0.00	0.00	10.50	0.00	
	Subway Day - Monday, October 21, 2019	09/29/2019	5.00	5.00	0.00	0.00	5.00	0.00	
	Subway Day - Monday, October 28, 2019	09/29/2019	5.00	5.00	0.00	0.00	5.00	0.00	

Total Refund \$6.00

Refund

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HOW TO - School Cash Register Refunds

This Cheque Refund details box will open.

Enter the **Reason** for the refund(s)

Click **Confirm**

The screenshot displays the 'REFUNDS' section of the School Cash Register software. A modal box titled 'Cheque Refund' is open, overlaying a table of refund details. The modal contains a reminder, input fields for 'Total Refund (\$)', 'Cheque Date', 'Name On A Cheque', and 'Print Option' (with two dropdown menus). 'Confirm' and 'Cancel' buttons are at the bottom of the modal.

REFUNDS

Payment Status: All Payments School Year: 2019/2020 Item Name: Item Name

★	Item Name	Purchase Date	Cost	Paid to Date	Waived to Date	Balance Owed	Available for Refund	Refund	Reason
★	Senych, Quinn Grade - 10 II								
★	Rock Climbing (1st Time/Yr)							0.00	
★	Rugby Boys Sr							0.00	
★	Student Activity							0.00	
★	Textbook Deposit							0.00	
★	Whistler Trip Deposit							200.00	COVID-19
								Total Refund \$200.00	

Cheque Refund

Remember! Issuing a refund will detach the item from the student. You will need to attach the item again to the student if a payment from the parent is required.

Total Refund (\$): 200.00

Cheque Date: 04/01/2020

Name On A Cheque:

Print Option: Two-Part Receipt

No Statement

Confirm **Cancel**

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HOW TO - School Cash Register Refunds

To return funds for cash and cheque payments.

Click **Issue Cheques - Disbursements**.

A cheque must be issued to the original payee.

The screenshot displays the SchoolFunds Online web application. At the top, the 'SF SchoolFunds Online' logo is visible next to a dropdown menu set to 'Training School'. A navigation bar contains links for ADMIN, DATA FILES, CHECKS (highlighted with a red box), RECEIPTS, JE's, PO's, REGISTERS, REPORTS, BANK RECON, ADMIN FUNCTIONS, and SCHOOL STORE. Below the navigation bar, a welcome message reads 'Welcome Back Lyndak@kevgroup.com'. A 'THINGS TO DO?' section lists several items with status icons: 'You have 4 check(s) waiting to be posted.' (red X), 'You have 1 receipt(s) waiting to be printed.' (red X), 'You have 9 School Store receipts' (red X), 'All Your Deposits Are Posted' (green check), 'All Your POs Are Posted.' (green check), and 'Your August reconciliation is not' (red X). The main content area is titled 'School Cash' and includes a dropdown for 'Test - Green Acres Public School - School Account'. It features a grid of activity categories: 'Income Activities' (Deposits/Receipts, Cash/Cheques YTD Itemized, Non Sufficient Funds), 'Expense Activities' (Issue Cheques - Disbursements, highlighted with a red box), and 'General Activities' (Ledger Inquire, Journal Entries, Reconciliation, Transfer Entries). Below this grid are sections for 'My School Information', 'My Reports', and 'My School Store'. The footer shows '© 2020 KEV Group' and '2019.6.4.15 User Guide'.



Questions?