School Cash Suite

Frequently Asked Questions

Update: August 2014

Version 4.7.0

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School Cash Suite
Frequently Asked Questions

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2. Accessed through the Resource Center on the Main Menu, My School Information group
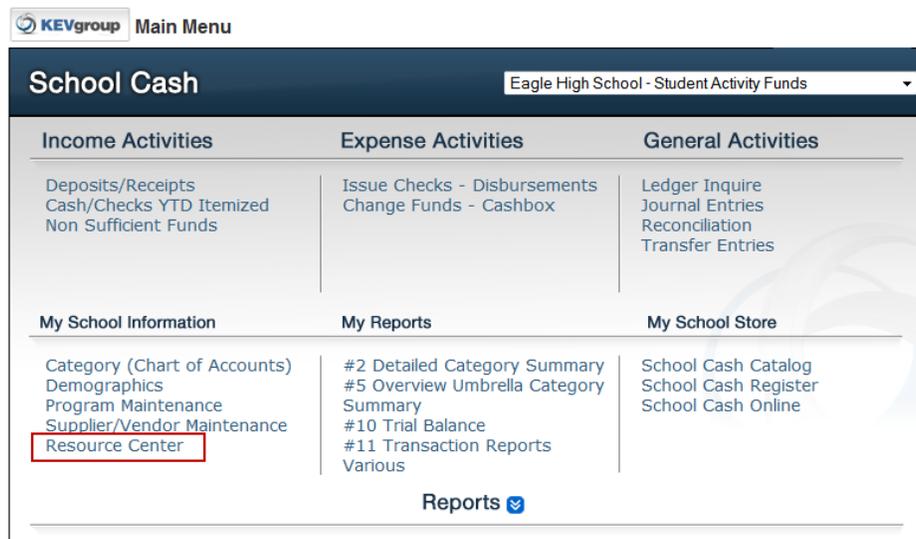
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1.2. Tip Sheets:

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School Cash Accounting

1 Deposits/Receipts

1.1 When I log into my School Cash account I receive a reminder message: "The following data entry option have transactions that have not been added to the ledger yet. Deposit/Receipts Form."
What does that mean? I do not have a deposit in process.

Modified on: Tue, 12 Nov, 2013

Resolution:

There may be a deposit in an alternative currency in process. For example: A US school could have a deposit form in Canadian currency that has a blank form or a deposit that has not yet been posted to the ledger.

Steps to Find a Deposit Form in an Alternate Currency:

1. From **Main Menu**, **Income Activities group**:
2. Click **Deposits/Receipts**
3. Click **Currency** button at the top of the screen

4. Select alternative currency
5. Click **Back to Deposit**

6. Click **Continue** at the warning message

7. Post deposit form or delete the form

1.2 I forgot to add my current deposit to the ledger. Now I have added new forms to the deposit. How do I correct the 'combined' deposit?

Resolution:

1. Use the form scroll bar to select the deposit forms that should not be included in the original deposit

2. Toggle off the Include for Deposit option in all of these forms
3. Add the deposit to the Ledger
4. Return to the deposit, and continue to add new deposit forms or complete the deposit and Add to the Ledger

NOTE: The Include for Deposit option is a Board Account Setting and may not be available to all users. Please check with your District Administrator.

1.3 Is there a limit to the number of categories per deposit form? (Split Deposit)

Resolution:

There is a limit of 100 categories that can be entered for one deposit form.

1.4 When I am itemizing checks, how do I indicate that the check is split between categories?

Resolution:

Steps to Split Category for an Itemized Check:

1. From **Main Menu**, **Income Activities**
2. Click **Deposits/Receipts**
3. Select the deposit form where the check must be split between categories
4. Click **Itemize**

5. Select **Itemize Check**
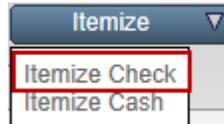
6. Select household name in Description field
7. Click **edit pencil** in the **Category Name**
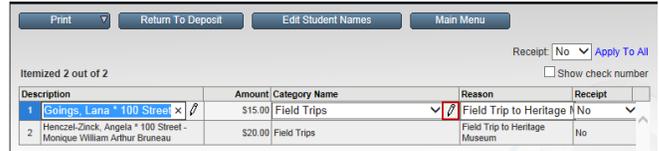
8. Enter the correct amounts for each category
9. Click **OK**
10. Click **Return to Deposit**
11. Repeat for other checks as necessary

NOTE: Balance indicator must be $0.00 at the end of this process.

1.5 How do I add a logo to the receipt?

Resolution:

The ability to add logos to receipts is found in the Receipt module.

Steps to Add a Logo to Receipts:

1. From **Main Menu**, **Income Activities group**:
2. Click **Checks YTD Itemized**
3. Click **Receipt Menu**
4. Click **Edit Receipt Slip Text**

5. Click **Browse** option to locate the receipt on the computer
6. Click the **Submit** option to upload the logo
   NOTE: Logo must be in jpg or png format and less than 100kb. Program will issue a warning message if the logo does not meet system requirements.

1.6 Is there a way we can print all the receipts in each deposit rather than having to print each receipt individually?

Resolution:

The Quick Print Menu, 3-Part Receipts will allow the user to print all of the deposit receipts. A separate receipt will be printed for each category.

Please refer to the User Guide: School Cash Accounting – Deposits/Receipts, for further information.

1.7 How do I print the deposit screen for all working forms?

Resolution:

Use the Quick Print Option and select Print Deposit Screen - this will print all of the deposit screens.

Steps to Use the Quick Print Option:

1. From **Main Menu, Income Activities group**:

2. Click **Deposits/Receipts**
3. Click **Print**
4. Select **Quick Print**

5. Select **Print Deposit Screen**
6. Click **Continue**
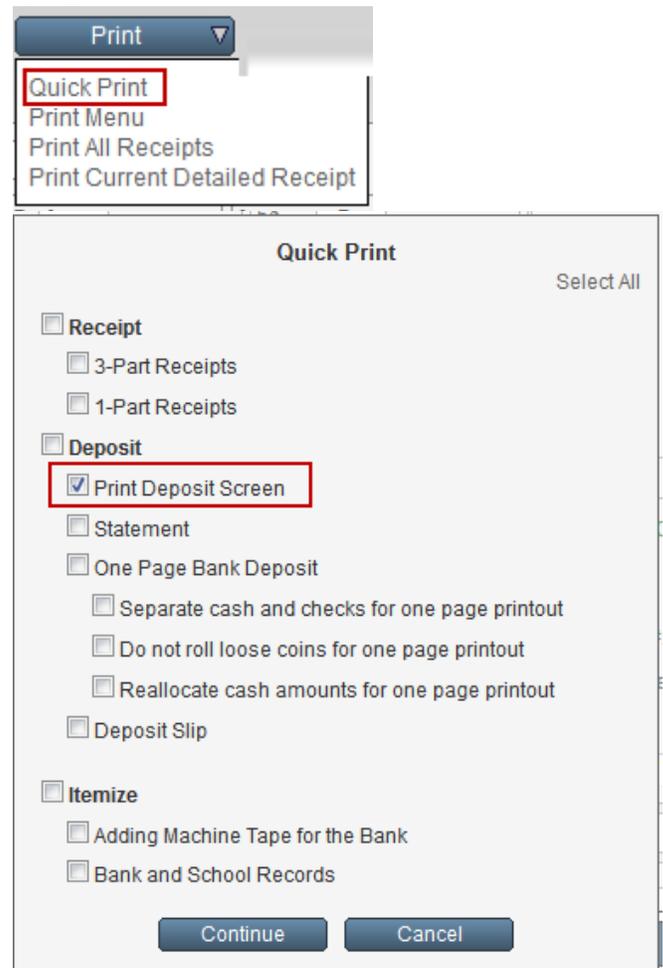
1.8 How do I re-print a posted deposit or Adding Machine Tape for the Bank?

Resolution:

Steps to re-print posted deposit details:

1. From **Main Menu**, **Income Activities group**:
2. Click **Deposit/Receipts**
3. Click **List View** tab
4. Select the required deposit from the list

5. Click **Detailed Receipt** tab to view the deposit

NOTE: Deposit form will be in "Read-Only" format.

6. Click **Print**
7. Select **Quick Print (Version 4.7 or higher)**

8. Select required print options (Adding Machine Tape for the Bank)

1.9   We are attempting to print a combined receipt for a deposit form that has been split between multiple categories. There used to be a warning dialog box, asking if the receipt was to be combined, but we don't see the message any longer. How can we turn the feature back on?

Resolution:

To retrieve the message for the split deposit receipt, have the user delete the temporary files, history, cookies, etc. that the internet browser stores.

Steps to delete Windows Explorer History, Cookies etc.

1. From **Internet Explorer** window:
2. Select **Tools**
3. Click **Internet Options**
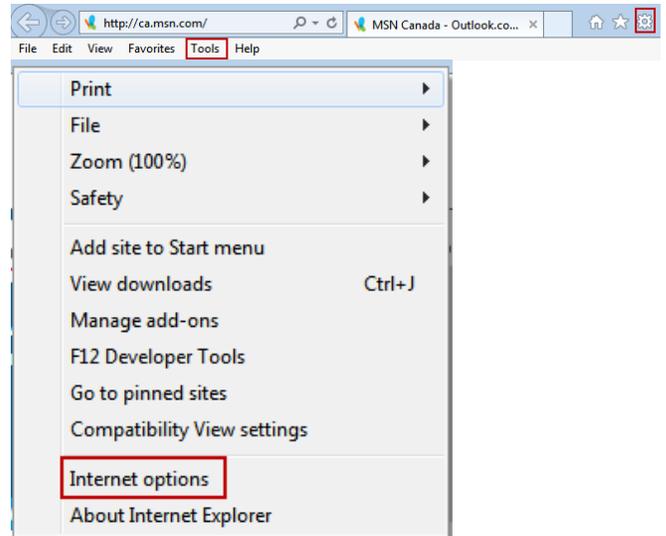
4. Click **General**
5. In **Browsing History** section
6. Click **Delete...**
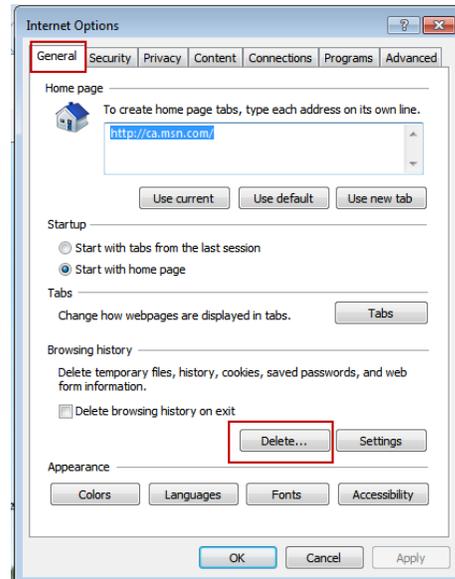
7. Select the required delete options
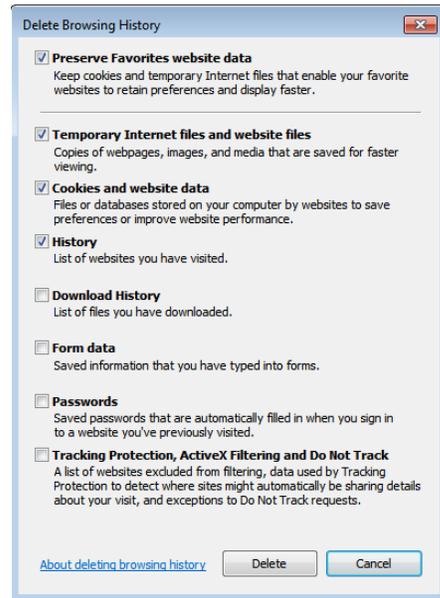
Steps to delete Mozilla Firefox History, Cookies etc.

1. From **Firefox** window:
2. Click **Firefox menu (top left corner of window)**
3. Click **Options**
4. Select **Options** from the menu
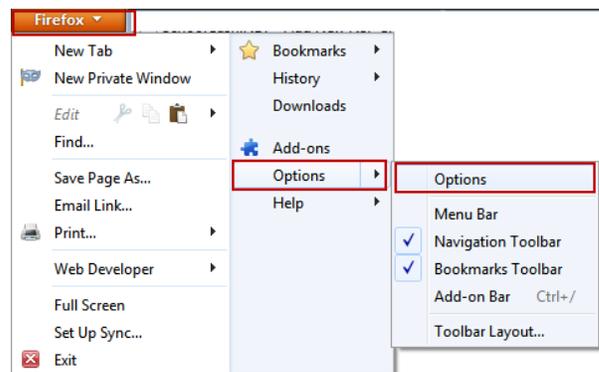
5. In **Privacy** tab
6. Click **remove individual cookies**
7. Select the required cookies
8. Click **Remove Cookies**, or Click **Remove All Cookies**

1.10 How do I add a direct deposit?

Modified on: Wed, 21 May, 2014

Resolution:

A direct deposit should be added at the time of Monthly Reconciliation. Using the bank statement as reference

To Add a Direct Deposit:

1. From **Main Menu**, **General Activities group**:
1. Click **Reconciliation**

2. Click **Add Record** tab
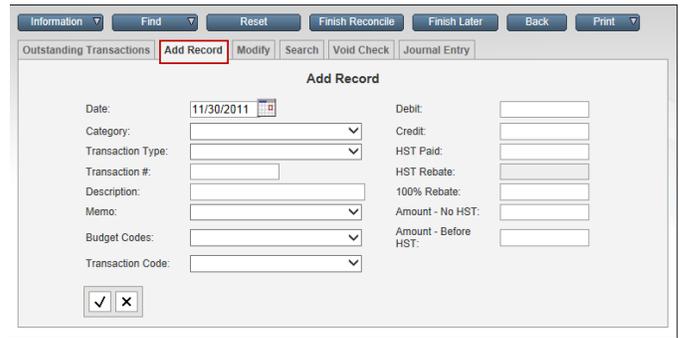
3. **Date**: Use date on bank statement
4. **Transaction Type:** Direct Deposit

5. **Description:** Enter reason for direct deposit
6. **Amount**: Use Credit entry in amount indicated on bank statement
7. Click **Save**

1.11   How Do I add US Exchange in School Cash Accounting?

Resolution:

US funds are deposited in the Deposit/Receipts module, as usual. Be sure to switch currency to US Funds when completing the deposit form. School Cash Accounting does not calculate any exchange rate on US currency. An additional record should be added at the time of Monthly Reconciliation, to account for the exchange rate. Using the bank statement as reference:

To Add a US Exchange:

1. From **Main Menu**, **General Activities group**:
2. Click **Reconciliation**
3. Click **Add Record** tab
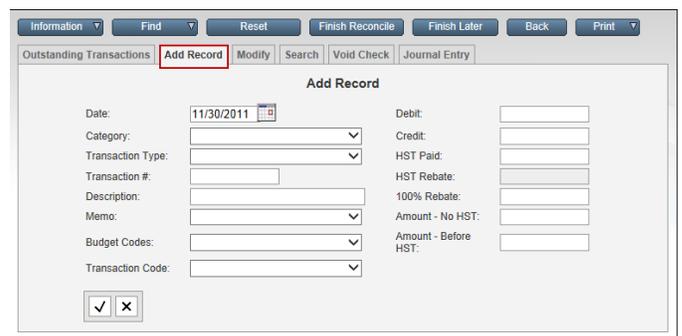
4. **Date**: Use date on bank statement

5. **Transaction Type:** Deposit

Transaction Type:	Deposit
	Check
	CreditMemo
	DebitMemo
	Interest
	Invoice
	Redistribute
	BnkTransf
	NSF
	Serv. Charge
	Cashbox
	Direct Deposit

6. **Transaction Number: should match original deposit**
7. **Description:** Enter US Exchange
8. **Amount**: Use Credit entry in amount indicated on bank statement
9. Click **Save**

1.12   My special Deposit Ticket stock doesn't align correctly when I print.

Modified on: Tue, 12 Nov, 2013

Resolution:

Be sure that 'landscape' paper orientation is selected in the print dialog box.

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2   Issue Checks/Disbursements

2.1   How do I enter the starting check number by school?

Resolution:

The starting check number defaults to 1 when you first enter the Issue Checks/Disbursement module. Click in the Check Number field and enter the check number from your check stock. Once you have entered in the new check information and selected Forms > Add Form, the check number will auto-populate with the next number in sequence.

2.2   How do I combine checks?

Resolution:

To Combine A Check:
There are 2 occasions when it is possible to combine a check:
- If a check is issued to the same supplier within the current Issue Checks - Disbursement session. (It is not possible to combine a posted check.)

- When Duplicating a Check

Steps to Combine Checks Issued to the same Supplier:

1. From **Main Menu**, **Expense Activities group**:
2. Select **Issue Checks – Disbursements**
3. Complete the Issue Checks form
4. Add new forms as necessary

If there is an existing un-posted check in place to the same supplier a dialog box will open.
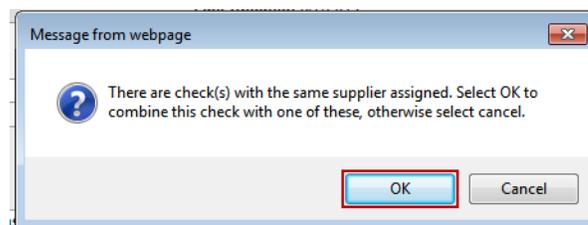
5. Click **OK** in the dialog box
NOTE: The Combine Checks dialog box indicates which check number is being combined.

6. Click **Continue**
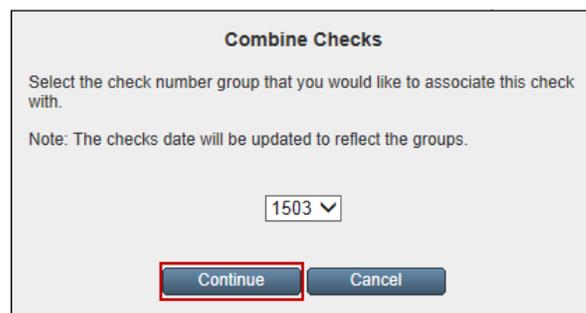
7. Complete the check form

Please refer to the User Guide: School Cash Accounting – Issue Checks, for further information.

2.3   How can I renumber a combined check?

Resolution:

Combined checks cannot be renumbered. Combined checks must be deleted and re-entered.

2.4   Is there a limit to the number of categories used when issuing a check? (Split Check)

Resolution:

There is no limit to the number of categories that you can use when issuing a check. However the check stub will only display 5 categories. If more than 5 categories are used you will need to print the Category Overflow Report to show the remainder. In Print/Checks screen, click **Print Category Overflow** at the top of the print screen for the checks.

NOTE: Be sure to load a blank piece of paper into the printer before using the **Print Category Overflow** option
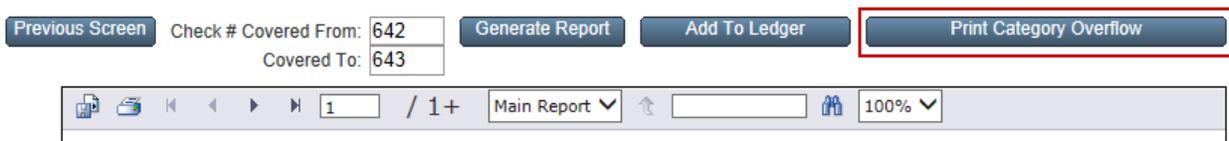
2.5   When I try to add checks to the Ledger, I am getting an error message that indicates that the invoice has already been paid. Why?

Resolution:

On the check that is displayed, double check the invoice number field. Verify that there are no spaces in the invoice number field, by clicking in the field and using the backspace key.

2.6   How do I establish the Tax Rate?* (District Level Only)

Resolution:

Please refer to the District Level User Guides - System Setup, Application Defaults section on the Resource Center.

2.7   When I issue multiple checks to the same vendor, I do not get the option to combine these checks. Why?

Resolution:

The combine checks feature is only available when vendors are included in the vendor database. ("One Time" vendors are not included in the database.)

To Find The Supplier/Vendor Database:

1. **Main Menu**, **My School Information** group:
2. Select **Supplier/Vendor Maintenance**

2.8 How do we issue a check to pay multiple invoices to a "one-time" vendor, when the system does not allow us to combine checks?

Modified on: Tue, 12 Nov, 2013

Resolution:

The combine checks feature only works when an existing vendor is selected from the pick list. Separate checks for each invoice, must be issued to "one-time" vendors.

2.9 How do I deal with a "credit" invoice?

Modified on: Tue, 12 Nov, 2013

Resolution:

Split the category entry to record full amount of invoice and enter a second category to record "credit" amount of the invoice. The "credit" amount of the invoice should be entered as a "negative" amount.

To Enter the Credit Invoice:

Example: Invoice for office supplies is $50.00. But the office has a credit with the supplier for $25.00.

1. From **Main Menu**, **Expense Activities group**:
2. Click **Issue Checks - Disbursements**
3. Complete the check form from top to bottom
4. Select the required category from the drop-down **NOTE:** Enter the full amount of the invoice. Eg.: $50.00
5. Click **Insert Row** icon
6. Select the required category to record the Credit portion of the invoice
7. Tab to **Amount** field
8. Enter the credit amount as a "negative" value Eg.: -$25.00
9. Enter a reason for the credit in the **Reason** field
10. Click **Save**

2.10   I have a school that voided a stale dated check, but then it cleared the bank. How do I re-enter this?

Resolution:

The check will need to be re-entered in the Reconciliation module.

Steps to re-enter a stale dated check

1. From **Main Menu**, **General Activities group**:
2. Select **Reconciliation**
3. Click **Add Record tab**
4. Enter check information again, as a check transaction

5. Add a note in the description area to explain the duplicate entry
6. Click **Save**

NOTE: A warning message will appear warning that the check number already exists, click **OK** to continue.

2.11   Getting kicked out to the login screen when trying to print a check statement?

Resolution:

Re-Install Adobe.

2.12   How do I void a YrEnd Outstanding check?

Resolution:

You would void it the same way you void a regular cheque.

Note: With a YrEnd Outstanding check the program will prompt you to select the original category for the negative debit side. The original category is usually found in the 'description' field of the check.

2.13   Is there any way we can see the "MEMO" on our check stubs?

Resolution:

The memo displays on the Ledger Inquire. Scroll to the right of the window. Also the Report 11 – Customized Transaction Report displays the memo in the description column.

2.14 Can we reprint check requisitions?

Resolution:

If the check requisition has not been process it can be reprinted. Locate the check requisition, then select **Print** > **Check Requisition.** A completed check requisition cannot be reprinted.

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3 Non Sufficient Funds

3.1. How do I add a logo to the NSF notices?

Resolution:

Steps to Add a Logo to NSF Notices:

1. From the **Non Sufficient Funds Menu**:
2. Select **Edit NSF Notice Text**
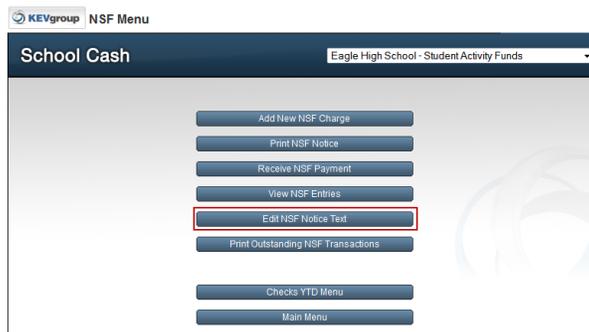
3. Click **Browse**
4. Navigate to find the required log

5. Select the logo file
6. Click **Open** in the dialog box
   The full path will appear in the text slot
7. Click **Submit** to load the logo in the logo placeholder

NOTE: Logo files must be jpg or png format
No larger than 100Kb

3.2. How do I record an NSF?

Resolution:

If the NSF process includes the assessment of bank charges and administration charges, the bank charges can be associated with a specific category. In this way bank charges are not assigned to the original category.

Steps to Assign Bank Charges to a Category:

1. From **Main Menu, My School Information group:**
2. Select **Category (Chart of Accounts)**
3. Click **Demographics**
4. Scroll down the demographics screen to the **Optional Account Settings** section
5. In **NSF Charges Category** field select the required category from the drop-down
6. Click **Save** to save the category assignment
7. Click **Main Menu**

3.2.1 New NSF Entry:

Steps to Add a New NSF Entry:

1. From **Main Menu**, **Income Activities group**:
2. Click **Non Sufficient Funds**
3. Click **Add New NSF Charge**

4. Click **List View** tab
5. In **Deposited From**: field, select the required name from the drop-down

I*f more than one check has been itemized from the selected household, a list of checks will appear.*

6. Select the required check from the list
7. Click **Continue**

To Complete the NSF Check Entry:

1. Click **NSF Date:** field
2. Enter the date of the NSF charges as reflected on the bank notification

Note: The NSF Date should reflect the date on the bank notification.

3. Enter the **Bank Charges** if applicable
4. Enter the **Admin Charges** if applicable
5. Click **OK** to complete the entry

NOTE: The Assign Bank Charges to: field reflects the category assignment established in the School Demographics.

The post to the ledger warning dialog box will open
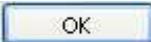
6. Click **OK** to post the charge to the ledger
7. Click **OK** to acknowledge the completion of the process and return to the Non-Sufficient Funds Menu
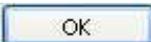
Please refer to the User Guide: School Cash Accounting – Cash/Checks YTD Itemized, for further information.

4 Ledger Inquire

4.1 A user selected the journal entry transaction type when entering a record on the ledger. I tried to modify it but it won't let me.* (District Level Only)

Modified on: Fri, 15 Nov, 2013

Resolution:

Journal entries cannot be modified or deleted. Contact helpdesk@kevgroup.com for further assistance.

4.2 Can a standard user modify a transfer on the Ledger Inquire?

Modified on: Fri, 15 Nov, 2013

Resolution:

When a transfer is posted to the ledger it is automatically reconciled with the current month, therefore a standard user will not be able to modify the record. A District administrator will have to make the modification.

4.3 In the Ledger inquire no records are loading on the screen. ?* (District Level Only)

Modified on: Fri, 15 Nov, 2013

Resolution:

You can change the current year back in the Program Maintenance, Table Maintenance, Lookup Table Maintenance, Bank Accounts. Select the bank account and click on the **Modify** tab. You can change the current year on this screen and then click the **Check Mark** to save.

If this is not the case then an odd character may have been entered in the transaction number filed. Contact helpdesk@kevgroup.com for further assistance.

5 Reconciliation

5.1 How does a standard user void a check?

Resolution:

The School Cash Accounting handles voids in the following manner:

⚙ The Standard User is required to use the Reconciliation Module to void a check

⚙ When the check is voided in the Reconciliation Module, the voided side of the check is stamped with the last date of the current reconcile. This keeps everything balanced within that month and does not affect the previously reported balances.

⚙ Monitoring stale dated checks on an ongoing basis will keep the ledger up-to-date and cut down on the housekeeping tasks at year-end rollover.

Steps to Void a Check:

1. From **Main Menu, General Activities group:**
2. Select **Reconciliation**
3. Click **Search** tab to search for checks
4. Select required check
5. Click **Void Check** tab
6. Complete dialog box

NOTE: Reason for the void action is mandatory

7. Click **Continue**

NOTE: Only a District Administrator is able to void a check in Ledger Inquire.

Please refer to the User Guide – School Cash Accounting – Reconcile Monthly Statement on the Resource Center.

5.2 I have a school that voided a stale dated check, but then it cleared the bank. How do I re-enter this?

Resolution:

The check will need to be re-entered in the Reconciliation module.

Steps to re-enter a stale dated check.

1. From **Main Menu**, **General Activities group**:
2. Select **Reconciliation**
3. Click **Add Record** tab

4. Enter check information again, as a check transaction
5. Add a note in the **Description** area to explain the duplicate entry
6. Click **Save**

NOTE: A warning message will appear warning that the check number already exists, Click **OK** to continue.

5.3 I am receiving an application error when adding a record in the Reconciliation module.

Resolution:

Check to see what is entered in the transaction number field. This field can only contain numerical values up to 10 digits. Anything else will cause an application error.

Note: This also happens on the ledger inquire.

5.4 There is a difference on report 11K or 11M when trying to sign off the reconcile month.

Resolution:

1. Check to see that voided checks balance to 0.00.

    i.   Do a search on the Ledger Inquire with the word 'void' in the description field
    ii.   Sort by transaction number
    iii.   Total Found Set should equal to $0.00

2. Check to see if there were any reconciled NSF records that were modified to 0.00.
    i.   Do a search on the Ledger Inquire with a transaction type = NSF.
    ii.   This could happen if an NSF record was deleted from the NSF module. It updates the ledger record to a credit of 0.00.
    iii. Modify the reconciled NSF record and re-enter the NSF amount as a negative credit.

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6 Year End Rollover

6.1 A bank account has the incorrect Year End date. How do I fix this? *(District Level Only)

Modified on: Wed, 5 Mar, 2014

Resolution:

This correction can only be completed by a District Administrator.
Log into School Cash and open a selected bank account (does not have to be the current bank account that needs to be updated).

Steps to Modify Year-End Rollover Date:

1. From **Main Menu**, **My School Information group**:
2. Click **Program Maintenance**
3. Click **Table Maintenance**
4. Click **Lookup Table Maintenance**
5. Click **Bank Accounts**
6. Click **Search** tab

7. Select **School Name** from drop-down
8. Click **Perform Search**
9. All bank accounts associated with that school will appear on the list
10. Select required bank account
11. Click **Modify** tab

12. Click **Year End Rollover Date**: and modify to
the correct date

13. Click **Save**

NOTE: If you need to update more than one bank account for this school, click directional arrow to scroll to the next record and repeat the modify steps above.

6.2   A school has current balance in the YrEnd Outstanding category. How do I fix this?

Modified on: Fri, 23 May, 2014

Resolution:

School Cash Accounting offers several different reports that can assist in finding information regarding the YrEnd Outstanding category balance:

1.   Use **Report 11 Customized Transaction Report**- Search date range (oldest possible date to last year's Year-End rollover date) and verify that all transactions are assigned to the YrEnd Outstanding Category. If not, this would mean that a transaction was modified back to the original category. Any transactions assigned to other categories must be modified and assigned to the YrEnd Outstanding category. All transactions must have the YrEnd Outstanding category unless they are the negative debit side of a voided check.

OR

2.   Run **Report #1 –Detailed Category Summary (All Transactions)** and select just the YrEnd Outstanding category. These transactions should all have a date prior to last year's year-end rollover date. Transactions dated after the Year-End Rollover date should be modified to a category other than YrEnd Outstanding.

OR

3.   Run **Report #15 –Modified Transaction Listing Audit Trail** and search on the YrEnd Outstanding category, to see if a YrEnd Outstanding category has been modified back to the original category. These transactions must be modified back to the YrEnd Outstanding category.

OR

4.   Run **Report #15 –Modified Transaction Listing Audit Trail** and search on the YrEnd Outstanding category, to see if the debit or credit amount was modified to $0.00. If the transaction has not been

reconciled, modify the amount to reflect the original amount. If the amount was modified to 0.00 and has been reconciled, add a record in Reconcile - Monthly Statements matching the original record. An opposing transaction must always be created using the original category, and a negative value. These two records will offset each other and will be cleared automatically.

<div align="center">OR</div>

5. Generate **Report 11M – Reprint Monthly Bank Reconciliation, Reconciliation Details,** using last reconciled month from previous year. Verify that the outstanding amount matches this year's opening balance for Yr End Outstanding category. If amounts do not match, verify transaction details.

6.3 The Year-End Rollover Checklist Item #1 - Post all outstanding data entries, indicates that there is an un-posted deposit. I do not have a deposit in process. Why?

<div align="right">Modified on: Fri, 8 Aug, 2014</div>

Resolution:

There may be a deposit in an alternative currency in process. For example: A US school could have a deposit form in Canadian Currency that has a blank form or a deposit that has not yet been posted to the ledger.

Steps to Find a Deposit Form in an Alternate Currency:

1. From **Main Menu**, **Income Activities group**:
2. Click **Deposits/Receipts**
3. Click **Currency** button at the top of the screen

4. Select alternative currency
5. Click **Back to Deposit**

6. Click **Continue** at the warning message

7. Post deposit form or delete the form

6.4 The Year-End Checklist Item #7 - "There are transfer records on the ledger that should be converted to debit/credit memos" is still showing as outstanding." Why?

Resolution:

In Ledger Inquire, check for transfers that are occurring between regular school fund categories and categories that are flagged as "do not include", "board funds", "cashbox", or "YrEnd Outstanding". You may need to manually modify the transaction type to either a debit or credit memo. The Year End Rollover process will not allow transfers to happen between the different umbrella types due to the fact that certain funds are not reported on in the year end reports.

It may be necessary to consult with the District Administrator for assistance.

6.5 Error occurs when clicking 'Continue' to complete the year end rollover.

Resolution:

This is a bug in v3.0 and fixed in v4. The work around is to go into School and Category Information and click on the opening balance for the YrEnd Outstanding category.

Re-enter the opening balance of 0.00 then save by clicking the check mark at the bottom of the screen.

7 Cashbox

7.1 How do I setup a cashbox in School Cash Accounting?

Modified on: Tue, 18 Mar, 2014

Resolution:

Please refer to the User Guide: School Cash Accounting - Cashbox on the Resource Center.

The videos listed below will also provide some useful information:
Links to Cashbox setup procedures:
http://www.kevsoftware.com/clips/SchoolCashbox/
http://www.kevsoftware.com/clips/ClubCashbox/
http://www.kevsoftware.com/clips/GLCashbox/
http://www.kevsoftware.com/clips/GLCashboxReimbursement/

NOTE: The videos are based on an older version of School Cash Accounting, however the methods used to create the Cashboxes remain unchanged.

8 Program Maintenance

8.1 I set up a new bank account, but the user cannot access it. Why?* (District Level Only)

Resolution:

When a new school and/or bank account is set up, it must be added to the user's login in User Maintenance under the 'User Schools' tab and 'User Bank Accounts' tab. The bank account name will then display in the "Please select a bank account from the list…" drop-down when the user logs into School Cash Suite.

Please refer to the District Level user Guides - How to Use User Maintenance, for further information.

8.2 How do I add the new school year to the drop down?* (District Level Only)

Resolution:

1. From **Main Menu**, **My School Information group**:
2. Click **Program Maintenance**
3. Select **Table Maintenance**
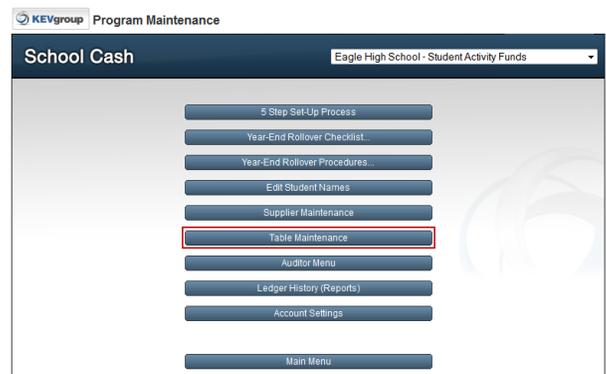
4. Select **Application Defaults**
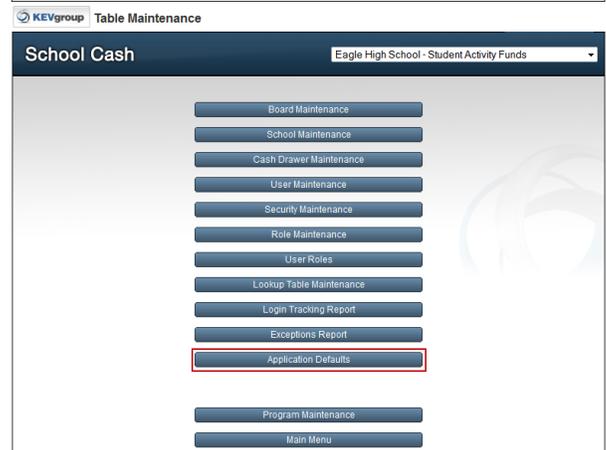
5. In **Years** section, enter new year

6. Click **Insert**

9 Account Settings

9.1 How do I change the timeout length in School Cash Suite?*(District Level Only)

Modified on: Mon, 11 Aug, 2014

Resolution:

After a period of inactivity, your School Cash account will automatically "Log Off". Work will be saved as part of this feature. The default Timeout Max Length is 60 minutes.

NOTE: For security reasons, KEV does not recommend increasing the timeout length.

1. From **Main Menu**, **My School Information group:**
2. Select **Program Maintenance**
3. Click **Account Settings**

4. Adjust **Timeout Max Length:**
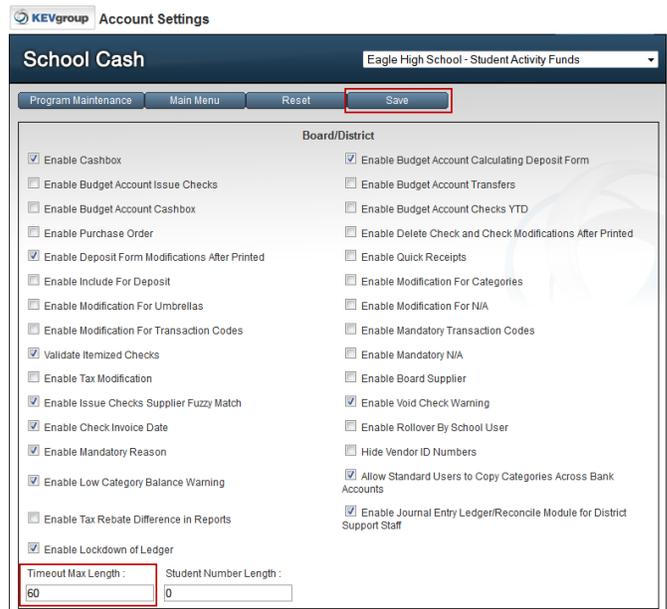
5. Click **Save**
6. Click **OK** in the dialog box

10 School Information

10.1 Can I rename a category after it has been created?

Modified on: Fri, 15 Nov, 2013

Resolution:

The ability to modify categories is an Account Setting, activated by the District Administrator.

Steps To Modify a Category Name:

1. From **Main Menu**, **My School Information group**:
2. Click **Category (Chart of Accounts)**
3. Select required category
4. Click **Modify** tab
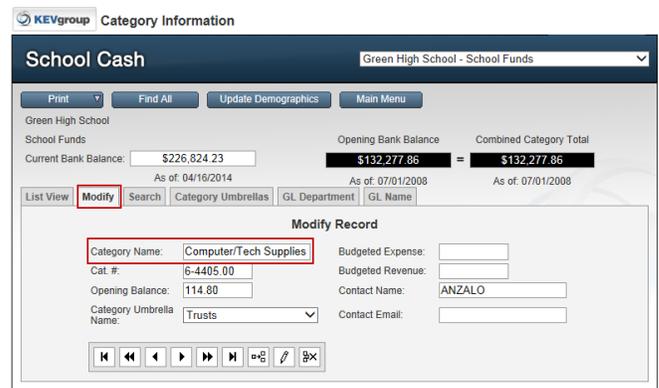
5. Edit **Category Name**
6. Click **Save**

10.2 I tried to delete a category but it won't allow this as it says it is being referenced in other transactions. When I do a report 1 or 2 on this category it shows no transactions in the report so what do you think is wrong?

Modified on: Tue, 17 Dec, 2013

Resolution:
The category may be reference on Report #15 - Modified Transaction Listings Audit Trail, therefore it is still attached to a transaction for the current year. It will only be able to be deleted after the year end rollover has been completed as long as the current balance is 0.00

10.3 How do I add an umbrella type?* (District Level Only)

Modified on: Fri, 11 Jul, 2014

Resolution:
Only a District Administrator is able to create a new umbrella type.

Steps to Add a New Umbrella Type:

1. From **Main Menu**, **My School Information group**:
2. Click **Program Maintenance**
3. Click **Table Maintenance**
4. Select **Lookup Table Maintenance**
5. Click **Currency Presentation and Styles**
6. Click **Umbrella Types** tab

7. Click **Insert Row** icon on toolbar at bottom of screen
8. Complete all fields
9. Click **Save**

10.4 A bank account has the incorrect Year End date. How do I fix this?
* (District Level Only)

Resolution:

This correction can only be completed by a District Administrator.
Log into School Cash and open a selected bank account (does not have to be the current bank account that needs to be updated).

Steps to Modify Year-End Rollover Date:

1. From **Main Menu**, **My School Information group**:
2. Click **Program Maintenance**
3. Click **Table Maintenance**
4. Click **Lookup Table Maintenance**
5. Click **Bank Accounts**
6. Click **Search** tab

7. Select **School Name** from drop-down
8. Click **Perform Search**
9. All bank accounts associated with that school will appear on the list
10. Select required bank account
11. Click **Modify** tab
12. Click **Year End Rollover Date**: and modify to the correct date

13. Click **Save**

NOTE: If you need to update more than one bank account for this school, click directional arrow to scroll to the next record and repeat the modify steps above.

10.5 How do I change the name of a school?* (District Level Only)

Modified on: Thu, 17 Apr, 2014

Resolution:

1. From **Main Menu**

2. Select **Program Maintenance**

3. Select **Table Maintenance**

4. Select **School Maintenance**

5. Select the School that requires the name change

6. Click **Modify** tab

8. Enter the new information

9. Click **Save**

10. Click **Main Menu**

10.6 How do I delete a school?* (District Level Only)

Modified on: Mon, 31 Mar, 2014

Resolution:

We do not recommend deleting a school as the history will be lost.

We suggest you create a new district in Board Maintenance and attach the school to this district.

The school will still be available for viewing history but will no longer appear on the district reporting.

If you no longer want it to appear in the school drop down list when you log into School Cash, then remove school in the User Maintenance from your login.

11 Reports

11.1 Can a wild card search (*) be used to create a report?

Resolution:

No, wild cards (*) are used in report searches.

11.2 What report can I use to see if there are any missing checks on the Ledger Inquire?

Resolution:

Report 11A Transaction Report Detailed by Transaction Type can be used.

Steps to Generate Report 11A – Transaction Report Detailed by Transaction Type:

1. From **Main Menu** , **My Reports group**:
2. Click **Reports Menu**
3. Select **Report 11- Transaction Reports Various**
4. Select **Report 11A – Transaction Report Detailed By Transaction Type**
5. Select **Transaction Type – Check**
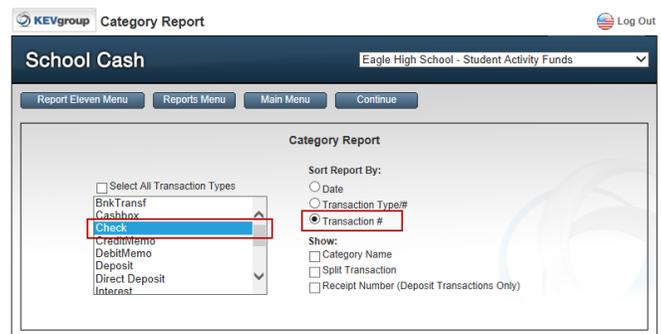
6. Sort by **Transaction #**
7. Click **Continue** to generate report

NOTE: Missing check numbers are indicated by asterisk (*).

11.3 How do I know if a transaction has been modified?

Resolution:

Report #15 – Modified Transactions Listing Audit Trail tracks all modifications created in a bank account.

Please refer to the District Level User Guides: School Cash Accounting – How to Use District Level Reports, on the Resource Center or refer to the User Guide: School Cash Accounting – Reports, for further information.

Steps to Generate Report #15 – Modified Transactions Listing Audit Trail

1. From **Main Menu** , **My Reports group**:
2. Click **Reports Menu**

3. From District Reports menu:
   Select **Report 15- Modified Transactions Listing Audit Trail**

District Reports
14. Tax Rebate Reports For Board Submission
15. Modified Transactions Listing Audit Trail
16. Cash Flow Overview Summary Of Income & Expenses
17. Cash Flow Overview Of Revenue & Expenses For Categories
18. Government Reports
GL Reimbursement Reports
* District Level Reports

4. Select **Date Range** or **Month to Reprint**
5. Click **Continue**

11.4   What history reports are available in School Cash Accounting?

Modified on: Thu, 19 Jun, 2014

Resolution:

School Cash Suite offers access to historical data. The historical research will be based on the number of years the district has used School Cash Suite. Historical data research can be based on category information, or school information. In the Ledger History (Reports) menu there are several reports that offer date range selections. Reports can be generated on either a School or District Level. Reporting can be based on a selected school year or a selected date range. Some districts have a "Year End" date of March 31. To allow for this situation, select "Crossover" in the School Year, to base your fiscal reporting to a true school year reporting April to March.

  Ledger History (Reports):

  NOTE: Standard Users will only have access to "School Reports" listed on the left. Reported information is based on the last completed year end rollover in School Cash Accounting.

Steps to Access Ledger History Reports:

1. From **Main Menu**, **My School Information group**:
2. Click **Program Maintenance**
3. Select **Ledger History (Reports)**

Ledger History (Reports) – Display

History Reports that are available through the Reports Menu:

- Reports based on School Year selection include:
  Report #1 – Detailed Category Summary (All Transactions)
  Tax Rebate Report Previously Submitted

- Reports that include both a school year selection and date range
  Report #2 – Detailed Category Summary (Select Date Range)
  Report #3 – Detailed Umbrella Category Summary
  Report #5 – Overview Umbrella Category Summary (Select Date Range)
  Report #9 – Trial Balance (Category Date Range)
  Report #10 – Trial Balance (Umbrella Date Range)
  Report #11- Customized Transaction Report
  Report #11K – Reprint Monthly Bank Reconciliation
  Report#11L – Reprint Monthly Bank Reconciliation, Overview of Categories
  Report #11M – Reprint Monthly Bank Reconciliation, Reconciliation Details
  Report #13 – Transfer Report
  Report #15 – Modified Transaction Listing Audit Trail
  GL Name Umbrella Report
  Journal Entry Report

- District Level Reports that include a school year selection
  Umbrella Reports – Overview Report (School Year selection only)

- District Level Reports that include a date range selection
  Vendor 1099 – Summary Report
  Vendor 1099 – Overview Report
  Vendor 1099 – Listing Report

- District Level Reports that include both a school year selection and date range
  Summary Statement of Finance
  Overview Statement of Finance

Summary Schedule of Activities Fund
Overview Schedule of Activities Fund
District Level Tax Rebate Report
Umbrella Reports – Summary Report
School Generated Funds Report – Summary Report
School Generated Funds Report – Overview Report
Customized Transaction Report
Deposit Statement – Summary Report
Deposit Statement – Overview Report
Payment/Invoice Comparison Report
Category Report

Please refer to the User Guide: - School Reports document on the Resource Center. Additional report information can be found in District Level User Guides: School Cash Accounting – How to Use District Level Reports on the Resource Center.

11.5   When I run the GL Reimbursement report it does not display any transactions.

Modified on: Thu, 22 May, 2014

Resolution:

The reimbursement category has to be selected in School Demographics. Also the transactions have to have a GL department assigned to them in order for the report to generate correctly.

If transactions are still not displaying on the report check the previously submitted reports to see if they have been signed off already.

11.6   Is there a report that shows the commercial bank that each school uses?

Modified on: Fri, 15 Nov, 2013

Resolution:

The Bank Accounts report lists bank accounts by Commercial Bank.

Steps to Generate Report:

1. From **Main Menu**, **My School Information group**:
2. Click **Program Maintenance**
3. Click **Table Maintenance**
4. Click **Lookup Table Maintenance**
5. Click **Bank Accounts**

6. Click **Print**
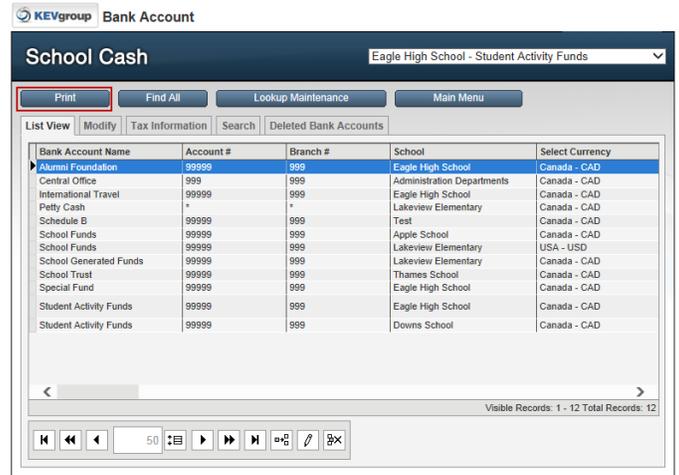
This will print off a report by commercial bank.

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12 Printing

12.1 When trying to print a report I am taken to the login screen when I click on the printer icon.

Modified on: Tue, 18 Mar, 2014

Resolution:

Adobe could be corrupted. Try re-installing Adobe.

School Cash Catalog

1 Creating Items

1.1 When creating an item I am receiving an error.

Resolution:

The error could be occurring as a result of the length of the Option Name that was entered. The field accommodates a maximum of 50 characters.

1.2 The options are appearing out of order on items such as Pizza Days. Confusing to the parents on the parent site.

Resolution:

The Option names list alphabetically on SCO so if they are using dates for Option names, they should set them up like "March 25 (Tuesday)" to display in order.

1.3 Can I edit an attachment to be 'Required' instead of 'Optional'?

Resolution:

Not at this time. The attachment will need to be expired/deleted and reattached accordingly.

Steps to Delete Item Attachment:

1. From **Main Menu**, **My School Store group**:

2. Click **School Cash Catalog**

3. Select required item

4. Verify that no purchases have been made

5. Click **Manage Attachment**

6. Click **Delete**

7. Click **New Attachment**
8. Proceed with new 'required' attachment
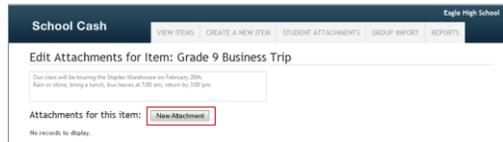
NOTE: If the item has already been purchased, the item must be expired and a new item and attachment created.

Please see User Guide – School Cash Catalog – How to Manage Items on the Resource Center for further information.

1.4 Do I need to attach items to every new student that registers?

Modified on: Mon, 11 Aug, 2014

Resolution:

After you have attached students to an item School Cash will automatically attach any new qualifying students to active items when they enter the system (eg.: School Cash Catalog has an item for a Grade 8 field trip. A new student enrolls in Grade 8. The student will automatically be attached to the item when the system receives the nightly SIS file.)

1.5 Explain what happens when students leave the school and they still have outstanding fees.

Modified on: Mon, 11 Aug, 2014

Resolution:

The inactive student will remain attached to the items. School Cash Register V 4.7 now includes the ability to search for an inactive student, in order to accept payment for an outstanding item.
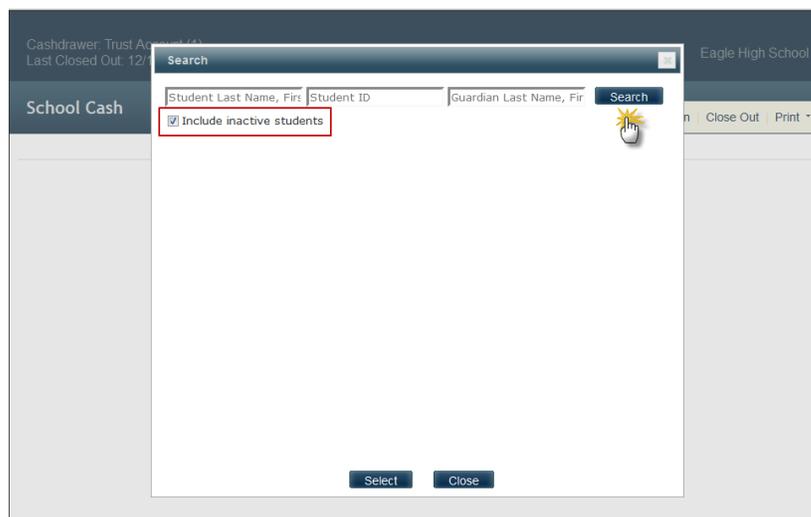
School Cash Register – Student Search (V 4.7) – Display

The School Cash Catalog, Student Balance report will allow the user to search for the inactive student, in order to review their balance.

Steps to Generate Student Balance Report for Inactive Student:

1. From **Main Menu**, **My School Store group**:
2. Click **School Cash Catalog**
3. Click **Reports** tab
4. Select **Student Balance Report**

5. Complete the form details
   NOTE: If the student is "inactive" de-select Active Student checkbox
6. Click **Generate**

In addition the School Cash Catalog View Student Attachments feature will allow the user to search for an inactive student and view any items attached to the selected student.

Steps to View Student Attachments for Inactive Student:

1. From **Main Menu**, **My School Store group**:
2. Click **School Cash Catalog**
3. Click **Student Attachments** tab
4. Complete the form details
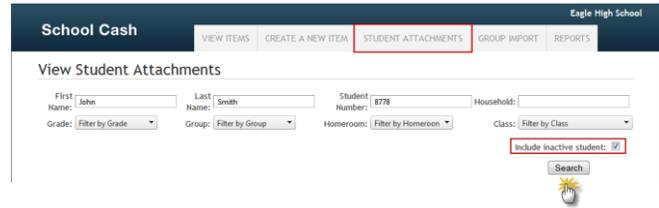
NOTE: If the student is "inactive" **Include inactive student:** checkbox

5. Click **Search**
Item details will be displayed at the bottom of the screen.

The Item Attachment Report now includes a filter to allow the user to see inactive students.

Steps to Use the Item Attachment Report

1. From **Main Menu**, **My School Store group**:
2. Click **School Cash Catalog**
3. Select **Reports Tab**

4. Select **Item Attachment Report**

5. Complete the form details
6. Click **Include Inactive Students** checkbox
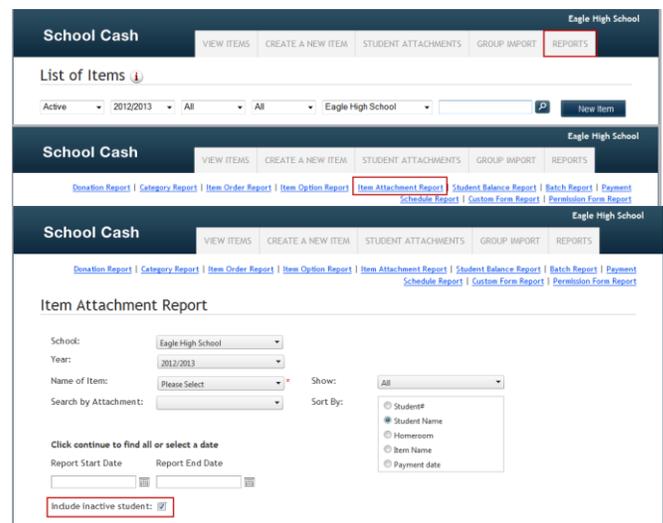
7. Click **Generate**

1.6 Explain what happens when a student changes schools in the same district and they still have outstanding fees. Who is responsible?

Modified on: Mon, 11 Aug, 2014

Resolution:

Same as above (original attachments remain at the previous school). Items do not follow the student to the new school.

TIP: A copy of the student's statement could be forwarded to the new school.

Please refer to User Guide: School Cash Register – How to Print Reports on the Resource Center.

1.7 How can I create an item with options?

Resolution:

Please refer to the User Guide – School Cash Catalog – How to Create an Item on the Resource Center.

1.8 How does the Effective Cut-Off Date work?

Resolution:

The date entered should indicate the end of the grace period that the student must pay if they are enrolled in the course. After this date, course attachments will remain attach until paid, even if the student should drop the course.

Steps to Enter An Effective Cut Off Date:

1. From **Main Menu**, **My School Store group**:
2. Click **School Cash Catalog**
3. Create an Item
4. Click **Attach**

5. Click **Course**
6. Enter **Effective Date**
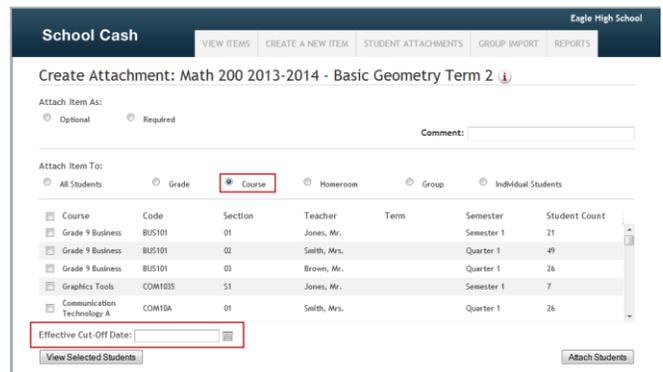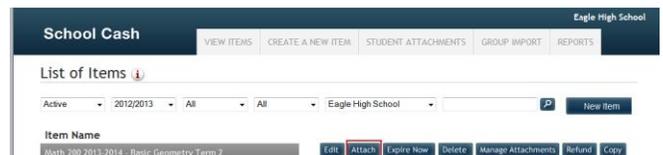
1.9 Can I edit an Effective Cut-off Date?

Resolution:

No. You would need to delete the attachment, edit the Cut-off Date and attach again.

1.10 How is the student database maintained?

Resolution:

Districts upload a nightly Student Information file which sweeps and refreshes the data. Any new students auto-attach to items based on the qualifying attachment type. If a course record is no longer included in the scheduling file the attachment will drop from the student's profile if it's before the Effective Cut-off date.

1.11 How do recurring payments work?

Question:

We are unsure of how the recurring payment program should work. When we create a catalog item and we say that we would like 8 payments. This is because we would like all of the money prior to May 31 (Last payment would be May 1 if payment plan is set up in September). So the question is, if the parent goes in to pay in November (first payment coming out Dec 1), do they still have 8 payments to choose from, or does school cash adjust for the fact that the full amount needs to be paid by May 31 (there for the parent only has 1-6 payments to choose from?

Does the system account for this or does a new catalog item have to be created every month showing one less recurring payment option so that full payment will still be complete by May 31?

Resolution:

If all payments are to be made by May 31, the secretary will have to go in and edit the maximum number of payments allowed each month. The program works with the preset maximum number of payments entered. Therefore if the number of payments is set to 8, the parent is allowed to choose 8 whenever they pay until the item has expired.

1.12 How does a parent cancel a recurring payment or schedule?

Resolution:

Your District Administrator must send a request to the KEV Help Desk with the following information:
- District
- School name
- Guardian name who created schedule
- Student name
- Item Name
- Payment amount

Note: V4.8 allows the school user to cancel a recurring payment

1.13 My course attachment no longer displays any students attached to the item.

Resolution:

Something may have changed in your Scheduling data. If any of the following fields change in the Scheduling SIS file, that is uploaded nightly, a new course is created and the attachments will drop:
- Course_Code
- Course_Code_Section
- Course_Semester
- Course_Term

The item will need to be attached to the course again. It may be necessary to consult your Student Information, IT contact.

1.14   What should I do when I receive a notification of a rejected online payment?

Modified on: Mon, 11 Aug, 2014

Resolution:

KEV has already notified the parent, reattached the item and marked it as 'Rejected'. The item is now available for repayment on School Cash Online.

NOTE: It is possible for the parent to come to the school and payment be made through School Cash Register. Payments accepted through School Cash Register are automatically updated on School Cash Online accounts.

1.15   Why can't I see receipts for some payments?

Modified on: Mon, 11 Aug, 2014

Resolution

They were online payments. Receipts for online payments are not available in School Cash. Only the parent would have access to them through their School Cash Online account. The Item Attachment Report in the School Cash Catalog shows all payments made (whether online or through the Register).

NOTE: V4.7 Batch report displays the School Cash Online Receipt Number.

Steps to Generate Item Attachment Report:

1. From **Main Menu**, **My School Store group**:
2. Click **School Cash Catalog**
3. Click **Reports**

4. Select **Item Attachment Report**

5. Enter required filter options

6. Click **Generate**

Please refer to User Guide: School Cash Catalog – How to Generate Reports on the Resource Center.

1.16 Why did a student attach to last year's fees, when they were not enrolled the school?

Resolution:

If a district sends "pre-reg" student files and accidently omits the 'p' indicator in the grade information the new students will be auto attached to existing grade attachments (or any ALL STUDENT attachments) in the current year.

1.17 Why do I get the message "no items eligible for refund" when I am trying to refund an item?

Resolution:

Refunds can only be issued on a paid item in the year that the fee was created.

For Example:
> An item was created in the school year 2012-2013
> The payment was made in Dec. 2013 which is in the school year 2013-2014.

In this instance a check will have to be issued manually in School Cash Accounting to refund the item.

KEV recommends expiring the current fee and creating a new one for this year and every school year to allow you the option of refunding when required.

For reporting purposes the 'Item Option report" has a 'crossover' option you can select if you need to report on the 'Duplicate Diploma' fees for multiple years.

1.18 Why do some students have duplicate attachments?

Resolution

Check your attachments by going to Manage Attachments in the School Cash Catalog. You may have attached twice using different 'types' of attachments.

Steps to Use Manage Attachments:

1. From **Main Menu**, **My School Store**
2. Click **School Cash Catalog**
3. Click **View Items**
4. Using fee list on the left side of the panel, select required fee
5. Click **Manage Attachments**
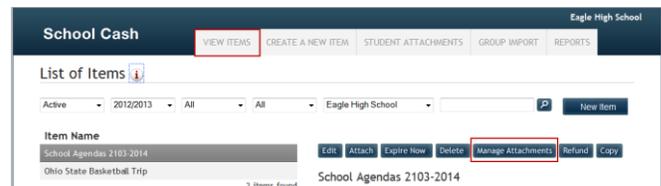
1.19   Why does an attachment disappear when there is a partial refund?

Resolution:

If the student owes money for an item and a refund (in any amount) is issued, the obligation is automatically removed. The item will need to be reattached to the selected student.

Please refer to User Guide : School Cash Catalog –How to Process a Refund on the Resource Center.

1.20   Why isn't my item auto-attaching to new students when they enroll?

Resolution:

The auto-attach feature is disabled when the item is expired (passed the end date). It will be necessary to edit the item end date in order for the auto attachment to be active.

2   School Cash Catalog Reports

2.1   How do I print a report listing the students with outstanding fees?

Resolution:

Option 1:
   iv. Use the Item Attachment Report. For "Show", select "Unpaid". This report will display the students that have not paid for the item that you have selected.
   v. Then still using the Item Attachment Report, for "Show", select "Partial Payment". This report will display the students that still need to pay a balance of the item.

Option 2: Use the Item Attachment Report. For "Show" select "All". This report will display everything but it is the best one to show you the total amount still owing.

Steps to Generate Item Attachment Report:

1. From **Main Menu**, **My School Store**
2. Click **School Cash Catalog**
3. Click **Reports**
4. Select **Item Attachment Report**

5. Select **Name of Item**
6. Click **Generate**

NOTE: The amount of any outstanding balances
will be displayed in the Owing column

2.2 I need a report that will show me who purchased a specific item such as a yearbook. I want to see everyone that is going to receive one so it could be fully paid or a portion waived or fully waived. The balance owing would be 0.00.

Modified on: Fri, 15 Nov, 2013

Resolution:

Use the Item Attachment Report. For "Show" select "All". Use the export feature and select CSV (ie: filter on the Owing = $0.00 to find who is accounted for whether it's paid, waived, etc) using Excel

3   Public Items

3.1.   How do I refund a public item?

Modified on: Thu, 19 Dec, 2013

Resolution:

In School Cash Catalog, the user would select the item that was being refunded then click the tab 'Refund'. The payments available for refund will be displayed. Select the item, enter the refund amount and reason. The refund will then be applied the way it was paid. For example, if they paid by credit card it will go back on the same credit card.

3.2.   Can I add a link to my school's web page that will take you directly to the public items page?

Modified on: Thu, 17 Jul, 2014

Resolution:

The link would be the District's School Cash Online URL with /fee on the end.
For example: https://yourdistrict.schoolcashonline.com/fee

3.3.   How do I create an unlisted public item?

Modified on: Wed, 12 Mar, 2014

Resolution:

Please refer to the User Guide: – School Cash Catalog – How to Create an Item on the Resource Center

4   Refunds

4.1   Issuing refunds

Modified on: Fri, 11 Jul, 2014

Resolution:

1. Refunds can be issued in School Cash Catalog if they are within 120 days of purchase and are in the same current school year that the item was created in

2. Refunds can be issued in School Cash Register at any time.

4.2 How can I see the comment entered when an item was refunded?

Modified on: Thu, 17 Apr, 2014

Resolution:

Currently the best way to look up the refund comments is to generate the Item Order or Item Attachment report filtering on refunds. Then run the closeout report that corresponds with the refunded date to see the comments.

5 Recurring Payment Schedules

5.1 How does a parent update the credit card information on a recurring (scheduled) payment?

Modified on: Tue, 15 Apr, 2014

Resolution:

When logged into the School Cash Online site click on the Payment History tab. Locate the scheduled item and click on "Change Payment Method". Enter the new credit card information.

5.2 How do I cancel a recurring payment? *Only available in v4.8 and higher

Modified on: Tue, 15 Apr, 2014 at 2:27 pm

Resolution:

 To cancel a recurring payment schedule in v4.8 go to:
1. School Cash Catalog
2. Click on Student Attachment Tab
3. Search on student name
4. Click on 'View' under Scheduled Payments
5. Click on 'Cancel payments' under Options

School Cash Register

1 Check Out

1.1 What happens when students leave the school and they still have outstanding fees?

Resolution:

The inactive student will remain attached to the items. School Cash Register V 4.7 now includes the ability to search for an inactive student, in order to accept payment for an outstanding fee.

NOTE: It is not possible to issue a refund to an inactive student.
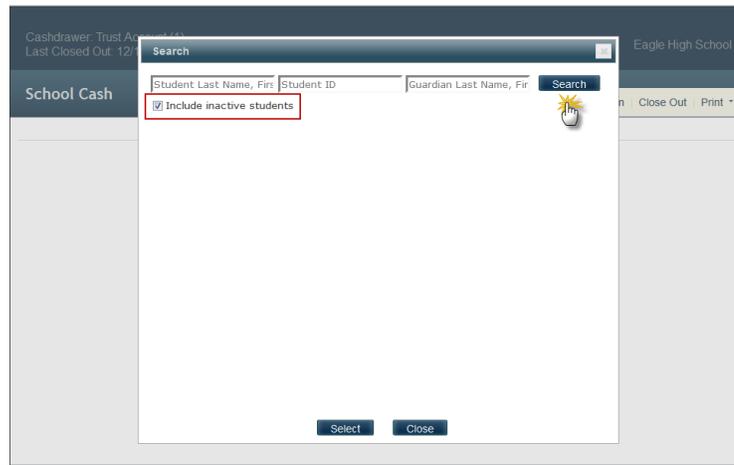
School Cash Register – Student Search (V 4.7) – Display

1.2 How do I add a new cash drawer for School Cash Register?

Resolution:

Version 4.7 of School Cash Suite will allow the user to create a new cash drawer.

Steps to add a New Cash Drawer:

1. From **Main Menu**, **My School Information group**
2. Click **Program Maintenance**
3. Select **Table Maintenance**
4. Select **Cash Drawer Maintenance**
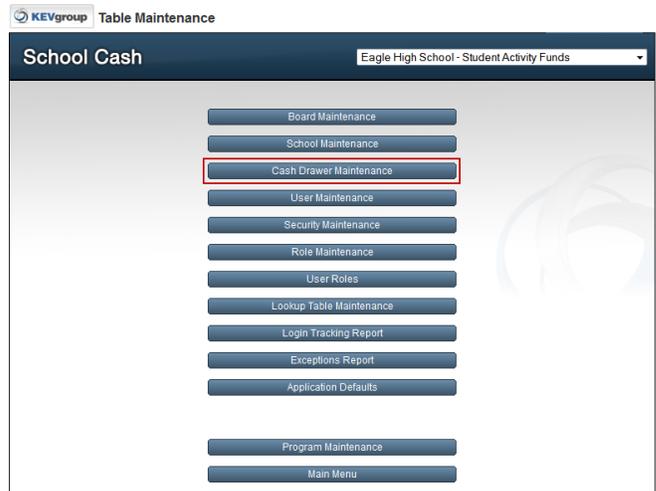
5. Select bank account from drop-down
6. Click **New Cash Drawer**
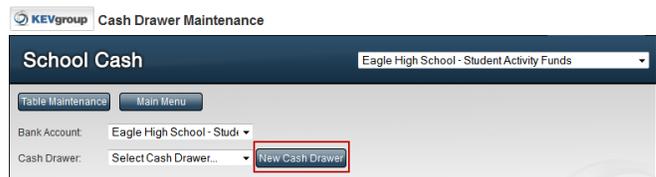
7. Enter a **Name** for the new cash drawer eg.: Cash Drawer B
8. Enter a **Number** for the new cash drawer eg.: 2 if this is the second Cashdrawer associated with the selected
9. Select the appropriate category for **Over/Under Accounting**
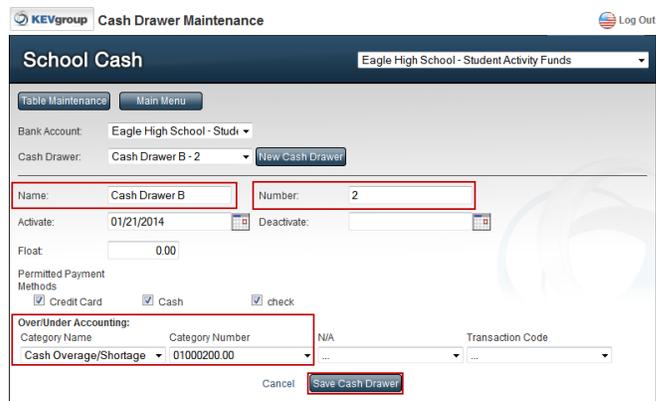
10. Click **Save Cash Drawer**

1.3   How do I record an NSF Charge and Payment

Resolution:

Please refer to the User Guide: – School Cash Register – How to Record an NSF Charge and Payment on the Resource Center.

1.4   Where do the comments appear when entering a payment?

Resolution:

Comments entered can be seen on the following:
- ·SCR Close Out Report (Sales Activity Summary by Student section)
- ·SCR Payment Details (select underlined item name in Item History)
- ·SCR Statement
- ·SCR Receipts
- ·SCC Category Report

Steps to add Comments:

1. From **Main Menu**, **My School Store**:
2. Click **School Cash Register**
3. Search for the required student
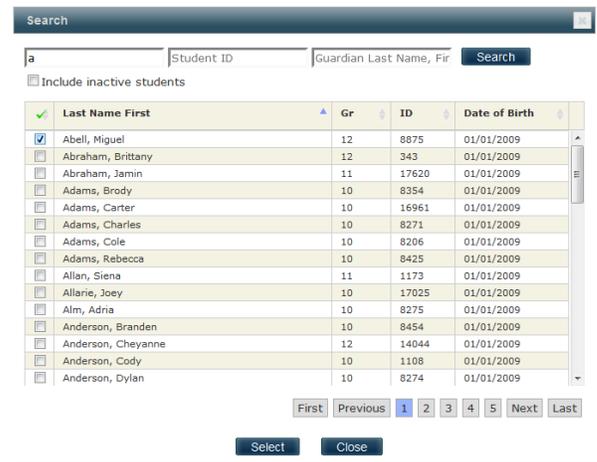
4. Select required item for payment
5. Enter any text in the **Comments** field
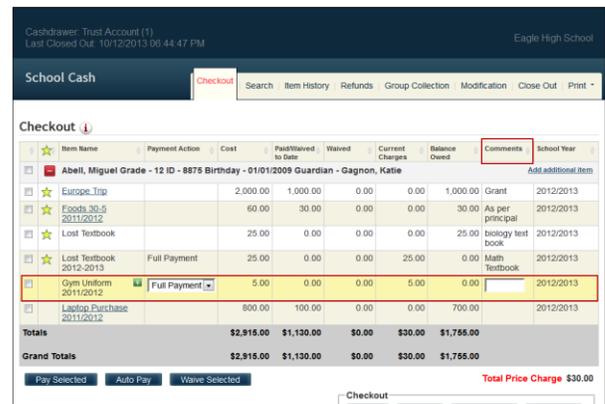
Comments can also be added when items are attached to students in School Cash Catalog.

Steps to Add Comments in School Cash Catalog:

1. From **Main Menu**, **My School Store**
2. Click **School Cash Catalog**
3. Create the item
4. Click **Attach**
5. Enter any Comments in the **Comment** field
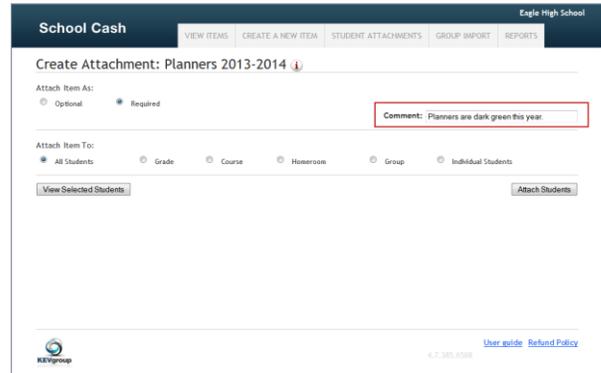
6. Complete **Student Attachment**

1.5   Is there an option to do a combo payment in the Register?

Modified on: Thu, 3 Apr, 2014

Resolution:

There is no option to do a 'combo' payment in School Cash Register.
To enter a combination of tenders against one item you would do a partial payment in one tender and then do the rest as a 'full payment' or another partial payment (if not paying completely) for the other tender.

1.6   How do you record an overpayment of a fee?

Modified on: Fri, 21 Feb, 2014

Resolution:

There are a few of options for overpayment.

1. A variable item can be created in School Cash Catalog called Overpayment. When a parent overpays for an item, in the School Cash Register, the school user clicks Add Additional Item to enter the amount.

2. Apply the overpayment amount to another item.

2 Close Out

2.1 I have closed out my cash drawer, but it did not balance. How do I adjust the deposit?

Resolution:

The deposit form must be balanced. Add the deposit to Ledger and then Modify.

NOTE: Always verify the Close Out details displayed in Step 3 of the Close Out before continuing.

Please refer to User Guide: School Cash Register – How to Close Out Cash Drawer document in the Resource Center.

2.2 We had a school that put $25.00 in the cash drawer when they did a closeout. They should not have left anything in the drawer. How do we fix this?

Resolution:

The School Cash Register will need to be closed out again to deposit the $25.00. In Step 2 of the School Cash Register Close Out enter, the float amount in Cash in Drawer cell and remove the float amount from the Cash to Leave in Drawer. Continue with the balance of the Close Out.

School Cash Register – Close Out Step 2 – Display

2.3 I used the Add Additional Item but it wasn't included in my receipt. What happened?

Resolution:

You have to complete the attachment before transacting it. Press Enter to close the line before choosing a Payment Action.

2.4 Why are multiple students listed in the 'deposit from' field in Cash/Cheques YTD Itemized module from a close out?

Resolution:

When using the Checkout in the School Cash Register the user selected more than one student to receipt a payment. Since there was only 1 receipt issues, the Deposit From would include all the student names.

This search and checkout should only be used when they are actually paying for multiple students with one check.

3 Printing

3.1 When I try to reprint a receipt it is blank.

Resolution:

To reprint a receipt you must have a student selected prior to going to 'Print' and then 'Reprint Receipts'.

3.2 Can we run statements by a group?

Resolution:

No, not at this time.

4 How Do I Fix This?

4.1 Checked out without adding overpayment item to cover difference.

Issue:

A user has entered a payment for a Pizza Day order. The amount of the order was less than the amount of the check. She checked out without adding the Overpayment item to cover the difference. What is the best way to go back to fix this so at close out the correct amount of the check is entered.

Resolution:

Modify the payment method for the Pizza Day order from 'check' to 'cash' then refund the item. Select the "Add Additional Item", select the Pizza Day item and make the payment, then select "Add Additional Item" and select the Overpayment item. This way it is entered as one check.

4.2 A Payment applied against the wrong student in School Cash Register.

Issue:

One of our school users has made a mistake in School Cash Register. She has credited a payment to the wrong student in 2 cases. One was a credit card payment and one was a cash payment. These were done long ago and the close out has been completed. Is there a way to make the payments show for the proper students?

Resolution:

Refund the incorrect students using the method of payment as credit card in the School Cash Register. The payments for the correct students can be entered using credit card as the payment method.
You can just select 'other' for the type of credit card and enter in '123' as the authorization number.

Note: If you have a swipe terminal and are submitting Credit Card transactions through the School Cash Register, please complete this set after you have closed out the cash drawer. Once you have followed the above steps, close out the cash drawer for these transactions.

4.3 Paid for wrong items.

Issue:

A student is paying for an item by check. Two items were selected instead of one. The close out has not been completed.

Resolution:

They will have to modify the tender for the two items from check to cash in the modification tab.
They will then do a refund for both items using cash. This will cancel out the amounts.
They will then have to reattach the items and pay for the correct one by check.

4.4 I'm on Version 4.7, why can't I refund an inactive student in School Cash Register?

Resolution:

Inactive student records are not available for refund or modification in School Cash Register. Your district contact can request to have the student record temporarily reactivated. Temporarily reactivating a student will give the user the same business day to complete the necessary refund.

NOTE: Version numbers are located at the bottom of the log-in screen.
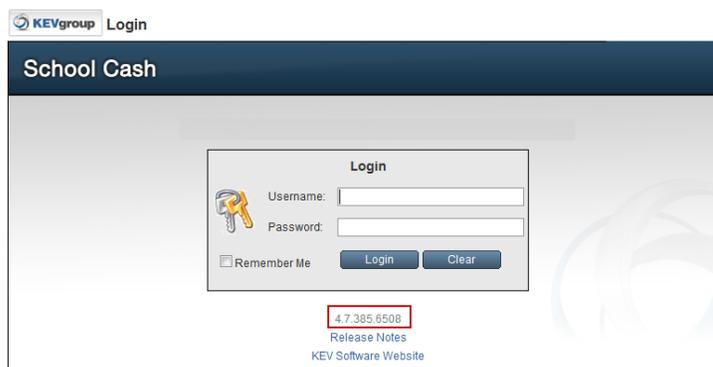
School Cash Suite – Login Screen – Version Number - Display

4.5 What if I don't balance upon closing out School Cash Register?

Resolution:

Balancing is very important. Double check that you entered your 'Cash In Drawer' in Step 2.
KEV recommends running the Report Preview in Step 4 to catch any errors that may have been made.

School Cash Register – Close Out – Step 4 - Display

Steps to Help Trouble Shoot the Close out:

In **Step 3: Details Verification**
Value of Over/Under is displayed in **Actual Payment Summary** panel
1. Click **Actual Payment Summary** Details

2. Double check the cash amount
   Recount the cash (do not include the checks) in the Cashdrawer
   Be sure to enter for any float value in Step 2
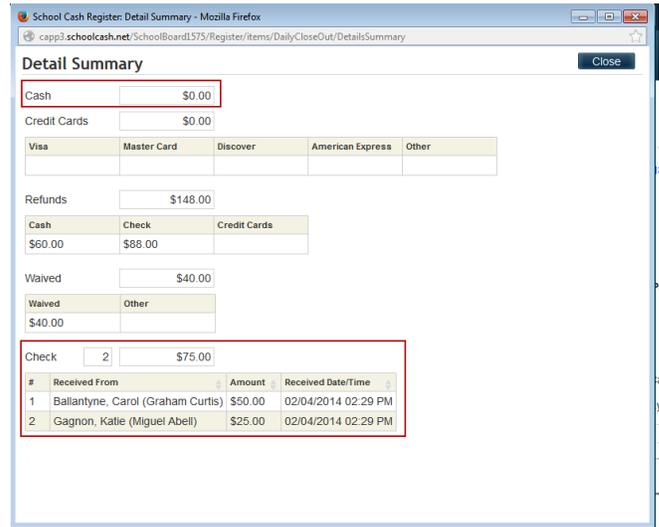
3. Count the number of checks
   Verify the number with Detail Summary
If a tender type error has occurred, Cancel the Closeout
4. Search for the required Student
5. Modify the transaction
6. Proceed with the checkout

Please refer to User Guide: - School Cash Register – How to Close Out Cash Drawer on the Resource Center.

5 Group Collection

5.1 Does Group Collection allow partial payments

Modified on: Wed, 13 Nov, 2013

Resolution:

No, group collection does not allow partial payments; however, if a payment was partially paid through the Register, the outstanding balance will reflect in the Group Collection.

School Cash Online

1 myWallet

1.1 How does a parent request a refund in myWallet?

Modified on: Fri, 11 Jul, 2014

Resolution:

When a parent wants to withdraw funds from the myWallet account, they should email mywallet@kevgroup.com. Provide the student name, email account and amount of refund requested.

The SCO receipt from the myWallet load also states this information for the parent.

2 Purchasing

2.1 Is there a limit to the number of items that can be added to the cart when checking out?

Modified on: Thu, 27 Mar, 2014

Resolution:

There is a maximum of 99 items you can add to the cart and a $7500 value for checkout.

3 Notifications

3.1 When are the email notifications sent?

Modified on: Fri, 6 Jun, 2014

Resolution:

The email notifications for new fees are sent Monday, Wednesday and Friday at 4 am.

The reminder notification emails are sent at 9 pm on the reminder date that is set by the user and only go out to those who have not paid.

4 Receipts

4.1 Why does a parent's online receipt show a subtotal and then a total that is a different amount?

Modified on: Thu, 19 Jun, 2014

Resolution:

In payment history the parent will see the items in one block that were paid at the same time.

They have the option to view 'All' receipts which lists the students with the items paid on one page and subtotaled by student with the overall total.

They can also view the individual receipts by student...which will show just the items paid for that student with the subtotal with the overall total.