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Issue
Cheques

Description:

How do I combine cheques?

Resolution:

Here is the link to our User Guide on Issue Checks - Page 14 describes how to combine cheques?
http://www.kevsoftware.com/library/userguide/Issue_Checks.pdf

Description:

When I try to post cheques to the ledger, an application error occurs, which logs me out of the program. Why?

Resolution:

1. Verify that all the information on the issue cheques form is filled in for all cheques such as date, amount, category etc. It may be necessary to scroll through all of the un-posted checks to validate that all fields in each working form is completed.

2. Check to make sure there are no alpha characters in the cheque numbers both on the cheques in process and also on the Ledger Inquire....If so modify to not include these characters.

3. In ledger Inquire verify that the transaction number field for all cheques contains only numeric information. If necessary modify the transaction number field to remove any alpha or special characters.

For more information on the Issue Cheques module, please consult our User Guide:
http://www.kevsoftware.com/library/userguide/Issue_Checks.pdf

Description:

When I access Issue Cheques module the bottom half of the screen is missing...cannot see the category section. Previous cheques and cheque numbers do not display. Why?

Resolution:

In ledger Inquire verify that the transaction number field for all cheques contains only numeric information. If necessary modify the transaction number field to remove any alpha or special characters.

Description:

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

Resolution:

The combine cheques feature only works when an existing supplier is selected from the pick list.

Description:

How do I deal with a "credit" invoice?

Resolution:

Split 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.

Description:

How do I enter the starting cheque number by school?

Resolution:

You enter the starting cheque when you add your first cheque in the Issue Cheques module. With a new bank account setup the cheque number would be defaulted to #1. During training, we have the end user enter the next cheque number that they would be producing.

Reconcile - Monthly Statement

Description:

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

Resolution:

1. From Main Menu
2. Select Reconcile - Monthly Statement
3. Click Add Record tab
4. Enter cheque information again, as a cheque 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 cheque number already exists, Click OK to continue.

Description:

How does a standard user void a cheque?

Resolution:

The Reconcile – Monthly Statement module will allow the standard user to void a cheque.
The latest release of SchoolCash.NET handles voids in the following manner:

> ➢ The Standard User is required to use the Reconcile – Monthly Statement to void a cheque
> ➢ When the cheque is voided in the reconcile module, the voided side of the cheque 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.
> ➢ A warning will notify the user if there are stale dated cheques within a reconcile month. The user will then have the option to view the cheques and void them or cancel and continue to sign off the reconcile.
> ➢ Monitoring stale dated cheques on an ongoing basis will keep the ledger up-to-date and cut down on the housekeeping tasks at year-end rollover.

To Void a Check:
1. From Main Menu
2. Select Reconcile – Monthly Statement
3. Select required cheque
4. Click Void Cheque tab
5. Complete dialogue box
6. Click Continue

Only a system administrator is able to void a cheque in Ledger Inquire.

For further instructions, please click Information link ⓘ in the top right corner of the Reconcile- Monthly Statement screen.

Year-End Rollover Checklist...

Description:

I have a current balance in the YrEnd Outstanding category. How do I fix this?

Resolution:

1. Use Report 11 Customized - 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 to be assigned to the YrEnd Outstanding category. All transactions must have the YrEnd Outstanding category unless they are the negative debit side of a voided cheque.

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.

3. Run Report #15 – Modification Report 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.

4. Run Report #15 – Modification Report Search on the YrEnd Outstanding category, to see if debit 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.

5. Using previous year's Year-End Rollover Report #5 Category Opening Balances verify that the opening balance for the YrEnd Outstanding category equals the opening balance for the Yr End Outstanding category in School and Category Information.

Description:

A bank account has the incorrect Year End date. How do I fix this?

Resolution:

This correction can only be completed by a System Administrator or Auditor.
Log into SchoolCash.NET and open a selected bank account (does not have to be the current bank account that needs to be updated).

1. From Main Menu / Program Maintenance / Table Maintenance / Lookup Table Maintenance / Bank Accounts
2. Click Search tab, select the school name, click Perform Search
3. All bank accounts associated with that school will appear on the list
4. Select required bank account
5. Click Modify tab
6. Click Year End Rollover date and modify to the correct date
7. Click Save icon (check mark)

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.

Description:

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. The program will not allow transfers to happen

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between the different umbrella types due to the fact that one side is not reported on in the year end reporting.

It may be necessary to consult with the district funnel for assistance.

Description:

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

Resolution:

They may have a US currency deposit in process.
1. In Deposits/Receipts module
2. Click Currency at the top of the screen
3. Change currency to US
4. click Back to Deposit
5. Click Continue at the warning message
6. Delete the form
7. Change currency back to Canadian

Cashbox

Description:

How do I setup a cashbox in School Cash.NET?

Resolution:

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/

Deposits/Receipts

Description:

How do I print the deposit screen for all working copies?

Resolution:

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

For more information on deposits, please consult the User Guide:
http://www.kevsoftware.com/library/userguide/Calculating_Deposits.pdf

Description:

How do I re-print a posted deposit or Adding Machine Tape for Bank?

Resolution:

1. In Main Menu, select Deposits/Receipts
2. Click List View tab
3. Select the required deposit from the list
4. Click Detailed Receipt tab to view the deposit
   The deposit will be in "read only" format.
5. Click Print button
6. Select Print Menu
7. Select require print options

NOTE: Adding Machine Tape for Bank option can be found in One Page Bank Deposit

Description:

When you complete a deposit form and you split it between multiple accounts then multiple receipts print out, but we want it to consolidate the receipts into one total amount. There used to be a warning but it no longer appears. Do you know how I can turn this back?

Resolution:

To retrieve the message for the split deposit receipt, have the user delete the temporary files, history, cookies, etc. that your browser stores.
From the Internet Explorer window:
1. Select Tools
2. Click Internet Options
3. Click General (tab)
4. In Browsing History section
5. Click Delete...
6. Select the required delete options

Account Settings

Description:

How do I change the timeout length in SchoolCash.NET? The timeout length must be modified by the District contact.

Resolution:

1. From Main Menu
2. Select Program Maintenance
3. Click Account Settings
4. Adjust required time out
5. Click Save

Reports Menu

Description:

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 by either a standard user or system administrator/auditor.