



School Cash Register

How to Process a Refund

There are two areas that refunds can be administered:

- 1 – Items purchased through School Cash Register
- 2 – Items purchased through School Cash Online

How to Process a Refund when items are purchased through School Cash Register

Log into School Cash Accounting.

Select the School Cash Register module.

Step 1: From the Search screen, enter the student's name or student ID or Guardian Name, then select **Search** option or the **Enter** key. *Note:* You can enter part of a name or the full name. (ie "Smith" will search for all students with "Smith" within the name field or the full name "Smith, Evan" will search for the exact match and take you to the Checkout screen).

Search

Student Last Name, First Student ID Guardian Last Name, First Search

If more than one student has been found the selection window will appear below your search criteria. If only one student has been found, the system will continue to the Checkout Screen.

Search

smith Student ID Guardian Last Name, First Search

✓	Last Name First	Gr	ID	Date of Birth
<input type="checkbox"/>	Goldsmith, Matthew	9	139732	01/01/1990
<input type="checkbox"/>	Smith, Andrea	9	661066	01/01/1990
<input type="checkbox"/>	Smith, Brandon	9	665590	01/01/1990
<input type="checkbox"/>	Smith, Chelsea	10	269754	01/01/1990
<input type="checkbox"/>	Smith, Dakota	10	137752	01/01/1990
<input type="checkbox"/>	Smith, Emily	9	263664	01/01/1990
<input type="checkbox"/>	Smith, Evan	11	246983	01/01/1990
<input type="checkbox"/>	Smith, Felisha	9	232868	01/01/1990
<input type="checkbox"/>	Smith, Jordan	10	297307	01/01/1990
<input type="checkbox"/>	Smith, Lauren	9	144707	01/01/1990
<input type="checkbox"/>	Smith, Mallory	11	231475	01/01/1990
<input type="checkbox"/>	Smith, Marissa	10	249911	01/01/1990
<input type="checkbox"/>	Smith, Molly Hai	12	135353	01/01/1990
<input type="checkbox"/>	Smith, Nicholas	12	134718	01/01/1990
<input type="checkbox"/>	Smith, Nicole	10	139615	01/01/1990

First Previous 1 Next Last

Select Close

Using your mouse, click on the appropriate **checkbox** for the student that wishes to make a payment, and then click on the **Select** option. *Note:* You can select more than student, which could be ideal for a family payment.

Step 2: The Checkout Screen appears.

- A. Select the **Refunds** tab.
- B. All payments will display for the student that was selected.

School Cash | Checkout | Search | Item History | **Refunds** | Group Collection | Modification | Close Out | Print

Refunds

Payment Status: All Payments | School Year: 2011/2012 | Item Name: Item Name

Item Name	Purchase Date	Cost	Paid to Date	Waived to Date	Balance Owed	Available for Refund	Refund	Reason
Smith, Andrea Grade - 9 ID - 661066 Birthday - 01/01/1990 Guardian - Smith, Lorie								
Dues For 2011-2012	09/14/2011	65.00	65.00	0.00	0.00	65.00	0.00	
Student Fees	09/14/2011	30.00	10.00	0.00	20.00	10.00	0.00	

Total Refund \$0.00

Refund
Cash | Check | Credit Card

- C. Select the item to be refunded, and enter the **refund amount** and the **reason** for this transaction. **Note:** The reason value will expand once the transaction has been saved.

Refund Tips:

1. User can refund more than one item at the same time. The Total Refund amount will adjust as you continue to refund the items.
2. A partial refund can be entered.

- D. Once all the Refund Actions have been completed, select the type of tender that will be used to Checkout.

Tender Type:

- Cash:** Cash will be taken out of the cash drawer to refund the student
- Check:** A check will be issued. This requires a separate transaction to be made in School Cash Accounting through the Issue Check module.
- Credit Card:** A credit card swipe terminal is required (Does not connect to SCR)

School Cash | Checkout | Search | Item History | **Refunds** | Group Collection | Modification | Close Out | Print

Refunds

Payment Status: All Payments | School Year: 2011/2012 | Item Name: Item Name

Item Name	Purchase Date	Cost	Paid to Date	Waived to Date	Balance Owed	Available for Refund	Refund	Reason
Smith, Andrea Grade - 9 ID - 661066 Birthday - 01/01/1990 Guardian - Smith, Lorie								
Dues For 2011-2012	09/14/2011	65.00	65.00	0.00	0.00	65.00	65	Left Sch
Student Fees	09/14/2011	30.00	10.00	0.00	20.00	10.00	0.00	

Total Refund \$65.00

Refund
Cash | Check | Credit Card

Step 3: Confirm the transaction and print the receipt.

Cash Refund
✕

Total Refund (\$): 65.00

Amount Received (\$):

Change Due (\$): 0.00

Print Option: One-Part Receipt ▼

No Statement ▼

Confirm
Cancel

The receipt displays the tender and the amount of the refund.

Apple School Office

Student Name: Smith, Andrea
Grade: 9
Homeroom: 8A Schroeder

Payment Receipt

ID: 661066

Receipt #: SCR-108-12-19

CURRENT PAYMENT

Item Name	Cost	Paid	Waived	Refund	Balance
Dues For 2011-2012	\$65.00	\$0.00	\$0.00	-\$65.00	\$0.00
Current Payment Total	-\$65.00 Cash				

The **Refunds** tab will refresh and display available items that can be refunded.

School Cash

Checkout
Search
Item History
Refunds
Group Collection
Modification
Close Out
Print

Refunds 🖨️

Payment Status: All Payments ▼
School Year: 2011/2012 ▼
Item Name: Item Name

★	Item Name	Purchase Date	Cost	Paid to Date	Waived to Date	Balance Owed	Available for Refund	Refund	Reason
✖	Smith, Andrea Grade - 9 ID - 661066 Birthday - 01/01/1990 Guardian - Smith, Lorie								
★	Student Fees	09/14/2011	30.00	10.00	0.00	20.00	10.00	0.00	

Total Refund \$0.00

Refund

Cash

Check

Credit Card

Frequently Asked Questions

How do Cash Refunds reflect the Close Out?

- A. Total Cash collected equals \$75.00.
- B. Total Refunds for Cash equals \$65.00.
- C. Total Cash being deposited equals \$10.00.

Daily Close Out: Step3 Cancel Continue

Sales Period: 09/07/2011 03:25:31 PM - 10/02/2011 05:31:55 PM

Verification: Based on the sales transactions, below is a summary of all the payments for the sales period selected. A comment is required if you are either Over or Under with funds.

Gross Sales	Waived	Refunds	Net Sales
259.00	12.00	92.00	155.00

Sales Summary

Taxable sales	0.00
Non-taxable sales	155.00
Total sales before tax	155.00
Sales tax	0.00
Total sales with tax	155.00

Sales Payment Summary

	Sales	Refunds
Cash	75.00	65.00
Check	107.00	12.00
Credit Cards	65.00	15.00

Actual Payment Summary [Details]

Cash	10.00
Check	107.00
Credit Cards	50.00
Total Payments	167.00
Over	
Under	

How do Check Refunds reflect the Close Out?

- A. Total Checks collected equals \$107.00.
- B. Total Refunds for Checks equals \$12.00.
- C. Total Checks being deposited equals \$107.00.

Daily Close Out: Step3 Cancel Continue

Sales Period: 09/07/2011 03:25:31 PM - 10/02/2011 05:31:55 PM

Verification: Based on the sales transactions, below is a summary of all the payments for the sales period selected. A comment is required if you are either Over or Under with funds.

Gross Sales	Waived	Refunds	Net Sales
259.00	12.00	92.00	155.00

Sales Summary

Taxable sales	0.00
Non-taxable sales	155.00
Total sales before tax	155.00
Sales tax	0.00
Total sales with tax	155.00

Sales Payment Summary

	Sales	Refunds
Cash	75.00	65.00
Check	107.00	12.00
Credit Cards	65.00	15.00

Actual Payment Summary [Details]

Cash	10.00
Check	107.00
Credit Cards	50.00
Total Payments	167.00
Over	
Under	

- D. The \$12.00 refund will be reflected when the user processes a check from the Issue Checks module.

Check Information

Previous Check Number: 10 Check Number: 11

Pay To The Order Of: Justin Baccam Date: 10/02/2011

Address: 133 Water Street Amount: 12.00

City: New Haven Prov/State: TX PC/Zip: 1355 Tax #: Twelve 00/100

Ro: Refund Duplicate Agenda Purchase Invoice #: Invoice Date: 10/02/2011

Attention: Account #: ☒ Print Check

Add Category Add Memo Total Check Split: \$12.00 Difference: \$0.00

Category Name	Cat. #	Amount	GL Department	Sub Account
General	12000	\$12.00		

How do Credit Card Refunds reflect the Close Out?

- A. Total Credit Cards collected equals \$65.00.
 B. Total Refunds for Credit Cards equals \$15.00.
 C. Total Credit Cards recorded on the swipe terminal close out equals \$50.00.
Note: The swipe terminal does not interact directly with the School Cash Register

Daily Close Out: Step3 Cancel Continue

Sales Period: 09/07/2011 03:25:31 PM - 10/02/2011 05:31:55 PM

Verification: Based on the sales transactions, below is a summary of all the payments for the sales period selected. A comment is required if you are either Over or Under with funds.

Gross Sales	Waived	Refunds	Net Sales
259.00	12.00	92.00	155.00

Sales Summary

Taxable sales	0.00
Non-taxable sales	155.00
Total sales before tax	155.00
Sales tax	0.00
Total sales with tax	155.00

Sales Payment Summary

	Sales	Refunds
Cash	75.00	65.00
Check	107.00	12.00
Credit Cards	65.00	15.00

Actual Payment Summary [Details]

Cash	10.00
Check	107.00
Credit Cards	50.00
Total Payments	167.00
Over	
Under	

How does the Close Out report display the Refunds?

- A. Sales Activity listing the total refunds.

Z-Out / Cash-Out Report Preview

Apple School Office 1 Start Date: 09/07/2011 03:25:31 PM End Date: 10/02/2011 05:54:39 PM KEYMigration

Sales Activity

Gross Sales	Waived	Refunds	Net Sales
\$259.00	\$12.00	\$92.00	\$155.00

Payment Tenders:

Cash Receipts	75.00	
Check Receipts	107.00	
Credit Cards	65.00	
Other (Waived)	12.00	
Total	\$259.00	

Over/Under: \$0.00

Comment:

B. Refund Tender and Refund Summary by Item.

B Refund Tenders

Cash Receipts	65.00
Check Receipts	12.00
Credit Cards	15.00
Total	\$92.00

Refund Summary

Item Name	Amount
Agenda	12.00
Dues For 2011-2012	80.00
Total	\$92.00

C. Refund Summary by Student.

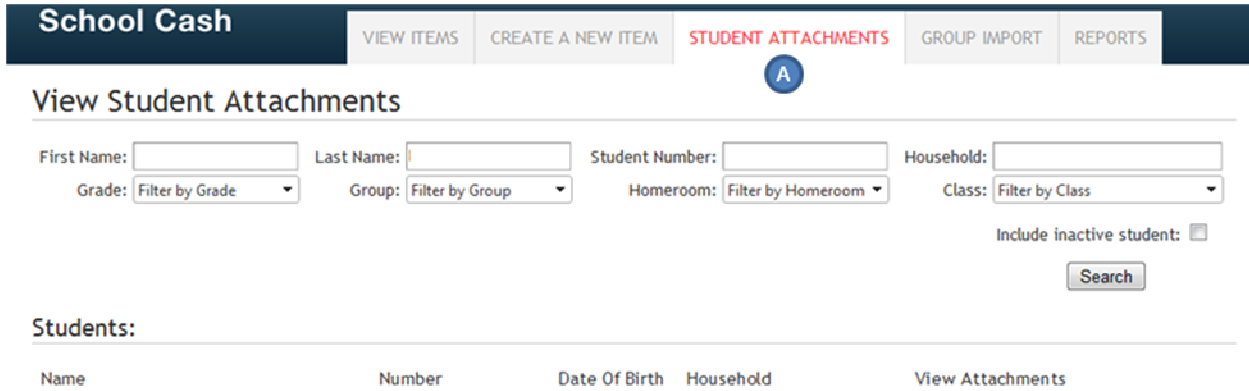
C Refund Summary by Student

Student Name	Student ID	Item Name & Comment	Type	Tender	Amount	Payment Date
Smith, Andrea	661066	Dues For 2011-2012	R	Cash	\$65.00	10/02/2011
Baccam, Justin	245606	Agenda	R	Check	\$12.00	10/02/2011
Smith, Dakota	137752	Dues For 2011-2012	R	Credit	\$15.00	10/02/2011

How to Process a Refund when items are purchased through the School Cash Online

Log into School Cash Accounting.
Select the School Cash Catalog module.

- Step 1:** The View Items List is displayed.
- A.** Select the **Student Attachments** tab.



School Cash | VIEW ITEMS | CREATE A NEW ITEM | **STUDENT ATTACHMENTS** | GROUP IMPORT | REPORTS

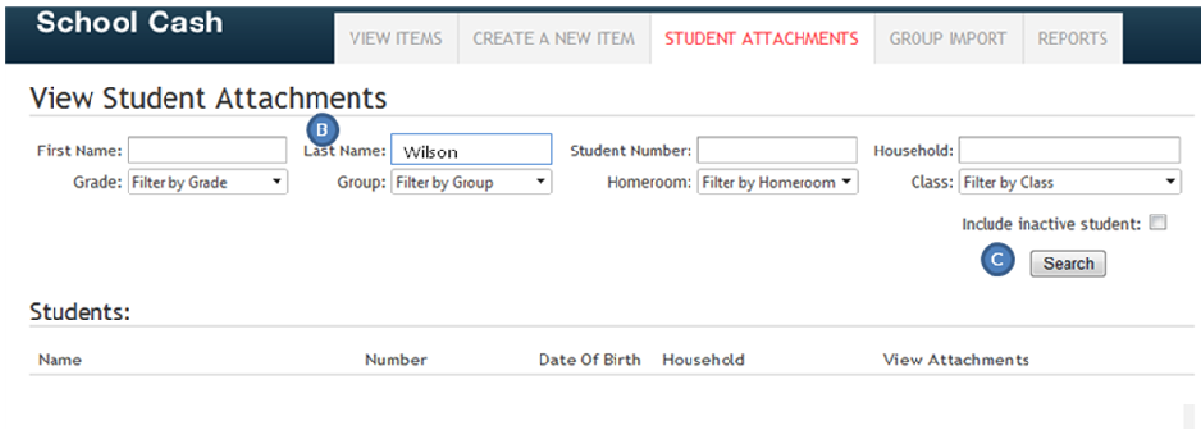
View Student Attachments

First Name: Last Name: Student Number: Household:
Grade: Group: Homeroom: Class:
Include inactive student: ☐

Students:

Name	Number	Date Of Birth	Household	View Attachments
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- Step 2:** Search for the student that requires the refund
- B.** Enter First Name or Last Name or Student Number or Household (Guardian) Name.
- C.** Click the **Search** button.



School Cash | VIEW ITEMS | CREATE A NEW ITEM | **STUDENT ATTACHMENTS** | GROUP IMPORT | REPORTS

View Student Attachments

First Name: Last Name: Student Number: Household:
Grade: Group: Homeroom: Class:
Include inactive student: ☐

Students:

Name	Number	Date Of Birth	Household	View Attachments
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Step 3: Based on your search criteria, the student names will appear in the grid below.

- D.** Select the Student that requires the refund from a purchase made through School Cash Online
- E.** Select the **Refund** option

School Cash

[VIEW ITEMS](#)
[CREATE A NEW ITEM](#)
[**STUDENT ATTACHMENTS**](#)
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[REPORTS](#)

View Student Attachments

First Name:

Last Name:

Student Number:

Household:

Grade:

Group:

Homeroom:

Class:

Include inactive student: ☐

Students:

Name	Number	Date Of Birth	Household	View Attachments	
Wilson, Jake	23424	1/1/1996	Wilson, Steve	View	Refund
D Wilson, Michael	54420	2/28/1995	Martin, Paul	View	Refund E

- F.** Items that were purchased online will display. Click on the check box to the left of the item(s) that should be refunded. User can refund more than one item at the same time.
- G.** Enter the **Refund** Amount. (Partial refunds can be entered).
- H.** Enter the **Reason** for the Refund.
- I.** Confirm the transaction by selecting the **Refund** option. If will then be asked to **Confirm** or **Cancel** the transaction.

School Cash

[VIEW ITEMS](#)
[CREATE A NEW ITEM](#)
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[REPORTS](#)

Refund payments for student

Student Name:

Wilson, Michael

Number:

54420

<input type="checkbox"/>	ItemName	Comment	Available For Refund	G Refund Amount	H Refund Reason	Payments
F <input checked="" type="checkbox"/>	Agenda		12.00	<input type="text" value="12.00"/>	Duplicate Purchase	\$12.00 – Credit Card – 8/25/2011
<input type="checkbox"/>	Dues for 2011-2012		65.00	\$0.00		\$65.00 – Credit Card- 8/31/2011

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Step 4: The system will refund the student online. A Batch Report will be produced that will list the refund, along with a Direct Deposit on the Ledger that will reflect the refund.

How to Process a Refund for a group of students that purchased through the School Cash Online

Sometimes it may be necessary to refund more than one student at a time. For example, when a field trip is cancelled.

Log into School Cash Accounting.
Select the School Cash Catalog module.

- Step 1:** The View Items List is displayed.
- A.** Select the **Item** to refund.
 - B.** Click the **Refund** option

School Cash Apple School

VIEW ITEMS CREATE A NEW ITEM STUDENT ATTACHMENTS GROUP IMPORT REPORTS

List of Items

Active 2011/2012 All

Item Name New Item

A Chorus Candlelight Trip

B FBLA Day at Busch Gardens Trip Fees

Science Class Trip to Pennekamp Coral Reef State Park

3 items found

FBLA Day at Busch Gardens Trip Fees

Saturday, October 29, 2011, 6:00 am – 10:00 pm. \$75 includes transportation and admission. Students should bring a change of clothes and wear comfortable shoes.

Amount:	\$75.00
Bank Account:	Apple School
Start Date:	Sept 23, 2011
End Date:	October 14, 2011
Students Attached:	361
Purchased By:	4

- Step 2:** A listing of all students that have paid online will display.
- C.** Select the **checkbox** for each student to be refunded.
 - D.** Enter the **Refund Amount** for each student to be refunded.
 - E.** Enter the **Refund Reason** for each student to be refunded (cut & paste).
 - F.** Click the **Refund** option.

Please Note: While School Cash Catalog reports may reflect refunds immediately, the actual movement of funds will require a reasonable amount of processing time depending on the method of payment.

School Cash
Apple School

VIEW ITEMS
CREATE A NEW ITEM
STUDENT ATTACHMENTS
GROUP IMPORT
REPORTS

Refunding payments for item: FBLA Day at Busch Gardens Trip Fees

<input type="checkbox"/>	Student Name	Student Number	Available For Refund	Refund Amount	Refund Reason	Payments
<input checked="" type="checkbox"/>	Cane, Matthew	34985	75.00	75.00	Trip Cancelled	\$75.00 – Credit Card – 10/4/2011
<input checked="" type="checkbox"/>	Smith, Daniel	57029	75.00	75.00	Trip Cancelled	\$75.00 – Credit Card – 10/1/2011
<input checked="" type="checkbox"/>	Jones, Michael	34217	75.00	75.00	Trip Cancelled	\$75.00 – eCheck – 9/29/2011
<input checked="" type="checkbox"/>	Wright, Logan	45924	75.00	75.00	Trip Cancelled	\$75.00 – Credit Card – 9/30/2011

- Step 3:** Confirmation screen will display.
- G.** Click **Confirm** to process the refunds or **Cancel** to stop the refund process.

Confirm Refunds
X

Really issue these refunds?

Student Number	Student	Available For Refund	Refund Amount	Refund Reason	Payments
34985	Cane, Matthew	75.00	75.00	Trip Cancelled	\$75.00 – Credit Card – 10/4/2011
57029	Smith, Daniel	75.00	75.00	Trip Cancelled	\$75.00 – Credit Card – 10/1/2011
34217	Jones, Michael	75.00	75.00	Trip Cancelled	\$75.00 – eCheck – 9/29/2011
45924	Wright, Logan	75.00	75.00	Trip Cancelled	\$75.00 – Credit Card – 9/30/2011