

In some cases it may be necessary to cancel a Scheduled (Recurring) Payment.

Such as:

- Student has left the school and is no longer required to pay for the item
- Student has decided not to be in the program (item)
- Program (item) is no longer running (cancelled)
- Parent/Student would prefer to pay cash/cheque for the remainder

Using School Cash Catalog, cancelling a scheduled payment is a simple two-step process.

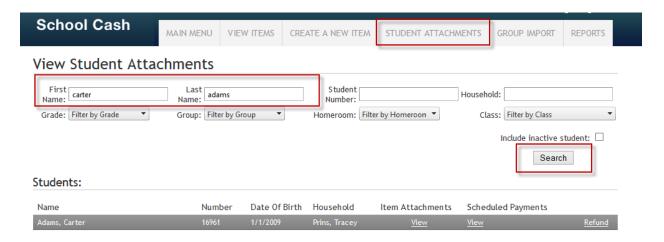
- 1. Find the student that wishes the payments to be cancelled
- 2. Cancel the scheduled payments

Note: Cancelling scheduled payments is available in version 4.8

Step One: Find the student

From Main Menu, My School Store group:

- 1. Select School Cash Catalog
- 2. Click Student Attachments
- 3. Enter the Student's First Name and/or Last Name and/or Student Number
- 4. Select **Search** option

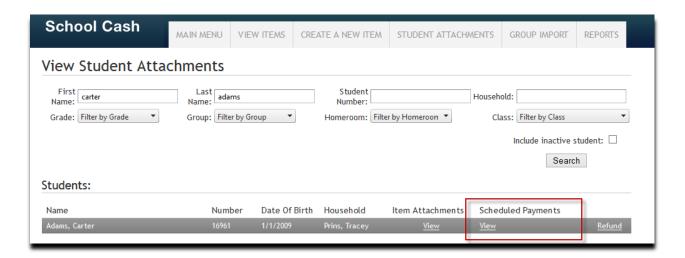


The student's information will be displayed below.

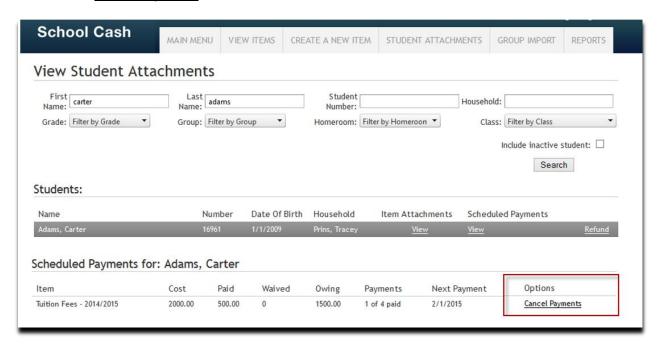


Step Two: Cancel the Scheduled Payments

1. Under the column **Scheduled Payments**, click **View** link.



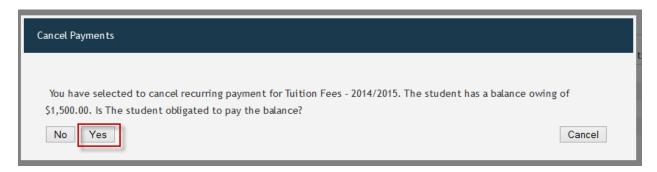
- 2. The student's information regarding scheduled payments will be displayed below.
- 3. Click the Cancel Payments link.





4. The following warning message will appear.

Note: The message will include the item name, the balance owing for the student and the opportunity to select if the student is obligated to pay the balance.



If the student **should pay** the balance, select the **Yes** option.

- School Cash will cancel the scheduled payment option for the parent on School Cash Online
- School Cash will keep the item attached to the student
- School Cash will keep the item for the student listed as "partialy paid"
- School Cash will keep the amount owing for the student for reports, for parents to pay online and/or through the School Cash Register



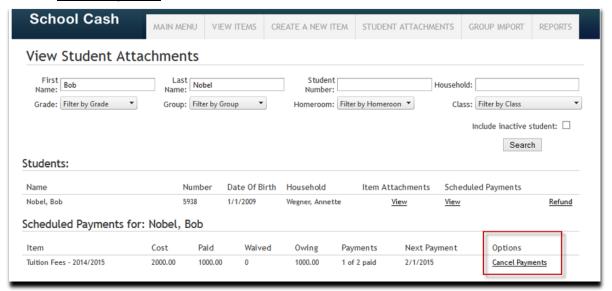
Student Balance Amount Owing and Status set to Partially Paid

If the <u>Cancel Payments</u> option was selected in error, select the <u>Cancel</u> option to return to the previous screen.



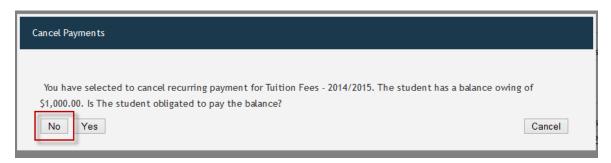
Example for selecting the No option

- 1. Under the column Scheduled Payments, click View link.
- 2. The student's information regarding scheduled payments will be displayed below.
- 3. Click the Cancel Payments link.



4. The following warning message will appear.

Note: The message will include the item name, the balance owing for the student and the opportunity to select if the student is obligated to pay the balance.

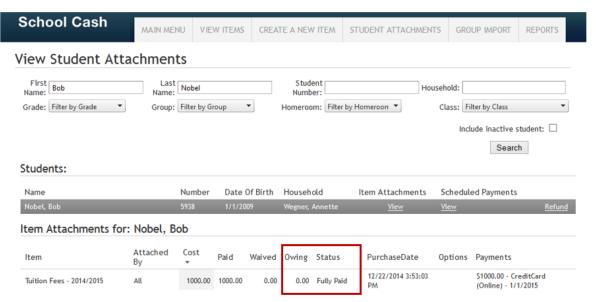


If the <u>Cancel Payments</u> option was selected in error, select the <u>Cancel</u> option to return to the previous screen.



If the student **should not pay** the balance, select the **No** option.

- School Cash will cancel the scheduled payment option for the parent on School Cash Online
- School Cash will set the item to be fully paid
- School Cash will set the amount owing to \$0.00



Student Balance Owing set to \$0.00 and Status set to Fully Paid