



# REFUNDS

This presentation outlines helpful tips for processing refunds.

# Introduction

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

1. Online
2. Cheque

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

# Refunds – School Cash Online Payments

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

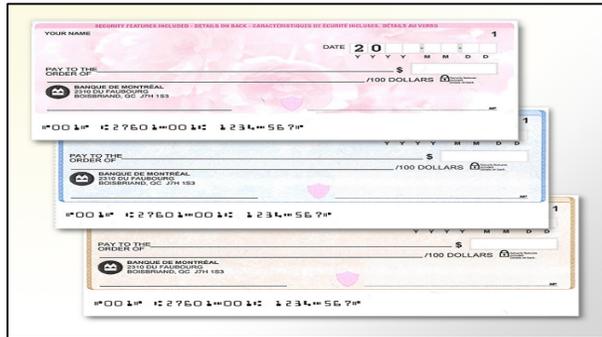
Can only process refunds for current catalogue year AND for purchases within the past 360 days.



My School Store
<b>School Cash Catalog</b> School Cash Register School Cash Express Setup School Cash Online

# Refunds – Cash and Cheque Payments

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



<h2>My School Store</h2>
<ul style="list-style-type: none"><li>School Cash Catalog</li><li><b>School Cash Register</b></li><li>School Cash Express Setup</li><li>School Cash Online</li></ul>

# HOW TO - School Cash Online Refunds – by Item

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

Click **Refund**.

The screenshot shows the 'List of Items' interface with the following elements:

- Navigation bar: MAIN MENU, ITEMS, STUDENT ATTACHMENTS, GROUP MANAGEMENT, REPORTS, DISTRICT
- Page title: List of Items
- Filters: Expired (dropdown), 2019/2020 (dropdown), All (dropdown), All (dropdown), White Oaks SS (dropdown), Search icon
- Buttons: New Item, Export
- Summary: Drafts: 3, Pending: 0
- Item list table:

Item Name
Debate - Ottawa Provincials - Feb. 1-23
Debate - Upper Canada College - Nov 3
Debate - UWO - Nov 22-23
Debate Competition - McGill
<b>DECA ICDC - April 27-May 4</b>
DECA ICDC - April 27-May 4
DECA Membership Fee
DECA Provincials 2020
Debate Club - Groupwork - Sunshirts
- Item details for 'DECA ICDC - April 27-May 4':
  - Buttons: Edit, Attach, Expire Now, Delete, Manage Attachments, **Refund**, Copy, Share
  - Title: DECA ICDC - April 27-May 4
  - Description: For students travelling and participating in DECA ICDC in Nashville TN from April 27-May 4. Thank you for paying online.
  - Amount: \$400.00
  - School: White Oaks SS
  - Bank Account: White Oaks SS - SGF Chequing
  - Start Date: Feb 20, 2020

# HOW TO - School Cash Online Refunds – by Item

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

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

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

**Refund**

KEVGROUP School Cash Simplified 2019.6.4.15

USER GUIDE REFUND POLICY

Use the checkbox to select ALL students.

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

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

# HOW TO - School Cash Online Refunds – by Item

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

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

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

**Refund**

Refund Reason

Reason For Refund:

trip cancelled due to COVID-19 as per Principal

Cancel Refund

KEVGROUP School Cash Simplified 2019.6.4.15

USER GUIDE REFUND POLICY

Enter the **Reason for Refund**.

Click **Refund**.

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

# HOW TO - School Cash Online Refunds – by Student

The screenshot shows the 'STUDENT ATTACHMENTS' section of the School Cash Online Refunds interface. The navigation bar includes 'MAIN MENU', 'ITEMS', 'STUDENT ATTACHMENTS' (highlighted with a red box), 'GROUP MANAGEMENT', 'REPORTS', and 'DISTRICT'. Below the navigation bar, there is a 'List of Items' section with filters for 'Active', '2019/2020', 'All', 'All', and 'St. Raphael Elementary'. There are buttons for 'New Item' and 'Export'. A 'Drafts: 2' indicator is present. The main content area shows a list of items for 'Yearbook 2019-2020 School Year' with actions like 'Edit', 'Attach', 'Expire Now', 'Delete', 'Manage Attachments', 'Refund', and 'Copy'. The first item is 'Yearbook 2019-2020 School Year' with a detailed view showing 'Amount: \$21.00', 'School: St. Raphael Elementary School', 'Bank Account: St. Raphael ES - TD Canada Trust', 'Start Date: Mar 02, 2020', 'End Date: Mar 30, 2020', 'Available to Public: No', 'Recurring Payments: No', 'Students Attached: 329', 'Purchased By: 59', 'Total Made Available: Unlimited', 'Limit Per Person: 1', and 'Quantity Sold: 59'.

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

# HOW TO - School Cash Online Refunds – by Student

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

Click **Search**.

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

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

**View Student Attachments**

First Name:  Last Name:  Student Number:  Household:

Grade:  Group:  Homeroom:  Class:

Include inactive student:

**Search**

**Students:**

Name	Number	Date Of Birth	Household	Item Attachments	Scheduled Payments
Hall, Nathan			Hall, Jennifer	<a href="#">View</a>	<a href="#">View</a>

**Refund**

KEVGROUP  
School Cash Simplified  
2019.7.4.3

**REFUND POLICY**

# HOW TO - School Cash Online Refunds – by Student

Locate the item to refund.

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

Enter the **amount** to refund.

Enter the **Refund Reason**.

Click **Refund**.

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

### Refund payments for student

Student Name: Hall, Nathan  
Number:

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

**Refund**

Page size: 8 | 11 items in 2 pages

KEVGROUP School Cash Simplified 2019.7.4.3

USER GUIDE | REFUND POLICY

# HOW TO - School Cash Online Refunds – by Student

Review data.

Click **Confirm**.

Funds will be returned to the original method of payment.

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

### Refund payments for student

Student Name: Hall, Nathan  
Number:

Item  
 Pizza  
Friday  
 Mode  
 Pita P

Refund  
← ←

**Confirm Refunds** [X]

Really issue these refunds?

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

**Confirm** Cancel

KEV School C  
Card 2020  
Card /2019  
rd 2020  
n 2 pages  
D POLICY

# SCHOOL CASH ONLINE - NOTIFICATION EMAILS

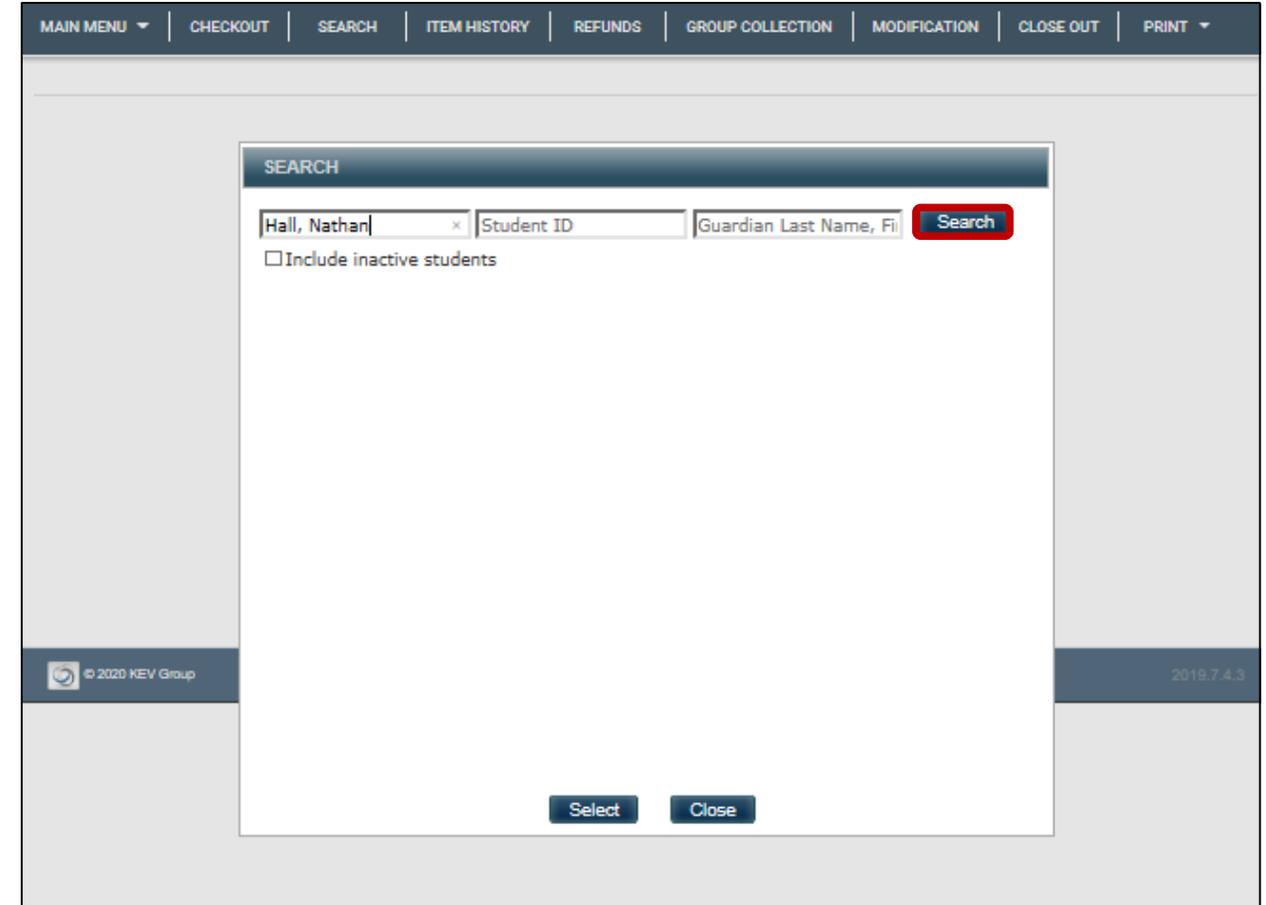
- **When an online refund is requested by the bookkeeper**  
**Email Recipient: SCO User only**
- **When an online refund is successfully processed**  
**Email Recipient: SCO User only**
- **When an online refund is cancelled due to rejection**  
**Email Recipient: SCO User and School/District**
- **When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

# HOW TO - School Cash Register Refunds

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

Click **Search**.

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



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

# HOW TO - School Cash Register Refunds

Select the student(s).

To include multiple students, check all that apply.

Click **Select**.

The screenshot shows the 'REFUNDS' section of a software interface. At the top, there is a navigation bar with options: MAIN MENU, CHECKOUT, SEARCH, ITEM HISTORY, REFUNDS, GROUP COLLECTION, MODIFICATION, CLOSE OUT, and PRINT. Below this, the 'REFUNDS' title is displayed. There are filters for 'Payment Status' (set to 'All Payments'), 'School Year' (set to '2019/2020'), and 'Item Name' (set to 'Item Name'). A 'SEARCH' section contains input fields for 'Hall' (with 'Student ID' and 'Guardian Last Name, Fil' also visible), a 'Search' button, and a checkbox for 'Include inactive students'. Below the search is a table with columns: Last Name First, Gr, ID, Date of Birth, and School Name. The table contains two rows: 'Hall, Avery' (Grade 02, Date of Birth 11/18/2012) and 'Hall, Nathan' (Grade 07, Date of Birth 04/09/2007). Both rows have a checkbox in the first column. At the bottom right of the table area, there are navigation buttons: 'First', 'Previous', '1', 'Next', and 'Last'. Below the table, there are two buttons: 'Select' (highlighted with a red box) and 'Close'. At the bottom right, there is a 'Refund' section with buttons for 'Cash', 'Cheque', and 'Credit Card'. The footer of the interface shows '© 2020 KEV Group' and '2019.7.4.3 User guide'.

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

# HOW TO - School Cash Register Refunds

Click the **Refunds** tab.

All items that are available to refund will be listed.

The screenshot shows the 'REFUNDS' section of the School Cash Register interface. The top navigation bar includes 'MAIN MENU', 'CHECKOUT', 'SEARCH', 'ITEM HISTORY', 'REFUNDS' (highlighted), 'GROUP COLLECTION', 'MODIFICATION', 'CLOSE OUT', and 'PRINT'. Below the navigation bar, the 'REFUNDS' section is displayed with a search filter for 'All Payments' and 'School Year: 2019/2020'. The main table lists the following items:

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

**Total Refund \$0.00**

Refund options:

# HOW TO - School Cash Register Refunds

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

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

Click **Cheque**.

MAIN MENU | CHECKOUT | SEARCH | ITEM HISTORY | **REFUNDS** | GROUP COLLECTION | MODIFICATION | CLOSE OUT | PRINT

### REFUNDS

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

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

Total Refund \$6.00

Refund:

© 2020 KEV Group | 2019.7.4.3 User guide

# HOW TO - School Cash Register Refunds

This Cheque Refund details box will open.

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

Click **Confirm**

The screenshot displays the 'REFUNDS' section of a software interface. At the top, there is a navigation bar with options: MAIN MENU, CHECKOUT, SEARCH, ITEM HISTORY, REFUNDS, GROUP COLLECTION, MODIFICATION, CLOSE OUT, and PRINT. Below this, the 'REFUNDS' section includes filters for Payment Status (All Payments), School Year (2019/2020), and Item Name (Item Name). A table lists items with columns for Item Name, Purchase Date, Cost, Paid to Date, Waived to Date, Balance Owed, Available for Refund, Refund, and Reason. The 'Whistler Trip Deposit' item is highlighted in yellow, with a refund of 200.00 and the reason 'COVID-19'. A modal box titled 'Cheque Refund' is open, containing a warning: 'Remember! Issuing a refund will detach the item from the student. You will need to attach the item again to the student if a payment from the parent is required.' The modal also shows 'Total Refund (\$): 200.00', 'Cheque Date: 04/01/2020', 'Name On A Cheque:' (empty), 'Print Option: Two-Part Receipt', and 'No Statement'. Buttons for 'Confirm' and 'Cancel' are at the bottom of the modal. The interface footer includes '© 2020 KEV Group' and '2019.7.4.3 User guide'.

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

**Total Refund \$200.00**

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

Total Refund (\$): 200.00

Cheque Date: 04/01/2020

Name On A Cheque:

Print Option: Two-Part Receipt

No Statement

Confirm Cancel

# HOW TO - School Cash Register Refunds

To return funds for cash and cheque payments.

Click **Issue Cheques - Disbursements**.

A cheque must be issued to the original payee.

The screenshot shows the SchoolFunds Online interface. At the top, the 'SF SchoolFunds Online' logo is on the left, and a dropdown menu shows 'Training School'. Below the logo, a navigation bar contains several menu items: ADMIN, DATA FILES, CHECKS (highlighted with a red box), RECEIPTS, JE's, PO's, REGISTERS, REPORTS, BANK RECON, ADMIN FUNCTIONS, and SCHOOL STORE. Below the navigation bar, a welcome message reads 'Welcome Back Lyndak@kevgroup.com'. A 'THINGS TO DO?' section lists several items with status icons: 'You have 4 check(s) waiting to be posted.' (red X), 'You have 1 receipt(s) waiting to be printed.' (red X), 'You have 9 School Store receipts' (green check), 'All Your Deposits Are Posted' (green check), 'All Your POs Are Posted.' (green check), and 'Your August reconciliation is not' (red X). The main content area is titled 'School Cash' and includes a dropdown menu for 'Test - Green Acres Public School - School Account'. The dashboard is organized into three columns: 'Income Activities', 'Expense Activities', and 'General Activities'. Under 'Expense Activities', the link 'Issue Cheques - Disbursements' is highlighted with a red box. Other links in the 'Income Activities' column include 'Deposits/Receipts', 'Cash/Cheques YTD Itemized', and 'Non Sufficient Funds'. The 'General Activities' column includes 'Ledger Inquire', 'Journal Entries', 'Reconciliation', and 'Transfer Entries'. Below these columns are sections for 'My School Information', 'My Reports', and 'My School Store'. The 'My Reports' section lists several report numbers and titles, including '#2 Detailed Category Summary', '#5 Overview Umbrella Category Summary', '#10 Trial Balance', and '#11 Transaction Reports Various'. At the bottom of the dashboard, there is a 'Reports' button with a dropdown arrow. The footer of the interface shows '© 2020 KEV Group' on the left and '2019.6.4.15 User Guide' on the right.



Questions?