

SchoolPay[®]

Administrator Guide



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The Basics

The Organization of SchoolPay

SchoolPay is organized into a series of “modules”. Each module’s User’s Guide can be exported into it’s own PDF document, or you can export the entire User Guide.

Settings Module

The settings module contains account-level configuration settings. Typically the settings module is used most during your implementation. However, when you want to add administrators or change Access Control Levels, or make other account configuration settings, you will return here from time to time. In addition to the functions already mentioned, the Settings Module is also home to:

- Local Tax Settings
- Accepted Payment Methods
- Establishing Payment Categories
- Chart of Accounts
- Establishing Images
- Creating Parent Accounts

Payments Module

The Payments Module is where you house every item you’d like to offer for payment using SchoolPay. Payment Items can take a variety of forms including individual, multi-item, no-cost items, event items, recurring items and more. In the payment module you can build items, edit them and configure them with easy dashboard toggles to make active/inactive, visible/not visible, promote over social media and much more.

Reporting Module

School administrators typically spend the bulk of their time in the Reports Module. Years of working with schools has lead to a wealth of reports based on varying stakeholders needs. Administrators that fulfill payments typically spend time in items reports, while finance staff tend to spend time in Transaction Reports, General Ledger Reports, and Batch Reports. There is a wealth of data available and if you don’t like any of the reports you’ve seen or you’d prefer your data in a custom format you can even create a Custom Report Template.

Promote Module

The Promote Module is the single best place for finding marketing, awareness, and training tools. The information is indexed so you can find each of these tools from the Parent perspective and from the Administrator perspective. Remember that internally communicating with your staff about SchoolPay is equally as important as communicating with your external community. In addition, the Promote Module allows you to promote items out over custom integrations to all of today's social media.

Virtual Terminal

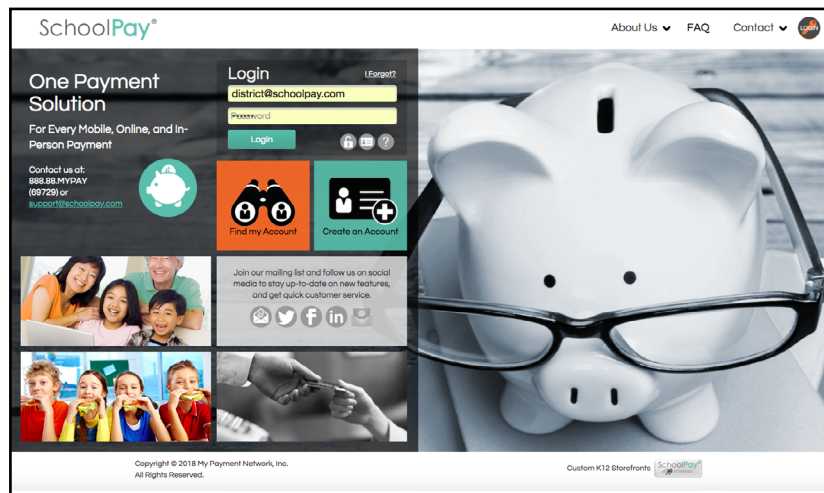
The Virtual Terminal Module is SchoolPay's custom solution for taking in-person payments. If you have in-person (Swipe) payment needs, SchoolPay's Virtual Terminal will give you all the convenience of "PayPal" or "Square" but it's built for schools, offers multiple bank account settlement and more sophisticated accounting details. Your data will carry all the required GL, student and custom data upon for every in-person payment, which is not available in any other in-person payment solution.

Logging In

1. Go to: www.schoolpay.com or your custom storefront URL if your organization uses a cobranded version of SchoolPay that "reskins" our service with custom colors, images and content.
2. Enter in your email address & password
3. Click Login

If you don't know your password, click the lock icon to 'unlock' your account. An email will be sent to you with information on how to login.

**If you are still unable to log in, contact your site's administrator for access.*



Getting Help

Getting help is easy. SchoolPay maintains live operator support **Monday-Friday 7 am - 7 pm Central Time**. We also staff Spanish-speaking operators.

Afterhours, weekend and holiday support are also offered via email at support@schoolpay.



In addition, you'll find that scattered throughout the service, we have gone to great lengths to provide tool tips whenever there are terms that require defining. We also provide "how to" text and videos.

Payment Categories ?

Name ▲ ▼	# of items	# of admins	Private	Site
Athletics	0	0	Private	Red Elementary
Category-o-matic	0	0	Private	Park Lake Public Schools
Donations	0	0	Private	Park Lake Public Schools ✎ ✕
Fees	0	0	Private	Red Elementary
Field Trips	0	0	Private	Red Elementary
Food Service	0	0	Private	Red Elementary
Pizza Fridays	0	0	Private	Park Lake Public Schools ✎ ✕
Testing	30	0	Private	Park Lake Public Schools ✎ ✕
Textbooks	0	0	Private	Red Elementary

What is a Payment Category?

A Payment Category is a way to group related payment items together (e.g. HR Payments, Events, and Fundraising). Each time you create a payment category, a role is automatically created for that category. You may assign administrator access to or restrict access from this category role.

Settings Module

Payment Settings	>	Create Roles	>
Categories	>	Administrators	>
Chart of Accounts	>	Schools	>
Account Structure	>	Students and Groups	>
Images	>	Parent Registration	>

Payment Settings

There are five configurations under the category of Payment Settings.

1. Payment Methods are configured so that you don't need to specify the methods you wish to accept every time you build a payment item. The column titled "Methods Accepted" defines every payment method your account can support. "Default for New Items" allows you to configure the default settings for all new items. Many schools will offer exceptions to payment methods, such as accepting American Express only for fundraising initiatives. In those instances you wish to offer Am Ex you could then edit that item's payment methods as an exception, rather than have to set every item's method as a rule.
2. Convenience Fees can be configured to "always suggest" or "never include". Again, you have the opportunity to overwrite this setting on a per-item basis. However, if you have made the decision to not pass on a convenience fee to your community, configuring this once will prevent you from having to make this selection any time.
3. Users can specify the Chart of Accounts for Convenience Fees, Shipping, or Tax.
4. Local Tax allows you to program your local tax rate in once. When you elect to include tax on any item, it will automatically calculate your local rate. As with the above two settings, you can overwrite this setting on a per-item basis.
5. Dashboards can be set to report district level payments.

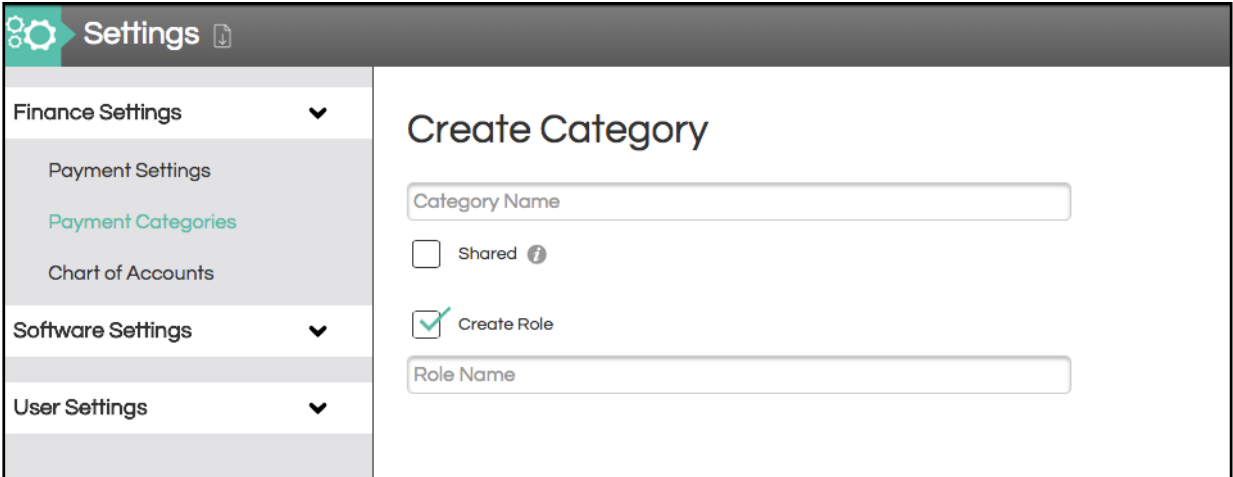
Categories

Create any number of Payment Categories. Categories group related payments together on a broader level than your Chart of Account designation. Categories aide in reporting and are used

for the purposes of creating “Access Control Levels” (ACL). When you create a category, such as Extended Day Payments, you can grant access to every payment designed by that category to administrators who have been assigned access to that role. See [Roles](#) for more explanation about creating roles.

Categories are added manually, one-at-a-time by clicking the “add category” button. When you add a new category a role is also automatically created for that category at the same time. You will be asked if you wish to immediately assign administrators to that role or you can come back and assign administrators at a later point.

In district-level accounts, categories can also be “shared”. When you check the shared box, that category will appear in every site-level account. This make viewing payment items by categories across all sites easy and organized and speeds site level account configuration.



The screenshot shows the 'Settings' page with a sidebar on the left containing 'Finance Settings', 'Payment Settings', 'Payment Categories', and 'Chart of Accounts'. The main content area is titled 'Create Category' and includes a 'Category Name' input field, a 'Shared' checkbox, a checked 'Create Role' checkbox, and a 'Role Name' input field.

Chart of Accounts

SchoolPay tracks a unique General Ledger account code for every item sold. Your software requires you have at least one account code to build payment items. Chart of Account numbers can also be added “on the fly” as you build payment items.

In the settings module choose from either adding each Account Number manually via “Add Account” or uploading an entire file at once. Specifications for the CSV file format are provided.

District accounts have an extra configuration setting for Sharing account codes with their site accounts.

Account Structure

The account structure will show you visibly, from a high-level, how your SchoolPay account is configured. Accounts are shown in a hierarchy format so you can see how many SchoolPay accounts belong to each school site. In Account Structure you can also toggle child account reporting on and off to either give you greater oversight into transactions or reduce your scope of data.

Images

Images are freely included in all accounts. There is a maximum number of impressions offered freely, however, that threshold is set very high. It's unlikely most accounts will surpass that number. In the event your account exceeds your maximum you will be served a warning notice as you approach the limit and be offered an impression package of 3 MM additional impressions for \$30. You can see how many impressions you have used at any time.

The settings module houses your Image Library. You can interact with, delete, and add new images from your image library. You can also add images "on the fly" when you build or edit any payment item. When you do that, the image is also added to your Image Library.

Total Images Uploaded	Active Items with Images	Total Annual Impressions	Plan ends on
30	23	38,513	07/31/2018

Preview	Name	Dimensions
	Amazed-Face.jpg	Height: 347px Width: 347px

Create Roles

Access Control Levels, often referred to as ACL, is a complicated function that sounds easy enough, but the devil is always in the detail. ACL controls who accesses what. In SchoolPay we offer two kinds of Access: (1) You can control who sees what "Content" and (2) You can control who has rights to certain "Functions".

Content is simply Categories. When a payment category is built, a role is created. Anyone will access to that Payment Category will see items that belong to that category in the Reporting Module and in the Payments Module.

Functions are software features such as Refunds, Adding Administrators, etc. It's quite common for only certain administrators to have refund privileges

SchoolPay comes with four pre-configured roles. To see what functions and content are available with each of these pre-set roles, click the information icon next to them. In addition, you can create any number of roles custom for your needs. Consider roles a "badge" that grant you access to various parts of the service. There's no limit to the number of roles/badges any one administrator can be assigned.

To custom create a role, click “Create Role”.

1. Assign the role a name
2. Designate the category of payment items to which this role will have access
3. District accounts will have an option to “Share” roles. This makes custom roles available in any sub account.
4. Then define functional permissions. Permissions are either “Full Control”, “Read Only” or “No Access”. The permissions are organized into module groupings, to speed up your configuration. You can also perform a “select all” by choosing the Functional Permission from the Module’s Gray Header row.

Creating roles can be complex. Don’t hesitate to call upon SchoolPay support for assistance or to verify your own work.

Administrators

Any number of administrators may be granted access to SchoolPay. To create a new administrator, click “Add Administrator”, then enter their information. District accounts can assign administrators to specific sites . When an administrator account is created, they will receive a welcome email with their password. You can elect to send a randomly generated password or manually create one on their behalf.

You can also “mass reassign” passwords for all administrators. It’s not uncommon for some schools to wish to reset all passwords each year.

Name ▲ ▼	Site	Role	Category	Viewing : Roles Users
Biz User biz@schoolpay.com	Business Account owner	Master Administrator	Not Restricted	
District Admin district@schoolpay.com	Park Lake Public Schools owner	Master Administrator	Not Restricted	
Green HS high@schoolpay.com	Green High School owner	Auditer	Not Restricted	
Red Elem Admin red@schoolpay.com	Red Elementary	Master Administrator	Not Restricted	
Red Elem Admin teacher@schoolpay.com	Red Elementary owner	Master Administrator	Not Restricted	
School Admin Middle@schoolpay.com	Blue Middle School owner	Auditer Master Administrator	Not Restricted	

Schools

Schools are uniquely designated in SchoolPay with a School Locator Number(SLN). SchoolPay can manage leading zeroes should your SLNs contain those. Your SchoolPay implementation manager will send file format specifications. Prepare your list in CSV format according to the specifications. Specifications are also provided here in the settings module. We typically load this data for our customers, but the feature is built to be self-service.



Students and Groups

Uniquely identifying students can only be done with a list of students, who each have a district-assigned student ID number. SchoolPay will also assign an ID# to each of your students so that we can uniquely identify your students from other districts in using our system. Most schools today, sync their student data by way of a scheduled file exchange; therefore, there is little manual interaction with student data here in the Settings Module. However, if your school manually loads files, you are free to edit student data directly from the setting module. To edit any student already in our system, find the student in question, then select the edit function.

To manually add one student, click the “add student” button.

[+ Add Student](#)

And to upload an entire student file, review the CSV file format specifications. When your file is in the proper format you can upload your file here. Please DO NOT load any students with temporary IDs that will change!

Groups can be built manually or by way of file sync. A custom group of students can be formed around an attribute such as Free and Reduced Lunch, Basketball Team, Band, etc. Again, if you sync student data, you will likely create groups by way of file exchanges, however, it's easy to add one or two students to a group if you don't sync groups with high frequency. To add or remove students from an existing group, select the group and then follow the instructions for adding or removing students. To mass assign groups by way of a file exchange, contact SchoolPay support to coordinate that exchange.

Group Name

Description (200 character limit)

Shared

Hidden Membership

ID #	Student	Grade	School
Select "Add Student" below to add students one-by-one to this group, or if there are many students, click the upload button to add a student group via CSV.			
<input type="button" value="+ Add Student"/>		<input type="button" value="📁"/>	

Payer Registration

The Payer Registration function within settings is the place you go to create Payer Accounts on behalf of your payers. If you are looking for a list of payer accounts that are already created, find that in Reports.

Creating payer accounts is easy. Simply click "Add Payer Account" and enter the requested data. Creating payer accounts in mass, is done by way of the student file. We recommend working with SchoolPay support to do this. We encourage schools to Soft Create payer accounts. This creates an account "on hold". The account only becomes active after a parent "claims it" by requesting their credentials. This is the easiest path for payers and allows them to enter their account already configured with their students. Please contact SchoolPay support for more information about Payer Account Registration.

Payer Registration

🔍 Filter Payer List
+ Add Payer Account

Search

School Site

-- Select School --

Sort

Alphabetically

1 2

Name	Students	FS Balance							
<input type="checkbox"/> <p>Amanda Webb carnold2@loc.gov</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="font-size: x-small;">Margaret Riley</td> <td style="text-align: right; font-size: x-small;">\$21.73</td> </tr> <tr> <td style="font-size: x-small;">Jason Davis</td> <td style="text-align: right; font-size: x-small;">\$74.60</td> </tr> <tr> <td style="font-size: x-small;">Phyllis Barnes</td> <td style="text-align: right; font-size: x-small;">\$9.84</td> </tr> </table>	Margaret Riley	\$21.73	Jason Davis	\$74.60	Phyllis Barnes	\$9.84		<input type="button" value="✎"/> <input type="button" value="✉"/>
Margaret Riley	\$21.73								
Jason Davis	\$74.60								
Phyllis Barnes	\$9.84								




Payments Module

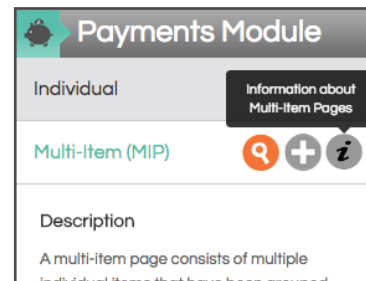
Organization >	Item Type Definitions >
Building an Item	
Individual Item General >	Multi-Item Page >
Details >	Recurring Item >
Advanced Item Settings >	No-Cost Item >
Quantity, Item Active, Visibility, Guest	
Payment and Settlement >	
Custom Fields >	
Targeting >	
Saving the item >	
<hr/>	
Interacting with Items >	

Organization

The payments module is organized by item type. Each item type offers two interfaces:

- Dashboard
- Item Build or Edit

The left side navigation within the Payment Module allows you to quickly index between these views. The magnifying lens  will take you to any item-type dashboard and the plus sign  takes you to the item build page. Also note there is an information I icon  that provides you with the item type definition and a few examples of commonly built items for each category.



The item’s dashboard is an inventory of every item you have built, organized by item type. The dashboard presents you will data that will quickly let you know how that item is configured by displaying things such as:

- Is the item currently active?
- Is the item visible in the Payment Center?
- How many items have been sold?
- What is the lifetime sales amount for this item

ITEM TYPES

Definition of Item Types

Individual Item

An “item” is anything for which you accept payment. Most items you build in SchoolPay will be Individual Items.

Example Individual Items:

- Field Trips
- Before/After Care Tuition
- Prom Ticket
- Athletics Fees
- Spirit Wear T-Shirt
- Yearbook

Multi-Item (MIP)

A multi-item page consists of multiple individual items that have been grouped together, for the purposes of organization from one unified “link”.

Example Multi-Item Pages:

- Create one MIP titled “Athletics Fees” containing an individual item for each sport
- Create one MIP titled “Donations” containing an individual item for each donation level
- Create one MIP titled “Summer Camp” containing an individual item for each camp

Recurring

A recurring item is an individual item that is scheduled to process multiple times automatically in the future at custom billing intervals.

Example Recurring Item:

- Kindergarten Tuition payment, automatically paid on the 1st of every month
- Yearly Donation, automatically paid every 365 days

Event

An Event item is a payment that you take in person, often when at an event, through the SchoolPay Virtual Terminal. Event Items are built to move lines quickly and reporting for these payments is limited to the event name, chart of accounts, payer name, and the transaction amount.

Example Event Items:

- Basketball Game Concessions Stand
- Spirit Wear Store

No-Cost

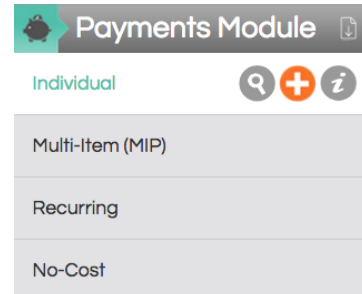
A No-Cost Item is an individual item, but carries no cost. No cost items are commonly used for registration to free events.

Example No-Cost Item:

- Registration for a free event
- Create a waiting list for a sold out item

Building an Item: Individual Item

From the Payment Module (payments button in the primary navigation), select the plus sign for Individual Items. Simply fill out the form on the next screen to add a new item for your school.



General Details

The General Details portion of the Item Build requests standard information about the payment that will guide the payer, including:

Item Title - Ex: **Baseball Participation Fee**

- Payers rely on these to find specific items. If you have many items that have similar titles, be specific and place differentiating aspects earlier in the item title. All items must have a unique item title.

Item Description - Ex: **Baseball season starts on May 1st! Please have all...**

- Tell the parent everything they need to know about this item. There's no limit to how much information you can provide here. Change the fonts, sizes, and colors to make important information stand out. The more information you give here the better!


Category - Ex: **Athletics**

- Categories are ways to organize your payments for reporting, sorting items, and administrator access. They are typically pre-defined by the district. Categories can be built in SchoolPay settings.

Image - Ex: **(Image of Baseball)**

- Add an image to your item to show payers what they're purchasing!

Advanced Item Settings

Click the  button on the top right to access Advanced Item Settings

Quantity Settings

Limited Quantity: SchoolPay allows you to cap the number of sales available for an item. Check this box, then insert the maximum number purchases you wish to allow for the item. This will ensure you don't oversell it!

Provide Quantity Field: Check this box to offer payers the option to purchase more than one of this item.

Item Active Settings

Not Active / Always Active: All items are set to active by default when you create them. If you are ready to accept payment for this item, keep it set to "Active." If you are NOT accepting payment for this item at this time, select "Not Active" instead.

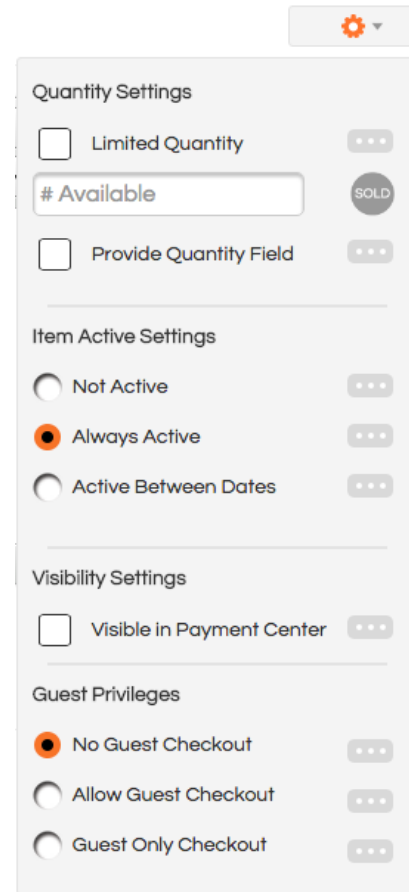
Active Between Dates: You can also schedule an item to be active during any date range. Your item will automatically be unavailable for payment before and after your specified date range. *Please note: you always have the ability to manually make your item active/inactive. This setting will simply do this for you at midnight the morning of the date selected*


Visibility Settings

Visible in Payment Center: Check this box to display this item in payers' accounts. The item will display in the list of School Payments when users log into their account.

Guest Privileges

No Guest Checkout: This setting mandates that anyone purchasing this item logs in first. This is a common setting for items such as Cafeteria Pre-payments when uniquely identifying the student associated with the payment is critical. Even if a payer uses a bookmark on the payment item, they will be asked to first login prior to making payment.



Hint: Click the  buttons to read more about these settings!

Allow Guest Checkout: This setting has more flexibility. Use this when you would like to leave the option of logging in to the payer. Registered users wishing to keep all their transactions together in their reporting will prefer to login, however if your item is open to anyone, guest checkout will prevent someone from having to create an account simply to purchase an item.

Guest Checkout Only: This setting is common in fundraising situations and often Adult Education. Use this setting when your entire payer audience will not find value in registering for a SchoolPay account. These are typically one-time payment scenarios.

Reminder: Student data is only collected when the payment is made by a logged in user. If you require the student information associated with this payment, make sure payers are logging in (no guest checkout), or that you have asked for this information in the Custom Fields Section.

Payments and Settlements

The Payment and Settlement section asks for information imperative to the item’s financial structure. This information includes:

Settlement Account: This drop-down menu allows you to determine the bank account receiving the funds for this item.

Item Description: Click this menu to select the income Chart of Account code associated with this item. You will be prompted with a window where you can select the appropriate account for these funds.

Select account by clicking on your selected row. Or, [create a new one](#).

Search

Viewing : Primary Accounts | Sub Accounts

Account ▲ ▼	Label ▲ ▼
001.00.000.4140	Other Revenues
001.00.000.4150	Meal Payments
001.00.000.4160	Extended Care
001.00.000.5140	Parking Permits

Ok

Search by the Chart of Account label OR number in this box

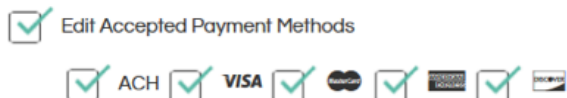
Most districts only use one list of Chart of Accounts, located under “Primary Accounts”

If your district uses Sub Accounts in addition to Primary accounts, the secondary list can be accessed by clicking “Sub Accounts” here.

Don't see the account you're looking for? Click “create a new one” to add it on the fly!

Edit Payment Methods Accepted

- Checking this box will show you the payment methods your account is configured to accept. Most accounts are setup to accept Visa, MasterCard, and Discover only; though SchoolPay does offer other payment methods.
- If you would like to disable a specific payment method for this particular item, simply un-check that payment method. Conversely some schools elect to not offer American Express by default, and simply add it as an additional method of payment to key fundraising events..



Item Amount - There are 3 options for assessing the amount of the item:

Item Amount:

Open Add Range

Fixed - Example: \$30.00 Participation Fee

- This means the item amount is the same every time.

Item Amount:

Fixed Open Add Range

Open - Example: Open Amount Donation

- This allows the payer to type in the amount they are paying.

Item Amount:

Fixed Open Add Range

Minimum: Maximum:

Add Range - Example: Before/After Care Tuition payment, must be at least \$40.00

- This allows the payer to type in the amount they are paying, within a designated range.
 - *The minimum amount must be at least \$1.00, but there are no restrictions on the maximum*
 - *A \$0.00 maximum means the maximum is infinite.*

Fees - Some districts choose to add additional convenience, tax, or shipping fees to the item amount

Convenience Fee [None](#) | [Fixed](#) | [Suggested](#)

- **None:** No Convenience fee will be added when "None" is selected.
- **Fixed:** The same convenience fee will be added each time this item is purchased. For example, it's common for schools to assess a flat convenience fee of \$2.00 regardless of the payers purchase amount.
- **Suggested or Calculated:** An estimation of the cost of processing the transaction will be applied to the item's amount. Select this option if you want to ensure your school recovers most/all of the transaction fee through a convenience fee.
- *If your district is setup for Split Settlement, a convenience fee is applied automatically, and you may not see an option to con gure a fee in this section.*

Tax [None](#) | [Enabled](#)

- If you would like to add a tax to your item, simply click “Enabled” and enter the tax percentage. The amount in added tax will calculate based on this percentage. *Note: If you wish to add tax automatically into all items, go to schoolpay.com/school/payments/methods and configure your local tax rate from your account settings.*

Shipping [None](#) | [Fixed](#)

- If you would like to add an additional fixed fee amount to your item, you may do so here. Click “Fixed” and add the appropriate amount

Check your amount settings by reviewing the “Total” amount at the bottom of this section. Please note that if this is an open amount item, the total varies.

Custom Fields

Custom fields allow you to collect additional information from the user while they are making their payment. Some custom fields allow payers to type in responses to your requests, and other fields allow you to present payers with different options from which to choose. Below are the different formats available to request additional information:

Checkboxes - allow a user to make more than one selection from the options you’ve provided.

Please select the dates/times you are willing to assist at the concessions stand.

<input type="checkbox"/>	Monday June 1st 6:00-7:30
<input type="checkbox"/>	Tuesday June 2nd 6:00-7:30
<input type="checkbox"/>	Monday June 8th 7:30-9:00
<input type="checkbox"/>	Saturday June 13th 9:00-11:00am
<input type="checkbox"/>	Tuesday June 16 6:00-7:30

All parents are encouraged to volunteer for at least two games per season.

Dropdown List - requires the user make one selection from a list of options you present.

Athlete is trying out for: *

Select from ▼

Select from

Freshman

JV

Varsity

Radio Buttons - requires the user make one selection from a list of options you present.

Jersey Size *

Small

Medium

Large

XLarge

XXLarge

Please note: the jerseys must be returned after the season is over

Text Area - allows the user to type in their answer (large expandable box to type in)

Please list any of the athlete's allergies or medical concerns:

Text Field - allows the user to type in their answer (smaller box to type in)

Emergency Contact Phone Number *

Hidden -Allows you to record a key piece of information tied to this payment, which is not seen by the payer

Please note that the following information will be collected from the payer automatically:

- Student Name, ID Number, and Grade
- Payer Name
- Payer Email Address
- Payer Billing Address

Targeting

Targeting allows you to direct a payment item to the list of payers relevant to this item. Target items by school, grade, teacher, custom groups, or specific student. Payers will only see this item in their account if a student associated with their account matched your target attributes.

Targeting by School (District use only)

- Click "School" to view a list of schools within the district. Simply select the appropriate school or schools that will accept payment for this item.
- **Example: Only parents at Washington High School can purchase Washington High School Parking Spot Rentals.**

School ▼

Choose School

All

Washington High School

Thomas Jefferson Elementary School

Lincoln Middle

Roosevelt Elementary

Targeting by Grade Level

- Click "Grade" to view all grades within the school. Select the grade(s) for which this item applies.
- **Example: Only parents with a Junior or Senior in their account will be able to pay for this item for their Junior or Senior student.**

Grade	
Choose Grade	
All	
10	
11	<input checked="" type="checkbox"/>
12	<input checked="" type="checkbox"/>
9	

Targeting by Teacher

- Click "Teacher" to view a list of teachers at the school, and select the appropriate class for which this item applies.
- Please Note: Many school districts do not provide teacher name, so this may not be an available option for your school.
- **Example: Only parents with a Junior or Senior in their account will be able to pay for this item for their Junior or Senior student.**

Teacher	
Choose Teacher	
All	
Mr. Smith	
Mr. Thompson	
Ms. Clawson	<input checked="" type="checkbox"/>
Ms. Peterson	

Targeting by Custom Group

- Click "Group" to see a list of custom groups. Groups can be created from your settings module by manually creating groups of students based on custom attributes such as "Football Team" or "Band". Groups can also be created by way of an SIS File sync.

Student Group	
Choose Groups	
All	
Chess Team	<input checked="" type="checkbox"/>
Football	

Targeting by Student

- Click "Student" to view a list of students at the school. Use the search box or scroll through the list to locate specific students for which this item applies.
- **Example: Only parents of Jordan Brooks and Ann Daily can pay for this item.**

Students	
Choose Students	
Student Search	
All	
Brooks, Jordan -- #101800	<input checked="" type="checkbox"/>
Christensen, Mike -- #100800	
Clawson, Sally -- #101500	
Daily, Ann -- #100200	<input checked="" type="checkbox"/>
Davidson, Chris -- #101100	
Harrison, Kathy -- #101400	

Saving the Item

There are two options for saving a payment item: **Save** & **Save as Draft**. You can also check your item's readiness.

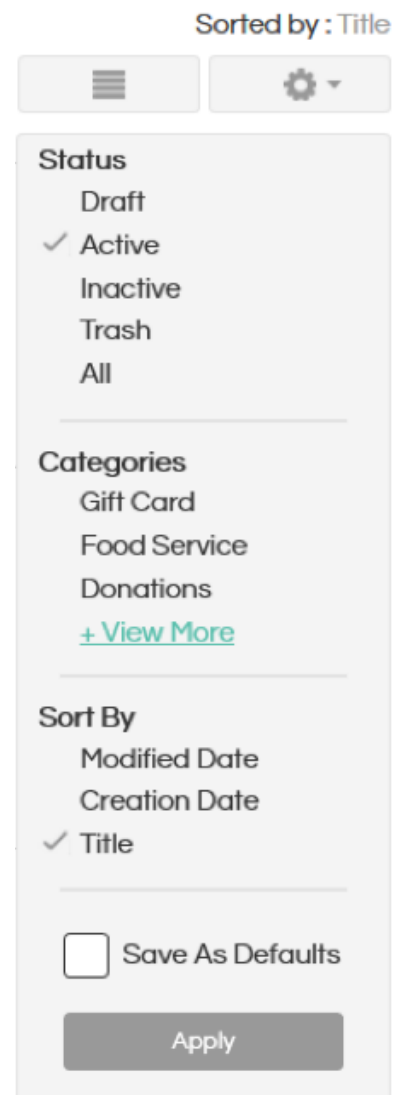
- Click **Check Item Readiness** to see if you missed any required information. It will also provide you with some suggestions for your item.
- Click **Save as Draft** if you have started your item, but don't have all of the details you need. Your item will be saved in a "draft" state, allowing you to come back to it and make any necessary changes. An item in the "draft" state will not be available for payment.
- Click **Save** if you have completed your item.

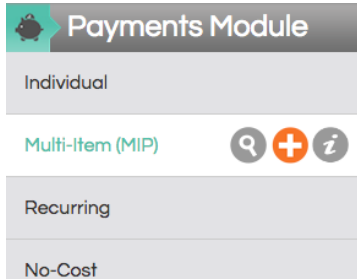
Once you have saved your item, you will be taken back to your list of individual items.

Organize your list of payment items by clicking the wheel/gear icon on the top right corner of your screen.

- View items of a certain status
 - *Any items that you have deleted are retrievable in your trash here.*
- View items within a specific category, or multiple categories
- Sort your list of items by Modified Date, Creation Date, or Alphabetically by Title
- Make your filter a default setting by checking the box "Save as Defaults"

You can also choose to see a more compact view of your items by clicking the icon with four horizontal lines.





Building a Multi-Item Page

Click Payments at the top of the screen, and then select Multi Items. ***Please note that your individual items must be built prior to adding them to a multi-item page*

General Details

The General Details portion of the MIP Build will ask you for general information that applies to all items within the multi-item page. This information includes:

MIP Title - Ex: Fall Athletics Participation Fee

- Parents will see this MIP title within their account. The title should apply to all individual items within the MIP.

Item Description - Ex: Please select from the different sports included on this page...

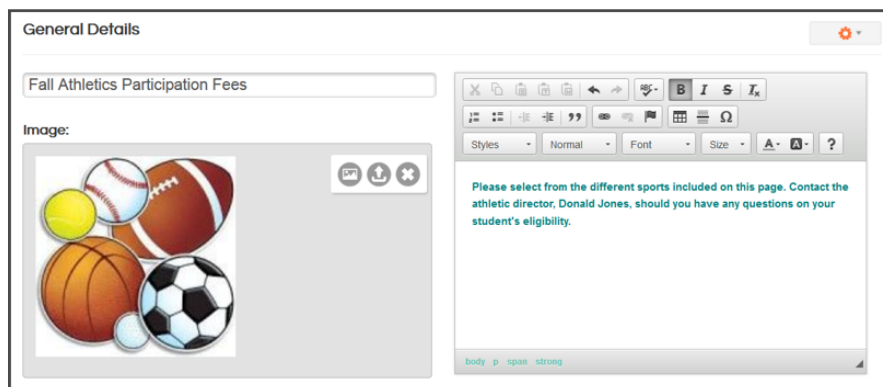
- Tell the parent everything they need to know about these items as a whole. There's no limit to how much information you can provide here. Keep in mind that the parent will also have item-specific details when they select the particular individual item they would like to purchase.

Category - Ex: Athletics

- Categories are ways to organize your payments for reporting, sorting items, and administrator access. They are typically pre-defined by the district. Categories can be built in SchoolPay settings.

Image - Ex: (Image of Sports Gear)

- Add an image to your item to show payers what they're purchasing!



Advanced Item Settings

Please refer back to the [Individual Items section](#) for information on these settings. These settings are applied to the entire MIP, and the items within the MIP.

Select Items

In this section, select the items that should be included in your multi-item page. The list of available items will appear on the left, and selected items will be shown in the gray box on the right.

Drop & arrange items here

The denotes that the item is currently unavailable (inactive, sold out, deleted)

The denotes that the item was configured to turn on/off automatically, based on the active date range in the item's advanced settings.

Sort your list of available items by category or status. You can also search for specific items through the search filter provided.

To add an item to your multi-item page, click the plus icon and it will be added on the right. You can also drag and drop the item into the gray box.

Drop & arrange items here

If there is an item within the MIP that is required, check the box to the right of the item on this list. The payer will not be able to purchase another item unless all mandatory items have been added to their cart.

Custom Fields

Custom fields allow you to collect additional information from the user while they are making their payment. A custom field added to a MIP will only be asked once, regardless of the number of items purchased. Your reports will add this information to all items purchased within the transaction.

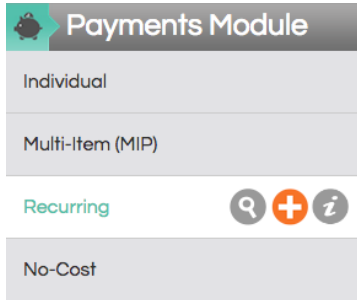
Some custom fields allow the parent to type in the answer to your question, and other fields allow you to present them with different options to choose from. Custom Fields are explained within the [individual item build information](#). The same options are available at the multi-item level, and it is possible to add custom fields at both the individual item and multi-item level.

Targeting

Targeting MIP's requires you consider two layers. The target selections you make at the MIP level will impact who can see the MIP itself (e.g. Summer Camps). The targeting you have selected for each item within the MIP will determine how many items appear for a user when they expand the MIP. For example, if a parent has one child in elementary school, they would not see Middle School Summer Camp options, if those happened to be threaded into the MIP titled Summer Camps. Therefore, when targeting MIP's think as broadly as the target groups of every item you which to thread together into a single page. The same targeting options are available in the MIP level as the [individual item targeting](#).

Saving the Item

Please refer back to the [Individual Items section](#) for information on saving your item.



Building a Recurring Item

Recurring Items are built similar to individual items, with a key difference in the Payment & Settlement section.

General Details

In the General Details section, you will enter a title, category, image, and description for the item. See [Individual Item Instructions for more details](#). The information you enter here will be applied to each payment that is processed within the recurring series. It is also recommended that details of the recurring payment plan are outlined in the description section, providing payers with adequate details on the recurring timeline.

Payment and Settlement

In the Payment & Settlement Section, you will select a settlement account and chart of account code. Every payment that is processed within the series will be deposited to the selected Settlement account. Likewise, all payments will be associated with the specified Chart of Account code selected here.

The item amount is configured on the right side of this section. The amount entered here is applied to the INITIAL payment, and subsequent payment amounts are determined in the Recurring Settings. The same item amount options are available here as an [individual item](#) (Fixed, Open, Open with a Range). You also have the ability to assess a convenience fee, tax, and shipping. Any additional fees or tax will also be applied to the subsequent payments in the series.

Payment and Settlement

Settlement Account:

Select or Edit Chart of Accounts

Edit Accepted Payment Methods

Item Amount:
 Fixed Open Add Range

Recurring Settings:

Future Installment Price:
 Same Amount New Fixed Price Open to Payer

RECURRING ITEMS

Recurring Settings

There are several options for processing recurring payments.

Recur by Interval - Example: Payment every 90 days

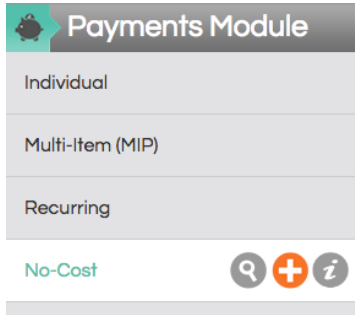
- Select **Recur by Interval** in drop-down menu
- Enter the # of days between payments
- Select a Future Installment Price
 - Same Amount: The same amount will recur every time as listed above in the payment settlement section. **Example: \$30 monthly textbook payment.**
 - New Fixed Price Amount: Enter a new amount that should recur after the initial payment **Example: Kindergarten Tuition, 1st payment is \$100 because it included a registration fee. Each subsequent payment is \$50.**
 - Open to Payer: The payer will decide how much they are paying after their initial payment. **Example: Donation**
- After initial payment, future installments bill:
 - A specific number of times
 - Indefinitely (until school admin stops series)
 - Until a specific date

The screenshot shows the 'Recurring Settings' form. The 'Recur by Interval' dropdown is selected. Below it is a text input field for 'Days Between Payments'. Under 'Future Installment Price', the 'Open to Payer' radio button is selected. The 'After initial payment, future installments bill:' section has a dropdown set to '0' and 'Times', with the 'Until' radio button selected. A 'Do Not Recur After' button is at the bottom right.

Recur by Date of Month - Example: Payment on the 15th of each month

- Select the recurring day
- Second Payments should occur no sooner than _____ days from the payers initial payment. Enter days between 1st and 2nd payment.
 - **Example: If a payer makes their initial payment on the 10th of the month, do you want their second payment billed again on the 15th of that same month?**
- Select a Future Installment Price
 - Same as Recur by Interval
- After initial payment, future installments bill:
 - Same as Recur by Interval

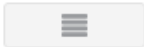
The screenshot shows the 'Recurring Settings' form. The 'Recur by Day of Month' dropdown is selected. Below it, 'Payment bills on the' is set to 'Recurring Day' and 'each month'. The 'Second payments should occur no sooner than days from the payer's initial payment' dropdown is set to '1'. Under 'Future Installment Price', the 'Open to Payer' radio button is selected.




Building a No-Cost Item

From the Payment Module, select the plus sign from the left-side navigation for No-Cost Item. Please follow the same [instructions for building an individual item](#). The only difference is there will be no item amount to enter. All remaining form fields are the same. You may incorporate custom data fields, etc.

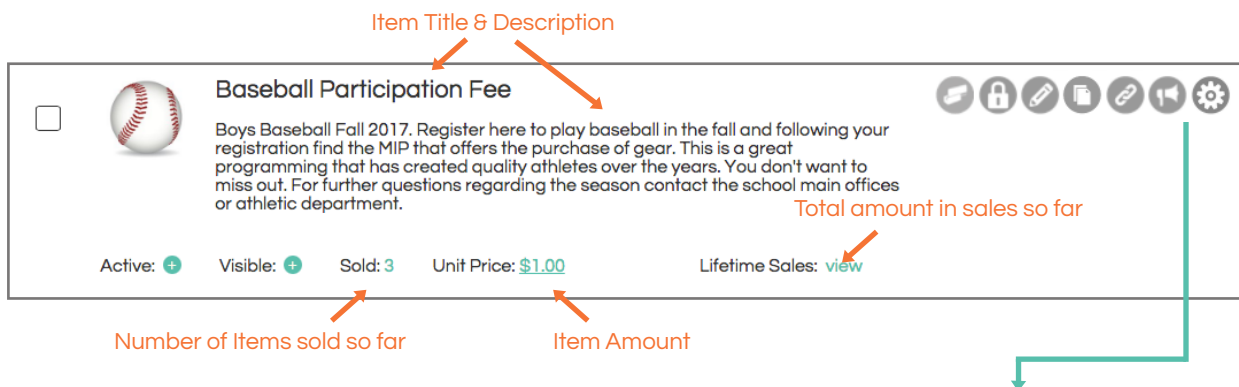
Interacting with Items

You can access your items at anytime by selecting “Payments” from the navigation options at the top of your screen. Your list of items will be displayed to you in either an expanded or collapsed format. Click the button  with horizontal lines to see the collapsed version of your items.

Click the button  with 3 blocks to see the expanded version of your items.

When an item is **active** it means you want to accept payment for that item. **Inactive**, means the item cannot be purchased. **Visibility** determines whether an item can be seen in the Payment Center. It’s not uncommon for some items to be built for things like Facility Rental fees or other community focused needs, that may be inappropriate for the item to be visible to parents. Simply click each indicator to the teal plus sign for positive choices and click again to the minus sign to turn off.



Active:  Visible: 
 Active:  Visible: 



Item Title & Description





Baseball Participation Fee

Boys Baseball Fall 2017. Register here to play baseball in the fall and following your registration find the MIP that offers the purchase of gear. This is a great programming that has created quality athletes over the years. You don't want to miss out. For further questions regarding the season contact the school main offices or athletic department.

Active:  Visible:  Sold: 3 Unit Price: [\\$1.00](#) Lifetime Sales: [view](#)

Number of Items sold so far Item Amount

Total amount in sales so far

-  **Take a payment:** for this item in-person through the SchoolPay Virtual Terminal. Clicking this button will take you to a screen where you can swipe the payer’s credit/debit card or manually enter the payment information.
-  **Lock the item:** by clicking the lock icon. You disable the edit, in/active, and visibility features.
-  **Edit the item:** by clicking the pencil icon. This opens your original item-build form in edit mode.
-  **Duplicating the item:** by clicking the icon that looks like two sheets of paper. Duplicating an item creates a second, identical instance of your original item. This is a great way to rapidly build items that are similar, but contain a few differences which are easier to modify quickly from a copied instance. Note that all item titles must be unique so remember to modify the item title in your duplicated instance.

ITEM INTERACTION



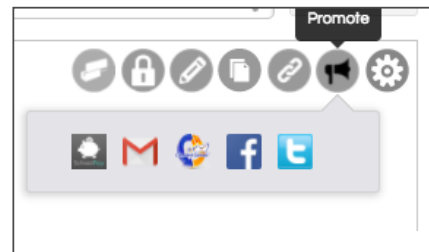
The link icon provides several preview and link share options.

- **Admin Preview:** Payment Items are written to support a different set of rules for administrators. A logged in admin can both view and purchase items that are not active, not available, sold out, etc. This allows administrators of items to interact with them while items are not “public”.
- **Shareable Admin Preview:** This link allows an administrator to “share” the experience of being an administrator with someone that may not have access to SchoolPay. Shareable Admin Preview Links are view only. Anyone granted a shareable admin link to an item can view the item, but they would not be able to purchase the item. The item will display a banner signifying it’s for administrators.
- **Purchaseable Sharelink:** When you wish to put a purchase link in the hands of your community, this is the option you should use. This link carries all the logic your item could be configured to support. For example, if you set a maximum number of items sold to be 100, anyone using this link after 100 items have been sold, could not purchase that item and create an oversold situation.



Promote your item using various promotion pathways (see SchoolPay Promote section). Simply click the megaphone icon on any item row and you will be presented with a number of promotion options. Also be sure to visit the Promote Module. You can promote any item from that location as well.

- Constant Contact
- Gmail
- Facebook
- Twitter



The gear icon provides two links for advanced item settings.

- **Item Rules:** Item rules allow you to change a value based on user input. For example, at the district level, you might decide that students at a specific school need money to go into a different account
- **Item History:** Within item history you can view any changes made to your item since its original creation date.

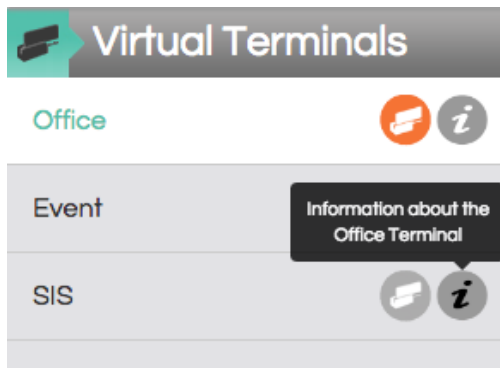
Virtual Terminal Module

SchoolPay allows you to accept payments both online & in-person. The virtual terminal processes the parent’s credit card payment while they are in the school office, at the school’s concessions stand, theater ticketing office, etc...

There are three types of Virtual Terminals:

- **Office Terminal** - Allows you to take payment for one of the individual items that you have created. Student data, custom fields, and payer information are collected when payments are processed through the Office Terminal, just as if it were processed online.
- **Event Terminal** - Allows you to take payment quickly while at an event. Custom fields, student data, and email addresses are not collected in the Event Terminal.
- **SIS Office Terminal** - If your district has a connection to your Student Information System’s Fees Module, you can take payment for those fees here.

To take payments on the virtual terminal:



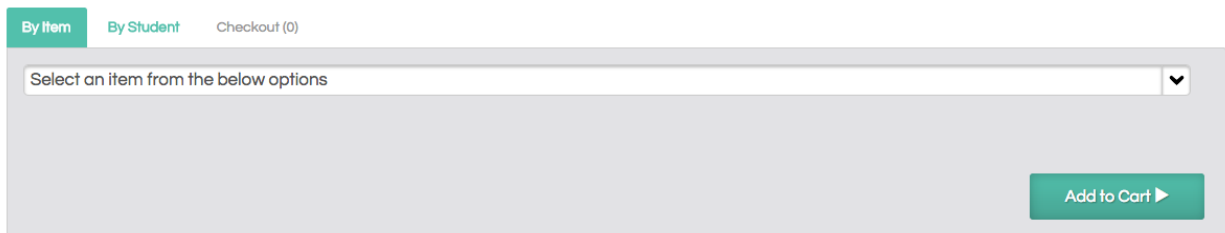
Make sure your account is configured to take in-person payments. There is no additional cost, however, you do need a unique Merchant ID#, which we will happily set up for you. We also offer mobile and computer “readers”.

Select “Virtual Terminal” from the primary navigation and then further select from the left side navigation, the kind of in-person payments you want to take.

Office Terminal

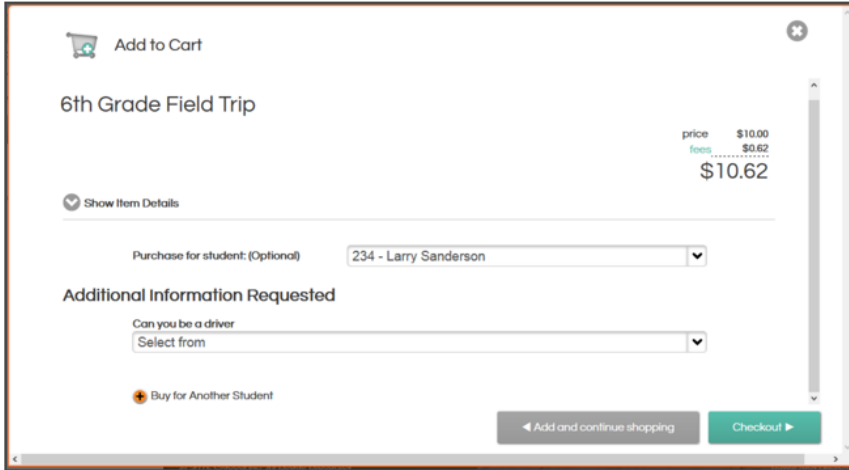
Select “Office” and then select the item you’d like to process a payment for from the drop down menu of your active items. Note the first line of the pull down menu offers a search field, which returns items based on the characters you enter.

Virtual Terminal: Office



VIRTUAL TERMINAL

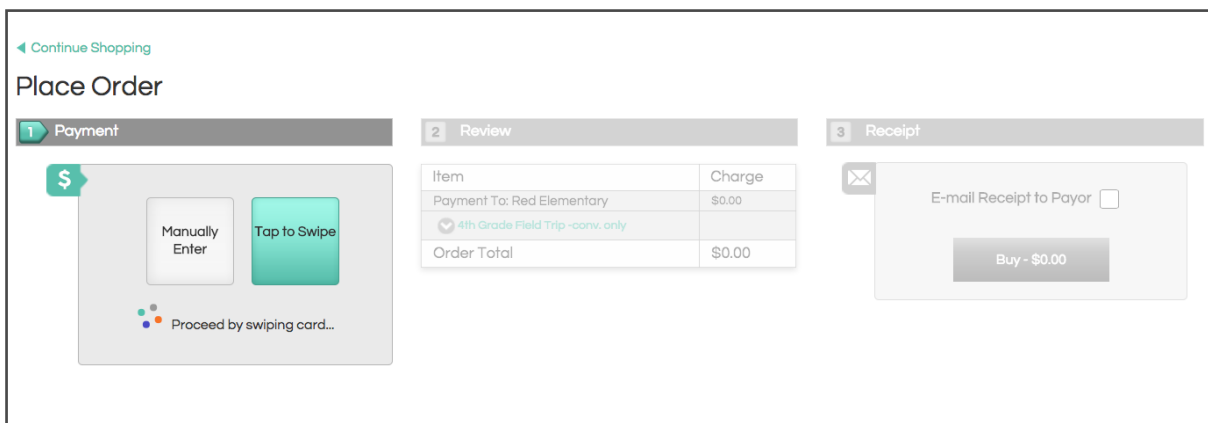
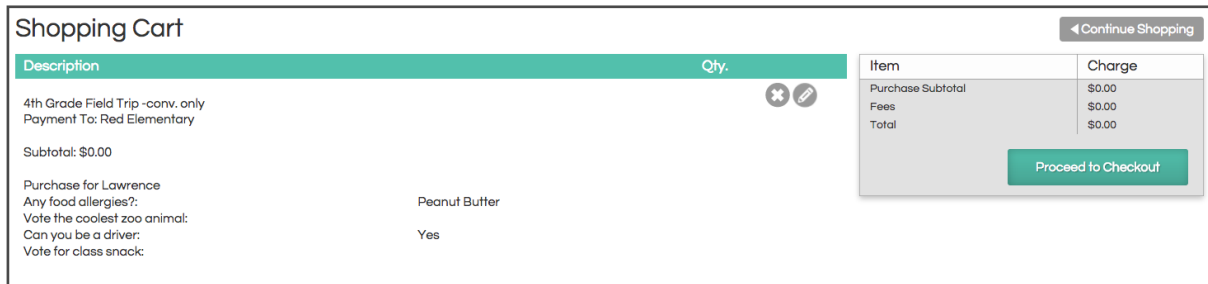
Once the item is selected, the “Add to Cart” screen will appear.



Click “Buy for another student” if the payer would like to purchase the same item for a different student.

If the payer would like to purchase an additional item, click “Add and continue shopping.”

If this is the only item being purchased, select “Checkout.”



VIRTUAL TERMINAL

Event Terminal

Click “Event” from the options on the left. This will bring you to a list of your Event Items. To add a new item for a new event, click +New Event on the top right.

Enter the details of your event here.

On this page, you will designate the item title, category, settlement account, and chart of accounts. These four data points, along with payer name & amount, will be available to you on your reporting.

After you click save, your item will be added to your list of Event Items.

Click the card reader icon to initiate payment.

Enter the amount due in the box provided, and then click “Tap to Swipe.” Swipe the payer’s card through the reader and click submit.

SIS Terminal

The SIS terminal allows schools to pull fees that are held in SIS Fees Modules into the SchoolPay Virtual Terminal, process an in-person cash, credit card, or even paper check payment and then have that payment post back into the SIS as “paid”. This feature is available for Edupoint Synergy, Skyward, PowerSchool and other SIS systems. Contact SchoolPay support for help in establishing this feature.

Reports Module

Types of Reports	>	Batch Report	>
Other Report Functions	>	Chart of Accounts Report	>
General Functionality	>	Custom Reports	>
Transaction Statuses	>	Recurring Reports	>
Search Data Options	>	Data Sync Reports	>
Transactions Report	>	Registered Payers Reports	>

Types of Reports

Items Report

- Most robust and widely used report
- This report will provide you with every detail on the transaction; like item purchased, student, custom field responses, chart of account data, etc.
- Used for generating lists of what students have paid for an item

Transactions Report

- This report will display each transaction processed to your account.
- Within one transaction, a user can purchase multiple items. Because this report is at the transaction level, it will not provide specific details on the items.
- Used for general transaction research and processing refunds/voids

Items by Site

- Only available in district accounts
- Reports on items that are created by the district and then offered to the payers of students across multiple sites. It allows an administrator to run an item report for a single item, such as Cafeteria Prepayments, and see item-level data (value of the payment, student name and ID, etc.) grouped by each site in the district.

Batch Report

- This report displays each SchoolPay batch, which is equal to the deposit made into your bank account
- Used for reconciling bank statements and identifying deposits in bank account

Chart of Accounts Report

- Organizes your SchoolPay revenue by the Chart of Accounts associated with each payment
- Used for reconciling bank statements and identifying deposits in bank account

Recurring Reports

- Displays information regarding all recurring series associated with your account
- Reports on all current, completed, or stopped recurring series
- Provides functions like stopping the series and generating a link you can send payer's to update payment methods for a series

Data Syncs Report

- Provides valuable insight into any automated data exchange between your organization and SchoolPay. While all data exchanges are reported on with email confirmation of success and/or failure and monitored by SchoolPay data admins, Data Sync Reports allow you to see more detail about all exchanges.

Registered Parents Report

- Shows all parents/guardians that have registered for a SchoolPay account
- Identifies all parent/guardian accounts associated with any student
- Offers parent support tools such as password reset and login to their account so you can view their account from their perspective

Other Functions of the Reporting Module

Configuring and viewing Custom Templates

- Custom Templates allow you to view items or transactions reports in a custom format specific to your reporting needs
- This feature is a great tool for making SchoolPay reports match the format of another software so you can easily import SchoolPay transaction data into third-party software

Processing Refunds and Voids

- Settled Transactions may be electronically refunded through SchoolPay up to 90 days from the original transaction date.
- Pending Transactions may be voided, which effectively cancels the transaction

General Reporting Functionality

Accessing the SchoolPay Reporting Module

Locate the navigation bar at the top of your screen. Place your mouse over “Reports” and you will see multiple options to choose from. Each report provides different information and serves its own purpose.

The screenshot shows the 'Reports' section of the SchoolPay interface. It features a 'Search Data' section with the following fields and options:


- A dropdown menu for '--Select Payee--'.
- Text input fields for 'Transaction #', 'Order #', and 'Payer Name'.
- A 'Select Payment Method:' section with a list of options: 'All', 'Credit Card', 'Electronic Check' (checked), 'Cash' (checked), 'Paper Check', and 'Promo'.
- A dropdown menu for 'Custom Report Format'.
- Two rows of date and time selection fields: '06/01/2018 00 00' and '06/08/2018 23 59'.
- A green 'Search' button at the bottom.

Search Data Sections

Each report has a “Search Data” section on the left-hand side of the screen. This section is used to query specific report results. Each report has a slightly different search data section specific to the report.

By using the search data section, you can quickly and easily populate a report with the specific transactions or items you are looking for.

Exporting/Downloading a Report

Each report in SchoolPay can be downloaded in a CSV format, which is easily opened in Excel. To export any of the SchoolPay reports to CSV, simply click on the CSV button  in the top right corner of the report results.

Transaction Statuses Defined

Each transaction will have a specific status in SchoolPay. The transaction status is used by school staff to identify the type of transaction and the current status of the transaction as it relates to the payment processing.

Settled: A settled transaction is a successful transaction. A status of Settled indicates that the funds have moved from the payer and are either en route to the school bank account, or have already been deposited into the school bank account.

Pending: A pending transaction is a successful transaction that has been authorized, but the funds have not yet been pulled from the payer’s bank account. A successful transaction will remain pending until midnight of the day the transaction was executed, at which point the funds will be processed.

Voided: A voided transaction is a transaction that has been cancelled before the funds were removed from the payer’s account.

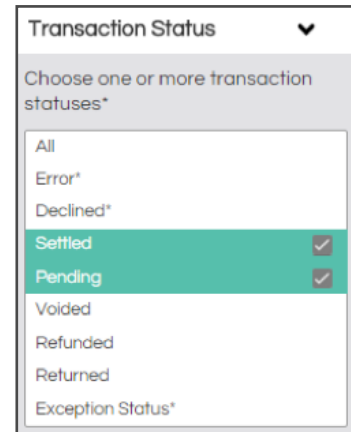
Refunded: A refunded transaction is a transaction in SchoolPay where all or part of the funds from a settled transaction have been refunded to the Payer. When a refund is processed, the original transaction will still remain in the SchoolPay reports as a settled transaction; however, a new transaction will appear with a “refunded” status, indicating the initiation of funds being reversed to the payer’s card.

Returned: A returned transaction is an electronic check transaction that has been returned. An electronic check transaction is automatically in pending status until the funds are deposited into the school’s bank account, at which point the status is updated to Settled. If the electronic check transaction is returned, the transaction will update to Returned rather than Settled. Please note there are various reasons why a check can be returned, including insufficient funds or an invalid account number.

Error: A transaction with the status Error, is an unsuccessful transaction. There are many reasons a transaction has an Error status, most of which are due to the payer entering invalid card numbers or invalid billing information. Regardless of the reason, an Error transaction is an unsuccessful transaction. The payer will know immediately that their transaction did not go through, and will be able to try again. No further action is required by the school staff.

Declined: A transaction with the status of Declined, is an unsuccessful transaction. Declined transactions are transactions that were NOT authorized by the bank for various reasons, including insufficient funds, or a mismatch on the billing address provided. Regardless of the reason, a declined transaction is an unsuccessful transaction. The payer will know immediately that their transaction did not go through, and will be able to try again. No further action is required by the school staff.

Exeption Status: It is very rare to see an Exception Status, and the status is temporary. School staff should note that a transaction with Exception Status is being reviewed by the SchoolPay operations team where it will be updated to an appropriate status. School staff should ignore transactions listed as Exception Status until it is updated. If you have questions about transactions with this status, you may contact SchoolPay Support.



Search Data Options

The Search Data section on the left-hand side is used to generate an Items report specific to your reporting needs. The Search Data section is described in detail below:

Select Payee

- The Payee is the school or bank account receiving the funds.
- Most schools only have one bank account, however if you have more than one, or if you are accessing SchoolPay from a district account, you can query the report to only show items purchased that were deposited to a specific school or bank account by selecting the desired Payee here.

Transaction

- Each transaction in SchoolPay is given a unique Transaction ID Number
- If you would like to find the items purchased within a particular transaction, you can run a search by the transaction ID number

Payer Name

- A Payer in SchoolPay is the person who processed a payment—typically the parent.
- To view all of the items purchased by a particular person, enter their name in the Payer Name field.

Select Payment Method

- This allows you to narrow the item results for specific payment methods.
- This will default to Credit Card and Electronic Check, which are the electronically processed payment methods. Cash and Paper Check are only available for in-person payments.

Select Custom Format

- Selecting a custom format will allow you to view and export specific data from the items report. Instructions for configuring custom formats are detailed later in this guide
- To view and export a report in a specific custom format, simply select the custom format from this menu

Configure Date and Time Range

- You must select the date and time range for which you would like to review results
- If searching for a list of what students have all paid for a particular item, be sure to adjust the date range far enough back to the date you first started accepting payment for that item

The Advanced Search options are broken down into subsections. Simply click on the subsection to expand the options:

Item Options

- The item options allow you to search by item title, category, Chart of Accounts, or sub account
- The item title will populate items that match your entry as you are typing so you can easily select the item you are looking for
- If you would like to generate a report to see who has paid a particular fee, enter the item title and select searchv

Card Options

- Allows you to search for a particular card used (last 4 digits of the card)
- Allows you to search for transactions processed using specific card types. This is useful for sorting AmEx transactions out if your school accepts AmEx and you are reconciling AmEx separately

Transaction Status

- A Payer in SchoolPay is the person who processed a payment— typically the parent.
- To view all of the items purchased by a particular person, enter their name in the Payer Name field.

Transaction Type

- Each transaction in SchoolPay is given a unique Transaction ID Number
- If you would like to find the items purchased within a particular transaction, you can run a search by the transaction ID number

More Search Filters

- A Payer in SchoolPay is the person who processed a payment— typically the parent.
- To view all of the items purchased by a particular person, enter their name in the Payer Name field.

Transactions Report

A transactions report will display each transaction processed to your school as a separate line item. The transactions report is used for general transaction research and processing refunds/voids.

The transactions report will not include any of the student or item data as that information is only available on the Items Report. If a parent processes a single transaction with three items in it, that will only display as one line item on the transactions report.

To access the Transactions Report, place your mouse over Reports and select Transactions.

The screenshot shows the SchoolPay web interface. At the top, there are navigation tabs: 'VT', 'Reports', 'Payments', and 'Promote'. The 'Reports' tab is active, and a 'Transaction Reports' dropdown menu is open, showing a 'CSV' download option. Below the navigation, there's a 'Search Data' section on the left with fields for 'Transaction #', 'Order #', 'Payer Name', and 'Select Payment Method'. The main area displays a list of transactions with columns for Txn ID, Batch ID, Amount, Status, Payer Name, Payment Method, and Date. A 'Transaction Reports' dropdown menu is visible at the top right.

Txn ID	Batch ID	Amount	Status	Payer Name	Payment Method	Date
5381527	N/A	\$0.00	Settled	ann	No-Cost	05/29/2018 12:10:11 PM
5361391	240298	\$1.04	Settled	Alex Palerna	Visa *** 1111	05/23/2018 08:36:06 AM
5361370	240298	\$1.04	Settled	Alex Palerna	Visa *** 1111	05/23/2018 08:32:51 AM
5335225	238778	\$1.03	Settled	test test	Visa *** 1111	05/17/2018 11:21:29 AM
5331828	238485	\$5.00	Settled	User-retes User-ret	MasterCard *** 8100	05/16/2018 07:00:02 PM

Just like the Items Report, you can use the Search Data section to search for specific transactions. The search data section is the same in the Transactions Report as it is in the Items Report. For detailed instructions for using the search data section, please refer to the Items Report instructions.

If you place your mouse over a given transaction, four action icons will appear:

The screenshot shows a single transaction row with a tooltip. The transaction details are: Txn: 397, Batch ID: 5389, Amount: \$0.00, Status: Settled, Payer Name: District Admin, Payment Method: No-Cost, Date: 05/13/2016 09:46:10 AM. The tooltip contains four icons: a house icon, a magnifying glass, a refresh icon, and a cancel icon.



Email Receipt: This icon allows you to email a copy of the receipt from this transaction to the email address you provide. The system will default to sending the email to the parent email address entered in by the parent at the time of payment



View/Edit Details: This icon allows you to view the details of a particular batch. The details will include the items purchased, information about the payer, and the student information of each item purchased



Issue a Refund: This last icon allows you to refund a particular transaction. Detailed instructions for processing refunds are included later in this guide



Void a Transaction: This last icon allows you to void a particular transaction. Detailed instructions for processing voids are included later in this guide

Processing Refunds and Voids

To process a refund or a void, navigate to the Transactions Report by placing your mouse over Reports and selecting Transactions. Use the Search Data section to locate the transaction you wish to refund or void.

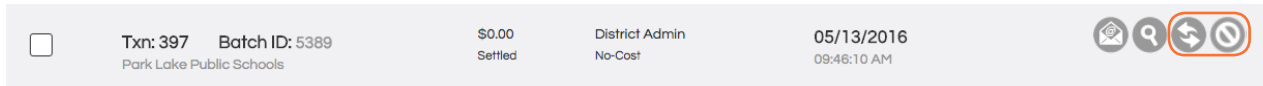
Refunds

- A refund is a transaction where funds are pulled from your school's bank account and deposited back into the account/card used during the original transaction
- Only Settled transactions may be refunded
- You may only process a refund for a transaction that is less than 90 days old
- You may only process a refund up to the amount of the original transaction
- Multiple refunds can be executed from a mass refund function found in the transaction or items reports. Either manually place a check in the box for every item or transaction you'd like to include in your mass refund, or run a report and then use the easy select-all function. A common use for mass refunds are cancelled field trips.

Voids

- A void effectively cancels a transaction. No funds are moved as the transaction was cancelled before the funds were moved from the payer's account/card to the school
- Only Pending transactions may be voided
- When processing a void, the entire transaction must be voided. You cannot void part of a transaction. If you need to cancel part of a transaction, you must wait for the transaction to settle and then issue a partial refund for the transaction.

To refund or void a given transaction, place your mouse over the transaction and select the refund or void icon:



This button will take you to the next step of the process where you either confirm the void, or select the items to be refunded.

Refunds and Voids
Transaction #5214383

Transaction: #5214383

Payer Information

DemoDistrict Adminer
Demo Street
Demo Street 2
Orlando WI 53703

Payment To: Park Lake Public Schools

Refund full transaction amount of \$10.63

Item Name	Student Name	Student ID	Amount	Fees	Already Refunded:	Available:	Quantity	Refund Amount	Do Not Refund
2014 Tickets to the Spring Dance	N/A	N/A	\$10.00	\$0.63	\$0.00	\$10.63	1	\$10.63	<input type="checkbox"/>
Total:			\$10.63						

Cancel
Make Refund

The system will default to refunding the entire transaction. If you wish to refund the entire transaction, simply confirm the details and select “Make Refund”.

If you wish to issue a partial refund, deselect the “Refund Full Transaction” box circled above. Next you will indicate the items you wish not to refund by selecting the “Do Not Refund”:

Refunds and Voids
Transaction #5416922

Transaction: #5416922

Payer Information

Pato
144 Madtown Rd
Madison TN 42522

Payment To: Park Lake Public Schools

Refund full transaction amount of \$90.00

Item Name	Student Name	Student ID	Amount	Fees	Already Refunded:	Available:	Quantity	Refund Amount	Do Not Refund
Annual Round Trip	N/A	N/A	\$50.00	\$0.00	\$0.00	\$50.00	1	\$50.00	<input type="checkbox"/>
Welding Class	N/A	N/A	\$10.00	\$0.00	\$0.00	\$10.00	1	\$10.00	<input type="checkbox"/>
STEM Aqua Lab Field Trip	N/A	N/A	\$30.00	\$0.00	\$0.00	\$30.00	1	0.00	<input checked="" type="checkbox"/>
Total:			\$60.00						

By selecting the “Do Not Refund” box, the “Amount to Refund” will change to zero for that item. If you wish to refund the full amount of the other item, simply select “Make Refund”. You can also adjust the “Amount to Refund” field to issue a refund for part of the item before selecting “Make Refund”.

Batch Report

The Batch Report will show the deposits made into your bank account for each payment method. SchoolPay utilizes Batch Processing where at the end of each day, transactions for that day are batched together and deposited as one lump sum two banking days after the transactions were executed. The Batch Report breaks down each batch and is used to reconcile bank statements and view the contents of a particular batch.

There are 5 different batch reports (Visa/MC/Discover, AmEx, Electronic Check, Cash, and Paper Checks). Cash and paper checks are in-person payment options only. Because the cash and paper checks are not ultimately processed by SchoolPay, their batch reports do not correspond to particular deposits, rather they are summaries of that day’s transactions for those payment methods.

To run a batch report, simply place your mouse over “Reports”, then place your mouse over “Batches”, and select the payment method you would like to review:

The screenshot shows the SchoolPay Reports interface. On the left is a 'Search Data' sidebar with filters for Date Range (04/17/2018 to 06/11/2018), Payee (Park Lake Public Schools), and Payment Method (Visa/MC/Discover). The main area displays a table of batch reports with columns for Date, Batch ID, Payee, Txn. Total, Conv. Fees, Returns, Deposit Total, and View Batch Contents. A summary row at the bottom shows Total Transaction Amount (\$58.74), Total Convenience Fees (\$0.00), Total Returns (\$0.00), and Total Deposit Amount (\$58.74).

Date	Batch ID	Payee	Txn. Total	Conv. Fees	Returns	Deposit Total	View Batch Contents
04/20/2018	230323	Park Lake Public Schools	\$10.00	\$0.00	\$0.00	\$10.00	1 Txn ▶ 1 Item ▶ 1 COAs ▶
04/26/2018	232207	Park Lake Public Schools	\$40.63	\$0.00	\$0.00	\$40.63	2 Txns ▶ 2 Items ▶ 2 COAs ▶
05/17/2018	238485	Park Lake Public Schools	\$5.00	\$0.00	\$0.00	\$5.00	1 Txn ▶ 1 Item ▶ 1 COAs ▶
05/18/2018	238778	Park Lake Public Schools	\$1.03	\$0.00	\$0.00	\$1.03	1 Txn ▶ 1 Item ▶ 1 COAs ▶
05/24/2018	240298	Park Lake Public Schools	\$2.08	\$0.00	\$0.00	\$2.08	2 Txns ▶ 2 Items ▶ 1 COAs ▶
Total Transaction Amount:			\$58.74	Total Convenience Fees:	\$0.00	Total Returns:	\$0.00
						Total Deposit Amount:	\$58.74

Using the Search Data section, you can adjust the date ranges for which you would like to view the report and select a particular Payee. The system will default to the last full calendar month as that is the way most schools reconcile their bank statements.

Each line item on this report corresponds to a deposit into your bank account. This following information is displayed:

Date: this is the date the transactions are batched, which is typically the date after the transactions were executed and the day before they are deposited into your bank account

Batch ID: this is a unique identifier tied to each batch. This number is reported on the transactions and items report so that you can identify which batch each transaction is combined with

Payee: This is the bank account this batch was deposited into

Transaction Total: This is the sum of the settled transactions for that batch.

Convenience Fees: This is the sum of the convenience fees for transactions processed for that batch.

Returns: This is the sum of the refunds processed for that batch. Refunds are processed as negative transactions and are deducted from the deposit total

Deposit Total: The deposit total is the sum of the transaction total plus the convenience fees minus the returns.

View Batch Contents By: This section allows you to break down a particular batch by transaction, item, or general ledger account. Simply click on the links in that section to view the batch contents by:

- **Txn** - the transactions that make up that batch
- **Items** - the items that make up that batch
- **COAs** - the general ledger accounts or chart of accounts effected by that batch

View Batch Contents By:		
2 Txns ▶	2 items ▶	2 COAs ▶
3 Txns ▶	9 items ▶	2 COAs ▶

Chart of Accounts Report

The Chart of Accounts Report will subtotal the general ledger accounts that need to be updated as a result of SchoolPay transactions. This report is useful for updating the general ledger to account for SchoolPay transactions.

To access the Chart of Accounts Report, place your mouse over Reports and select Chart of Accounts:

Account Label	Account Number	Partial Amount	Convenience Fee	Returns	Net
		\$30.00	\$0.00	\$0.00	30.00
No GL Account	No GL Account	\$30.00	\$0.00	\$0.00	30.00
Extended Day Program	5501	\$160.08	\$4.00	\$0.00	164.08
Extended Care	001.00.000.4160	\$1.00	\$0.04	\$0.00	1.04
Outdoor Education Field Trips	003.00.000.7542	\$0.00	\$0.00	\$0.00	0.00
Meal Payments	001.00.000.4150	\$112.00	\$12.00	\$0.00	124.00
Activity Fees 9999	999.888.200.9999	\$30.00	\$0.63	\$0.00	30.63
School Related Items	School Related Items	\$0.00	\$0.00	\$0.00	0.00
Other Revenues	001.00.000.4140	\$238.00	\$0.15	\$0.00	238.15
Net Total: \$617.90					
Partial Amount Total: \$601.08					
Convenience Fee Total: \$16.82					
Return Total: \$0.00					

This report will default to the overview report which will show the general ledger totals over the selected date range. You can use the Search Data section to change the date range, or review a particular general ledger account.

District staff can also search a particular school or site’s general ledger accounts. School staff will only view their respective school.

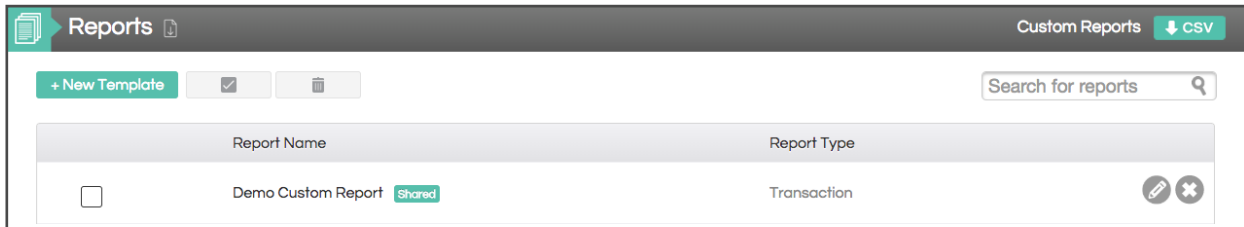


By selecting the icon to the left of the Export to CSV button, you can view this report as the Daily Amounts

The daily amounts report will show each general ledger that needs to be updated by day/ batch. This is useful if you are updating the general ledger for each deposit in your bank account.

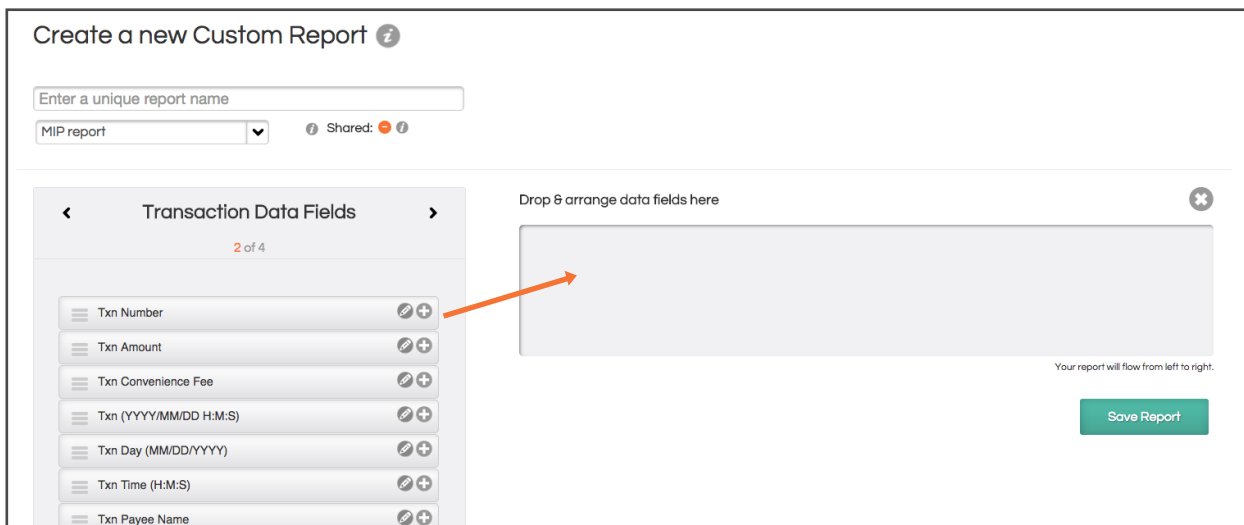
Configure Custom Report Templates

Custom templates allow you to view and export a custom report. This allows you to choose the specific information you would like to see on the report. To manage and configure a custom template, place your mouse over reports and select “Manage Custom Templates”.



To edit or remove custom templates, select the x icon or the pencil icon next to the template you have already created.

To add a new custom template, select “New Template”

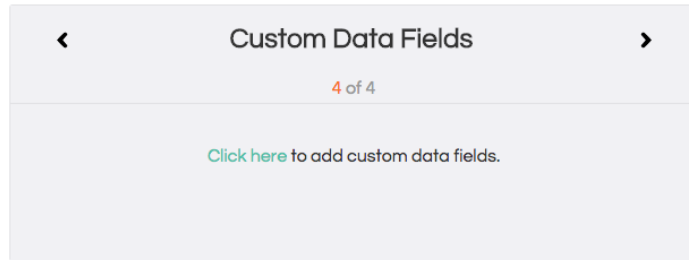


First, you must give your report a name. Next you must select the type of report you will be running: Transactions Report or Items Report. Generally speaking you will want to configure an Items Report.

Next you choose the “Payer and Payment Data Fields you would like included on the report. You simply drag the fields from the list of options into the box on the right. You can order the fields you have selected by dragging them into the desired position.

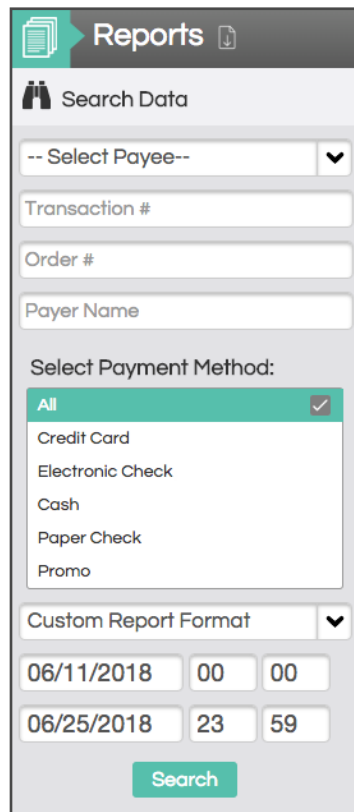
Once you have selected the Payer and Payment Data Fields, select the right arrow to move on to the “Transaction Data Fields” which will present you with additional options. After selecting from the Transaction Data Fields, hit the right arrow button again and you can select from “Item Data Fields”.

Lastly, hitting the right arrow one more time will allow you to select from the “Custom Data Fields”. The Custom Fields are specific to each item that you have configured. You must first select the item you would like to select data fields.



You can do this by selecting “Click Here” as highlighted in the image to the right. Upon doing so you will be prompted to select an item. After selecting an item, you will be able to choose from the custom fields configured for that item.

Once you have selected and ordered the fields you would like on your custom report, select save.



To use your custom report, navigate to the corresponding Item or Transaction report. Under the search data section on the left, select your custom format from the “Select Custom Format” dropdown where you will see the custom format you configured. Adjust the other search filters as needed, and click Search.

Your results on the right will be populated only with data you selected when building the custom report.

Download this report to Excel by clicking the CSV button on the top right. The spreadsheet of information will only have the fields you requested when you built your custom report.

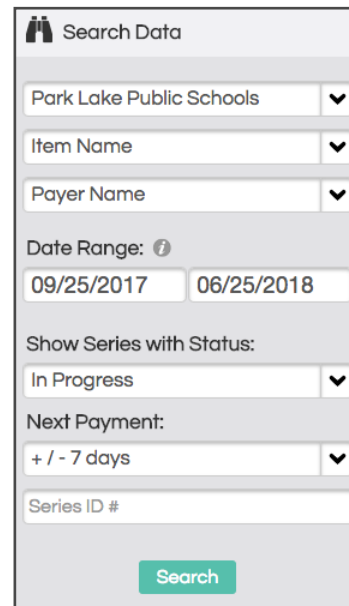
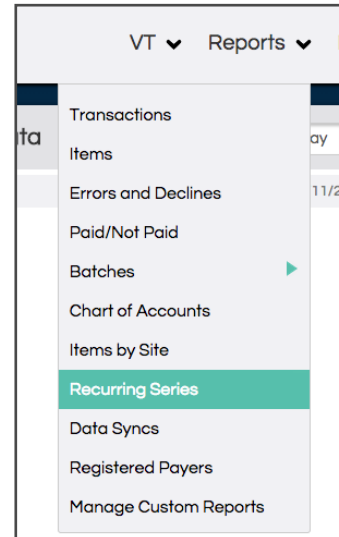
Recurring Series Report

The Recurring Series Report details all information associated with recurring payments for your account. This report is useful for reviewing the status of a payer’s recurring series, stopping a series in place, or providing the payer with a link to update their series.

To access the Recurring Series Report, hover your mouse over Reports and select Recurring Series.

The Search Data fields on the left of the screen will allow you to research the series in place. The default results will report any recurring series that were initiated in the past 9 months and are scheduled to recur within 7 days.

- The first drop-down menu allows you to filter your series by payee name.
- Filtering your results by Item Name will provide you a report of series in place for a specific item
- Filter by Payer Name to see all recurring series initiated by a specific payer
- Adjust the date range to search for recurring series initiated within a specific time frame. The default date range will show any recurring series that was initiated within the last 9 months
- Filter your results by the status of the recurring series.
 - In Progress: Payments that are on track to recur at the specified interval of the series
 - Completed: Series that has been paid in full, and no future payments are scheduled for this series.
 - Stopped: A series that was terminated prior to its completion. Series may be stopped by an administrator at the site, or in the scenario where the payer’s series received 3 consecutive declines on the last installment
- View details for series associated with a Recurring ID number. All recurring series have a series ID number, which is associated with each transaction within the series.



- After you click Search, your report results will appear. The data provides details which will help you understand the series' current status.
- You can interact with these transactions using the three icons on the right.
 - **Magnifying Glass:** Clicking this icon will take you to a page which provides detailed information on the series. Here you will see details on the transactions processed, as well as the current payment information associated with the series. Edit the settings by clicking the pencil icon. Click the arrow on the top right to return to your recurring series report.
 - **Update Link:** Click the link icon to generate a URL for updating the credit card information associated with the series. This link can be provided to the payer in the scenario where they need to update their payment information. Please note, each link you generate supports only one-time usage. Therefore, if you need generate a second or third link you will overwrite each previous link.
 - **STOP:** Click "STOP" to terminate the recurring series. Once stopped, future payments will no longer be processed for this series.



Crusader ASACP Membership Monthly Payee: ASACP Start: 12 Jun 2018 End: 11/30/0001 Next: 07/01/2018	Series Is: Current Payer: Todd Spalts 0	Recurring amount: \$100.00 Progress: 1 / ∞ Every: 30 days	 Recurring ID: 10683
ASACP Corporate Sponsorship - Monthly Recurring Payee: ASACP Start: 12 Jun 2018 End: 11/30/0001 Next: 07/01/2018	Series Is: Current Payer: ALLAN HENNING 0	Recurring amount: \$420.00 Progress: 1 / ∞ Every: 30 days	 Recurring ID: 10684
2017-18 Annual Giving Campaign Payment Plan - Two Payee: Redwood High School Foundation Start: 02 Jun 2018 End: 11/30/0001 Next: 07/02/2018	Series Is: Current Payer: Kirsten Womack 0	Recurring amount: \$250.00 Progress: 1 / 2 Every: 30 days	 Recurring ID: 10680

- Download a CSV file of your recurring series report results by clicking the CSV button on the top right corner of your screen.

Data Syncs

Data sync reports are only available in the district account. The report allows you to see the status of every import and/or export you have scheduled to move data to and from SchoolPay. Every process is also supported by a “success” or “failure” email when the process runs. The Data Sync Report simply allows you to view the reports over time from a unified location. Reports are presented from the perspective of SchoolPay in terms of data direction and our Central time zone server times. Data is reported by:

- Imports include student data, purchase history and other balance-tracked items such as library fees, etc.
- Exports include food service prepayments, general ledger data transfers and a number of custom accounting reports.
- LBA stands for Low Balance Actions which all run from food service balance files. overwrite each previous link.

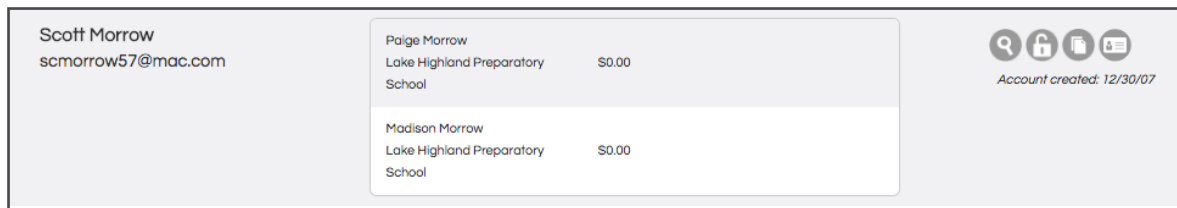
Data sync reports can be run for any time range of your choosing.

Date	Company	Process	Direction	Vendor	Status	Status Message
06/26/2018 9:00 am	Poudre SD - Child Nutrition	Payments	Export	MCS	✓	N/A
06/26/2018 8:50 am	Hesperia USD Food Service	Payments	Export	PayPAMS	✓	N/A
06/26/2018 8:30 am	Poudre SD - Child Nutrition	Payments	Export	MCS	✓	N/A
06/26/2018 8:30 am	Wayne Township Food Service	Payments	Export	Primero	✓	N/A
06/26/2018 8:00 am	Poudre SD - Child Nutrition	Payments	Export	MCS	✓	N/A
06/26/2018 7:58 am	OCPS Food Service	Payments	Export	MCS	✓	N/A
06/26/2018 7:45 am	EPES	Payments	Export	EPES	✓	N/A
06/26/2018 7:30 am	Lake Elsinore Food Service	Payments	Export	MCS	✓	N/A
06/26/2018 7:30 am	Poudre SD - Child Nutrition	Payments	Export	MCS	✓	N/A

Registered Payers Report

The Registered Payers Report allows you to view all the registered payment accounts created by payers making payment on behalf of the students attending your school, district or K12 organization. While the Settings Module contains a function to create an account on your parents' behalf, this report is offered to help you serve payers requiring assistance.

Search features in this report include search for all accounts associated with a student by name or student ID number.



The data presented includes

- User name and email address
- Student's associated with their account
- Food service details (if we are powering your food service payments) such as current balance and specified low balance action (email or SmartPay, the automatic replenishing of a food service account)
- Date of account creation

Support functions include

- View details takes you to a page that provides more details about this user's account, including a history of emails sent from SchoolPay to the user, recent transactions, etc.
- Change password is a great way to help a parent with login issues. This function will send the registered user an email containing a reset link.
- Search transactions links you directly to a transaction report containing every transaction this payer has made while logged in to SchoolPay.
- And finally logging into their account allows you to see things from the user's perspective. Please note that when administrators log into a parent account they are unable to view any payment account information.



Promote Module


Organization	>	Gmail	>
Service Alerts	>	Constant Contact	>
Receipt Settings	>	Facebook	>
Custom Skins	>	Twitter	>
Marketing Tools	>		
Webmaster Tools	>		


Organization of Promote

The Promote Module is separated into the common ways schools like to promote payment items:

- Within the SchoolPay service itself
- Externally, using email
- Externally, using mobile solutions
- Externally, using social media

SchoolPay has a communications API. If you utilize an email or mobile app solution that you do not see represented, we'd be happy to provide a copy of that API to your provider. The connection is easy. You can always carry a payment link into any solution, but we offer an easy way for providers to receive our payment links programmatically.

Also note that all External Promotion options have a warning indicator  , cautioning you to consider the implications of public-facing payment links. When you put an item out on social media, it's possible that friends of the school may wish to purchase the item. If you'd like to post an item for the general public, make sure you configure your payment item to allow guest checkout. If you'd like to mandate only registered users purchase an item, simply require login and all payers will be prompted to log in prior to paying from a public link.

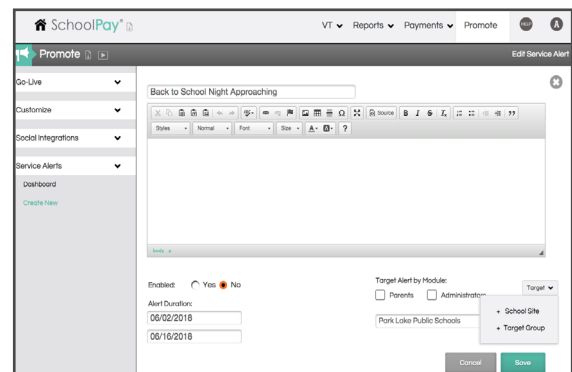
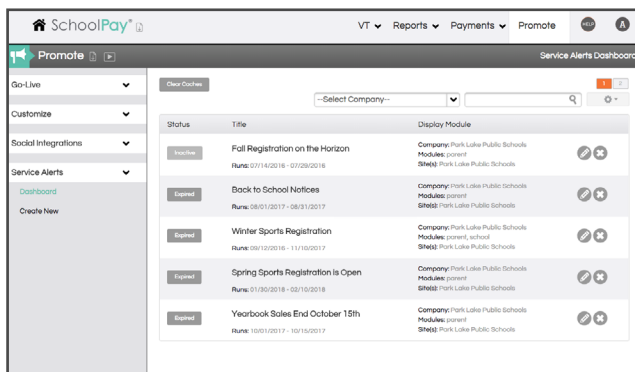
Most of the promote options also have instructional support. Watch for the book icon  as your indicator that you can pull step-by-step instructions for that promote option.

PROMOTE

Service Alerts

Service Alerts allow you to display a message in your administrator and/or payer accounts. Upon logging in, users will see a message indicator to signal there is a message waiting for them. They have the option to clear that message or keep it. To create a service alert, click the “New Service Alert” button. Give your alert a title such as “Yearbook Sales Ends March 15”. Add more detail to the service in the description Rich Text Editor box. You can also schedule a start and end date for your alert to be active. And finally, select your target audience by selecting which modules receive this alert and further specify school sites or even custom groups, such as parents of the Football team.

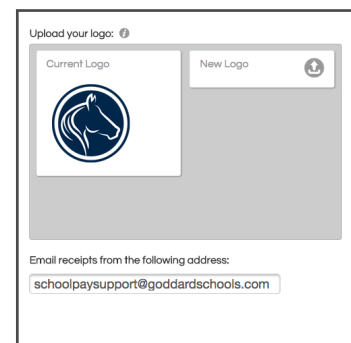
Your alerts are saved to a “dashboard” so that you can re-use them for a future occasion. Active indicators will tell you which alerts are active, expired, etc.



Receipts Settings

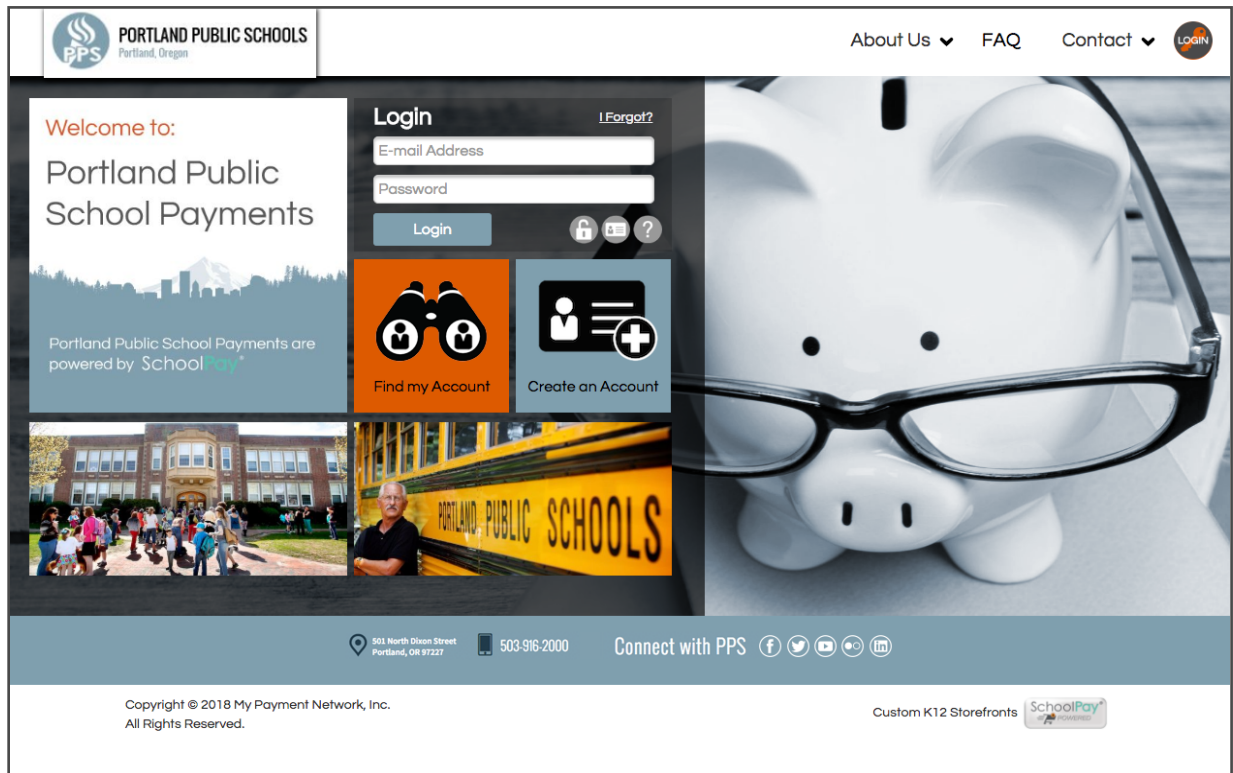
Receipts can be customized three ways:

1. Upload a logo. This will appear on every receipt.
2. Configure the receipt “sender” address, so that if payers need additional support they can reach you. Make sure any email address you use, is an attended email address. It’s common for schools to create a new address such as schoolpay@yourorganization.com
3. You may also add a small thank you or personalized text (such as your organization’s Tax ID#) to the top of each receipt.



Custom Skins

Custom Skins are a premium feature that allows you to create a custom SchoolPay storefront. SchoolPay marketing staff will “re-skin” both the SchoolPay landing page and the Payment Center in your organization’s colors and custom images added so that the user experience feels more consistent with your website. Contact your SchoolPay representative for information about costs and getting started.



Marketing Tools

Marketing tools are organized first by audience type: Payers or Administrators. Tools are then further organized by the kind of support provided by the tools:

Go Live Messaging

Go Live Messaging tools will help you communicate with your internal and external audiences as you take SchoolPay live.

Awareness Building

Awareness Building tools are designed to help administrators and users understand SchoolPay. Parent tools are written to explain how to create accounts and what they can do with SchoolPay. Administrator tools are written to specific departments.

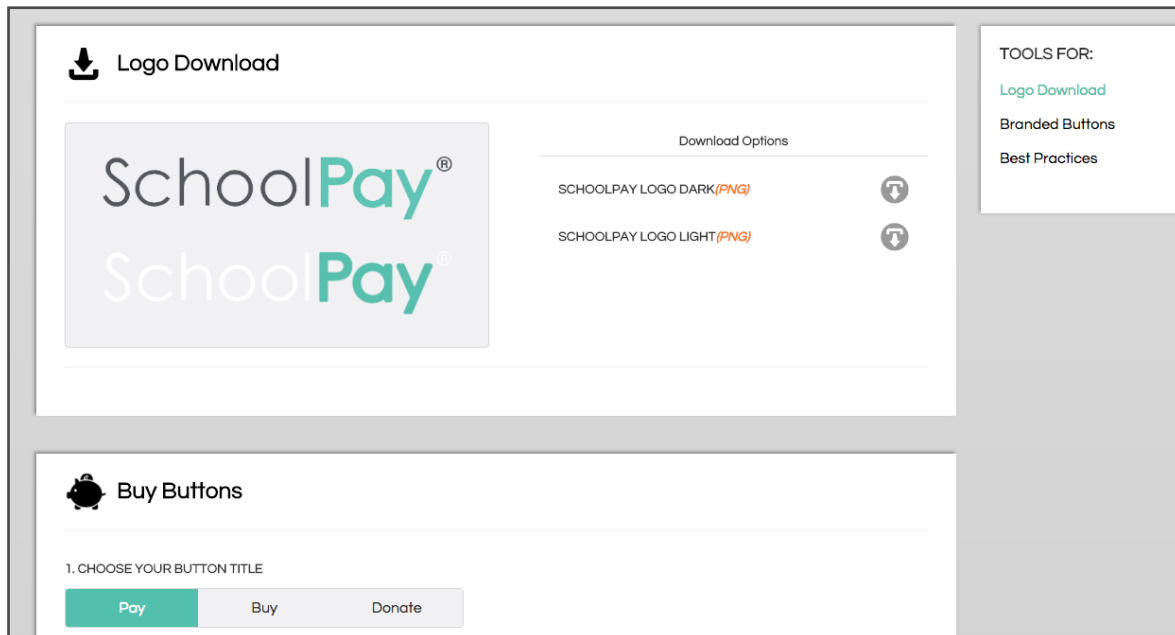
PROMOTE

Training Tools

Training Tools include training videos that teach users how to use SchoolPay.

Webmaster Tools

Webmaster Tools provide best practices and downloadable graphic elements that will help you position SchoolPay on your website. SchoolPay also has an in-house design team that is happy to build buttons, banners, Facebook promotions and more. Simply contact support.

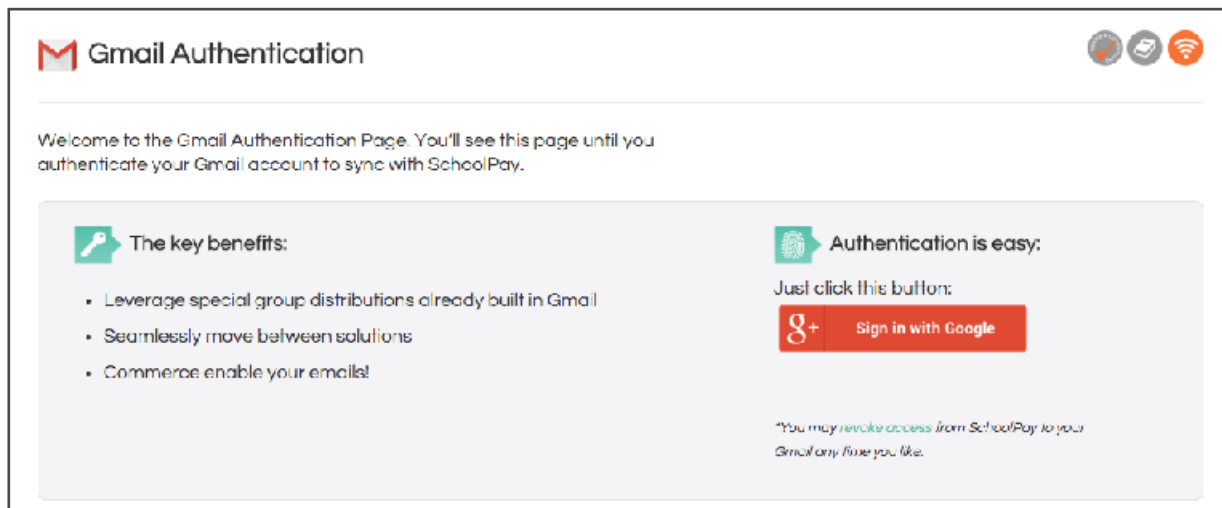


Gmail

SchoolPay is built to sync with Gmail accounts. This allows you to leverage custom groups you may already have created in Gmail. You will need to perform a one-time authentication to your Gmail account. Future access to Gmail will not require authentication. Make sure you are logged out of personal Gmail accounts and logged into your organization's Gmail account when you perform your authentication.

Within the promote module, you can "build" a Gmail Promotion. Simply select the item and write your message. You will be passed into Gmail with your message and item link. Then select your recipients from within Gmail.

You can also promote an item over Gmail from the Payment Item Dashboard. To do this, simple find the item on the item’s dashboard and select the Bullhorn Icon to the far right.

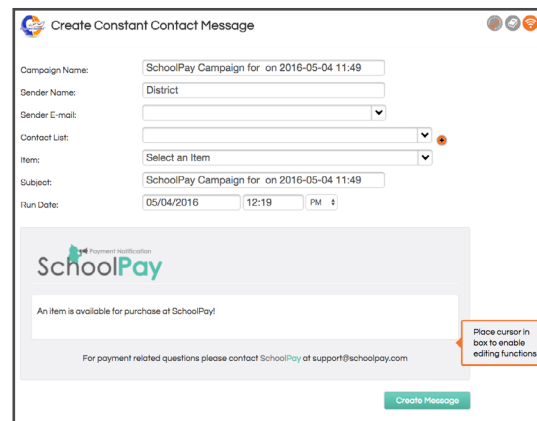


Constant Contact

SchoolPay syncs with Constant Contact, allowing you to create your entire message in the SchoolPay Promote Module. Like other social media integrations, you will need to perform a one-time authentication to sync your Constant Contact account with SchoolPay.

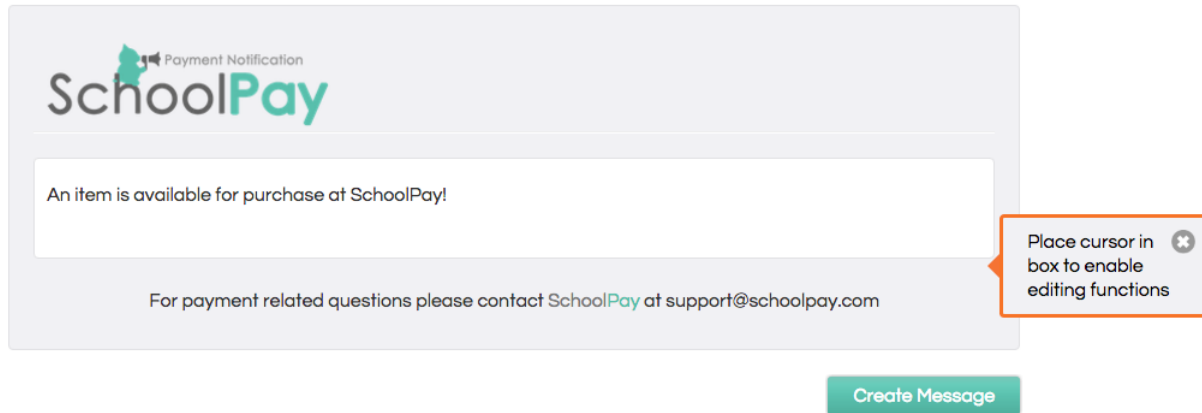
You may start your campaign by either selecting your item from the Payments Module and then clicking the bullhorn icon to indicate you’d like to promote that item via Constant Contact. Or you can begin your campaign in the Promote Module and simply find the item in the campaign build form. You will be prompted to:

- Give your campaign a title
- Specify the sender’s name and email (the name that your email appear to come from)
- Specify the list/s to which you would like to mail this payment item. Add more than one via the orange plus sign
- Select the item you wish to promote
- Give your email a custom subject line
- Select the delivery date/time. If you select “now” please allow up to 30 minutes for delivery.



PROMOTE

Your item and image will appear in the rich text editor below that shows you the custom SchoolPay template that will be sent via Constant Contact. This will allow your audience to distinguish a pure informational Constant Contact message from one that contains a payment item. You can build and send the entire campaign directly from SchoolPay, but you'll need to log into Constant Contact for your reporting.

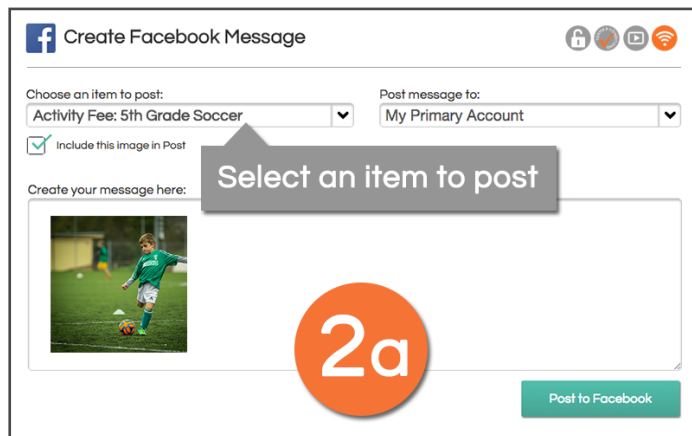


Facebook

SchoolPay can sync with one or many Facebook accounts. Make sure you are logged out of your personal Facebook account before you authenticate a sync between the accounts. You simply need publishing rights turn your SchoolPay payment items into commerce-ready Facebook posts!

There are two paths for selecting an item for Facebook:

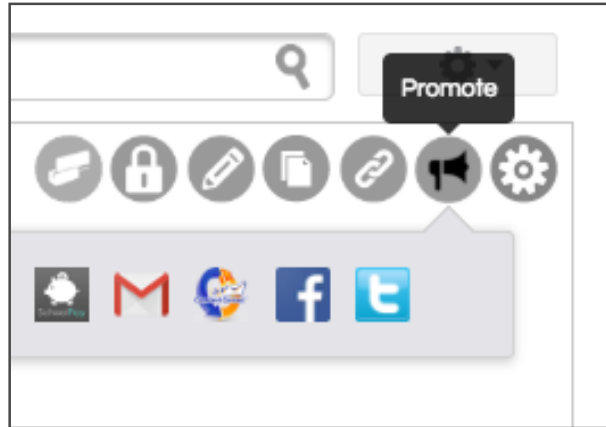
Image 2a demonstrates how to select an item from a pull down menu on your Facebook creation form.



PROMOTE

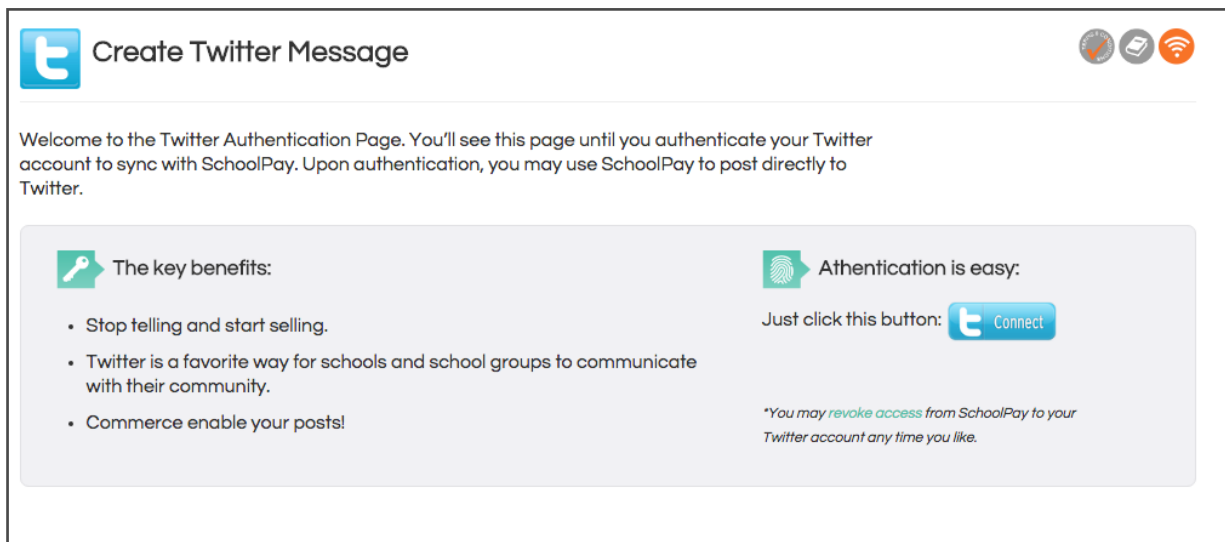
Image 2a demonstrates how to select an item from a pull down menu on your Facebook creation form.

- Find the item you wish to promote over Facebook
- Click on the bullhorn icon on the right side of that item row
- Select Facebook from your promotion options
- Your item will be carried into the Facebook promotion form



Twitter

Twitter is such a stripped down mode of promotion, it's no surprise this is the easiest way to promote. Simply select your item and compose your message. That's it!



PROMOTE