



Schools Cash Office
Income Administration Software

Schools Cash Office

Cashless catering link administration guide



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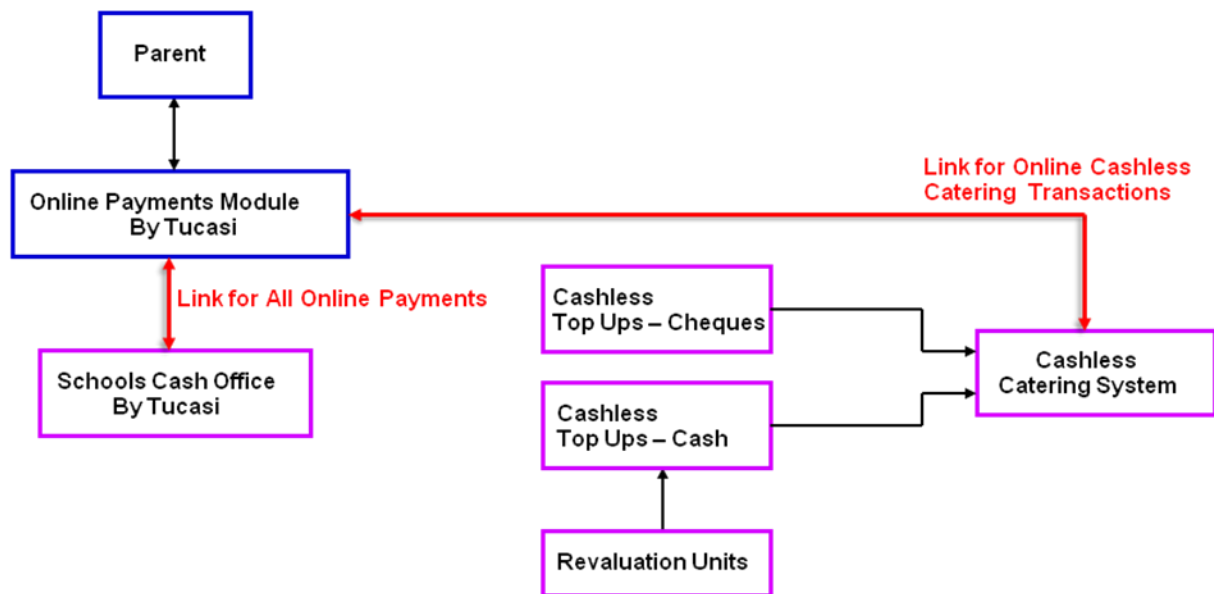
1. Understanding how the link works

When the link between Tucasi scopay Online Payments system and a cashless catering system is activated, it allows parents to pay online for cashless catering top-ups.

Payments made online appear in SCO immediately and within minutes are sent to the cashless catering system via the internet. Cashless top-ups made in school by cash or cheques must be entered directly into the cashless catering system.

Once a day, when the **“end of day” routine has been run within the** cashless catering system, balances and sales transactions are sent to the Online Payments system. Parents will usually be able to see the updated balance online by late afternoon/early evening.

Catering income collected online can be transferred into the school owned bank account or directly to the catering company via WorldPay.



2. Linking the pupil and staff data

In order to establish the link between SCO and the cashless catering system, both systems must have a common ID for each pupil (and staff member, if applicable).

In SCO, the third party cashless link can be established using one of the following fields:

- Pupil ID (and Staff ID, if applicable), or
- Alternate (Alias) Account Number

Note: it is not possible to update Pupil / Staff data via the SIMS dynamic link if the cashless link has been established using the Alias Account Number.

The link's setting will depend on whether the IDs (Pupil / Staff) used by the two systems match or not. Therefore, it is important to establish:

Which IDs are used for Pupils / Staff in the cashless catering system (these could be MIS IDs, UPNs, Admission numbers or bespoke numbers for Pupils and MIS IDs or bespoke numbers for Staff).

Note: if using Admission numbers check whether the format in the cashless system includes leading zeros or not.

Which IDs are used for Pupils / Staff in SCO (these could be MIS IDs / UPNs / Admission numbers / bespoke numbers for Pupils and MIS IDs / bespoke numbers / blank IDs for Staff).

For future reference, make a note here of the IDs used to link SCO and the cashless system at your school (the trainer will help you to complete this section):-

2.1 Pupil data

I am using the Dynamic Link to SIMS.net to update my pupil data		Yes/No
Pupil ID in SCO	Pupil ID in Cashless System	Using Alias A/c No
		Yes/No

The name of the pupil data report created in my MIS (SIMS, Integris, etc) is:-

--

2.2 Staff data

I am using the Dynamic Link to SIMS.net to update my staff data		Yes/No
Staff ID in SCO	Staff ID in Cashless System	Using Alias A/c No
		Yes/No

The name of the staff data report created in my MIS (SIMS, Integris, etc) is:-

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To update my pupil data, I need to refer to section _____ in this document.

To update my staff data, I need to refer to section _____ in this document.

3. Updating pupil and/or staff data

You will need to update pupil and/or staff data in Schools Cash Office *and* in your cashless system. To update pupil and staff data in Schools Cash Office, carry out one of the following 3 options:-

3.1 *SIMS dynamic link Import*

If the SIMS dynamic link is used for pupil and/or staff data imports, carry out the following to update the data in Schools Cash Office:-

- Click on Configuration
- Click on Import from external system
- Click on Pupil Import
- Repeat the above for Staff Import

This update will import new pupils and update existing pupil data. Please note that importing pupil data will not remove leavers. See Section 5 of this document to delete leavers.

3.2 *Manual Import (without Alias/Alternate Account Number)*

A manual import can be carried out from your MIS system to update pupil data. This should be carried out to update new starters and addresses, as follows:-

- Refer to Section 2 and generate the report saved in your MIS system for pupil data.
- Save the file as a csv file format.
- In Schools Cash Office click on Configuration.
- Click on Import from external system.
- Click on Pupil Import.
- Ensure there are no Data discrepancies.
- Click on Confirm.

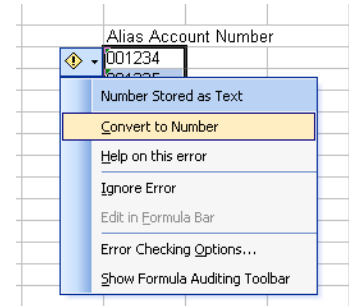
This update will import new pupils and update existing pupil data. Please note that importing pupil data will not remove leavers. See Section 5 of this document to delete leavers.

3.3 *Manual Import with Alias/Alternate Account Number*

A manual import can be carried out from your MIS system to update pupil data. This should be carried out to update new starters and addresses, as follows:-

- Refer to the Section 2 and generate the report saved in your MIS system for pupil data.
- Ensure the report is saved in Excel as a csv file.
- Check that the relevant column heading displays Alias Account Number.

- Make sure that Alias Account Numbers match the required format (e.g. in case of Admission Numbers, contain leading zeros and vice versa).
- Reformat as necessary:
 - To include leading zeros, if truncated by Excel, select the column and use Custom cell format set to 00#### (00 and four #).
 - If no leading zeros are required but Excel retained them, select the column and use the error message option to Convert to Number – see example on the right.
- In Schools Cash Office click on Configuration.
- Click on Import from external system.
- Click on Pupil Import.
- Ensure there are no Data discrepancies.
- Click on Confirm.



This update will import new pupils and update existing pupil data. Please note that importing pupil data will not remove leavers. See Section 5 of this document to delete leavers.

4. Opening Balances

Before you go live with the Cashless Link you need to make sure that the opening balance for the cafeteria account is **set to 'hide'**. This is to ensure the original balance from your cashless catering system is displayed online to your parents.

To check the setting:-

- Login to **SCO** and click on the **Configuration** tab
- Select **System Options**, then the **Income** tab
- Check there is a tick next to **Hide opening balance for cafeteria accounts**

5. To delete leavers

5.1 Pupils

Deleting a whole year group at the end of academic year can be carried out during the academic year end process.

To delete individual leavers throughout the year, carry out the following:-

- Check that the pupil has a zero balance on the cashless catering system.
- **Once the "end of day" routine has been run within** the cashless catering system the new balances are sent back to SCO.
- Click on Accounts in Schools Cash Office.

- Select the relevant pupil record.
- Click on Delete account.
- Delete the pupil in the cashless system.

Note: Do not carry out pupil refunds for cashless catering in Schools Cash Office. This must be done via the cashless system.

5.2 Staff

To delete individual members of staff throughout the year, carry out the following:-

- Check that the staff member has a zero balance on the cashless catering system.
- **Once the “end of day” routine has been run within the cashless catering system** the new balances are sent back to SCO.
- Click on Accounts in Schools Cash Office.
- Click on View staff.
- Select the relevant staff record.
- Click on Delete account.
- Delete the staff record in the cashless system.

Note: Do not carry out staff refunds for cashless catering in Schools Cash Office. This must be done via the cashless system.

6. Handling Cash or Cheque Payments for cashless catering

Cashless top-ups must **NOT be made via the pupil’s Cafeteria Account** in Schools Cash Office – these will not be reflected in your cashless system. You must enter cash or cheque top-ups directly into the cashless catering system.

If you wish to record and bank the money using SCO, use Miscellaneous Income to record a lump sum into the Cashless Catering cost centre. Do not assign the income to a pupil.

7. How to check the data is synchronising

To check that data has been sent by the cashless system each day, it is recommended that you carry out the following each morning.

- Login to Schools Cash Office.
- On the Audit screen, select Income and expenditure log.
- In the Terminal column, ensure you have transactions from *yesterday* marked as Cashless. The most recent transactions will appear at the top of this log.

Income and expenditure log

Transaction list - click to view receipt

Trans	Date and Time	Terminal	Type	Items	Amount
0100000179	19/12/11 13:25	Online	Sale,via a/c,Credit/debit	1	8.00
0100000178	19/12/11 10:20	Online	Sale,via a/c,Credit/debit	1	8.00
0100000177	16/12/11 15:37	Online	Sale,via a/c,Credit/debit	1	20.00
0100000176	16/12/11 15:36	Online	Sale,via a/c,Credit/debit	1	8.00
0100000175	16/12/11 14:10	Online	Sale,via a/c,Credit/debit	1	8.00
0500018174	16/12/11 10:56	Cashless	Sale,via a/c,	2	1.60
0500016491	16/12/11 10:56	Cashless	Sale,via a/c,	2	1.60
0500016963	16/12/11 10:56	Cashless	Sale,via a/c,	2	0.65
0500017226	16/12/11 10:55	Cashless	Sale,via a/c,	2	0.65
0500016177	16/12/11 10:55	Cashless	Sale,via a/c,	2	0.65
0500016962	16/12/11 10:54	Cashless	Sale,via a/c,	2	1.70
0500016841	16/12/11 10:53	Cashless	Sale,via a/c,	2	3.40
0500017380	16/12/11 10:52	Cashless	Sale,via a/c,	2	0.65
0500016569	16/12/11 10:51	Cashless	Sale,via a/c,	2	0.65
0500016291	16/12/11 10:51	Cashless	Sale,via a/c,	2	0.65
0500017689	16/12/11 10:51	Cashless	Sale,via a/c,	2	2.00

Transactions being viewed:
All transactions (22588 records)

Done Refresh Search...

If there are no Cashless transactions, send an email to support@tucasi.com and we will investigate this for you.

The cashless company will send us two sets of files each day, one containing balances and one containing sales data. **If a day's worth of sales data has not been received by us, we will still process the balance data.** The closing balance in school and online will then be correct.

Parents will see a 'Last update from school' date on their account (see below) – this reflects the date that the last balance file was sent up from the cashless system.

Account balances Add to basket

Name	Actions	Balance	Enter top-up amount
School Meals Payment (Last update from school 18 Jul)	View history	£3.15	£ <input type="text" value="0.00"/>

8. Refunds

You must carry out any refunds for cashless catering on the cashless system. Do not refund via Schools Cash Office. The balance will synchronise from the cashless system into SCO once the "end of day" routine has been run within the cashless catering system.

If the refund is for an online payment, this can be made to the parent's credit/debit card using WorldPay. You can make either a full refund or a partial refund.

To refund a payment:

- Log in to your WorldPay account using your User name and Password.

- Select Payments on the left hand side to display the Payments page showing details of your payments for the selected merchant code.
- Find the payment you wish to view using the available filters on the page or selecting the Search option from the Payments sub-menu to search for a payment.
- Select the payment Amount hypertext link. The Payment and order details dialog box will be displayed.
- A Refund button and the amount that can be refunded are automatically displayed in a Refund section of the page, provided the payment has reached the status of being **“Captured”** or **“Settled”** status.

Note: **the refund functionality is only displayed for payments with a “Captured” or “Settled” status.** If the Payment refund section is not displayed, the payment may not have an appropriate status. Check the status of the payment in the Payment status or Payment history section. The current payment status is displayed first.

- To make a full refund, select the Refund button.
- To make a partial refund, enter the required amount in the Amount box and then select the Refund button.

Note: The amount you enter must be less than the authorised amount; you will receive an error message if you try to refund more than the total value of the payment or do not have funds in your account to cover a refund.

If the refund is successful, you will see the message *Refund successful*. The payment status changes to Sent_For_Refund.

- Close the Payment and order details box. The Payments page is displayed.

9. Transferring cashless online payments onto trips/events

Occasionally parents may request that the cashless catering payment processed online is **transferred towards the pupil’s trip/event** rather than refunded (for example, when processed by mistake).

9.1 Where the cashless cafeteria and trip cost centres both appear in the same bank account in SCO.

- Mark a refund for the child through your third party cashless system. The new balance will upload to SCO and display correctly to parents through scopay.com.
- In SCO, select the Income tab and record Miscellaneous Expenditure against the **cafeteria’s cost centre**. Ensure that the payment method is recorded as credit/debit and use the reference field to record details of the child for audit purposes.
- Select the Trips/Events tab and double click the relevant trip/event to open.
- Select Payment **against the relevant pupil’s name**, select Credit/debit, enter the amount, click Confirm payment.
- Enter an appropriate transaction reference (e.g. *cashless transfer*), click Done.

- Close the trip/event window.
 - On Banking, select Check bank statement.
 - Select the relevant bank account from the top drop down list.
 - Tick the two Credit/debit transactions (i.e. *cashless expenditure* and *trip payment*), click Save and exit, then click Yes.
 - Enter a memo for the statement (e.g. *pupil's name, cashless transfer*), click OK.
 - Click Yes to print out the statement.
 - Close the statement. Your bank balance should remain unaltered.
-

9.2 *Where the cashless cafeteria and trip cost centres exist in two different bank accounts in SCO.*

- Mark a refund for the child through your third party cashless system. The new balance will upload to SCO and display correctly to parents through scopay.com.
 - In SCO, select the Income tab and record Miscellaneous Expenditure against the **cafeteria's cost centre**. Ensure that the payment method is recorded as either cash or cheque and use the reference field to record details of the child for audit purposes.
 - Select the Trips/Events tab and double click the relevant trip/event to open.
 - Select Payment **against the relevant pupil's name, select** either cash or cheque (to match the Misc expenditure transaction method above), and enter the payment against the pupil on the trip.
 - The trip payment will appear as an on-hand transaction and the cash/cheque can now be banked in the usual way.
-

9.3 *Where catering funds are paid directly to the catering company*

You will need to contact your catering company first to request a refund of physical funds which were transferred by WorldPay directly into their bank account. Once the catering company authorises the refund you can proceed with the steps as described in section 8.1

Note: it may be worth waiting until the physical funds have reached **the caterer's bank** account.

Please contact Tucasi Customer Support if you need any assistance.

10. Reconciling cashless online payments

10.1 *Running the Online payments report*

- In SCO, on the Reports screen, select Online reports.
- Select Online payments report.
- Select the correct Bank account.

- Select Yesterday.
- Click OK.

Internet Payments Reports from Schools Cash Office					
Internet Payments Report					
Reported at 30/04/09 08:53:00					
Internet transactions from 29/04/2009 to 30/4/2009					
All bank accounts and all cost centres					
Date/Time	Trans No	Description	Payment Name	Payment ID	Amount
29/04/09 07:04	01000219	Saunders, Janet (Pre-payment account)	S P Saunders	1310982666	10.00
29/04/09 08:31	01000220	Fen, Yang (Pre-payment account)	Y Yang	1011044994	10.00
29/04/09 16:47	01000221	Fen, Yang (Pre-payment account)	Y Yang	1011044997	30.00
29/04/09 16:49	01000222	Pike, Bill (Pre-payment account)	S Smith	81066221	30.00
29/04/09 18:53	01000223	Jones, Kerry (Pre-payment account, New York 2010)	S Jones	81022556	45.00
Total					126.00

The above example shows the Total (£126) from the previous day and also shows, in the Payment ID column, the same unique transaction ID detailed on the emails from WorldPay.

- Check the payments against the receipts emailed to your school via WorldPay.

10.2 Reconciling against the bank statement

WorldPay will credit your bank account daily and your bank statement will show a daily deposit. **Each deposit reflects a day's worth of online payments** from midnight to midnight. The deposit will reflect payments from 2-3 days previous.

The total of the Online payment report will be credited to your bank account as one lump sum.

Note that the reference ends with the actual payment date – see example below.

NatWest		Current Account		
Date	Details	Withdrawn	Paid in	Balance
30 Apr 2009	BROUGHT FORWARD			5,000.00
1 May	Automated Credit SMITH M FP 01/05/09 0411 RP4671245094039850948590		5.00	
	Card Transaction SL - 29677033 - 2904 (date) DOM		126.00	
	Automated Credit JAMES P		5.00	
	Automated Credit BROWN F		5.00	5141.00
5 May	Cheque 0123321	230.00		
	Cheque 0123322	25.20		
	CARRIED FORWARD			4858.80

Over a weekend, there will be 3 separate credits, one for each day.

Note that occasionally a transaction may appear a day later (for example, if a transaction was carried out at 23:59, it will appear on the Online payments report at that time, but may

not appear on the bank statement until the next day. It is also worth noting that WorldPay use GMT and do not adjust their transaction time to BST.

If you are completing the bank reconciliation in SCO, your bank statement may show a number of transactions for each date. These can be grouped together using the expand (+) or collapse (-) buttons to get a daily total to match your statement above.

11. Support

If you have any queries, please email Tucasi Customer Support with details of the problem.

Tucasi Customer Support
Email: support@tucasi.com
Tel: 0844 800 4017

Cashless system contacts:

Cunninghams (IMPACT)	services@cunninghams.co.uk	01564 829999
Live Register (Cyclone)	dave@cycloneindustries.co.uk ; mark@cycloneindustries.co.uk	
Nationwide (NRS)	support@nrsLtd.com	01226 732200
Sharp	mike@sharpretailsystems.co.uk	01823 331166
Tucasi (SCO)	support@tucasi.com	0844 800 4017
Uniware (UMIS)	helpdesk@uniware.co.uk	
Vericool	kferdinand@vericool.co.uk	0845 8382420