

Student Fee Refunds Instructions

Below are instructions to process Student Fee Refunds for fees paid with cash or cheque, Bambora and Clover. For questions and/or support, please contact Penny Bush, Accounting Coordinator, at pbush@sd8.bc.ca

Cash or Cheque Refunds

- Refunds to parents who paid by cash or cheque can be processed by issuing a school cheque or possibly a bank EFT if you check with your bank (Please note, for schools that bank with RBC, EFT is not currently an option).
- Cheques issued will be paid from the same department the original receipt of funds went into. Efund does not provide the option to issue cheques from a revenue account so you will need to choose the expense account within the same department the original receipt of funds went into. For example, Department 6009 Account 51700
- You will then need to process a journal entry to move the cheque transaction amounts from the expense account into the revenue account so the revenue and expense amounts will be accurate.
- This journal entry can be a single entry to include all of the refunded transactions as long as you have the detailed receipt listing for the original receipts clearly indicating the ones you are refunding showing the total amount to be refunded and a cheque listing of the refund cheques also showing the same total that has been refunded as support documentation
- This journal entry transaction will look something like this: Credit Department 6009 Account 51700 / Debit Department 6009 Account 65100
- If you are running low on cheques they can be ordered from Westkey Graphics in Kelowna and they have all of your information from our original orders.

Bambora Refunds

- Bambora refunds can be issued through the Bambora website
- Login and locate the transaction that you would like to return, double click on it to open the full transaction, review this transaction very carefully to ensure you have the correct transaction you want to refund (This is not undoable once clicked)
- Highlight all of the text on the transaction and right mouse click to print a copy of the transaction you are refunding
- You will see a refund button at bottom left of the screen, once you click this the full amount of the transaction will be returned to the payors credit card. (This is not undoable once clicked)

- Bambora refunds will need to be recorded in eFunds as a journal entry as follows: Credit your bank account Department 0000 Account 71507 / Debit the Department and Revenue Account the funds were deposited into, for example Department 6009 Account 65100 (be sure to record this into the same revenue account the fees were originally deposited into and not the expense account)

Clover Refunds

- Clover refunds can be issued through the Clover website upon request from Penny - Your Clover accounts do not automatically have this option but please let us know if you need to process any Clover refunds and we will adjust your account settings temporarily so you can process any refunds.
- Login and locate the transaction that you would like to return, click on details to open the full transaction, review this transaction very carefully to ensure you have the correct transaction you want to refund (This is not undoable once clicked)
- Print a copy of the transaction you are refunding
- You will see a refund button at bottom left of the screen, once you click this the full amount of the transaction will be returned to the payors credit card. (This is not undoable once clicked)
- Clover refunds will need to be recorded as a JE as follows: Credit your bank account Department 0000 Account 71507 / Debit the Department and Revenue Account the funds were deposited into, for example Department 6009 Account 65100 (be sure to record this into the same revenue account the fees were originally deposited into and not the expense account)