School Dynamics

THE SCHOOL DYNAMICS MANUAL · CHAPTER 7

Fees

Charge fees, take payments and give receipts, SchoolPay, bursaries, promises to pay and balances.

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CHAPTER	LESSONS	SCREENS	EDITION

Edition of 11 November 2026. The latest version, with search and questions answered by the team, is at app.schooldynamics.ug/help.

Screens show the demo school: every name and figure is invented. © 2026 Newline Technologies Limited, Kampala.

Contents

07 **Fees**

How fees work
Set the fee structure and bill the term
Charge for services students take
Record a payment and give a receipt
Student accounts, statements and balances
Fix a payment or a balance that is wrong
SchoolPay payments
Online payments with Pesapal
Give a bursary
Promises to pay
Payment plans
Requirements students bring
Import balances and service charges from a spreadsheet
Pocket money
Sell at the canteen
Match the bank statement to fees receipts
Reminders and demand notices

07

Fees

Charge fees, take payments and give receipts, SchoolPay, bursaries, promises to pay and balances.

How money from parents is charged, received and followed up. Read **How fees work** first: it explains accounts and balances, which every other lesson in this chapter uses.

How fees work	5 min
Set the fee structure and bill the term	8 min
Charge for services students take	6 min
Record a payment and give a receipt	7 min
Student accounts, statements and balances	5 min
Fix a payment or a balance that is wrong	8 min
SchoolPay payments	9 min
Online payments with Pesapal	5 min
Give a bursary	4 min
Promises to pay	7 min
Payment plans	4 min
Requirements students bring	5 min
Import balances and service charges from a spreadsheet	8 min
Pocket money	3 min
Sell at the canteen	2 min
Match the bank statement to fees receipts	5 min
Reminders and demand notices	8 min

CHAPTER 7 · FEES

How fees work

Each student has one fees account. Bills and payments are lines on it, and the lines add up to the balance. Read this before the other fees lessons.

For: Bursar, Head teacher, School administrator · app.schooldynamics.ug/help/fees/how-fees-work

Everything in the Fees chapter rests on one idea. Each student has one fees account. Every bill and every payment is a line on it. The lines added up are the student's balance. Read this lesson once; the others assume it.

One account per student

Every student has a student account. It is made for them when they are admitted, or the first time something is billed or paid for them. You never create one yourself. You find it under **Fees & finance › Student accounts**, or from the **Fees** tab of the student's page.

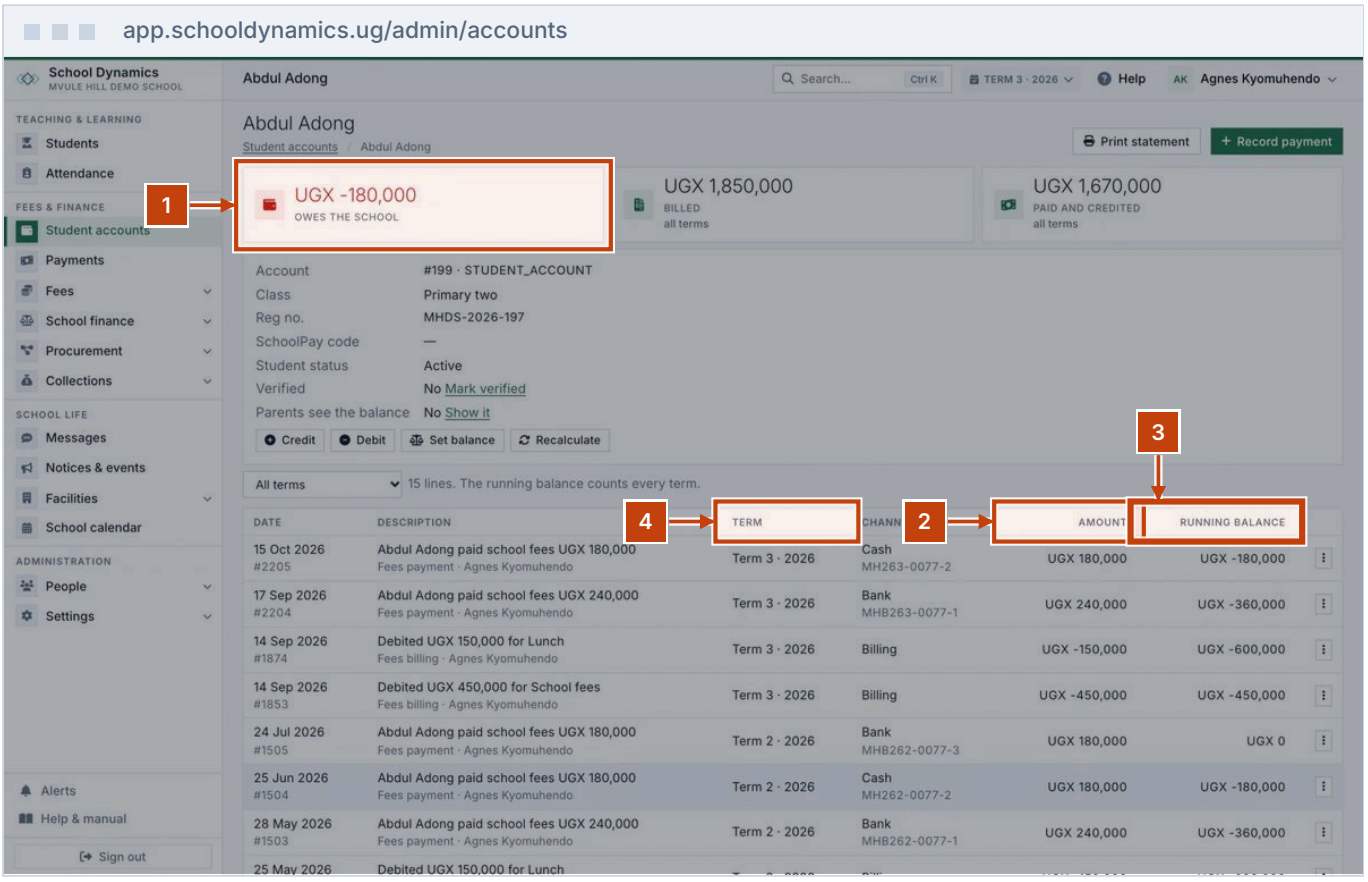
Lines: bills and payments

Nothing on an account is ever typed over. Everything that happens is a new line, with its date, its term, who recorded it and what it was for.

What happened	The line	Its amount
The term's fees were billed (from the Fee structure)	Fees billing	Minus
A service was billed (Services)	Fees bill	Minus
A parent paid: cash, bank, SchoolPay, online, the phone app	Fees payment	Plus
A bursary was awarded (Bursaries)	A bursary credit	Plus
Staff corrected the account (Fixing mistakes)	An adjustment	Plus or minus
Last term's balance was carried into the new term	Carried down and brought forward	A pair that cancels out

A bill is a minus figure because it takes the account down. A payment is a plus figure because it brings it back up.

The balance



A student's statement

The demo school · invented names and figures

1 The balance: what the student owes, or holds in credit.

2 Each line. Bills and charges are minus figures; payments and credits are plus figures.

3 The balance after each line, counting every term.

4 The term each line belongs to.

The balance 1 is every line on the account added up, across every term. It is worked out again after every line is added, changed or removed, so it is always the sum of the lines 2 .

- **Below zero**: the student owes the school. UGX -300,000 means UGX 300,000 owed.
- **Zero**: cleared.
- **Above zero**: the student is in credit. They paid more than they were billed, and the extra counts against the next bills.

Most screens say this in words, so nobody has to decode a minus sign: *UGX 300,000 owed* in red, *UGX 20,000 ahead* in green, or *Cleared*. Receipts say *outstanding*, *Fully paid* or *in credit*. You type the minus sign yourself only when you enter a balance, for example in **Set balance**: there, a minus figure means the student owes.

A worked example, for a P.2 pupil in a new term:

Line	Amount	Balance after it
School fees billed	UGX -450,000	UGX -450,000
Lunch billed	UGX -150,000	UGX -600,000
Cash payment	UGX 300,000	UGX -300,000
Bank payment	UGX 200,000	UGX -100,000

The pupil owes UGX 100,000. The **Running balance** column of the statement 3 shows exactly this.

Terms

Every line belongs to a term 4. A line saved without one goes to the school's active term. The term decides where a line is counted: *billed this term* and *paid this term* add up only that term's lines.

The balance is different: it counts every term. What a student owed last term is still in their balance this term, even if nobody carries it forward. Carrying balances forward (from the Fee structure page) only makes the new term open with a balance brought forward, so the term's own figures include the old debt. It never changes the balance.

Pages with term figures start on the active term. The account's quick view and the Fee structure follow the term chosen in the top bar; the Payments page has its own term list. The student's **Fees** tab always shows the active term.

How fees get billed

Class fees reach students on their own. They are billed when:

- a fee is saved for the active term (every active student in that class is billed);
- an active student is admitted to a class, or a student becomes active;
- someone presses **Bill all classes** or **Bill this class** on the Fee structure page.

Only active students are billed, and each fee only once per student. Pressing a billing button twice cannot bill anyone twice. The details are in Set the fee structure and bill the term.

Where payments come from

- **Recorded by staff**: cash, bank, SchoolPay or PegPay, typed in the **Record payment** dialog. See Record a payment.
- **SchoolPay**: payments made with the student's SchoolPay code arrive on the account by themselves once the school uses SchoolPay. See SchoolPay.
- **Online**: parents pay through the school's own Pesapal account. See Online payments.
- **The phone app**: the bursar can record a payment from the app too. See The phone app.

Wherever it comes from, a payment is one line, and the balance moves at once.

GOOD TO KNOW

A payment in the active term for a student who is not active makes them active again, as long as they have a class. That student then gets the term's fees billed.

Who can do what

Role	Can
Bursar	Everything below, and delete a line (it is kept in **Deleted transactions**)
Finance officer, school administrator	Record payments, bill fees, correct accounts
Head teacher, deputy head teacher	See every fees page, but not record payments or change accounts

The school's owner can do all of this too, except deleting a line, which needs the Bursar role. Other staff do not see the fees pages, except that the store keeper uses Requirements and the Canteen. Parents see their own child's balance and receipts only if the school shows that account to parents (see Student accounts).

What happens next

- Every line posted, changed, reversed or deleted is written in the school's audit log.
- When the school switches on the *Payment received* text, the parent gets an SMS for each payment. Automatic texts are off until the school turns them on: see Automatic messages.
- Read on: Set the fee structure and bill the term, then Record a payment.

QUESTIONS

Why is the balance a minus figure?
A minus balance is what the student owes: UGX -300,000 means they owe UGX 300,000. Most screens say it in words instead (*UGX 300,000 owed*, *UGX 20,000 ahead*, *Cleared*). You meet the minus sign when you type a balance, for example in **Set balance**.

Does a student's balance start again at zero each term?
No. The balance counts every line in every term. What was owed last term is still owed. The term figures (billed this term, paid this term) are separate.

Can I type a new balance over the old one?
Not directly. **Set balance** posts one adjustment line for the difference, with your reason, so the statement still adds up. See Fixing mistakes.

Who can see and change fees?
The bursar, the finance officer and the school administrator can record payments and correct accounts. The head teacher and the deputy can see every fees page but not record payments or change accounts. Only the bursar can delete a line.

CHAPTER 7 · FEES

Set the fee structure and bill the term

Add what each class pays in a term, bill it to every active student, correct a fee after billing, and carry balances into a new term.

For: Bursar, School administrator · app.schooldynamics.ug/help/fees/fee-structure

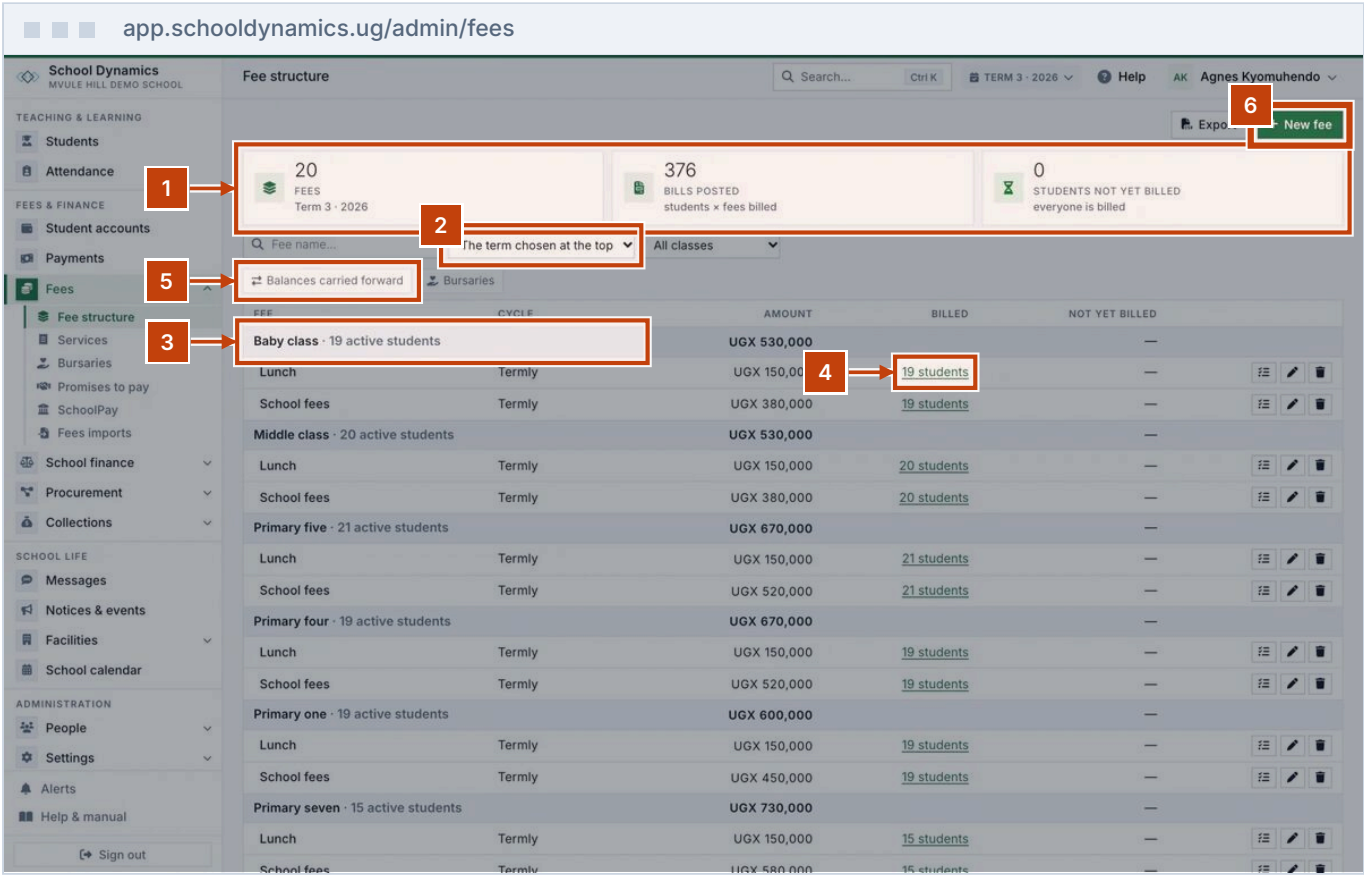
The fee structure is what each class pays in a term: school fees, lunch, a development fund. When the term is the active term, each fee becomes a bill on the account of every active student in the class. You set it up at the start of every term, before parents start paying.

Open it from **Fees & finance › Fees › Fee structure**. The fee structure is one part of how a student's balance is made. If you have not read it yet, start with How fees work.

Before you start

- The bursar, the finance officer and the school administrator can add, change and bill fees. The head teacher and the deputy can look but not change anything.
- The school needs an active term. If the page says *This school has no active term*, set one under **Academic years** (see Years and terms).
- The term's classes must exist for that academic year.

Reading the page



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1 The term's fees, the bills posted, and how many active students are not billed yet.

2 The term shown. It follows the term in the top bar; choose another to look back.

3 Each class, its active students, and what one student pays in all.

4 How many students are billed for this fee. Click to see their bills.

5 Carry last term's balances into the new term.

6 Add a fee for a class and a term.

The figures at the top 1 count the term's fees, the bills already posted (students × fees), and the active students who have not been billed yet, with the total still to bill.

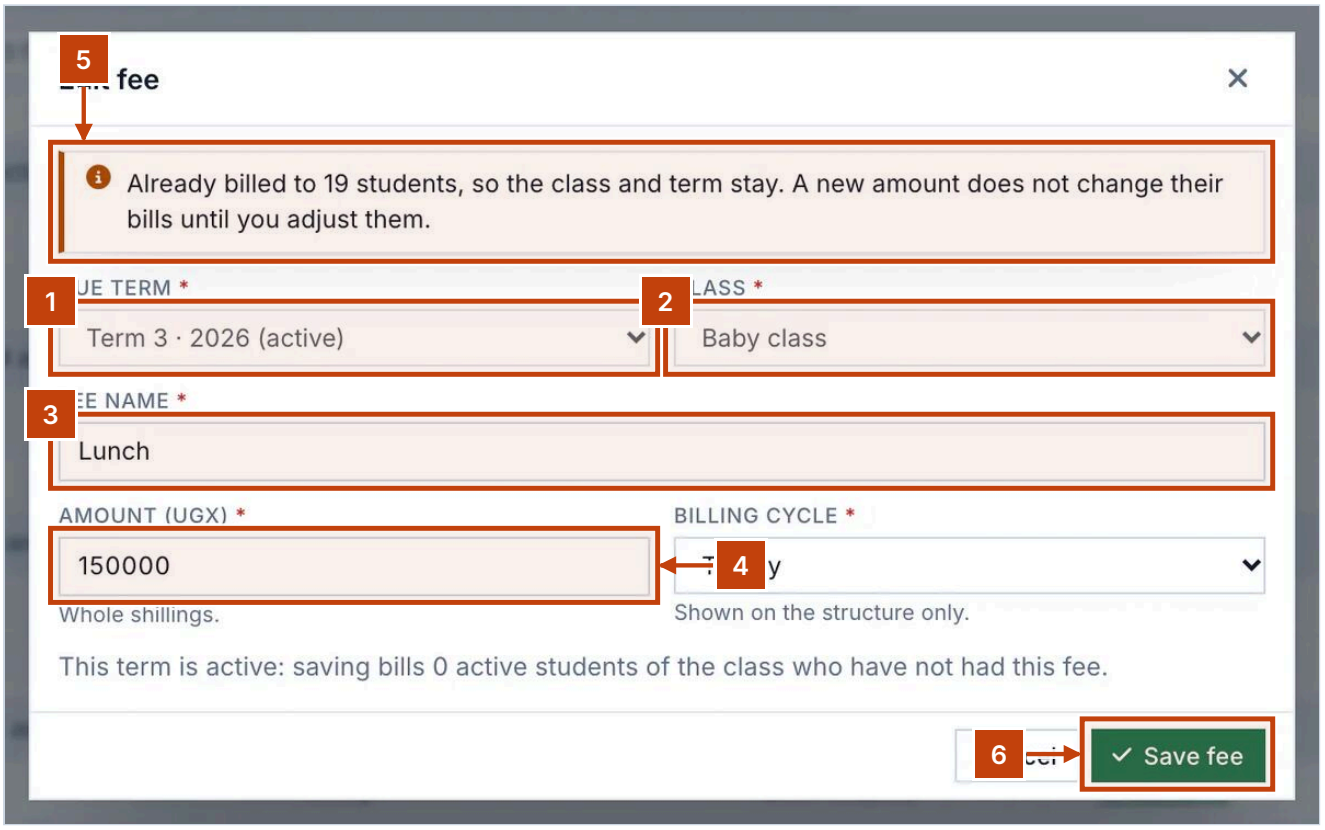
The page shows the term chosen in the top bar 2. Choose another term in the list to see or prepare its fees. You can also narrow the list to one class, or search by fee name.

Fees are grouped by class 3. The class line shows how many active students the class has and what one student pays in all. For example, P.4 with *School fees* at UGX 520,000 and *Lunch* at UGX 150,000 shows UGX 670,000.

Under each fee, **Billed** 4 says how many students carry the bill. Click it to see each student's bill (see below). For the active term, **Not yet billed** counts the active students still waiting for the fee.

Balances carried forward 5 opens the page that carries last term's balances into the new term (see below). **Bursaries** opens Bursaries.

Add a fee



The fee form, here for a fee that is already billed

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1. The term the fee is due in.
2. The class that pays it. Only classes of the term's year are listed.
3. The fee's name, as students' statements will show it.
4. The amount, in whole shillings.
5. This fee is already billed, so its class and term are locked.
6. Save. A fee due in the active term is billed to the class at once.

1. Press **New fee** at the top of the page.
2. Choose the **Due term** 1.
3. Choose the **Class** 2. Only the classes of that term's year are listed.
4. Type the **Fee name** 3, for example *Tuition* or *Lunch*.
5. Type the **Amount (UGX)** 4, in whole shillings.
6. Leave the **Billing cycle** on **Termly**, or choose **One time** for a fee paid once (a development fund, say). This is only shown on the structure; it does not change the bill.
7. Press **Add fee** 6. (When you change a fee, the button says **Save fee**.)

If the term is the active term, the dialog says how many students saving will bill, for example *This term is active: saving bills 20 active students of the class who have not had this fee.* Saving then puts the bill on each of their accounts at once. Their statement shows a line such as *Debited UGX 520,000 for School fees*.

A fee for a term that is not active yet is saved but not billed. When that term becomes active, the page offers **Bill all classes**.

A school with theology classes also sees **Class type**. Choose **Theology class** to charge a fee to the students of a theology class.

> ⚠ CAREFUL
>
> Each class can have only one fee of a name in a term. The page refuses a second *Lunch* for P.4 in Term 2, because it would bill every student in the class again. Change the fee that is there instead.

Billing the term

Fees are billed to students on their own in these cases:

- you save a fee whose due term is the active term (its class is billed);
- an active student is admitted to a class, or a student becomes active (for example when a payment arrives for them);
- an active student moves to another class during the term: the old class's fees for the term are reversed and the new class's fees are billed (see Changing class).

Anyone left over is counted under **Students not yet billed**. To bill them:

1. Press **Bill all classes** at the top, or **Bill this class** on a class's line.
2. Check the list. It names each student, the fee and the amount, and the total to bill.
3. Press **Bill … students**.

Only active students in the class are billed, and only for fees of the active term. A student already billed for a fee is left out, so you cannot bill anyone twice. If someone billed or a student moved while the list was open, nothing is posted and the page asks you to check the list again.

> 💡 TIP
>
> To bill one student, open their page and go to the **Fees** tab. When part of the term's fees is not billed yet, it says so and offers **Bill now**. See A student's page.

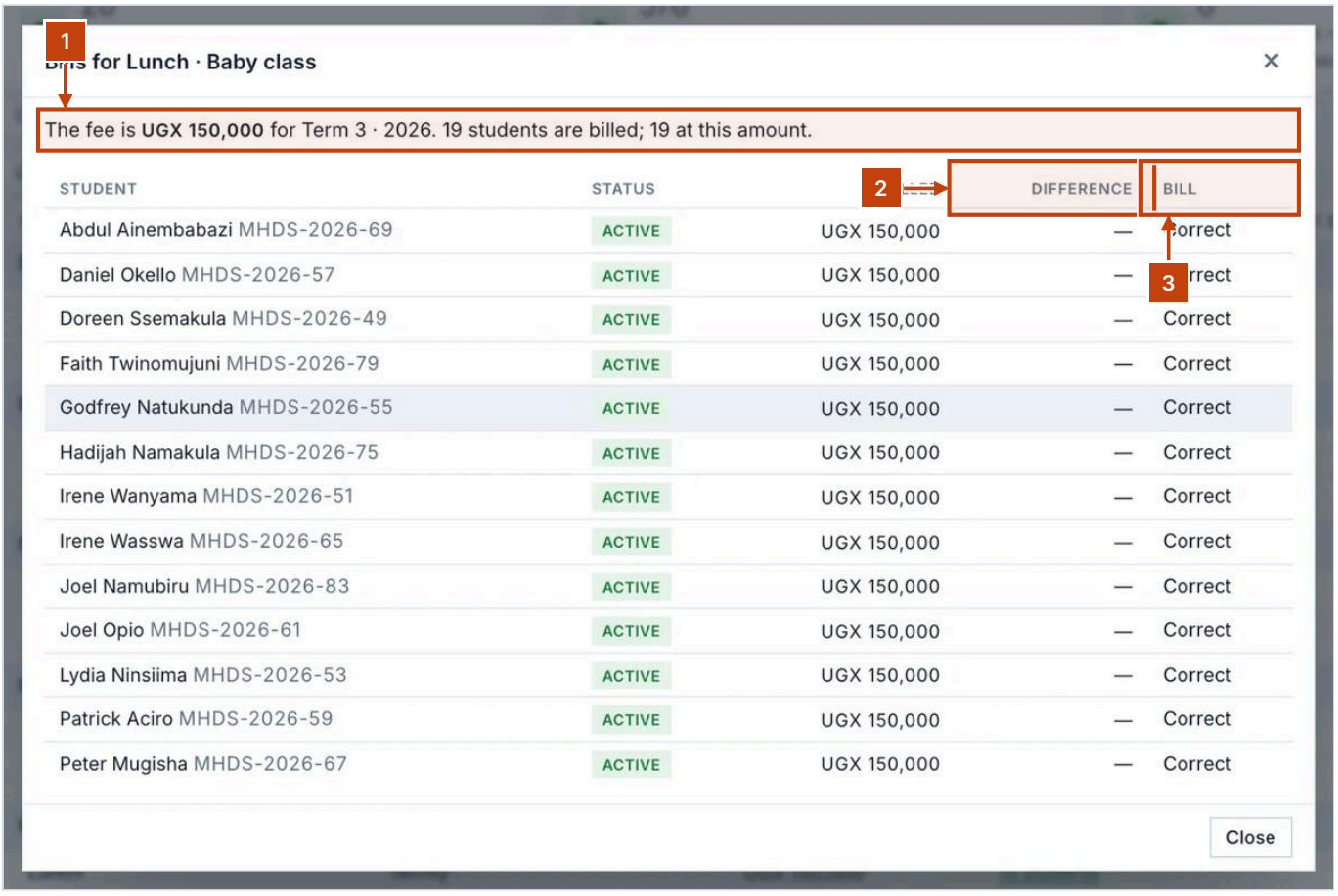
Change a fee

Press the pencil beside a fee. You can change its name, amount and billing cycle at any time.

Once a fee is billed, its class and term are locked. The dialog says *Already billed to … students, so the class and term stay* 5 . To move it, delete it (reversing its bills) and add a new fee.

A new amount does **not** change bills already posted. After you save, the page says *Students billed before the change still carry the old amount* and opens the fee's bills, so you can adjust them.

Check a fee's bills



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1 The fee today, how many students are billed, and how many at another amount.

2 How far each bill is from the fee today.

3 Correct, To adjust, or left alone for you to fix from the statement.

Click the **Billed** count of a fee, or its list icon, to see every student billed for it. The top line 1 gives the fee's amount today, how many students are billed, and how many at another amount. **Difference** 2 shows how far each bill is from the fee today. The last column 3 says what will happen to each one:

It says	Means
Correct	The bill matches the fee.
To adjust	The bill is at another amount (the fee was changed after billing).
Bill line not found	The bill could not be found on the account. Left alone.
Two possible lines	More than one line could be this bill. Left alone.
Reversed by hand	Someone reversed the bill on the statement. Left alone.

When some bills are at another amount, press **Adjust ... bills to UGX ...** and confirm. Each of those students gets a correction line for the difference, linked to their bill. Their balance moves by that difference. Fix the ones left alone from the student's statement (see Fixing mistakes).

Delete a fee

1. Press the bin beside the fee.
2. If nobody was billed for it, press **Delete fee**. It is removed.
3. If students were billed, keep **Reverse their bills** ticked. The dialog says how many reversals it will post and their total.
4. Press **Reverse bills and delete**.

> ⚠ CAREFUL
>
> If you untick **Reverse their bills**, the fee goes but every bill stays on the students' accounts. Leave it ticked unless the bills are right and only the fee line is wrong. Bills that cannot be found are left as they are; the dialog says how many. If a bill cannot be reversed, the fee is kept and the page says why.

Carry balances into a new term

Each student's balance already counts every term. Carrying it forward makes the new term open with what was owed (or paid in advance) before it. For each student it posts two lines that cancel out: *carried down* in the old term, and a balance brought forward in the new one. The balance itself does not move. The new term's figures, such as **Brought forward** on the student's **Fees** tab, then include the old debt.

Open **Fee structure** and press **Balances carried forward**. The page lists every carry-forward already set up: the two terms, which students, whether it is **Processed**, and the totals carried.

1. Press **Carry balances**.
2. Choose the **From term** and the **To term**. One of the two must be the active term, and the first must come before the second.
3. Under **Students**, choose **Active students only** or **All students**.
4. Tick *When checked again later, update balances already carried if they have moved* if late payments or corrections should update what was carried.
5. Press **Continue**. Nothing is posted yet: the list of students opens.
6. Check the list. The **Action** column says **Carry**, **Refresh**, **Finish the pair**, **Already carried**, **Nothing to carry** (a zero balance) or **No account**.
7. Press **Carry ... balances**.

The amount carried is everything on the account from before the new term. A bill or payment already posted in the new term is not counted twice.

You can come back later and press **Check and carry** (or **Check again**). New students get their lines, and with the update box ticked, balances that have moved since are refreshed. Each pair of terms can be set up only once. If you try again, the page says it is already set up: process that one.

What happens next

- Every bill is a line on the student's account, and the balance falls by its amount. See Student accounts.
- Parents see the new balance on the parents' pages when the school shows them that account. See Student accounts.
- Charges that only some students take (transport, uniforms) are not class fees: set them up as Services. To bring in balances from a spreadsheet, see Fees imports.
- Every fee added, changed or deleted, and every billing run, is written in the school's audit log.

QUESTIONS

Do I have to enter the fees again every term?
Yes. A fee belongs to one class and one term. For a new term, add its fees with that term as the **Due term**. You can add them before the term starts: they are billed once that term is the active term.

A student joined in the middle of the term. Do I bill them by hand?
No. When an active student is admitted to a class, or a student becomes active, the class's fees for the active term are billed to them straight away. If anyone was missed, the page counts them under **Students not yet billed**, and the student's **Fees** tab offers **Bill now**.

What does the billing cycle do?
Nothing to the bill. **Termly** or **One time** is only shown on the structure. Every fee is billed once, for its own term.

Can pressing Bill twice charge a student twice?
No. Each fee is billed to a student only once. Billing again only reaches students who do not have the fee yet.

Can I move a fee to another class or term after it was billed?

No. The class and term of a billed fee are locked. Delete the fee (with **Reverse their bills** ticked) and add a new one.

Do I have to carry balances forward for the balance to be right?

No. A student's balance always counts every term. Carrying forward only makes the new term open with what was owed before it, which shows as **Brought forward** on the student's **Fees** tab.

Charge for services students take

Set up extra charges such as transport, swimming or uniforms, subscribe students one by one or a class at a time, and re-price or remove a subscription.

For: Bursar, School administrator · app.schooldynamics.ug/help/fees/services

A service is a charge that only some students pay: the school bus, swimming, a uniform, a set of books. Unlike class fees, it is billed only to the students subscribed to it. You set up the services once, then subscribe students each term.

Open **Fees & finance › Fees › Services**. The page has four tabs: **Services**, **Subscriptions**, **Batch subscriptions** and **Categories**.

Before you start

- The bursar, the finance officer and the school administrator can set up services and subscribe students. The head teacher and the deputy can look but not change anything.
- Every service sits under a category, so add the categories first.
- A service that comes with things from the store (a uniform, books) needs those items set up in the store first. See Keep the store.

Add a category

Categories are the headings services are filed under, such as *Transport* or *Uniforms*.

1. Open the **Categories** tab.
2. Press **New category**.
3. Type the **Name** and, if you like, a **Description**.
4. Press **Add category**.

Two categories cannot have the same name. A category can be deleted only when no service is filed under it.

The tab also shows, for each category, how many services it holds and what was subscribed this term and this year. These are amounts billed to subscribers, not money collected.

Add a service

1. Open the **Services** tab and press **New service**.
2. Type the **Name**, for example *Swimming*.
3. Choose the **Category**.

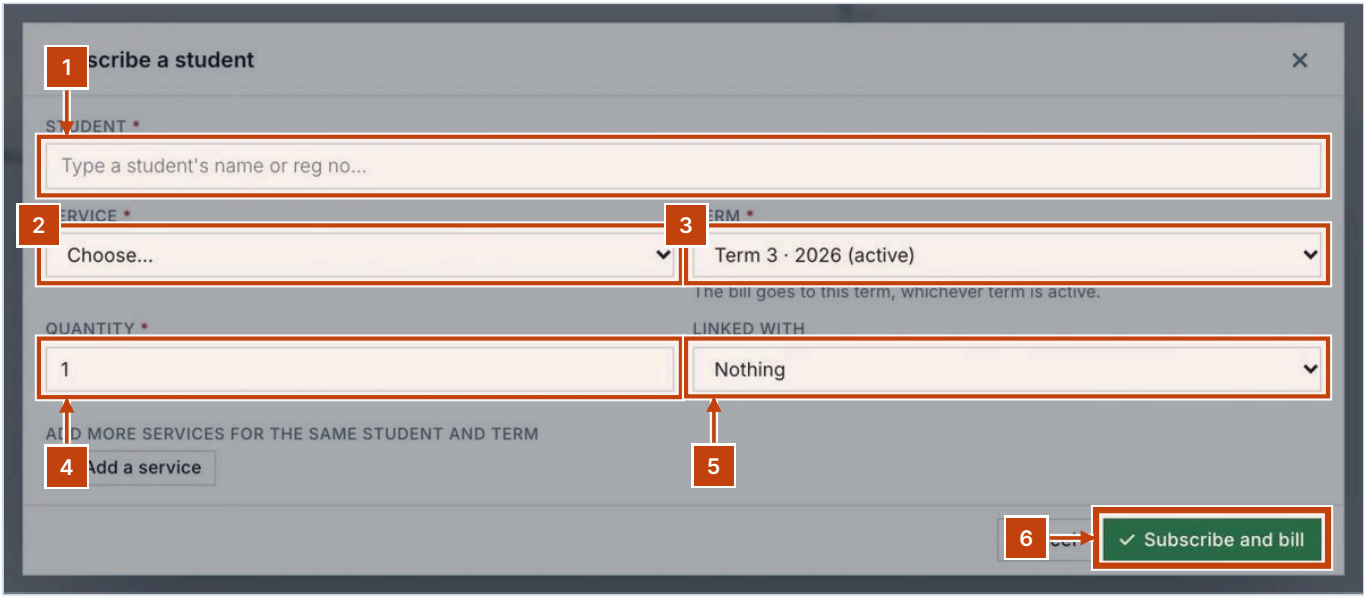
4. Type the **Fee (UGX)** for one subscription, in whole shillings. It may be 0.
5. Add a **Description** if it helps.
6. If the store hands something out with the service, tick *Items are handed out from the store with this service (uniforms, books…)* and tick the items. Each subscriber gets one of each.
7. Press **Create**.

The list shows each service with its category, fee, the items it hands out, how many students take it this term (**Subscribers**) and what it has **Billed this term**. Click a service's name for a quick view: who takes it, class by class, and the latest subscriptions. **Its subscribers** opens their list.

To change a service, press the pencil. A new fee is used for new subscriptions only. If some of this term's subscriptions were billed at the old fee, the page says how many, so you can re-price them (see below).

A service with subscriptions, a batch or bills on students' accounts cannot be deleted. Neither can the one marked **Default**.

Subscribe a student



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1. Type the student's name or reg no, then pick them from the list.
2. The service. Its fee shows beside its name.
3. The term the bill goes to.
4. How many. The bill is the fee times the quantity.
5. Transport puts the student on a route's roster and asks for the stage and trip.
6. Subscribe the student and put the bill on their account.

1. Open the **Subscriptions** tab and press **Subscribe a student**.
2. Type part of the student's name or registration number 1 and pick them.
3. Choose the **Service** 2.

4. Check the **Term** 3. The bill goes to this term, whichever term is active.
5. Set the **Quantity** 4. Under the fields, the dialog shows what it will bill, for example *Bills UGX 300,000 (2 × UGX 150,000).*
6. Leave **Linked with** 5 on **Nothing**, or choose **Hostel** or **Transport**. Transport asks for the **Stage (pick-up point)** and the **Trip**, and puts the student on that route's roster for the term.
7. To add more services for the same student and term, press **Add a service** and choose them.
8. Press **Subscribe and bill** 6.

The bill is posted at once: the student's balance falls by the price, and their statement shows a line such as *Debited UGX 150,000 for Swimming service.* If the service hands out items, they wait for the student in the store.

A student can have each service only once a term. A second subscription is refused with *... is already subscribed to ... for ....*

Subscribe many students at once

Use a batch to subscribe a list of students, or whole classes, in one go.

1. Open the **Batch subscriptions** tab and press **New batch**.
2. Choose the **Term** and the **Service**, and the **Quantity per student**.
3. Under **Linked with**, leave **Nothing** or choose **Hostel**.
4. Add students: choose a class under **Add a whole class...** and press **Add its active students**, or type a name to add one student. Repeat for more classes. **Clear the list** starts again.
5. If the store hands something out, tick *Each student gets items from the store* and set each item's quantity. With no items listed, the service's own list is used.
6. Press **Save batch**. Nothing is billed yet.
7. On the batch's row, press **Process** and confirm. Every student in it is subscribed and billed.

When it finishes, the batch shows how many subscriptions were **Created**, how many students were **Already subscribed** (left as they were, not billed again) and how many **Failed**, with the reason for each. The list icon on a processed batch shows this again.

- **Reprocess** runs a processed batch again. Only students still missing the subscription are added. Use it after you add students to the batch.

- Tick several batches that are not processed and press **Process ticked** to run them one after another.
- A batch can be changed with the pencil, but its term and service stay. A batch that is not processed can be deleted; a processed one is kept as the record of what it did.

> GOOD TO KNOW
>
> Choosing **Transport** in a new batch does not save a batch. The students are subscribed and billed as soon as you press **Subscribe and bill … students**, and put on the stage's roster. Students already on transport that term are left as they are.

Find and check subscriptions

The **Subscriptions** tab lists who takes what. Filter by student, term (the active term at first), service and class. The chips narrow it further:

Chip	Shows
All	Every subscription that matches.
Not billed	Subscriptions with no bill yet (usually made in the old system).
Priced differently	Subscriptions billed at another price than today's fee × quantity.
Items to hand out	Subscriptions that come with items from the store.

For each subscription you see the quantity, the **Price**, what is **On the ledger** and the student's balance (owed or ahead). When what was billed differs from today's fee, it says so under the amount: *at today's fee: …*. **Export** saves the list as a spreadsheet.

Change or remove a subscription

Open a subscription with its eye icon. You can:

- **Change the quantity**: type the new **Quantity**. The dialog says what it will bill more or credit back. Press **Save and post the difference**.
- **Bill it now**: a subscription that was never billed shows *Not billed yet* and **Bill now**.
- **Change what it is linked with**: choose **Nothing**, **Hostel** or **Transport** and press **Save the link**. Nothing is billed or credited.
- **Change the items to hand out**: add or remove items and press **Save items**. The store hands them out from **Stores › To hand out**.
- **Remove it**: type why in the **Note** box and press **Unsubscribe**. Everything it billed is reversed back to the student's account.

To act on many at once, tick them and press **Re-price at today's fee** or **Unsubscribe**. Each row's menu (⋮) has the same two actions for one subscription.

> ⚠ **CAREFUL**
>
> Unsubscribing credits the student with everything the subscription billed. It needs a reason, which stays on the statement line. A subscription whose items were already handed out cannot be removed: take the items back in the store first, or keep the subscription.

What happens next

- Each bill, re-price and removal is a line on the student's account, in the subscription's own term. See Student accounts.
- A wrong amount is fixed here, with **Re-price at today's fee** or **Unsubscribe**, not by changing the statement. See Fixing mistakes.
- Items to hand out appear in the store's **To hand out** list until they are given to the student.

QUESTIONS

What is the difference between a service and a fee?
A fee on the Fee structure is billed to every active student of a class. A service is billed only to the students subscribed to it.

I changed a service's fee. Why did the students' bills not change?
A new fee never changes bills already made. The page tells you how many of this term's subscriptions are billed at another price. Open **Subscriptions**, choose **Priced differently**, tick them and press **Re-price at today's fee**.

Can a student take the same service twice in a term?
Not as two subscriptions: the page refuses a second one for the same service and term. Use **Quantity** instead, for example 2 sets of books.

Can I delete a service nobody uses any more?
Only if it has no subscriptions, no batch and no bills. Otherwise it stays, because its bills belong to it.

A subscription was made by mistake. How do I take it back?
Open it and press **Unsubscribe**, with a short reason. Everything it billed is credited back to the student's account.

CHAPTER 7 · FEES

Record a payment and give a receipt

Take money from a parent, print the receipt, find any payment again, and share one payment between brothers and sisters.

For: Bursar, School administrator · app.schooldynamics.ug/help/fees/recording-a-payment

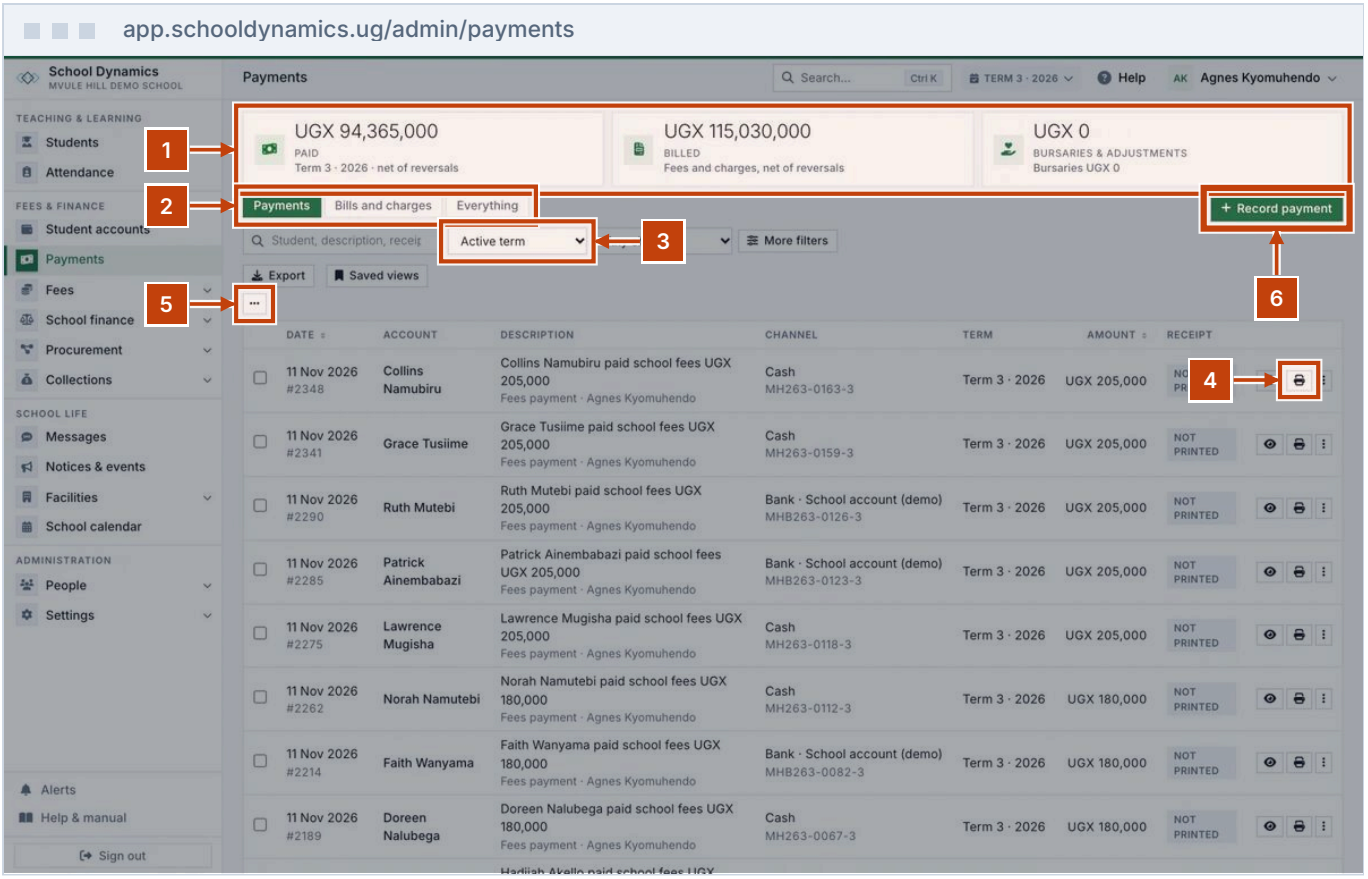
When a parent brings money, you record it once. The student's balance falls at once, and the receipt is ready to print. This lesson also covers finding a payment again, printing receipts in a batch, sharing one payment between brothers and sisters, and the school's bank accounts.

Before you start

- The bursar, the finance officer and the school administrator can record payments. The head teacher and the deputy can see the Payments page but not record anything.
- To record bank payments, the school's bank account must be listed under **Bank accounts & votes** (see The school's bank accounts below).
- Have the slip or receipt in front of you: you need its number.

The Payments page

Open **Fees & finance › Payments**.



The demo school · invented names and figures

1 The term's money in, its bills, and its bursaries and adjustments.

2 Payments, Bills and charges, or Everything.

3 The term shown: the active term unless you choose another.

4 Print this payment's receipt.

5 Deleted transactions, split payments and bank accounts.

6 Record a payment.

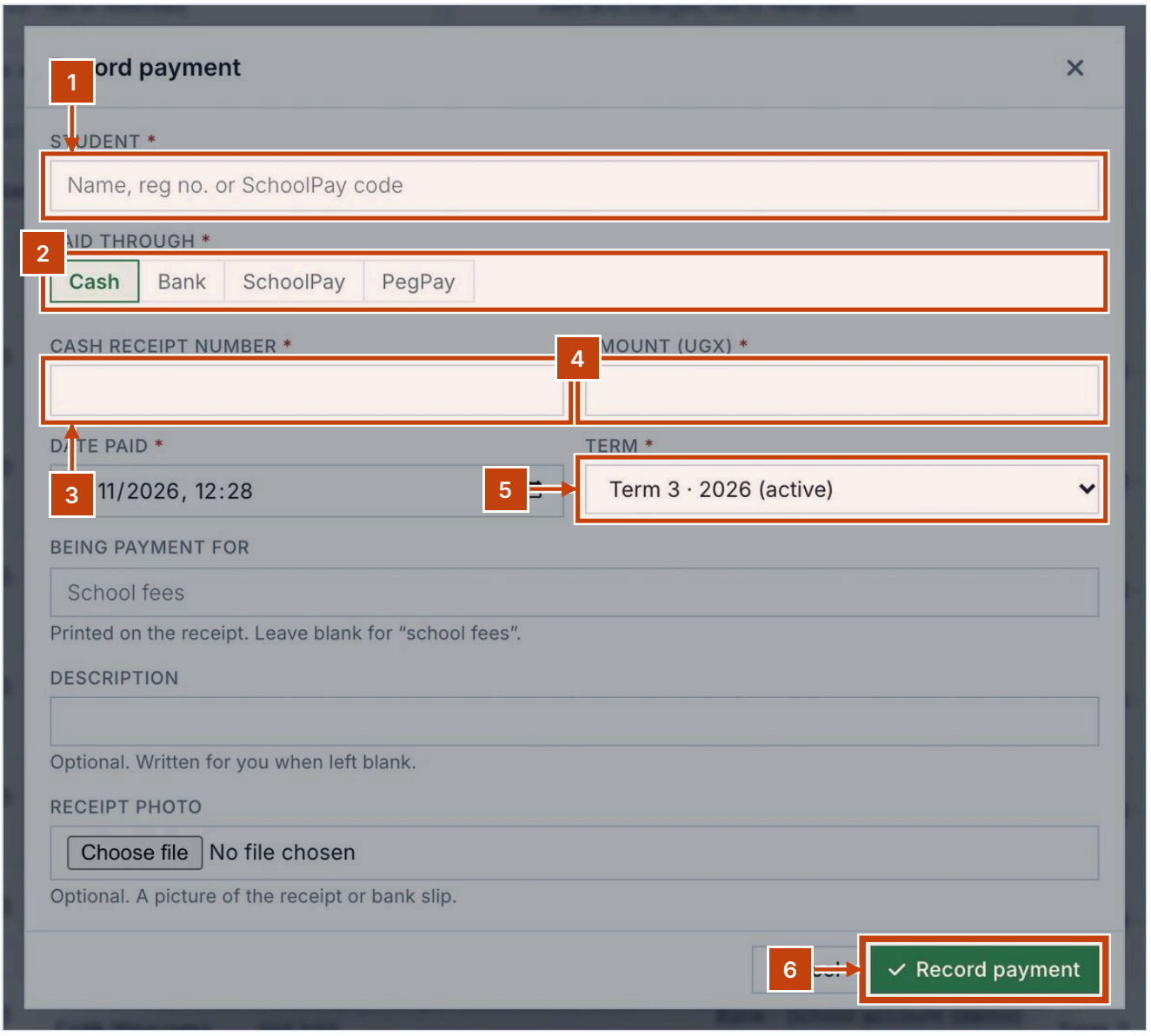
The figures at the top 1 are for the term shown: **Paid** (money in, after any reversals), **Billed** (fees and charges) and **Bursaries & adjustments**. Balances moved from one term to the next are not counted in them.

The tabs 2 show **Payments** (money in), **Bills and charges** or **Everything**. The list starts on the active term 3; choose **All terms** or another term in the list.

- **Search** finds a student, a description, or a receipt or reference number.
- **Any channel** narrows to Cash, Bank, SchoolPay, PegPay, Pesapal and so on.
- **More filters** adds the type of line, dates paid, **Printed** or **Not printed**, a class, and an amount range.
- **Export** downloads every row the filters show, as Excel or CSV. **Saved views** keeps a set of filters for next time.

Click a payment's date or description to open its quick view: the account (with its balance), channel, reference, term, who recorded it, and any reversal or split it is tied to. The printer icon 4 prints that payment's receipt. **More payment pages** 5 leads to **Deleted transactions**, **Split payments** and **Bank accounts & votes**.

Record a payment



The Record payment dialog

The demo school · invented names and figures

1. Find the student by name, reg no. or SchoolPay code.
2. How the money came: Cash, Bank, SchoolPay or PegPay.
3. The receipt or transaction number. Its name follows the channel.
4. The amount received, in whole shillings.
5. The term it belongs to: the active term unless you change it.
6. Save. The dialog then offers the receipt.

1. Press **Record payment** at the top of the Payments page.
2. In **Student** 1, type at least two letters of the student's name, reg no. or SchoolPay code, and pick the student. Their class, reg no. and balance show. A student who is not active is marked *not active*.
3. Under **Paid through** 2, choose **Cash**, **Bank**, **SchoolPay** or **PegPay**.
4. For **Bank**, choose the **Bank account** the money was paid into.
5. Type the number from the slip 3. The box is named after the channel: **Cash receipt number**, **Bank transaction number**, **SchoolPay receipt number** or **PegPay transaction number**.
6. Type the **Amount (UGX)** 4, in whole shillings.
7. Check **Date paid** (it starts at now) and the **Term** 5 (it starts at the active term).
8. If the payment was not for school fees, type what it was for in **Being payment for** (*Uniform*, *Trip*). It is printed on the receipt; left blank, the receipt says *school fees*.
9. If you like, add a **Description** (it is written for you when left blank) and a **Receipt photo** (a picture of the slip, up to 4 MB).
10. Press **Record payment** 6.

The dialog says *UGX … recorded*, with the transaction number and the student's new balance. Press **Print receipt** to open the receipt, **Record another** for the next payment, or **Close**.

> **TIP**
>
> You do not have to start from the Payments page. **Record payment** is also on **Student accounts**, beside each student in that list, in a student's quick view, on the student's **Fees** tab, and in the search box (Ctrl + K, type the student's name, then **Record payment**). Opened for one student, the dialog has that student already chosen.

When the dialog refuses

The payment is not saved, and a red message in the dialog says why:

It says	What to do
Cash receipt number … is already used.	Each cash receipt number is used once in the school. Search the Payments list for it: the payment may be recorded already.
Bank transaction … is already recorded on …	Each bank transaction number is used once per bank account. Check the slip, and check that you chose the right bank account.
SchoolPay receipt … is already recorded.	That SchoolPay payment is already on an account.
A SchoolPay receipt number is digits only, at least 5.	Type the number exactly as SchoolPay gives it.
Choose the bank account the money was paid into.	Pick the account in **Bank account**. If it is missing, add it first (below).

> GOOD TO KNOW
>
> SchoolPay payments normally arrive on their own (see SchoolPay). If you type one in yourself with its SchoolPay receipt number, the same receipt can never be recorded a second time.

Print receipts

A receipt opens as a PDF in a new tab, on the school's letterhead. Print it from:

- the dialog, straight after saving (**Print receipt**);
- the printer icon beside the payment on the Payments list, or **Receipt** in its quick view;
- the line's menu on the student's statement (**Print receipt**).

The receipt says who paid and how much, in figures and in words, what it was for, how it was paid, the reference, the term and who recorded it. It ends with the student's fees balance (*outstanding*, *Fully paid* or *in credit*) and the bursar's signature, if the school uploaded one under School profile.

To print many at once, tick them on the Payments list and press **Print receipts**. They come as one PDF, four receipts to an A4 page, ready to cut. Up to 200 print at a time.

A printed receipt is marked **Printed** on the list. To find the ones still to print, choose **Not printed** under **More filters**. Printing changes nothing else.

> CAREFUL
>
> The balance on a receipt is the student's balance when you print it, not when the money came in. Print the receipt straight after recording the payment if the parent needs the balance of that day.

One payment for several children

When a parent pays for two or three children with one slip, record the whole amount on one child, then share it out.

1. On the Payments list, open the payment's menu (the three dots) and choose **Split to other students**. (Or open **More payment pages › Split payments** and press **Split a payment**, then find the payment by its transaction number or the student's name.)
2. In **Share it with**, find each brother or sister and add them.
3. Type each child's amount. The dialog shows the **Payment**, what is **Shared out** and what is **Left on the original**.
4. Add **Notes** if useful.
5. Press **Apply split**.

The first child keeps what is left. Each share becomes a payment on the other child's account, in the same term and with the same date. The **Split payments** page lists every split, with the amounts and who received them.

The split is refused when the shares come to more than the payment, when a share is zero, or when the line is not money paid in (a bill, a bursary, an adjustment, a reversed payment, or a share of another split). A payment can be split only once.

> ⚠ **CAREFUL**
>
> There is no way to undo a split, and its amounts cannot be changed afterwards: the payment and its shares are tied together. Check the amounts before you press **Apply split**.

The school's bank accounts

Bank payments are recorded against one of the school's bank accounts. Open **Payments › More payment pages › Bank accounts & votes**.

1. Press **New bank account**.
2. Type the **Name** (*Stanbic – fees*), the **Account number**, and any **Details**.
3. Leave **Status** on **Active**.
4. Press **Add bank account**.

Only **Active** accounts are offered in the payment dialog. The **Payments** column counts the payments recorded against each account. An account with no payments has a bin to remove it. An account with payments is kept: to stop using it, press the pencil, set **Status** to **Not Active** and press **Save bank account**.

The **Chart of accounts** tab lists the school's own accounts and their balances. Votes and budget accounts are managed under **School finance**: see Votes and budget accounts.

What happens next

- The student's balance changes at once, everywhere: Student accounts, the student's page, the reports.
- A payment in the active term for a student who is not active makes them active again (if they have a class).
- If the parent made a promise to pay, it is checked again at once and may turn kept. See Promises to pay.
- When the school has switched on the *Payment received* text, the parent gets an SMS. See Automatic messages.
- Parents who can see the balance find the receipt on the parents' pages. See What parents can do.
- A mistake? Do not record the payment again. See Fixing mistakes.

QUESTIONS

The dialog says the receipt number is already used. What now?
Each cash receipt number can be used once in the school, and each bank transaction number once per bank account. Search the Payments list for the number: the payment is probably recorded already. If it is a different payment, check the number on the slip.

A parent paid by mobile money. Which channel do I choose?
There is no mobile money channel: choose where the money ended up. If the parent paid with the student's SchoolPay code, the payment arrives on its own when the school uses SchoolPay, so do not type it in. If it went to the school's bank account, choose **Bank** and that account. Otherwise choose **Cash**, use your own receipt number, and write *Mobile money* in **Description**.

Can I send the receipt to the parent?
There is no send button. Parents can open their receipts on the parents' pages and in the parents' app when the school shows them the balance. When the school switches on the *Payment received* text, the parent also gets an SMS for every payment.

Does a reprinted receipt show the balance at the time of the payment?
No. A receipt shows the student's fees balance at the moment it is printed. A receipt printed weeks later shows the balance on that day.

I recorded the payment on the wrong student, or with the wrong amount.
Do not record it again. Correct it: see Fixing mistakes.

CHAPTER 7 · FEES

Student accounts, statements and balances

See who owes what, open one student's account and statement, print it, and choose whose balances parents can see.

For: Bursar, Head teacher, School administrator · app.schooldynamics.ug/help/fees/student-accounts

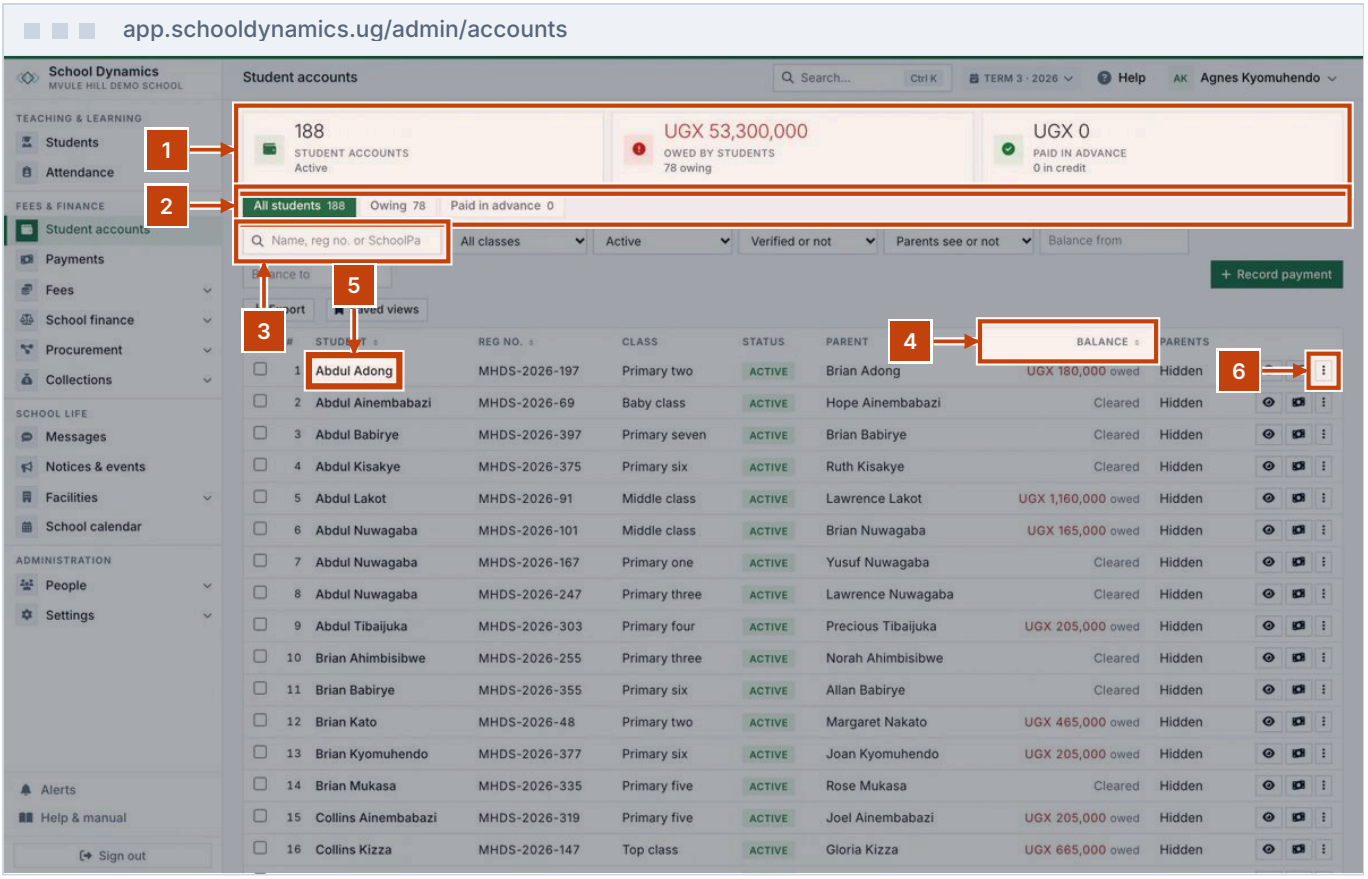
Student accounts lists every student's fees account with its balance. From it you open one student's account: a quick view for a phone call at the counter, or the full statement with every line. Read How fees work first if minus balances puzzle you.

Before you start

The bursar, the finance officer, the school administrator, the head teacher and the deputy can see these pages. Only the first three can record payments, change balances, or choose what parents see.

The list

Open **Fees & finance › Student accounts**.



The demo school · invented names and figures

1 How many accounts, what students owe in all, and what is paid in advance.

2 All students, only those Owing, or those Paid in advance.

3 Find a student by name, reg no. or SchoolPay code.

4 Each balance in words: owed, ahead, or Cleared.

5 Click a name for the account's quick view.

6 Everything else for this account: statement, set balance, parents.

The figures at the top 1 count the accounts the filters show, the total **Owed by students** and the total **Paid in advance**.

The tabs 2 show **All students**, **Owing** (balance below zero) or **Paid in advance** (balance above zero), each with its count.

Narrow the list with:

- the search box 3 : name, reg no. or SchoolPay code;
- **All classes**: one class (grouped by year);
- the status list: **Active** (the default), **Pending**, **Not active** or **Any status**;
- **Verified or not**, and **Parents see or not**;
- **Balance from** and **Balance to**: a range, with minus figures for what is owed. For example, from *-2000000* to *-500000* lists those owing between UGX 500,000 and UGX 2,000,000.

The **Balance** column 4 says each balance in words: *UGX 270,000 owed* in red, *UGX 20,000 ahead* in green, or *Cleared*. Click **Balance** to sort by it. The **Parent** column shows the linked parent's name and phone, or the names and phones kept on the student's record.

Export downloads every account the filters show, as Excel or CSV, with the parent's phone. **Saved views** keeps a set of filters, such as *P.7 owing*, for next time.

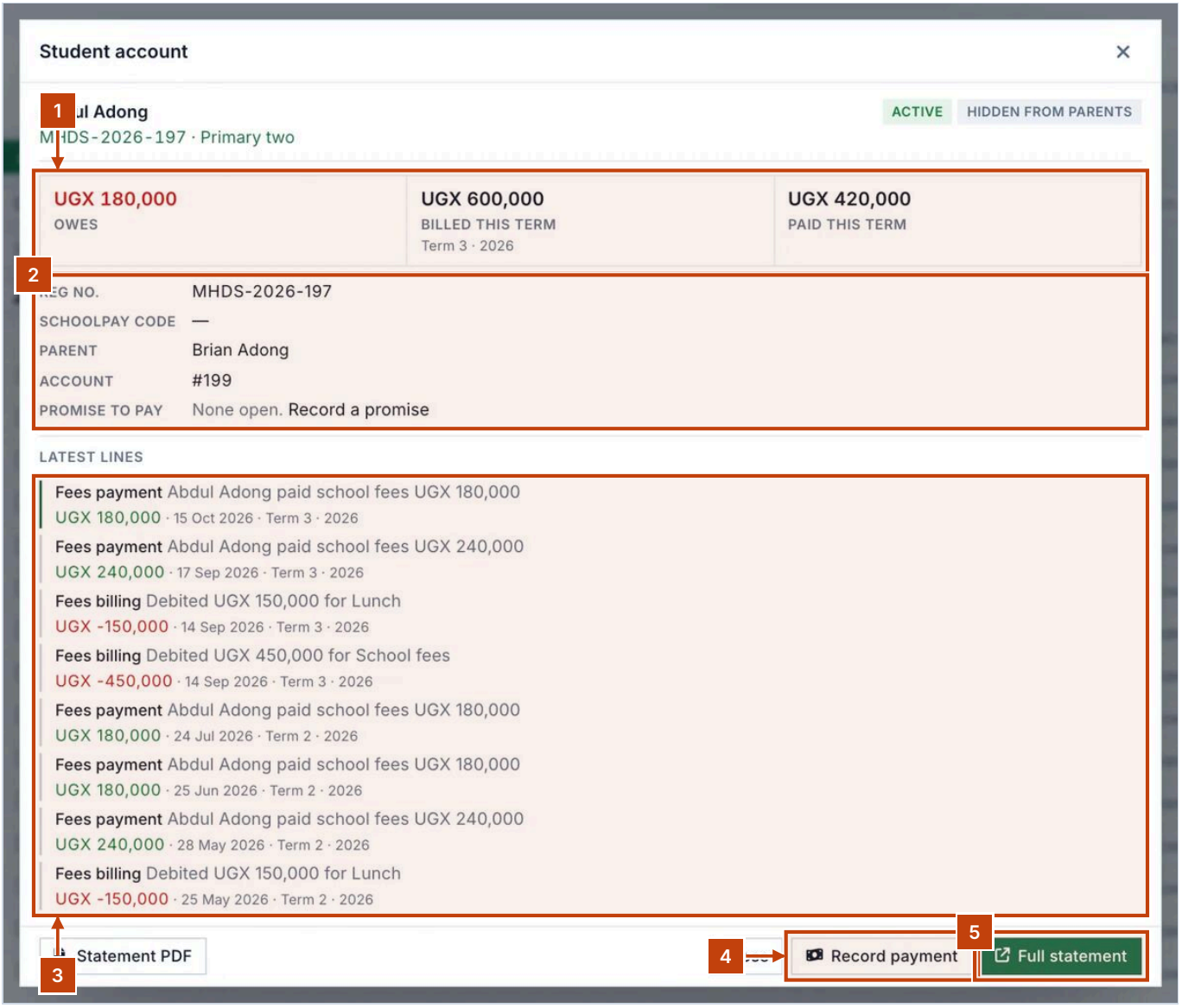
Each row has three buttons: the eye (quick view), the money icon (record a payment, see Record a payment) and the menu 6. The menu has **Quick view**, **Open the account**, **Open the student**, **Statement (PDF)**, **Record a payment**, **Set balance…**, **Recalculate balance**, **Show balance to parents** or **Hide balance from parents**, and **Mark verified** or **Mark not verified**.

Acting on several accounts

Tick the students, and a bar appears: **Show balance to parents**, **Hide from parents**, **Mark verified**, **Mark not verified**, **Recalculate balance** and **Set balance**. Set balance is explained in Fixing mistakes.

The quick view

Click a student's name 5. The quick view opens over the list.



An account's quick view

The demo school · invented names and figures

1 What the student owes, and this term's bills and payments.

2 Reg no., SchoolPay code, the parent's phone and any open promise to pay.

3 The latest lines on the account.

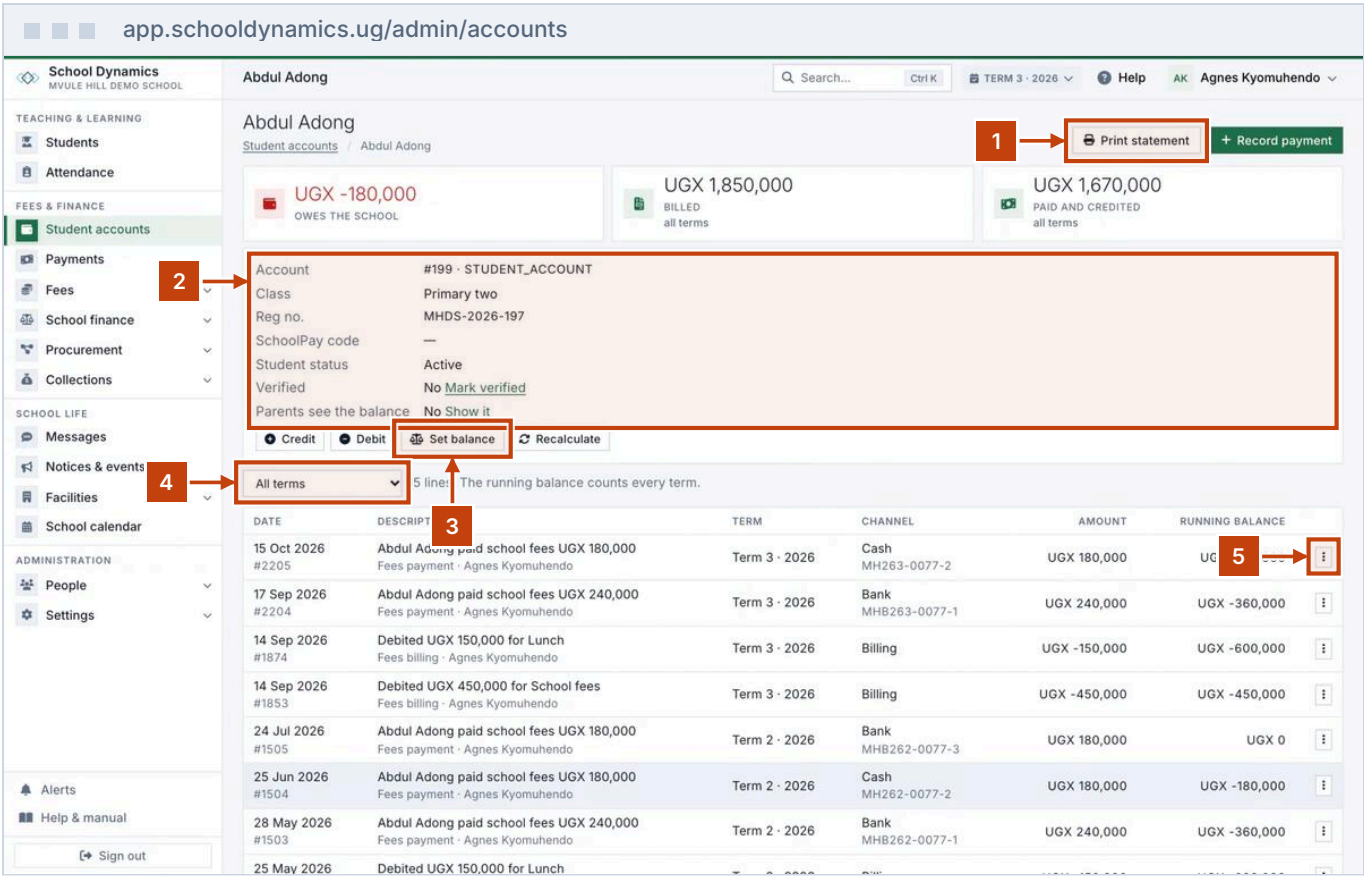
4 Record a payment for this student.

5 Open the full statement.

- The figures 1: **Owes** (or **In credit**), **Billed this term** and **Paid this term** (with any bursary), for the term chosen in the top bar. If some of this term's fees are not billed to the student yet, a red line says how much.
- The facts 2: reg no., SchoolPay code, the parent with a phone number you can tap to call, the account number, and any open promise to pay (with **Record a promise**).
- **Latest lines** 3: the eight newest lines.
- **Record payment** 4 opens the payment dialog for this student. **Statement PDF** prints the statement. **Full statement** 5 opens the account.

One student's account

Full statement, or **Open the account** in the row menu, opens the account.



One student's account

The demo school · invented names and figures

1 The statement as a PDF, for the term chosen below.

2 The student's details, and whether the account is verified and shown to parents.

3 Credit, Debit, Set balance and Recalculate: see Fixing mistakes.

4 All terms, or one term's lines.

5 A line's menu: its receipt, and corrections.

At the top, the balance (**Owes the school** or **In credit**), what was **Billed**, and what was **Paid and credited**. They count all terms, or the one term you choose.

The details 2 give the class, reg no., SchoolPay code and the student's status, and two switches:

- **Verified**: a mark you set when you have checked the account (for example, agreed the balance with the parent). Press **Mark verified** or **Mark not verified**. It changes nothing else.
- **Parents see the balance**: press **Show it** or **Hide it** (see below).

The buttons under them 3, **Credit**, **Debit**, **Set balance** and **Recalculate**, correct the account. They are explained in Fixing mistakes.

The statement lists every line, newest first: date and line number, description (with who recorded it), term, channel and reference, amount, and **Running balance**: the balance after that line, counting every term. Choose a term 4 to see only its lines; the running balance still counts every term. Lines that carry a balance between terms are greyed.

Each line has a menu 5: **Print receipt** (or **Print invoice** for a bill), and the corrections **Edit**, **Change due term**, **Split to other students**, **Reverse** and, for the bursar, **Delete**. See Fixing mistakes.

Print a statement

Press **Print statement** 1. The *Statement of account* opens as a PDF on the school's letterhead: the student, every line with its balance, and the totals billed, paid and credited, and the balance owed. When a term is chosen on the page, the PDF has only that term's lines. You can also print it from the row menu (**Statement (PDF)**) or the quick view (**Statement PDF**); these print every term.

What parents see

Parents see a child's balance, statement and receipts (and which instalments of a payment plan are paid) on the parents' pages and in the parents' app **only** when *Parents see the balance* is on for that account. Otherwise they read: *The school has not shared … fees account online yet. Ask the bursar for the balance and your receipts.*

Switch it on for one account with **Show it**, or for many by ticking them on the list and pressing **Show balance to parents**.

> GOOD TO KNOW
>
> Fee reminder texts and demand notices state the balance whether or not the account is shown to parents: sending them is the school's choice. See Reminders and demand notices.

Recalculate a balance

A balance is always worked out again after every line is added, changed or removed. **Recalculate** (on the account) or **Recalculate balance** (on the list) adds the lines up once more. You rarely need it; use it if a balance does not match the statement.

What happens next

- To see balances by class or for the whole school, with totals, use the reports under **School finance › Finance reports**. See Finance reports.
- To chase what is owed, see Reminders and demand notices and Promises to pay.

QUESTIONS

How do I list everyone who owes?
Open **Student accounts** and choose the **Owing** tab. Narrow it by class, or type a range in **Balance from** and **Balance to** (minus figures, because owing is below zero). **Export** downloads the list.

Why does the list not show students who left?
The list starts on **Active** students. Choose **Not active** or **Any status** in the status list to see the others.

A parent says they cannot see the balance in the app.
The school shows each account to parents one by one. Open the account and press **Show it** beside *Parents see the balance*, or tick several students on the list and press **Show balance to parents**.

Does printing the statement for one term change the balance on it?
No. The lines are that term's, but the balance column still counts every term, so each line shows what the student really owed at that moment.

CHAPTER 7 · FEES

Fix a payment or a balance that is wrong

Edit, move, reverse or delete a line, credit or debit an account, or set its balance, and what the system refuses and why.

For: Bursar, School administrator · app.schooldynamics.ug/help/fees/fixing-mistakes

A payment or a bill is never typed over. To correct one, you change it, cancel it with an opposite line, or add a line that puts the balance right. Each way leaves a trail with your name and your reason, so the statement always explains itself. Read How fees work first if you have not.

Before you start

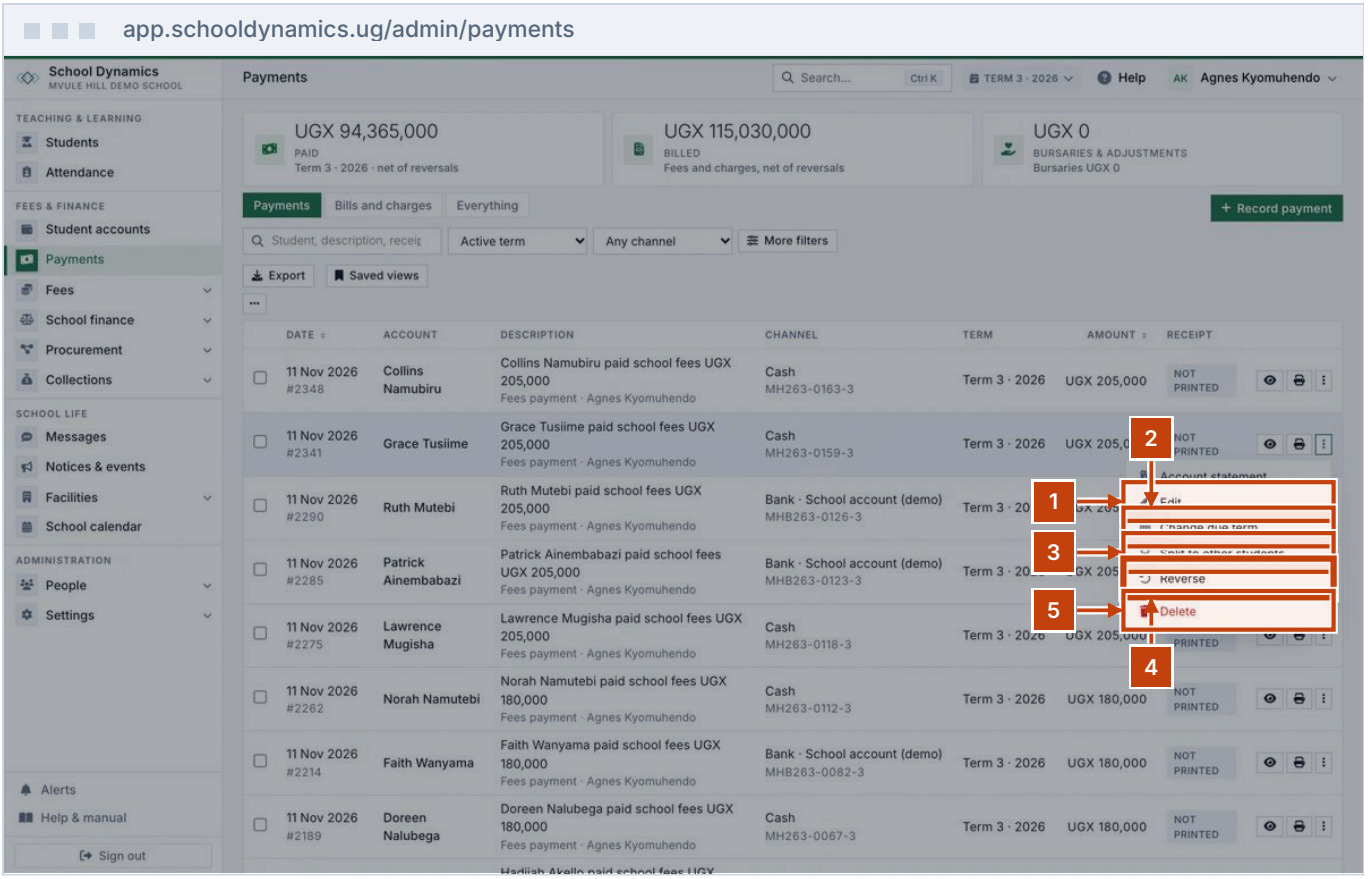
- The bursar, the finance officer and the school administrator can edit a line's wording, date and term, move lines to another term, reverse a line, and credit, debit or set a balance.
- Changing a line's **amount** or **student** is for the bursar (and the school's owner).
- Deleting a line is for the bursar alone.
- The head teacher and the deputy can see everything but correct nothing.

Which fix for which mistake

The mistake	The fix
Wrong description, date or *being payment for*	**Edit** the line
Wrong term	**Change due term**
Wrong student, or wrong amount	The bursar **Edit**s the line. Or **Reverse** it and record it again with a new receipt number
Recorded twice, or never happened	**Reverse** it (the bursar may **Delete** it instead)
One payment was for several children	**Split to other students**: see Record a payment
The balance is wrong as a whole (an old debt, an agreed figure)	**Set balance**, or **Credit** / **Debit**
A class fee was billed at the wrong amount	Correct the fee's bills on the Fee structure
A service was billed wrongly	**Re-price at today's fee** or **Unsubscribe** under Services
A bursary is wrong	Remove the award, then award the right one: see Bursaries

A line's menu

Every line has a menu (the three dots) on the **Payments** list and on the student's statement. The line's quick view (click its date or description on the Payments list) has the same buttons.



A payment's menu on the Payments list

The demo school · invented names and figures

1 Change the wording, date or term. The bursar can also change the amount or the student.

2 Move the line to another term.

3 Share the payment with brothers and sisters.

4 Cancel the line with an opposite one. Both stay on the statement.

5 Bursar only: remove the line. A copy is kept.

Edit a line

1. Open the line's menu and choose **Edit** 1 .
2. Change the **Description**, the **Particulars** (printed on the receipt), the **Date** or the **Term**.
3. If you are the bursar, you can also change the **Amount (UGX)** (plus is money in, minus is a bill or charge) and the **Account** (search for the right student). Then write the **Reason**: it goes to the audit log.
4. Press **Save changes**.

Moving a line to another student changes both balances at once. Anyone else sees *Only the bursar can change the amount or the account of a line.* in place of those boxes.

The dialog refuses to save when:

- nothing was changed (*Nothing was changed.*);
- the description is empty;

- the line is tied to another one. Its amount and student stay as they are, and the dialog says why: it was split, it is a share of a split, it was reversed or it reverses another line, it is a bursary credit, or it carries a balance between terms. Correct the other line (the split's original payment, the bursary award, the carry-forward) instead;
- the line is in a closed period (see What is refused below).

Move lines to another term

A payment entered in the wrong term can move without changing the balance (the balance counts every term). Only the term's figures change.

1. Open the line's menu and choose **Change due term** 2. For many lines, tick them on the Payments list and press **Change due term** above the list.
2. Choose the term in **Move to term**.
3. Press **Move**.

The academic year moves with the term. If any ticked line is in a closed period, none of them moves.

Reverse a line

A reversal cancels a line by posting the opposite amount on the same account, in the same term. Both lines stay on the statement.

1. Open the line's menu and choose **Reverse** 4.
2. Type the **Reason**.
3. Press **Reverse**.

The page says *Transaction #... reversed (#...)*. The new line reads *Reversal of transaction #...* with your reason, and the balance goes back to what it was. On the Payments list, **Paid** counts the payment net of its reversal. The first line's quick view shows **Reversed** and the number of the line that reversed it.

It is refused when the line was already reversed (*This transaction has already been reversed.*), when it is a share of a split payment (correct the original payment), or when it is a balance carried between terms.

> ⚠ CAREFUL
>
> Reversing does not free the receipt number: the first line is still there. To record the payment again, use a new receipt number, or ask the bursar to edit the first line instead.

Delete a line (bursar)

Delete only what should never have existed, such as a test entry. Reversing is clearer.

1. Open the line's menu and choose **Delete** 5.

2. Type the **Reason**.
3. Press **Delete and archive**.

The line leaves the account, the balance is worked out again, and a copy goes to **Deleted transactions** with your name, the time and your reason. Its receipt number can then be used again.

Deleting is refused when the line was reversed (*Delete the reversal first, or leave both: together they already cancel out.*), when it was split (its shares are on other students' accounts), or when it is a share of a split. Anyone who is not the bursar sees *Only the bursar can delete a transaction.*

Deleted transactions

Open **Payments › More payment pages › Deleted transactions**. Every deleted line is listed with when it was deleted and by whom, the account, description, channel, term, amount and reason. Search by student, description, reason or receipt, and filter by term, channel, type, dates and amount. These lines count in no balance. They cannot be changed or brought back.

Credit or debit an account

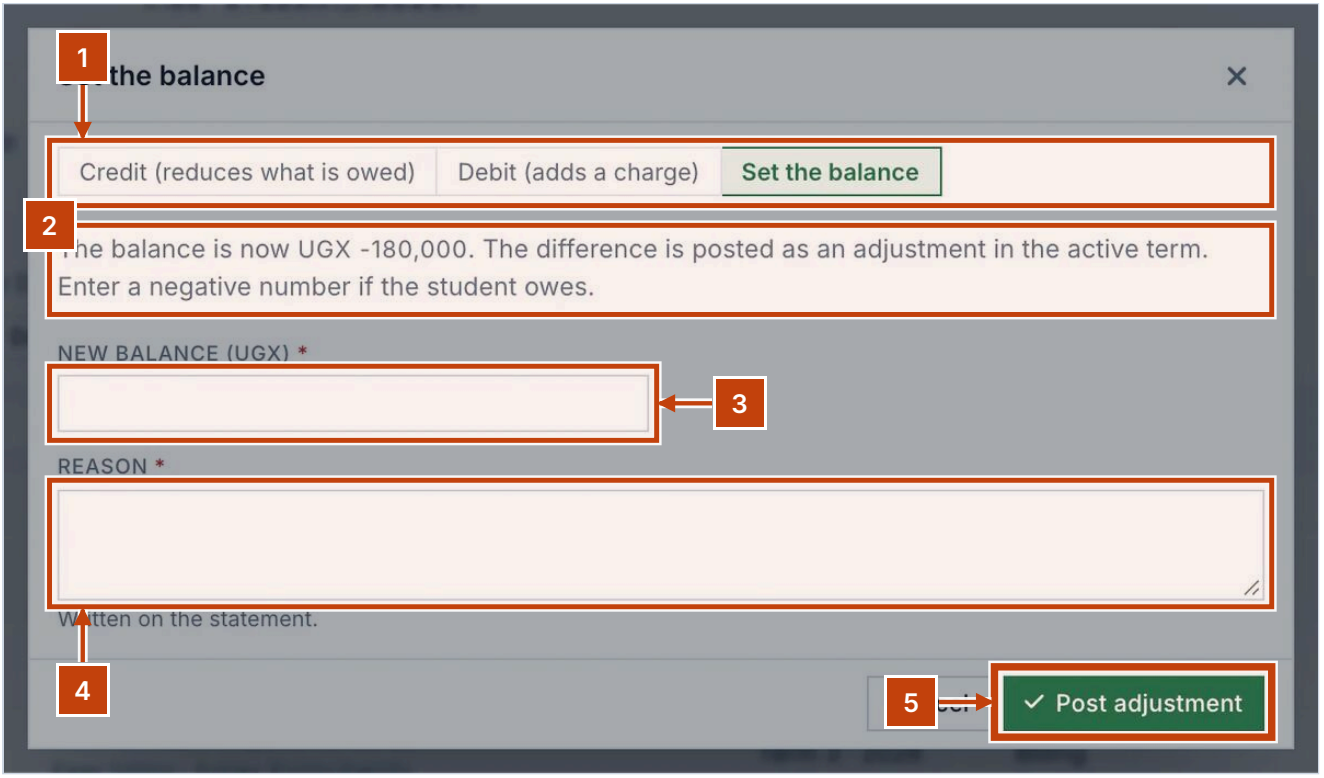
For a correction that is not tied to one payment, such as a discount the head teacher agreed or a charge for a broken window:

1. Open the student's account (see Student accounts).
2. Press **Credit** (it lowers what is owed) or **Debit** (it adds a charge).
3. Type the **Amount (UGX)** and choose the **Term**.
4. Type the **Reason**. It is written on the statement.
5. Press **Post adjustment**.

The line reads *Credit: …* or *Debit: …* with your reason. It is an adjustment: the reports count it apart from payments and bills, so it never inflates the fees collected.

Set a balance

When you know what the balance should be, such as an old debt from before the school used School Dynamics, or a figure agreed with the parent, set it.



Setting a student's balance

The demo school · invented names and figures

1 Credit, Debit, or Set the balance.

2 The balance now. The difference is posted in the active term.

3 The new balance. A minus figure means the student owes.

4 Why. It is written on the statement.

5 Post one adjustment line for the difference.

1. Open the student's account and press **Set balance**. The dialog opens on **Set the balance** 1 and shows the balance now 2.
2. Type the **New balance (UGX)** 3. **A minus figure means the student owes**: for UGX 300,000 owed, type *-300000*. For in credit, type a plus figure. For cleared, type *0*.
3. Type the **Reason** 4.
4. Press **Post adjustment** 5.

One adjustment line is posted, in the active term, for the difference. It reads *Balance set to UGX … (was UGX …): your reason*. Nothing else on the statement changes. If the balance is already that figure, nothing is posted and the dialog says so.

You can also set a balance from the **Student accounts** list: **Set balance…** in a student's menu, or tick several students and press **Set balance**, type the **New balance (UGX)** and **Why**, then press **Set balances**. Every ticked account is brought to that one figure; those already at it are left alone, and the page says how many changed.

> ⚠ CAREFUL
>
> On the web, the difference is worked out when you press the button. If a payment reaches the account while the dialog is open, the balance still ends at the figure you typed, and that payment no longer lowers it. Look at the latest lines just before you set a balance.
>
> The phone app checks this for you: if the balance changed after you looked, it changes nothing and says *The balance has changed to … since you saw …*. Look again and choose.

What is refused, and why

- **Closed periods.** When the school has closed its books up to a date (see Books of account), a line dated on or before it cannot be edited or moved to another term, and no line's date can be moved into that period. The dialog says *The books are closed up to …*. Date the correction after that day, or ask whoever keeps the books to reopen them.
- **Tied lines.** A split payment and its shares, a reversal and what it reverses, a bursary credit, and the lines that carry a balance between terms keep their amount and student. Correct the line they depend on.
- **A fee is billed to a student once.** A bill cannot be moved onto a student who already has that fee (*This fee is already billed to this account.*).
- **Receipt numbers are used once.** A cash receipt number once per school, a bank transaction number once per bank account, a SchoolPay receipt once in all of School Dynamics.

What happens next

- Every correction (edit, move, reversal, adjustment, deletion) is written in the school's audit log with who, when and the reason.
- Balances follow at once, on every page and report.
- Parents who can see the balance see the new lines on the parents' pages.

QUESTIONS

I recorded a payment on the wrong child. What do I do?
The bursar opens the payment's **Edit** and changes the **Account** to the right child, with a reason. Both balances follow. If no bursar is available, reverse it and record it again on the right child with a new receipt number: the old number stays used.

Why can I not record the payment again after reversing it?
A reversal adds an opposite line; the first line stays, with its receipt number. The same cash receipt or bank transaction number cannot be used twice. Record it with a new number, or ask the bursar to correct the first line instead.

Should I reverse or delete?
Reverse. Both lines stay on the statement, so anyone can see what happened. Delete only a line that should never have existed, such as a test; only the bursar can, and a copy is kept in **Deleted transactions**.

Can a deleted line be brought back?
No. **Deleted transactions** shows it, with who deleted it, when and why, but it cannot be restored. Record it again if it was deleted by mistake.

How do I enter an old debt from before we used the system?
Open the student's account and press **Set balance**, type what they owed as a minus figure (UGX 300,000 owed is -300000) and say why. For many students at once, use a fees import.

CHAPTER 7 · FEES

SchoolPay payments

How payments made with a student's SchoolPay code reach their account, and what to do with the ones that match no student.

For: Bursar, School administrator · app.schooldynamics.ug/help/fees/schoolpay

Parents pay school fees through SchoolPay, at a bank or by mobile money, quoting the student's SchoolPay code. School Dynamics fetches those payments, finds the student each one is for, and records it on the student's account as a payment. The SchoolPay pages show every payment SchoolPay sent, and let you deal with the few that match no student.

Open them from **Fees & finance › Fees › SchoolPay**. The five pages sit side by side at the top: **Payments**, **Students**, **Reconcile with the ledger**, **Upload a statement** and **Sync log**.

Before you start

- **School Dynamics switches SchoolPay on** for your school and enters its SchoolPay code and password. If the page says *SchoolPay is switched off for this school* or *switched on but not connected*, ask School Dynamics support (Getting help).
- **Two choices are the school's own.** Open **School profile**, the **SchoolPay** tab, and press **Edit**:
  - **Import SchoolPay payments automatically**: *Yes*, or *No, I import them myself*.
  - **Import payments from**: payments made before this date are not imported.

  Only the school administrator and the school's owner can change them.
- **The school needs an active term.** Every payment is recorded in a term, so without one nothing can be fetched, uploaded or imported.
- **Who can do what.** The head teacher, deputy, bursar, finance officer and school administrator can see the SchoolPay pages. Only the bursar, finance officer and school administrator can fetch, import, choose a student, register a student or upload a statement.

How a payment reaches the student's account

1. A parent pays at a bank or on mobile money with the student's SchoolPay code.
2. School Dynamics asks SchoolPay for the school's payments on a schedule, one day at a time: today, then a day further back, then today again, reaching 60 days back, so late payments are picked up too. SchoolPay can also send each payment the moment it is made, when School Dynamics has set this up for your school.
3. Each new payment is stored as **Not imported**. A receipt that is already here is skipped.
4. Importing records it on the account of the student who holds that payment code, dated when it was paid. When no student holds the code, the student with the same reg no. gets it; if that student has

no code yet and no other student holds this one, the code is saved on them.

5 A payment that matches no student goes to **Errors** and waits for you.

When the school imports automatically, step 4 happens straight after step 3. Otherwise new payments wait under **Not imported** until you import them.

The Payments page

The tiles at the top count the payments **Waiting to import**, those that **Need a student**, and those **Imported**, with their totals. **Last fetched from SchoolPay** says when SchoolPay was last asked; click it to open the sync log.

The tabs **Not imported**, **Errors**, **Imported** and **All** split the list. Search by receipt, payment code, reg no. or name, and narrow it by the dates paid, the channel, the reason (on **Errors**), **Matched or not**, one student's account, or the amount. **Clear** removes the filters.

Each row shows when it was paid, the SchoolPay receipt, the name, code, reg no. and class SchoolPay sent, the channel, the amount, the student's fee balance (once the payment is on an account) and the status. Under the status:

- an imported payment links to the student's account;
- a payment in **Errors** says why;
- a payment still waiting shows the student it would go to (→ *name*), or *No student matches yet*.

Click the name, or the eye, to see the payment's details: who it belongs to, everything SchoolPay sent, and the raw message.

Import waiting payments

- **All of them:** press **Import all waiting** at the top and confirm. Each goes to the student holding its payment code (or reg no.); those that match nobody move to **Errors**.
- **One:** open the row's menu and choose **Import**. In the details, the same button says **Import to** and the student's name.
- **Some:** tick them and press **Import ticked**.

A message then says how many were imported, how many were already in the ledger and how many could not be imported. While a long import runs, a progress bar shows on the page.

> **GOOD TO KNOW**
>
> When several students hold the same payment code, the payment goes to the first one registered, and the details warn you. To find students who share a code, filter the › **Students** list by **Code shared with another student**.

Payments that need a student

A payment lands in **Errors** for one of these reasons (the **Any reason** filter lists them): *No student matches*, *Already in the ledger*, *No fees account*, *Refused by the ledger*, or *Other*. Most are the first: the parent used a code no student in School Dynamics holds yet.

To give the payment to the right student:

1. Open the row's menu and choose **Choose the student...**.
2. In **Student**, search by name, reg no. or payment code. Any student of the school can be chosen, including those who have left. Their class, reg no. and payment code show below.
3. When the student has no payment code, a box offers to **Also save payment code ... on** them, so their next SchoolPay payments are imported by themselves. Leave it ticked unless the code is wrong.
4. Press **Import to this student**. The payment is recorded on their account, dated when it was paid.

If you corrected students' payment codes or reg nos. on their own pages instead, open **Errors** and press **Try all errors again**.

Fetch payments now

The schedule fetches payments by itself. To fetch a few days at once (after SchoolPay was unreachable, say), press **Sync now**. It is greyed out while SchoolPay is not switched on and connected.

1. Choose **From** and **To**, or press **Today**, **Last 3 days**, **Last 7 days** or **Last 14 days**.
2. Tick **Import the new payments into students' accounts straight away** if you want them imported at once. It starts ticked when the school imports automatically.
3. Press **Fetch from SchoolPay**.

You can fetch at most 14 days at a time, never a day in the future and never before the school's **Import payments from** date. Payments already here are skipped, so fetching a day twice adds nothing.

Register students from their codes

Students lists every payment code in the school's SchoolPay payments: the name and class SchoolPay has, how many payments and how much, and whether a student holds the code (**Registered** or **Not registered**). To check a code nobody has paid with yet, type it in **Look up any payment code** and press **Look up**.

Press **Register** beside a code (or **View** when it is registered). The dialog shows what SchoolPay has for the code, then the student's details, filled from SchoolPay where it can:

1. Check the names, and choose **Sex**, **Status** and **Class**. The class must be one of this year's classes; the hint says the class SchoolPay has.

2. Leave **Reg no.** blank to have one given to an active student.
3. **Password** is for signing in. Left blank, one nobody knows is set; **Use the code** fills in the payment code.
4. Press **Register the student** (or **Save changes** for a student who already holds the code).

If a student with a similar name is already registered, they are named and linked. Check them, then tick **Register anyway** only if this really is a different student. Once saved, the dialog offers **Their payments**, **Open the student** and an **Admission letter**.

Then go back to **Payments**, open **Errors** and press **Try all errors again**, so the payments waiting for this code are imported. To register many students at once, use Importing students.

Reconcile with the ledger

Reconcile with the ledger compares what SchoolPay reported with the SchoolPay payments on students' accounts. Choose **By day** (a date range of up to 3 months; **Last 7 days**, **Last 30 days**, **Last 3 months**) or **By term**. Tick **Only days that differ** to hide the days that agree.

The tiles give the totals **From SchoolPay** and **In the ledger**, the difference, and the money **Not yet imported**. Each day's row has its counts and totals; click a day to see its payments.

Below, **Payments that disagree** sorts the differences into four tabs:

Tab	Means
Marked imported, not in the ledger	SchoolPay's list says imported, but no account has the receipt. Usually the line was deleted later. Check the student's statement before recording it again.
In the ledger, still marked waiting	The payment is already on an account but still listed as waiting. Press **Mark them imported**: nothing is posted.
Amounts differ	The account's line has another amount: a payment split to other students, or changed by hand.
In the ledger, not from SchoolPay	Lines recorded as SchoolPay payments that SchoolPay's list does not have, such as payments typed in on the Payments page.

Upload a statement

When SchoolPay cannot be reached, or for payments from before the fetching started, upload the statement SchoolPay gives you. Press **Upload a statement**:

1. **The file.** Choose the **Statement** (Excel or CSV, up to 10 MB, with the column headings in the first row) and what it was **Paid through** (*SchoolPay*, *PegPay* or *Other*). Press **Next: the columns**.

2 **The columns.** Each column is guessed from its heading; check them. **Payment date**, **Amount**, **Receipt number**, **Payment code** and **Student name** are needed. Press **Next: check**.

3 **Check and add.** You see how many payments are new, already here, and cannot be read, with the first rows. The last button adds the new ones and says how many (**Add 25 payments**, for example). Press it.

Uploaded payments join **Not imported**, even when the school imports automatically: import them on the Payments page. The upload stays in the list; **Run again** adds any payment from it that is not here yet.

The sync log

Sync log lists every time SchoolPay was asked for the school's payments: which day, how many days back, and SchoolPay's answer. Failures are in red; **Failures** shows only them. The tiles above say whether SchoolPay is on and connected, whether payments import by themselves, and from which date the school takes payments.

Good to know

- Imported payments carry SchoolPay's receipt number and the payment's own date. **Fix descriptions & dates** (tick imported payments on the **Imported** or **All** tab) rewrites their description and date from what SchoolPay sent. Amounts and accounts never change.
- A payment in the active term on a student marked *not active* makes them active again, as long as they still have a class.
- SchoolPay payments show on the › **Payments** list and on each student's account like any other payment. See How fees work.

QUESTIONS

Why is a payment under Errors?
Usually because no student in the school holds the payment code or reg no. SchoolPay sent. Open the payment and press **Choose the student**, or correct the student's code and press **Try all errors again**.

If I fetch the same day twice, is a payment recorded twice?
No. A receipt that is already here is skipped, whether it came from the schedule, **Sync now** or an uploaded statement.

Which term does a SchoolPay payment go into?
The term that was active when the payment reached School Dynamics, not the term of the date it was paid.

A payment went to the wrong student. How do I move it?
If it is not imported yet, use **Choose the student**. If it is already on the wrong account, correct it there: see Fixing mistakes.

Can I switch SchoolPay on myself?
No. School Dynamics switches it on and enters the school's SchoolPay code and password. You choose only whether payments import by themselves and from which date.

Online payments with Pesapal

Let parents pay fees online through the school's own Pesapal account, follow each payment to the student's account, and send a parent a pay link.

For: Bursar, School administrator · app.schooldynamics.ug/help/fees/online-payments

Parents can pay school fees online, with mobile money or a card, through the school's own Pesapal account. The money goes straight to the school's account. School Dynamics checks each payment with Pesapal, then records it once on the student's account as a payment, with a receipt the parent can download at once.

Two pages do this:

- **Settings › Online fees payments** connects the school's Pesapal account and switches online payment on for parents.
- **Fees & finance › Collections › Online payments** lists every payment parents started, and gives you a pay link for any student.

Before you start

- The school needs a **Pesapal merchant account** in its own name, with two pairs of keys from Pesapal: a *sandbox* (testing) consumer key and secret, and a *live* one.
- School Dynamics must also allow online payment for the school. Until it does, the settings page says *Online payment is not switched on yet*: you can save the keys, but nothing is sent to Pesapal.
- **Who can do what.** The bursar, the school administrator and the school's owner can connect the account. The head teacher, deputy, bursar, finance officer and school administrator can see the payments; only the bursar, finance officer and school administrator can press **Ask Pesapal**.

Connect the school's Pesapal account

You test with sandbox keys first, then with live keys, and only then switch on.

1. Open **Settings › Online fees payments**.
2. Press **Enter Pesapal keys**.
3. Under **These keys are for**, choose **Sandbox (testing)**. Paste the **Consumer key** and the **Consumer secret**, then press **Save keys**.
4. Press **Test the connection**. A message says whether Pesapal accepted the keys.
5. If you want to see a whole payment without real money, press **Try a test payment**. It opens Pesapal's sandbox page. Test payments are listed under **Test payments** and never reach a student's account.
6. Press **Change keys**, choose **Live**, paste the live key and secret, and press **Save keys**.
7. Press **Test the connection** again.
8. Press **Switch on for parents**.

The card **The school's Pesapal account** then shows **Parents can pay online: Yes**, which keys are saved, when they were tested, when the sandbox test passed, and the last problem Pesapal reported, if any.

> ⚠ CAREFUL
>
> Changing the keys, or changing between sandbox and live, switches online payment off at once. Parents cannot pay until the new keys pass **Test the connection** and you press **Switch on for parents** again. To keep a saved key or secret, leave its box empty.

Switch on for parents refuses until everything is ready, and says what is missing:

- *Test the connection with your Pesapal sandbox keys first.*
- *These are sandbox keys. Enter your live Pesapal keys, test them, then switch on.*
- *Test the connection with these live keys first.*

To stop online payment, press **Switch off** and confirm. Pay links then tell parents to pay through SchoolPay or at the school. Payments already started are still followed up.

How a parent pays

The parent opens the student's pay link: from the parents' app, the parents' pages, or a link you send. They type the amount and their name, and pay on Pesapal's page. The parent's side is in Paying fees online.

School Dynamics never trusts the parent's return or Pesapal's notice alone: it asks Pesapal for the payment's status. Only when Pesapal says it is completed, in shillings, is the payment recorded on the student's account: once, for the amount Pesapal confirms, in the active term. What the student owes falls straight away (see balance).

Follow the payments

Online payments shows three tiles: **Paid online this month**, **Waiting for Pesapal** and **Need a look**. Search by student, payer or reference, and filter by status. Each row shows when the payment started, the student, the payer, the amount, the status and, once it is recorded, its line number. Click the number to open the receipt. Sandbox test payments show as *Test payment* with a **Sandbox** badge.

Status	Means
Started	The parent began, but Pesapal has not accepted the order yet.
Waiting for Pesapal	Pesapal has the order; the parent may not have finished paying.
Paid	Pesapal confirmed it, and it is on the student's account.
Failed	Pesapal said it failed, or it could not be started.
Not completed	A day later, Pesapal still says it was not completed.
Reversed	Pesapal reversed it. If it was already recorded, it is reversed on the student's account too, once.

Click a student's name, or the eye, to see the payment: the amount asked and the amount **Confirmed by Pesapal**, who paid and how, Pesapal's confirmation and order numbers, when Pesapal was last asked, and the line it became.

Ask Pesapal (in the row, or in the details) asks Pesapal again about a payment that is not recorded yet. If Pesapal now says it is paid, it is recorded at once. A payment Pesapal never accepted cannot be asked about.

A payment marked **Need a look** has a note that says why, for example:

- Pesapal confirmed less than the amount asked: the confirmed amount was recorded.
- Pesapal confirmed an amount in another currency: nothing was recorded. Check it in the Pesapal account and record it by hand (Record a payment).
- The school changed its Pesapal keys after the payment started: check it in the Pesapal account it was made with.

Send a parent a pay link

1. On **Online payments**, press **Pay link for a student**.
2. Search for the student by name, reg no. or SchoolPay code, and choose them.
3. Press **Copy**, then paste the link into a text or a WhatsApp message to the parent.

The dialog says how many days the link works. A link cannot be changed to open another student. While online payment is off, the link still opens, but tells the parent to pay through SchoolPay or at the school.

Good to know

- Each payment is recorded once, even when Pesapal's notice, the parent's return and your **Ask Pesapal** arrive together.
- Online payments show on the › **Payments** list and on the student's account like any other payment. If one needs correcting, see Fixing mistakes.

QUESTIONS

Does the money pass through School Dynamics?
No. Parents pay into the school's own Pesapal merchant account. School Dynamics only records each payment on the student's account once Pesapal confirms it.

A parent says they paid, but the balance has not moved. What do I do?
Find the payment under **Fees & finance › Collections › Online payments**. If it says *Waiting for Pesapal*, open it and press **Ask Pesapal**. If Pesapal now says it is paid, it is recorded on the student's account at once.

Can I see the Pesapal keys again?
No. They are kept encrypted; only the end of the consumer key is shown. To use other keys, press **Change keys**. Online payment then stays off until the new keys are tested.

What happens to pay links when online payment is off?
The link still opens, but the page tells the parent to pay through SchoolPay or at the school.

Give a bursary

Set up bursary schemes, award one to a student or a whole class for a term, and take an award back if it was a mistake.

For: Bursar, Head teacher, School administrator · app.schooldynamics.ug/help/fees/bursaries

A bursary lowers what a student owes. You set up a **scheme** once (a name and a fixed amount per student), then award it to students for a term. Each award puts the scheme's amount on the student's account as a credit, so their balance goes up by that much and they owe less.

Open it from **Fees & finance › Fees › Bursaries**. The page has two tabs: **Beneficiaries** (who has a bursary) and **Schemes**.

Before you start

- The bursar, the finance officer and the school administrator can make schemes, award them and remove awards. The head teacher and the deputy can see the page but cannot change anything.
- A scheme must have an amount above zero before you can award it.

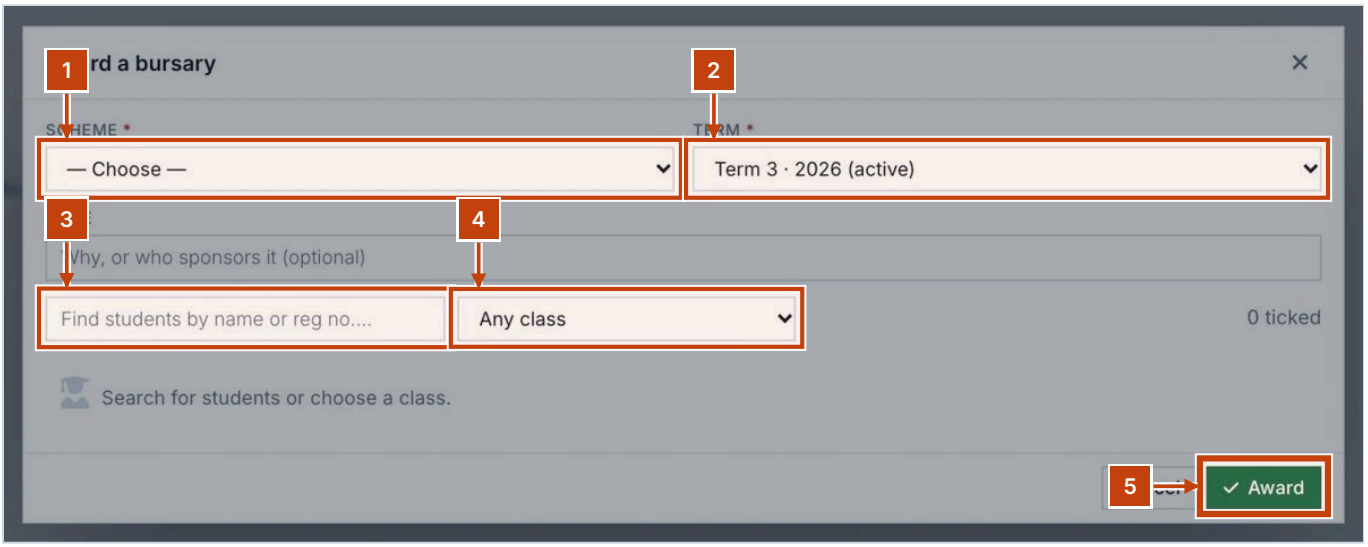
Make a scheme

1. Open the **Schemes** tab.
2. Press **New scheme**.
3. Type the **Name**, for example *Staff children bursary*.
4. Type the **Fund per beneficiary (UGX)**: the amount each student gets per award.
5. Choose the **Offer**: *Termly offer* or *One-time offer*.
6. Add a **Description** if it helps (who sponsors it, the conditions).
7. Press **Add scheme**.

The **Offer** is a label for you. A termly bursary does not renew by itself: you award it again each term.

The **Schemes** tab lists each scheme with its offer, its fund per beneficiary, how many students hold it in the term chosen at the top, and how much it credited in that term. Its buttons award the scheme, edit it, or delete it. A scheme can be deleted only while nobody holds it. Otherwise the page says how many awards it has: remove them first.

Award a bursary



The demo school · invented names and figures

1 The scheme, with the amount each student gets

2 The term the bursary is for

3 Find students by name or reg no.

4 Or show a whole class, then tick the students

5 Award: each ticked student's account is credited

1. On the **Beneficiaries** tab, press **Award bursary**. (On the **Schemes** tab, the hand icon on a scheme's row opens the same dialog with that scheme chosen.)
2. Choose the **Scheme** 1. Each scheme shows the amount it gives.
3. Choose the **Term** 2. It starts on the term chosen at the top of the page, or the active term.
4. Type a **Note** if you want: why, or who sponsors it.
5. Find the students: type a name or reg no. 3, or choose a class 4. Only active students are listed.
6. Tick each student, or press **Tick all shown**.
7. Check the line under the list: *Each ticked student is credited UGX 300,000 — UGX 1,500,000 in all.*
8. Press **Award** 5.

A message says how many students were awarded and the total, for example *Awarded 5 students: 5 credits, UGX 1,500,000.* Each student's account gets a line such as *Bursary funds of UGX 300,000 deposited to account by Staff children bursary bursary scheme for Term 2 · 2026.*

A student can hold a scheme only once per term. A student who already holds it for that term is greyed out in the list with *Already holds this scheme this term*, and cannot be ticked.

The list of beneficiaries

The **Beneficiaries** tab shows every award for the term chosen at the top. It starts on the active term; choose **All terms** to see every term. You can also search by name or reg no., and show one scheme only.

Each row shows the student, their class, the scheme, the term, what the award **Credited**, and the student's balance now: *owed* in red, or *ahead* in green when they have paid more than they were billed. Click a student's name to look at their fees without leaving the page.

Export gives every row the filters show as Excel or CSV. **Saved views** keeps a set of filters you use often.

Remove an award

If a bursary was given by mistake, remove the award. Do not try to edit the line on the student's account.

1. On the **Beneficiaries** tab, press the remove icon at the end of the student's row.
2. Read the dialog. It names the student, the scheme and the term, and says how much is taken back from the student's account: exactly what this award credited.
3. Press **Remove award**.

To remove several at once, tick them in the list, press **Remove ticked awards...**, check the table of what each one gives back, and press the button at the foot (for example **Remove 4 awards**). You can remove up to 200 at a time. If one cannot be removed, the message names it and the others are still done.

> ⚠ CAREFUL
>
> Removing an award takes its money back off the student's account, so the student owes more again. Tell the family before you do it.

Some awards were made before School Dynamics linked each award to its credit. For those, the credit is found by the scheme's name and the term, and the dialog says so. If no credit can be found, nothing is taken back and the dialog says *No credit was found for this award, so nothing is taken back.*

Good to know

- An award is a credit on the student's account in the award's term. It is not a payment and needs no receipt.
- Changing a scheme's fund never changes awards already made. The message after saving says so: *Scheme updated. Awards already made keep what they were credited.*
- A scheme with a fund of UGX 0 cannot be awarded. The dialog says to set the fund per beneficiary first.
- Every scheme saved or deleted, award made and award removed is written in the school's audit log.

QUESTIONS

Can a bursary be a percentage of the fees?
No. A scheme gives every student the same fixed amount, its **Fund per beneficiary**. For different amounts, make one scheme for each amount, for example *Half bursary* and *Full bursary*.

Does a termly bursary renew by itself next term?
No. Nothing is awarded on its own. At the start of each term, award the scheme again to the students who keep it.

I changed a scheme's fund. Did the students' accounts change?

No. Awards already made keep what they were credited. The new fund is used for awards made from now on. The list shows *fund now* under an award whose scheme has changed since.

Can I edit the bursary line on a student's account?

Not its amount or its account. Remove the award (that takes back exactly what it credited), then award again with the right scheme.

Do bursaries count as payments in the reports?

No. The finance reports count bursaries under their own heading, apart from payments, so the money collected is never inflated by bursaries.

CHAPTER 7 · FEES

Promises to pay

Record a parent's promise to pay by a date. It turns kept or overdue by itself as payments arrive; remind the parent or send a demand notice when it is missed.

For: Bursar, Head teacher · app.schooldynamics.ug/help/fees/promises-to-pay

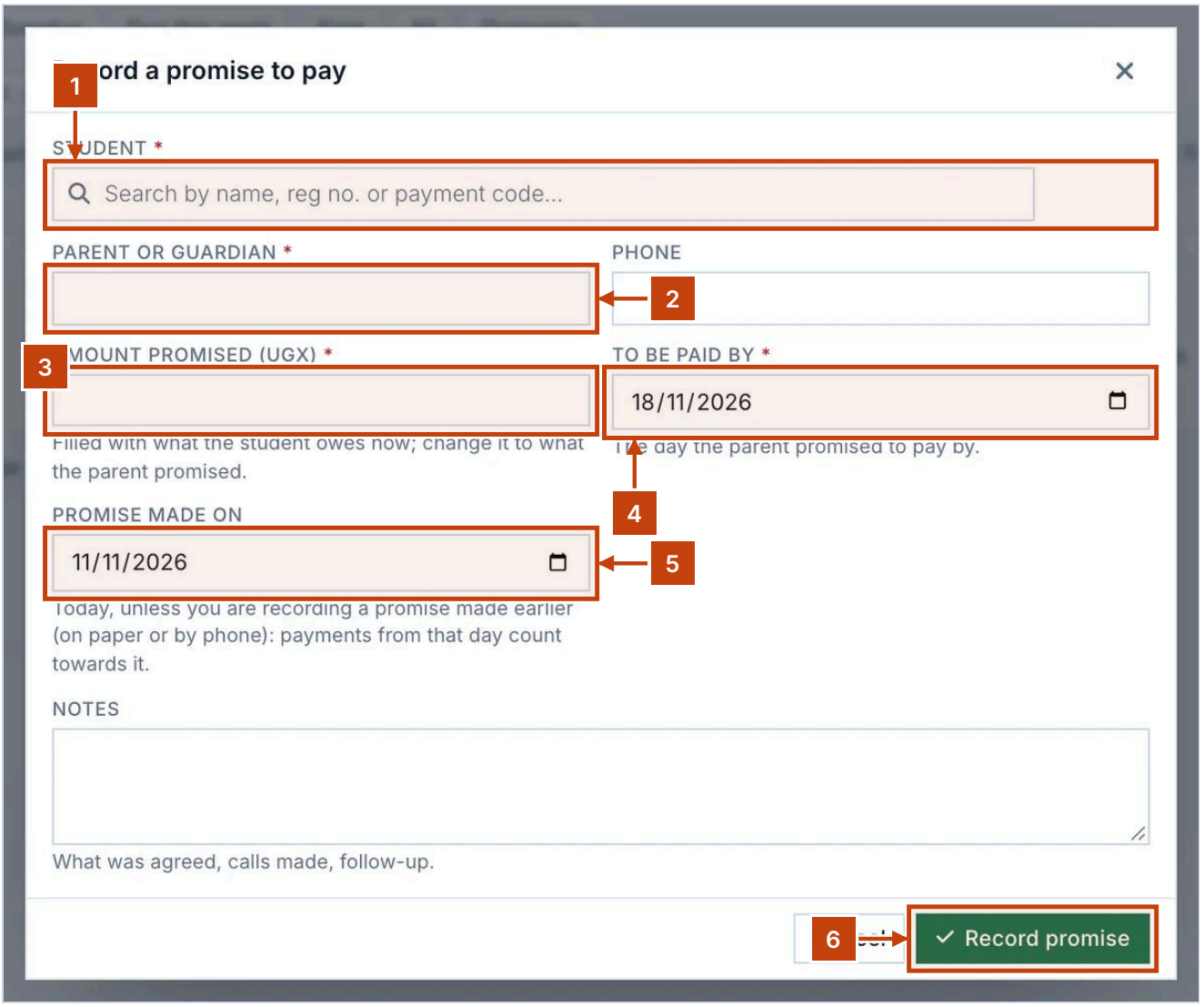
When a parent cannot pay now, they often promise a date: *"I will bring UGX 300,000 by Friday."* Record that promise to pay here. The system then watches the student's payments. The promise turns **Kept** when enough has been paid, or **Overdue** when the date passes first. You follow up the overdue ones by phone, by SMS or with a demand notice.

Open it from **Fees & finance › Fees › Promises to pay**. It is also a tab of **Finance reports**.

Before you start

- The bursar, the finance officer and the school administrator record and follow up promises. The head teacher and the deputy can see everything on the page but cannot change it.
- Reminders by SMS are sent by the bursar or the school administrator, and are paid from the school's SMS wallet. See How SMS works.

Record a promise



The demo school · invented names and figures

1 Find the student by name, reg no. or payment code.

2 Filled from the student's record. Change it if someone else made the promise.

3 Filled with what the student owes now. Change it to the amount promised.

4 The day the parent promised to pay by.

5 Today, or the day an earlier promise was made (up to 90 days back).

6 Save the promise.

1. Press **Record a promise**.
2. Find the student 1: type part of the name, the reg no. or the payment code, then pick them. A line under the box says what the student owes now, over every term.
3. Check **Parent or guardian** and **Phone** 2. They are filled from the student's record. Change them if someone else made the promise.
4. In **Amount promised (UGX)** 3, type the amount the parent promised. It starts as everything the student owes.
5. In **To be paid by** 4, choose the day the parent promised to pay by.

6 Leave **Promise made on** 5 as today. If you are recording a promise made earlier (on paper or by phone), choose that day instead: payments from that day count towards it.

7 Write what was agreed in **Notes**.

8 Press **Record promise** 6.

If the payments made since that day already cover the amount, the message says the promise is already kept. If its date has passed, it says the promise is overdue.

You can also start a promise from other pages, with the student already chosen:

- In a student's account quick view, under **Promise to pay**, press **Record a promise**. The quick view also lists the student's open promises.
- In the balances report under **Finance reports**, press the handshake button beside a student who owes.
- On the home page, the **Promises to pay** tile has **Record a promise**. The tile shows only while a promise is open.

The system refuses a promise:

- whose amount is not at least UGX 1;
- dated before the day it was made (*The promised date cannot be before today.*);
- made more than 90 days ago, or on a day in the future.

Kept, open or overdue

You never set these yourself. Each promise is judged against the payments on the student's account:

Status	Means
Open	The date has not come, and the payments made since the promise do not yet reach the amount.
Kept	The payments made since the promise reached the amount by the date.
Overdue	The date passed before the amount was paid.
Kept, *paid late*	It was overdue, then the rest was paid.

- Only payments count: cash, bank, SchoolPay, the phone app, online payments and shares of a split payment. A bursary or a balance correction does not. A payment that was reversed no longer counts.
- Payments count by the day: one made on the day the promise was made counts.
- The status changes by itself. When a payment is recorded in School Dynamics, that student's promises are checked at once. Every hour, every open promise is checked again, so payments that arrive another way are counted too.

Follow up the list

The tiles at the top count the promises **Open**, **Overdue** and **Kept**, with the amounts, and **Kept so far** as a percentage. When promises are overdue, a red line says how many; **Follow them up** opens them.

The tabs are **Not yet kept** (the list you start on), **Overdue**, **Due this week**, **Kept**, **All** and **Overview**. Search by student, parent, phone or notes, and narrow the list by class or by the promised date (**Promised by** ... **to**).

Each row shows:

- the student, their class and what they owe now (or *in credit*, or *cleared*);
- the parent, their phone and the start of the notes;
- the amount promised and the day it was recorded;
- the date, with *N days late* or *in N days*;
- **Paid since**: what has been paid since the promise, and how much is still *to go*;
- the status.

Overview shows how the promises stand (open, overdue, kept), how many were recorded and kept each day of the last 7 days, the ones due in the next 7 days, the most overdue and the latest recorded.

CSV and **Print list** give the list you are looking at, with its tab and filters.

Open one promise

Click the amount, or the eye button. The dialog shows what was promised, what has been paid since, what is still to pay and what the student owes now. It lists every payment since the promise was recorded (marked *after the date* when it came late), the student's other promises and how many were kept on time, any demands raised from it, and who recorded it.

Change a promise or mark it kept

Open the row's menu (or the promise) and choose:

- **Follow up / edit**: change the parent, phone, amount, date or notes. Under **Status**, choose **Not yet kept** or **Kept**. When you choose **Kept**, give the day in **Kept on** (not in the future, not before the promise was made). Press **Save follow-up**.
- **Mark kept**: the promise is kept from now. Use it when the parent paid in a way that does not show on the account.
- **Delete**: the promise goes. The student's balance is not touched.

Remind parents by SMS

1. Tick the promises to remind, then press **Remind by SMS** above the list. For one promise, choose **Remind by SMS** in its row menu, or **Remind** in the open promise.
2. Check the words. The buttons above the box put in the parent's name, the student's name, the

amount promised, what is still unpaid, the date, the days overdue and the student's whole balance.

3. Read the counts: how many promises are not yet kept, how many SMS go out, how many parents have no valid number (they are left out), the cost and what is in the wallet. A few examples show the real texts.

4. Press **Send N reminders**.

Only promises not yet kept get a reminder. The text goes to the phone number of the student's parent in the school's records, not to the **Phone** typed on the promise. The same text to the same number goes once. The button stays off when the wallet cannot pay for all of them; top up first.

> ⚠ CAREFUL
>
> Each reminder is a real SMS, paid from the school's wallet. Check the examples before you press send.

Reminders can also go by themselves: a day before the promised date, on the day, and 1 and 7 days after it is missed, while the promise is not kept. They are **off** until your school switches **Promises to pay** on under **Settings › Messaging › Reminders**. See Reminders and demand notices.

Demand notices from promises

When a promise is missed, send a formal letter.

- **One promise, at once**: press the print button on its row, or **Print notice** in the open promise. You get a demand notice for that parent: what they promised and when, what has been paid since, what remains unpaid and the student's whole balance. It asks them to pay within 7 days, or within 3 working days when the promise is overdue. It has lines for the bursar and the head teacher to sign, with the bursar's signature printed when the school has uploaded one. Only promises not yet kept have it.
- **Many promises as one demand**: press **Demand notices from promises** at the top. Choose **Which promises** (overdue only, pending only, both, due on or before a date, or all), optionally **Promised at least (UGX)**, and a **Title**. Each choice shows how many promises it takes and how many of those students still owe. Press **Raise demand**. To use only some promises, tick them first and press **Demand notice**, or choose **Fees demand notice** in a row's menu.

Raising a demand opens its page, where you print the notices. Students who no longer owe anything are left out. See Reminders and demand notices.

> ⚠ CAREFUL
>
> The notes you write on a promise are printed on its demand notice. Write them so the parent can read them.

Good to know

- A promise does not change what the student owes. It is a note of what the parent said, checked against the payments.
- For a family that will pay in several parts on several dates, agree a payment plan instead.

QUESTIONS

Do I have to mark a promise kept when the parent pays?
No. When the payments made since the promise reach the amount promised, it turns **Kept** by itself. Use **Mark kept** only when the parent paid in a way that does not show on the student's account.

The parent asked for more time. What do I do?
Open the row's menu, choose **Follow up / edit** and change **To be paid by**. Write the new arrangement in **Notes**. An overdue promise with a new date in the future is open again.

Does a bursary count towards a promise?
No. Only payments count: cash, bank, SchoolPay, the phone app, online payments and shares of a split payment. A bursary or a balance correction does not.

Does deleting a promise change the balance?
No. A promise is only a note of what the parent said. The student's balance is not touched.

Which phone gets the reminder SMS?
The phone number of the student's parent in the school's records. The **Phone** typed on the promise is there for you to call; the SMS does not use it.

CHAPTER 7 · FEES

Payment plans

Agree with a family to pay in instalments on set dates, see each instalment paid, due or overdue as payments arrive, and follow up the ones missed.

For: Bursar · app.schooldynamics.ug/help/fees/payment-plans

Some families cannot pay a term's fees at once, but can pay in parts: UGX 200,000 now, UGX 200,000 next month, the rest before exams. A payment plan records that agreement. The system reads the payments on the student's account and shows each instalment as paid, due or overdue, so you know whom to call.

Open it from **Fees & finance › Collections › Payment plans**.

Before you start

- The bursar, the finance officer and the school administrator agree and cancel plans. The head teacher and the deputy can look at the plans but cannot change them.
- A student has one plan at a time. To agree a new one, cancel the old one first.

Agree a plan

1. Press **New plan**.
2. Under **Student**, type part of the name, the reg no. or the SchoolPay code, then pick the student. The list shows each student's balance. Once chosen, the box says what the student owes now.
3. Under **The plan covers**, choose **What is owed now** (everything the student owes today, over every term) or **Another amount**, and type it in **Amount (UGX)**.
4. Choose how many **Instalments** (1 to 12), the day the **First falls due**, and **Then**: **Every week**, **Every 2 weeks** or **Every month**. The instalments fill in below, in equal parts; the last one takes what is left over.
5. Change any date or amount in the table if the family agreed something else. Press **Add an instalment** for another row, or the cross to remove one. The **Total** must equal the plan's amount; the dialog says *Must add up to …* until it does.
6. Write what was agreed, and with whom, in **Note**.
7. Press **Agree plan**.

The system refuses a plan when:

- the student already has a plan (*Cancel it before agreeing a new one.*);
- the plan covers what is owed, but the student owes nothing (choose **Another amount** instead);
- the instalments do not add up to the plan's amount;

- an instalment is zero, falls before today, or falls on the same day as another;
- there are more than 12 instalments.

How payments are counted

You never type what was paid against a plan. The system reads it from the student's fees account:

- Every payment from the day the plan was agreed counts, through any channel: cash, bank, SchoolPay, the phone app, online payments. A payment that was reversed no longer counts.
- Payments pay the instalments in date order, the oldest first. A part payment shows on the instalment as *(UGX … paid)*.
- An instalment is **Paid** when it is covered in full, **Overdue** when its day has passed and it is not, and **Due** otherwise.

So if a parent pays two instalments at once, both show paid. If they pay less, the first instalment is part paid and the plan falls **Behind** once its day passes.

Follow the plans

The **Plans** tab lists the plans, with the number of active ones beside its name. Search by the student's name or reg no., and choose **Active**, **Cancelled** or **All**. Each row shows the plan's amount, what has been paid, what is unpaid, the next instalment (its date and what is left on it) and how it stands:

Standing	Means
On track	No instalment is overdue.
Behind	At least one instalment's day has passed and it is not fully paid.
Paid in full	The payments since the plan was agreed cover its whole amount.
Cancelled	The plan was stopped.

Click a student's name, or the eye button, to open the plan. It shows the day it was agreed and by whom, the amount, what has been paid since and what is still unpaid, every instalment with its state, and the note. **Fees account** opens the student's account.

The **Overdue instalments** tab is your follow-up list: every instalment of an active plan whose day has passed and that is not fully paid, the most overdue first, with the days late and what is unpaid.

Cancel a plan

Cancel a plan when the family stops following it, or when you need to agree a new one (new dates, a new amount).

1. Press the cancel button on the plan's row, or **Cancel plan** in the open plan.

2. Say why in **Why**.
3. Press **Cancel plan**.

The plan stops: no more reminders, and it leaves the overdue list. Payments already made stay on the fees account. The plan is kept, marked **Cancelled**, with the reason and the date. A new plan can now be agreed.

What parents see

The plan shows on the student's page for parents, with each instalment's date and amount. When the school shows the fees account to parents, they also see which instalments are paid and what is still to pay.

Reminders

Reminders for instalments can go by themselves: 3 days before an instalment falls due, on the day, and 1, 7 and 14 days after it is missed, while it is unpaid. They say what is still unpaid that day, so a family that has since paid hears nothing.

They are **off** until your school switches **Payment plan instalments** on under **Settings › Messaging › Reminders**. See Reminders and demand notices.

> **TIP**
>
> The bursar's home page counts the instalments overdue and what is unpaid on them. Start each week from the **Overdue instalments** tab.

QUESTIONS

Does a payment plan change what the student owes?
No. A plan is an agreement about when the money comes. The balance changes only with bills and payments.

Do I tick off each instalment when the parent pays?
No. Every payment into the student's fees account from the day the plan was agreed counts, whatever the channel, and pays the oldest instalment first.

Can I change the dates of a plan?
Not after it is agreed. Cancel the plan with a reason, then agree a new one. Payments already made stay on the account.

The student was billed again after the plan was agreed. Is the plan bigger now?
No. The plan keeps the amount it was agreed for. To cover the new bills, cancel it and agree a new plan for what is owed now.

What is the difference with a promise to pay?
A promise to pay is one amount by one date. A payment plan is several instalments on several dates. See Promises to pay.

Requirements students bring

Make each class's list of what students bring at the start of term, tick in what each student hands in, and take cash in place of an item.

For: Bursar, Store keeper, Head teacher, School administrator · app.schooldynamics.ug/help/fees/requirements

A requirements list says what each student in a class brings at the start of term: reams of paper, toilet rolls, a broom. There is one list per class and term. The store keeper ticks in what each student hands in, and the bursar can take cash in place of an item. Everyone sees at a glance who still owes what.

Open it from **Fees & finance › Collections › Requirements**.

Before you start

Who	Can
Head teacher, deputy, bursar, finance officer, school administrator	Make, copy and remove lists, and set their items
Store keeper, purchaser, bursar, school administrator	Tick in what students bring
Bursar, finance officer, school administrator	Take cash in place of an item
All of the above	See the lists and print the class sheets

An item can go into the store as it is ticked in. For that, the item must exist in › **Stores** with a current batch (see Keep the store).

The lists for a term

The page shows the active term's lists; choose another term at the top to look back. Each row is a class: its list's title, how many items it has, how many students, and how many have **All brought**. Click the class to open its sheet. The icons at the end of the row open the sheet, print it, edit the list, copy it, or remove it.

Make a list

1. Press **New list**.
2. Choose the **Term**.
3. Choose the **Class**. Only the classes of that term's year are offered.
4. Type a **Title**, or leave it empty for *Requirements for P.4, Term 1 · 2026*.
5. Type a **Note for parents** if you want (for example, *Label every item with the child's name*).
6. Press **Make list**. The class's sheet opens.
7. Press **Items**, and add each item (see below).

A class can have only one list per term. If it already has one, the dialog says so.

Add the items

On the class's sheet, press **Items**. For each item, fill in **Add an item** and press **Add item**:

- **Item**: its name, for example *Ream of paper*.
- **Each student brings**: how many.
- **Counted in**: the unit, for example *reams* or *rolls* (optional).
- **Cash accepted instead, each (UGX)**: what a family may pay in place of one. Leave it empty if only the item will do.
- **Goes into the store as**: the store item it becomes. Ticking it in then adds it to the store's stock. Choose *Not kept in the store* for things the store does not keep.

The pencil beside an item changes it; the bin removes it. An item that a student has already handed in stays on the list: change its quantity instead.

Copy last term's list

At the start of a new term, open last term's lists (choose the term at the top) and press the copy icon on a class's row. Choose the new **Term** and the **Class**, then press **Copy list**. The items and the note go onto the new list; check them on the sheet that opens.

Tick in what a student brought

The sheet lists the active students of the class, one row each, against every item. Each box shows what is in out of what is required, for example *1/2*, with a tick when it is complete and *·UGX* when cash was taken for it. The **Missing** column counts what each student still owes. At the top: the term, how many students **Brought everything**, and the **Items still missing**. Search by name or reg no. to find a student quickly.

1. Click the student's box under the item.
2. Under **Tick in what was brought**, check **How many**. It starts at what is still missing.
3. Leave **Add to the store** ticked to put the items into the store's current batch (it is shown only for an item kept in the store).
4. Press **Tick in**.

If the store has no current batch of that item, the dialog says so: untick **Add to the store**, or add a batch in Stores first.

Take cash in place of an item

For an item with a cash value, the bursar can take money instead. Click the student's box, then under **Cash in place of the item** choose how it is paid:

- **Paid in cash now**: type **How many** and the **Cash receipt no.**, then press **Receive UGX ...**. The item is charged to the fees account and the cash is paid against it, so the fees balance does not change.
- **Add to the fees account**: type **How many**, then press **Add UGX ...**. The item is charged to the fees account, and the family pays it with the fees: they owe that much more.

Undo a mistake

Nothing on the sheet is changed or deleted. To put a mistake right, click the student's box. Under **Handed in**, press **Undo** beside the wrong entry, type why, and press **Undo** again. A new entry cancels the old one: items ticked in come back out of the store, and cash lines on the fees account are reversed. Each entry can be undone once.

The store keeper undoes items ticked in; the bursar undoes cash.

Print a class sheet

Press **Print class sheet** on the sheet, or the print icon on the list page. You get a PDF on the school's letterhead: every student against every item, with a tick for what is complete, *2/3* for part of it, and an empty box to tick by hand. Tick it by hand on the first days of term, or file it as the record of what is still missing.

Good to know

- A student who moves to another class after handing something in stays on the old class's sheet, marked **Moved**, so nothing they brought is lost.
- A list that students have handed in items against cannot be removed.
- Parents see what is still missing for each child on the parents' pages, under **To bring**. The parents' home page also shows how many items each child still has to bring.

QUESTIONS

A parent paid cash instead of bringing the item. Does the fees balance change?
Not with **Paid in cash now**: the item is charged and the cash is paid against it at once, so the balance stays where it was and the money shows with the day's collections. With **Add to the fees account** the item is charged to the fees, and the family pays it with their fees.

Can I tick in more than the list asks for?
No. You can tick in only what is still missing. The dialog says how many more are needed.

The store keeper ticked in the wrong number. How do we fix it?
Open the student's box and press **Undo** beside the wrong entry, with a reason. The items come back out of the store. Then tick in the right number.

Can parents see what their child still has to bring?
Yes. On the parents' pages each child has a **To bring** tab listing this term's items and how many are still missing.

Do I have to make the lists again every term?
No. Copy last term's list for a class to the new term: its items and its note come with it.

CHAPTER 7 · FEES

Import balances and service charges from a spreadsheet

Bring each student's balance, last term's balance or service charges in from Excel or CSV. Every row is checked and shown to you before anything is posted.

For: Bursar, School administrator · app.schooldynamics.ug/help/fees/fees-imports

When a school starts with School Dynamics, its balances are usually in a spreadsheet. **Fees imports** brings them in: each student's balance now, last term's balance, and extra charges such as boarding or transport. You choose the columns and say which way the figures run. Every row is then checked and shown with what it will do. Nothing reaches a student account until you press **Post**.

Open it from **Fees & finance › Fees › Fees imports**.

Before you start

- Only the school administrator, the bursar and the finance officer can use fees imports.
- The students must already be in School Dynamics. If they are not, import the students first.
- The file is Excel (.xlsx or .xls) or CSV, up to 50 MB and 5,000 rows. One row per student, with a column that identifies the student: the SchoolPay code, the reg no, or the name. Titles above the headings are fine.
- Amounts can be written as schools usually write them: `450,000`, `UGX 450,000`, `450,000/=`. A blank cell means "no figure". A dash (`–`) means zero. A figure in brackets, `(60,000)`, is a minus figure. Words in an amount column are a problem on that row, never a silent zero.

> **GOOD TO KNOW**
>
> A fees import cannot bring in payments. It brings in balances and service charges only.

1. Upload the file

1. Press **New import**.
2. Type a **Title** you will recognise later, for example *Balances at the start of Term 3*.
3. Choose the **Term**. Bills and balances are posted into this term. You can change it before posting.
4. If you imported a file of the same layout before, choose it under **Read it like an earlier import**. Its columns and signs are filled in for you.
5. Drop the spreadsheet on **Spreadsheet**, or click to choose it.
6. Press **Upload and choose columns**.

Uploading posts nothing. The import's own page opens. Its steps are shown at the top: *1. Choose the columns*, *2. Check every row*, *3. Post*, *4. Done*.

If the same file was already uploaded, it is refused and you are told which import holds it. Open that import instead.

2. Choose the columns

School Dynamics suggests the columns from the headings. Check each one.

1. If the file has several sheets, choose the **Sheet**.
2. Under **Headings are on**, choose the row with the column titles. Rows below it are read as students.
3. Check **Post into term**.
4. Under **How each student is found**, choose **SchoolPay code**, **Reg no** or **Name**, then the column that holds it.
5. When you find students by code or reg no, choose a **Name column** too, if there is one. It is shown beside each match, it warns you when a code belongs to someone else, and with the box ticked it finds the student when the code finds no one.
6. Under **Balances**, choose **Balance now**, **Previous term's balance**, or both (see below).
7. Choose **Which way do the balances run?** (see below).
8. Under **Service columns**, choose what each other column is (see below), or leave it **Not imported**.
9. Press **Save and check every row**.

The two balance columns

Column	What it does
Balance now	What each student should owe now, all terms together. One adjustment brings the account to that figure. A blank cell leaves the account alone.
Previous term's balance	Posted as last term's balance, as a line in the chosen term. Importing it again posts only the difference.

Which way the figures run

Spreadsheets do not agree on signs. Some write what a student owes as a plus figure, others as a minus figure. So you choose, and nothing is guessed:

- **Positive numbers mean the student OWES the school**
- **Positive numbers mean the student has PAID IN ADVANCE**

Under each choice, two real rows of your sheet are read that way: *Row 14, Nakato Sarah: Balance 60,000* → *Nakato Sarah owes UGX 60,000*. Compare them with what you know of those students, then choose.

Service columns

A column of charges (boarding, transport, uniform...) subscribes each student to that service for the term, with that amount, and bills it once. For each column choose:

- **A service: matched or added by heading and amount**. A service named like the heading, at the cell's amount, is used. If there is none, a new service called *Heading - amount* (for example *Boarding - 300,000*) is added to an **Imported Fees** category when you post.
- **Always this service**, one of the school's services. The amount must be its fee, or a whole number of it (2 × 35,000).

A student who already has that service in the term is not billed again.

Students who are not active

When the term is the active term, you also see **Include students who left or are not active**. Anything posted into the active term makes such a student active again and bills their class fees, as a payment would. Leave it unticked, and those rows are listed but not posted. To record balances of students who have left, choose a term that is not the active one.

3. Check every row

Checking writes nothing to any account. The page counts the rows:

Count	Means
Ready to post	The row will post the lines shown.
Problems	The row cannot post until it is fixed.
Nothing to post	A heading or total row, or the account is already right.
Posted	Already posted. It is final and is never posted again.

Each row shows the student found, the account now and after, and **What happens**: *Subscribe: Boarding*, *Previous term balance: owes UGX 120,000*, *Balance brought to: owes UGX 300,000*. Click a row to see what it will post and why, and the row as it is in the sheet.

To fix a row with a problem:

- **The student was not found, or several students fit.** Press the person icon on the row, or **Choose the student** in its quick view. Search for the student, then press **Use this student**. The row is checked again at once. **Match from the sheet again** undoes your choice.
- **The sheet is wrong** (a missing code, an amount in words). Press **Rows to fix (Excel)**, correct those rows, and upload them as a new import.

A code or name shared by several students is not guessed. If only one of them is active, that one is taken and the row warns you. Otherwise you choose. Each student can appear once in an import.

To change the columns, press **Change the columns**. After any change, press **Save and check every row** again. **Check again** checks the rows with the same columns, for example after payments were recorded meanwhile.

4. Post

> ⚠ CAREFUL
>
> Posting changes students' balances. Read the totals above the button first: subscriptions and what they bill, previous-term balances charged and credited, and adjustments charged and credited.

1. Press **Post** (the button says how many rows, for example **Post 312 rows**).
2. Read the message and confirm.

Posting runs on its own. You can leave the page: a progress bar follows you, and the page shows the result when it ends. Each row is posted whole or not at all.

Before a row is posted, its account is compared with the check. If a payment or bill reached that account in between, the row is stopped, not overwritten, and shows as a problem. Press **Check again** to see the new figures, then post the rows that are ready.

What the accounts show

Each posted row adds lines to the student's statement, marked as imported:

- a service subscription, billed once for the term;
- *Previous term balance: owes UGX 120,000*, in the chosen term;
- *Balance set by import: the student owes UGX 300,000*, the one adjustment that brings the account to the sheet's figure.

The quick view of a posted row has a **Statement** link that opens that student's account.

Other buttons on an import

Button	What it does
The file	Downloads the spreadsheet you uploaded.
All rows	Downloads every row of this import, with its outcome, as CSV.
Duplicate	Makes a new draft with the same file and columns. It posts only what is still missing.
Change status	For an import that stopped or was left behind. Choose the status and say why; the reason goes to the audit log. It posts nothing.
Cancel import	Only while nothing is posted. The import stays in the list as cancelled, and the same file can be uploaded again.

Once any row is posted, the import cannot be cancelled, its status stays, and its columns are fixed. A wrong line is corrected on the student's account: see Fixing mistakes.

The list of imports

The list shows every import of the school, with its term, how students were found, its rows, how many were posted and how many had problems. Filter it by **Not posted yet**, **Posted**, **Cancelled** or **Made in the old app**. Click a title for a quick view, or press **Continue** or **Open**.

Imports made in the old app are shown as they were left, marked **Old app**. Nothing can be changed or posted from them. To bring the same figures in again, upload the file as a new import: what is already on the accounts is taken into account.

All rows at the top of the list opens **Fees import rows**: every row of every import, which you can filter by import, student, status, retries and dates. To change a row, open its import.

QUESTIONS

Can I import payments from a spreadsheet?
No. A fees import brings in balances and service charges only. Record payments under **Fees & finance › Payments** (see Record a payment), or let SchoolPay bring them in.

What happens if I import the same figures twice?
The same file cannot be uploaded twice: you are sent to the first import. A new file with the same students is worked out from what the accounts hold now, so only what is still different is posted. A row already posted is never posted again.

A balance came in wrong. How do I undo the import?
Once rows are posted, the import cannot be cancelled and its status cannot be changed. Correct the wrong line on that student's account. See Fixing mistakes.

Should I use the balance column or the previous term's balance column?
Use **Balance now** when the sheet says what each student owes today, all terms together. Use **Previous term's balance** when the sheet holds last term's balances that should show as a line in this term. If you give both, the account ends at the balance-now figure.

Why can the head teacher not see Fees imports?

Imports post money to accounts, so only the school administrator, the bursar and the finance officer can open them.

Pocket money

Hold money for students to spend at the canteen. Top it up, set a daily limit, print a statement, refund a sale and correct mistakes.

For: Bursar, School administrator · app.schooldynamics.ug/help/fees/pocket-money

Pocket money is money a family leaves with the school for the student to spend, usually at the canteen. Each student has their own pocket money with a balance and, if you want, a daily limit. It is kept apart from fees: topping it up or spending it never changes the student's fees balance.

Open it from **Fees & finance › Collections › Pocket money**.

Before you start

- The bursar, the finance officer and the school administrator can top up, set limits, refund and correct. The head teacher and the deputy can look.
- A student's pocket money opens with its first top-up. Until then, the student is not on the list.

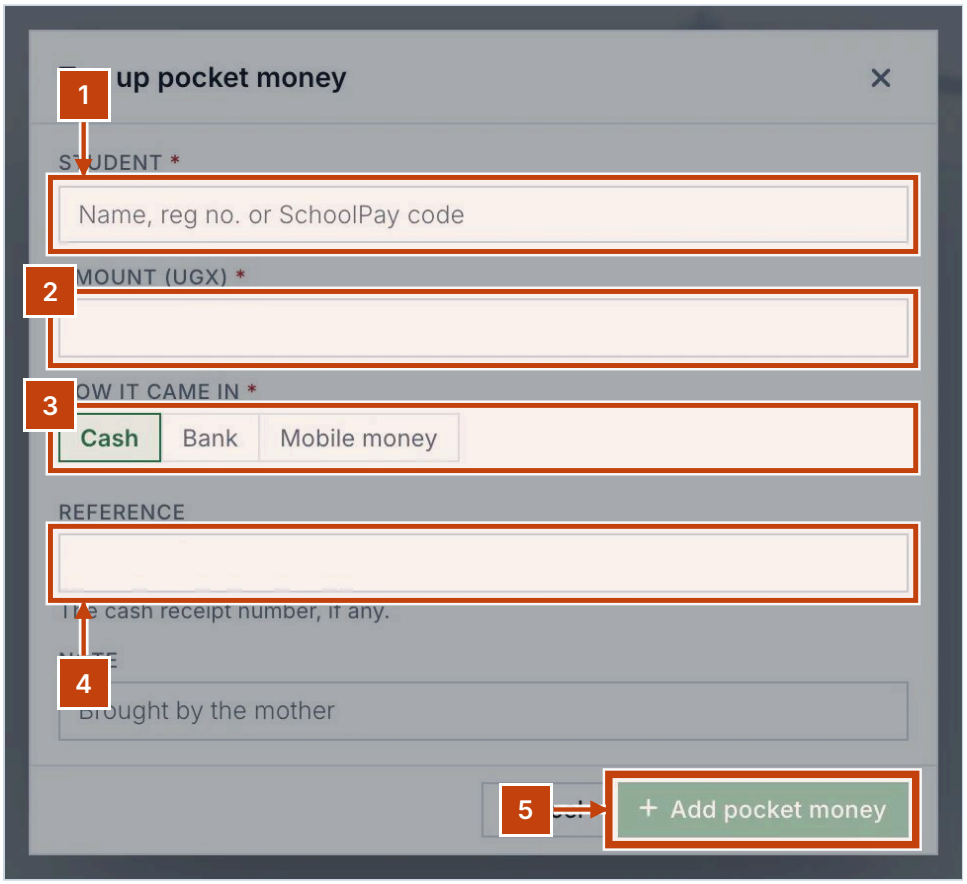
The page

At the top:

- **Held for students**: all the pocket money the school holds, and how many students have some.
- **Canteen today**: what was sold at the canteen today.
- **Low balance**: how many students have less than UGX 5,000 left.

The list shows each student's **Balance** (marked **Low** below UGX 5,000), their **Daily limit**, and what they **Spent today**. Search by name or reg no., or tick **Low balance only** to see who needs topping up.

Top up



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1 Find the student by name, reg no. or SchoolPay code

2 The amount received

3 How the money came in: cash, bank or mobile money

4 The bank slip or mobile money number; for cash, the receipt number if any

5 Add the money to the student's pocket money

1. Press **Top up**. (Or press the plus icon on a student's row: the dialog opens with that student chosen.)
2. Find the student 1: type at least two letters of the name, the reg no. or the SchoolPay code, and choose them.
3. Type the **Amount (UGX)** 2.
4. Choose **How it came in** 3: **Cash**, **Bank** or **Mobile money**.
5. Type the **Reference** 4. For bank and mobile money it is required: the bank slip or the mobile money transaction number.
6. Add a **Note** if it helps, for example *Brought by the mother*.
7. Press the button at the foot 5. It shows the amount, for example **Add UGX 20,000**.

A message confirms it and gives the new balance. One top-up can be at most UGX 5,000,000.

Look at a student's pocket money

Click a student's name. The quick view shows:

- the **Balance**, what was **Spent today**, and what they **Can still spend today**;
- the **School's daily limit** and the **Parent's daily limit**;
- the **Latest movements**: top-ups, canteen sales, refunds and corrections, newest first.

Print the whole statement opens a PDF of every movement with the balance after each one.

Set a daily limit

1. In the student's quick view, press **Daily limit**.
2. Type **The school's limit a day (UGX)**, or leave it empty for none.
3. Press **Set limit**.

A limit is between UGX 100 and UGX 1,000,000. The parent can set a lower one from the parents' app; the lower of the two applies. At the canteen, a sale that would go over the day's limit is refused.

Refund a canteen sale

1. In the student's quick view, find the sale under **Latest movements**.
2. Press **Refund** beside it.
3. Check **Give back (UGX)**. It starts at the whole sale; type less to give back part of it.
4. Type **Why**.
5. Press **Refund**.

You can give back at most what is left of that sale. A refund made today is taken off what the student spent today, so it also frees room under the daily limit.

Correct a mistake

If a top-up was typed wrong, correct the balance:

1. In the student's quick view, press **Correct**.
2. Type the **Amount (UGX)**: a plus amount adds; a minus amount (for example *-2000*) takes off.
3. Type **Why**.
4. Press **Record correction**.

GOOD TO KNOW

Nothing is ever changed or deleted in pocket money. A refund or a correction is a new line on the statement, with its reason and who made it. The balance can never go below zero: a correction that would take it below zero is refused.

What happens next

- Canteen staff charge sales against the balance at the canteen.
- A student whose balance falls below UGX 5,000 shows as **Low**, here and at the canteen till.

QUESTIONS

Does pocket money count towards school fees?
No. Pocket money is the family's money held for the student. It has its own balance and never touches the fees account.

Can a student spend more than is in the wallet?
No. A sale needs the money to be there, and the balance never goes below zero.

How do I give back money taken by mistake at the canteen?
Open the student's pocket money, find the sale under **Latest movements** and press **Refund** beside it. You can give back all of it or part of it, with a reason.

Can parents limit what their child spends?
Yes. The parent can set their own daily limit from the parents' app. When both the school and the parent set one, the lower of the two applies.

Sell at the canteen

Scan a student's ID card, see what they can spend today, and charge the sale to their pocket money.

For: Store keeper, Bursar, School administrator · app.schooldynamics.ug/help/fees/canteen

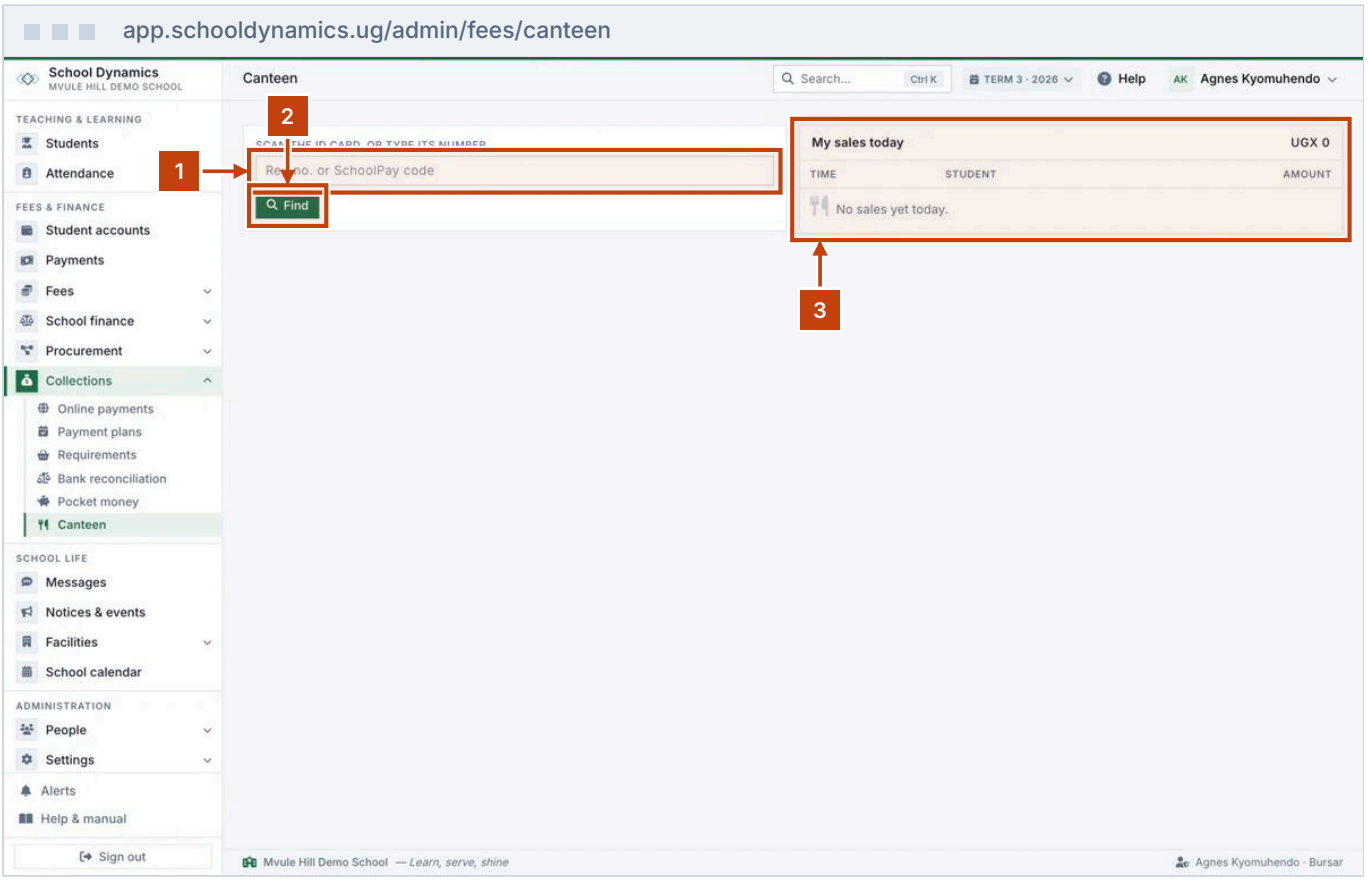
The canteen page is a till. Scan the student's ID card, see what they can spend today, type the amount, and charge it to their pocket money. The money comes off their pocket money, never their fees.

Open it from **Fees & finance › Collections › Canteen**. The bursar also finds a **Canteen** button on the **Pocket money** page.

Before you start

- The school administrator, the bursar, the finance officer and the store keeper can sell at the canteen. There is no separate canteen role: give the canteen's staff the **Store keeper** role (see Roles and permissions).
- The student must have pocket money. The bursar tops it up under **Pocket money**.
- A barcode or QR scanner that types into the page and presses Enter works. Without one, type the number.

Make a sale



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1 Scan the ID card, or type the reg no. or SchoolPay code

2 Find the student (a scanner usually presses it for you)

3 Your own sales today, with their total

1. Scan the student's ID card into **Scan the ID card, or type its number** 1, or type their reg no. or SchoolPay code.
2. Press **Find** 2. The scanner usually does this for you.
3. Check the photo, name and class. The till shows what the student **Can spend now**, what they **Spent today**, and the **Daily limit**.
4. Type the **Amount (UGX)**.
5. Type **What was bought** if you want, for example *Soda and chapati*.
6. Press **Charge**. The button shows the amount, for example **Charge UGX 2,500**.

A message says what was charged and what is left. The till is then ready for the next card. **Next student** clears the till without charging.

Your sales today are listed on the right 3, newest first, with their total.

When a sale is refused

The till says	What to do
... has no pocket money. The bursar tops it up.	The student has no pocket money yet. Send them to the bursar.
Not enough pocket money: the balance is ...	Sell less, or the family tops up.
Over the daily limit of ...: ... left today.	Sell no more than what is left today.
No student of this school has the card ...	Check the number, or type the reg no. by hand.
More than one student has the number ...	Use the student's SchoolPay code instead.

One sale can be at most UGX 500,000.

Good to know

- The daily limit is the lower of the school's limit and the parent's own. Refunds made today count back, so they free room under the limit.
- A student whose balance is below UGX 5,000 shows a low-balance warning at the till.
- The till shows the student's name, class, reg no., photo and what they can spend. Canteen staff see nothing else about the student.
- To give money back for a wrong sale, the bursar refunds it under Pocket money.

QUESTIONS

The scanner read the card twice. Was the student charged twice?
No. Each sale on the till carries its own key, so a double scan or a double click charges once.

A student has no ID card with them. What can I type?
Their reg no. or their SchoolPay code. Meal cards print no number, so a student with only a meal card uses the ID card or gives the number.

I charged the wrong amount. How do I fix it?
Ask the bursar to refund the sale under **Pocket money**: it gives the money back to the student's pocket money, with a reason.

Why is the Charge button greyed out?
The student has nothing they can spend now: the pocket money is empty, or today's limit is used up.

Match the bank statement to fees receipts

Import the bank statement and match each deposit to fees receipts, to find money that came in without a receipt and receipts the bank never shows.

For: Bursar · app.schooldynamics.ug/help/fees/bank-reconciliation

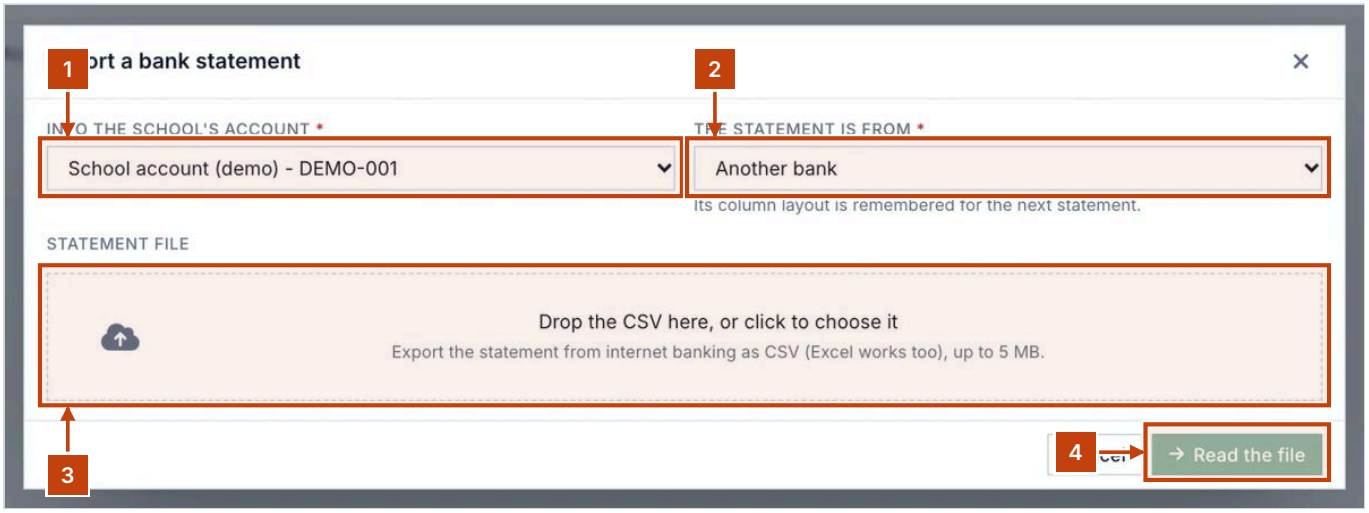
Every deposit on the school's bank statement should match a fees receipt in School Dynamics. **Bank reconciliation** puts the two side by side. You import the statement, School Dynamics matches what is certain, and you match or explain the rest. In the end you see deposits nobody receipted, and receipts the bank never shows.

Open it from **Fees & finance › Collections › Bank reconciliation**.

Before you start

- The school administrator, the bursar and the finance officer import statements, match and reconcile. The head teacher and the deputy can look.
- The school's bank account must exist under › **Bank accounts & votes**.
- Bank payments are matched only when they were recorded into **that** bank account. Choose the right account when you record a bank payment.
- Export the statement from internet banking as CSV (Excel works too), up to 5 MB and 5,000 lines.

Import a statement



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1. The school's bank account the statement belongs to.
2. The bank. Its column layout is remembered for next time.
3. Drop the statement exported from internet banking (CSV or Excel).
4. Read the file, then check its columns.

1. Press **Import a bank statement**.
2. Under **Into the school's account** 1, choose the bank account.
3. Under **The statement is from** 2, choose the bank: Stanbic Bank, Centenary Bank, dfcu Bank, Equity Bank, Absa Bank, Bank of Africa, or Another bank.
4. Drop the file on **Statement file** 3.
5. Press **Read the file** 4.
6. Check the columns. **Headings are on row** is the row with the column titles (statements often start with lines about the account). Choose how **Dates are written**, then the column for **Transaction date**, **Description**, and either **Money in (credit)** and **Money out (debit)**, or the one **Amount (one signed column)**. **Reference** and **Balance** help when the bank has them.
7. Press **Check the lines**.
8. Read the preview: **New lines**, **Money in**, and **Already here** (lines brought in from an earlier statement). Lines that could not be read are listed.
9. Press **Import** (the button says how many lines, for example **Import 214 lines**).

The columns you chose are saved for that bank, and filled in the next time. Lines with no money (the opening or closing balance, totals) are left out.

The statement opens, already matched as far as is certain. A message says how many lines were imported and how many matched.

How matching works

A deposit is compared with the receipts paid within 5 days either side of its date, for the same amount. A receipt is money paid in through the bank (into this account), SchoolPay, PegPay or online (Pesapal). It is matched for you only when that is certain:

1. A receipt of that amount whose reference is written on the bank line.
2. Otherwise, the only receipt of that amount, when no other open bank line of the same amount could be it.
3. Otherwise, when no single receipt fits, the only day's total of one channel. SchoolPay, PegPay and Pesapal pay schools one sum per day.

Anything less certain is left for you. A receipt is matched to one bank line only.

Work through a statement

The top of the page shows the period and file, how many money-in lines are matched, how many lines are reconciled, and how many were not found in the bank or in the fees records. The tabs:

Tab	Shows
Not found in the ledger	Money in with no receipt matched yet. Start here.
Matched	Lines matched to receipts, waiting for you to confirm them.
Reconciled	Lines confirmed, with who did it and when.
Money out	Withdrawals, charges and transfers out.
Receipts not on the statement	Receipts of the period that no bank line shows.

Match a line by hand

1. On **Not found in the ledger**, press **Match** on the line.
2. Tick the receipts it is. Receipts of the same amount come first. Under **A day's total**, **Choose these** ticks all of one channel's receipts for a day.
3. Check **Chosen**: what you ticked, against the bank's figure.
4. If they differ, write a **Note** saying why, for example *less Pesapal charges*.
5. Press **Match** (the button counts what you ticked, for example **Match 3 receipts**).

If no receipt fits, the payment may not be recorded yet, or it was recorded with another date, channel or bank account. Record or correct it, then come back and match the line. **Match what is certain** runs the automatic matching again.

Confirm the matches

On **Matched**, check the student and channel beside each line, then press **Reconcile all matched**. Every matched line is marked reconciled in your name. To confirm one line, press **Reconcile** on it, then **Mark reconciled**.

Lines that are not fees

A line that is not a fees deposit (bank charges, interest, a transfer to the savings account, other income) cannot be matched. Press **Reconcile**, write a **Note** saying what it is, then press **Mark reconciled**. Money out is always reconciled this way.

Undo

Unmatch removes a match that is wrong. A reconciled line must first be reopened: press **Reopen** on it.

Receipts not on the statement

This tab lists receipts the fees records hold for the statement's period (with 5 days either side) that no bank line claims. Each one is money School Dynamics says came in, but no statement shows. Check whether it is on the next statement, or whether it was recorded with the wrong channel, date or bank account.

> GOOD TO KNOW
>
> SchoolPay, PegPay and online receipts are listed here whichever bank account they are paid into. If they go to another account, import that account's statement too.

Remove a wrong statement

While no line of a statement is reconciled, **Remove** takes it away with its matches. Nothing in the fees records changes. Once a line is reconciled, the statement stays: reopen its lines first.

Good to know

- Nothing is ever posted from this page. Balances do not change when you match or reconcile.
- The list of statements shows, for each one, the money in, how many lines are matched and reconciled, and how many money-in lines were not found. Click the bank account for a quick view of the deposits still waiting for a receipt, then **Open to match**.

QUESTIONS

Does matching a line change any balance?
No. Bank reconciliation only reads the fees records. Nothing is ever posted from it. If a deposit has no receipt, record the payment under **Fees & finance › Payments**, then match the line.

My statements overlap by a few days. Will deposits be counted twice?
No. A line already brought in from an earlier statement of the same account is shown as **Already here** and is not imported again.

SchoolPay paid us one sum for the whole day. How do I match it?
Press **Match** on the line. Under **A day's total**, the receipts of that channel and day that add up to the amount are offered together: press **Choose these**, then the **Match** button at the foot. When only one such day's total fits, **Match what is certain** does it for you.

The bank figure is a little less than the receipts. Can I still match?
Yes. Choose the receipts and write a **Note** saying why, for example *less Pesapal charges*. Without a note, receipts that do not add up to the bank's figure are refused.

Can the head teacher see this page?
The head teacher and the deputy can see the statements and how far matching has got. Only the school administrator, the bursar and the finance officer can import statements, match and reconcile.

Reminders and demand notices

Chase unpaid fees. Print demand notices, meal cards and gate passes for the students who owe, text their parents once, and set up fee reminders that go by themselves.

For: Bursar, Head teacher · app.schooldynamics.ug/help/fees/reminders-and-demand-notices

When parents fall behind, you remind them. School Dynamics has two kinds of reminder. A **demand notice** is a letter to each parent whose child owes, printed from a demand, with meal cards, gate passes and one SMS to go with it. **Text reminders** go to parents by SMS, either when you send them or by themselves on dates you set.

Demands are under **Fees & finance › School finance › Finance reports**, on the **Demand notices** tab. The automatic reminders are under **Settings › Messaging › Reminders**.

Before you start

- The bursar, the finance officer and the school administrator make and change demands. The head teacher and the deputy can open demands and print them, but not change them.
- Sending a demand's SMS is for the bursar and the school administrator. Every SMS is paid from the school's SMS wallet. See How SMS works.

Make a demand

A demand is a rule that picks students by their balance: for example, *P.5, P.6 and P.7, boarders, owing at least UGX 200,000*. It then prints a notice for each of them.

1. Press **New demand**.
2. Type a **Title**, for example *Term 3 balances, P.7*.
3. Under **Students who**, choose the condition and type the amount: **owe at least**, **owe more than**, **owe at most (or nothing)**, **owe less than (or nothing)**, **owe exactly**, **have paid ahead by at least** or **have paid ahead by more than**. It starts at *owe more than UGX 0*, which means everyone who owes. The line under it says in words whom it selects.
4. Choose the students:
   - **By class**: tick the classes, and choose the **Residence** (**Everyone**, **Day scholars** or **Boarders**). Only active students in those classes now are picked.
   - **Named students**: add the students one by one. They are picked whatever their status or residence, but the balance condition still applies.
5. To print a big class in parts, tick **Print only part of each class list** and give the positions. They are counted from 0 in each class list: 0 to 49 is the first 50 students.
6. Read the green line: *Selects N students now, owing UGX ... in all.*

7. Choose the **Due date**. It is printed on the notices; it is also the month on meal cards and the expiry on gate passes.
8. Tick **Students' photos on meal cards and gate passes** if you want them.
9. Check the **Notice text**. The buttons above it put in the student's name, class, balance and SchoolPay code, and, when the parent made a promise to pay, the details of that promise. A blank line starts a new paragraph.
10. Check the **SMS text**, or empty it to send no SMS.
11. Press **Save demand**. The demand's page opens.

The balance a demand reads is everything the student owes, over every term. The amount on the notice has no minus sign: a balance of UGX -350,000 prints as *UGX 350,000*.

> GOOD TO KNOW
>
> A demand is not a fixed list. It picks its students each time you open it or print from it, by their balance at that moment. A parent who has paid since does not get a notice.

Print the notices, meal cards and gate passes

Open a demand by clicking its title in the list (a quick view shows how many students it reaches and what they owe), then **Full record**; or go straight to the page after saving. At the top: how many students it selects now, what they owe, the due date and whether its SMS was sent.

Under **Print**:

- **Demand notices**: one letter for each selected student who owes, on the school's letterhead, as many to a page as fit, with a line to cut along. The bursar's signature is printed on each when the school has uploaded one; otherwise there is a line to sign.
- **Notices, two a page (larger)**: the same letters, bigger.
- **Meal cards**: boarders' cards have breakfast, lunch and supper for each day of the due date's month; day scholars' have the week days.
- **Gate passes**: with the balance and the due date as the expiry.
- **List of students**: everyone selected, by class, with their balances.

Students who owe nothing (a demand for meal cards often picks them) get no demand notice; meal cards and gate passes include them. The page says how many were left out.

Below, the page lists the selected students class by class, with their residence, payment code and balance. Click a name to open the student's account.

Send the demand's SMS

1. On the demand's page, under **SMS to parents**, press **Send SMS...**.

2 Read the counts: the students who owe, the SMS going out, the parents with no valid number (left out), the cost and what is in the wallet, and a few example texts.

3 Press **Send N SMS**.

Each student's parent gets the text; a student with no parent on record gets it on their own number. The same text to the same number goes once. Students who owe nothing are not texted.

> ⚠ CAREFUL
>
> A demand sends its SMS **once**. After that the button is gone. To remind the same parents again later, press **Duplicate** and send the copy's SMS.

If the card says the demand has no SMS text, press **Edit** and add one. If the wallet cannot pay for every message, nothing is sent: top up first. If the school cannot send messages at all, the card says why.

Change, copy or delete a demand

- **Edit** (on the demand's page, or in the row's menu in the list) opens the same form. Press **Save changes**.
- **Duplicate** makes a copy with *(copy)* after the title. The copy has not printed or sent anything yet, so it can send its SMS again.
- **Delete** (in the row's menu) removes only the demand. No balance is touched, and SMS already sent stay sent.

The list shows each demand's condition, its classes (or how many named students), residence, due date, and whether it was **Printed** and its **SMS sent**. Search by title, or choose a residence.

Demands from promises to pay

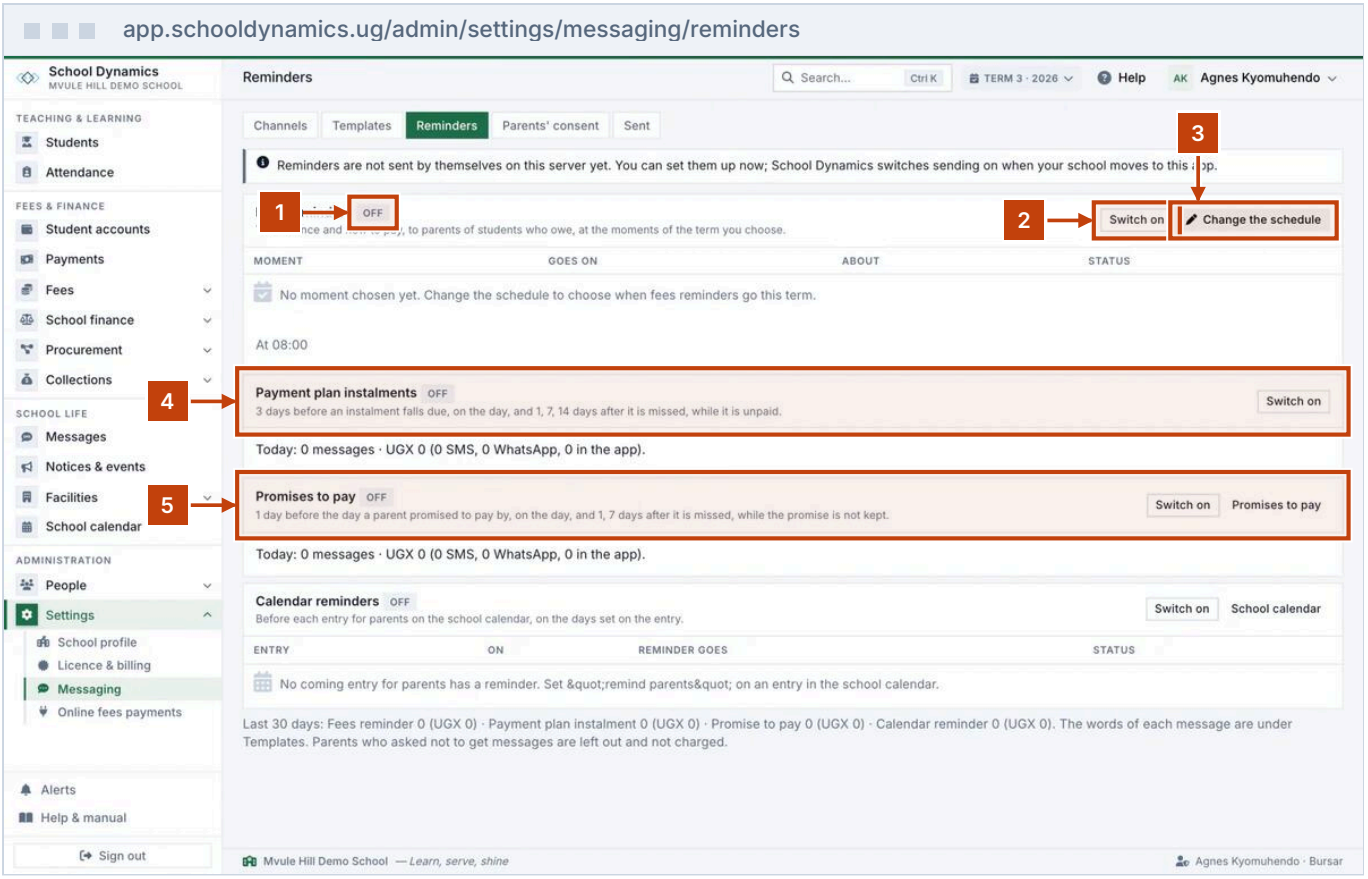
When parents have missed their promises, press **From promises to pay** above the list, then **Demand notices from promises** on that page. The demand names the students of the promises you chose who still owe, and its notice quotes each parent's promise. It has no SMS text until you edit it. See Promises to pay.

Text reminders you send

To	Use
Text every parent whose child owes, today	A new message under **Messages** to classes or parents, with *Only parents of students with a fees balance condition* ticked and the fees balance put into the words. See Sending a message.
Send the balance and how to pay, now or on a date	The **Balance and how to pay** message under **Settings › Messaging › Templates**.
Remind before a fees deadline	The **Fees deadline** message under **Settings › Messaging › Templates**: reminders on the days before the deadline you set, to parents of students who still owe.
Remind parents who promised a date	**Remind by SMS** on Promises to pay.
Send letters	A demand, above.

Reminders that go by themselves

Three reminders about fees can go without anyone pressing send. **Each one is off until your school switches it on.**



The demo school · invented names and figures

1 Fees reminders are On or Off. They start Off.

2 Switch them on or off.

3 Choose the moments of the term they go: after opening, mid-term, before exams, before report cards.

4 Reminders for payment-plan instalments, switched on here.

5 Reminders for promises to pay, switched on here.

- **Fees reminders** 1 : the balance and how to pay, to the parent of every active student who owes, at the moments of the term you choose. Each child's parent gets one reminder for each moment.
- **Payment plan instalments** 4 : before, on and after the day each instalment falls due, while it is unpaid. See Payment plans.
- **Promises to pay** 5 : before, on and after the day a parent promised to pay by, while the promise is not kept. See Promises to pay.

To set up fees reminders:

1. Open **Settings › Messaging**, then the **Reminders** tab.
2. Under **Fees reminders**, press **Change the schedule** 3 .
3. Choose the moments. Leave a moment empty to skip it:
   - **Days after the term opens** (0 is the first day of term);
   - **Mid-term** (half way through the term);
   - **Days before exams** (before each published exam timetable and exam week);

- **Days before report cards**, and when **Report cards come out on** (empty: the term's last day).

4. Choose the **Time of day**.
5. To leave out small balances, type an amount in **Only students owing more than (UGX)**. To remind some classes only, tick them under **Only these classes**.
6. Press **Save the schedule**.
7. Press **Switch on** 2.

The table then lists this term's moments, the day and time each goes, and whether it is coming, due now, sent or passed. The **Next:** line says how many messages the next one will send, what it costs and what is in the wallet. The words of each reminder are under **Settings › Messaging › Templates**. Parents who asked not to get messages are left out and not charged.

> **GOOD TO KNOW**
>
> If the page says *Reminders are not sent by themselves on this server yet*, you can still set everything up now. School Dynamics switches sending on when your school moves to this app. Until both are on, nothing goes by itself. More in Automatic messages.

QUESTIONS

Why did a student who owes nothing not get a notice?
Demand notices and the demand's SMS are only for students who owe. A demand can select students who are cleared or in credit (for meal cards or gate passes), but they get no letter and no SMS. The demand page says how many were left out.

I sent a demand's SMS last week. How do I remind the same parents again?
A demand sends its SMS once. Press **Duplicate** on the demand, then send the copy's SMS.

A parent paid after I made the demand. Will they still get a notice?
Not if they no longer owe. A demand picks its students each time you open or print it, by the balance at that moment.

Are fee reminders sent automatically?
Only when your school switches them on under **Settings › Messaging › Reminders**. Every reminder that goes by itself starts off.

Does deleting a demand change any balance?
No. Only the demand goes. SMS already sent stay sent.



School Dynamics

Questions? Ask under any lesson in the app, or write to the team.

app.schooldynamics.ug/help