

PowerSchool Fee Issues Explained

When the Fee Balance at the top doesn't match the Fee Balance at the Bottom

Fees are tied to a school year. During the typical End of Year process, fees are either cleared for the year or any fees for which there is a balance due will be rolled into a single Start of Year Balance, which is assessed as a fee for the next school year.

CONNECT Districts desired to have a detailed listing of all fees, so that it was clear which fees were still owed to the school district. Therefore, as part of our End of Year process, all previous fees are carried forward and any fees with a balance due are updated to be attached to the next school year.

The balance at the top of the screen reflects the Current Year Balance. The balance at the bottom of the screen reflects the sum of the dollar amounts of the fees due.

A discrepancy in this is typically due to the fact that fees were assessed under the next school year's terms during the current school year.

When a fee is assessed at the end of the school year under the next year term, such as a damaged book fee, that fee is attached to that next year. It will be reflected in the total at the bottom (Total Amount Due); however, for the fee at the top (the Current Year Balance) under the previous and the next year, the fee will be lower than anticipated.

This fee was assessed under the 15-16 School Year. The 15-16 Balance shows the amount of the fee, but the running total is higher.

School: Apple Grove Intermediate School Term: 15-16 Yes

Start Page > Student Selection > Fee Transactions

Fee Transactions

Ackerman, Stan Grade Level: 5 Student Number: 349264 Building: AGIS HomeRoom:

Date	Course	Fee Type	Priority	Description	Charged	Adjust.	Fee	Paid	Balance	Transaction
01/20/2015	Calculator-TI-15		1	Calculator Rental	10.00	0.00	10.00	10.00	0.00	
01/20/2015	Calculator-TI-15		1	Calculator Rental	10.00	0.00	10.00	0.00	10.00	Payment
08/21/2014	2014-2015 WORKBOOKS		1	2014-2015 WORKBOOKS	33.00	0.00	33.00	0.00	33.00	Payment
08/21/2014	2014-2015 LANGUAGE ARTS		1	2014-2015 LANG. ARTS	22.00	0.00	22.00	22.00	0.00	
08/21/2014	2014-2015 ART		1	2014-2015 ART	10.00	0.00	10.00	10.00	0.00	
08/20/2013	13-14 Art		0		7.00	0.00	7.00	7.00	0.00	
08/20/2013	13-14 Activity		0	Activity Fee	8.00	0.00	8.00	8.00	0.00	
08/20/2013	13-14 Workbook		0	Workbook	50.00	0.00	50.00	50.00	0.00	
08/22/2012	12-13 workbook		0		50.00	0.00	50.00	50.00	0.00	
08/22/2012	12-13 art		0		7.00	0.00	7.00	7.00	0.00	
08/22/2012	12-13 activity fee		0		8.00	0.00	8.00	8.00	0.00	
Totals:					215.00		172.00		43.00	Distribute

Balance: 10.00 Refund

PowerSchool Fee Issues Explained

When switching to the 14-15 school year, you will see the difference, as the 14-15 school year balance is reflecting only the amount of due of the fees that were assessed during that previous school year:

School: Apple Grove Intermediate School Term: 14-15 Year

Start Page > Student Selection > Fee Transactions

Fee Transactions

Ackerman, Stan Grade Level: 5 Student Number: 349264 Building: AGIS HomeRoom:

Create New Fee Balance: 33.00 Refund

Date	Course	Fee Type	Priority	Description	Charged	Adjust.	Fee	Paid	Balance	Transaction
01/20/2015		Calculator-TI-15	1	Calculator Rental	10.00	0.00	10.00	10.00	0.00	
01/20/2015		Calculator-TI-15	1	Calculator Rental	10.00	0.00	10.00	0.00	10.00	Payment
08/21/2014		2014-2015 WORKBOOKS	1	2014-2015 WORKBOOKS	33.00	0.00	33.00	0.00	33.00	Payment
08/21/2014		2014-2015 LANGUAGE ARTS	1	2014-2015 LANG. ARTS	22.00	0.00	22.00	22.00	0.00	
08/21/2014		2014-2015 ART	1	2014-2015 ART	10.00	0.00	10.00	10.00	0.00	
08/20/2013		13-14 Art	0		7.00	0.00	7.00	7.00	0.00	
08/20/2013		13-14 Activity	0	Activity Fee	8.00	0.00	8.00	8.00	0.00	
08/20/2013		13-14 Workbook	0	Workbook	50.00	0.00	50.00	50.00	0.00	
08/22/2012		12-13 workbook	0		50.00	0.00	50.00	50.00	0.00	
08/22/2012		12-13 art	0		7.00	0.00	7.00	7.00	0.00	
08/22/2012		12-13 activity fee	0		8.00	0.00	8.00	8.00	0.00	
					Totals:		215.00	172.00	43.00	Distribute

For this reason, it is always best to go off of the Balance at the bottom of the screen. By leaving this inconsistency in place, it is a good check to verify that fees are appropriately assessed.

Prevention: Prior to the End of Year Process, you should make sure that you are in the current year when assessing fees.

Resolution: If it is late enough in the year, you may wait until after the End of Year Process at which time the fees will be appropriately tied to the next school year, or you may contact CONNECT and request that the fees be associated with the correct year.

Why when I make a payment of all fees due, does the student end up with an Overpayment?

Because of the reason noted above. If the fees are not appropriately applied during the current year, when a payment is made under the incorrect year, it will generate an Overpayment.

In the example above, while the student owes a grand total of \$43.00, technically \$33.00 is due for 14-15 and \$10.00 for 15-16. Therefore, regardless of the Fee Payment date:

PowerSchool Fee Issues Explained

If a \$43.00 payment is made using the Distribute button under the 14-15 school year, a \$10.00 overpayment will be applied and no payment will be reflected on the 15-16 school year fees.

School: Apple Grove Intermediate School Term: 14-15 Year

Start Page > Student Selection > Fee Transactions

Fee Transactions

Ackerman, Stan Grade Level: 5 Student Number: 349264 Building: AGIS HomeRoom:

Create New Fee

Balance: -10.00 Refund

Date	Course	Fee Type	Priority	Description	Charged	Adjust.	Fee	Paid	Balance	Transaction
05/21/2015		Overpayment	0	Payment of all fees due	-10.00	0.00	-10.00	0.00	-10.00	Refund
01/20/2015		Calculator-TI-15	1	Calculator Rental	10.00	0.00	10.00	10.00	0.00	
01/20/2015		Calculator-TI-15	1	Calculator Rental	10.00	0.00	10.00	0.00	10.00	Payment
08/21/2014		2014-2015 WORKBOOKS	1	2014-2015 WORKBOOKS	33.00	0.00	33.00	33.00	0.00	

If a \$43.00 payment is made using the Distribute button under the 15-16 school year, a \$33.00 Overpayment will be applied, and no payment will be reflected on the 14-15 school year fees.

School: Apple Grove Intermediate School Term: 15-16 Year

Start Page > Student Selection > Fee Transactions

Fee Transactions

Ackerman, Stan Grade Level: 5 Student Number: 349264 Building: AGIS HomeRoom:

Create New Fee

Balance: -33.00 Refund

Date	Course	Fee Type	Priority	Description	Charged	Adjust.	Fee	Paid	Balance	Transaction
05/22/2015		Overpayment	0	Payment of all fees due	-33.00	0.00	-33.00	0.00	-33.00	Refund
01/20/2015		Calculator-TI-15	1	Calculator Rental	10.00	0.00	10.00	10.00	0.00	
01/20/2015		Calculator-TI-15	1	Calculator Rental	10.00	0.00	10.00	10.00	0.00	
08/21/2014		2014-2015 WORKBOOKS	1	2014-2015 WORKBOOKS	33.00	0.00	33.00	0.00	33.00	Payment
08/21/2014		2014-2015 LANGUAGE ARTS	1	2014-2015 LANG. ARTS	22.00	0.00	22.00	22.00	0.00	
08/21/2014		2014-2015 ART	1	2014-2015 ART	10.00	0.00	10.00	10.00	0.00	

NOTE: This does **NOT** hold true for payments made on individual fees. If you pay an individual fee, regardless of the Term in which or the date on which the fee is paid, the payment is associated with the year with which the fee is associated, and it will not generate an overpayment. It will deduct from the individual fee, and the Current Year Balance at the top will reflect the correct amount owed for the selected school year.

Prevention: 1) Either only use the individual Payment links next to all fees; or 2) Verify that the Current Year Balance displayed at the top of the screen matches the Total Due at bottom of the screen prior to assessing any payment. If they do not match, first have the Fee Balances recalculated in the current year. If this does not resolve the issue, contact CONNECT to determine if any of the fees due are not associated with the correct school year.

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Resolution: Contact CONNECT to have the Overpayment fee removed and to realign all unpaid fees to the current school year.

Why do I end up with duplicate fees?

When assessing a fee, PowerSchool’s confirmation screen includes a Back button. While it is always recommended to use the system’s Back button and to never use the back button in the browser, here is an instance when you should not.

Changes Recorded

✓ The changes have been recorded.

When using the PowerSchool Fee Functions, do NOT use the back button in your browser OR the blue Back button. 

When clicking the blue Back button, your browser may indicate that the document has expired. Most will offer a button to “Try Again”.


Document Expired


This document is no longer available.

The requested document is not available in Firefox's cache.

- As a security precaution, Firefox does not automatically re-request sensitive documents.
- Click Try Again to re-request the document from the website.

When clicking this button and then clicking the “Resend” button, it will resend the Fee Assessment information,

Confirm 

 To display this page, Firefox must send information that will repeat any action (such as a search or order confirmation) that was performed earlier.

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and your browser will dump you back to the confirmation with the blue Back button again. When you click back, you will see that the duplicate fee has been assessed.

Date	Course	Fee Type	Priority	Description	Charged	Adjust.	Fee	Paid	Balance	Transaction
01/20/2015		Calculator-TI-15	1	Calculator Rental	10.00	0.00	10.00	0.00	10.00	Payment
01/20/2015		Calculator-TI-15	1	Calculator Rental	10.00	0.00	10.00	0.00	10.00	Payment

Prevention: Do NOT click the blue Back button during fee transactions, and instead click on the student's Fee Transaction link on the left or in the breadcrumb at the top of the page when available.

Resolution: If no payment or credit transaction was associated with the fee at the time of creation, you may click on the date of the fee and select the Delete button to delete the fee. If the fee has had any payment or credits associated with it, the you will need to contact CONNECT to have the duplicate fee removed on the same day that the fee was assessed.

NOTE: While it would be ideal for an inadvertently assessed fee to be completely deleted, there may be third-party software considerations. You should discuss specifics with your third-party vendor as to how these fees should be handled. If a fee needs to be deleted from the system, you may contact CONNECT to have inadvertently assessed fees deleted.