Adjust Balances on Inactive POS Accounts

Last Modified on 06/11/2026 1:07 pm CDT

This functionality is only available to customers who have purchased Campus Point of Sale as add-on functionality.

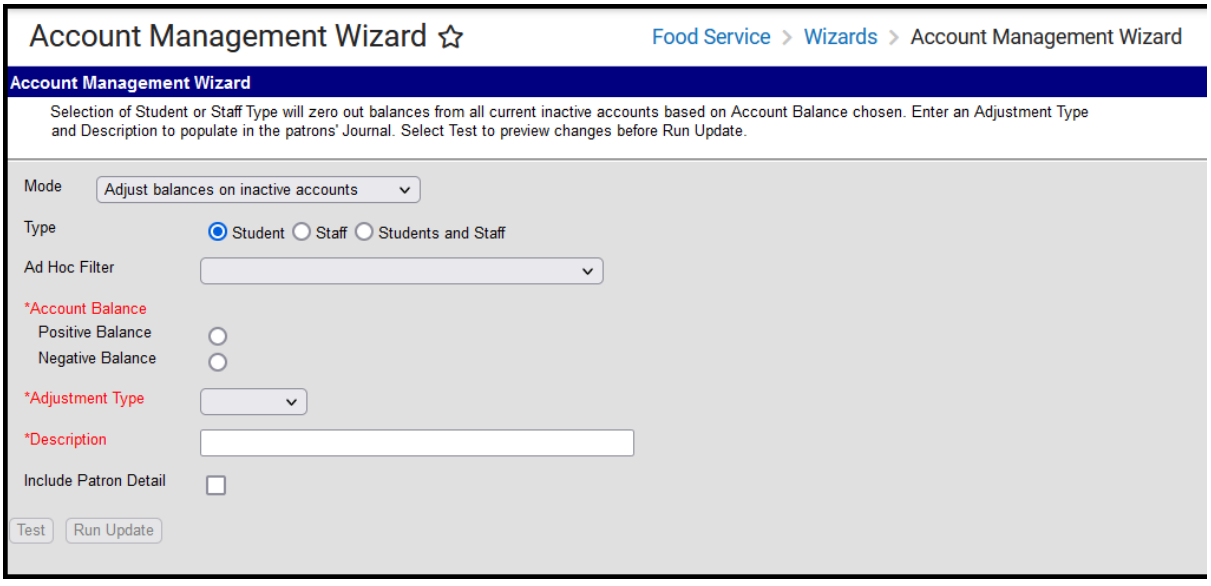
Tool Search: Account Management Wizard

This option adjusts inactive account balances to zero by adding an adjustment transaction to the patron's account.

Family Accounts
The adjustment transaction is made to the patron assigned to the lowest account ID. If there are inactive family accounts that include staff or patrons without an enrollment or employment record, the account is adjusted.

Adjust Balances

1. Select **Adjust balances from inactive accounts** from the **Mode** dropdown list.



2. Complete one of the following account selection options.

Option	Description

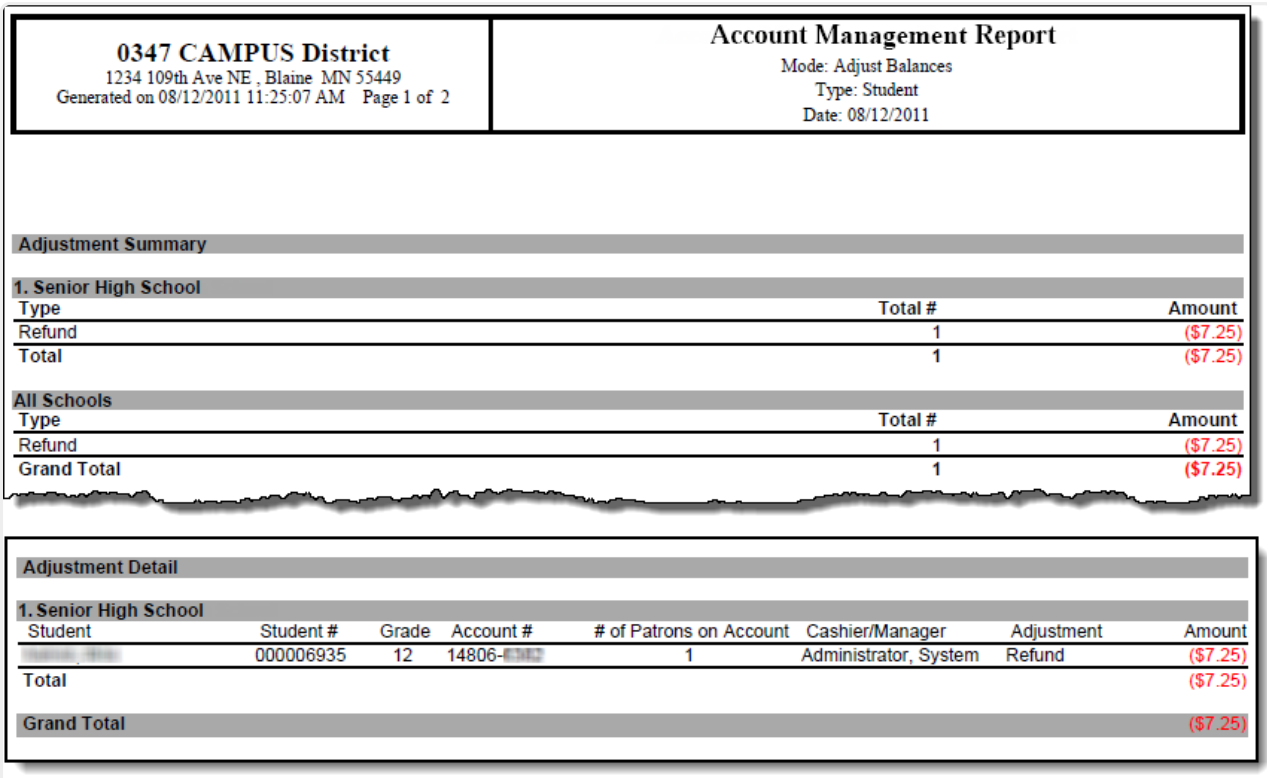
Option	Description
Select one of the **Type** radio buttons	**- Student**. This option adjusts balances on inactive student accounts only. **- Staff**. This option adjusts balances on inactive staff accounts only. **- Students and Staff**. This option adjusts balances on inactive student and staff accounts.
Select an **Ad Hoc Filter**	This option allows you to select an ad hoc filter that you have made to select staff and/or students. If you do not select All Schools/All Calendars, the Ad Hoc tool will use the specific Year, School and Calendar selected. If you do not have Tool Rights to All Schools and All Calendars, Ad Hoc will generate based on the specific year, school and calendar selected in the toolbar.

3. Select one of the following **Account Balance** options:
    - **Positive Balance**. A debit will be applied to inactive accounts with positive balances to bring all balances to zero.
    - **Negative Balance**. A credit will be applied to inactive accounts with negative balances to bring all balances to zero.
4. Select the **Adjustment Type**; e.g., Bad Debt, Refund, Write-Off. Adjustment types are Custom Attributes and may be different.
5. Mark the **Include Patron Detail** checkbox to include details like the account numbers and names on the Account Management Report. (optional)
6. Click the **Test** button. The Account Management Wizard tests the update and displays the Account Management Report.

> Testing is required before the **Run Update** button becomes active. No data is written to the database.

7. Review the Account Management Report.
8. Click the **Run Update** button to adjusts balances. A confirmation window displays.
9. Click **OK**. The Account Management Wizard adjusts balances on inactive accounts and displays the Account Management Report.

Account Management Report Example



0347 CAMPUS District
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Account Management Report
Mode: Adjust Balances
Type: Student
Date: 08/12/2011

Adjustment Summary

1. Senior High School

Type	Total #	Amount
Refund	1	($7.25)
Total	1	($7.25)

All Schools

Type	Total #	Amount
Refund	1	($7.25)
Grand Total	1	($7.25)

Adjustment Detail

1. Senior High School

Student	Student #	Grade	Account #	# of Patrons on Account	Cashier/Manager	Adjustment	Amount
[redacted]	000006935	12	14806-[redacted]	1	Administrator, System	Refund	($7.25)
Total							($7.25)

Grand Total ($7.25)

Example report of refund adjustment to a student account

Report Section	Description
Adjustment Summary	This section reports adjustment amounts by school then a total adjustment amount for all schools.

Adjustment Detail	• This section is sorted alphabetically by patron names and includes the following columns.
	  ◦ **Student Section**: Student #, Grade, Account #, # of Patrons on Account, Cashier/Manager, Adjustment and Amount.
	  ◦ **Staff Section**: Account #, # of Patrons on Account, Cashier/Manager, Adjustment and Amount.
	• The **# of Patrons on Account** column is intended for districts using Family Accounts. The following logic applies to Family Accounts:
	  ◦ The account is only adjusted to zero if the account is inactive and meets the criteria entered when the tool is run.
	  ◦ Only one patron on the account appears on the Account Management Report as having the account adjusted.
	  ◦ The wizard selects the patron that appears on the report according to the following criteria: The Type selected at the time the tool is run and the patron assigned to the lowest account ID.