District School Board of Pasco County

Student Fees - Acorn

Frequently Asked Questions (FAQ)

1. What forms of Payment can be accepted in Acorn?
	1. Using Acorn Point of Sale, schools can accept VISA, MasterCard and Discover credit and debit cards as well as record cash and check payments.
	2. Using the Parent Portal, parents can pay using VISA, MasterCard and Discover credit and debit cards as well as electronic checks.
2. Can schools process one transaction for multiple students at one school using Acorn Point of Sale?
	1. Yes, Fees and Other Items can be added for multiple students at one school.
3. Can schools process one transaction for multiple students at multiple schools using Acorn Point of Sale?
	1. No, we are not allowing schools to collect funds for other schools using Acorn Point of Sale.
4. Can parents pay for multiple students at multiple schools at one time using the Acorn Parent Portal?
	1. Yes. The parent will likely see separate charges on their credit card for each school, but can checkout using one transaction for all students, regardless of school.
5. Is it possible to go back and add an item to pay before checkout using Acorn Point of Sale?
	1. Until checkout is completed and the final button is selected, changes can be made to the cart. Once on the payment method screen, select Back to return to the cart for additions or changes.
6. How can payments be verified using Acorn Point of Sale?
	1. Acorn Point of Sale users can verify payments by searching for and selecting students. On the fees tab for any student, both Fees and Other Items previously purchased will show on the Fees Tab as paid at the bottom of the screen.
7. Can lunch accounts be paid in ACORN?
	1. No, the student Lunch payments system and the Student Fees system remain separate at this time.
8. Can partial payments be taken with Acorn Point of Sale?
	1. Yes, partial payments can be taken. On the payment method screen, the total payment amount can be changed. The difference between the items in the cart and the amount paid will show as due on the remaining items. When partial payments are accepted, items will be paid in full with one item left partially paid. Partial payments cannot be targeted to specific fees unless the items are “checked out” separately.
9. Can payment be taken for students on the day they register?
	1. Yes, follow the instructions in the Teacher Acorn User Guide to create New Students in Acorn Point of Sale. Checkout for fees not yet assessed on their account can be taken by using the “Open Amount Fees”.