

# Financial in ShelterPact

Detailed instructions with real ShelterPact screenshots

Interface reviewed October 12, 2026. Screenshots show fictional demo records. Available features and actions depend on organization modules, permissions, and record state.

Review fees and charges, collect eligible balances, issue receipts, and manage auditable revenue closeout and corrections.

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# Understand Fees, Charges, Payments, and Review Status

Financial distinguishes a fee definition, an actual charge, a payment allocation, and a receipt. Guided outcomes also require intentional financial review, even when no balance is due.

Before you begin: Open Administration / Financial. Confirm whether you are reviewing a fee policy or a specific person's transaction.

## Step-by-step instructions

1. Use Overview to review outstanding balances and recent payments. Open Charges for actual amounts assessed against records.
2. Open Fee Schedule for configured fees. A catalog fee is not automatically a charge against every related workflow.
3. Review how the fee behaves in the guided workflow: Optional, Required, Disabled, or a configured default. Required fees are prepared by the workflow; optional fees must be intentionally added when applicable.
4. When a license, rabies certificate, citation, or movement workflow creates a charge, review the linked person, animal, and source event.
5. Use Payments to review recorded receipts and their status. A payment can be allocated to one or more selected outstanding items for the same person.
6. In guided adoption, reclaim, surrender, or transfer workflows, review financials and mark the step reviewed after resolving the applicable requirements.
7. Review the source workflow and ledger after completion so amounts, review state, and outcome state agree.

## Fields and meanings

| Field / control    | What to review                                             |
|--------------------|------------------------------------------------------------|
| Fee schedule item  | A configured amount and workflow policy.                   |
| Charge             | A specific amount assessed against a source event.         |
| Payment allocation | The amount applied to selected charges.                    |
| Receipt            | The auditable record of the recorded payment.              |
| Financial review   | An intentional workflow review; not simply a zero balance. |

# Screenshots

Figure 1. Overview distinguishes outstanding balances from recorded payments. (part 1 of 2)

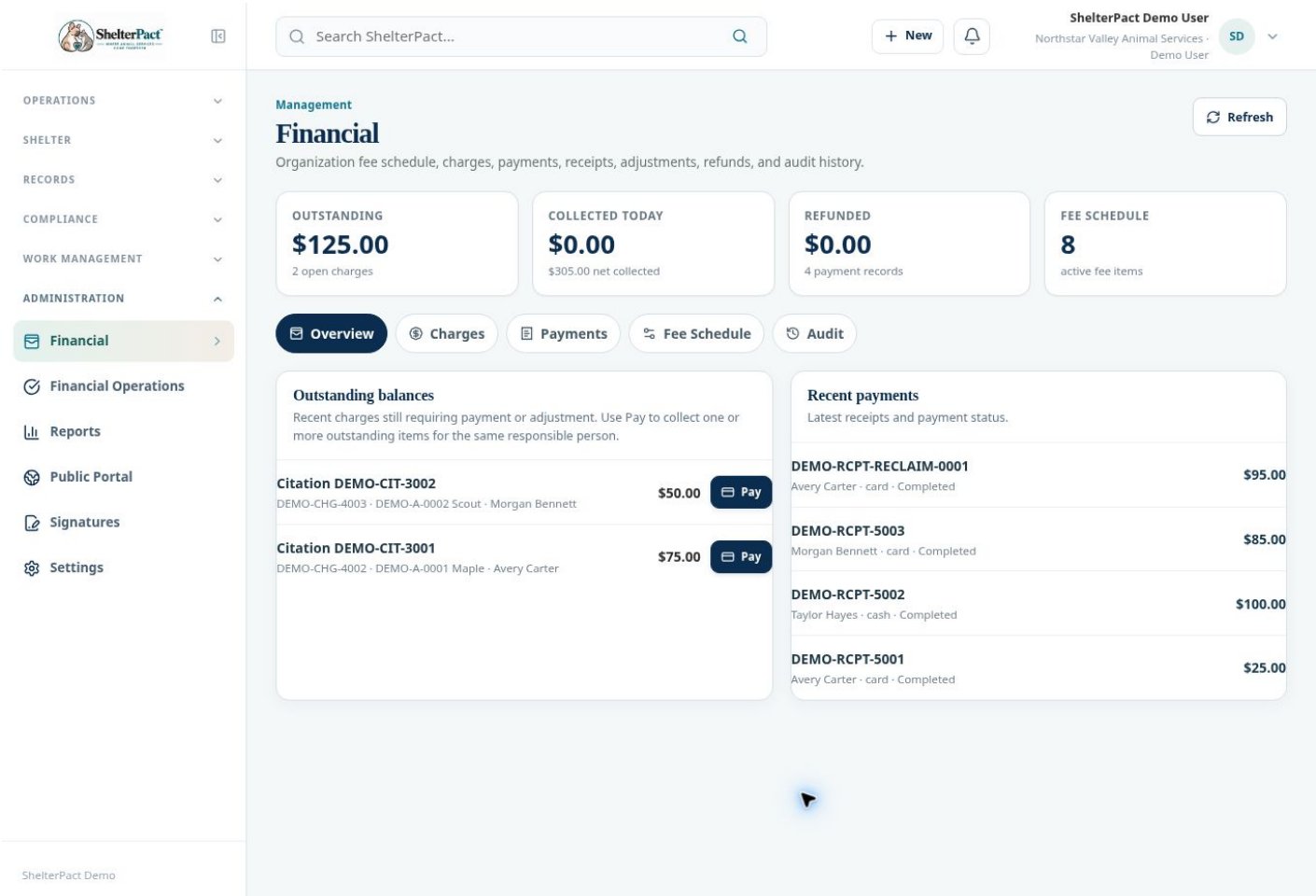


Figure 1. Overview distinguishes outstanding balances from recorded payments. (part 2 of 2)



Figure 2. A workflow can have a zero balance and still require financial review. (part 1 of 2)

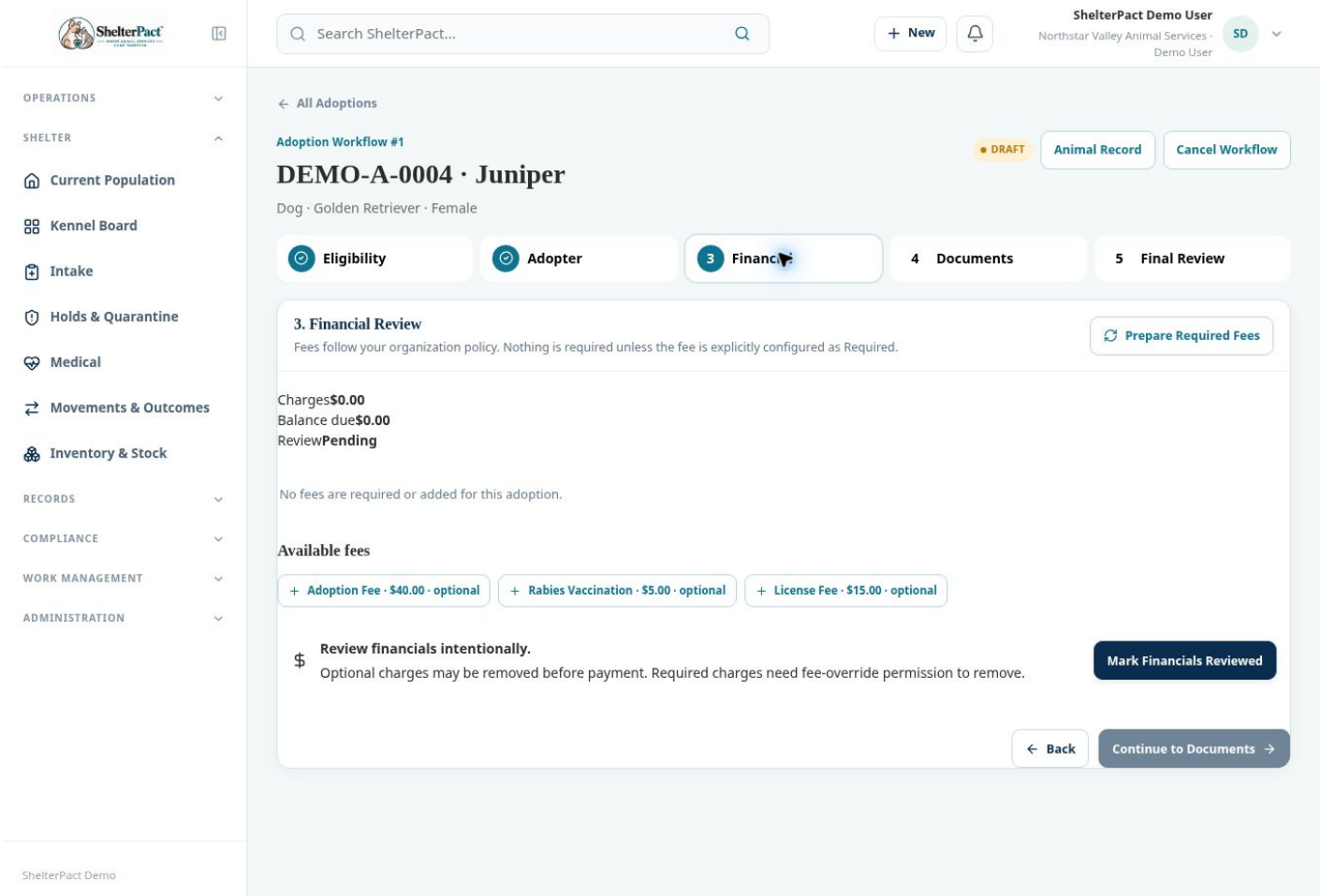


Figure 2. A workflow can have a zero balance and still require financial review. (part 2 of 2)

Troubleshooting

| What you see                               | What to check                                                         |
|--------------------------------------------|-----------------------------------------------------------------------|
| A fee exists but no charge was created     | Review whether it is optional, disabled, or relevant to the workflow. |
| A paid workflow still shows review pending | Review the workflow's separate financial-review step.                 |

# Collect a Payment and Allocate It to Outstanding Items

Collect Payment reviews a person's eligible outstanding items and creates one auditable receipt. Confirm the payer, selected charges, and amounts before recording anything.

Before you begin: Open a Pay link from Financial, a linked record, or an eligible citation. Verify the actual payment according to your agency's cashier process.

## Step-by-step instructions

1. Review the payer named on Collect Payment. Confirm this is the responsible person whose charges should be collected.
2. Review Outstanding items. The charge used to open checkout is selected by default; use Select all or Clear only when those choices match what is being paid.
3. Select the eligible items the person is paying today and review each Balance and Pay Now amount. For a partial collection, use the available amount control and verify the remaining balance.
4. Choose Payment method and enter Reference and Notes as required by agency practice. Do not place card secrets or unnecessary personal information in a free-text reference.
5. Review Payment total against the actual amount being recorded. Confirm the allocation for every selected charge.
6. Select Record Payment & Create Receipt only after the payment details are correct and the cashier is authorized to record it.
7. Review the resulting receipt and updated charges. Confirm the amount applied, outstanding balance, payer, method, and source records.
8. Provide the receipt through the approved document process. Recording a card or online method in ShelterPact should not be assumed to mean an external payment processor has completed a transaction.

## Screenshots

Figure 1. Eligible outstanding charges provide Pay entry points.



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Organization fee schedule, charges, payments, receipts, adjustments, refunds, and audit history.

OUTSTANDING  
\$125.00  
2 open charges

COLLECTED TODAY  
\$0.00  
\$305.00 net collected

REFUNDED  
\$0.00  
4 payment records

FEE SCHEDULE  
8  
active fee items

OverviewChargesPaymentsFee ScheduleAudit

Charges

Organization-wide charge ledger. Open charges can be collected here; the payment screen will also show the payer's other outstanding items.

|                                                                                             |                |             |     |
|---------------------------------------------------------------------------------------------|----------------|-------------|-----|
| <b>Boarding - 3 days</b><br>DEMO-CH-BOARD-0001 - Paid - DEMO-A-0008 Piper - Avery Carter    | Total \$45.00  | \$0.00 due  |     |
| <b>Animal reclaim fee</b><br>DEMO-CH-RECLAIM-0001 - Paid - DEMO-A-0008 Piper - Avery Carter | Total \$50.00  | \$0.00 due  |     |
| <b>Adoption fee</b><br>DEMO-CHG-4005 - Paid - DEMO-A-0009 Milo - Morgan Bennett             | Total \$85.00  | \$0.00 due  |     |
| <b>Citation DEMO-CIT-3003</b><br>DEMO-CHG-4004 - Paid - DEMO-A-0003 Ranger - Taylor Hayes   | Total \$100.00 | \$0.00 due  |     |
| <b>Citation DEMO-CIT-3002</b><br>DEMO-CHG-4003 - Open - DEMO-A-0002 Scout - Morgan Bennett  | Total \$50.00  | \$50.00 due | Pay |
| <b>Citation DEMO-CIT-3001</b><br>DEMO-CHG-4002 - Open - DEMO-A-0001 Maple - Avery Carter    | Total \$75.00  | \$75.00 due | Pay |
| <b>Annual animal license</b><br>DEMO-CHG-4001 - Paid - DEMO-A-0001 Maple - Avery Carter     | Total \$25.00  | \$0.00 due  |     |

Figure 2. Collect Payment separates outstanding-item selection from payment details and total. (part 1 of 2)

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Collect Payment

Review all outstanding items for this person, select what they are paying today, and create one auditable receipt.

Outstanding items

Amounts owed by Morgan Bennett. The item you opened is selected by default.

Select all

Clear

Citation DEMO-CIT-3002

DEMO-CHG-4003 · citation · DEMO-A-0002 · Scout · Opened from here

BALANCE

PAY NOW

\$50.00

50.00

Payment

One payment can be allocated across any selected outstanding items above.

Payment method

Reference

Cash

Check/card/

Notes

Optional payment notes

Payment total

\$50.00

Record Payment & Create Receipt

Cancel

Figure 2. Collect Payment separates outstanding-item selection from payment details and total. (part 2 of 2)

Practical checks

A payment for one person should not be used to collect another person's unrelated charges.

Troubleshooting

| What you see                                     | What to check                                                                                       |
|--------------------------------------------------|-----------------------------------------------------------------------------------------------------|
| The total does not match the intended collection | Check every selected item and Pay Now amount before recording.                                      |
| A charge is absent                               | Confirm its responsible person, balance, status, and eligibility; it may already be paid or voided. |
| Payment recording fails                          | Check visible errors and the ledger before retrying, to avoid a duplicate record.                   |

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# Review a Receipt and Produce a Copy

Receipts provide the payment number, payer, amount, method, date, reference, allocated line items, remaining balance, and receiving staff. Review the correct receipt before providing a copy.

Before you begin: Open Financial / Payments. Identify the transaction by receipt number, payer, date, and amount.

## Step-by-step instructions

1. Select the receipt number to open its document view.
2. Review payer, payment date, amount, method, and reference against the actual collection.
3. Review Items to verify which charges were paid and how much was allocated to each.
4. Review Balance Due and Received By. Confirm the receipt represents the correct transaction rather than a similar payment.
5. Use View Receipt or Print / Download PDF as provided by the receipt page. Review the selected automatic document template and any completion requirements.
6. If an error is found, use the appropriate authorized financial correction workflow; do not edit an unrelated payment simply to create a matching-looking receipt.
7. After a correction, review the updated payment status, charge balances, and audit history before issuing a new copy.

## Screenshots

Figure 1. Payments lists auditable receipt numbers and status. (part 1 of 2)



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Organization fee schedule, charges, payments, receipts, adjustments, refunds, and audit history.

OUTSTANDING

\$125.00

2 open charges

COLLECTED TODAY

\$0.00

\$305.00 net collected

REFUNDED

\$0.00

4 payment records

FEE SCHEDULE

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active fee items

Overview

Charges

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Payments & receipts

Payment history with refund and void controls.

DEMO-RCPT-RECLAIM-0001

9/18/2026, 2:17:20 PM · Avery Carter · card · Completed

\$95.00

Refund

Void

DEMO-RCPT-5003

9/16/2026, 10:01:46 AM · Morgan Bennett · card · Completed

\$85.00

Refund

Void

DEMO-RCPT-5002

9/16/2026, 10:01:46 AM · Taylor Hayes · cash · Completed

\$100.00

Refund

Void

DEMO-RCPT-5001

9/16/2026, 10:01:46 AM · Avery Carter · card · Completed

\$25.00

Refund

Void

Figure 1. Payments lists auditable receipt numbers and status. (part 2 of 2)



Figure 2. A receipt shows the exact allocation across reclaim and boarding charges. (part 1 of 2)

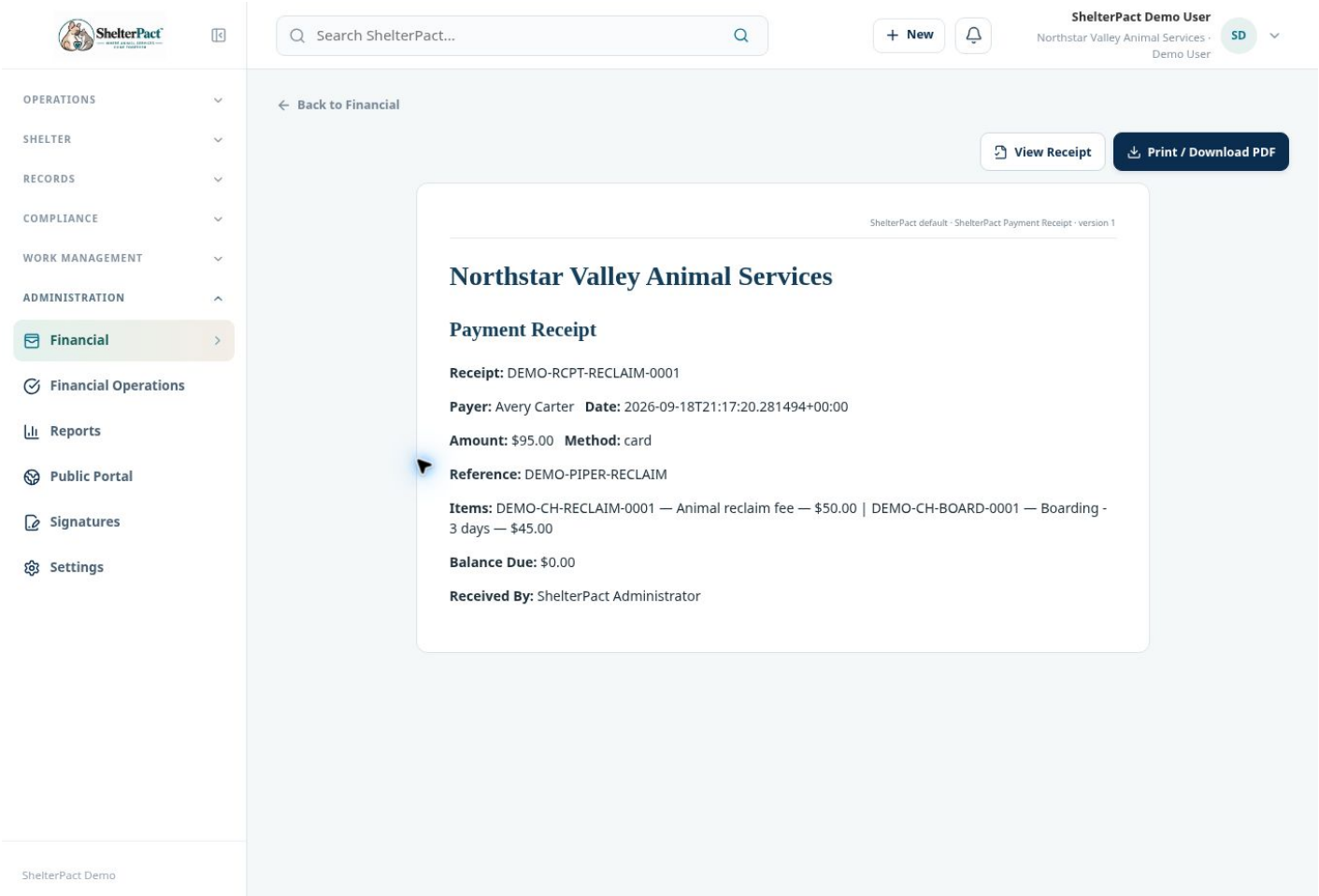


Figure 2. A receipt shows the exact allocation across reclaim and boarding charges. (part 2 of 2)

## Practical checks

Reprinting a receipt is different from recording a new payment. Use the existing receipt when the transaction already exists.

## Troubleshooting

| What you see                       | What to check                                                                                       |
|------------------------------------|-----------------------------------------------------------------------------------------------------|
| The document uses the wrong layout | Review Settings / Automatic Documents / Payment Receipt with an authorized administrator.           |
| The payer or line items are wrong  | Resolve the transaction through its authorized correction process before distributing the document. |

# Review Refunds, Voids, Waivers, and Adjustments

Use the correction matching the event: a refund relates to a recorded payment, while an adjustment or waiver changes an eligible charge. Preserve the original transaction and audit trail.

Before you begin: Confirm the approved correction, original payment or charge, actual amount, reason, and any reconciliation restrictions. These instructions do not authorize a real money transfer.

## Step-by-step instructions

1. Open Financial / Payments for the original receipt. Review payer, amount, date, allocations, status, and any existing refund history.
2. Use Refund only for an approved refund and follow the displayed prompts. Review the amount and reason before final submission; cancel if the action or amount does not match the approval.
3. Use Void only when the transaction meets your agency's criteria for voiding. Read all confirmation information and preserve the record's resulting status.
4. For an open balance, open Financial Operations and expand Charge adjustments using Review. Select the eligible charge and Adjust.
5. Follow the displayed adjustment controls and required audit reason. A waiver or correction should reflect the actual approved change, not hide a collection problem.
6. Review the charge balance, payment status, refund amount, and source workflow after the action.
7. Verify the financial audit history and any deposit or closeout effect. Review bank/processor handling separately when money must be returned outside the ledger.

## Screenshots

Figure 1. Payments exposes Refund and Void on eligible recorded payments. (part 1 of 2)



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OUTSTANDING  
\$125.00  
2 open charges

COLLECTED TODAY  
\$0.00  
\$305.00 net collected

REFUNDED  
\$0.00  
4 payment records

FEE SCHEDULE  
8  
active fee items

OverviewChargesPaymentsFee ScheduleAudit

Payments & receipts

Payment history with refund and void controls.

DEMO-RCPT-RECLAIM-0001

9/18/2026, 2:17:20 PM · Avery Carter · card · Completed

\$95.00

Refund

Void

DEMO-RCPT-5003

9/16/2026, 10:01:46 AM · Morgan Bennett · card · Completed

\$85.00

Refund

Void

DEMO-RCPT-5002

9/16/2026, 10:01:46 AM · Taylor Hayes · cash · Completed

\$100.00

Refund

Void

DEMO-RCPT-5001

9/16/2026, 10:01:46 AM · Avery Carter · card · Completed

\$25.00

Refund

Void

Figure 1. Payments exposes Refund and Void on eligible recorded payments. (part 2 of 2)



Figure 2. Financial Operations provides charge adjustments alongside closeout and deposit work. (part 1 of 2)

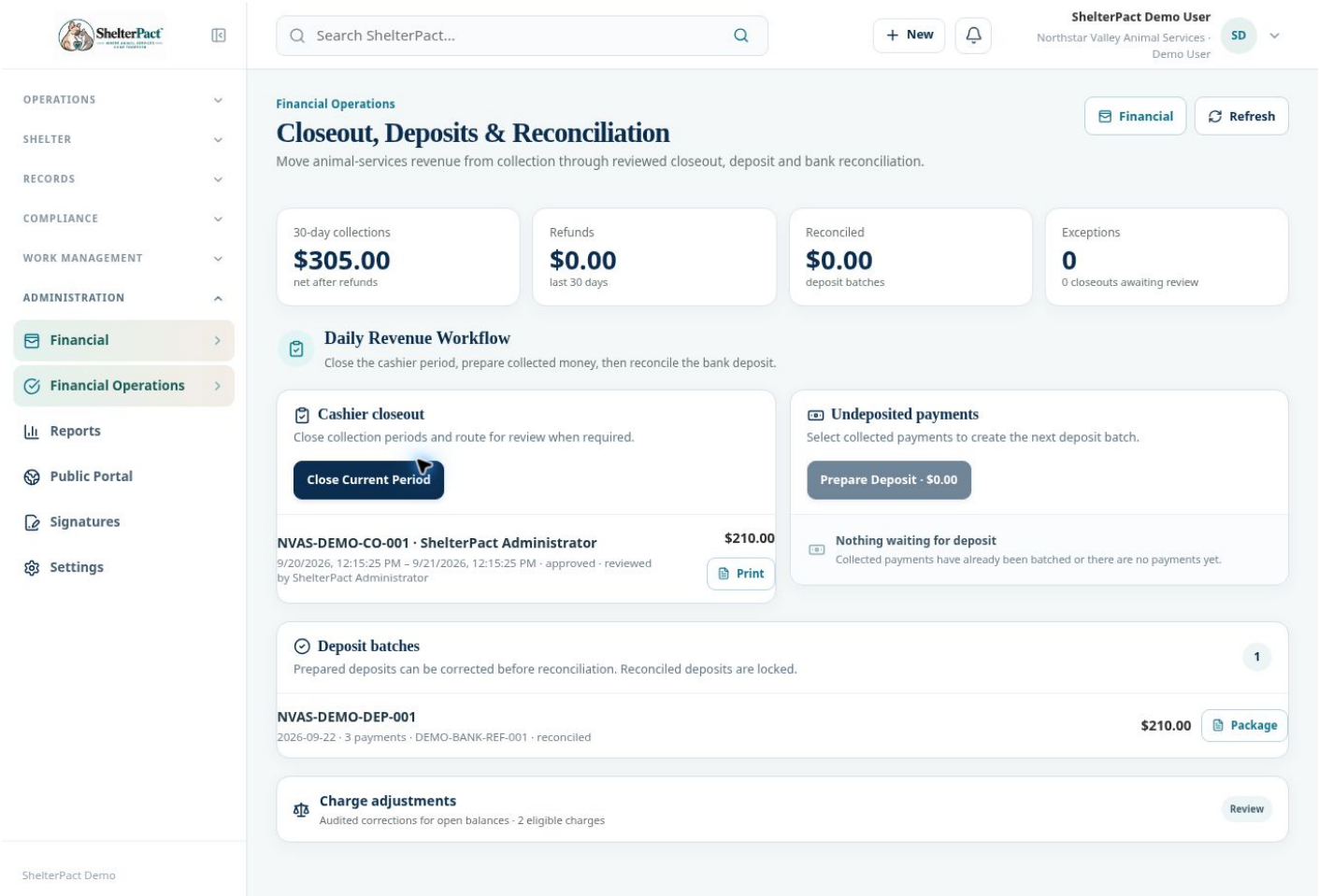


Figure 2. Financial Operations provides charge adjustments alongside closeout and deposit work. (part 2 of 2)

Practical checks

Reconciled deposits are locked in the inspected workspace. Use the authorized correction route rather than rewriting reconciled history.

Troubleshooting

| What you see                        | What to check                                                                       |
|-------------------------------------|-------------------------------------------------------------------------------------|
| A correction control is unavailable | Check role permission, status, remaining eligible amount, and reconciliation state. |
| The balance changed unexpectedly    | Review allocation and correction history before attempting another action.          |

# Close a Cashier Period, Prepare a Deposit, and Reconcile It

Financial Operations moves revenue from collection through cashier closeout, deposit preparation, and reconciliation. These are separate stages with different review requirements.

Before you begin: Open Administration / Financial Operations. Confirm the collection period, actual receipts, counted funds, and agency review policy.

## Step-by-step instructions

1. Review the collections summary and any Exceptions, including closeouts awaiting review.
2. Use Close Current Period when the cashier's collection period is ready. Follow the displayed prompts and verify the period and details before saving.
3. When review is required, have an authorized reviewer inspect the closeout and record the appropriate approval decision. Review the saved closeout status and printout.
4. Review Undeposited payments. Select only payments included in the next actual deposit and verify their methods and amounts.
5. Use Prepare Deposit and complete the displayed batch information. Review the batch date, payment count, amount, and reference.
6. Inspect and correct a prepared batch before reconciliation when necessary and authorized.
7. Reconcile the batch to the actual bank deposit using the available reconciliation controls. Confirm amount, date, and reference before finalizing.
8. Review the reconciled status and Package documentation. Reconciled deposits are locked; preserve the audit trail for subsequent corrections.

## Screenshots

Figure 1. The revenue workspace separates cashier closeout, undeposited payments, deposit batches, and adjustments. (part 1 of 2)

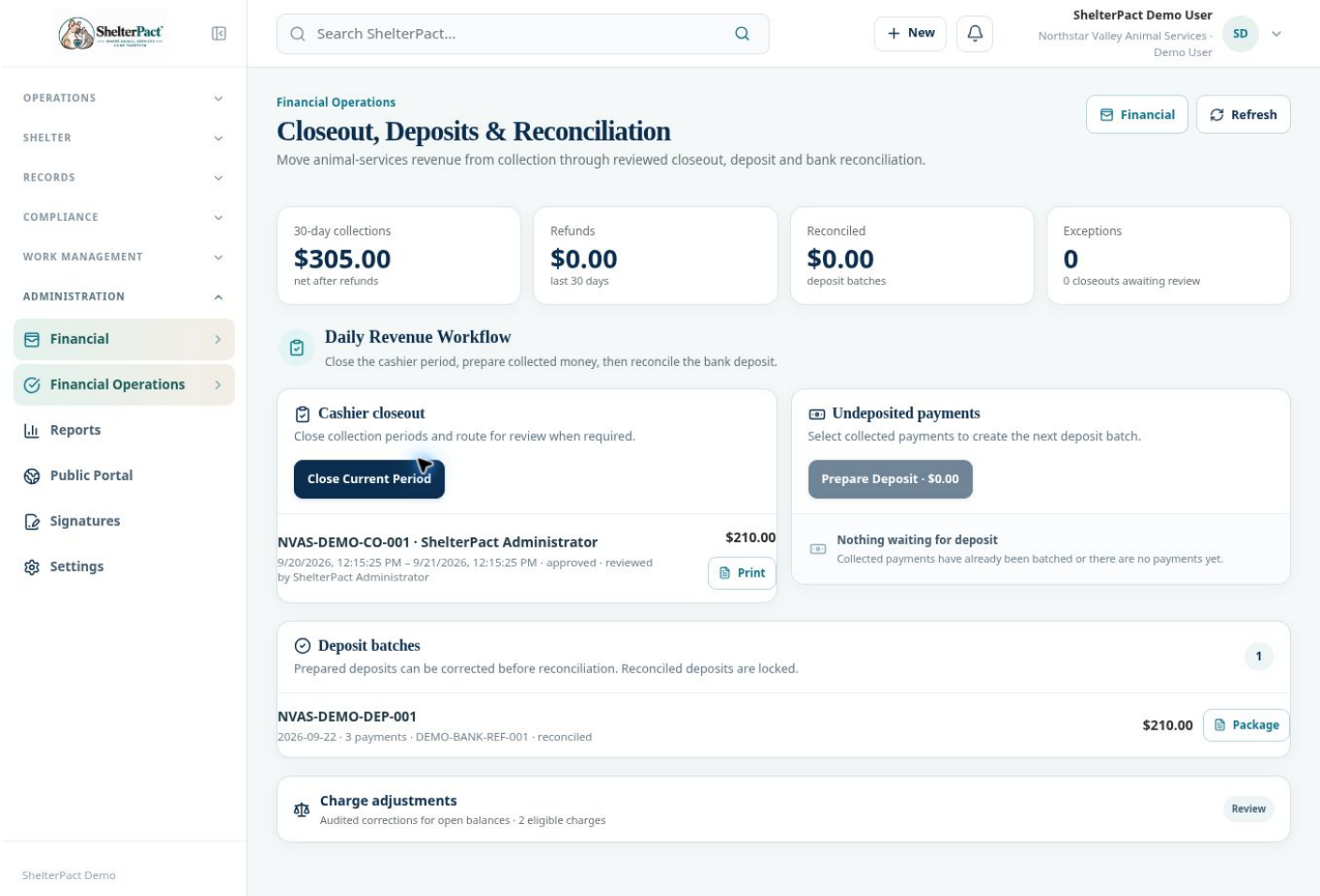


Figure 1. The revenue workspace separates cashier closeout, undeposited payments, deposit batches, and adjustments. (part 2 of 2)

## Practical checks

The inspected demo has an approved closeout and a reconciled batch; it does not show a pending batch available for new reconciliation. Use the live displayed controls for your organization's current state.

## Troubleshooting

| What you see                              | What to check                                                                                 |
|-------------------------------------------|-----------------------------------------------------------------------------------------------|
| No payments are waiting for deposit       | Check whether the payments have already been batched and whether the collection was recorded. |
| A closeout requires review                | Have a permissioned reviewer complete that step rather than assuming closure equals approval. |
| The actual deposit differs from the batch | Resolve the discrepancy before reconciliation and retain an explanation.                      |

# Configure Fees and Required Workflow Rules

Fee Schedule controls the catalog and each guided workflow's use of a fee. All fees are optional by default in the inspected interface unless explicitly configured otherwise.

Before you begin: Open Financial / Fee Schedule with the required management access. Confirm the approved fee amounts and when each should apply.

## Step-by-step instructions

1. Review existing fee code, category, description, amount, active state, and workflow defaults before adding another item.
2. Use Add Fee for a genuinely new fee and Amount for an approved amount change, following the displayed controls.
3. Open Workflow Rules on the relevant fee. Review Adoption, Reclaim, Owner Surrender, and Rescue Transfer settings shown in that dialog.
4. Choose Default, Optional, Required, or Disabled for each relevant workflow according to approved policy.
5. Review the effect before Save Workflow Rules. Required fees are automatically prepared and require Override Required Fees permission and an audit reason to remove.
6. Deactivate a fee only when it should no longer be used for new work. Review the effect on future workflow selections.
7. Test the expected policy in a suitable nonproduction workflow before relying on it for live collection. Check the actual prepared charges and review requirements.

## Screenshots

Figure 1. The fee catalog shows amount, category, active state, and workflow rules.



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OUTSTANDING

\$125.00

2 open charges

COLLECTED TODAY

\$0.00

\$305.00 net collected

REFUNDED

\$0.00

4 payment records

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Fee Schedule

All fees are optional by default. Set each workflow to Optional, Required, or Disabled for your organization.

Fee name

Code

General

Amount

+ Add Fee

Adoption Fee

ADOPTION · Adoption · Standard animal adoption fee.

\$40.00

Workflow Rules

Amount

Deactivate

Workflow defaults: optional when relevant

Rabies Vaccination

RABIES · Medical / Rabies · Rabies vaccination fee.

\$5.00

Workflow Rules

Amount

Deactivate

Workflow defaults: optional when relevant

Reclaim Fee

RECLAIM · Reclaim · Base reclaim/redemption fee.

\$25.00

Workflow Rules

Amount

Deactivate

Workflow defaults: optional when relevant

Daily Boarding Fee

BOARDING · Reclaim · Per-day boarding charge.

\$10.00

Workflow Rules

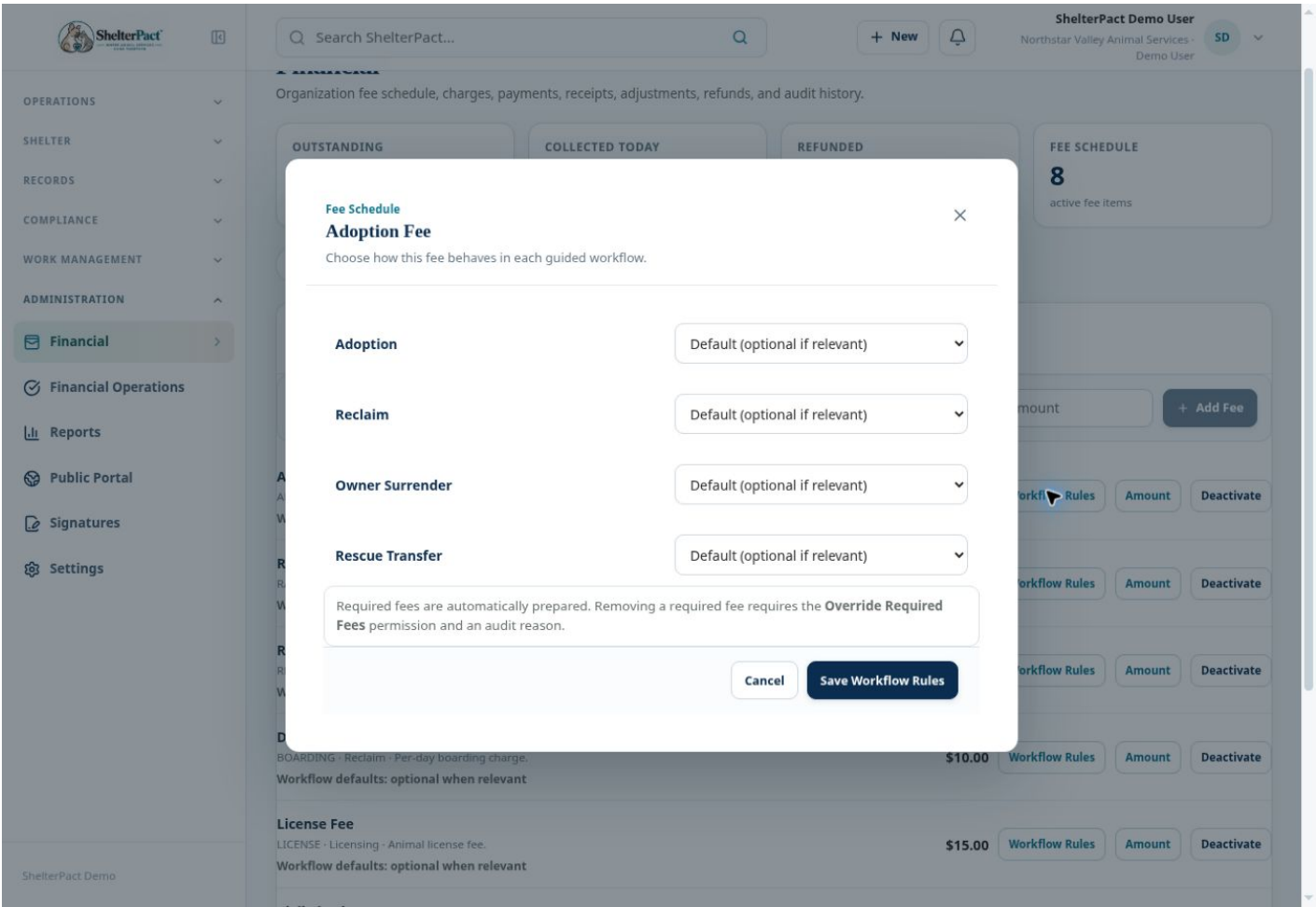
Amount

Deactivate

Workflow defaults: optional when relevant

License Fee

Figure 2. Each guided workflow can have a separate fee requirement.



Practical checks

Marking a fee Required changes workflow requirements; it should be an intentional approved policy decision.

Troubleshooting

| What you see                     | What to check                                                                                               |
|----------------------------------|-------------------------------------------------------------------------------------------------------------|
| A required fee cannot be removed | Use the authorized override process and required reason, or resolve the policy issue with an administrator. |
| An optional fee was not prepared | That is expected unless it was intentionally added or configured as required.                               |