Harmony for Educators

Welcome to Harmony for Educators.

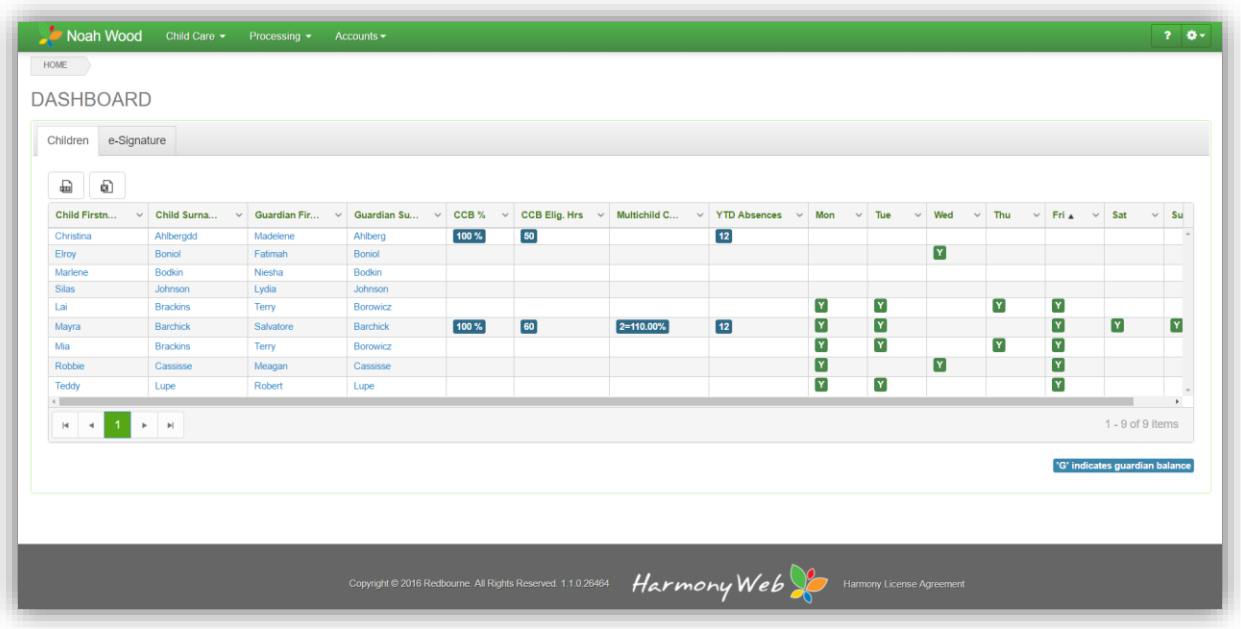
Harmony for Educators offers you a software fully integrated between Service and Educator. This allows you benefits such as instant access to CCMS enrolment updates and electronic timesheet submission.

This document will guide you through accessing data, processing timesheets and creating fee estimates.

Getting Started

Home Page

The home screen will provide you with a Dashboard:



All families assigned to you will display on this page, along with their CCMS enrolment data and booked days.

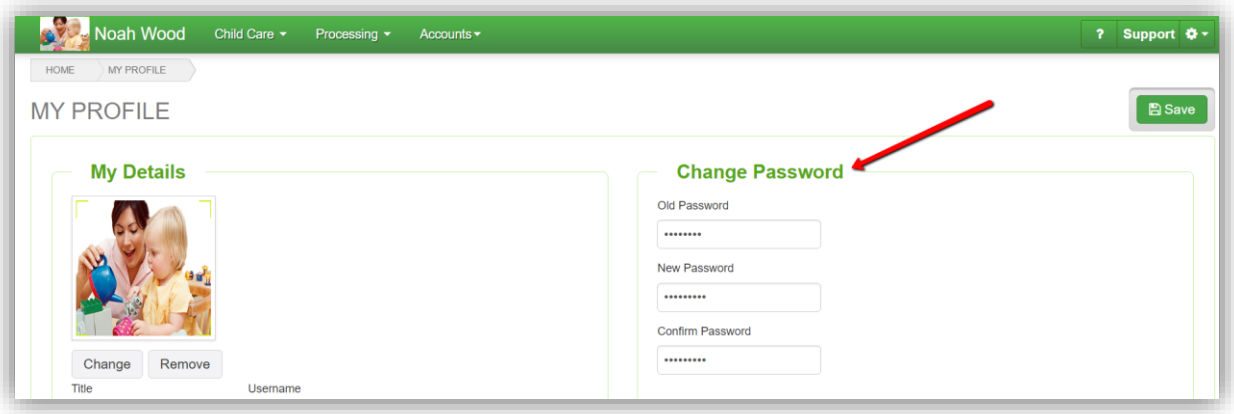
The CCB%, CCB Elig. Hours and YTD Absences columns display live enrolment data. An overnight query runs on the enrolment data each night. Any changes queried will be displayed in your dashboard. Changes will be highlighted in red.

My Profile

This will allow you to update your password.

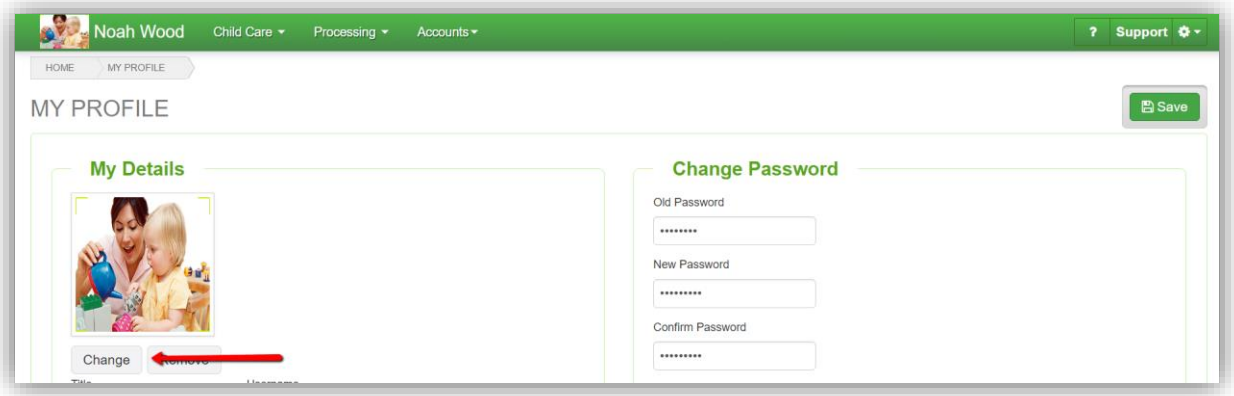
Click the ***'Settings'*** cog and select ***'My Profile'.***

Enter your old password. Enter your new password and confirm it.

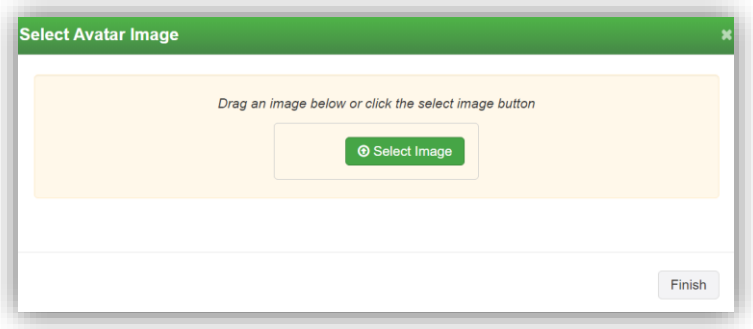


Click the ***'Save'*** button. A message will appear to let you know the password has been successfully updated.

You may also upload your photo in the ***'My Profile'*** window. Click the ***'Change'*** button:



The following window will appear:



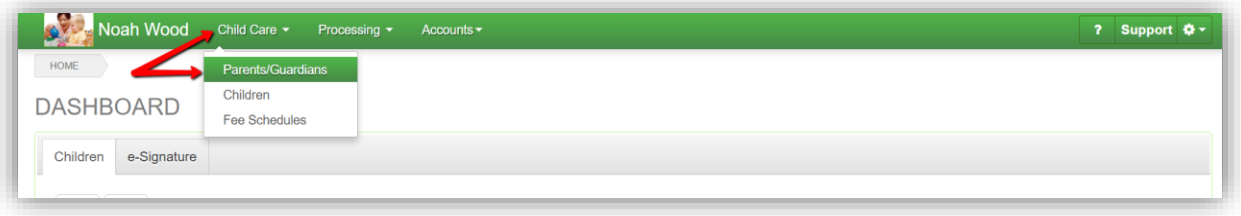
Click ***'Select Image'*** and select an image to upload. Click ***'Finish'***.

Parents and Children

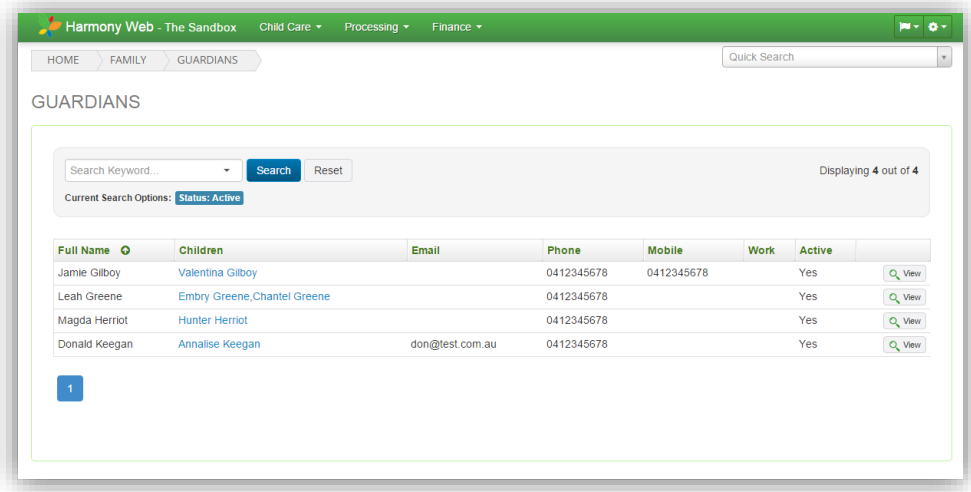
You now have access to the Parent and Child records that your service has created. This allows you to view live CCMS enrolment data and bookings. As the records belong to the service, you will only be able to view and not edit the data.

Parents/Guardians

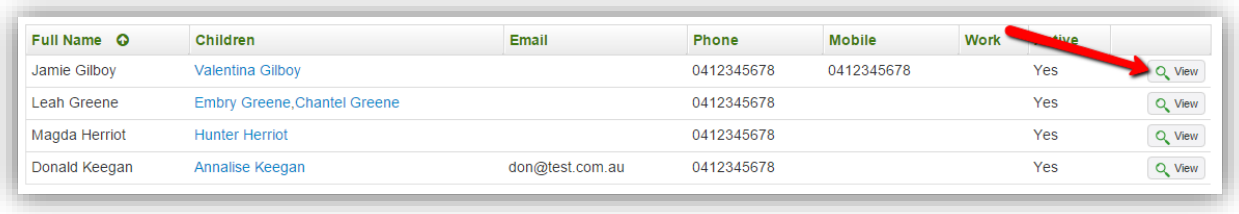
Click ***'Child Care'*** and select ***'Parents/Guardians'***:



The Parents/Guardians window will load. All active parents will display:



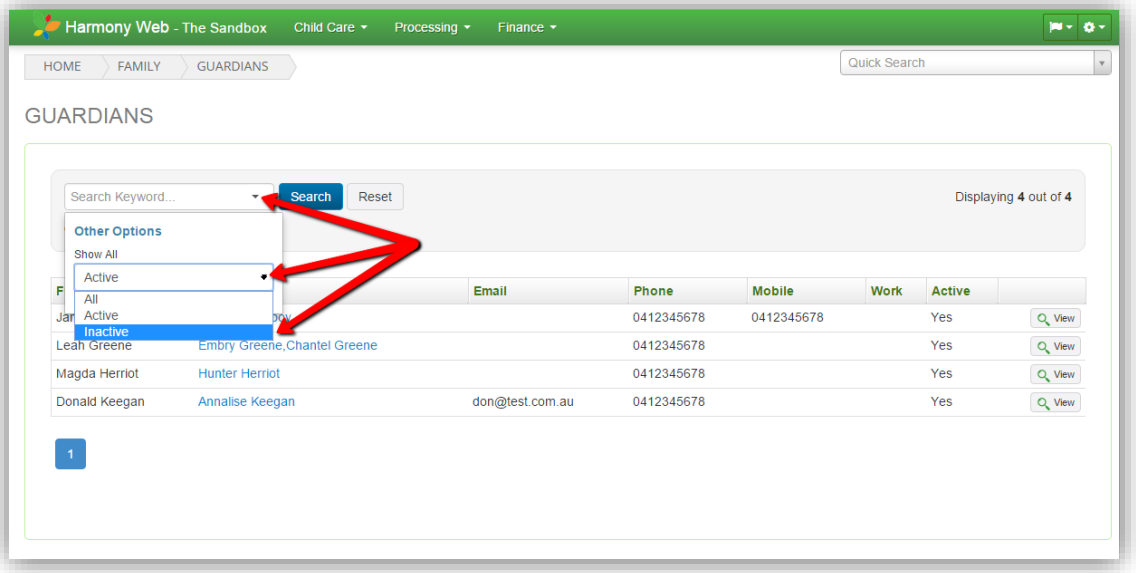
Click 'View' to view a record:



The record will open for you to view.

Viewing Inactive Parents

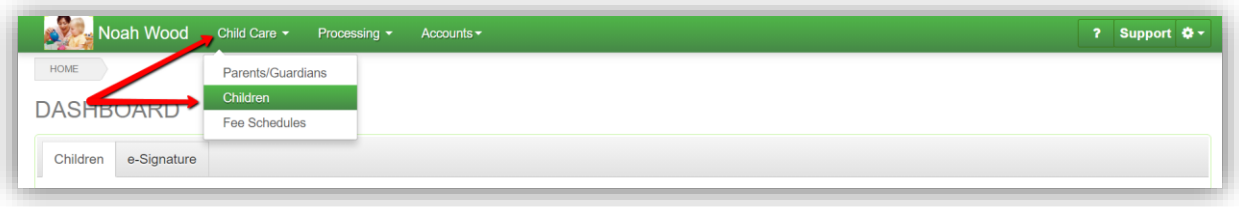
Click the search dropdown menu and select ***'Inactive'***.



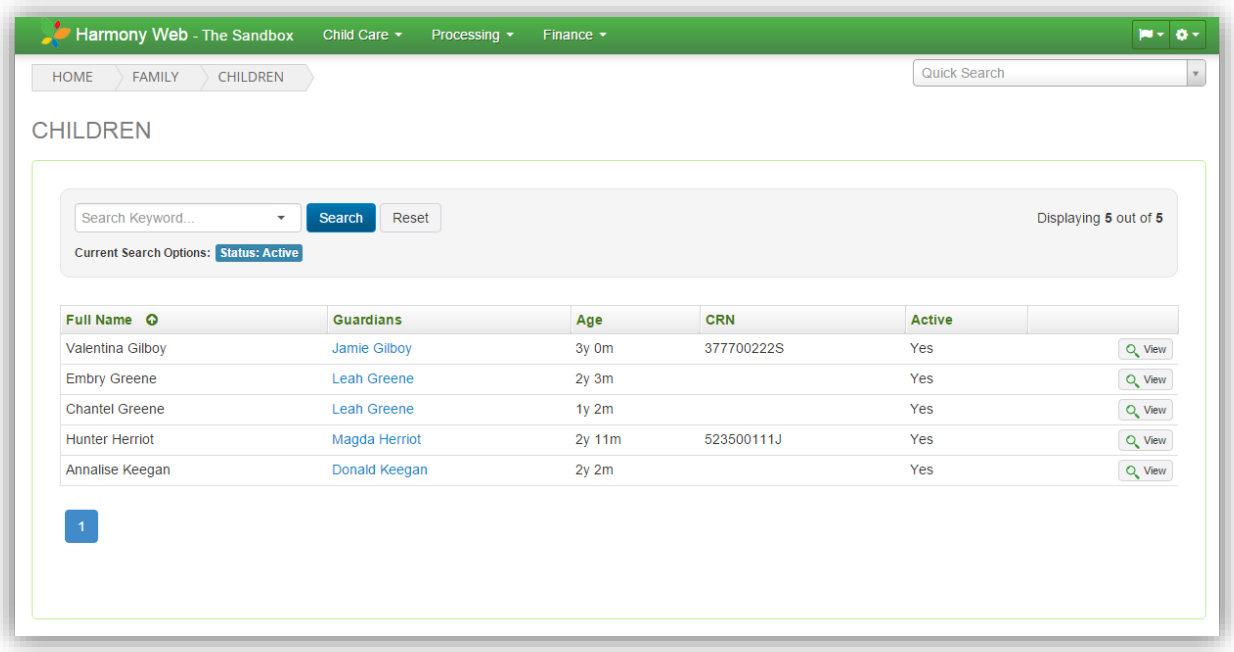
Click the ***'Search'*** button. Any inactive (archived) parents/guardians will display.

Children

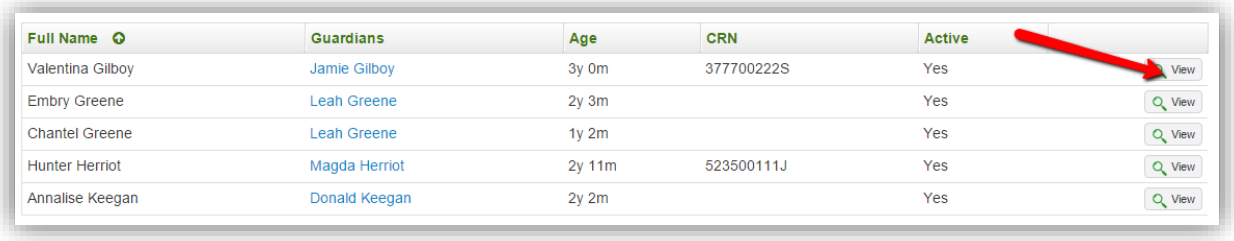
Click ***'Child Care'*** and select ***'Children'***.



The Children window will load. All active children will display:



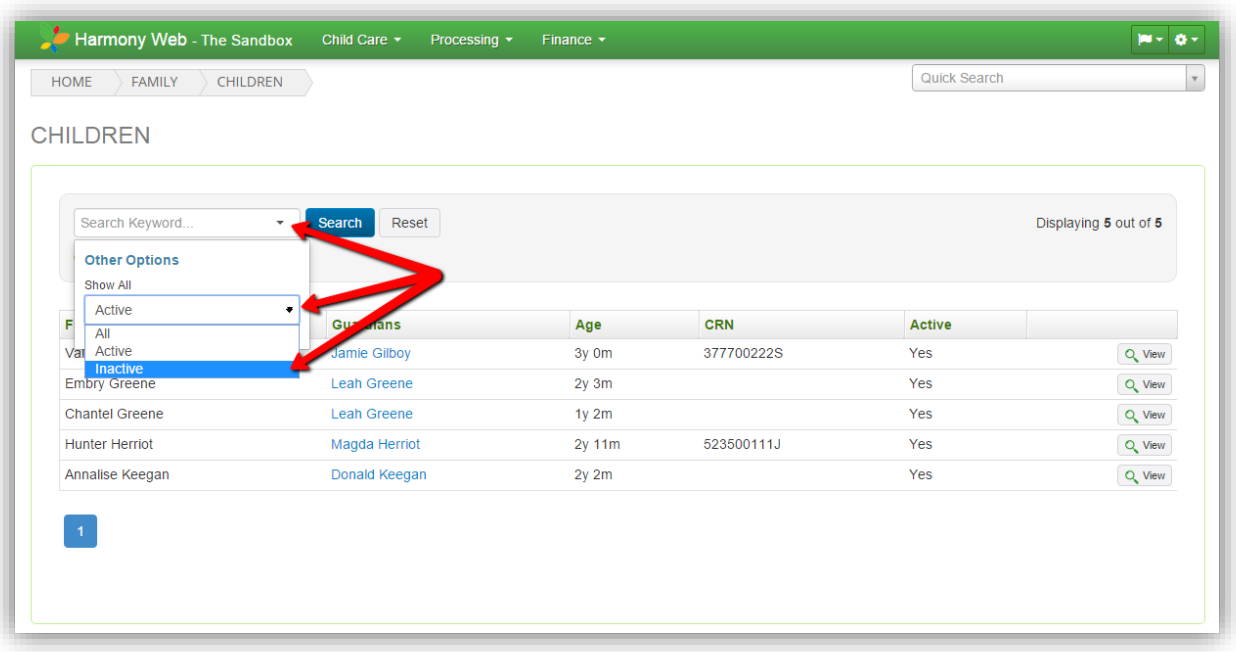
Click ***'View'*** to view a record:



The record will open for you to view.

Viewing Inactive Children

Click the search dropdown menu and select ***'Inactive'***:

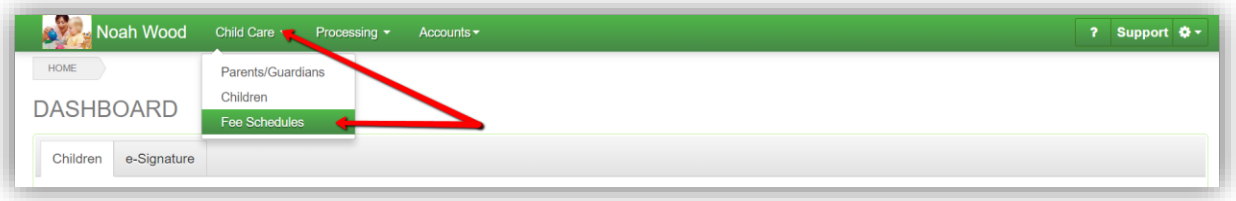


Click the ***'Search'*** button. Any inactive (archived) children will display.

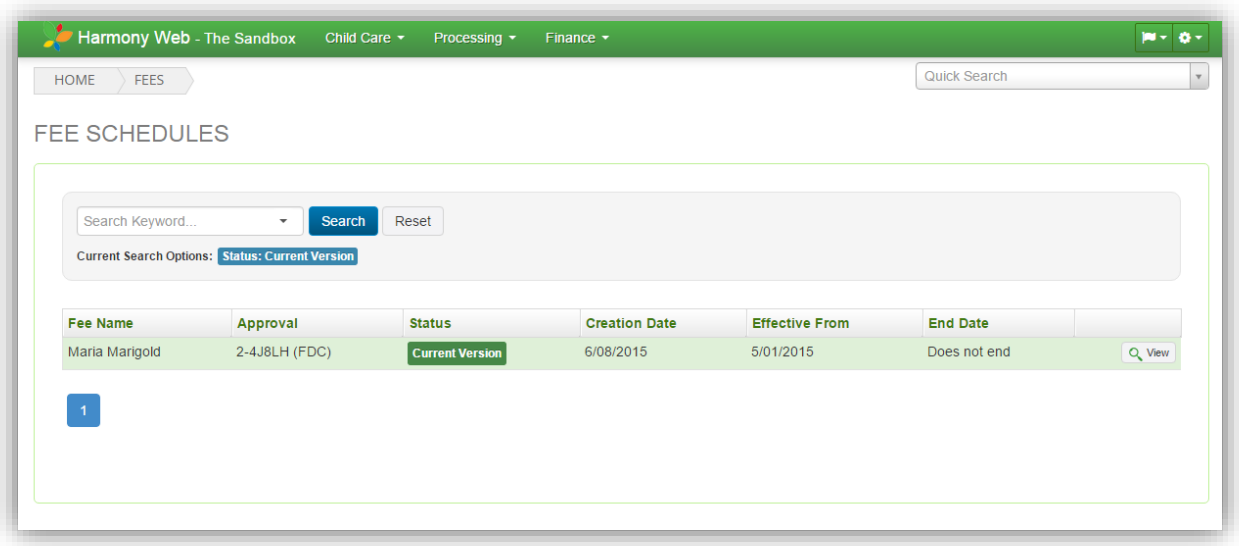
Fee Schedule

You may view your fee schedule direct from your service.

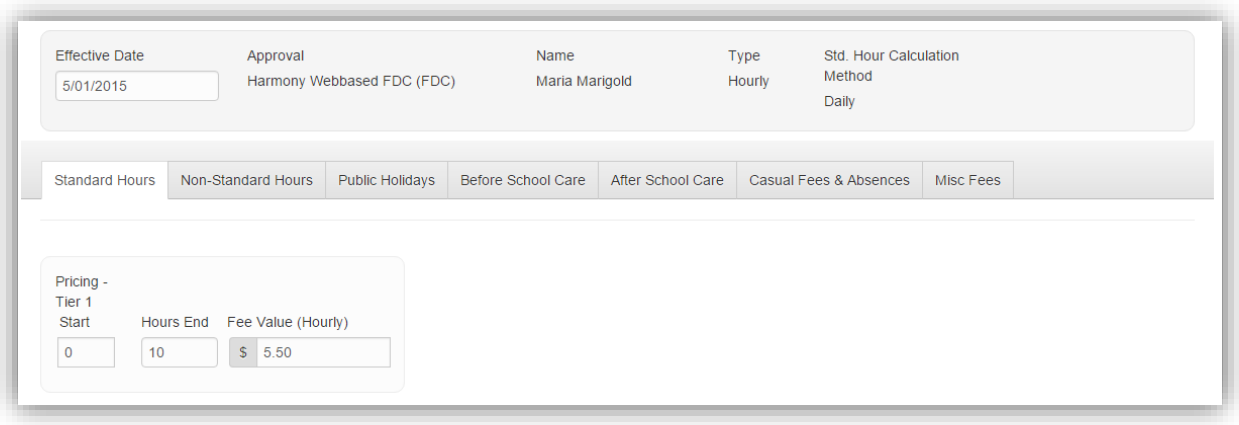
Click ***'Child Care'*** and select ***'Fee Schedules'***:



The following window will appear:



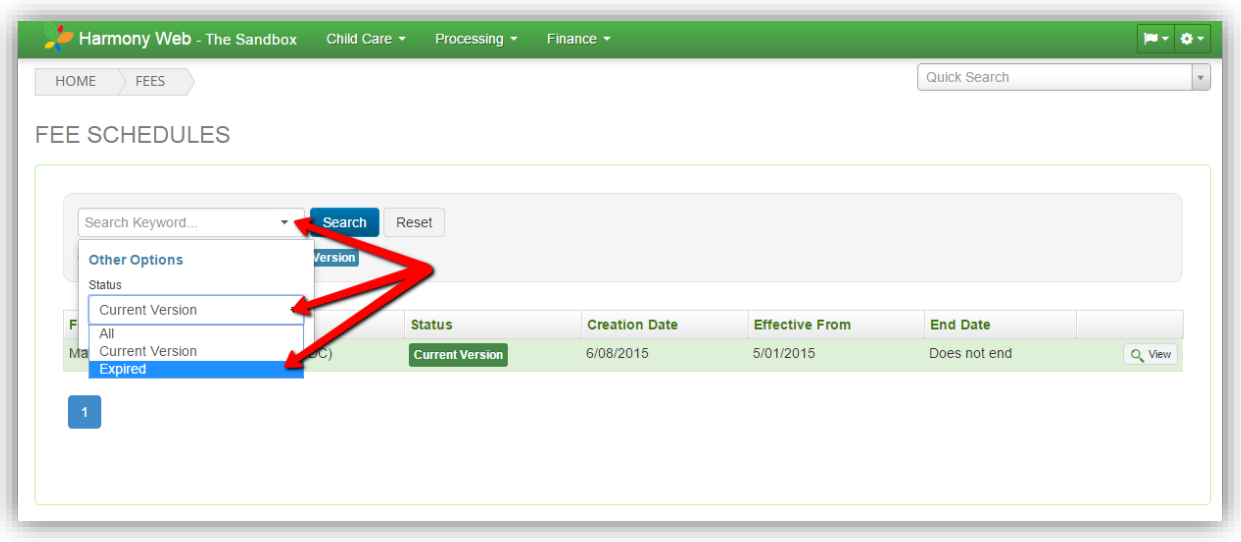
Click the ***'View'*** button. Your fee schedule details will appear:



Navigate through the tabs to view different fee types.

Viewing expired fee schedules

Click the search dropdown menu and select ***'Expired'***:



Fee schedules that have been end dated will display here.

Harmony for Educators

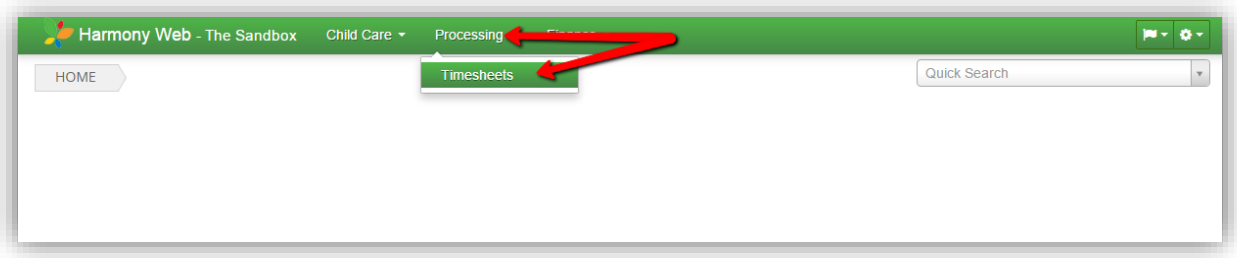
Processing

Electronic Timesheet Forms

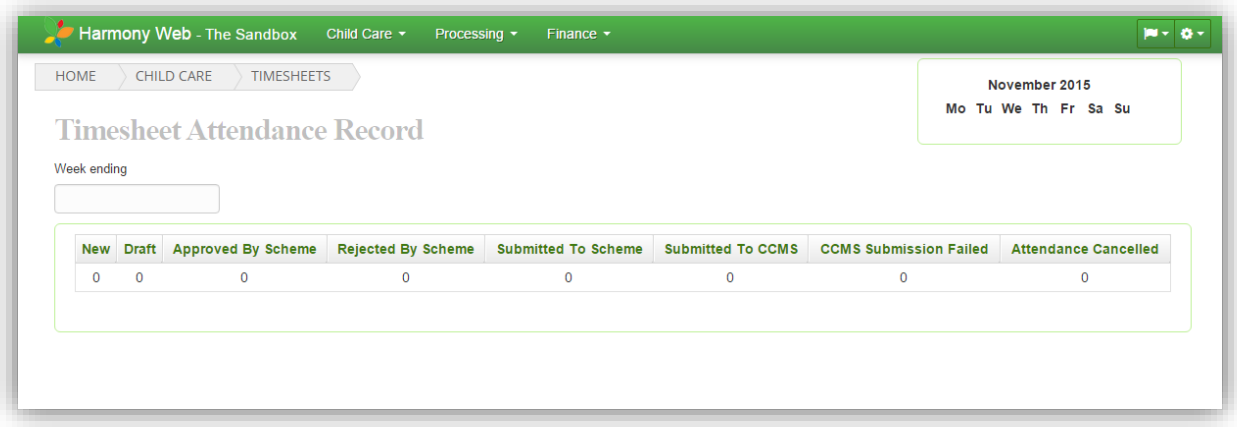
The timesheet forms will prepopulate based on the child's booking created by your service. You may alter the timesheet as required, produce fee estimates and submit directly to your service. Once the timesheet has been processed, the subsidy estimates will automatically update with the amounts paid.

Opening your Timesheet Forms

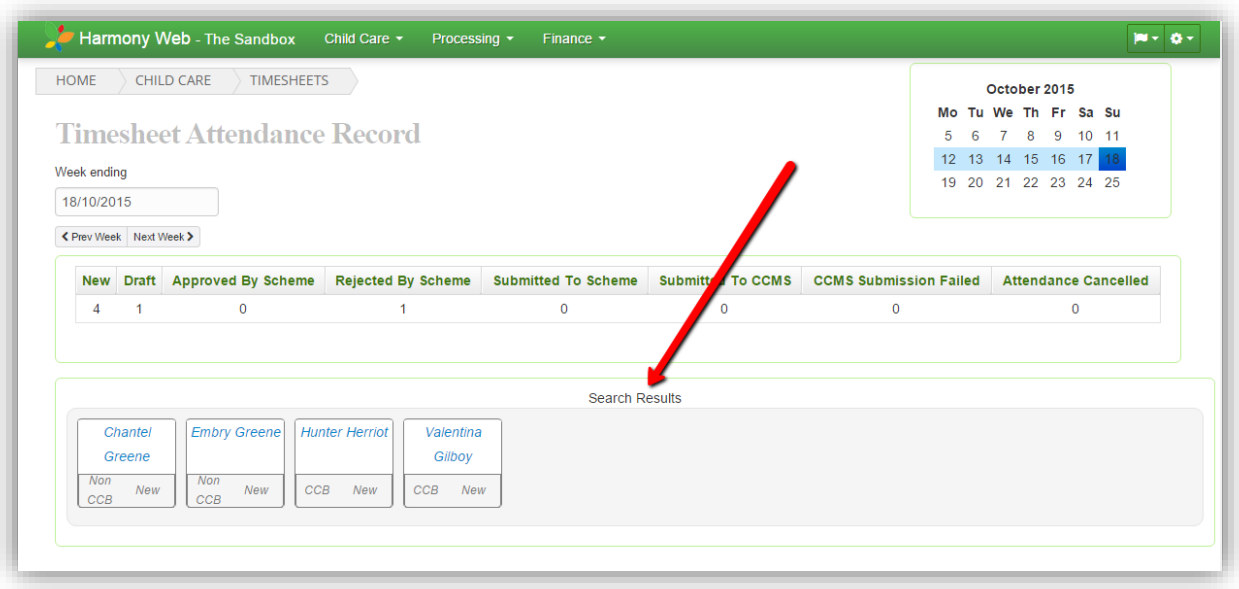
Click ***'Processing'*** and select ***'Timesheets'***:



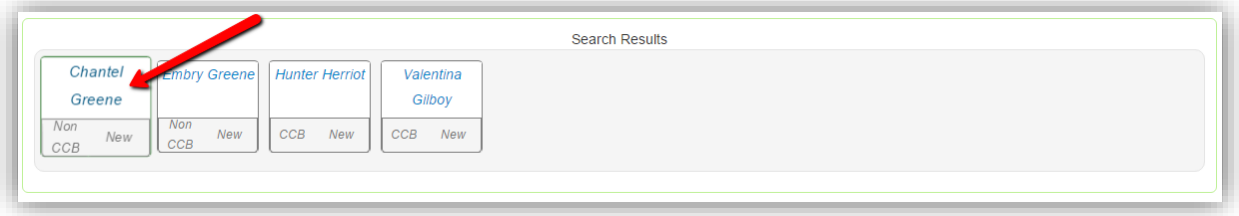
The ***'Timesheet'*** Window will appear:



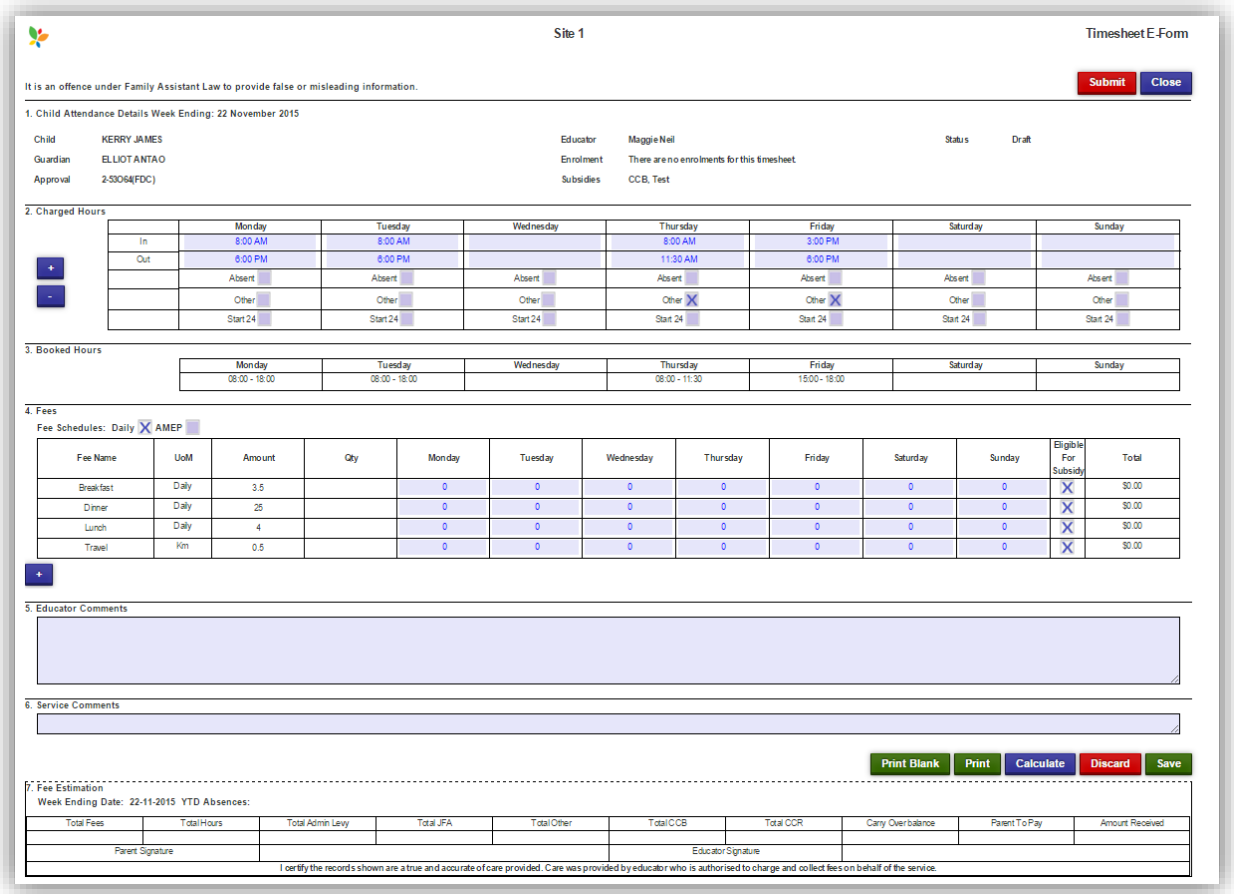
Enter a week ending date. Your search results will appear below:



Click on a child's name to open their timesheet:



The child's timesheet form will appear:



1. ***Child Attendance Details***

   This will display timesheets details such as parent, child, enrolment, subsidy type etc. It will also show you the status of the timesheet. The status will change as your timesheet passes through each part of processing:

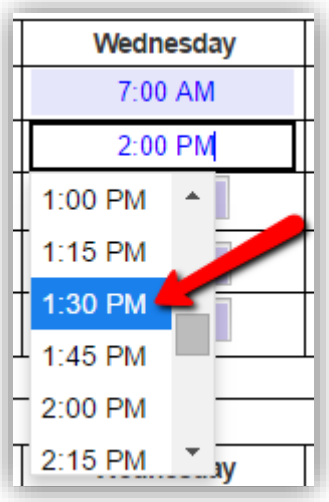
   New – The timesheet has been populated based on the booking and has not yet been updated and saved.
   Draft – The timesheet has been updated and saved.
   Submitted to Scheme – The timesheet has been submitted to your service for submission.
   Approved – Your service has approved the timesheet for CCMS submission.
   Submitted to CCMS – Your service has submitted your timesheet to CCMS.

   Note: Timesheets in the status of draft are subject to change. If you or your service alters the timesheet, fee estimates given to parents may change.

2. ***Charged Hours***

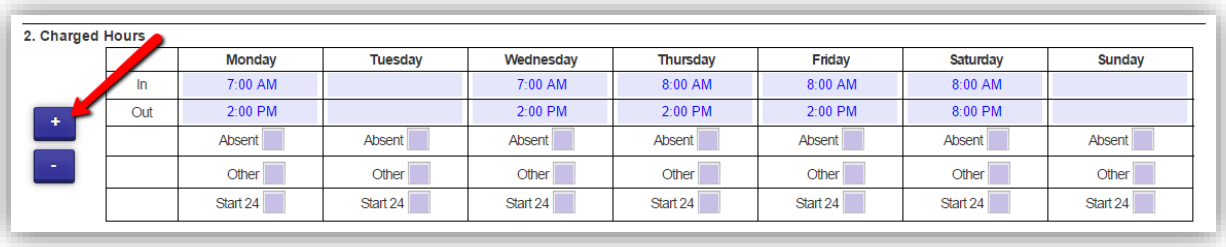
   This is the hours that you are charging for. These hours will populate based on the booking. You can update the hours and add new sessions as required.

To update a time, click into the box and press the ⬇ key. You can then select a time from the dropdown that appears:

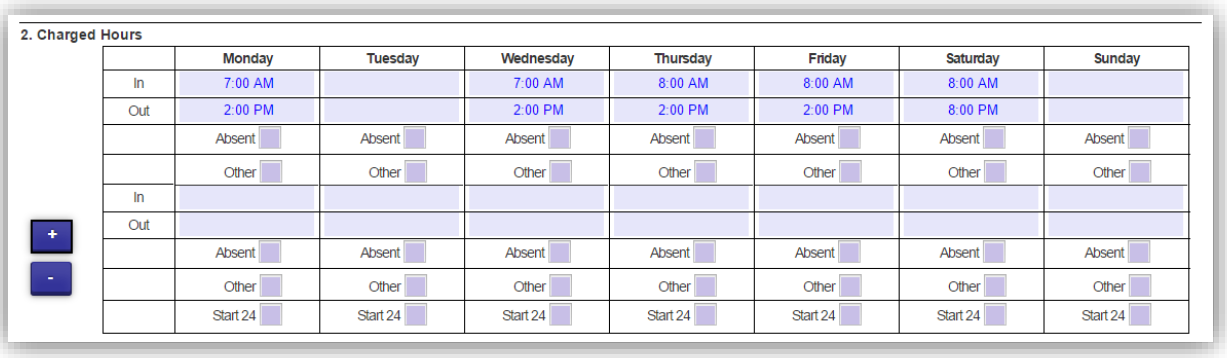


Alternatively, you can type the times into the box following the format HH:MM followed by 'a' or 'p' and the 'tab' key (e.g. 7:30a for 07:30am).

Click the + button to add a second set of times:



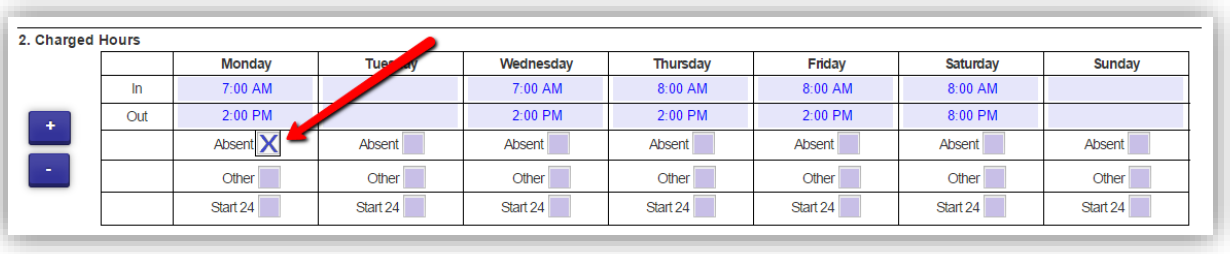
A second set of times will appear:



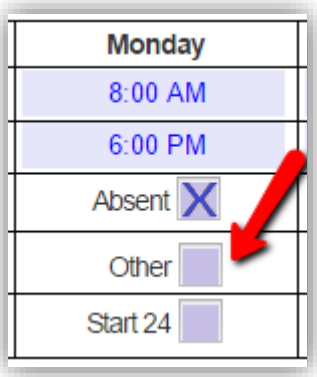
You may also click the – button to remove the set of times. You may add as many sets of times as you require.

Absences

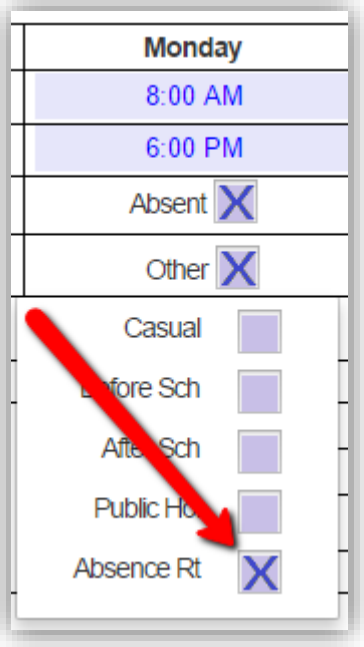
To mark a session as absent, click the 'Absent' box:



If you charge a different rate for absences, you may apply this in the 'Other' options:



Click ***'Other'*** and select ***'Absence Rt'***:



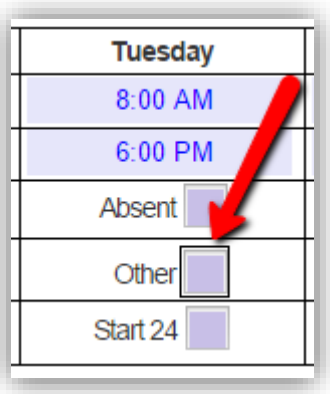
The Absence Rate will be applied to the session. You will need to complete this same process for any other absence sessions you would like to apply the rate to.

NOTE: The Absence Rate will need to have been setup in your fee schedule in order for it to apply a different rate.

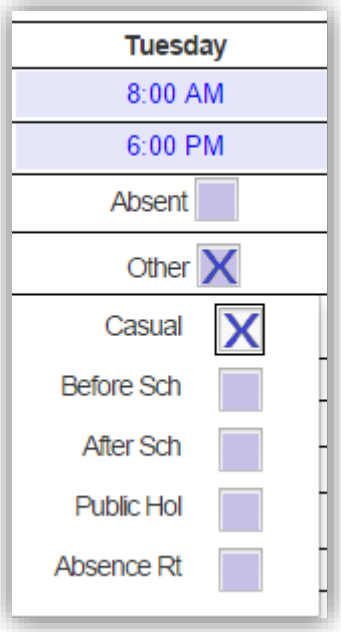
Casual Sessions

If you charge a casual fee for casual sessions, follow the below process:

Click ***'Other':***



Select ***'Casual':***



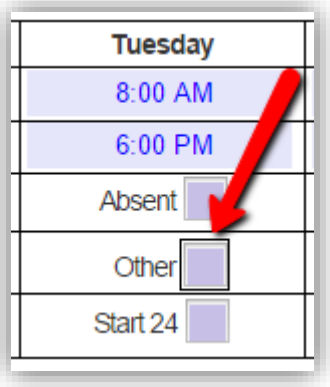
The casual rate will be applied to the session. You will need to complete this same process for any other casual sessions you would like to apply the rate to.

NOTE: The casual rate will need to have been setup in your fee schedule in order for it to apply a different rate.

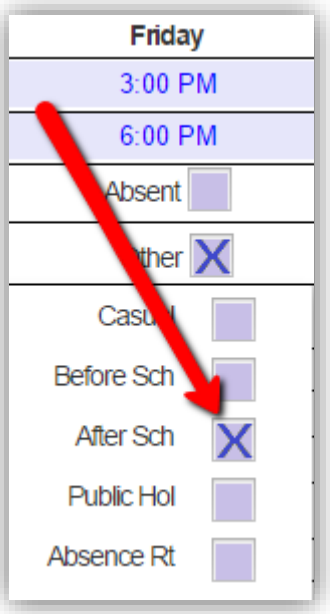
Before and After School Care

Before and After School Care can be flagged against each session (if it has not already been entered on the child's booking).

Click ***'Other':***



Select ***'Before Sch'*** or ***'After Sch':***

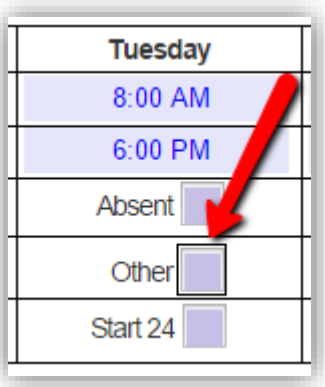


The session will be flagged as before or after school care and will charge the corresponding rate.

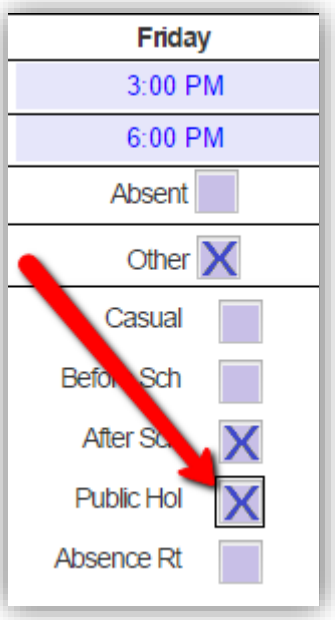
Public Holidays

If you charge a different rate for children in care on a public holiday, you may apply this in the 'Other' options:

Click ***'Other':***



Select ***'Public Hol':***



The public holiday rate will be charged for the session. Remember to complete this step for any additional sessions you would like to charge this rate for.

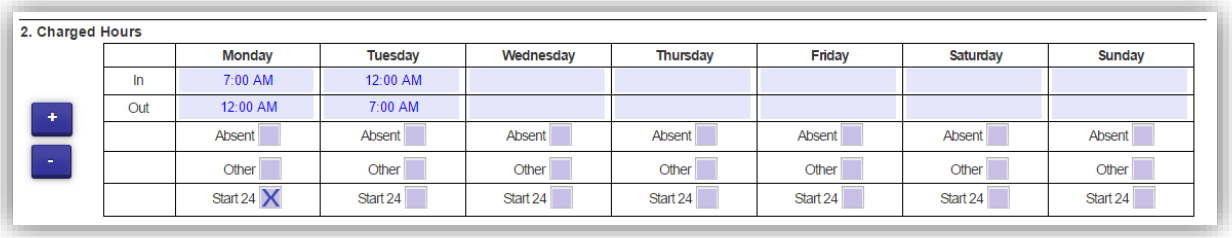
24 Hour Care

When entering 24 hour care on a timesheet, the beginning of each 24 hour care period will need to be marked.

Enter both sets of times (for overnight care, finish the session on the 1st day at 12am, and begin the session on the following day at 12am).

Click ***'Start 24'.***

The below example is 7am Monday until 7am Tuesday:



2. Charged Hours

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
In	7:00 AM	12:00 AM					
Out	12:00 AM	7:00 AM					
	Absent ☐	Absent ☐	Absent ☐	Absent ☐	Absent ☐	Absent ☐	Absent ☐
	Other ☐	Other ☐	Other ☐	Other ☐	Other ☐	Other ☐	Other ☐
	Start 24 ☒	Start 24 ☐	Start 24 ☐	Start 24 ☐	Start 24 ☐	Start 24 ☐	Start 24 ☐

3. Booked Hours

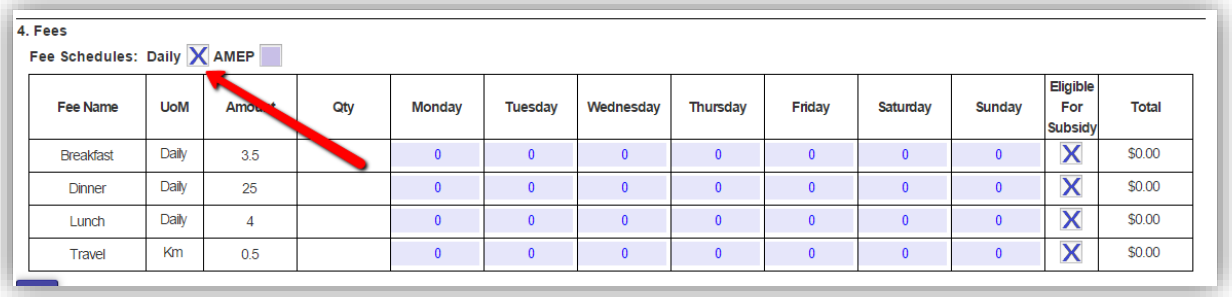
Booked Hours will display the hours from the booking. This will not change if you alter the timesheet hours.

4. Fees

Additional Fees may be entered here. The fees created on you fee schedule will appear here. You can also add your own. This is also where you may change your fee schedule (if you have more than one).

<u>Fee Schedule</u>

The fee schedule in use will display with a checked box next to it:



4. Fees

Fee Schedules: Daily ☒ AMEP ☐

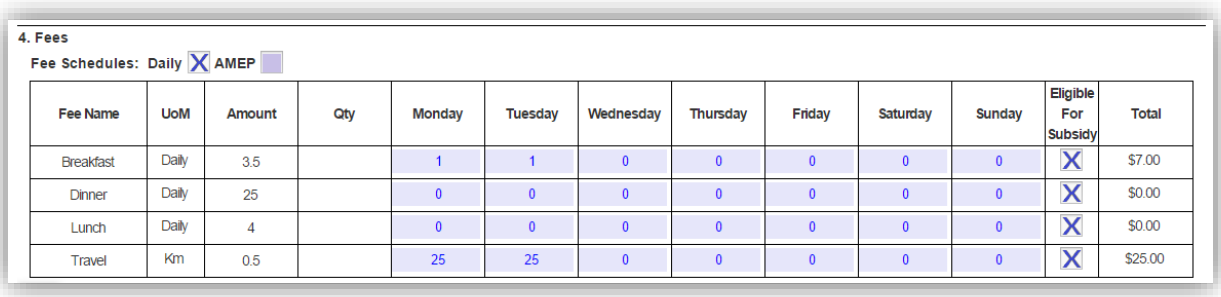
Fee Name	UoM	Amount	Qty	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Eligible For Subsidy	Total
Breakfast	Daily	3.5		0	0	0	0	0	0	0	☒	$0.00
Dinner	Daily	25		0	0	0	0	0	0	0	☒	$0.00
Lunch	Daily	4		0	0	0	0	0	0	0	☒	$0.00
Travel	Km	0.5		0	0	0	0	0	0	0	☒	$0.00

To change, simply click and tick the box of the fee schedule you require to be used.

<u>Additional Fees</u>

The fees populated here will be direct from your fee schedule. You will simply need to enter the quantity or value. You may only add daily fees to days with hours attended.

The below example includes a daily breakfast charge and 50km of travel charges across 2 days:

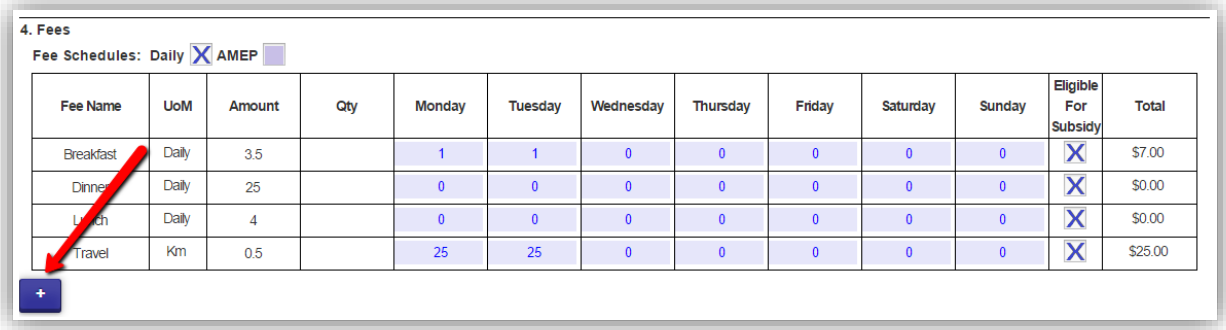


4. Fees

Fee Schedules: Daily ☒ AMEP ☐

Fee Name	UoM	Amount	Qty	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Eligible For Subsidy	Total
Breakfast	Daily	3.5		1	1	0	0	0	0	0	☒	$7.00
Dinner	Daily	25		0	0	0	0	0	0	0	☒	$0.00
Lunch	Daily	4		0	0	0	0	0	0	0	☒	$0.00
Travel	Km	0.5		25	25	0	0	0	0	0	☒	$25.00

You may also add an additional one-off fee by clicking the + button:



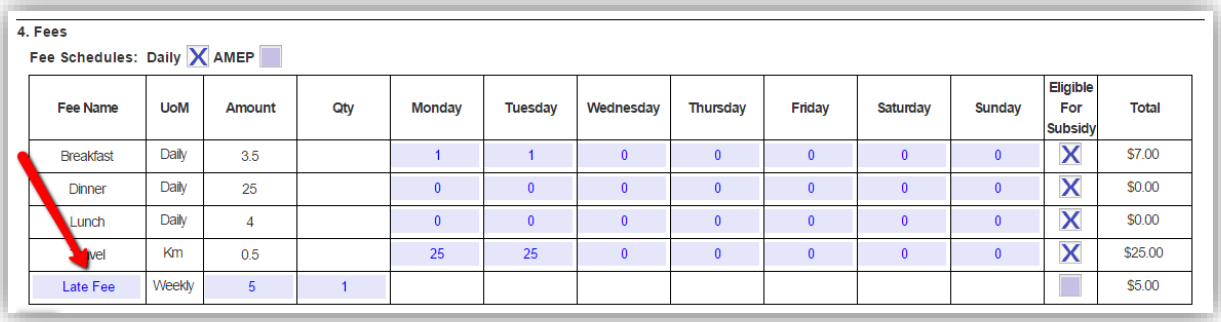
4. Fees

Fee Schedules: Daily ☒ AMEP ☐

Fee Name	UoM	Amount	Qty	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Eligible For Subsidy	Total
Breakfast	Daily	3.5		1	1	0	0	0	0	0	☒	$7.00
Dinner	Daily	25		0	0	0	0	0	0	0	☒	$0.00
Lunch	Daily	4		0	0	0	0	0	0	0	☒	$0.00
Travel	Km	0.5		25	25	0	0	0	0	0	☒	$25.00

+

You will then need to add in a fee name, the fee amount and the quantity. You will also need to specify whether you would like the fee to be submitted to CCMS as part of the total fee for subsidy to be paid against.



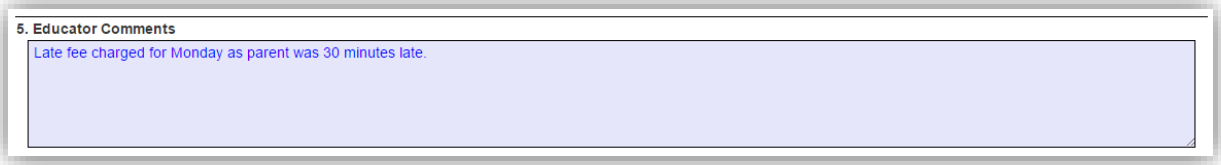
4. Fees

Fee Schedules: Daily ☒ AMEP ☐

Fee Name	UoM	Amount	Qty	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Eligible For Subsidy	Total
Breakfast	Daily	3.5		1	1	0	0	0	0	0	☒	$7.00
Dinner	Daily	25		0	0	0	0	0	0	0	☒	$0.00
Lunch	Daily	4		0	0	0	0	0	0	0	☒	$0.00
Travel	Km	0.5		25	25	0	0	0	0	0	☒	$25.00
Late Fee	Weekly	5	1								☐	$5.00

5. Educator Comments

These notes will be visible to your service. Click into the box to type a note:

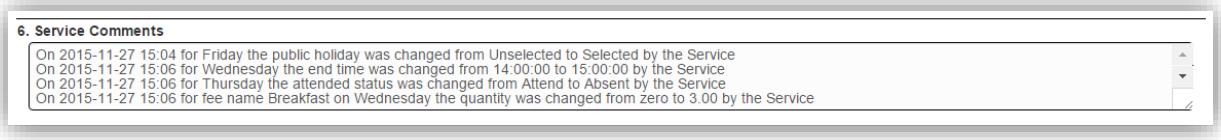


5. Educator Comments

Late fee charged for Monday as parent was 30 minutes late.

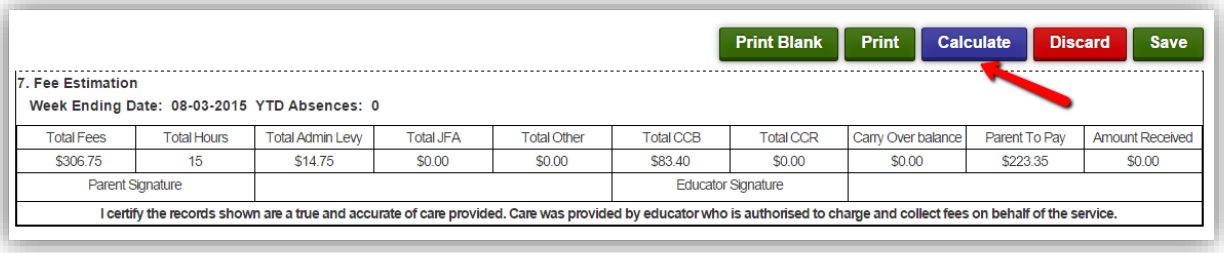
6. **Service Comments**

An audit trail of any changes that you service makes to your timesheet will display here. This will help you to identify changes to total hours, total fees etc.



7. **Fee Estimation**

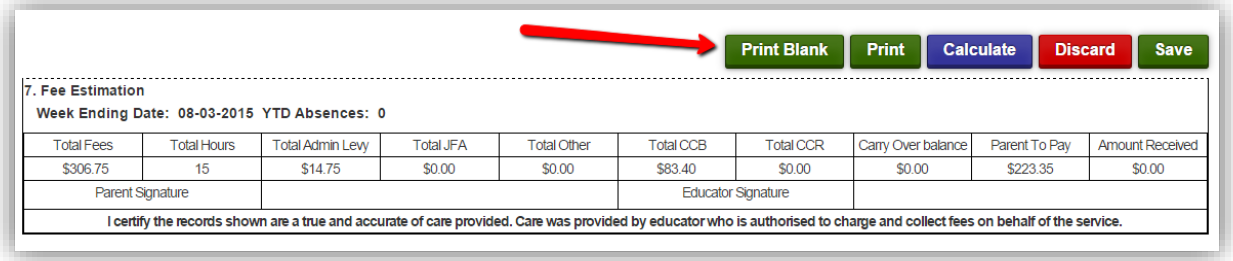
By pressing the 'Calculate' button, you will be provided with a fee estimate based on the timesheet details entered, and the child's enrolment details.



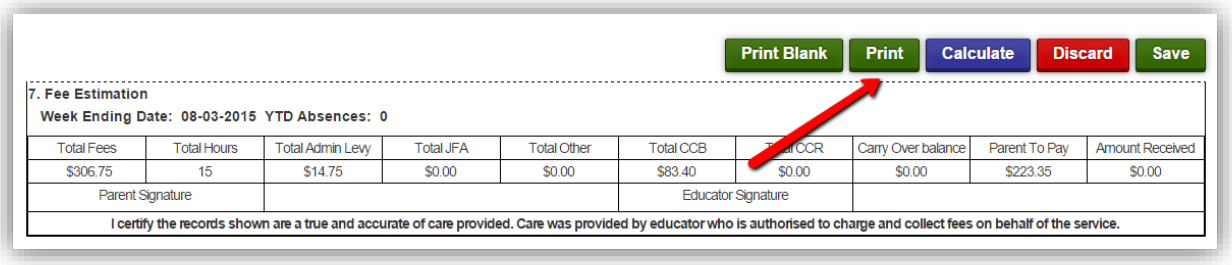
Note: Make sure you recalculate after making changes to ensure that the estimate is still valid. The estimation may change if the service makes changes to the timesheet. Once the timesheet has been processed by CCMS, the estimate will be replaced by the true subsidy values.

Printing

To print a blank version of the timesheet form, click 'Print Blank'

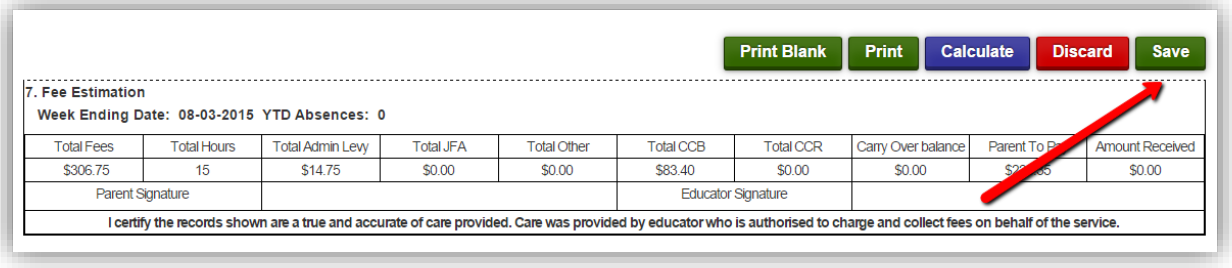


To print the complete timesheet form, click 'Print'

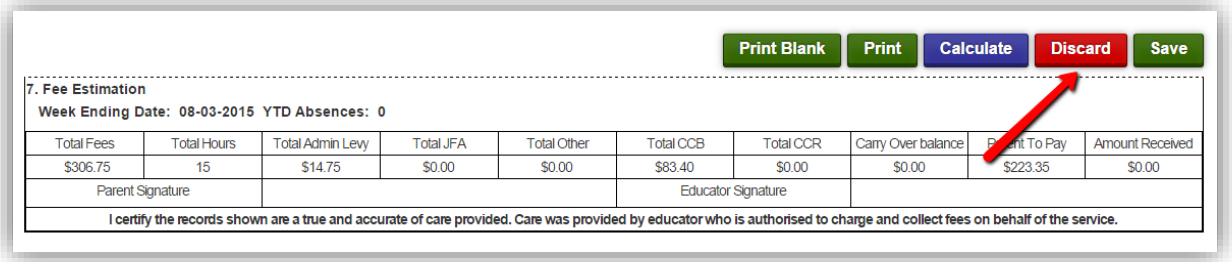


Saving the Timesheet Form

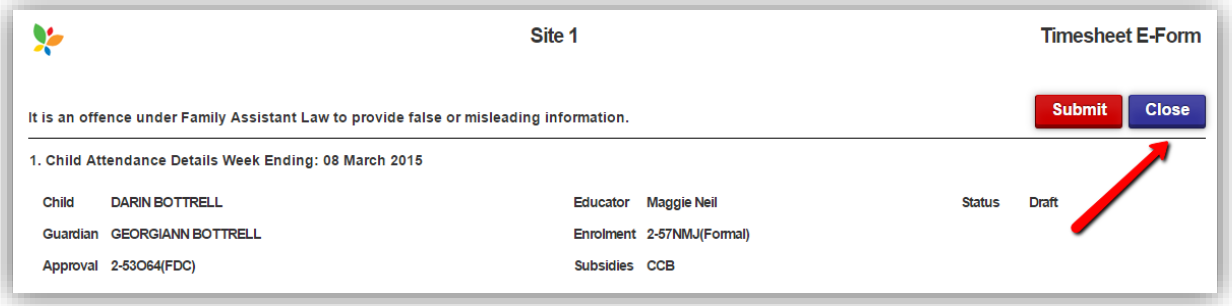
To save you timesheet, click 'Save' located at the bottom of the form:



To discard your changes without saving, click 'Discard' located at the bottom of the form:

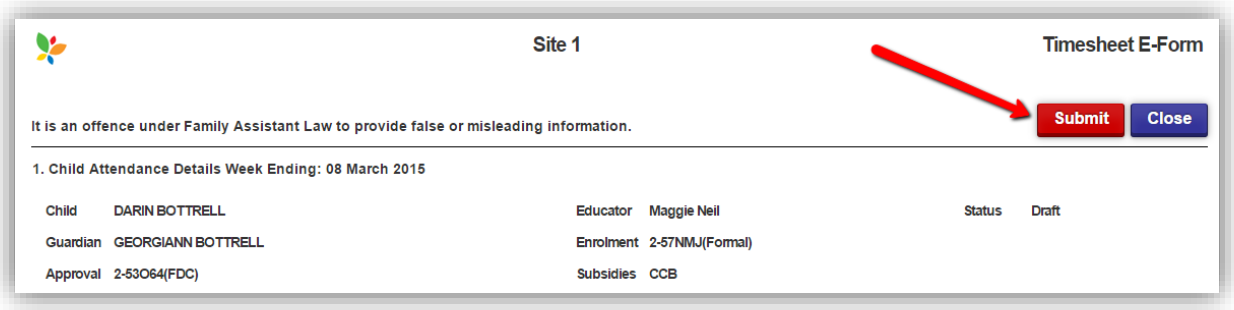


To close the timesheet form, click 'Close' located at the top of the form:



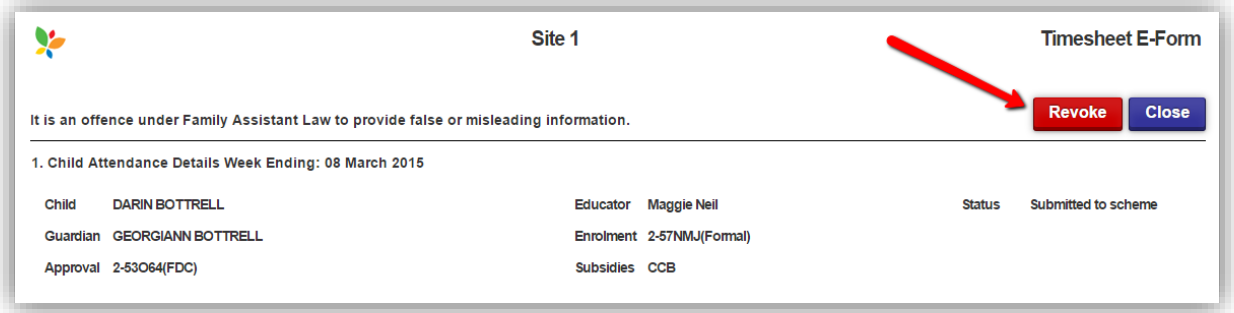
Submitting the Timesheet Form

Once you are happy with your timesheet form and would like to submit it to your service for processing, click 'Submit'.



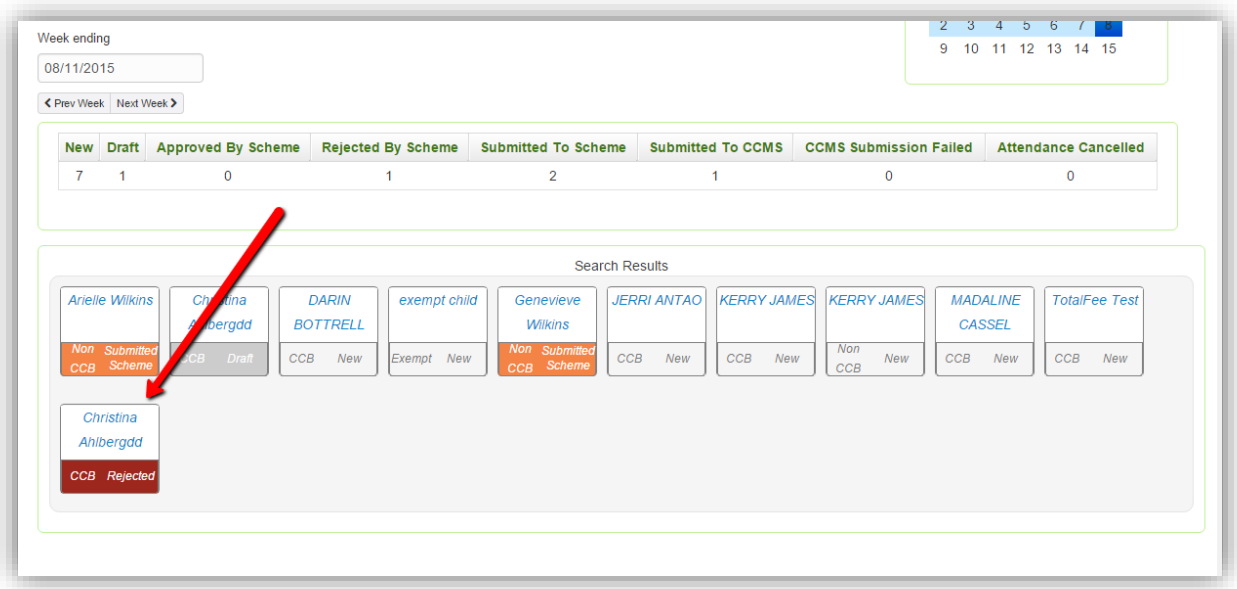
The timesheet will be submitted to your service for processing. It will now be locked for editing.

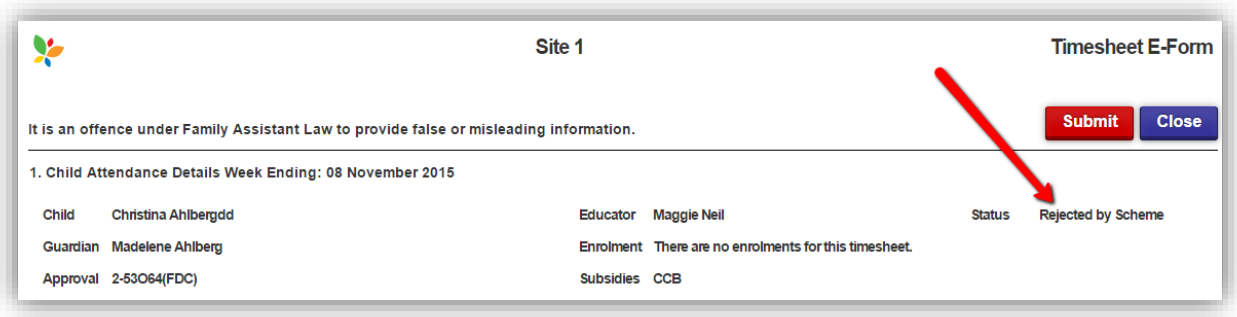
If you have made a mistake, you may revoke the timesheet to make updates and resubmit.



You may only revoke the timesheet if your service has not yet begun processing it. If your service has begun processing, the button will not appear.

The service may reject the timesheet if something is incorrect. In this case, the status will display as ***'Rejected'***.

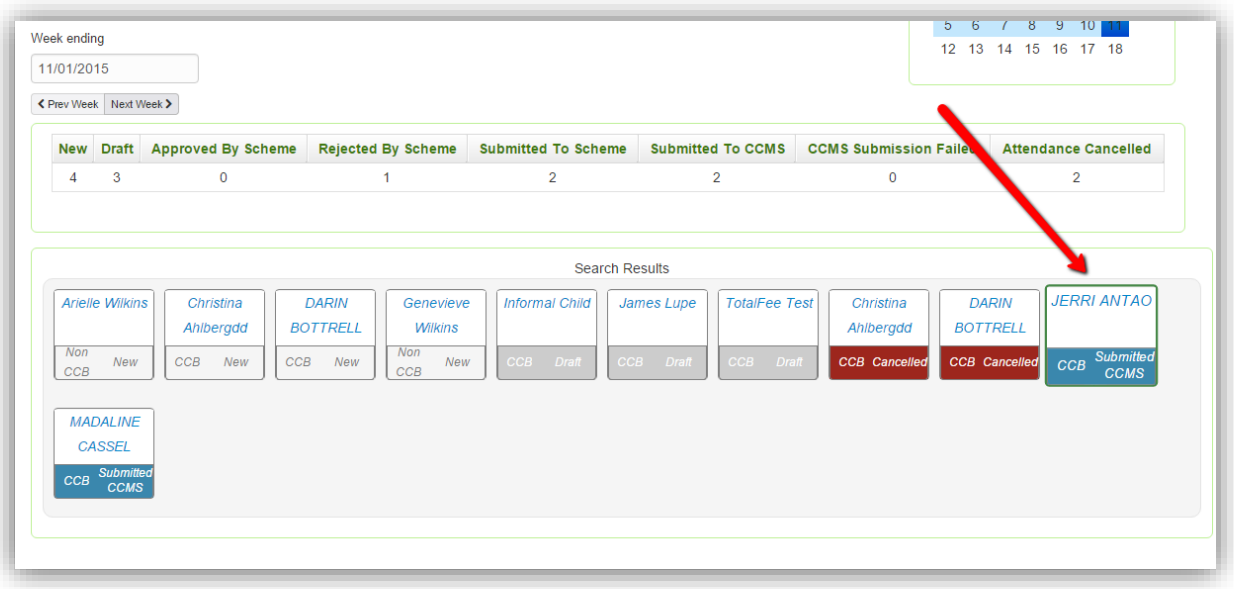


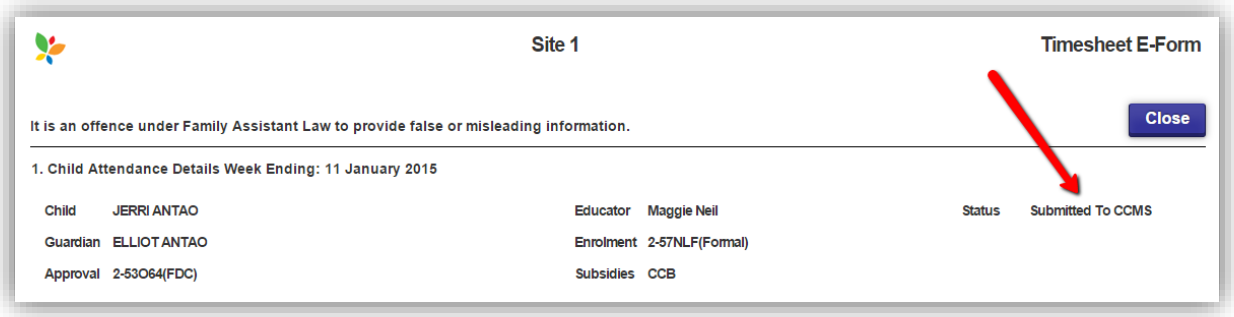


In this scenario, the timesheet form will be returned to draft mode. This will enable you to make changes and resubmit to your service.

The Completed Timesheet Form

Completed timesheet forms will display in the status of 'Submitted to CCMS'.



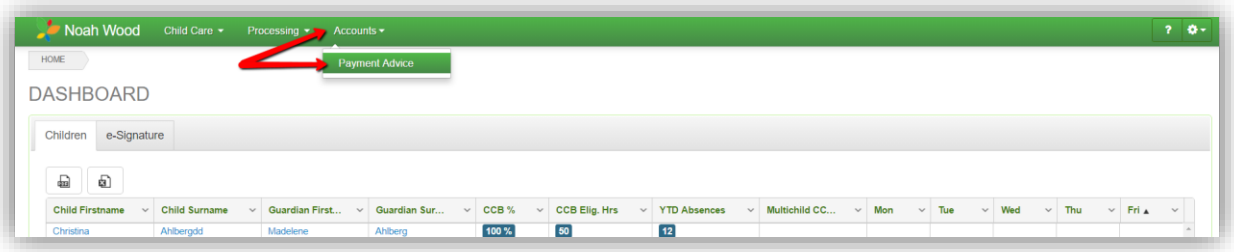


Once CCMS has finished processing the records, the values displaying on these timesheets will be the true values, and will match reports you receive from your service.

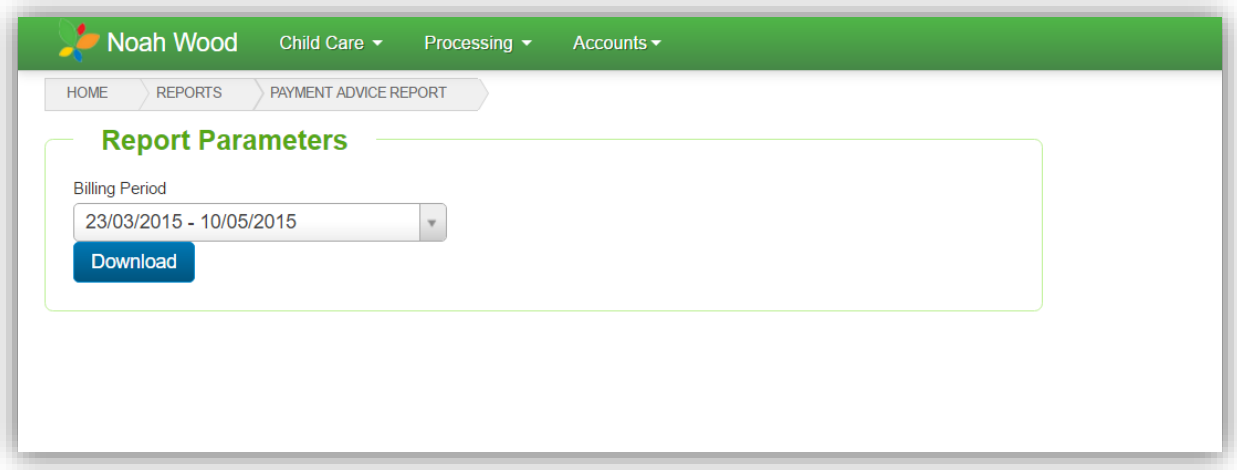
Payment Advice Report

Once your service has finalised the billing period, you may download a copy of your Payment Advice.

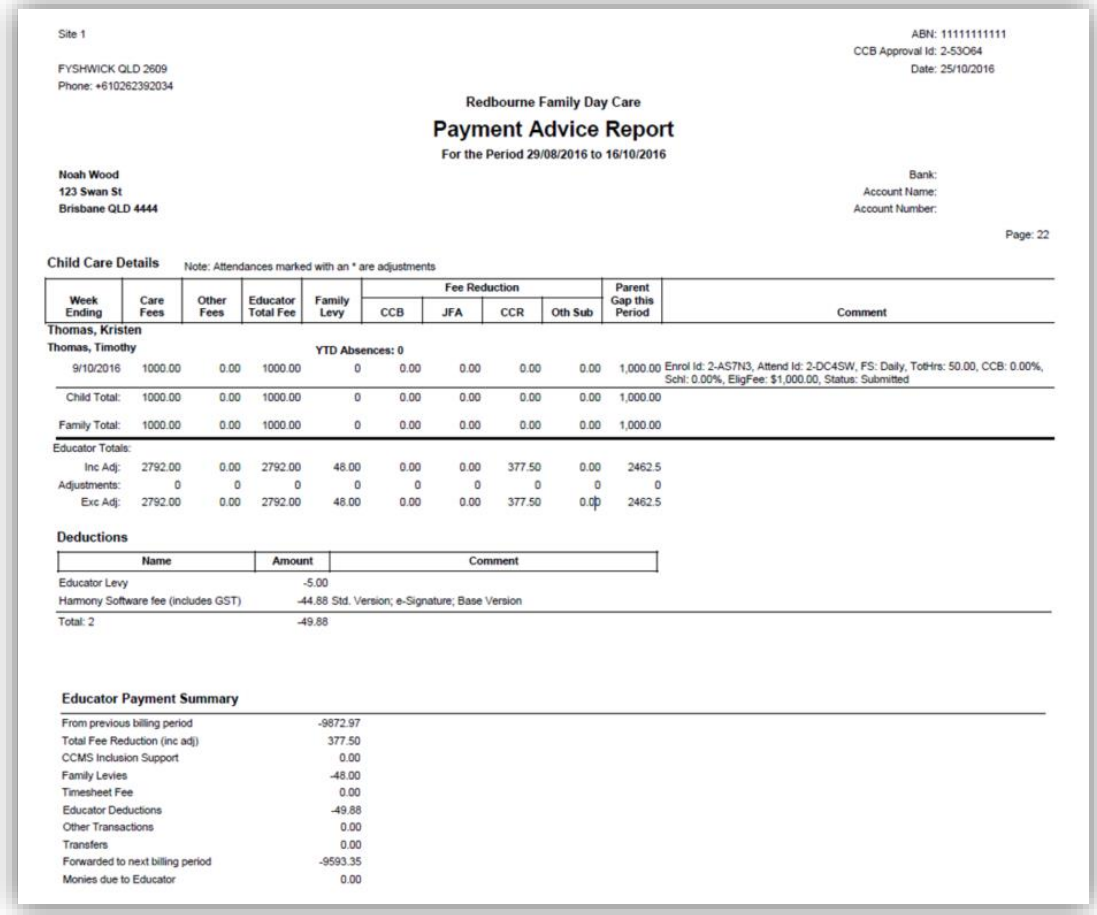
Navigate to ***'Accounts'*** and select ***'Payment Advice'***:



Select the billing period from the dropdown list and click ***'Download'***:



Your Payment Advice will open as a PDF file:



Site 1

FYSHWICK QLD 2609
Phone: +610262392034

ABN: 11111111111
CCB Approval Id: 2-53O64
Date: 25/10/2016

Redbourne Family Day Care

Payment Advice Report

For the Period 29/08/2016 to 16/10/2016

Noah Wood
123 Swan St
Brisbane QLD 4444

Bank:
Account Name:
Account Number:

Page: 22

Child Care Details Note: Attendances marked with an * are adjustments

Week Ending	Care Fees	Other Fees	Educator Total Fee	Family Levy	Fee Reduction CCB	Fee Reduction JFA	Fee Reduction CCR	Fee Reduction Oth Sub	Parent Gap this Period	Comment
Thomas, Kristen										
Thomas, Timothy				YTD Absences: 0						
9/10/2016	1000.00	0.00	1000.00	0	0.00	0.00	0.00	0.00	1,000.00	Enrol Id: 2-AS7N3, Attend Id: 2-DC4SW, FS: Daily, TotHrs: 50.00, CCB: 0.00%, Schl: 0.00%, EligFee: $1,000.00, Status: Submitted
Child Total:	1000.00	0.00	1000.00	0	0.00	0.00	0.00	0.00	1,000.00	
Family Total:	1000.00	0.00	1000.00	0	0.00	0.00	0.00	0.00	1,000.00	
Educator Totals:										
Inc Adj:	2792.00	0.00	2792.00	48.00	0.00	0.00	377.50	0.00	2462.5	
Adjustments:	0	0	0	0	0	0	0	0	0	
Exc Adj:	2792.00	0.00	2792.00	48.00	0.00	0.00	377.50	0.00	2462.5	

Deductions

Name	Amount	Comment
Educator Levy	-5.00	
Harmony Software fee (includes GST)	-44.88	Std. Version; e-Signature; Base Version
Total: 2	-49.88	

Educator Payment Summary

From previous billing period	-9872.97
Total Fee Reduction (inc adj)	377.50
CCMS Inclusion Support	0.00
Family Levies	-48.00
Timesheet Fee	0.00
Educator Deductions	-49.88
Other Transactions	0.00
Transfers	0.00
Forwarded to next billing period	-9593.35
Monies due to Educator	0.00

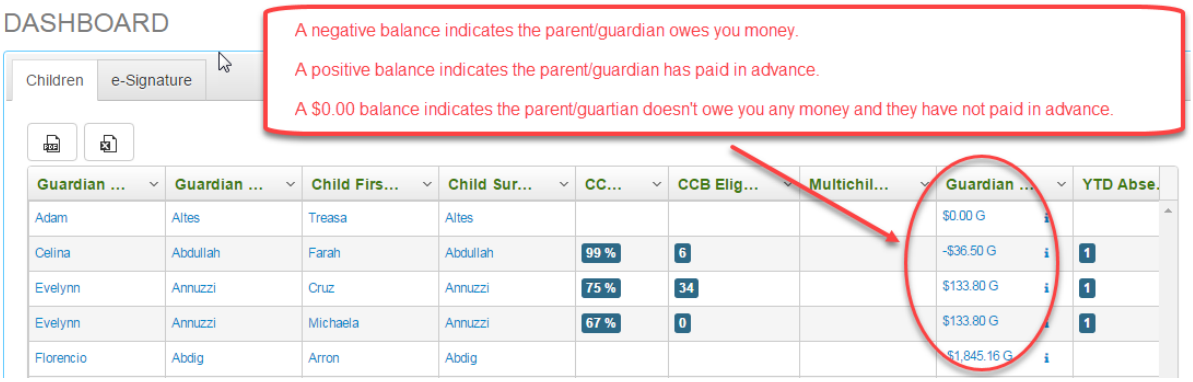
Account Balance Adjustment

You can create an account balance adjustment transaction for a parent or guardian if their current account balance is incorrect. The main reasons for adjusting a parent's account balance are:

- You are transferring their balance from another accounting system.
- You made a mistake when you originally entered their opening balance.
- You created a refund transaction for the incorrect amount.
- You created a bad debt transaction for the incorrect amount.

To view a parent's current balance

Log into Harmony and a Dashboard will be displayed that contains a list of children along with their parents/guardians and their account balances. For example,



If you are already logged into Harmony, select the Home button that appears at the top of most windows.

NOTE:

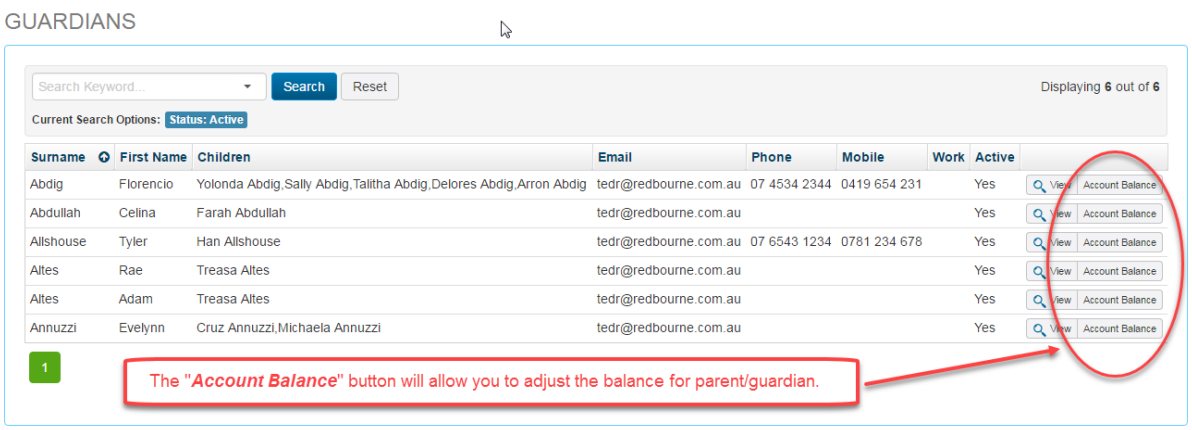
If a parent/guardian has multiple children, the parent/guardian and their balance will appear for each child. The balance is for the parent/guardian and is NOT a specific child balance.

To adjust an account balance

Click "***Child Care***" from the main menu.

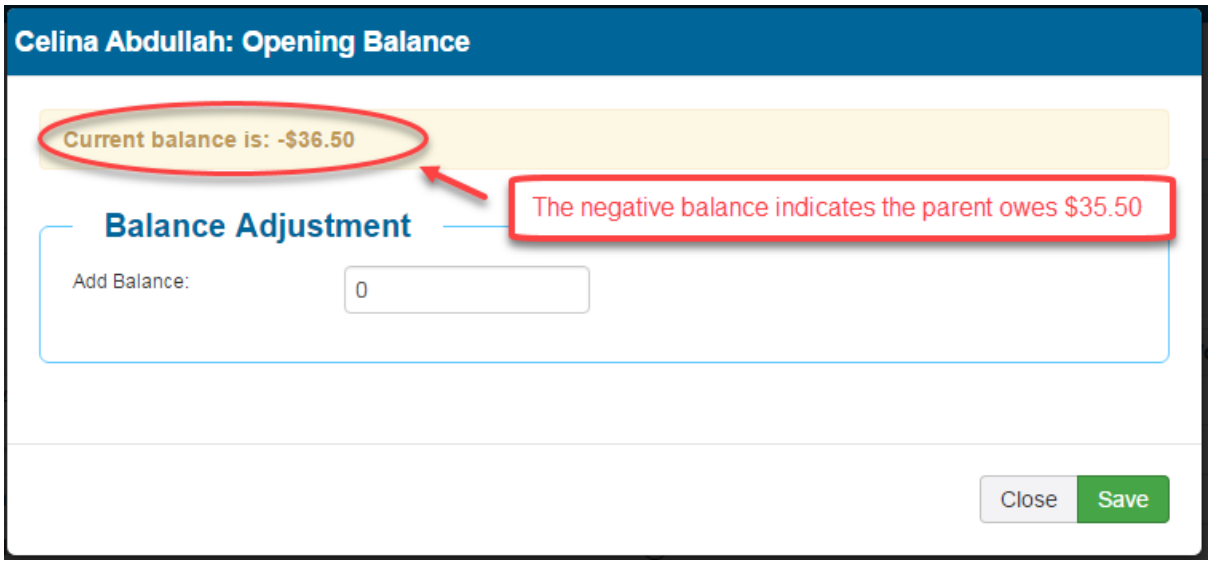
Click "***Parents/Guardians***".

A window similar to the following will be displayed:



Click the "***Account Balance***" button for the appropriate parent/guardian.

A window similar to the following will be displayed:



The "Current Balance" is the balance as at today's date.

NOTE:

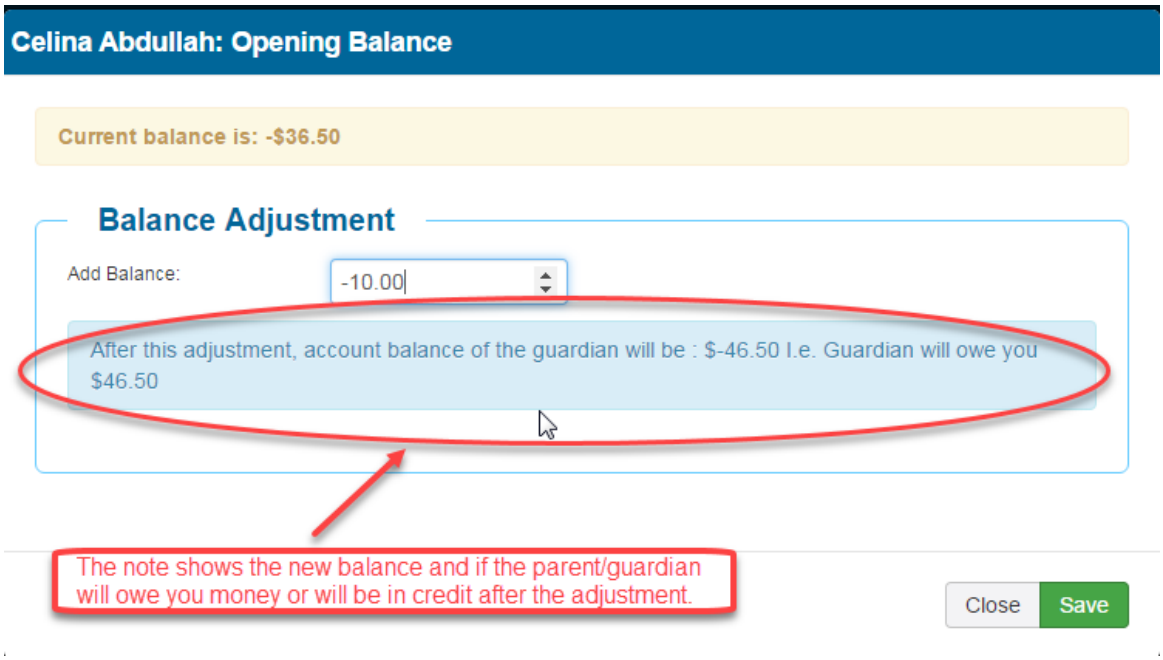
If the balance is negative, the parent/guardian owes you money.

If the balance is positive, the parent/guardian has paid in advance and is in credit.

If the balance is $0.00, the parent/guardian doesn't owe you any money and has NOT paid in advance. A zero balance is often displayed as $0.00 CR.

As you enter the "***Balance Adjustment***" amount, the new balance is displayed below the amount along with a note indicating if the new balance means the parent/guardian owes you money or is in credit.

For example, if you enter "$-10.00" in the "***Balance Adjustment***" amount for the above parent/guardian, the following window would be displayed:



In this example, the balance adjustment will increase the amount the parent owes from $-36.50 to $-46.50.

Once you are happy with the new balance, click the **"*Save*"** button to save the balance adjustment details.

NOTE:

Once you save a balance adjustment, you CANNOT change that transaction; however, you can enter another balance adjustment transaction to set the correct balance.

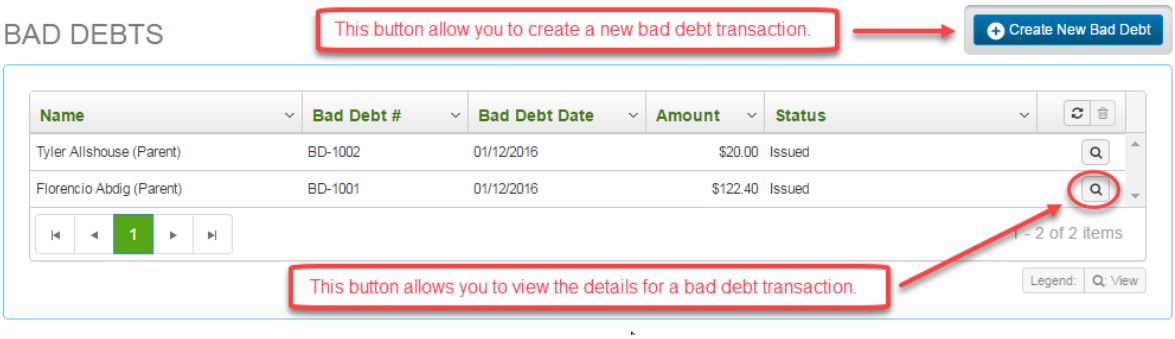
Bad Debts

If a contact, such as a parent or guardian, won't pay for one or more of their invoices, you can write off all or part of those invoices as a bad debt, which will result in a reduction to their account balance.

To display the list of bad debts

Click "***Accounts***"

Click "***Bad Debts***"



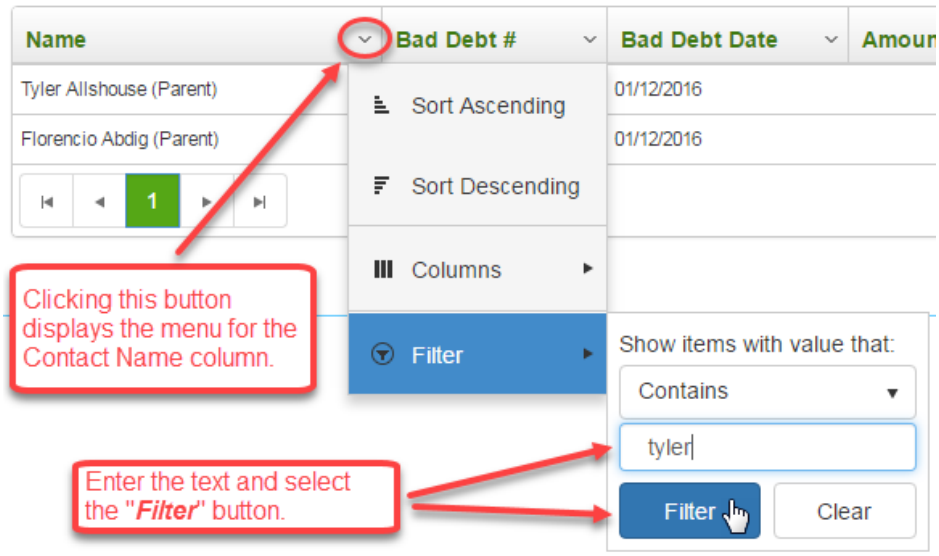
To locate one or more bad debts in the list

The list of bad debts may become long; however, apart from browsing through the list, you can change the view so you only see the bad debts that you are interested in by applying one or more filters.

For example, to see all the bad debts with the word "tyler" in their Contact Name:

Click on the "***Down Arrow***" button in the "***Contact Name***" column header.

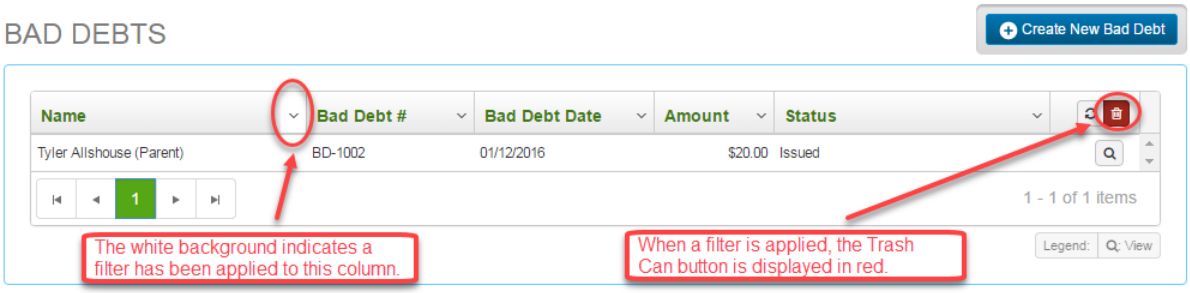
Click on "***Filter***" to display the filter details



Select "***Contains***" from the list of filter options.

Enter the text "tyler" (it doesn't matter if you enter the text in upper, lower, or mixed case).

Click on the "***Filter***" button to display the records that match the filter.



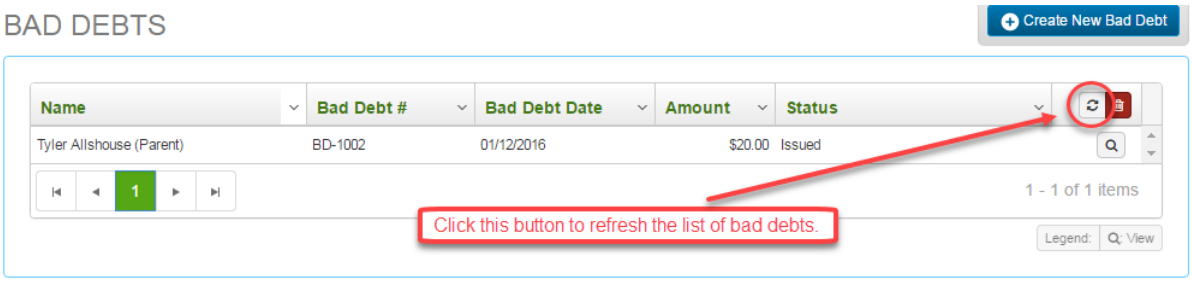
To remove all the filters

Click the "***Clear all Filters***" button.

All the filters will be removed, all the bad debts will be displayed, and the "***Clear all Filters***" button will be disabled and displayed in light grey.

To refresh the list of bad debts

If you set filters for multiple columns, you will need to select the "***Search***" button to apply all the filters to the list of bad debts.



NOTE:

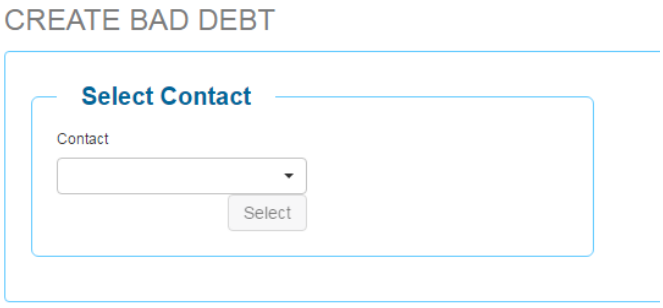
The filters are remembered, which means if you close the window, the next time you open the Bad Debts window the filters will still be applied to the list of bad debts. To clear the filters, you will need to click the

"Clear all Filters" button.

To create a new bad debt

Click the *"**Create New Bad Debt**" button.*

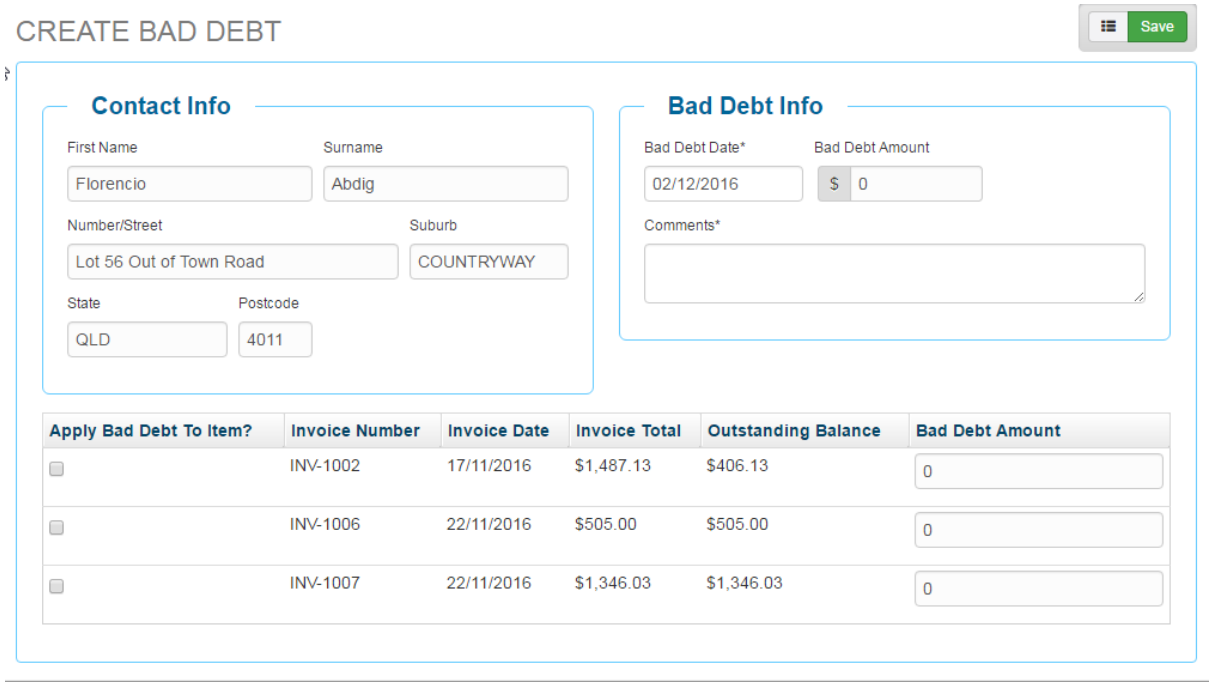
The following window will be displayed:



Select the parent or guardian from the "Contact" list.

Click the "***Select***" button.

A window similar to the following window will be displayed for the selected contact:



You must enter a "***Bad Debt Date***", "***Comment***", and enter the "***Bad Debt Amount***" for at least one invoice that you checked (or ticked) before you can select the "**Save"** button to save the bad debt details.

Although you can type in a "***Bad Debt Date***", it is easier to select a date from the calendar that is displayed when you click on the date.

The "***Bad Debt Amount***" at the top of the window will automatically be updated as you enter the "***Bad Debt Amount***" for each applicable invoice.

You must enter a reason for the bad debt in the "***Comments***" field. This will be useful when you review your bad debt records at a later time.

You must check (or tick) at least one invoice to write off.

When you check (or tick) an invoice, the "***Bad Debt Amount***" for the invoice will automatically be set to the "***Outstanding Balance***" for that invoice.

NOTE:

The "Outstanding Balance" amount for an invoice may be less than the "Invoice Total" amount if part of the invoice has been previously written off or a receipt has been allocated to part of the invoice total instead of the full invoice total.

Only invoices with an "Outstanding Balance" will be included in the list of invoices available to write off.

If you don't want to write off the full "***Outstanding Balance***" amount, you can manually enter the "***Bad Debt Amount***" for that invoice, provided the amount you enter is greater than $0.00 and less than or equal to the "***Outstanding Balance***".

If you select the wrong invoice, simply uncheck (or untick) the invoice and the "***Outstanding Balance***" amount for the invoice will be automatically set to $0.00.

Once you have completed entering the "***Bad Debt Amount***" for the invoices you wish to write off, verify the Total "***Bad Debt Amount***" at the top of the window is correct before selecting the "***Save***" button to save the bad debt details.

NOTE:

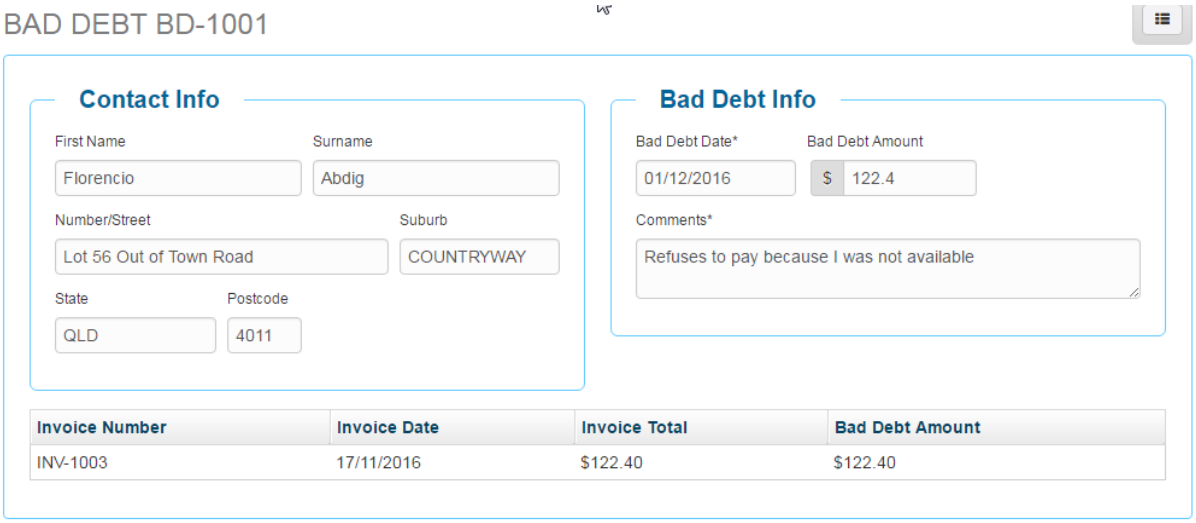
Once an invoice or part of an invoice has been written off in a Bad Debt transaction, you cannot change or delete that bad debt transaction.

If the bad debt transaction was incorrect, you can create an "Account Balance Adjustment" entry for the parent to adjust their balance to the correct amount. See the tip sheet on "Educator Accounts Account Balance Adjustment" for details.

To view the details of a bad debt

From the list of bad debts, click the ***"View"*** button for the bad debt transaction and a window will be displayed containing the bad debt details.

For example:



Charges

Charges are important because they are used as line items on your transactions, such as invoices. For example, a timesheet invoice will contain a charge named “Child Care Fee” for each child.

When creating invoices, if you find yourself repeatedly selecting the same charge and changing the details, you may find it beneficial to create multiple similar charge entries which will save you time when creating future invoices.

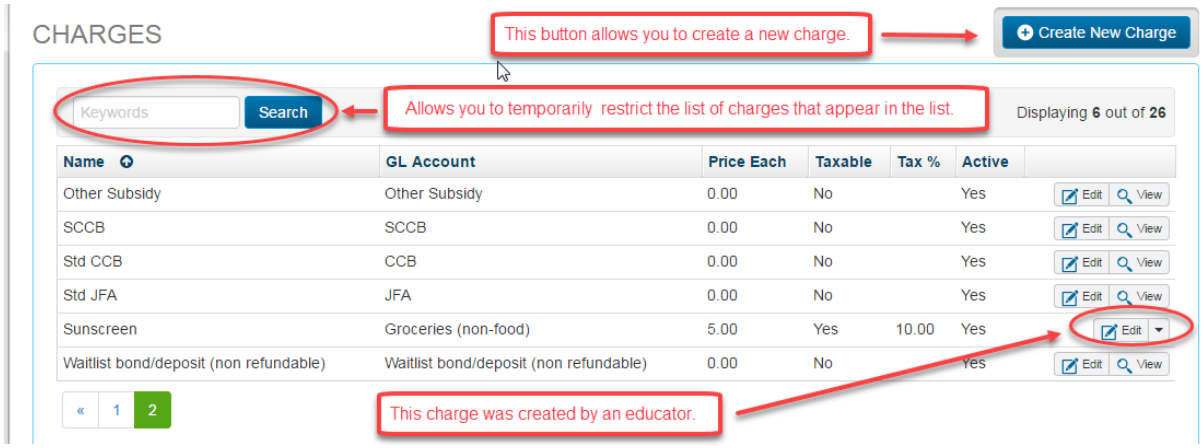
Although an extensive list of charges has been set up, you have the option of adding new charge entries to the list to enable you to provide more detail on your invoices. You can edit or delete the charges that you create, but you cannot change the standard list of charges, such as “Child Care Fee” which is used in timesheet invoices.

Many of the standard charges have the same name as the general ledger account that has been allocated to the charge. For example, a charge named ”Excursion” has been allocated to the general ledger account named “Excursion”. However, you can create multiple charge entries that are all allocated to the same general ledger account.

To display the list of charges

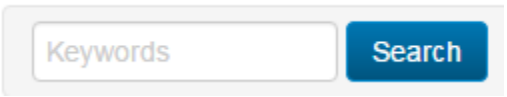
Click “***Accounts***”

Click “***Charges***”



To locate one or more charge entries in the list

The list of charges may become very large; however, apart from browsing through the list, you can change the view so you only see the charges that you are interested in by applying a keyword search.

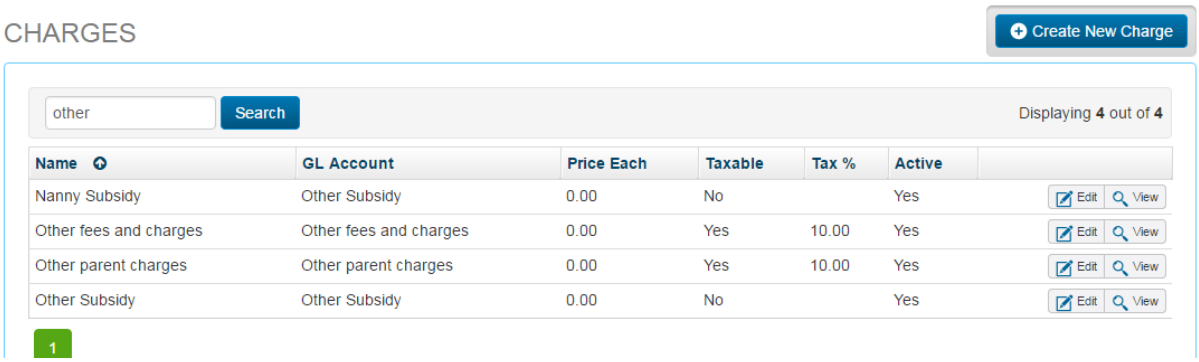


For example, to see all the charges with the word “other” in their Charge Name or GL Account Name:

Type the text “**other**” in the “***keyword***” field at the lop left of the window. (It doesn’t matter if you enter the text in upper, lower, or mixed case)

Click the “***Search***” button.

The following sample window shows the result of the search.



To remove the search filter

Clear the text in the "***keyword***" field at the lop left of the window.

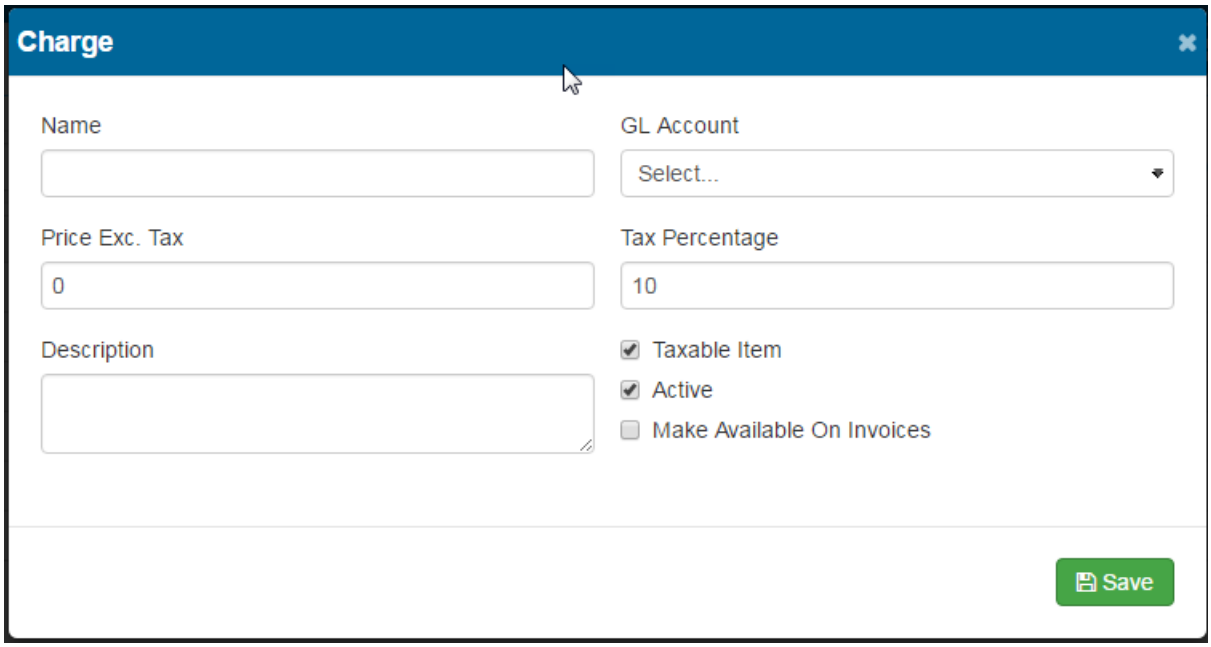
Click "***Search***" button.

The complete list of charges will be displayed.

To create a new Charge

Click the *"**Create New Charge**" button.*

The following window will be displayed:



You must enter the "***Charge Name***" and select a "***GL Account***" before you can select the "**Save"** button to save the charge details.

NOTE:

The same general ledger account can be used on multiple charges and the charge name can be different to the GL Account name.

Only enter the "***Price Exc. Tax***" value if the price will always be the same. If the price will vary, leave the price set at $0.00 and you will be able to enter the price when you allocate the charge to an invoice.

If the charge attracts GST, enter the GST "***Tax Percentage***". For example, enter 10 for 10%.

NOTE:

If you do not enter the "Tax Percentage", GST will NOT be calculated for the charge when it is allocated to an invoice.

You must enter a "***Description***" for the charge.

The "***Taxable Item***" check box should be checked (or ticked) if the charge attracts GST; however, when you allocate the charge to an invoice, you can optionally stop GST being calculated for the charge on that invoice.

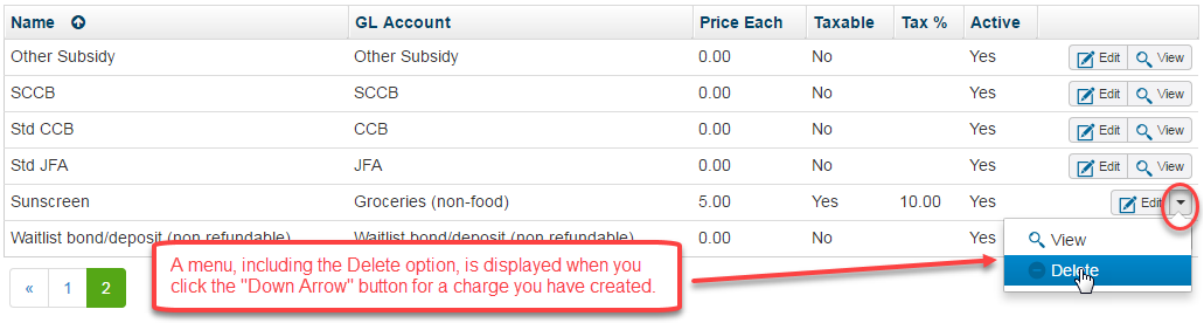
The "***Active***" check box should be checked (or ticked); otherwise, you won't be able to use this charge in future transactions, such as invoices.

The "***Make Available On Invoice***" check box should be checked (or ticked) if you want this charge to be available for invoices.

Once you have entered the details, click the ***"Save"*** button to save the charge details.

To delete a charge you have created

You can't delete any of the standard charges, but you can delete a charge that you have created, provided you haven't allocated that charge to any transactions, such as an invoice.



From the list of charges, click the ***"Down Arrow"*** button.

Click the "***Delete***" menu option.

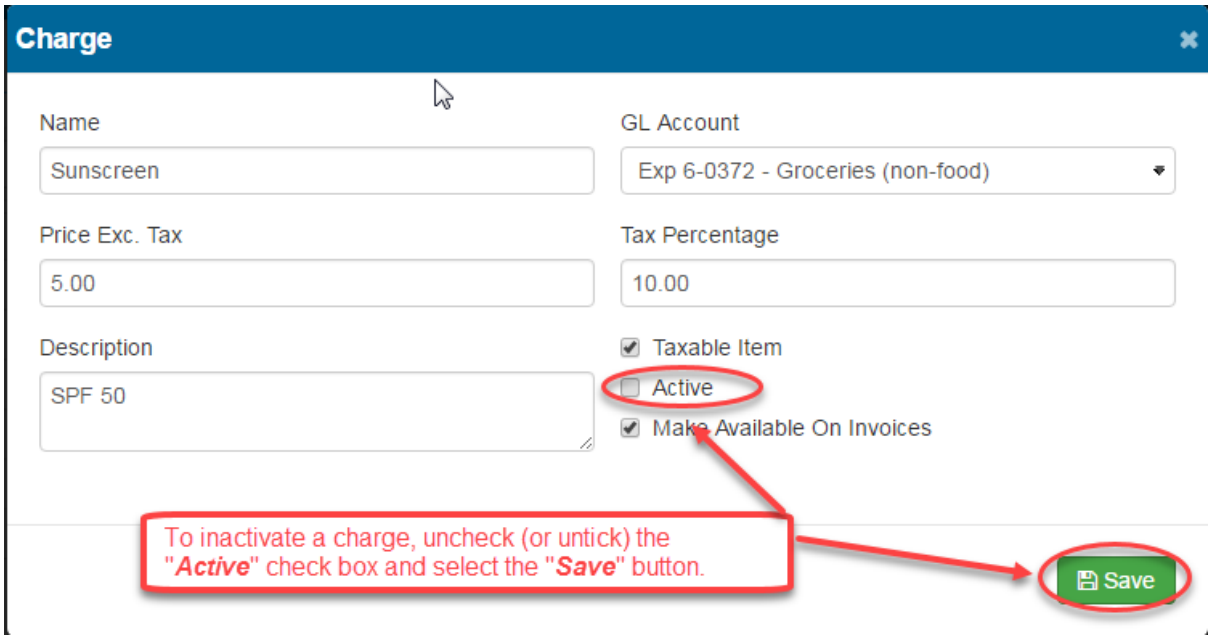
A small window will be displayed requesting you to confirm the deletion.

To inactivate a charge

Although you can't delete a charge that you created once you have allocated the charge to a transaction, you can mark the charge as "Inactive" to prevent you from using the charge in future transactions.

From the list of charges, click the

"Edit" button for the required charge and the charge details will be displayed.



Uncheck (or untick) the "***Active***" checkbox.

Click the "***Save***" button.

Accounts Dashboard

The Accounts Dashboard includes links to most accounting options, such as creating invoices and entering receipts. In addition, the accounts dashboard also displays a number of Pie Charts to allow you to visualise your account balances for a specific date range.

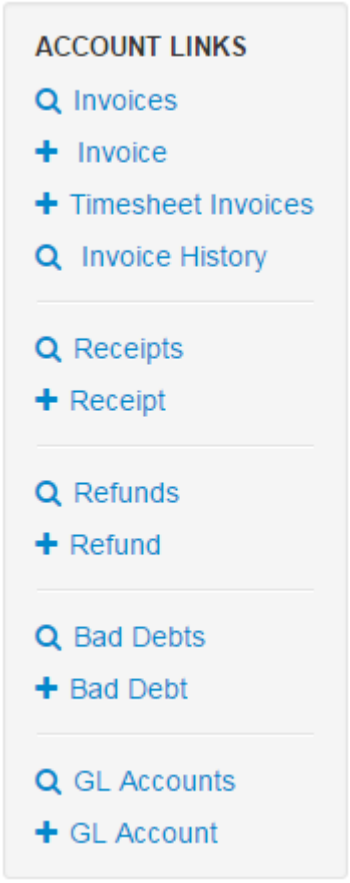
To display the Accounts Dashboard

Click *"**Accounts**"*

Click *"**Dashboard**"*

To display common account options

Click on the required link in the Account Links section to open a window for that option.



The 🔍 symbol in front of a link indicates you can view a list of transactions for that option.

The + symbol in front of a link indicates you can create a new transaction for that link.

NOTE:

The number of links displayed on your accounts dashboard may vary from the list above. Links will only appear for options that you have subscribed to or the features you have enabled, such as Invoicing.

Pie Charts

The number of pie charts displayed will vary depending on your subscription options. For example, if you have a Standard Subscription, you can view pie charts for:

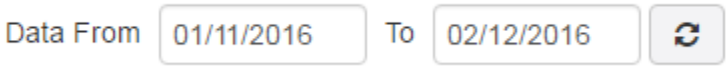
- Transactions By Type
- Receipts by Parent
- Refunds by Parent
- Bad Debt Write Offs by Parent

The date range allows you to view the account balances in the pie charts for a specific period of time.

NOTE:

Account transactions are included in the account balances based on the date the transactions were actually entered into your accounts and not the date the transactions refer to.

To change the date range for the pie charts

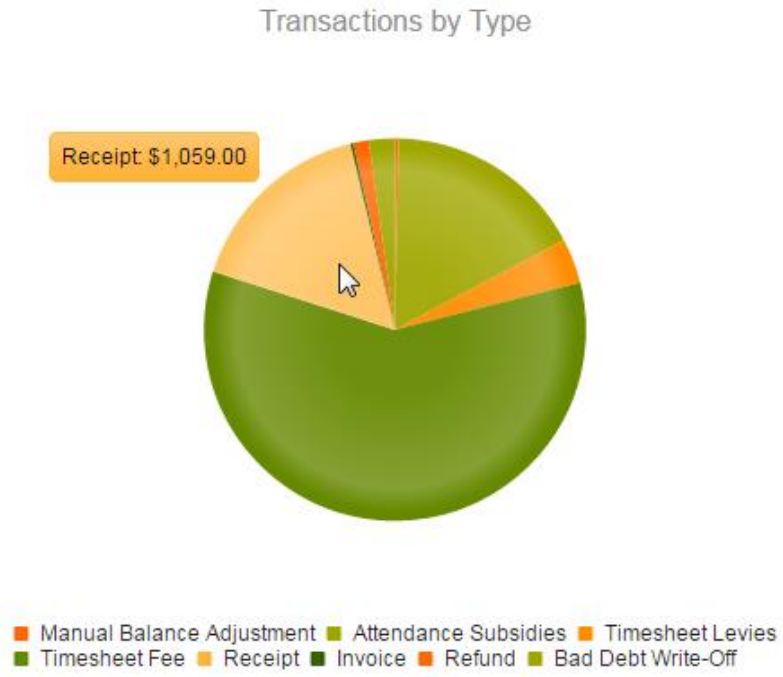


Click in the *"**From Date**"* to display the calendar and select a date

Click in the *"**To Date**"* to display the calendar and select a date

Click button to reload the data in the pie charts for the date range.

An example Transactions by Type pie chart will appear similar to the following example.



To display the balance for each slice

Hover the mouse over the pie chart and the balance for the specified date range for the slice pointed to by the mouse will be temporarily displayed in a bubble adjacent to the pie chart.

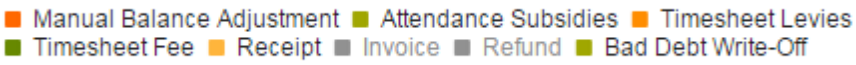
To highlight a slice of the pie

If you are having trouble identifying the slices of the pie, point to an entry in the legend and the slice in the pie chart associated with that entry will be highlighted.

To hide a slice of the pie chart

Click on the entry in the legend for the slice you wish to hide and the entry will be displayed in low intensity and the slice will be removed from the pie chart.

You can hide multiple slices if necessary.



In the legend above, the Invoice and Refund entries are displayed in low intensity indicating that their slices have been temporarily removed from the pie graph.

To show a hidden slice of the pie chart

Click on the dimmed entry in the legend for the slice you wish to show and the entry will be displayed in normal intensity and the slice will be displayed in the pie chart.

Accounts Dashboard

The Accounts Dashboard includes links to most accounting options, such as creating invoices and entering receipts. In addition, the accounts dashboard also displays a number of Pie Charts to allow you to visualise your account balances for a specific date range.

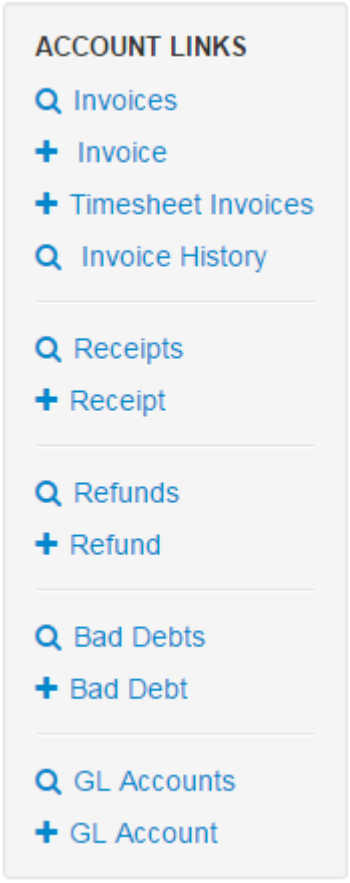
To display the Accounts Dashboard

Click *"**Accounts**"*

Click *"**Dashboard**"*

To display common account options

Click on the required link in the Account Links section to open a window for that option.



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The + symbol in front of a link indicates you can create a new transaction for that link.

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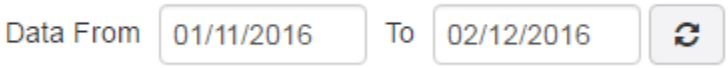
- Bad Debt Write Offs by Parent

The date range allows you to view the account balances in the pie charts for a specific period of time.

NOTE:

Account transactions are included in the account balances based on the date the transactions were actually entered into your accounts and not the date the transactions refer to.

To change the date range for the pie charts

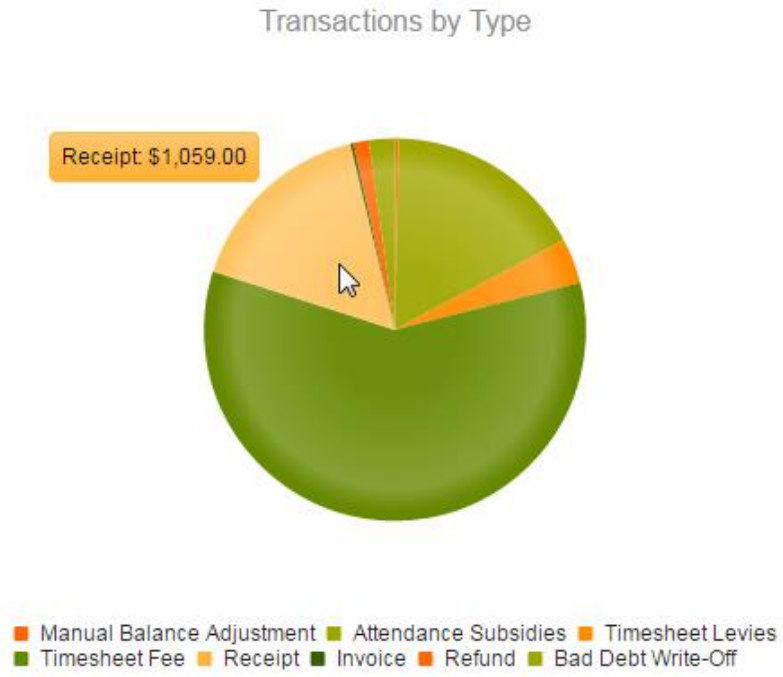


Click in the *"**From Date**"* to display the calendar and select a date

Click in the *"**To Date**"* to display the calendar and select a date

Click button to reload the data in the pie charts for the date range.

An example Transactions by Type pie chart will appear similar to the following example.



To display the balance for each slice

Hover the mouse over the pie chart and the balance for the specified date range for the slice pointed to by the mouse will be temporarily displayed in a bubble adjacent to the pie chart.

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If you are having trouble identifying the slices of the pie, point to an entry in the legend and the slice in the pie chart associated with that entry will be highlighted.

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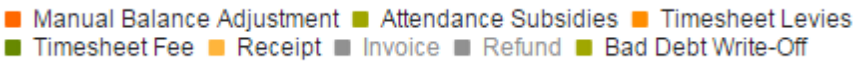
Click on the entry in the legend for the slice you wish to hide and the entry will be displayed in low intensity and the slice will be removed from the pie chart.

You can hide multiple slices if necessary.



In the legend above, the Invoice and Refund entries are displayed in low intensity indicating that their slices have been temporarily removed from the pie graph.

To show a hidden slice of the pie chart

Click on the dimmed entry in the legend for the slice you wish to show and the entry will be displayed in normal intensity and the slice will be displayed in the pie chart.

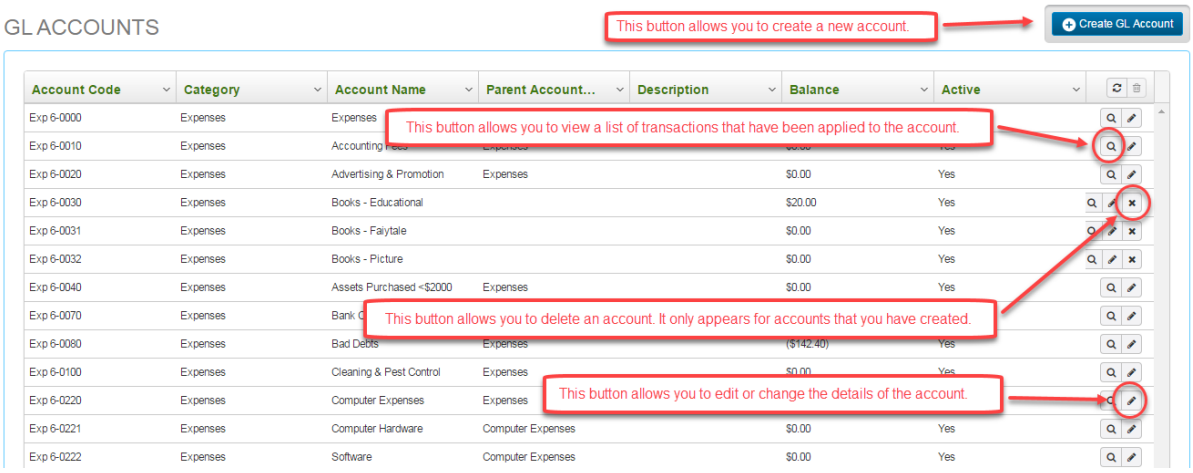
General Ledger Accounts

The General Ledger Accounts (or GL Accounts) contain a chart of accounts that you can use in your account transactions, such as invoicing. Although an extensive list of accounts has been set up, you have the option of adding new account entries to the list to enable you to provide more detail in your transactions. You can edit or delete the accounts that you create, but you cannot change the standard list of accounts.

To display the list of general ledger accounts

Click "***Accounts***"

Click "***GL Accounts***"



NOTE:

The Balance against each account is the balance as at today's date and includes all the transactions for that account.

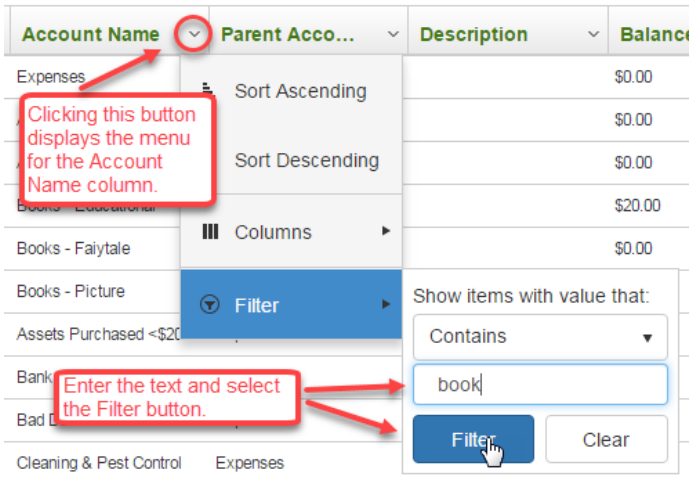
To locate one or more accounts in the list

The list of accounts is very large; however, apart from browsing through the list, you can change the view so you only see the accounts that you are interested in by applying one or more filters.

For example, to see all the accounts with the word "book" in their Account Name:

Click on the "***Down Arrow***" button in the Account Name column header.

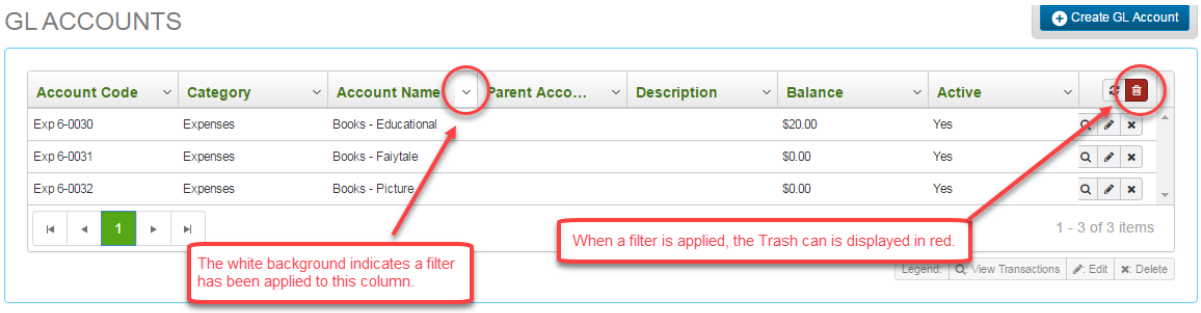
Click on "***Filter***" to display the filter details



Select "***Contains***" from the list of filter options.

Enter the text "book" (it doesn't matter if you enter the text in upper, lower, or mixed case).

Click on the "***Filter***" button to display the records that match the filter.



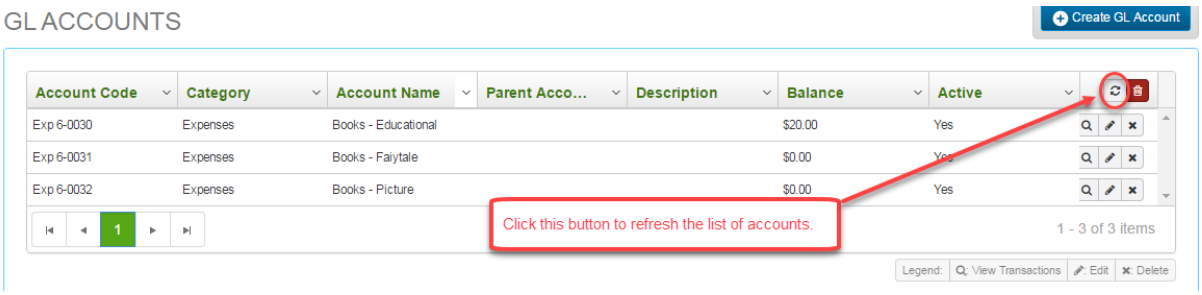
To remove all the filters

Click the "***Clear all Filters***" button.

All the filters will be removed, all the accounts will be displayed, and the "***Clear all Filters***" button will be disabled and displayed in light grey.

To refresh the list of accounts

If you set filters for multiple columns, you will need to select the "***Search***" button to apply all the filters to the list of accounts.



NOTE:

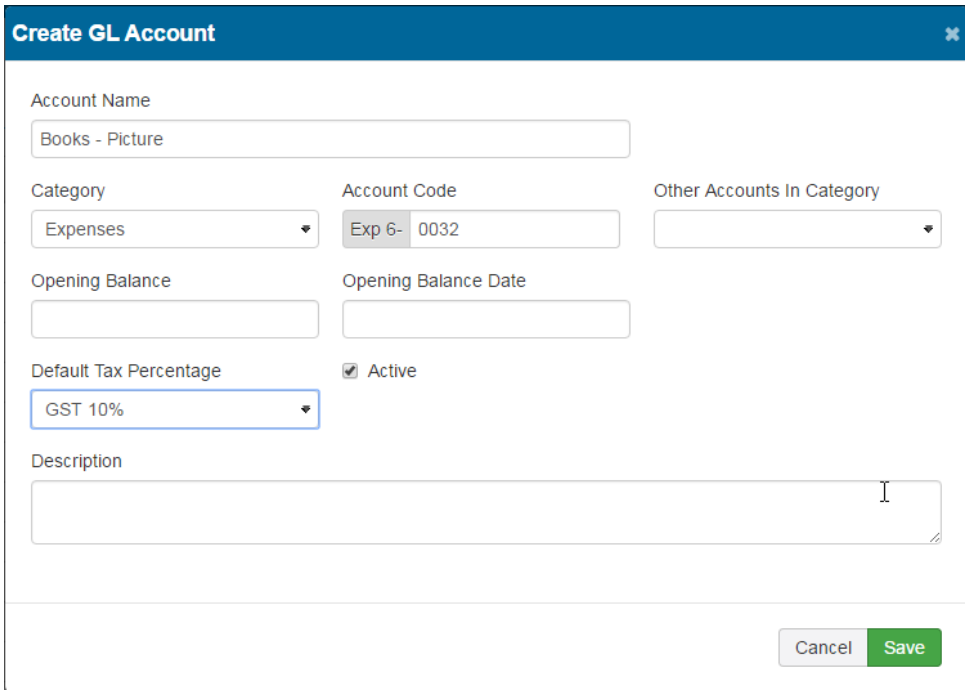
The filters are remembered, which means if you close the window, the next time you open the GL Accounts window the filters will still be applied to the list of accounts. To clear the filters, you will need to click the

"Clear all Filters" button.

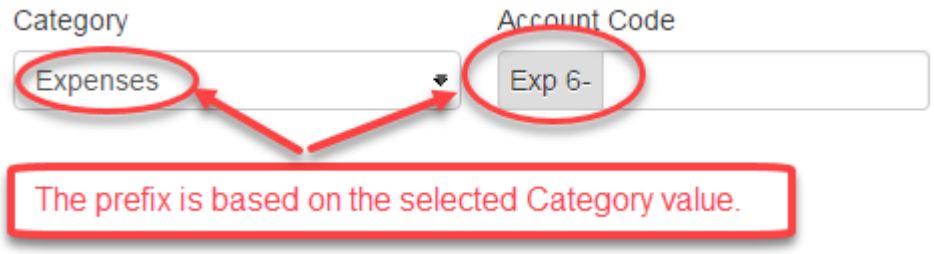
To create a new GL Account

Click the *"**Create GL Account**" button.*

The following window will be displayed:



You must enter the Account Name, Category, and the Account Code before the "**Save"** button will be enabled to allow you to save the account details.



A standard prefix will be applied to the Account Code based on the Category you select. For example, if you select "Expenses" as the Category, "Exp 6-" will prefix the Account Code you enter.

The Other Accounts in Category field allows you to optionally associate this account with another account in the same category.

You only need to enter an Opening Balance and/or an Opening Balance Date if you are transferring your accounts from another accounting system.

If you anticipate that you will have to pay or charge GST on most of the transactions for the account, you should set the Default Tax Percentage value to "GST 10%".

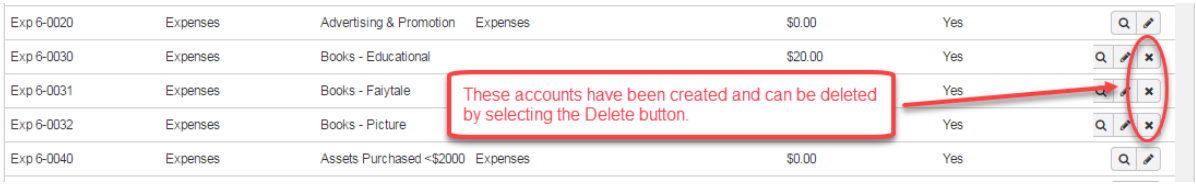
The Active check box should be checked (or ticked); otherwise, you won't be able to use this account in future transactions.

The Description field is optional, but it allows you to enter some notes about the account, such as what the account is used for.

Once you have entered the details, click the **"*Save*"** button to save the account details.

To delete an account you have created

You can't delete any of the standard accounts, but you can delete an account that you have created, provided you haven't entered any transactions for that account.

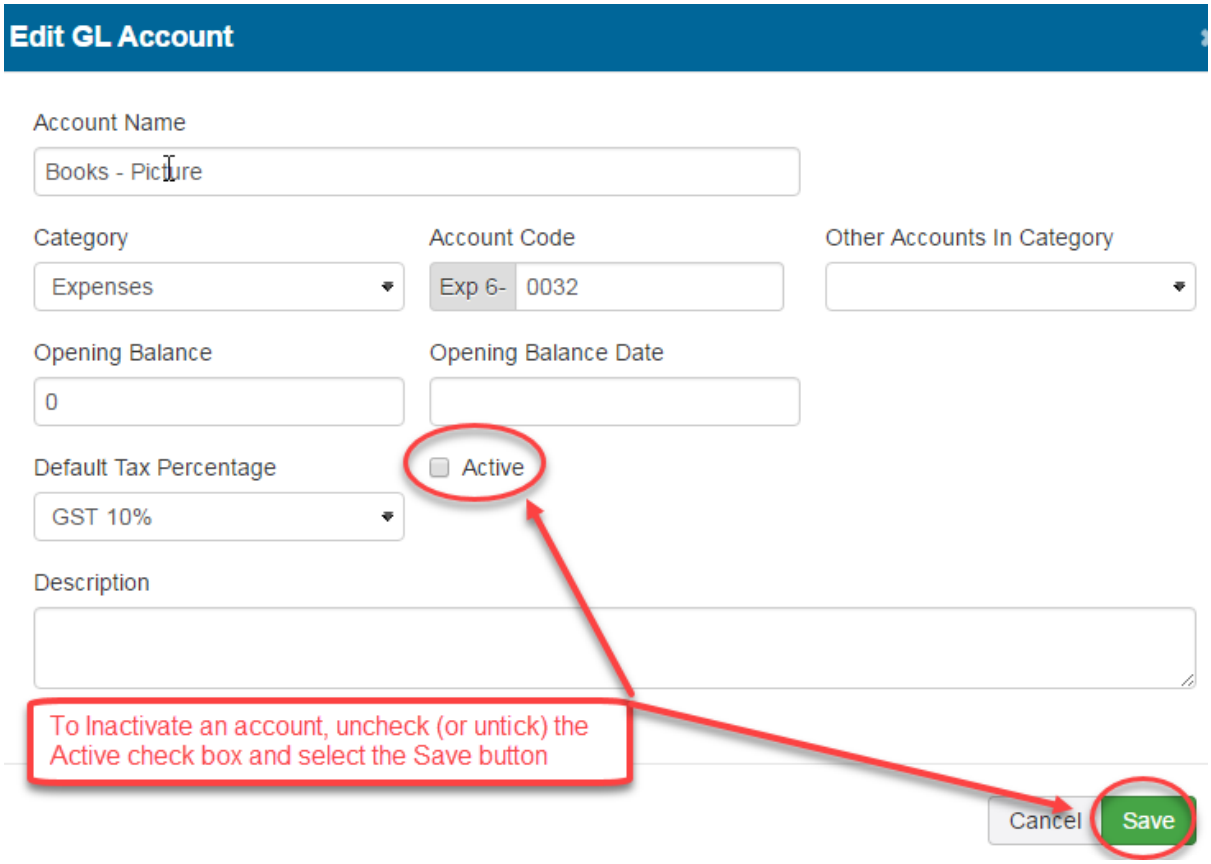


From the list of accounts, click the ✖ ***"Delete"*** button for the account you wish to delete and a small window will be displayed requesting you to confirm the deletion.

To inactivate an account

Although you can't delete an account once you have created a transaction involving that account, you can mark the account as "Inactive" to prevent you from using the account in future transactions.

From the list of accounts, click the ✎ ***"Edit"*** button for the account and the account details will be displayed.



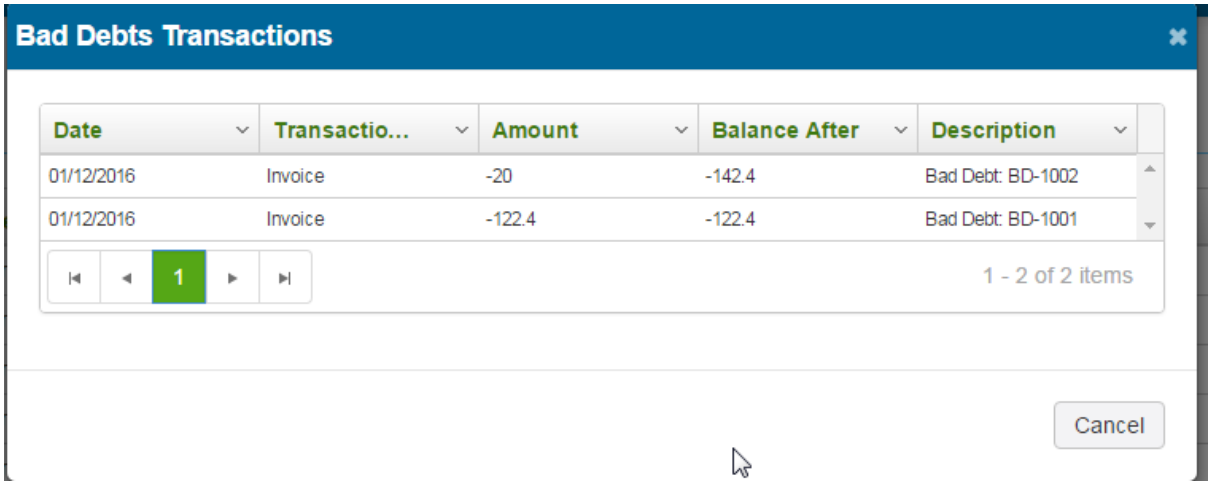
Uncheck (or untick) the Active checkbox.

Click the "***Save***" button.

To view a list of transactions that have been allocated to an account

From the list of accounts, click the ***"View transactions"*** button for the account and a window will be displayed containing a complete list of all the transactions that have been applied to the account.

For example, the following window was displayed for the Bad Debts account:



Invoice and Financial Settings

The invoice and financial settings option allows you to customise some of the Account options, such as:

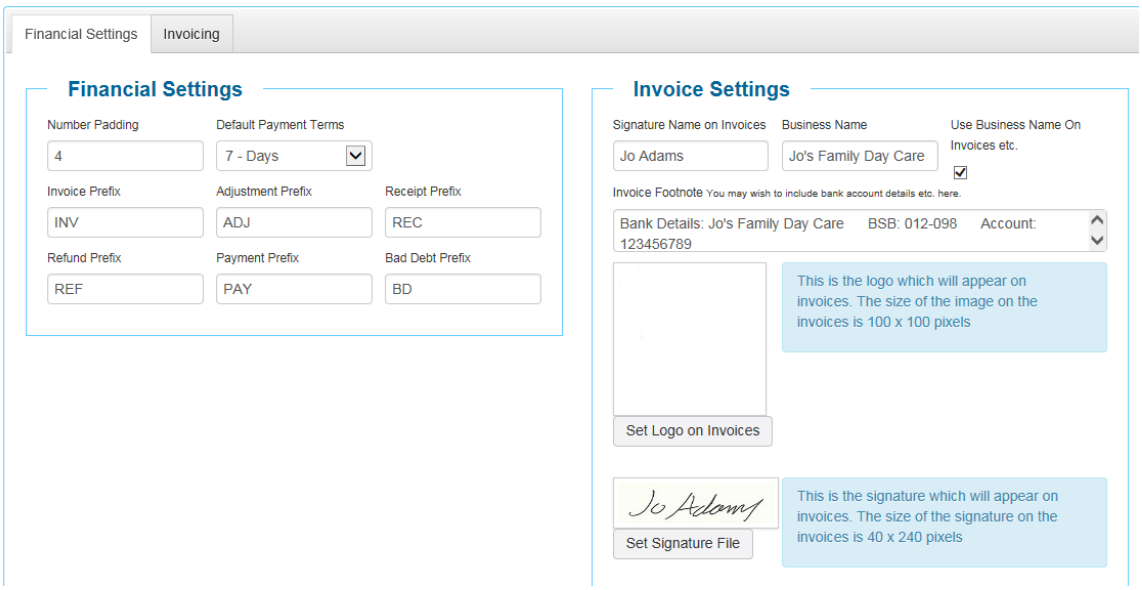
- The format of the unique numbers used in the accounts, such as Invoice Numbers, Receipt Numbers, etc.
- The normal Payment Terms for when an invoice is due for payment.
- The business name that will appear on documents, such as invoices and receipts.
- The signature name that will appear on documents, such as invoices and receipts.
- The signature file that will be printed on documents, such as invoices and receipts.
- Activate Invoicing to allow you to create Timesheet and Non-Timesheet Invoices.

To change the invoice and financial settings

Click "***Accounts***" from the main menu.

Click "***Invoice Settings***".

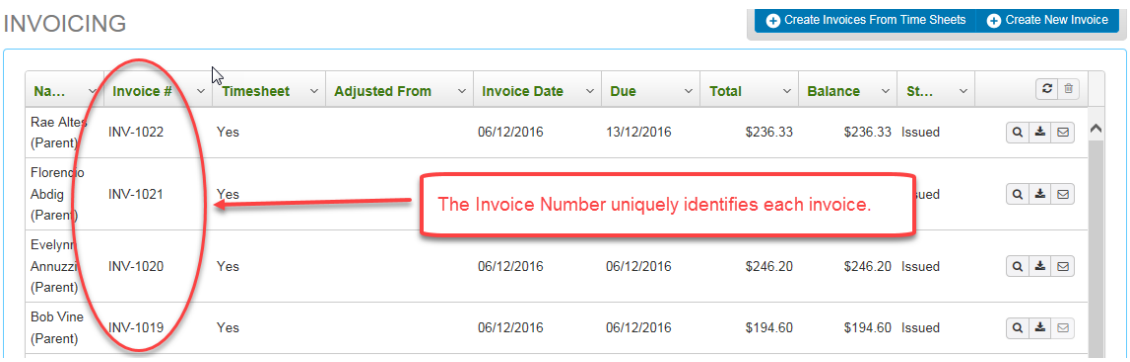
A window similar to the following will be displayed:



The "***Financial Settings***" tab allows you to set the following:

The "***Number Padding***" allows you to specify the number of digits to appear after the prefix for the unique numbers used in the accounts. For example, the first invoice you create will be numbered:

- If the prefix is "INV" and the number padding is 4, "INV-1001".
- If the prefix is "INV" and the number padding is 8, "INV-00001001".



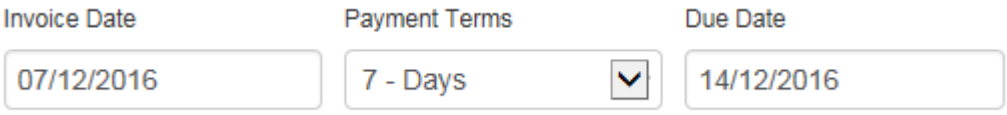
Although you can specify the prefix to be displayed for the unique numbers for the following account entries:

- Invoices
- Adjustment Invoices
- Receipts
- Refunds
- Payments
- Bad Debts

we recommend you use the prefixes that have already been set up for each entry:

Select the "***Default Payment Terms***" from the list.

When you create an invoice, the selected entry will be used to calculate the date the invoice is due for payment. For example, when you create a Non-timesheet invoice, if you select "7 – days" as the "***Default Payment Terms***" above and the invoice is created on 07/12/2016, the due date will be 14/12/2016.



NOTE:

The "Default Payment Terms" will be used when Timesheet Invoices are created; however, you can override the "Payment Term" for a Non-timesheet Invoice when you create the invoice.

The text you enter into the "***Signature Name on Invoice***" will be printed on documents, such as invoices and receipts. If you leave this field empty, you will need to manually write you name on those documents. The following is an extract from a printed invoice:

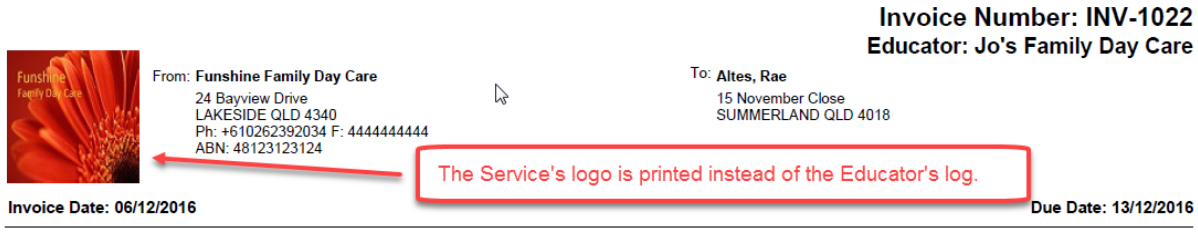
The "***Business Name***" you enter will be printed on documents, such as invoices and receipts, provided you check (or tick) the "***Use Business Name On Invoices etc.***" check box. If a "***Business Name***" is not specified, your name will be printed instead. The following is an extract from a printed invoice:

The "***Invoice Footnote***" is printed at the bottom of an invoice and is normally used to print your bank details, such as Account Name, BSB Number, and Account Number. The following is an extract from a printed invoice:

If your business has a logo, you can select the "***Set Logo on Invoices***" button to upload your logo, which will be printed on some documents.

NOTE:

Currently, the service's logo is printed on invoices and receipts instead of your own logo. The following is an extract from a printed invoice:



If you have your signature saved in a signature file, you can select the "***Set Signature File***" button to upload your signature file, which will be printed on some documents, such as invoices and receipts.

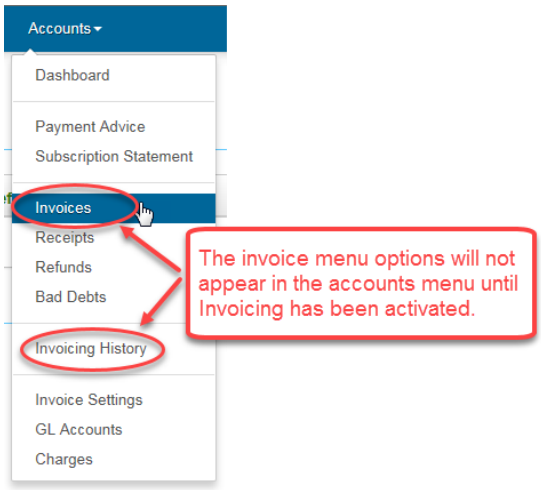
NOTE:

If the size of your logo or signature file is too large, it will not print on your documents. Please check the file sizes before uploading. If your file is too large, you should:

- ***Copy your original file to another file name.***
- ***Open the copy of your file in an image editor, such as Microsoft Paint, and resize your image to 100 x 100 pixels for the logo and 40 x 240 pixels for the signature file.***
- ***Save the file.***
- ***Use the "Set Logo on Invoices" button or the "Set Signature File" button to select your revised file.***

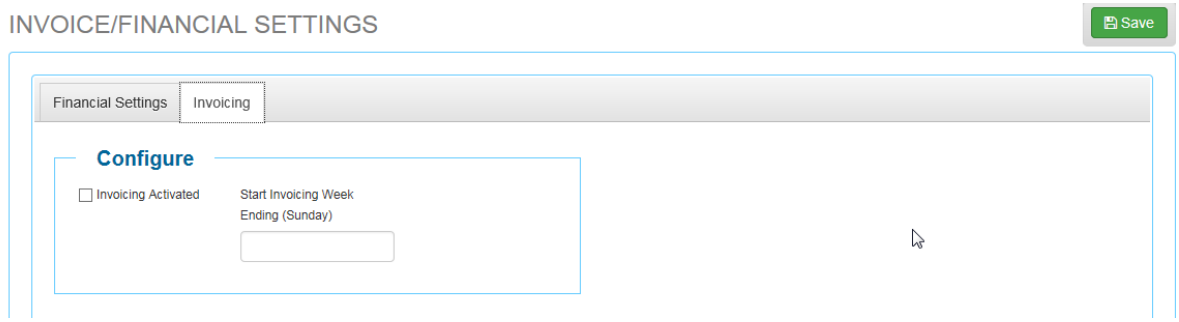
To activate invoicing

Before you can create your invoices, you must activate invoicing to allow the invoice menu options to appear in the accounts menu.



Click the "***Invoicing***" Tab

The following sample window will be displayed:



You must check (or tick) the "***Invoicing Activated***" check box.

You must enter a "***Start Invoicing Week End (Sunday)***" date. Although you can type in a date, it is easier to select a date from the calendar that is displayed when you click on the date.

NOTE:

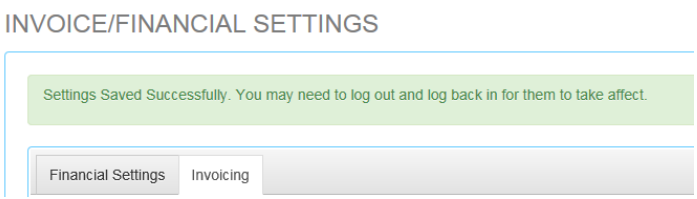
The "Start Invoicing Week End" date is important because timesheet invoices will be created starting from the Monday of the week that you enter.

If you enter the incorrect "Start Invoicing Week End" date, you can change the date prior to creating your first Timesheet Invoice.

To save your Invoice and Financial Settings

Once you have entered the details on the "***Financial Settings***" and "***Invoicing***" tabs, click the ***"Save"*** button to save the details.

The following message will be displayed:



NOTE:

You must log out and back in again for the invoice menu options to appear in the Accounts menu.

Invoicing Overview

The Account options, such as invoicing and receipts, allow you to maintain separate balances of account for each of your contacts, such as parents or guardians.

When you issue an invoice to a parent or guardian for the child care services you provide, you normally increase the amount of money a parent or guardian owes you.

On the other hand, when you receipt a payment from a contact, such as a parent or guardian, you decrease the amount of money a parent or guardian owes you or in some cases put them into credit when they pay in advance.

Apart from keeping track of monies owed. issuing invoices and receipts to your contacts for child care services allows you to project a professional image for your business.

An invoice is a document that contains the following:

- The seller or provider details, such as an educator who provides child care services.
- The details of the buyer or receiver of the goods or services, such as a guardian or parent for child care services.
- An itemised list of goods sold or services provided, such as child care fees and subsidies, with individual prices. Each item in an invoice is often referred to as a "Line Item".
- A total charge for the invoice.
- The terms for payment.

There are two types of invoices:

1. Timesheet Invoices.

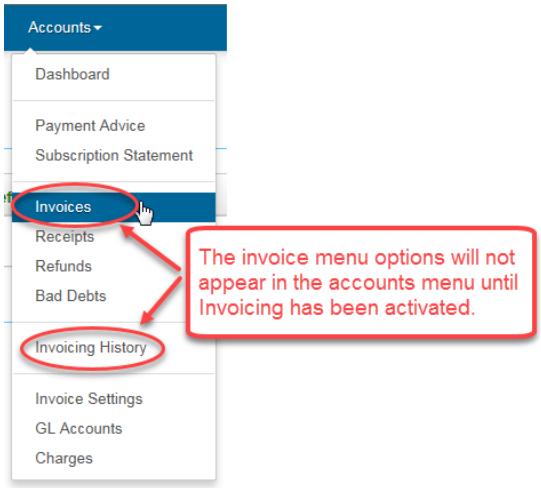
These invoices are created based on the timesheets you have entered or the bookings that are maintained by the service, which allows you to optionally invoice in advance.

2. Non-Timesheet Invoices.

These invoices allow you to manually enter one or more line items from the list of charges that have been included in the Accounts or that you have created. For example, you may wish to invoice a parent or guardian for medical supplies that you purchased for their child.

To activate invoicing

Before you can create your invoices, you must activate invoicing to allow the invoice menu options to appear in the accounts menu.

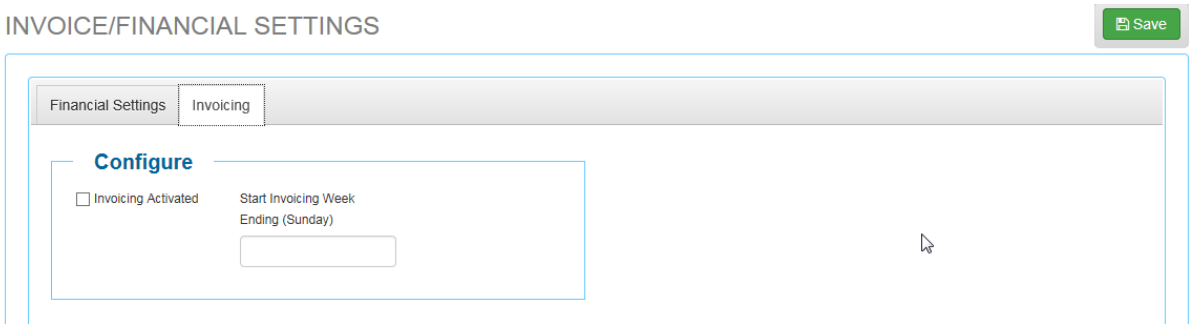


Click "***Accounts***"

Click "***Invoice Settings***"

Click "***Invoicing***" Tab

The following sample window will be displayed:



You must check (or tick) the "***Invoicing Activated***" check box.

You must enter a "***Start Invoicing Week End (Sunday)***" date. Although you can type in a date, it is easier to select a date from the calendar that is displayed when you click on the date.

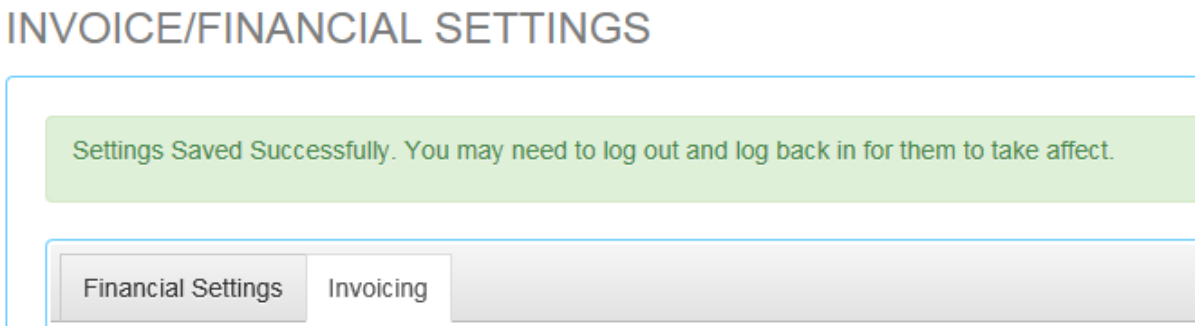
NOTE:

The "Start Invoicing Week End" date is important because timesheet invoices will be created starting from the Monday of the week that you enter.

If you enter the incorrect "Start Invoicing Week End" date, you can change the date prior to creating your first Timesheet Invoice.

Once you have entered the details, click the **"*Save*"** button to save the invoicing details.

The following message will be displayed:



NOTE:

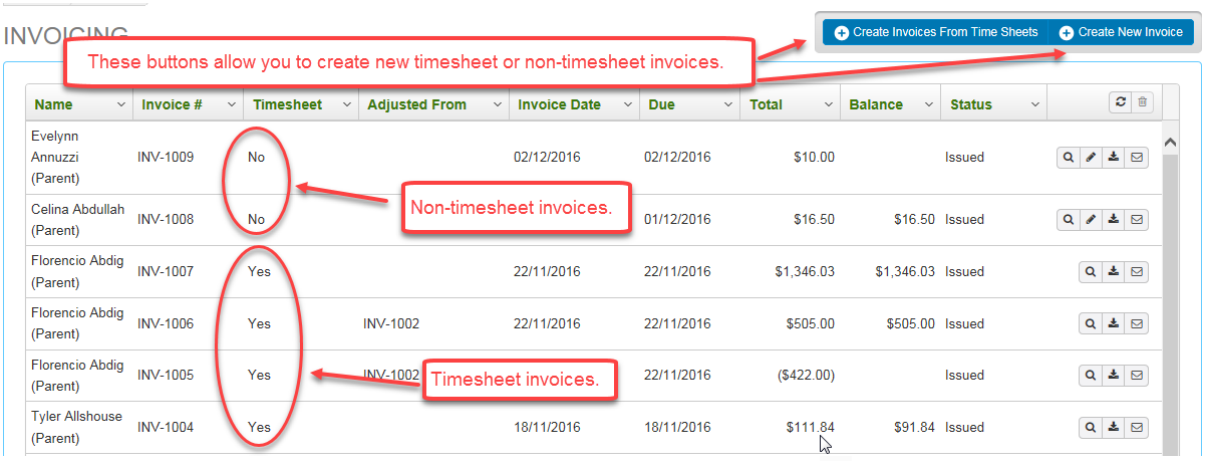
You must log out and back in again for the invoice menu options to appear in the Accounts menu.

To display the list of invoices

Click "***Accounts***"

Click "***Invoices***"

The following is an example of the window that will be displayed:



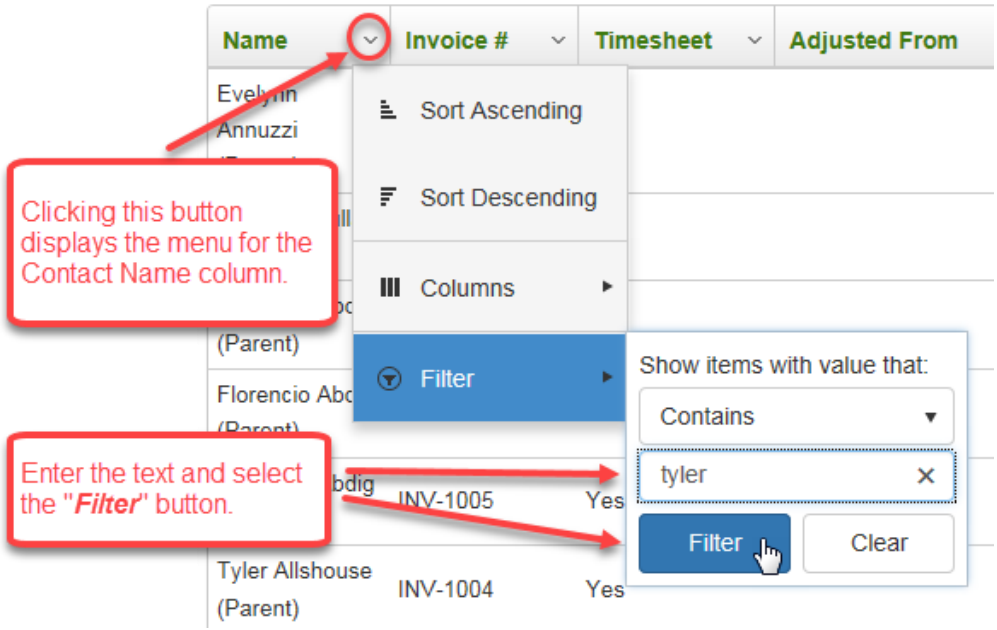
To locate one or more invoice entries in the list

Over time, the list of invoices may become very long; however, apart from browsing through the list, you can change the view so you only see the invoices that you are interested in by applying one or more filters.

For example, to see all the invoices with the word “tyler” in their Contact Name:

Click on the “***Down Arrow***” button in the “***Name***” column header.

Click on “***Filter***” to display the filter details

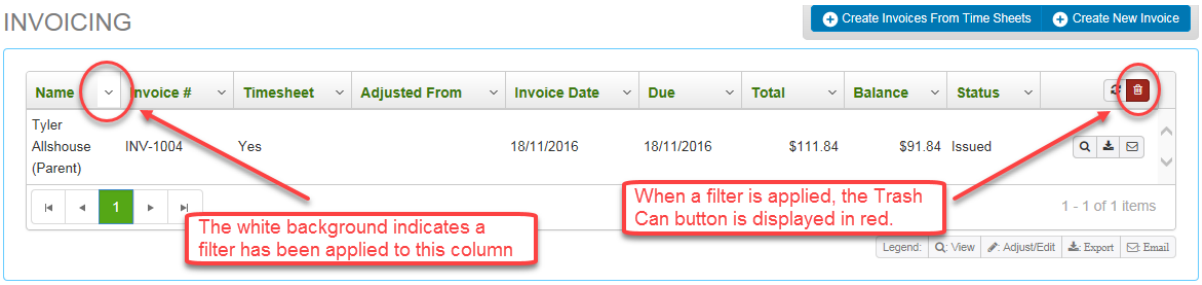


Select “***Contains***” from the list of filter options.

Enter the text “tyler” (it doesn’t matter if you enter the text in upper, lower, or mixed case).

Click on the “***Filter***” button to display the records that match the filter.

The following is a sample window that matches the filter:



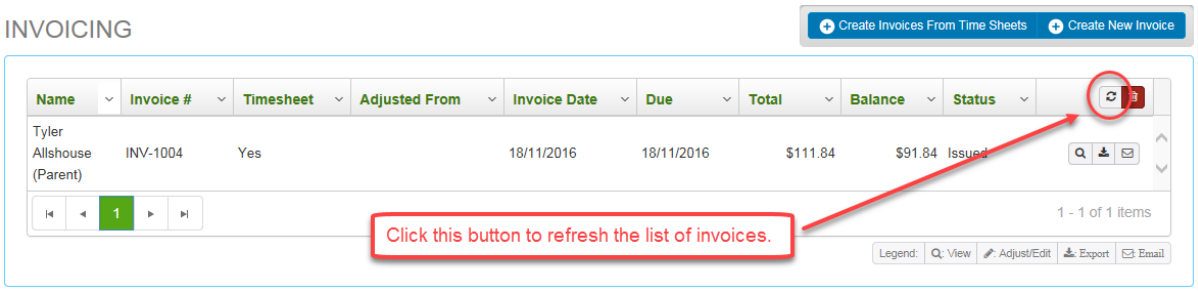
To remove all the filters

Click the "***Clear all Filters***" button.

All the filters will be removed, all the invoices will be displayed, and the "***Clear all Filters***" button will be disabled and displayed in light grey.

To refresh the list of invoices

If you set filters for multiple columns, you will need to select the "***Search***" button to apply all the filters to the list of invoices.



NOTE:

The filters are remembered, which means if you close the window, the next time you open the Invoices window the filters will still be applied to the list of invoices. To clear the filters, you will need to click the

"Clear all Filters" button.

What are the column headings?

Only a small subset of information is displayed for each invoice, but this information is very useful in managing your invoices.

Name	Invoice #	Timesheet	Adjusted From	Invoice Date	Due	Total	Balance	Status
Evelynn Annuzzi (Parent)	INV-1009	No		02/12/2016	02/12/2016	$10.00		Issued
Celina Abdullah (Parent)	INV-1008	No		01/12/2016	01/12/2016	$16.50	$16.50	Issued
Florencio Abdig (Parent)	INV-1007	Yes		22/11/2016	22/11/2016	$1,346.03	$1,346.03	Issued
Florencio Abdig (Parent)	INV-1006	Yes	INV-1002	22/11/2016	22/11/2016	$505.00	$505.00	Issued

The "***Name***" column contains the contact name for the invoice, which is normally a parent or guardian.

The "***Invoice #***" column contains the unique invoice number that is automatically allocated to each invoice when it is created.

The "***Timesheet***" column contains "**Yes**" if the invoice is a Timesheet Invoice or "**No**" if the invoice is a Non-Timesheet invoice.

The "***Adjusted From***" column contains the original invoice number that was adjusted by this invoice.

For example, you may have issued Timesheet Invoice INV-1002 for childcare fees prior to the child's CCMS Enrolment being formalised, which meant the parent was invoiced for the full cost of care. When Timesheet Invoice INV-0006 was created, it may have included a credit for the subsidy for those weeks because the child's CCMS Enrolment had subsequently been formalised.

The "***Invoice Date***" column contains the date the invoice was created for Timesheet Invoices or the date you entered for Non-Timesheet Invoices.

For example, for a Non-Timesheet invoice, you may have created the invoice on 21/11/2016, but you entered 15/11/2016 as the invoice date because that was the day you incurred the expense.

Timesheet Invoices are always dated the day the invoices are created.

The "***Due***" Date column is the maximum date the contact, such as a parent or guardian has to pay the invoice. For Timesheet Invoices, the Due Date will always be the same date as the Invoice date; however, you have the option of entering a specific due date when you create Non-Timesheet invoices.

The "***Total***" column contains the total amount of the invoice. If the total is positive, the contact, such as a parent or guardian, owes you money; however, if the total is negative, the contact is receiving a credit.

The "***Balance***" column contains the amount of money still owing on an invoice. A balance of $0.00 indicates there is no money owing on the invoice.

When you receipt a payment for a contact, such as a parent or guardian, you specify how much of the payment relates to each invoice.

The balance for an invoice can also be reduced by writing off all or part of the invoice using the Accounts, Bad Debt option.

If the Total amount of the invoice is negative (Credit), the Invoice Balance will always be zero.

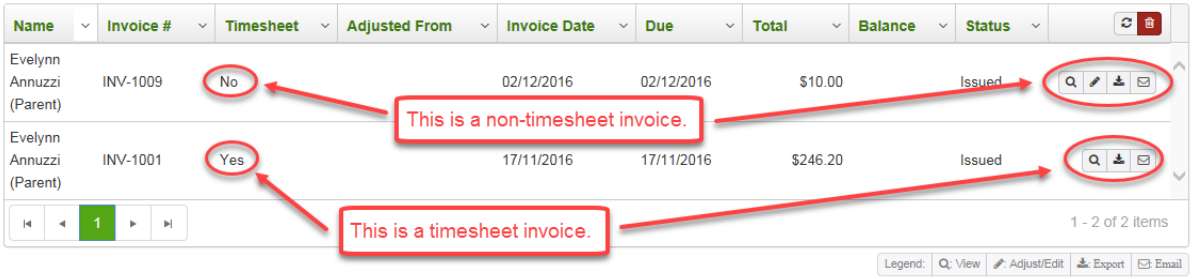
The "***Status***" column contains "**Issued**" if the invoice has been issued to the contact, such as a parent or guardian, which means the invoice cannot be changed without creating an adjustment invoice. On the other hand, if the column contains "**Not Issued**" if the invoice has not been issued to the contact, which means the invoice can be changed without having to create an adjustment invoice.

Timesheet Invoices will always have the status of "Issued"; however, when you create a Non-Timesheet invoice and set the status to "Not Issued" which indicates you are still working on the invoice. Once you change the status to "Issued", you must create an adjustment invoice to correct any mistakes on the original invoice.

Actions that can be performed on an existing invoice

Once an invoice has been created, you can View the invoice, Export (or Print) the invoice, Email the invoice to the contact, and Edit the invoice, provided it is a Non-timesheet invoice.

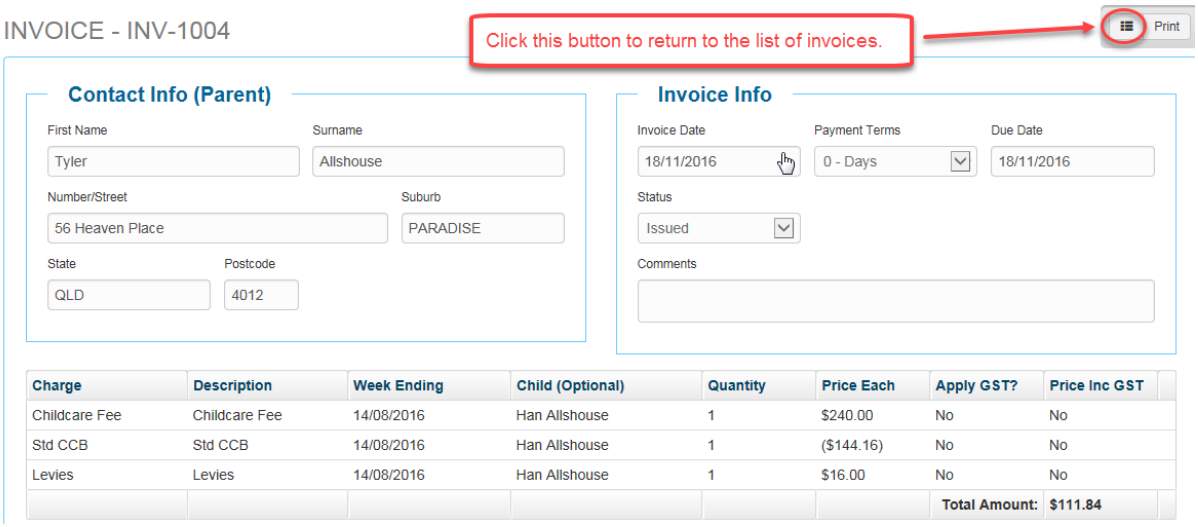
A legend at the bottom of the list of invoices explains the purpose of the buttons next to each invoice.



To view an existing invoice

Click the *"**Button**"* button for the invoice.

The following is a sample Timesheet Invoice:



Click the "***See All***" button to redisplay the list of invoices.

Click the "***Print***" button to reprint the invoice.

To print an invoice from the list of invoices

Click the *"**Export**"* (or Print) button.

To email an invoice to the invoice contact from the list of invoices

Click the *"**Email**"* button.

A confirmation window will be displayed, once you confirm the contact and their email address, click the "***OK***" button to email the invoice.

To edit a Non-timesheet invoice

Click the ***"Edit"*** button.

Refer to the tip sheet on "**Educator Accounts Non-Timesheet Invoices**" for details on editing a manual or non-timesheet invoice.

To create one or more Timesheet Invoices

Click the

button located at the top of the window.

Refer to the tip sheet on "**Educator Accounts Timesheet Invoices**" for details on creating one or more timesheet invoices.

To create a Non-timesheet (or manual) Invoice

Click the

button located at the top of the window.

Refer to the tip sheet on "**Educator Accounts Non-Timesheet Invoices**" for details on creating or editing a manual or non-timesheet invoice.

Non-timesheet Invoices

Non-timesheet invoices allow you to invoice a contact, such as a parent or guardian, for charges that cannot be entered on a childcare timesheet. For example, you may wish to invoice a parent or guardian for medical supplies that you purchased for their child.

Unlike timesheet invoices that are automatically created based on childcare bookings or saved timesheets, you must manually create the non-timesheet invoices by selecting a contact and entering one or more line items that contain the charge details.

Invoice status

An invoice can have a status of "**Issued**" or "**Not Issued**".

Once an invoice has a status of "**Issued**", the invoice is applied to the contact's account and the invoice cannot be changed without issuing an adjustment invoice.

On the other hand, if an invoice has a status set to "**Not Issued**", the invoice is not applied to the contact's account and you can change the invoice without having to create an adjustment invoice.

Setting the status of an invoice to "**Issued**" is similar to sending an email. Once it has been sent, you cannot change it; however, you can send another email. In the same way, setting the status of an invoice to "**Not Issued**", is similar to saving an email in your "Draft" folder, which allows you to reopen it and make changes before sending it.

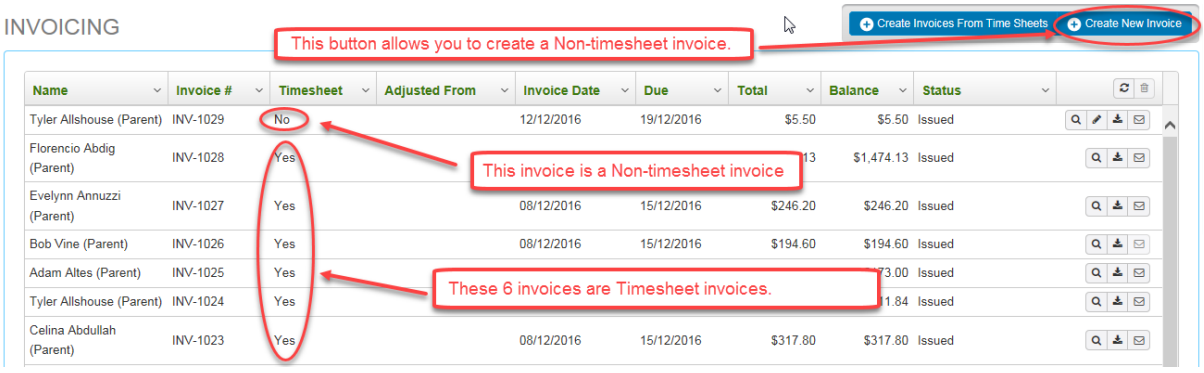
NOTE:

If you haven't already read the tip sheet "Educator Accounts Invoicing Overview", we strongly recommend you do before attempting to create your Non-timesheet Invoices. The tip sheet explains how to enable invoicing and explains all the available options on the Invoice List, which is the starting point for your Non-timesheet Invoices.

To display the list of invoices

Click "***Accounts***"

Click "***Invoices***"



The list of invoices contains Timesheet and Non-timesheet invoices. Please refer to the tip sheet "**Educator Accounts Invoicing Overview**" for an explanation of the differences between the two invoice types and an explanation of the buttons available on the Invoice List.

To create a new Non-timesheet invoice

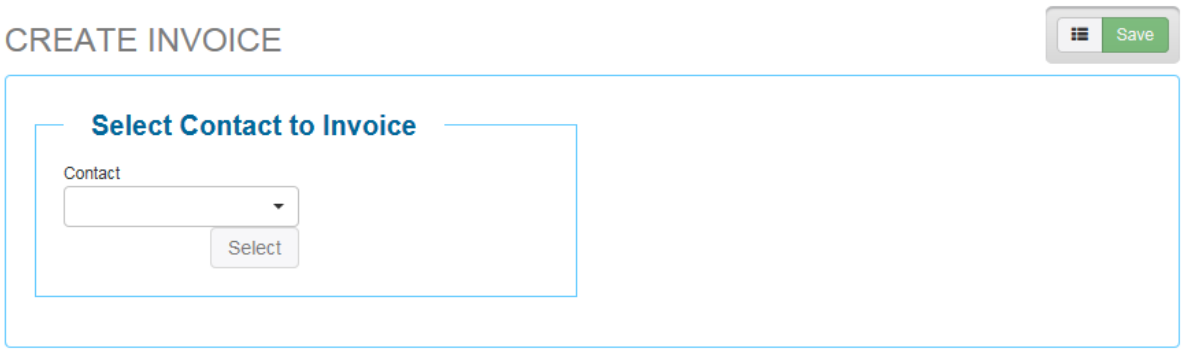
Creating a non-timesheet invoice involves 2 steps:

Step 1. Identifying the contact, such as a parent or guardian.

Step 2. Entering the invoice date, the payment terms, the due date, setting the status, entering a comment, and entering one or more line items that each contain a charge, description, optional child, quantity, price, and GST options.

Click the *"**Create New Invoice**" button.*

The following window will be displayed:



Before you can enter the remaining invoice details in Step 2, you must select the "***Contact***", such as a parent or guardian. Once a "***Contact***" has been selected, the "***Select***" button will be enabled allowing you to proceed to Step 2.

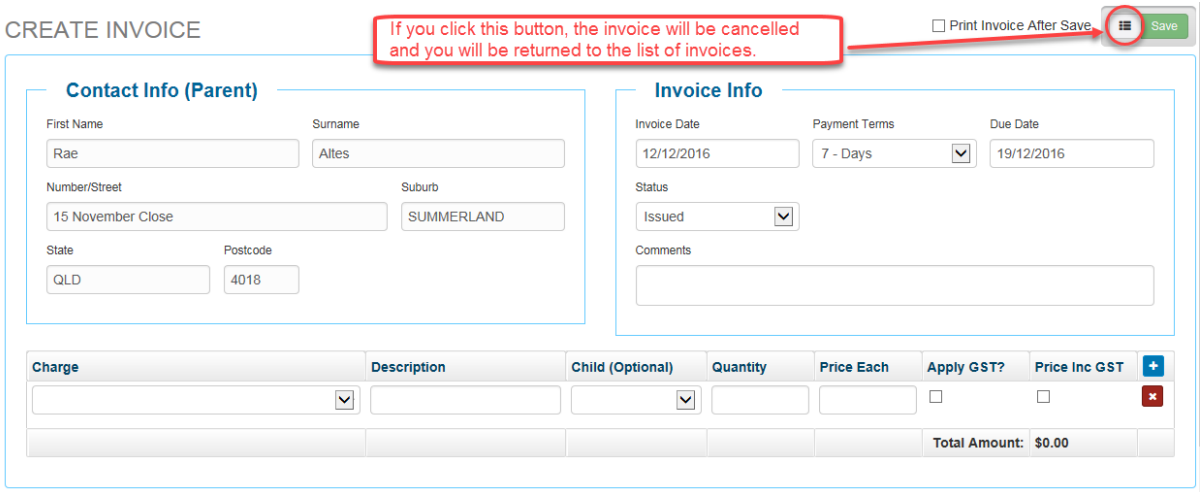
If you have a Standard subscription, the "***Contact***" list will only include parent and guardian names; however, if you have subscribed to the Cash Book subscription, other debtor names may also be included in the list.

Once you have entered the details, click the **"*Select*"** button to proceed to Step 2.

NOTE:

Once you click the "Select" button and move to Step 2, the "Contact" cannot be changed.

If we select "Rae Altes" as the contact, the following sample window will be displayed for Step 2:



The "***Contact Info***" section contains the details for the "***Contact***" you selected in Step 1 and cannot be changed.

The "***Invoice Info***" section allows you to enter the "***Invoice Date"***, the "***Payment Terms***", the "***Due Date***", the invoice "***Status***", and an optional "***Comment***".

The "***Invoice Date***" is initially set to today's date, but you can enter a different date if necessary. Although you can type in an "***Invoice Date***", it is easier to select a date from the calendar that is displayed when you click on the date.

The "***Payment Terms***" must be selected and allows you to identify how long before payment is due for the invoice. For example, "*1 – Day*", "*7 – Days*", "*30 – Days*", etc.

NOTE:

When you select an entry from the list of "Payment Terms", the "Due Date" will automatically be updated based on the "Invoice Date" and the "Payment Terms" selection.

If you prefer, instead of selecting an entry from the list or "***Payment Terms***" to calculate the "***Due Date***", you can enter a specific "***Due Date***". Although you can type in a "***Due Date***", it is easier to select a date from the calendar that is displayed when you click on the date.

The invoice "***Status***" is initially set to "*Issued*", which means the invoice will be applied to the contact's account once it has been saved and you will not be able to change the invoice without issuing an adjustment invoice. However, if you set the "***Status***" to "*Not Issued*" before saving the invoice, the invoice will not be applied to the contact's account and you can reopen the invoice and make changes.

The "***Comment***" is optional; however, you may find it useful to record other information about the invoice that has not already been specified.

The "***List of Line Items***" section allows you to enter the details for one or more charges to appear on the invoice.

You must select a "***Charge***". The list of charges contains the standard charges that have been set up, as well as, charges that you created.

NOTE:

Please refer to the "Educator Accounts Charges" tip sheet for details on setting up charges.

You must enter a "***Description***" for the line item. For example, if the "***Charge***" was set to "Dishonour charge", the "***Description***" might be "Cheque", if it was for a dishonoured cheque.

You can optionally select a "***Child***" for the "***Contact***", if the "***Charge***" relates to a specific child.

You must enter the "***Quantity***", which will be multiplied by the "***Price Each***" to calculate the total amount for the line item.

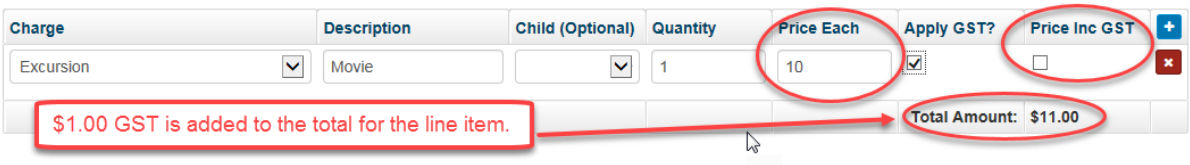
You must enter the "***Price Each***", which is the amount for the line item. The "***Price Each***" will be multiplied by the "***Quantity***" to calculate the total amount for the line item.

Tick (or Check) the "***Apply GST***" check box if the line item attracts GST.

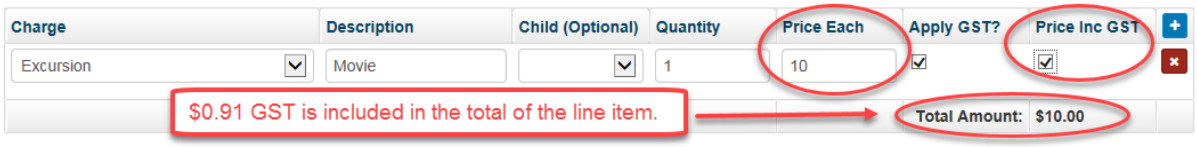
Tick (or check) the "***Price Inc GST***" if the amount you entered in the "***Price Each***" field already includes GST. In this case, GST will be deducted from the total value for the line item, instead of adding the GST to the total value for the line item.

For example,

If the "***Price Inc GST***" check box is unchecked (or unticked), $1.00 GST is added to the $10.00:



If the "***Price Inc GST***" check box is checked (or ticked), $0.91 GST is included in the $10.00, which means the actual cost of the item is $9.09:



NOTE:

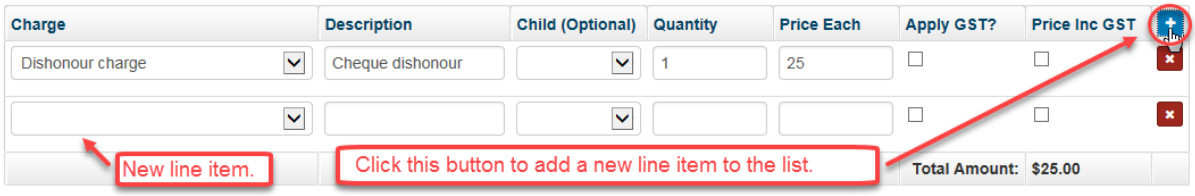
If the "Tax Percentage" was set to 0.00% when the "Charge" was set up, GST will NOT be calculated for the line item.

Please refer to the "Educator Accounts Charges" tip sheet for details on setting up charges.

The "***Total Amount***" value that appears at the bottom of the "***List of Line Items***" contains the total amount for the invoice including GST.

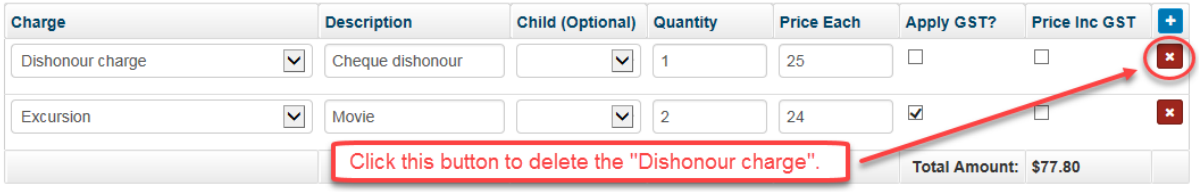
To add another line item

Click the "***Add***" button.



To delete a line item

Click the "***Delete***" button.



To save the invoice

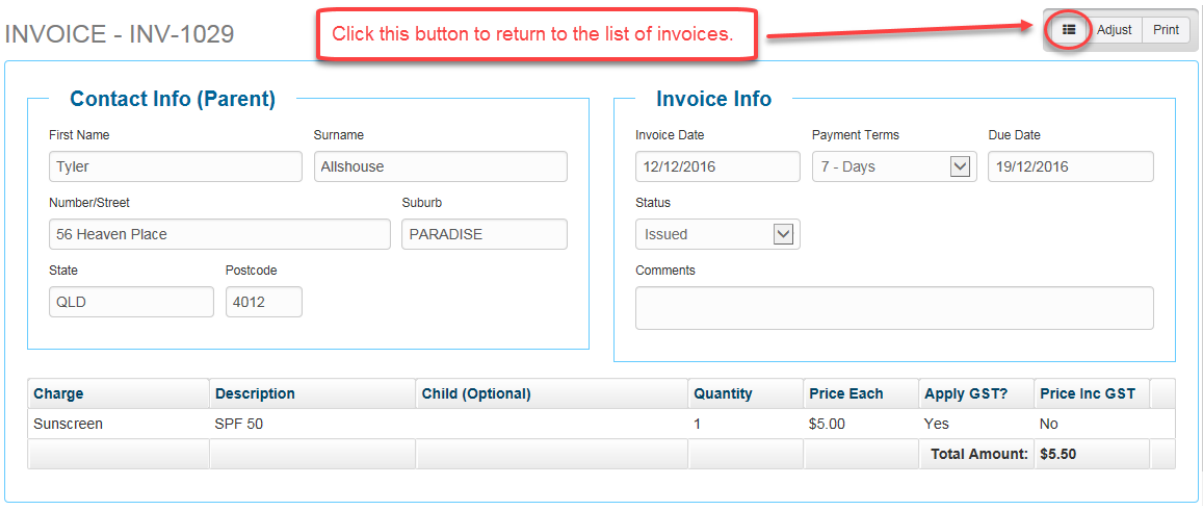
If you want to print the invoice after it has been saved, check (or tick) the "***Print Invoice After Save***" check box located at the top right corner of the window before clicking the "***Save***" button, which is also located at the top right corner of the window.

NOTE:

Once you click the "Save" button, the invoice cannot be changed or deleted; however, you can create an adjustment invoice to correct any mistakes.

To view the details of an invoice

From the list of invoices, click the **"*View*"** button for the required invoice and a window will be displayed containing the invoice details. For example,

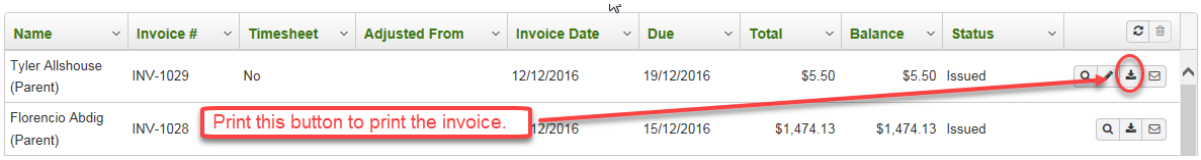


Click the "***See All***" button to return to the list of invoices.

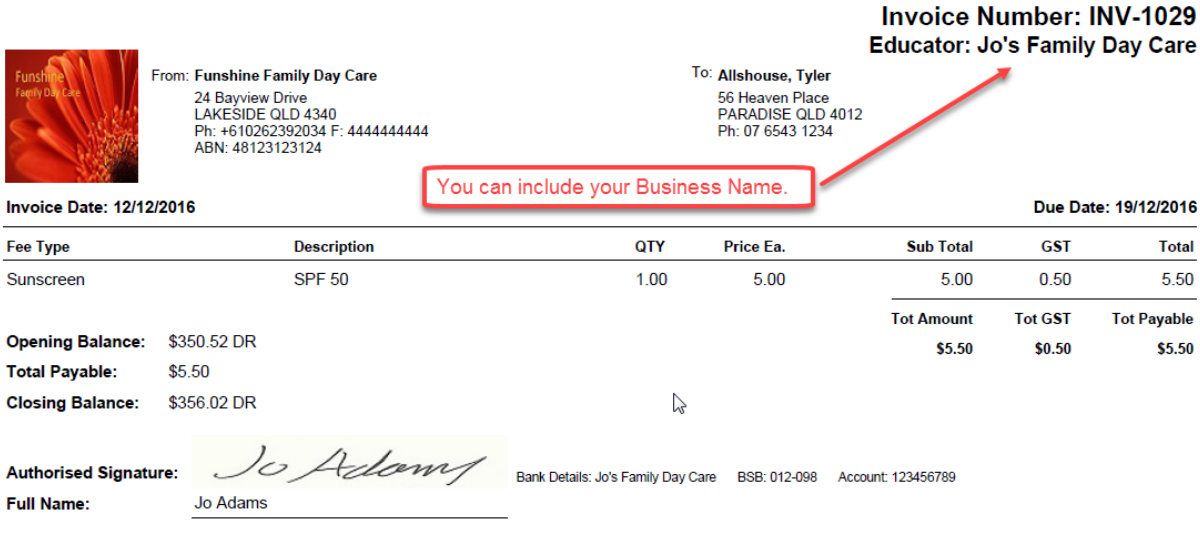
Click the Print "***Print***" button to print the invoice.

Click the Adjust "***Adjust***" button to create an adjustment invoice to correct any mistakes on this invoice. See the section below "***To Adjust an "Issued" Non-timesheet Invoice"*** for details.

<u>To print the details of an "Issued" invoice from the list of invoices</u>



From the list of invoices, click the "***Export***" button for the required invoice to print the invoice. For example,



<u>NOTE:</u>

A debit ("DR") balance indicates the contact owes you money, while a credit balance ("CR") balance indicates the contact has paid in advance.

To customise the printed invoice

You can customise the printed invoice to:

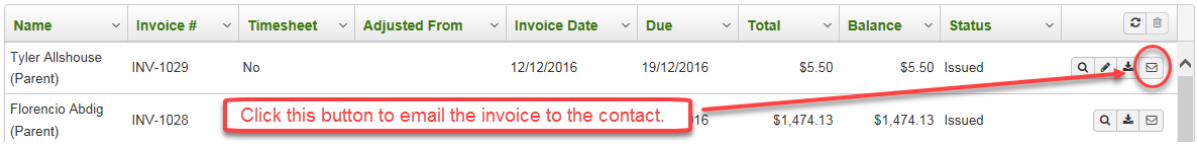
- Print your Business Name instead of your name.
- Print your signature from a signature file instead of having to manually sign the invoice.
- Print your Full Name instead of having to manually write your name.

Please refer to the "***Educator Accounts Invoice and Financial Settings***" tip sheet for details on customising your invoice and receipt appearances.

NOTE:

The logo that appears on the sample invoice is the Service's logo and not your business logo.

To email the details of an "Issued" invoice

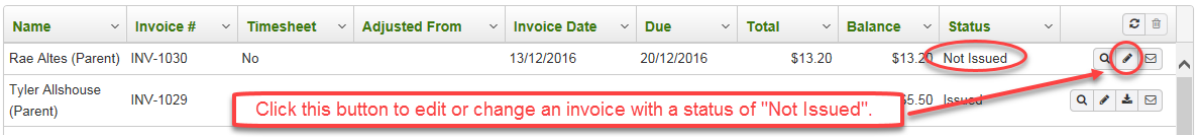


From the list of invoices, click the ✉ ***"Email"*** button for the required invoice and a window will be displayed requesting you to confirm the contact details before the invoice is emailed to the contact.

NOTE:

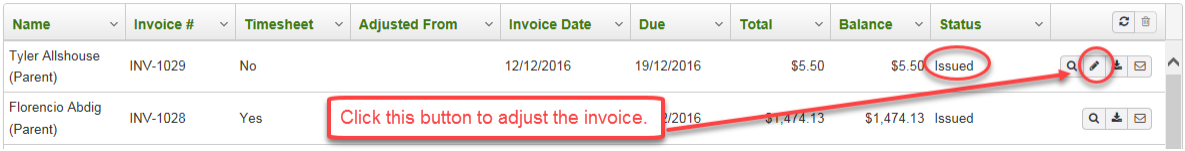
You cannot Print or Email an invoice with a status of "Not Issued".

To change a "Not Issued" Non-timesheet Invoice



From the list of invoices, click the ✎ ***"Edit"*** button for the required "Not Issued" invoice and a window will be displayed containing the invoice details allowing you to change the invoice.

To Adjust an "Issued" Non-timesheet Invoice



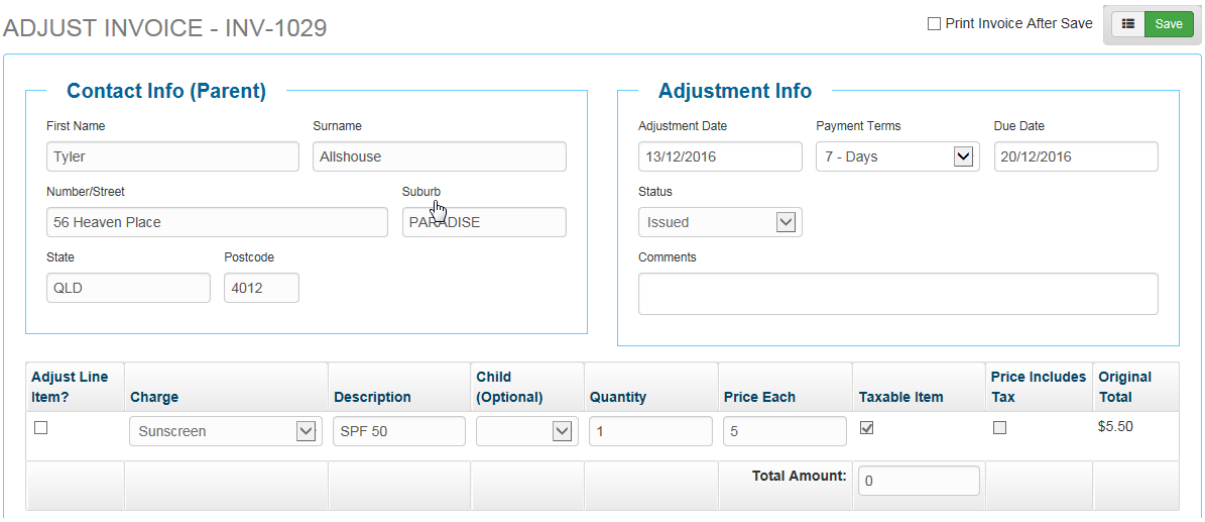
From the list of invoices, click the ✎ ***"Adjust"*** button for the required "Issued" invoice and a window will be displayed containing the original invoice details.

NOTE:

You can only adjust line items that were on the original invoice. If you need to add a new line item, you must create a new invoice.

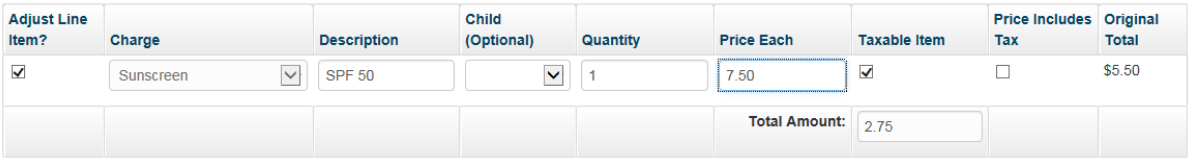
For example, if we need to change the price of the sunscreen in the invoice above from $5.00 (ex GST) to $7.50 (ex GST):

Click the ✎ ***"Adjust"*** button and the following window will be displayed:



Check (or tick) the "***Adjust Line Item?***" check box to enable the line item details.

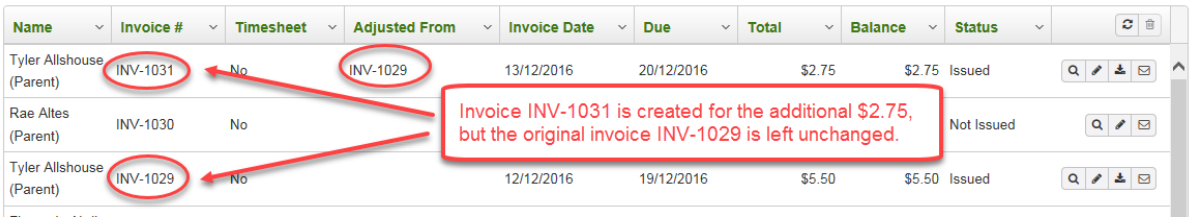
Change the "***Price Each***" from $5.00 to $7.50



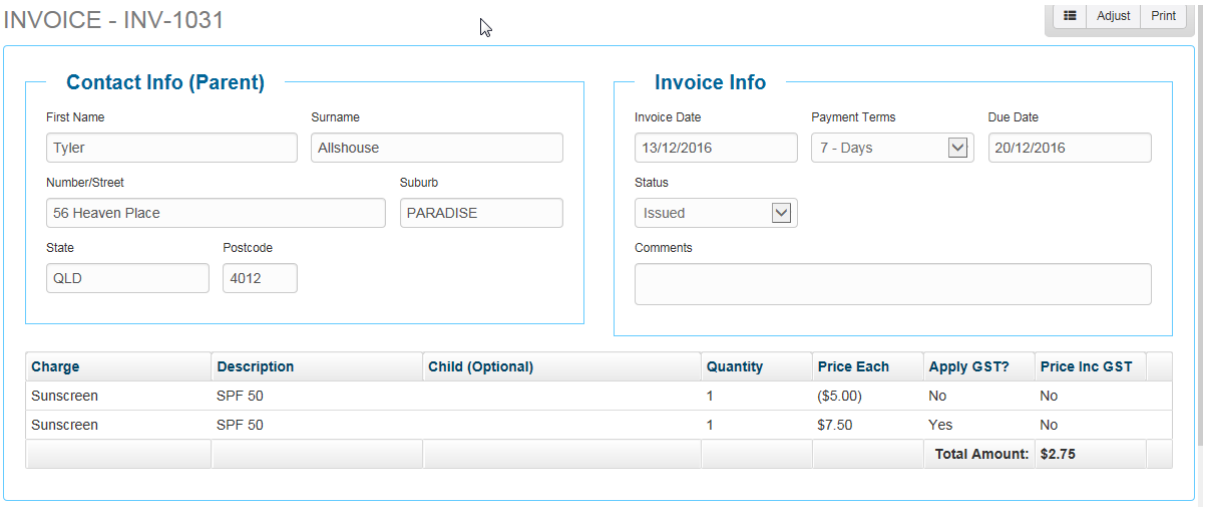
NOTE:

The "Total Amount" for the adjustment invoice is $2.75, the difference between the original value of $5.50 (inc. GST) and the replacement value $8.25 (inc. GST).

Click the "***Save***" button to create the adjustment invoice.



Click the 🔍 ***"View"*** button to view the adjustment invoice:



The original line item for $5.00 (exc. GST) has been credited.

A new line item for the correct value of $7.50 (exc. GST) has been added.

The "***Total Amount***", which includes GST, shows the difference between the two line items.

NOTE:

When adjusting an invoice, if you added a line item in error on the original invoice,

set the "Quantity" to 0

or

set the "Price Each" to $0.00

and the line item will be credited on the adjustment invoice.

Receipts

The receipt option allows you to record payments from contacts, such as a parents or guardians, for services that you have provided or will provide in the future.

When you receipt a payment from a contact, you normally reduce the contact's balance or place them in credit to cover future invoices for your services. Furthermore, you can allocate all or part of the payment to one or more outstanding invoices.

Once you enter a payment for a contact, you can either **print** or **email** the receipt that details the amount of the payment, as well as, a summary of the invoices that were allocated to that payment.

NOTE:

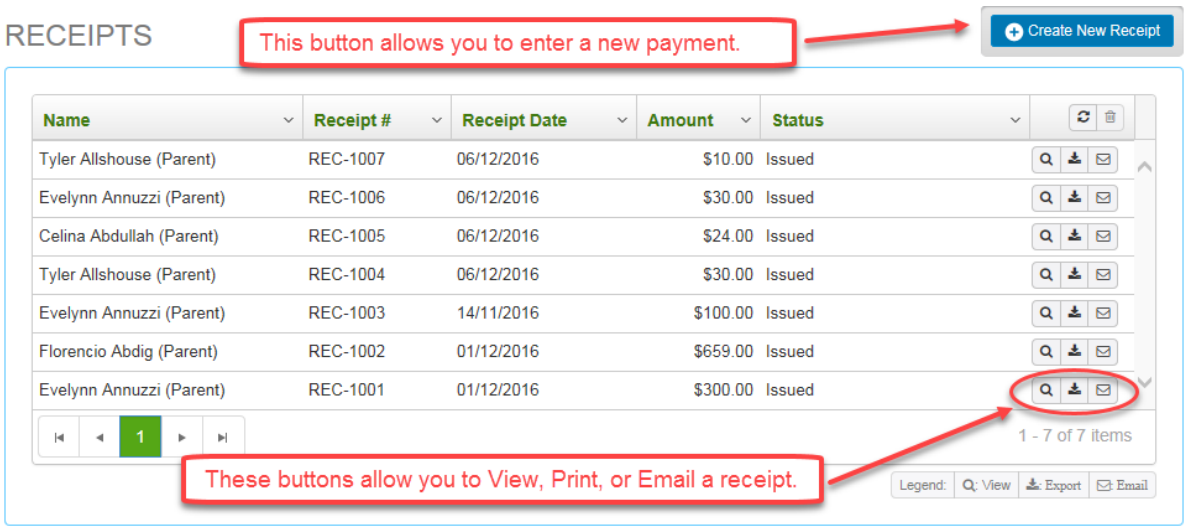
You cannot change or cancel a receipt once it has been created; however, you can use the following options to adjust the contact's balance:

- ***If you entered less than the actual payment, simply create a new receipt for the difference.***
- ***If you entered more than the actual payment, you can either:***
  - ***Enter a reduced payment amount the next time you receipt the contact, or***
  - ***Issue a refund for the overpayment amount. Please refer to the "Educator Accounts Refunds" tip sheet for details on issuing refunds to contacts.***

To display the list of receipts

Click "***Accounts***"

Click "***Receipts***"



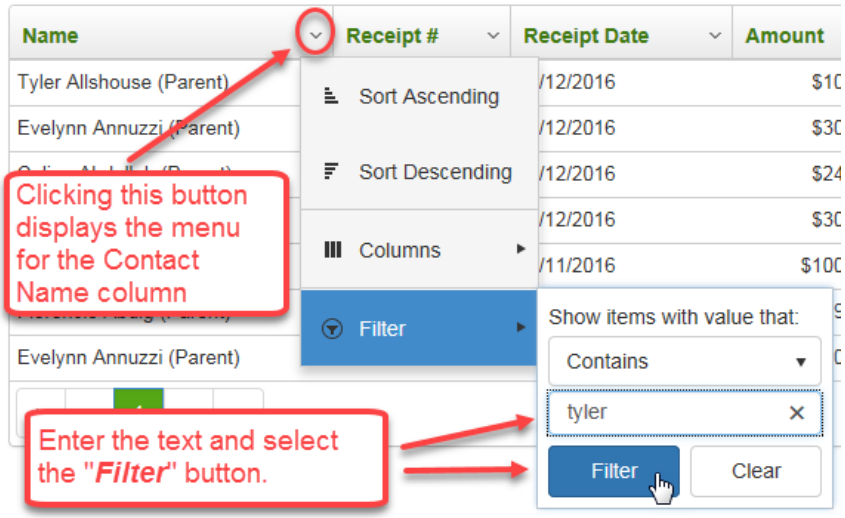
To locate one or more receipts in the list

The list of receipts may become long; however, apart from browsing through the list, you can change the view so you only see the receipts that you are interested in by applying one or more filters.

For example, to see all the receipt with the word "tyler" in their Contact Name:

Click on the "***Down Arrow***" button in the contact "***Name***" column header.

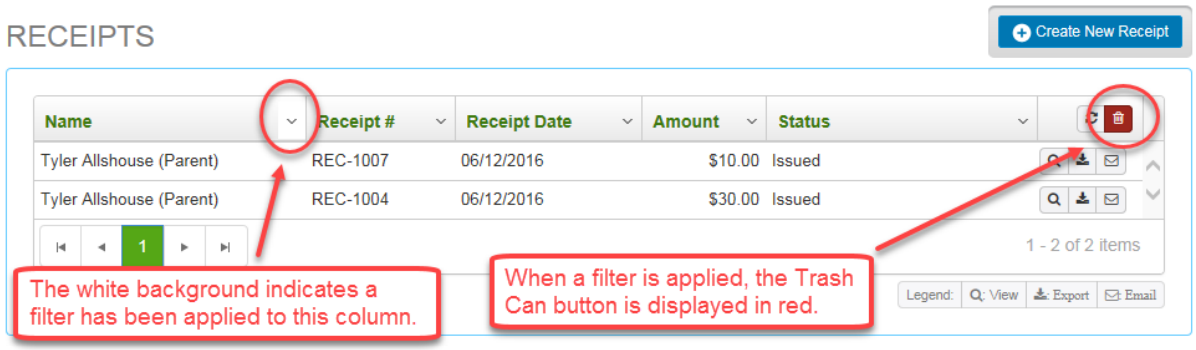
Click on "***Filter***" to display the filter details



Select "***Contains***" from the list of filter options.

Enter the text "tyler" (it doesn't matter if you enter the text in upper, lower, or mixed case).

Click on the "***Filter***" button to display the records that match the filter.



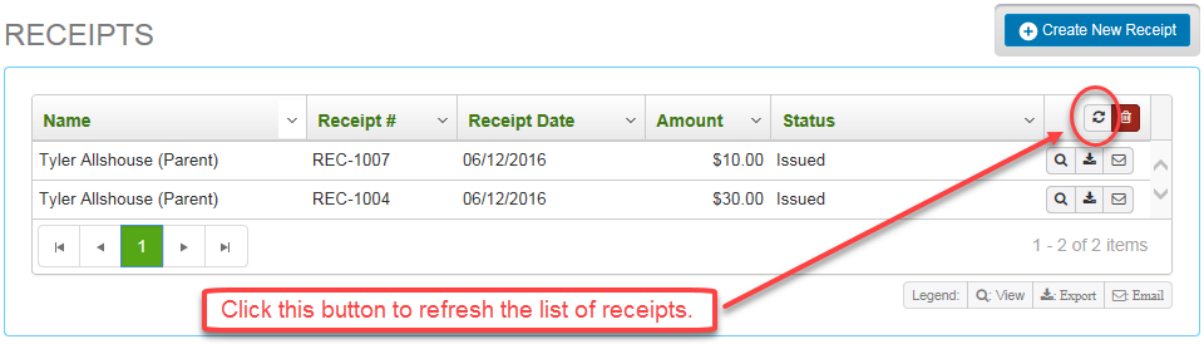
<u>To remove all the filters</u>

Click the "***Clear all Filters***" button.

All the filters will be removed, all the receipts will be displayed, and the "***Clear all Filters***" button will be disabled and displayed in light grey.

<u>To refresh the list of receipts</u>

If you set filters for multiple columns, you will need to select the "***Search***" button to apply all the filters to the list of receipts.



NOTE:

The filters are remembered, which means if you close the window, the next time you open the Receipts window the filters will still be applied to the list of receipts. To clear the filters, you will need to click the "Clear all Filters" button.

To create a new Receipt

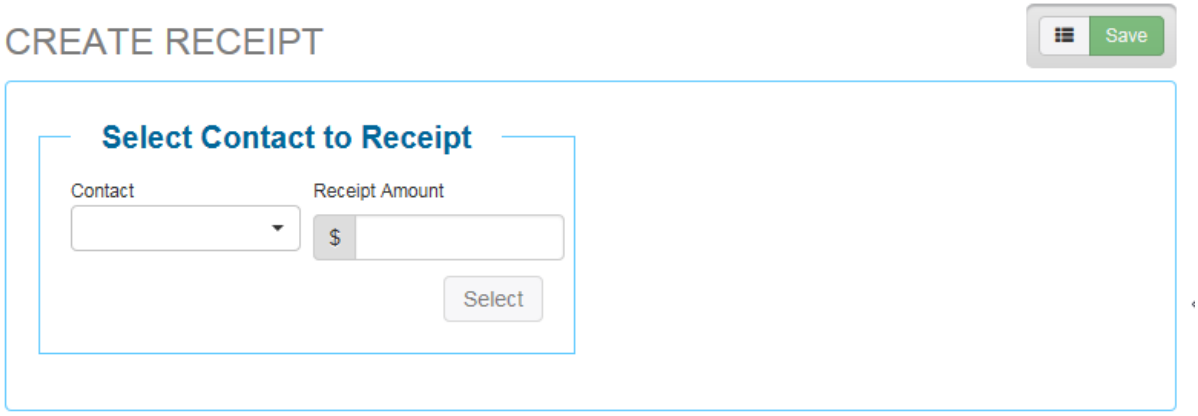
Creating a receipt involves 2 steps:

Step 1. Identifying the contact, such as a parent or guardian, and entering the payment amount.

Step 2. Entering the receipt date, the payment method, a comment, and identifying the invoices that the payment covers.

Click the *"**Create New Receipt**" button.*

The following window will be displayed:



Before you can enter the remaining payment details in Step 2, you must select the "***Contact***", such as a parent or guardian, and enter the "***Receipt Amount***". Once these two items have been entered, the "***Select***" button will be enabled allowing you to proceed to Step 2.

If you have a Standard subscription, the "***Contact***" list will only include parent and guardian names; however, if you have subscribed to the Cash Book subscription, other debtor names may also be included in the list.

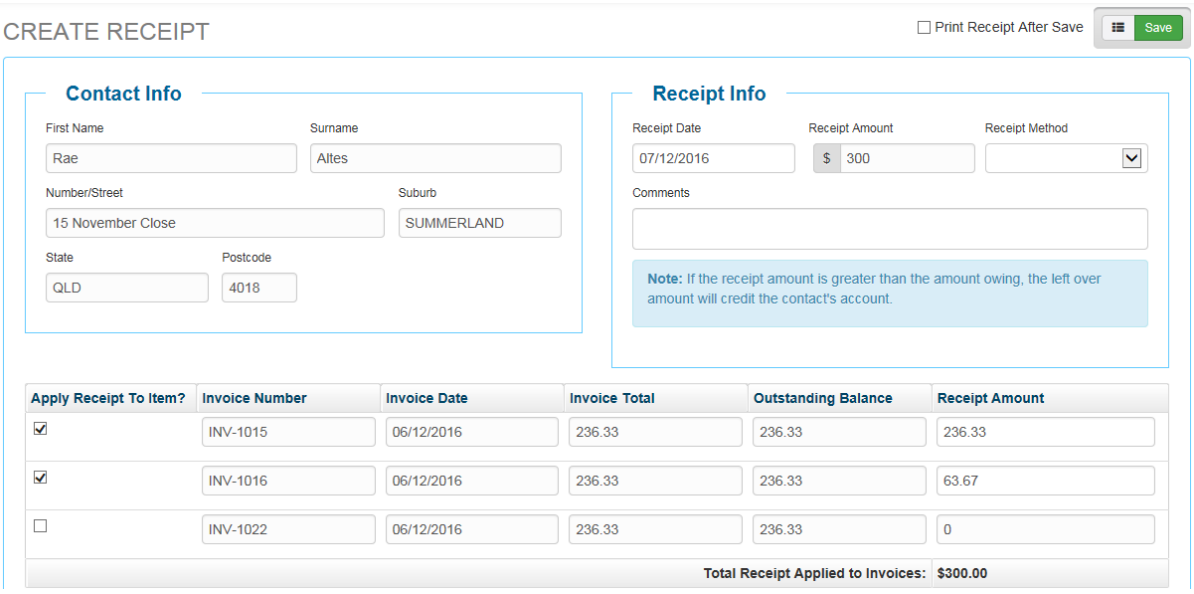
The "***Receipt Amount***" you enter must be greater than $0.00.

Once you have entered the details, click the **"*Select*"** button to proceed to Step 2.

NOTE:

Once you click the "Select" button and move to Step 2, the "Contact" and "Receipt Amount" cannot be changed.

If I select Rae Altes as the contact and enter $300.00 as the receipt amount, the following sample window will be displayed for Step 2:



The "***Contact Info***" section contains the details for the selected "***Contact***" you selected in Step 1 and cannot be changed.

The "***Receipt Info***" sections allows you to enter the "***Receipt Date"***, a "***Receipt Method***" (Payment Method), and an optional "***Comment***"; however, you cannot change the "***Receipt Amount***" that you entered in Step 1.

The "***Receipt Date***" is initially set to today's date, but you can enter a different date if necessary. Although you can type in a "***Receipt Date***", it is easier to select a date from the calendar that is displayed when you click on the date.

A "***Receipt Method***" must be selected and allows you to identify how the payment was made, such as Cash, Cheque, EFT, EFTPos, etc.

The "***Comment***" is optional; however, you may find it useful to record other information about the payment that has not already been specified.

All invoices with an "***Outstanding Balance***" for the contact will be listed. When the window is first displayed, the "***Receipt Amount***" is automatically allocated to the oldest invoices based on the "Invoice Number". In the window above:

- The maximum of $263.33 was automatically allocated to INV-1015, leaving $63.67 available for other invoices.
- $63.67 was automatically allocated to INV-1016, leaving $0.00 available for other invoices.
- In this case, the full "***Receipt Amount***" of $300.00 has been allocated to the invoices.

You can change the allocation to the invoices if all or part of the "***Receipt Amount***" was for a specific invoice or you would prefer a different allocation. However, if invoices with an "***Outstanding Balance***" exist for the "***Contact***", the total "***Receipt Amount***" must be allocated to those invoices. For example,

- If the total "***Receipt Amount***" was $300.00 and the total "***Outstanding Balance***" for all the invoices was $300.00 or more, the full $300.00 must be allocated to the invoices.
- If the total "***Receipt Amount***" was $300.00 and the total "***Outstanding Balance***" for all the invoices was $250.00, which is less than total "***Receipt Amount***", then $250.00 must be allocated to the invoices and the remaining $50.00 will credit the contact's account.
- If the total "***Receipt Amount***" was $300.00 and there were no invoices with an "***Outstanding Balance***", then the $300.00 would credit the contact's account.

To change the invoice allocation

Check or (tick) the "***Apply Receipt To Item***" check box for the invoice and enter the appropriate amount in the "***Receipt Amount***" field for that invoice.

- You can only enter an amount for an invoice if the "***Apply Receipt To Item***" check box for that invoice has been checked (or ticked).
- The amount you enter must be greater than $0.00, but less than or equal to the "***Outstanding Balance***" for the invoice.
- The "***Total Receipt Applied to Invoices***" amount located at the bottom of the window must be less than or equal to the "***Receipt Amount***" displayed at the top of the window.

If you uncheck (or untick) the "***Apply Receipt To Item***" check box for an invoice, the "***Receipt Amount***" for that invoice will automatically be set to $0.00.

To save the receipt

If you want to print the receipt after it has been saved, check (or tick) the "***Print Receipt After Save***" check box located at the top right corner of the window before clicking the "***Save***" button, which is also located at the top right corner of the window.

NOTE:

Once you click the "Save" button, the receipt cannot be changed or deleted.

If you decide you want to discard the receipt before clicking the "Save" button, click the "See All" button, located adjacent to the "Save" button at the top right corner of the window, to return to the list of receipts without saving the receipt.

Refer to the Note on the first page of this tip sheet for options to alter a contact's balance if you "Save" the receipt with the incorrect amount.

To view the details of a receipt

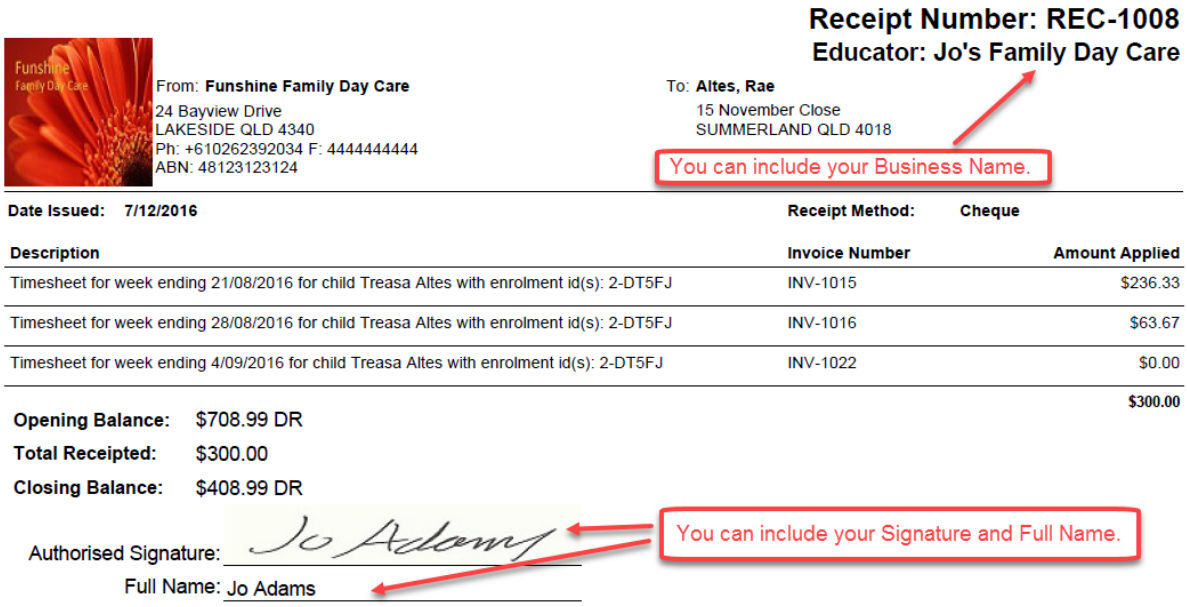
From the list of receipts, click the **"*View*"** button for the required receipt and a window will be displayed containing the receipt details. For example,

Click the "***See All***" button to return to the list of the receipts.

Click the Print "***Print***" button to print the receipt.

To print the details of a receipt from the list of receipts

From the list of receipts, click the **"*Export*"** button for the required receipt to print the receipt. For example,



NOTE:

A debit ("DR") balance indicates the contact owes you money, while a credit balance ("CR") balance indicates the contact has paid in advance.

To customise the printed receipt

You can customise the printed receipt to:

- Print your Business Name instead of your name.
- Print your signature from a signature file instead of having to manually sign the invoice.
- Print your Full Name instead of having to manually write your name.

Please refer to the "***Educator Accounts Invoice and Financial Settings***" tip sheet for details on customising your invoice and receipt appearances.

NOTE:

The logo that appears on the sample receipt is the Service's logo and not your business logo.

To email the details of a receipt

From the list of receipts, click the **"*Email*"** button for the required receipt and a window will be displayed requesting you to confirm the contact details before the receipt is emailed to the contact.

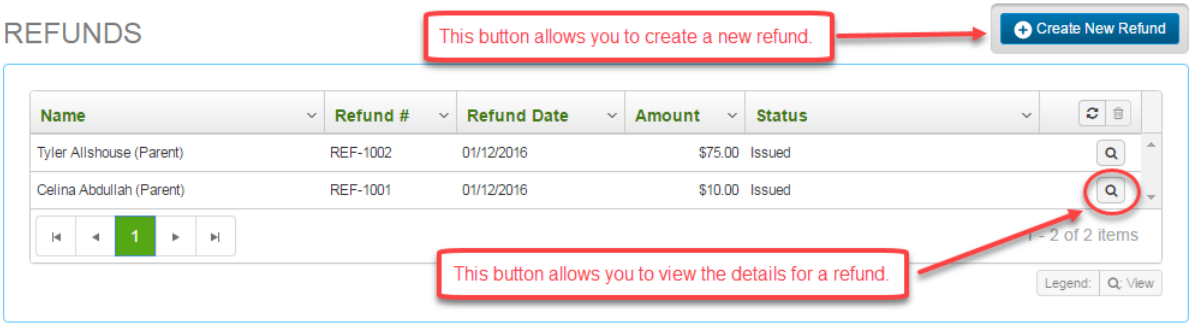
Refunds

If a contact, such as a parent or guardian, has paid you too much money, you can refund money back to the contact to adjust their balance. For example, if a parent has paid for their child care fees in advance and they reduce their child's hours, you can refund all or part of the advance payment.

To display the list of refunds

Click "***Accounts***"

Click "***Refunds***"



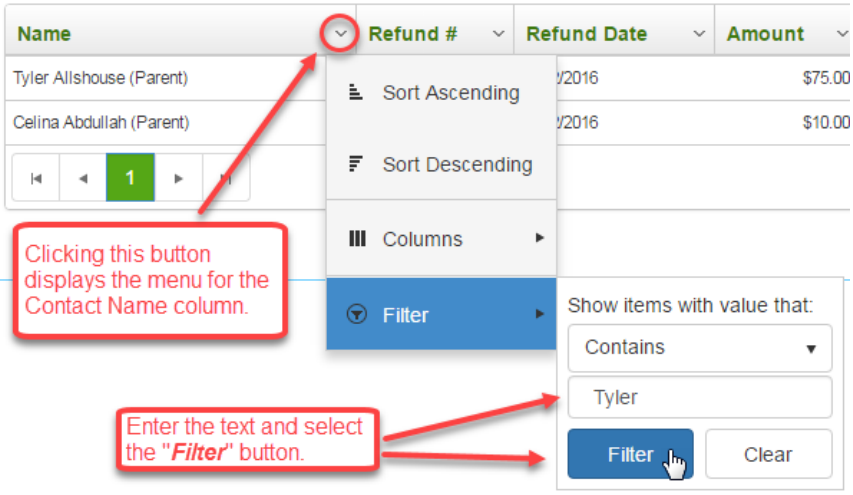
To locate one or more refunds in the list

The list of refunds may become long; however, apart from browsing through the list, you can change the view so you only see the refunds that you are interested in by applying one or more filters.

For example, to see all the refunds with the word "Tyler" in their Contact Name:

Click on the "***Down Arrow***" button in the "***Contact Name***" column header.

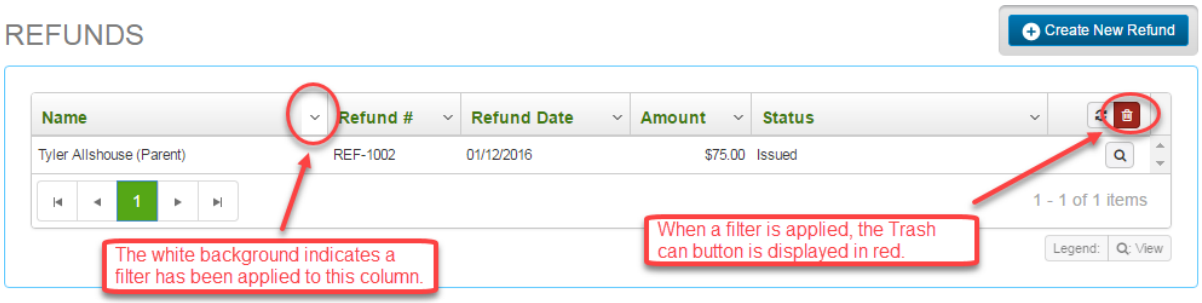
Click on "***Filter***" to display the filter details



Select "***Contains***" from the list of filter options.

Enter the text "tyler" (it doesn't matter if you enter the text in upper, lower, or mixed case).

Click on the "***Filter***" button to display the records that match the filter.



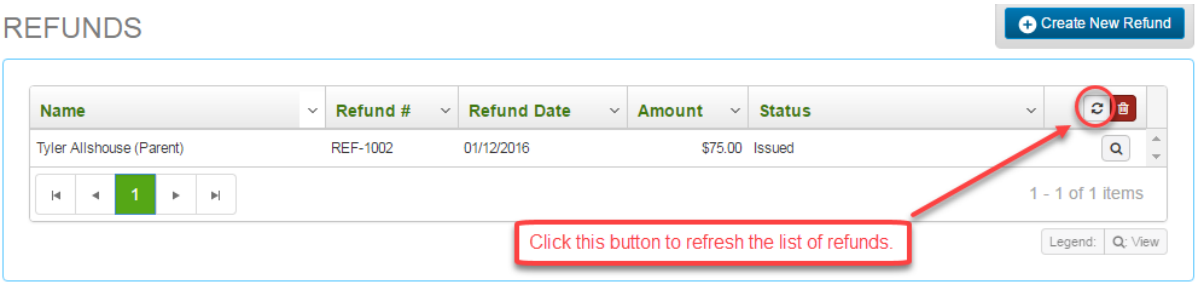
To remove all the filters

Click the "***Clear all Filters***" button.

All the filters will be removed, all the refunds will be displayed, and the "***Clear all Filters***" button will be disabled and displayed in light grey.

To refresh the list of refunds

If you set filters for multiple columns, you will need to select the "***Search***" button to apply all the filters to the list of refunds.



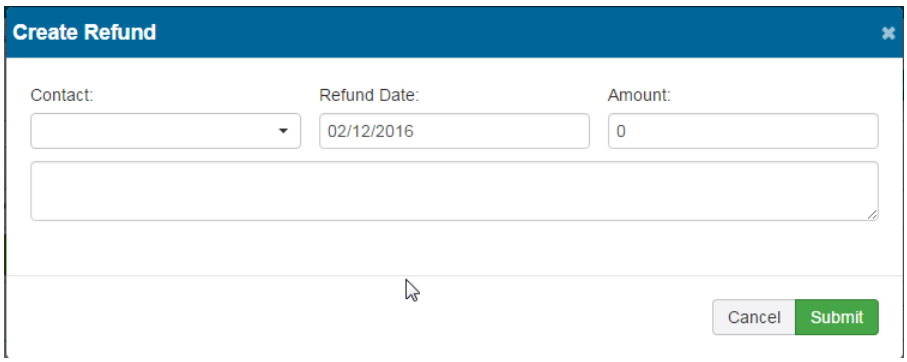
NOTE:

The filters are remembered, which means if you close the window, the next time you open the Refunds window the filters will still be applied to the list of refunds. To clear the filters, you will need to click the "Clear all Filters" button.

To create a new Refund

Click the *"**Create New Refund**" button.*

The following window will be displayed:



You must select a "***Contact***", "***Refund Date***", and enter a refund "***Amount***" before you can select the "**Save"** button to save the refund details.

If you have a Standard subscription, the "***Contact***" list will only include parent and guardian names; however, if you have subscribed to the Cash Book subscription, other debtor names may also be included in the list.

Although you can type in a "***Refund Date***", it is easier to select a date from the calendar that is displayed when you click on the date.

The refund "***Amount***" you enter must be greater $0.00.

You can optionally enter a comment in the "***Description***" field to remind you why the refund was made.

Once you have entered the details, click the **"*Save*"** button to save the refund details.

NOTE:

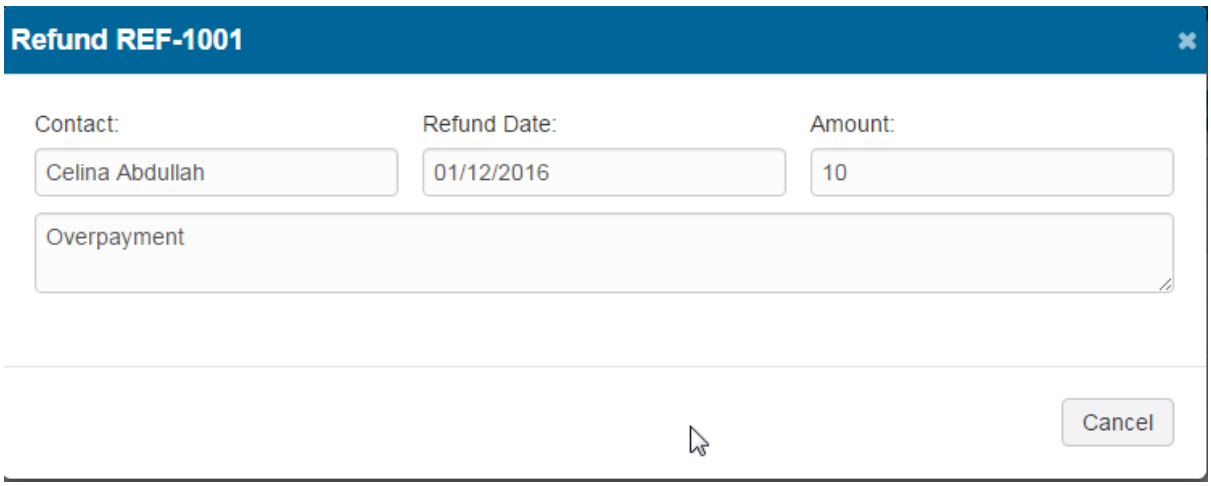
Once you save a refund, you CANNOT change the details of that refund or delete the refund. All you can do is to view the details of the refund.

If the refund amount was incorrect, you can create an "Account Balance Adjustment" entry for the parent to adjust their balance to the correct amount. See the tip sheet on "Educator Accounts Account Balance Adjustment" for details.

To view the details of a refund

From the list of refunds, click the **"*View*"** button for the refund and a window will be displayed containing the refund details.

For example:



Timesheet Invoices

Timesheet invoices are created based on the timesheets you have entered or the bookings that are maintained by the service for the children in your care.

Some educators prefer to invoice their parents or guardians in advance based on estimated childcare fees and subsidy payments; while others prefer to invoice their parents or guardians in arrears once the childcare has occurred and the subsidy has been calculated by CCMS. Regardless of your preference, the Timesheet Invoice option will cater for each option or a combination of both options. If required, you can invoice in advance for some parents or guardians and invoice in arrears for the others.

Invoicing in Advance

The Timesheet Invoice option will allow you to invoice up to 2 weeks in advance of today's date.

When invoicing in advance, you can manually enter and save the timesheets before creating the Timesheet Invoices for your parents or guardians or allow the Timesheet Invoice option to create and save the timesheets, based on the bookings maintained by the service, before creating the Timesheet Invoices. In either case, the childcare fees and subsidies are estimated and may change once the timesheets have been submitted to the service and in turn the service submits the timesheets to CCMS for the subsidy calculation.

If you have invoiced a parent or guardian in advance and the subsidy calculated by CCMS is different to the estimated subsidy on the invoice, an adjustment timesheet invoice will automatically be created the next time you create a Timesheet Invoice for the parent or guardian.

NOTE:

For a parent or guardian, you should only invoice in advance if the children have regular bookings that do not change; otherwise, you will be constantly issuing adjustment invoices to the parent or guardian, which is not very professional.

Invoicing in Arrears

There are two options for invoicing in arrears:

1. You manually enter and save the timesheets with the correct charged childcare hours and fees, and optionally submit the timesheets to the service, before issuing the Timesheet Invoices.

This option eliminates the likelihood of incorrect childcare fees, but is still susceptible to changes in the Subsidy calculations.

2. You manually enter and save the timesheets with the correct charged childcare hours and fees and submit the timesheets to the service and wait for the subsidies to be calculated by CCMS before issuing your Timesheet Invoices.

This option provides the most accurate Timesheet Invoices because they are based on actual childcare fees and actual subsidy calculations.

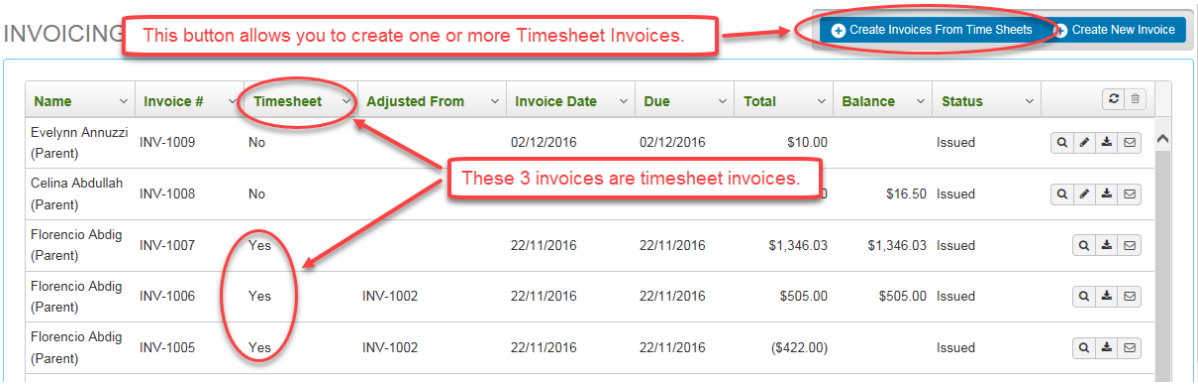
NOTE:

If you haven't already read the tip sheet "Educator Accounts Invoicing Overview", we strongly recommend you do before attempting to create your Timesheet Invoices. The tip sheet explains how to enable invoicing and explains all the available options on the Invoice List, which is the starting point for your Timesheet Invoices.

To display the list of invoices

Click "***Accounts***"

Click "***Invoices***"



Name	Invoice #	Timesheet	Adjusted From	Invoice Date	Due	Total	Balance	Status
Evelynn Annuzzi (Parent)	INV-1009	No		02/12/2016	02/12/2016	$10.00		Issued
Celina Abdullah (Parent)	INV-1008	No					$16.50	Issued
Florencio Abdig (Parent)	INV-1007	Yes		22/11/2016	22/11/2016	$1,346.03	$1,346.03	Issued
Florencio Abdig (Parent)	INV-1006	Yes	INV-1002	22/11/2016	22/11/2016	$505.00	$505.00	Issued
Florencio Abdig (Parent)	INV-1005	Yes	INV-1002	22/11/2016	22/11/2016	($422.00)		Issued

The list of invoices contains Timesheet Invoices and Non-timesheet invoices. Please refer to the tip sheet "**Educator Accounts Invoicing Overview**" for an explanation of the differences between the two invoice types and an explanation of the buttons available on the Invoice List.

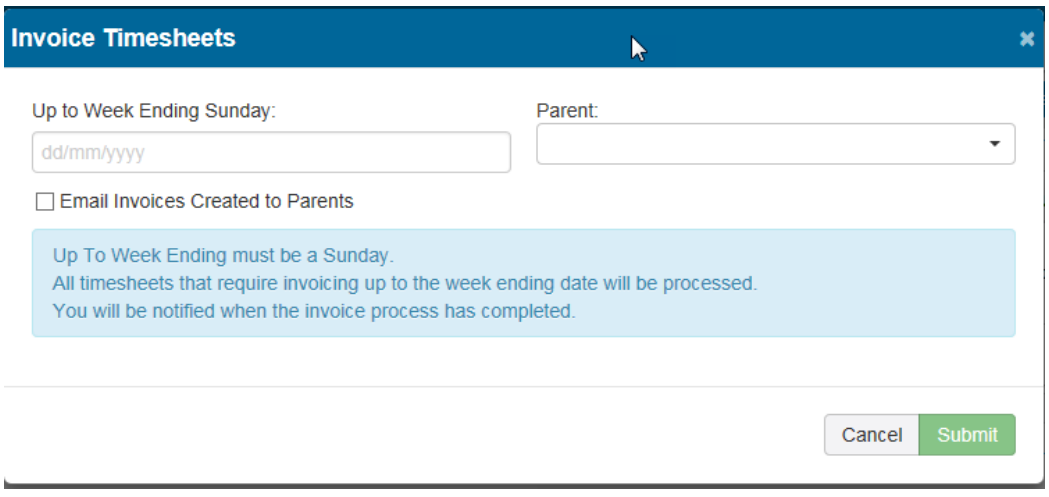
NOTE:

Once a timesheet invoice has been created, you CANNOT change or delete that invoice. However, if you invoice a timesheet in error, you can ask your service to "Delete" the timesheet if it has not already been submitted to CCMS or "Cancel" the timesheet if it has already been submitted to CCMS. In either case, once the timesheet has been deleted or cancelled, an adjustment invoice will be created crediting the parent or guardian for that timesheet.

To create one or more Timesheet Invoices

Click the *"**Create Invoices From Time Sheets**" button.*

The following window will be displayed:



You must enter the "***Up to Week Ending Sunday***" date before you can select the "***Submit***" button to create the timesheet invoices.

- The Sunday date will automatically be displayed for today's date, but you can simply change that date to the required date.
- Although you can type in a date, it is easier to select a date from the calendar that is displayed when you click on the date.
- The minimum date that you can enter will be the "***Start Invoicing***" date you entered in the "***Invoicing***" Tab, from the Accounts, Invoice Settings menu option.
- The maximum date you can enter is 2 weeks from today's date.

NOTE:

Timesheet Invoices will be created for any weeks that have not already been invoiced from the "Start Invoicing" date you entered in the "Invoicing" Tab (from the Accounts, Invoice Settings menu option), up to the specified date you enter in the "Up to Week Ending Sunday" date field.

In addition, Adjustment Timesheet Invoices will automatically be created for any timesheets that have already been invoiced if the childcare fee or the subsidies have changed since the timesheets were last invoiced. For example, if a timesheet was estimated at the 1-child CCB % on the original timesheet invoice, but CCMS calculated the subsidy using the 3-child CCB % resulting in a different subsidy amount.

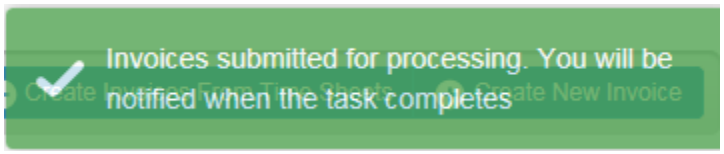
If you leave the "***Parent***" empty, timesheet invoices will be created for all the parents or guardians; however, if you select a specific "**Parent**" from the list, timesheet invoices will only be created for that specific parent or guardian.

If you check (or tick) the "***Email Invoices Created to Parents***" check box, any invoices created for a parent or guardian will be immediately emailed to the parent or guardian once it has been created, provided the parent or guardian has an email address registered with the service.

- If you prefer to visually check the timesheet invoices before emailing them to the parents or guardians, leave the "***Email Invoices Created to Parents***" check box unchecked (or unticked).
- Once a timesheet invoice has been created, from the list of invoices, you can:
  - Click the "***View***" button to view the invoice.
  - Click the "***Email***" button to email the invoice to the parent or guardian.
  - Click the "***Export***" button to print the invoice

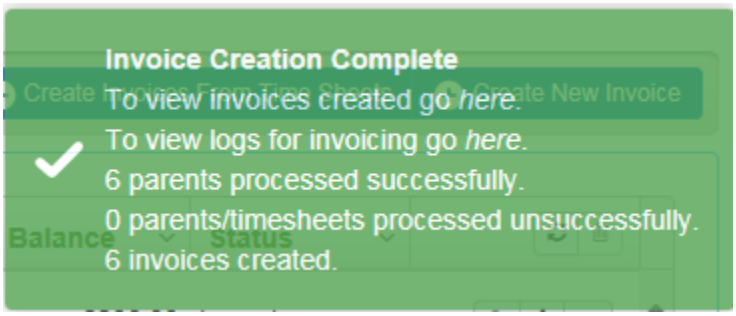
Once you have entered the details, click the **"*Submit*"** button to create the timesheet invoices.

The following message will be displayed:



Your request to create the timesheet invoices, which is referred to as an **Invoice Run**, will be placed in a cue along with Invoice Run requests from other educators and should be processed within a few minutes.

Once your Invoice Run has been completed, a message similar to the following will be displayed:



In this case, this message indicates that the **Invoice Run** was successful and 6 parents were processed and invoices were created for all 6 parents.

If an error occurred processing one or more parents or guardians, the number of errors will be displayed in the message.

Details of the **Invoice Run** can be viewed by either:

- Clicking the link in the "To view logs for invoicing go ***here***." line in the above message.
- Clicking ***Accounts, Invoicing History***.

Please refer to the "***Educator Accounts Invoicing History***" tip sheet for details on Invoice Run log entries.

NOTE:

Once the Invoice Run is complete, you may need to refresh the list of invoices to see the newly created invoice entries.

To refresh the list of invoices

If a filter has been set restricting the number of invoices that appear in the list, the "***Clear all filters***" button will be displayed in red.

- Click the "***Clear all filters***" button to remove all the filters and display all the invoices. The "***Clear all Filters***" button will now be disabled and displayed in light grey.

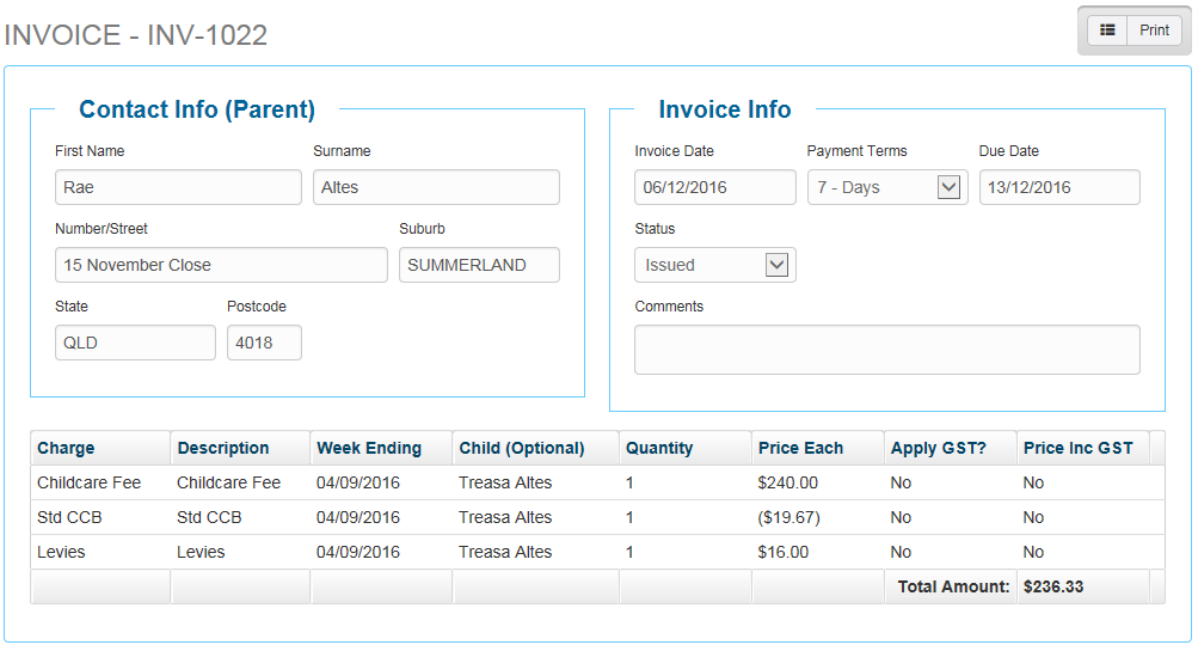
If a filter has not been set, the "***Clear all Filters***" button will be disabled and displayed in light grey.

- Click the "**Search**" button to update the list of invoices.

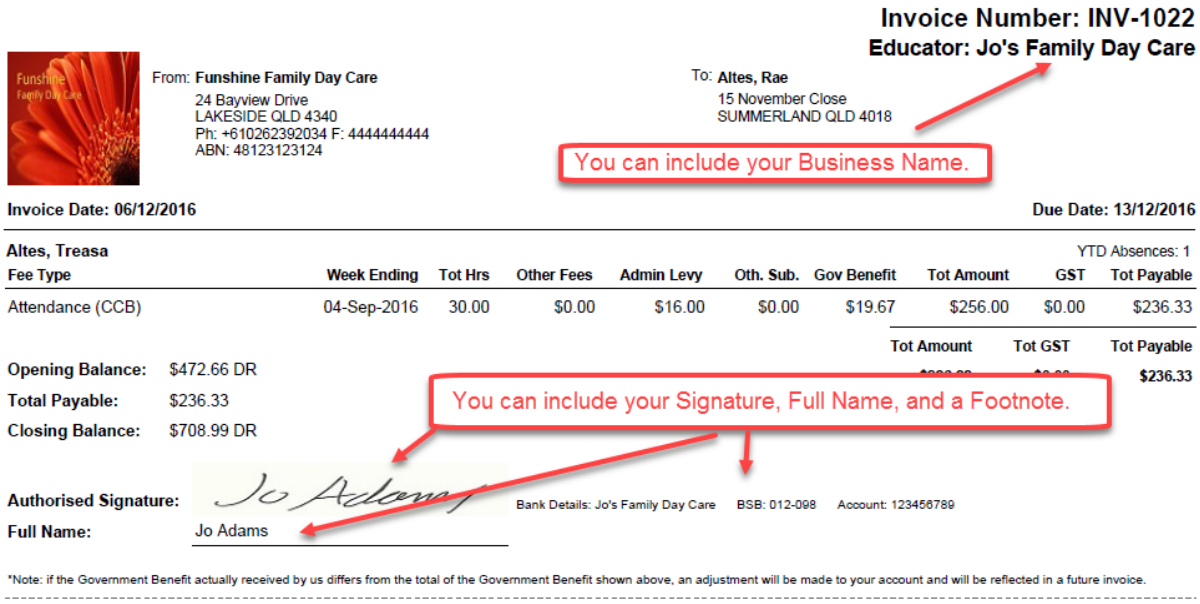
What does a timesheet invoice look like?

A Timesheet Invoice appears in two different formats depending on whether you View the invoice details or Print the invoice:

If you click the "***View***" button to view the invoice, the invoice will contain separate line items for each timesheet, detailing the Childcare Fee; the Subsidy, such as Standard CCB, Non-Standard CCB, Standard JFA, Non-Standard JFA, etc; and the Admin Levies. For example,



If you click the "***Export***" button to **print** the invoice, the invoice will print the details for each timesheet on a single line. For example,



To customise the printed timesheet invoice

You can customise the printed timesheet invoice to:

- Print your Business Name instead of your name.
- Print your signature from a signature file instead of having to manually sign the invoice.
- Print your Full Name instead of having to manually write your name.
- Print a footnote that can contain your bank details or any other relevant information.

Please refer to the "***Educator Accounts Invoice and Financial Settings***" tip sheet for details on customising your invoice appearance.

NOTE:

The logo that appears on the sample invoice is the Service's logo and not your business logo.

Timesheet Invoicing History

When you create Timesheet Invoices, your request, known as a timesheet "***Invoice Run***", is placed in a queue along with requests from other educators. Once your request has been processed, which should only take a few minutes, your timesheet invoices are created and the "***Invoice Run***" details are saved in the timesheet "***Invoicing History***" list.

To create timesheet invoices

Click the "***Accounts***" menu.

Click the "***Invoices***" option.

Click the "***Create Invoices From Timesheets***" button.

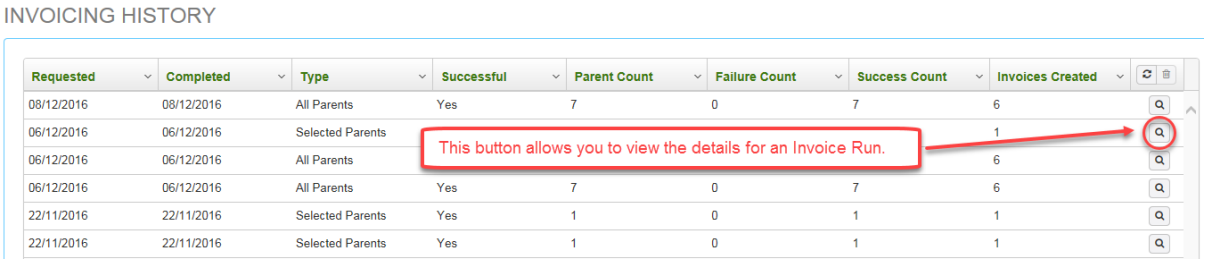
Please refer to the "***Educator Accounts Invoicing Overview***" tip sheet for an overview of invoicing and the "***Educator Accounts Timesheet Invoices***" tip sheet for details on creating timesheet invoices.

To view the timesheet Invoicing History

Click the "***Accounts***" menu.

Click the "***Invoicing History***" option.

A window similar to the following will be displayed:



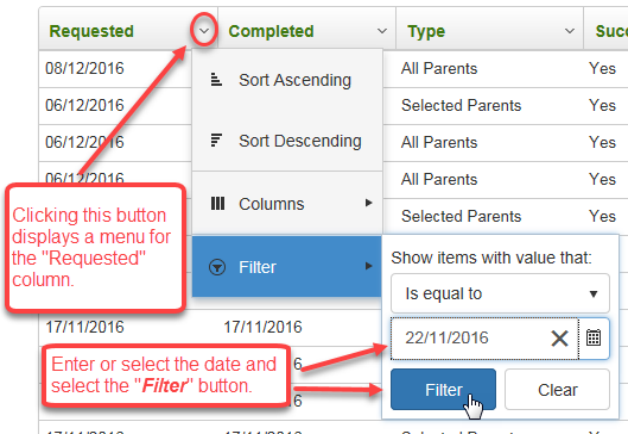
To locate one or more invoice run records in the list

The list of invoice runs may become long; however, apart from browsing through the list, you can change the view so you only see the invoice runs that you are interested in by applying one or more filters.

For example, to see all the invoice runs "***Requested***" on "22/11/2016":

Click on the "***Down Arrow***" button in the "***Requested***" column header.

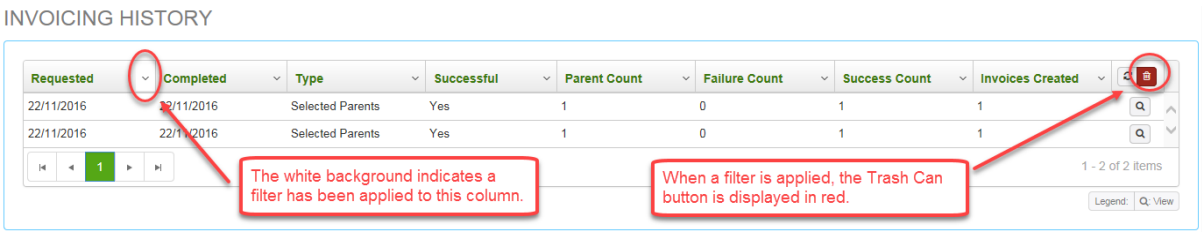
Click on "***Filter***" to display the filter details



Select "***Contains***" from the list of filter options.

Enter the date "22/11/2016". Although you can type in a date, it is easier to select a date from the calendar when you click on the "***Calendar***" button.

Click on the "***Filter***" button to display the records that match the filter.



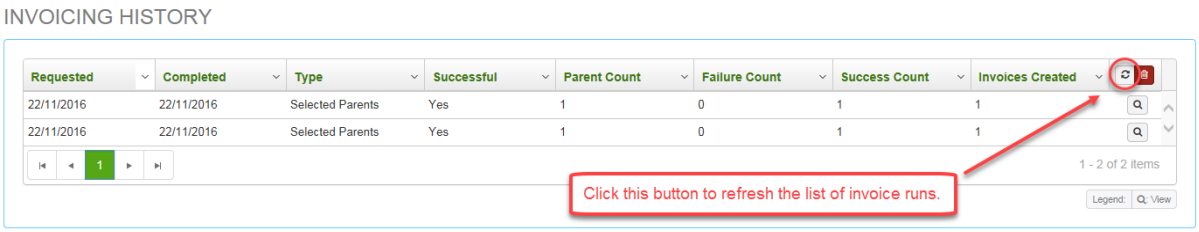
To remove all the filters

Click the "***Clear all Filters***" button.

All the filters will be removed, all the invoice runs will be displayed, and the "***Clear all Filters***" button will be disabled and displayed in light grey.

To refresh the list of invoice runs

If you set filters for multiple columns, you will need to select the "***Search***" button to apply all the filters to the list of invoice runs.

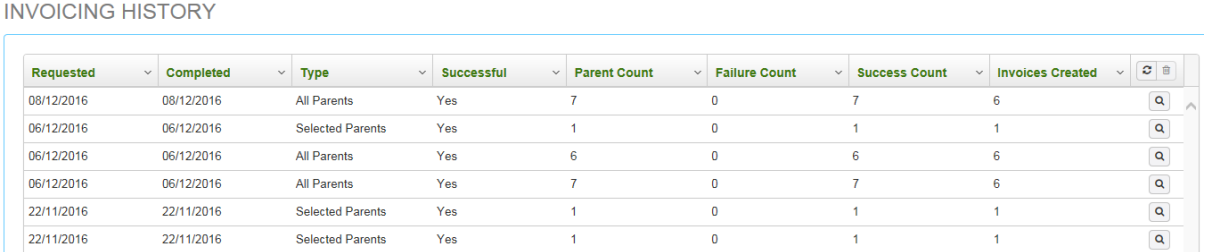


NOTE:

The filters are remembered, which means if you close the window, the next time you open the timesheet Invoicing History window the filters will still be applied to the list of invoice runs. To clear the filters, you will need to click the "Clear all Filters" button.

What are the column headings?

Only a small subset of information is displayed for each invoice run, but this information is very useful in managing your invoice runs.



The "***Requested***" column contains the date the invoice run was requested.

The "***Completed***" column contains the date the invoice run was completed and the timesheet invoices were created. Normally, this date will be the same as the "***Requested***" date.

The "***Type***" column indicates is a specific parent or guardian "*Selected Parents*" or all parents or guardians "*All Parents*" were selected in the invoice run.

The "***Successful***" column contains "*Yes*" if the invoice run was successfully processed or "*No*" if an issue occurred and the selected parents or guardians were not processed.

The "***Parent Count***" column contains the number of parents or guardians that were selected to be processed in the invoice run.

The "***Failure Count***" column contains the number of selected parents or guardians where an error occurred preventing an invoice from being created.

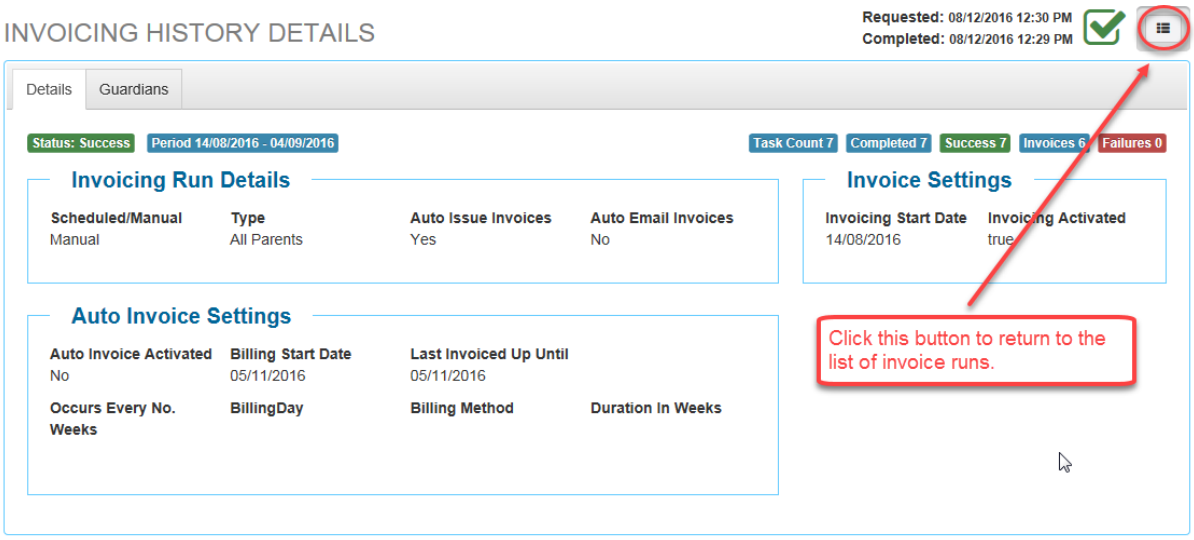
The "***Success Count***" column contains the number of selected parents and guardians that were successfully processed.

The "***Invoices Created***" column contains the number of invoices that were created. This number may be different to the "***Success Count***" because a parent or guardian is regarded as being successfully processed if no invoices were created, provided there were no timesheets to be processed for the invoice run date range.

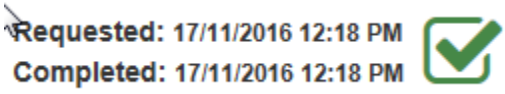
To view the details for an invoice run

Click the *"**View**" button.*

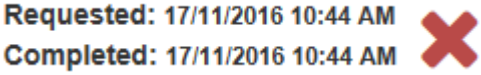
The following is a sample of the window that may be displayed:



The "***Requested/Completed***" status displays the date and time the invoice run was requested and the date and time the invoice run was completed, as well as, displaying a tick or cross indicating if the invoice run was successful or not. For example,



or



The "***Details***" tab allows you to view the following:

The "***Status***" will show "*Success*" if the invoice run was processed or "*Fail*" if an error occurred preventing the invoice run from processing the timesheet invoices.

The "***Period***" will show the date range that was checked for outstanding timesheets.

- The start date is the you specified in the "***Accounts, Invoice Settings, Invoicing tab***" as the earliest date to process timesheets.
- The stop date is the "***Up to Week Ending Sunday***" date you specified when you created the timesheet Invoice Run.
- Timesheet Invoices would have been created for any weeks that had not already been invoiced from the Start date up to the Stop date.
- Adjustment Timesheet Invoices would have been automatically created for any timesheets that had already been invoiced if the childcare fee or the subsidies had changed since the timesheets were last invoiced. For example, if a timesheet was estimated at the 1-child CCB % on the original timesheet invoice, but CCMS calculated the subsidy using the 3-child CCB % resulting in a different subsidy amount.

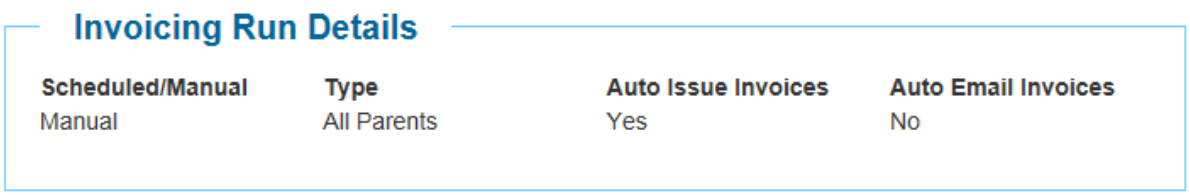
The "***Task Count***" will normally be the number of parents or guardians processed, but may be -1 if the invoice run failed before successfully processing a parent or guardian.

The "***Completed***" count displays the number of parents or guardians that were processed. Invoices may or may not have been created for all these parents or guardians.

The "***Success***" count displays the number of parents or guardians successfully processed.

The "***Invoices***" count displays the number of invoices that were created.

The "***Failures***" count will display the number of parents or guardians where invoices were not created because of an error, such as a "Missing Fee Schedule".



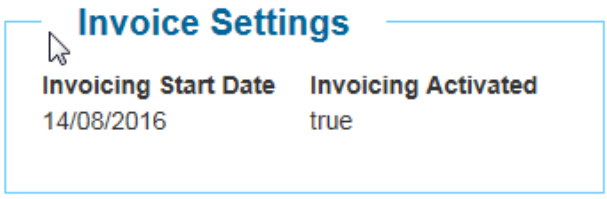
The "***Invoicing Run Details***" contains

The "***Schedule/Manual***" method. This option will always be set to "*Manual*" because "***Auto Invoicing***" has not been implemented.

The "***Type***" option will contain "*Selected Parents*" if a specific parent or guardian was selected or "All Parents" if a specific parent or guardian was not selected.

The "***Auto Issue Invoices***" will always be set to "*Yes*".

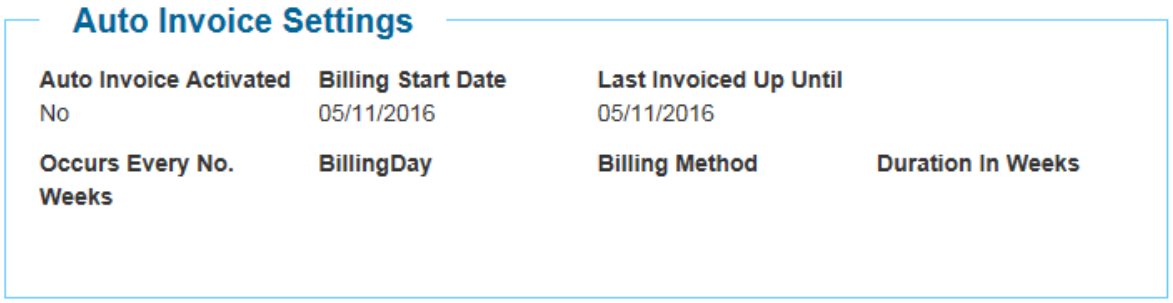
The "***Auto Email Invoices***" option will contain "*Yes*" if the timesheet invoices were automatically emailed to the parents or guardians as soon as they were created, or "No" if the timesheet invoices were not emailed to the parents or guardians when they were created.



The "***Invoice Settings***" displays the settings that were current when the invoice run was created. These setting can be set via the "***Accounts, Invoices Settings, Invoicing tab***".

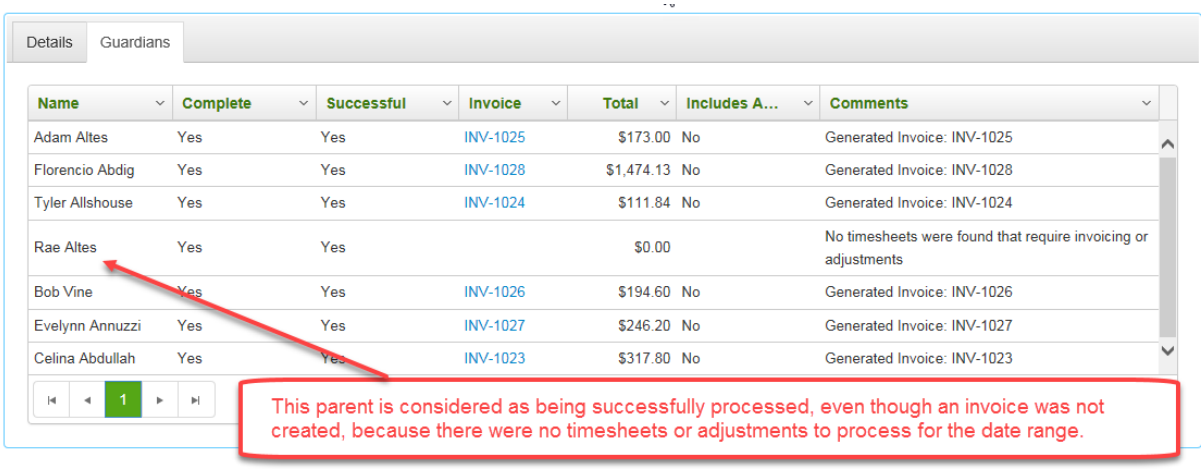
The "***Invoicing Start Date***" is the earliest date to process timesheets during an invoice run.

The "***Invoicing Activated***" status indicates if you have activated Invoicing.



You can ignore the "***Auto Invoice Settings***" because auto invoicing has not been implemented for educators.

The "***Guardians***" tab will only be displayed if one or more guardians were processed. The following is a sample display:



The "***Name***" column displays the name of the parent or guardian.

The "***Complete***" column contains "*Yes*" if the parent was fully processed, or "*No*" if an issue occurred preventing the parent from being processed.

The "***Successful***" column contains the "*Yes*" if the parent was successfully processed, or "*No*" if an issue occurred preventing the parent from being processed.

The "***Invoice***" column contains the invoice number that may have been created for the parent or guardian. For example, INV-1026 for "Bob Vine". As the invoice number is a link, if you click on it, the invoice details will be displayed.

The "***Total***" column contains the total amount for that invoice. If the total is enclosed in parentheses, such as ($100.23), the parent's or guardian's account will be credited instead of debited. This occurs when a timesheet, which was included on previous invoice, has been adjusted. For example, when a child's CCMS enrolment is formalised and CCMS pay the subsidies on timesheets that were previously submitted to CCMS.

The "***Includes Adjustments***" column contains "*Yes*" if the invoice contains adjustments to timesheets that were included on a previous invoice; otherwise, the column contains "*No*" if no adjustments were included, or blank in an invoice was not created.

The "***Comments***" column contains information about the timesheet run for the parent or guardian. For example,

- The invoice number that was generated.
- The "*No timesheets were found that require invoicing or adjustments*" message if no timesheets needed invoicing for the invoice date range for the parent or guardian.
- An error message if the invoice run failed for the parent or guardian.

To return to the list of invoice runs

Click the "***See all***" button, located at the top right corner of the window.

Transaction History

For a contact, such as a parent or guardian, account transactions are created in the contact's account when you:

- Adjust a contact's balance.
- Create a timesheet or a non-timesheet invoice.
- Receipt a payment.
- Issue a refund.
- Write off one or more invoices or part of an invoice as a bad debt.

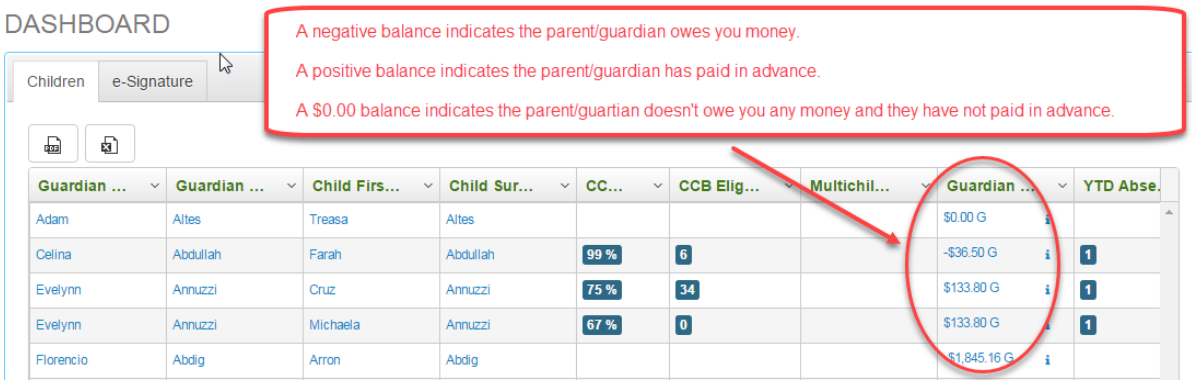
The transaction history option allows you to view the account transactions for a specific contact to understand which transactions have been applied to their account balance.

NOTE:

Transactions are included in the account transaction history based on the date the transactions were actually entered into your accounts and not the date the transactions refer to.

To view a parent's or guardian's current balance

Log into Harmony and a Dashboard will be displayed that contains a list of children along with their parent or guardian and their account balance. For example,



If you are already logged into Harmony, select the Home button that appears at the top of most windows.

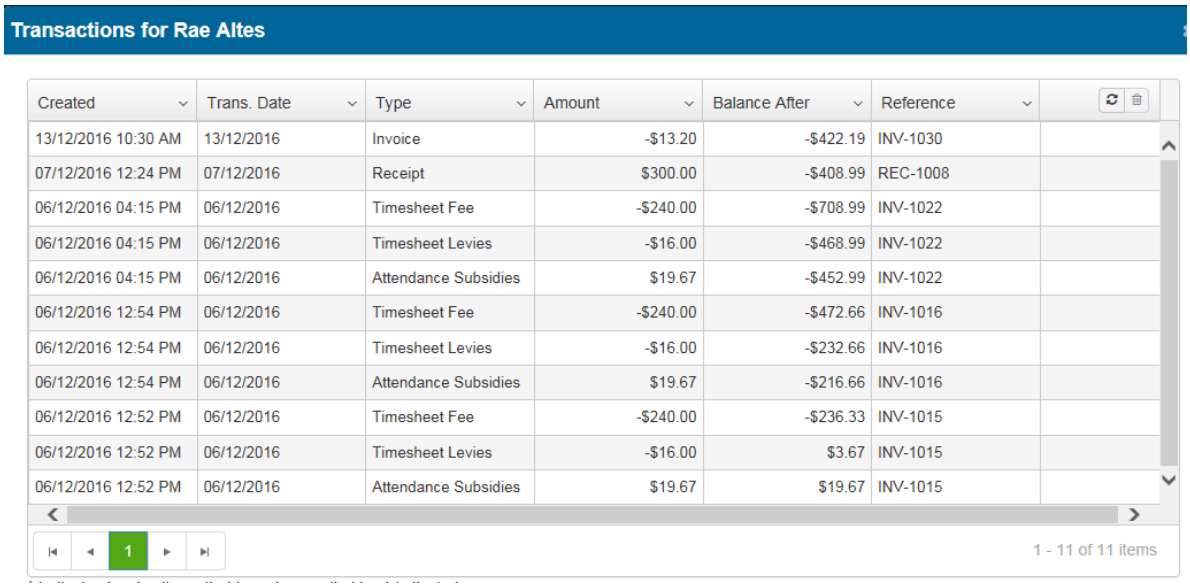
NOTE:

If a parent or guardian has multiple children, the parent or guardian and their balance will appear for each child. The balance is for the parent or guardian and is NOT a specific child balance.

To display the list of transactions for a parent or guardian

For the required parent or guardian, click the ℹ "***Transaction History***" button that is located next to the parent's or guardian's balance.

The following window contains a sample Account Transaction History for "Rae Altes":



NOTE:

Account transactions are included in the account balances based on the date the transactions were actually entered into your accounts and not the date the transactions refer to.

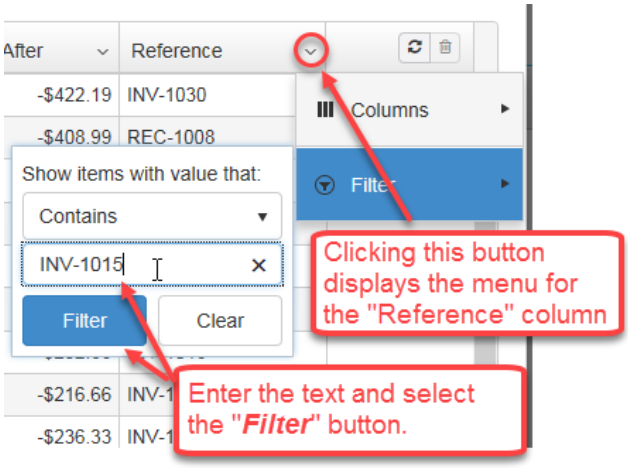
To locate one or more transactions in the list

The list of transactions may become long; however, apart from browsing through the list, you can change the view so you only see the transactions that you are interested in by applying one or more filters.

For example, to see all the transactions with the text "INV-1015" in their "Reference":

Click on the "***Down Arrow***" button in the contact "***Name***" column header.

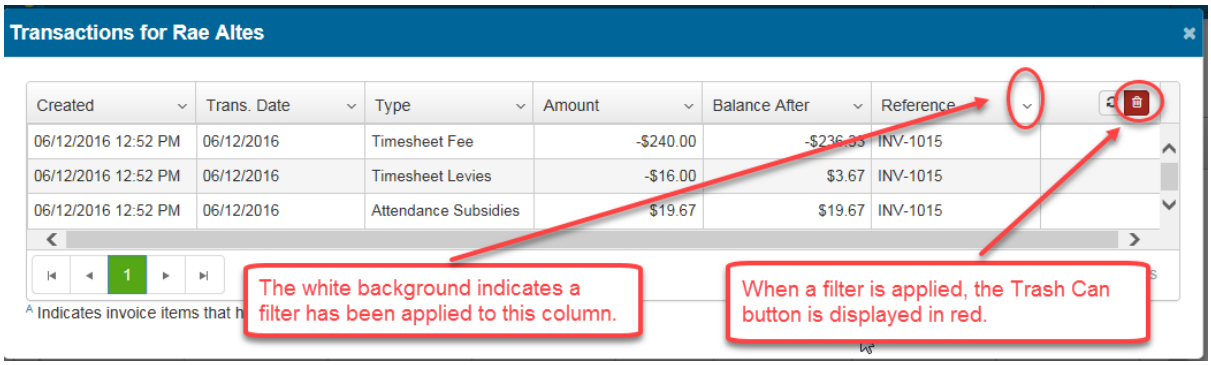
Click on "***Filter***" to display the filter details



Select "***Contains***" from the list of filter options.

Enter the text "INV-1015" (it doesn't matter if you enter the text in upper, lower, or mixed case).

Click on the "***Filter***" button to display the records that match the filter.



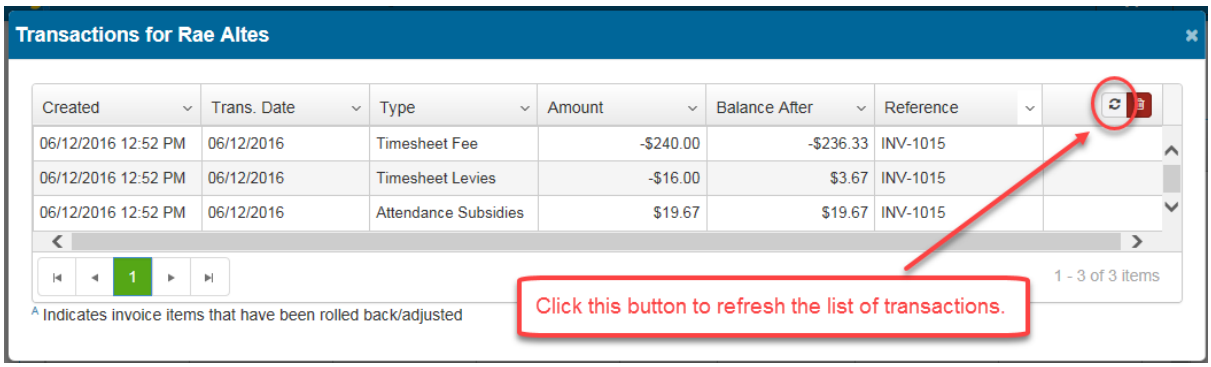
To remove all the filters

Click the "***Clear all Filters***" button.

All the filters will be removed, all the transactions will be displayed, and the "***Clear all Filters***" button will be disabled and displayed in light grey.

To refresh the list of transactions

If you set filters for multiple columns, you will need to select the "***Search***" button to apply all the filters to the list of transactions.



What are the column headings?

The "***Created***" column contains the date the transaction was entered into the system.

The "***Trans. Date***" column contains the date the transaction refers to. For example, you may create an invoice today, but you can set the invoice date (Transaction Date) to the date the expense was actually incurred.

The "***Type***" column contains the name of the type of transaction. For example, "Invoice", Receipt".

NOTE:

The transaction type for a non-timesheet invoice will be "Invoice", however, timesheet invoices are broken down into multiple transaction types, such as "Timesheet Fee", Timesheet Levies", "Attendance Subsidies".

The "***Amount***" column contains the transaction amount.

NOTE:

If the amount is negative, the parent's or guardian's account is debited.

If the balance is positive, the parent's or guardian's account is credited.

The "***Balance After***" column contains the parent's or guardian's account balance after the transaction amount has been applied to the account.

NOTE:

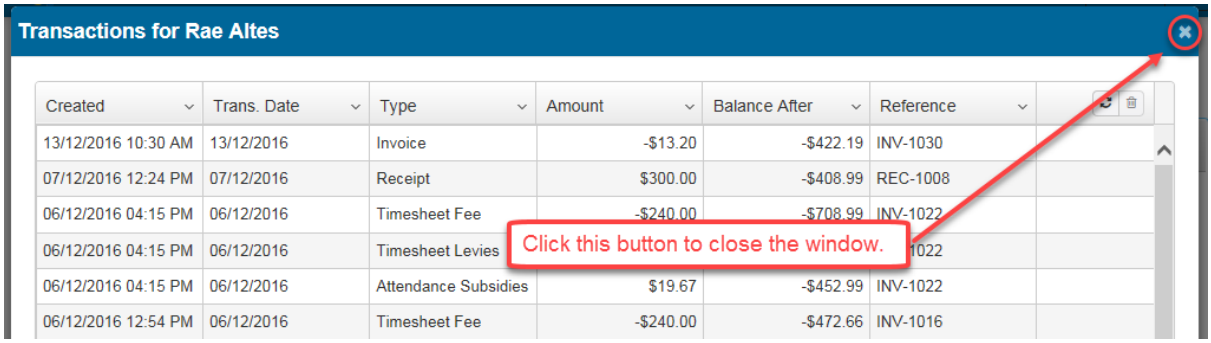
If the balance is negative, the parent or guardian owes you money.

If the balance is positive, the parent or guardian has paid in advance and is in credit.

If the balance is $0.00, the parent or guardian doesn't owe you any money and has NOT paid in advance.

The "***Reference***" contains a reference to the transaction. For example, if the reference is an invoice number, such as "INV-1030", you can see the detail of the transaction by viewing that invoice in the "***Accounts, Invoices***" option.

To close the transaction history window



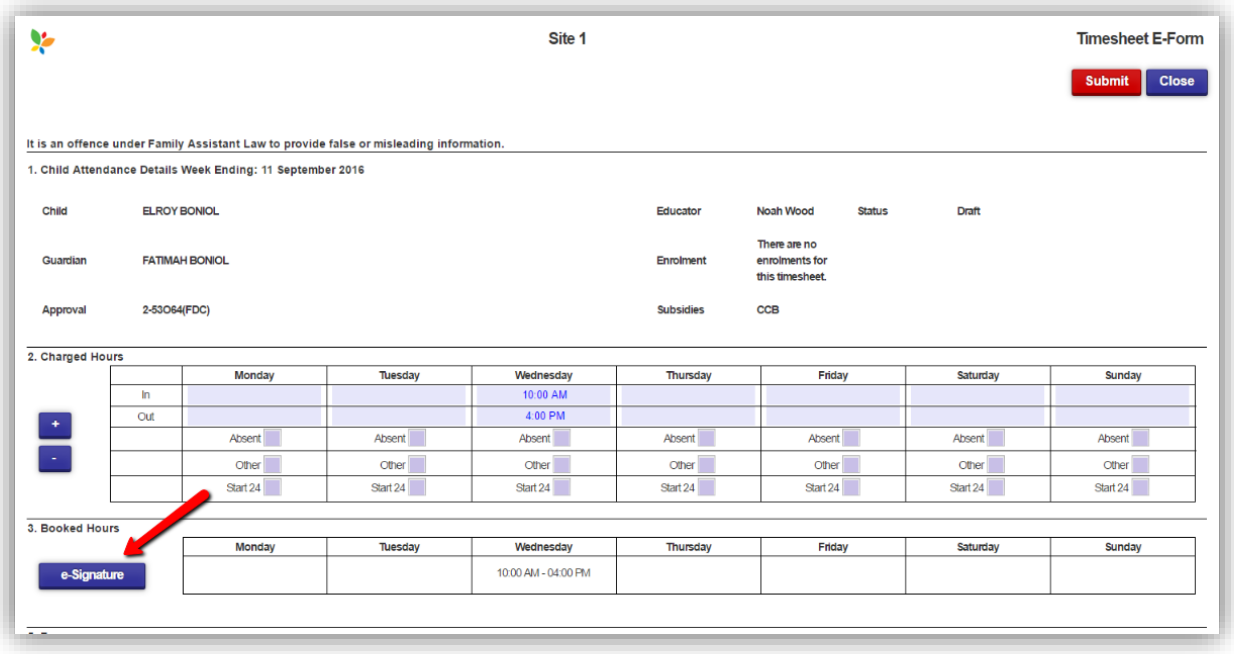
Click the "***Close***" button located on the right-hand side of the window title.

e-Signatures

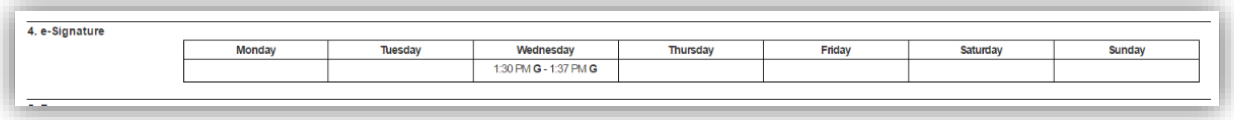
Viewing e-Signatures on Timesheets

The e-Signatures collected will show on the child's timesheet for the week.

To view the data, open the timesheet and navigate to **'Booked Hours'**. Click the **'e-Signature'** button:



The data will be displayed below:



The data will display the time stamp of when the signature was recorded. It will also indicate who entered the signature.

G – The signature was recorded by the Parent/Guardian.

E – The signature was recorded by the Educator.

AP – The signature was recorded by a family contact authorised for pickup.

S – The signature was recorded by a service staff member.

NOTE: In the event that the child has more than one timesheet for the week (eg if there are multiple timesheets with different subsidy schemes), the signatures will display on each timesheet.

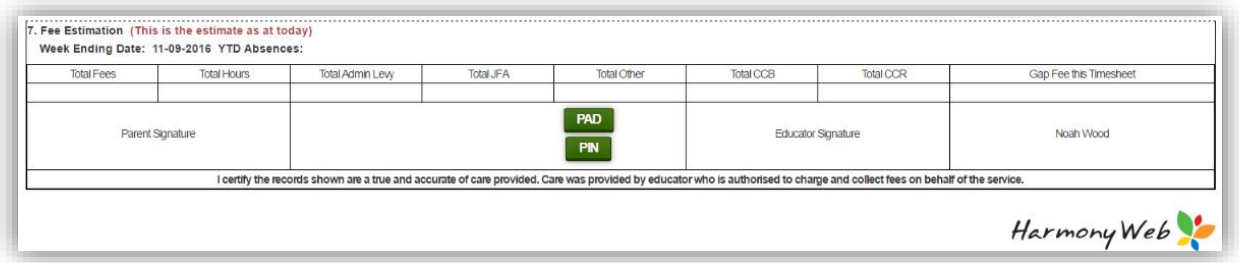
NOTE: In the event that a child is signed in but no timesheet exists for the week, once a timesheet is created the signatures will automatically display.

Signing the Timesheet

The Parent/Guardian may also sign the timesheet overall for the week. Confirm with your service if they require this signature prior to processing your timesheets.

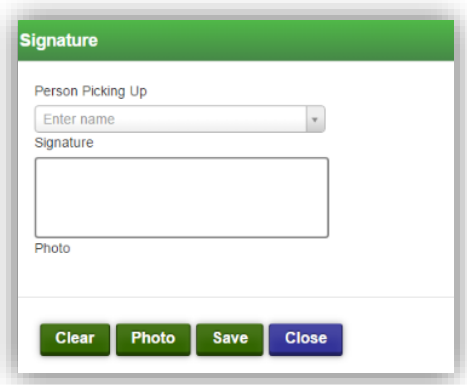
To have the Parent/Guardian sign, open the timesheet and scroll to the very bottom.

Select the **'Pin'** or **'Pad'** option:



PAD

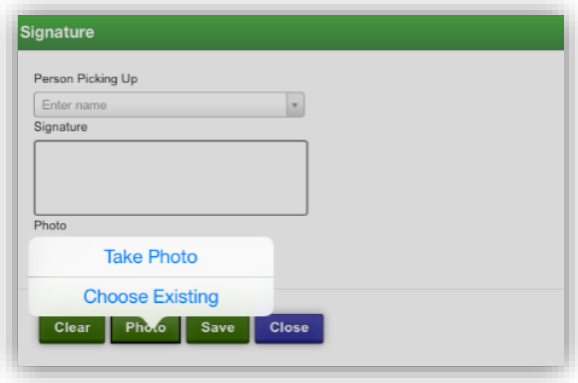
This option will allow the parent to sign using a touch screen device:



Select the Parent/Guardian's name from the drop down list. They may then sign in the signature box:

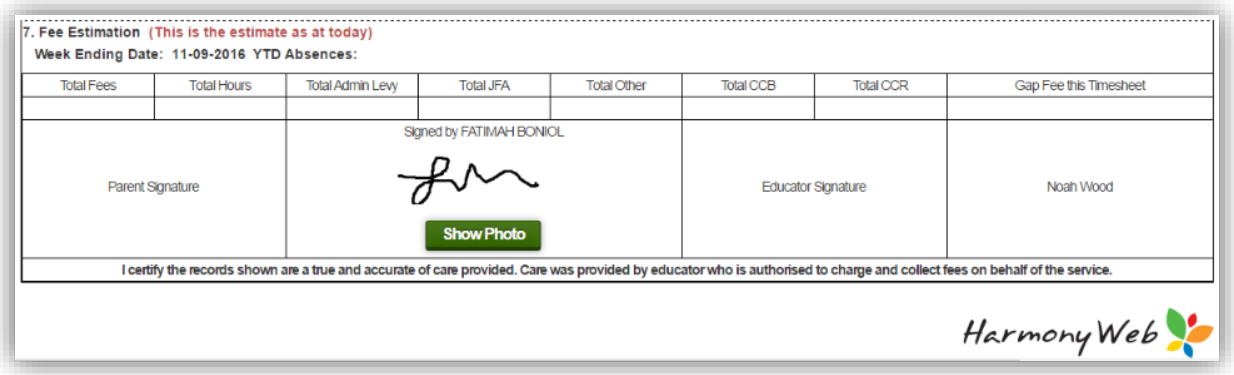
If applicable, you may wish to include a photo.

Click the **'Photo'** button:



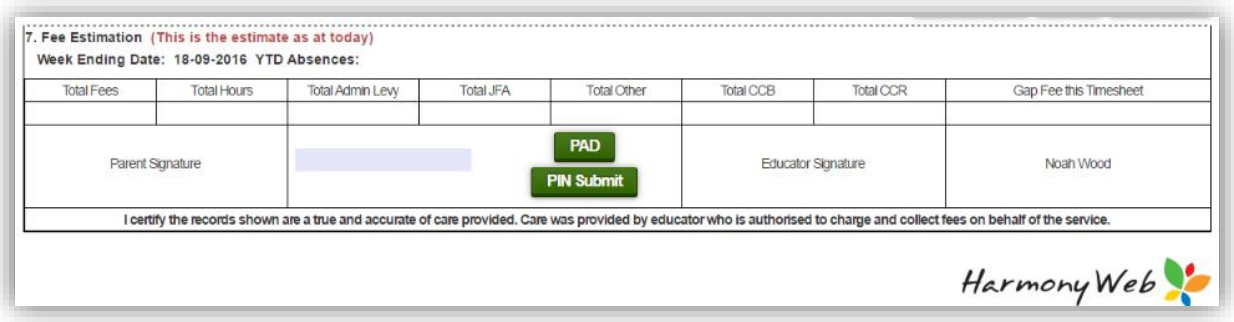
Once uploaded, the photo will display:

Save the record. The signature will then display on the timesheet:

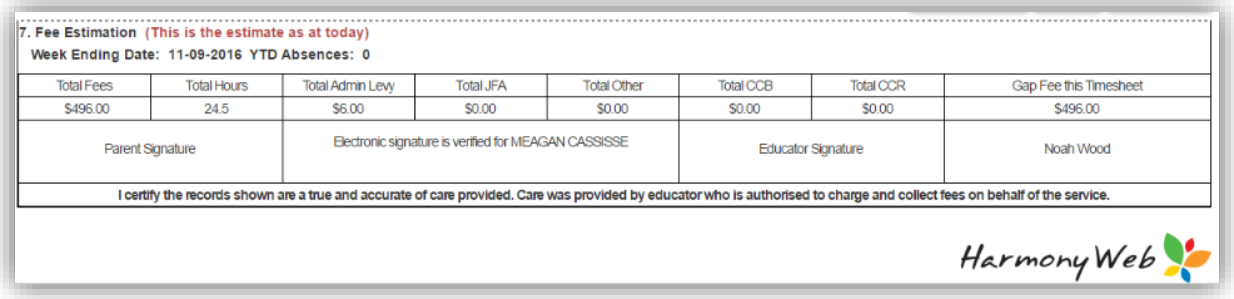


PIN

This option will allow the parent/Guardian to verify the timesheet details using their PIN.



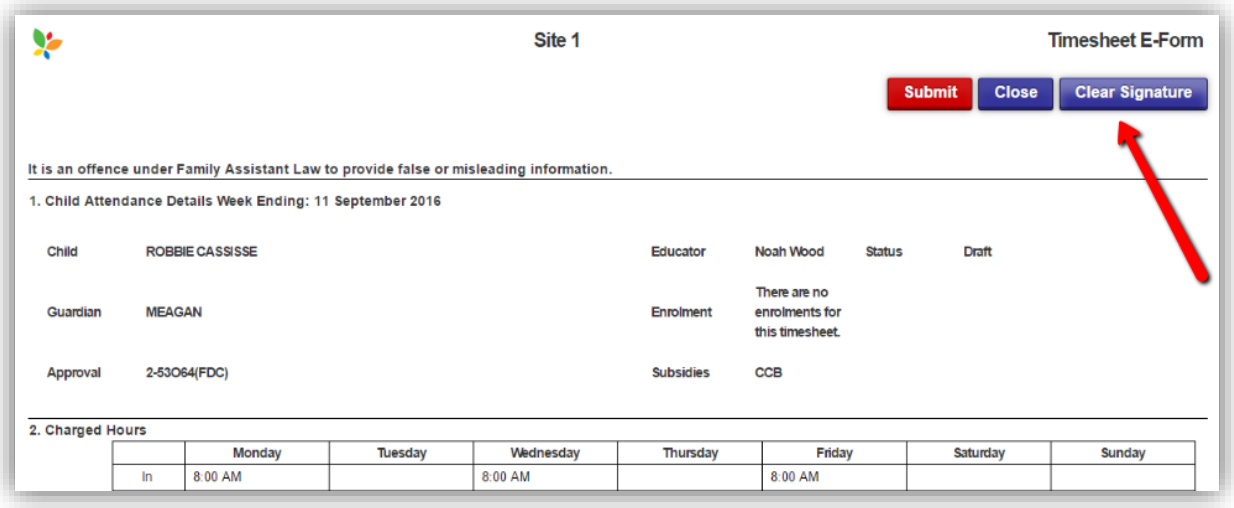
Once the Parent/Guardian has entered their PIN and selected ***'PIN Submit'*** the timesheet will display as below:



Once the timesheet has been verified by the Parent/Guardian via the PIN or PAD options, it will be locked for editing.

If you need to edit the timesheet after the Parent/Guardian has signed, you will need to clear the signature. Once you have modified the timesheet, they will need to sign the timesheet again.

The **'Clear Signature'** button is located at the top of the timesheet:



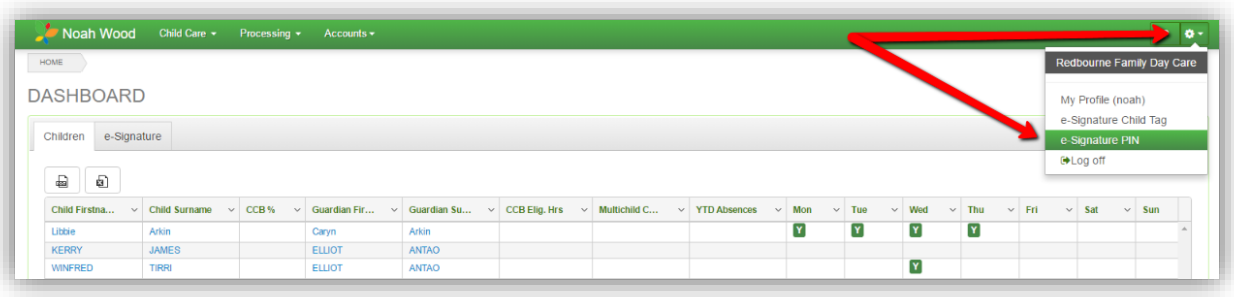
In the event that you clear the signature, but do not make changes/save the timesheet, the signature will not be removed.

e-Signatures

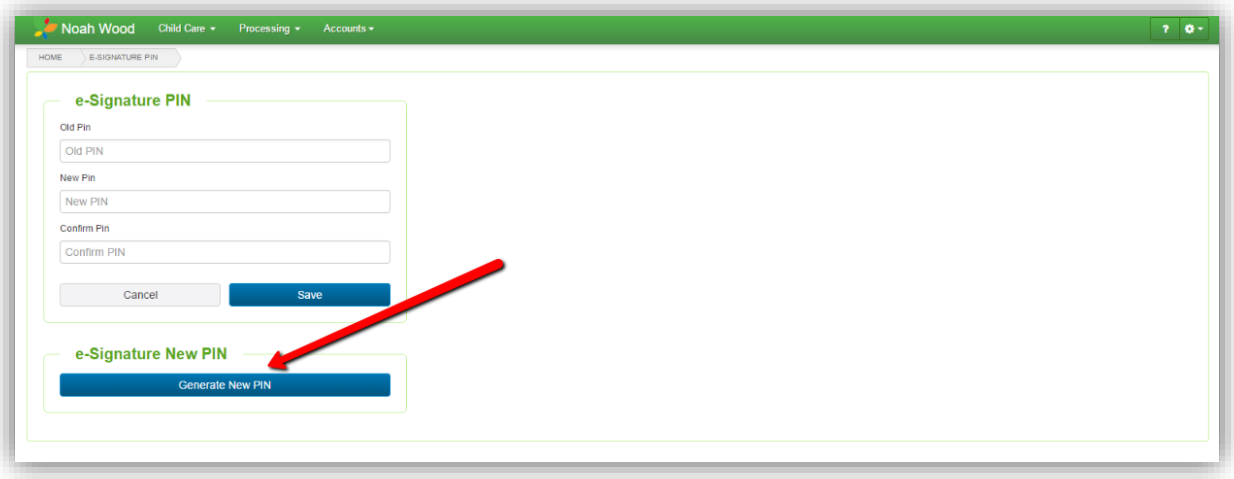
Generating A PIN

Your PIN may be generated by your service, or directly through your Harmony for Educators login.

Click the **'Settings'** cog and select **'e-Signature PIN'**.



Click **'Generate New Pin'**:



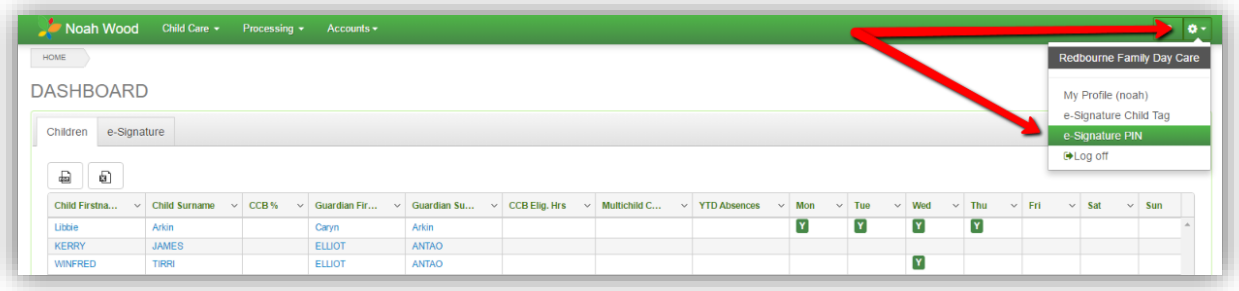
An email will be sent to you containing a new PIN.

NOTE: If you forget your PIN, a new PIN may be generated following this process.

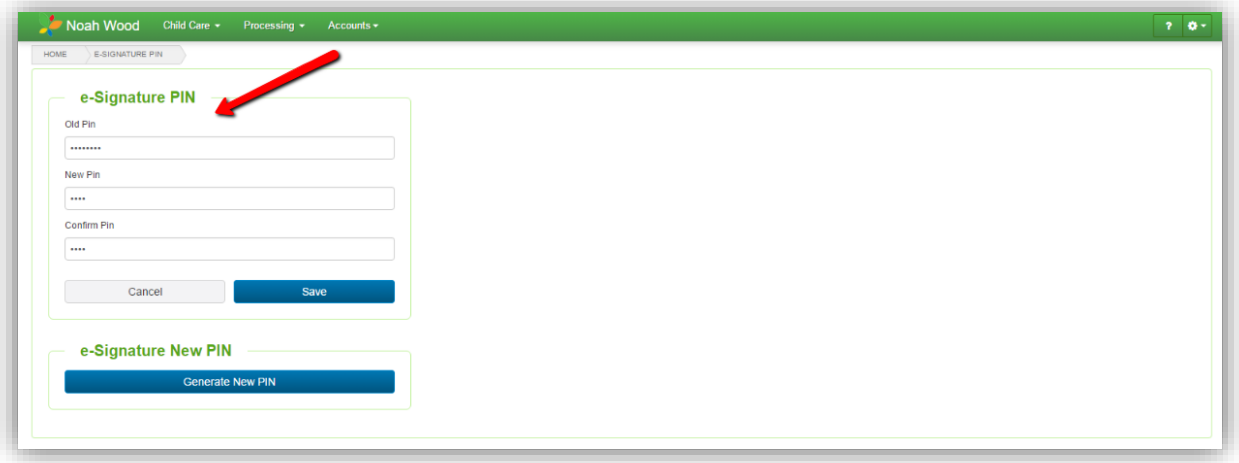
All Parent/Guardian and Family Contact PINs will be generated by your service.

Changing a PIN

Click the **'Settings'** cog and select **'e-Signature PIN'**.



Enter the existing PIN. Enter the new PIN and confirm it:

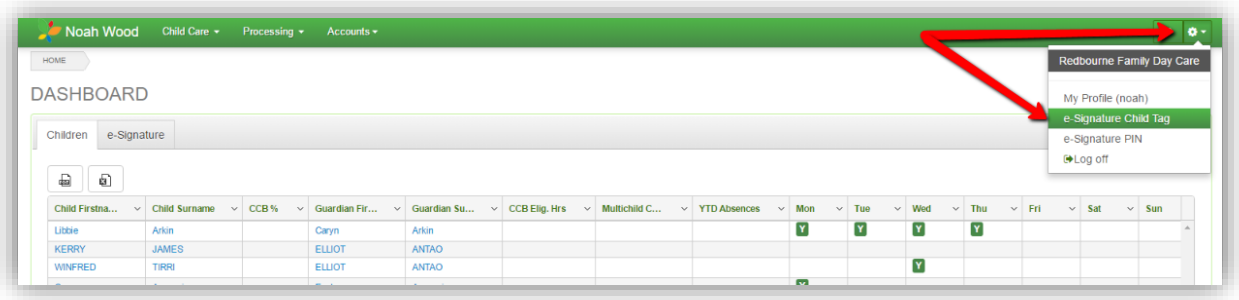


Click **'Save'**.

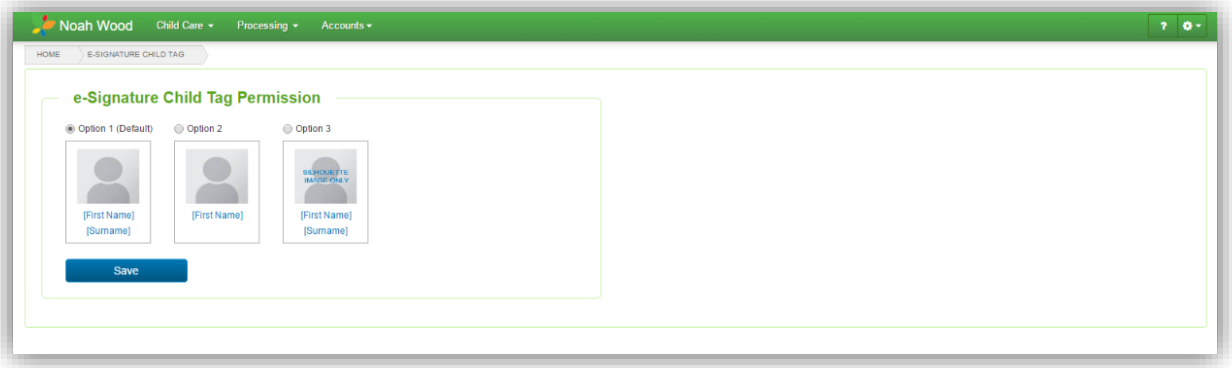
e-Signature Settings

You may adjust the default view of the e-Signatures sign in/out page via **'e-Signature Child Tag'**.

Click the **'Settings'** cog and select **'e-Signature Child Tag'**:



The following page will appear:



Option 1: The sign in/out page will allow parents to see the Children's first names, surnames and photo (if uploaded). This is the default view.

Option 2: The sign in/out page will allow parents to see the Children's first names only and photo (if uploaded).

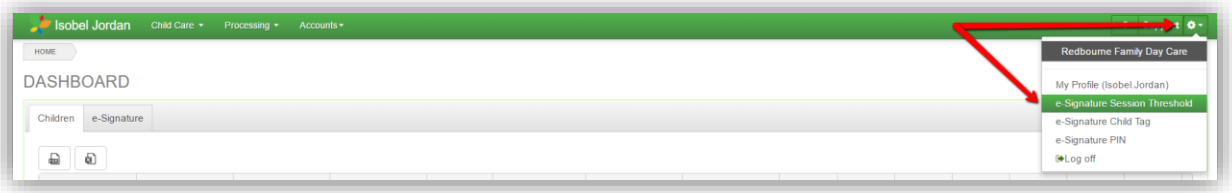
Option 3: The sign in/out page will allow parents to see the Children's first names and surnames. No photos will be displayed.

Select an option and click **'Save'**.

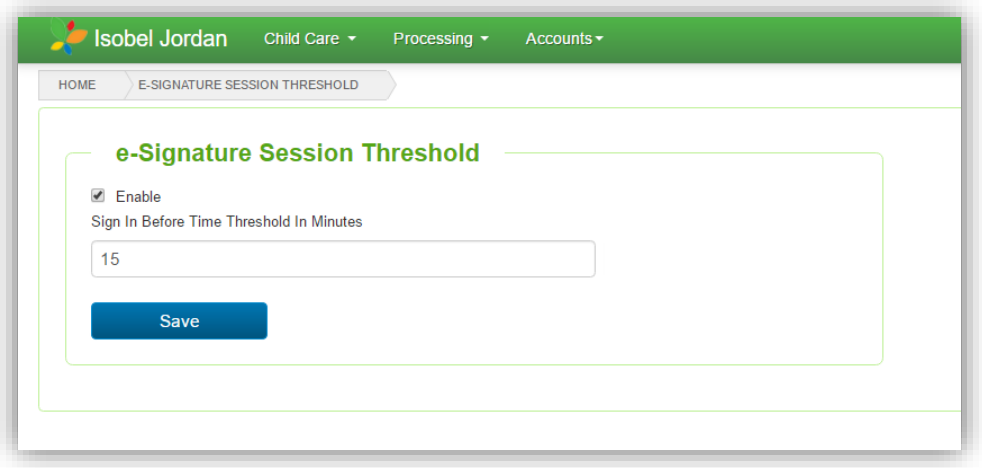
e-Signature Session Threshold

This function is optional and will allow you to prevent a parent from signing in for a specified period prior to the starting time of their booked session.

Click the **'Settings'** cog and select **'e-Signature Session Threshold**:



You may enable it by ticking 'Enable' and entering the number of minutes prior to their session start time that you do not wish them to sign in:



In the above example, if a booked session start time is 7am, the child could not be signed in until at least 6:45am.

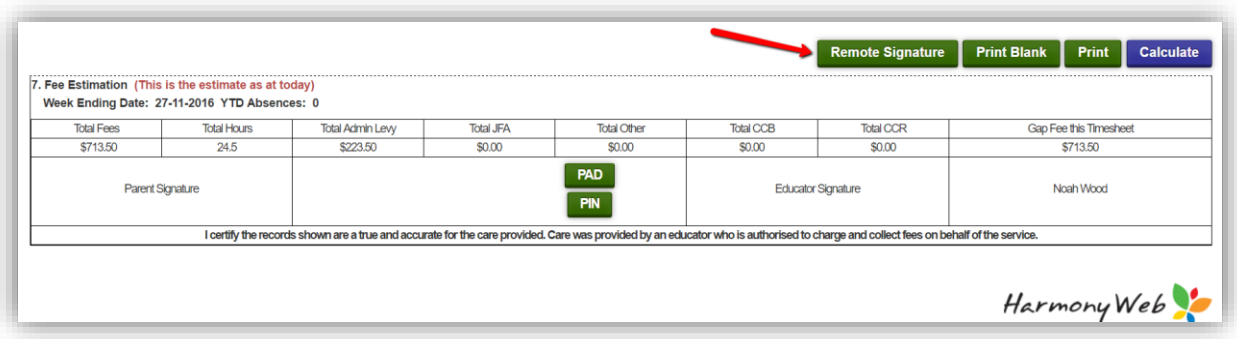
Remote Signatures

Timesheets may be sent to Parents/Guardians to verify externally. This will allow the Parent/Guardian to view the booked and charged hours, e-Signature data and miscellaneous fees on the timesheet. They will then be able to approve or reject the timesheet.

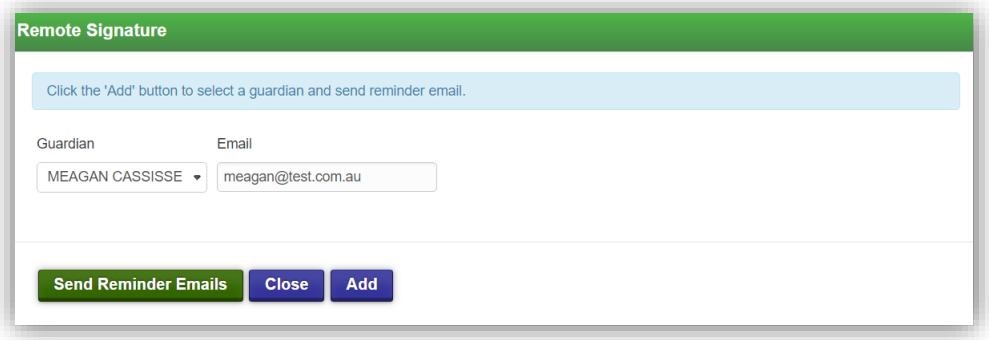
NOTE: This functionality will not allow the Parent/Guardian to sign in and out via e-Signatures.

Requesting a Remote Signature

Navigate to the bottom of the timesheet. Select ***'Remote Signature'***:

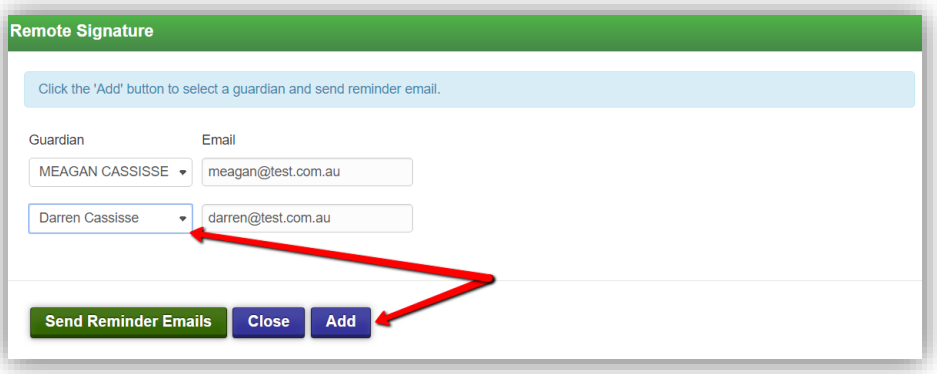


The Remote Signature window will open. Select the Parent/Guardian from the drop down menu:

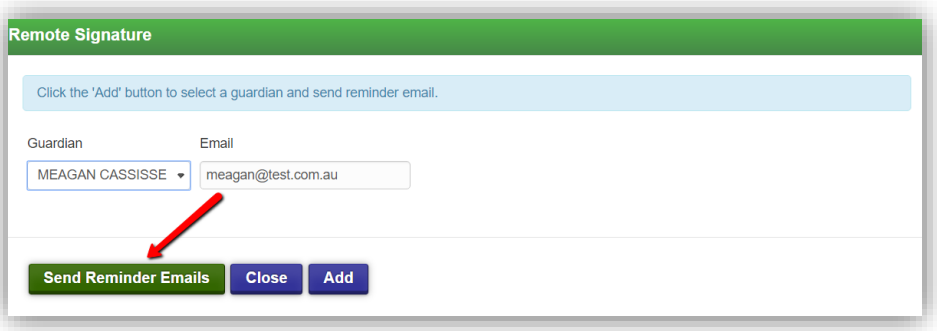


NOTE: Only contacts with e-Signature permissions will appear in this list. A PIN is required in order to verify the timesheet.

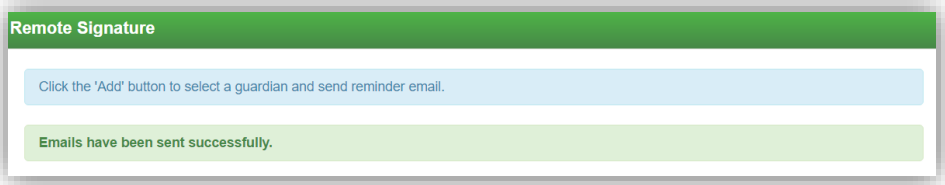
If applicable, click the ***'Add'*** button to select an additional contact to send the email to (ie partner, family contact).



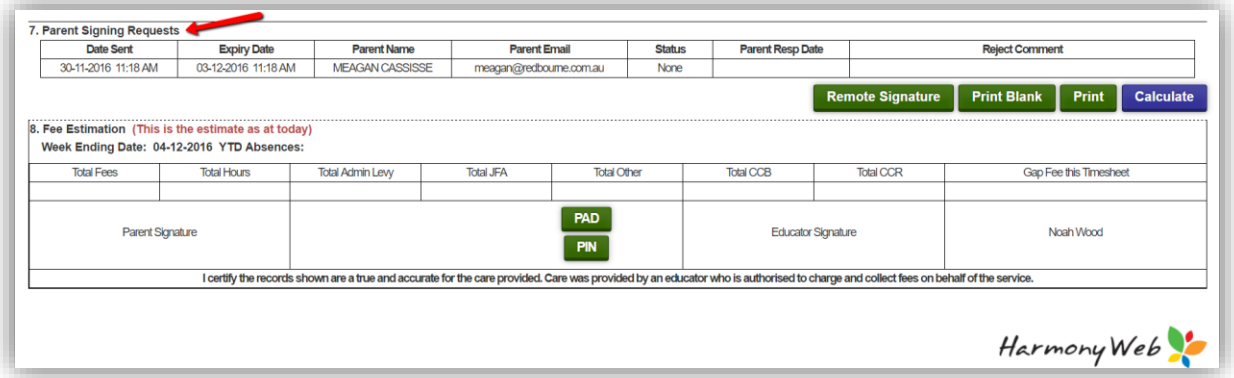
Once the Parent/Guardian has been selected, click the ***'Send Reminder Emails'*** button:



A message will display once the email has been sent:

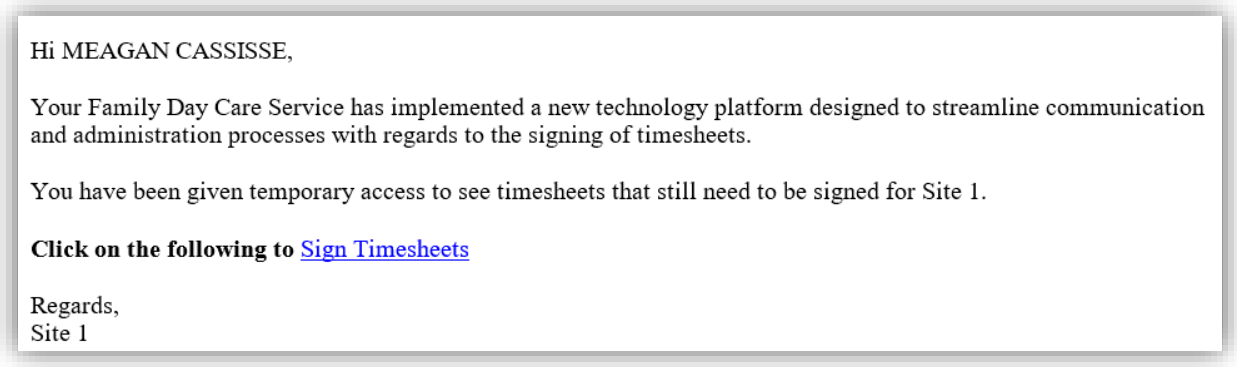


Once the reminder email has been sent, it may be tracked on the timesheet:



Parent/Guardian Responding to a Remote Signature Request

Once the request has been emailed to the parent, they will receive an email prompt:



Hi MEAGAN CASSISSE,

Your Family Day Care Service has implemented a new technology platform designed to streamline communication and administration processes with regards to the signing of timesheets.

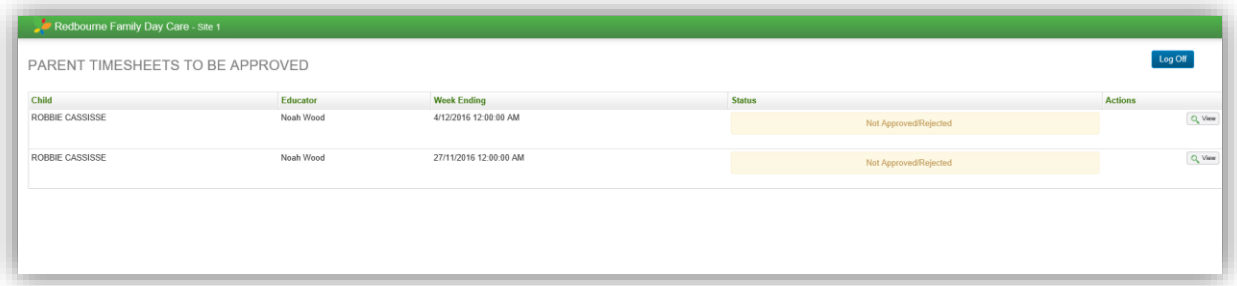
You have been given temporary access to see timesheets that still need to be signed for Site 1.

Click on the following to Sign Timesheets

Regards,
Site 1

Once the Parent/Guardian clicks on the ***'Sign Timesheets'*** link, they will need to enter their e-Signatures PIN:

Any timesheets awaiting approval will appear on screen:

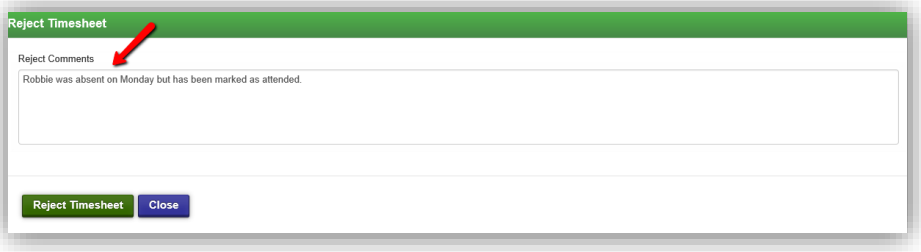


The Parent/Guardian will need to click the ***'View'*** button. The timesheet will open for the Parent/Guardian's perusal.

They may approve or reject the timesheet at the bottom of the page:

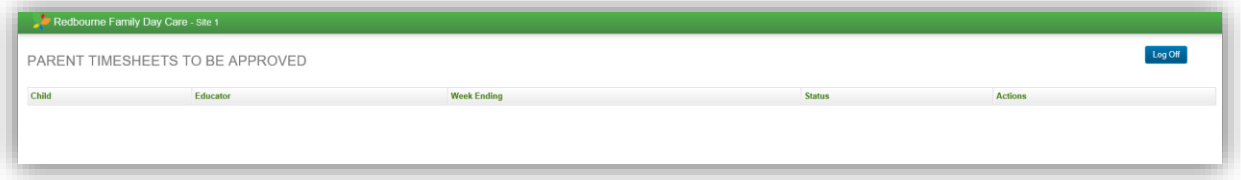
Clicking ***'Approve'*** will send the timesheet back with an electronic verification on the bottom of the timesheet.

Clicking ***'Reject'*** will prompt the Parent/Guardian for a comment:



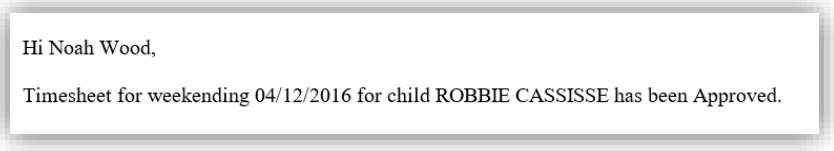
Once ***'Reject Timesheet'*** has been clicked, the timesheet will display the rejection comment.

After the Parent/Guardian has approved or rejected the timesheet, it will no longer appear in the list of timesheets awaiting approval:



Response Notifications

Once the Parent/Guardian has approved or rejected the timesheet, you will receive a notification email:



Viewing the Response

Once the Parent/Guardian has approved or rejected the timesheet, the outcome will be instantly available via Harmony for Educators.

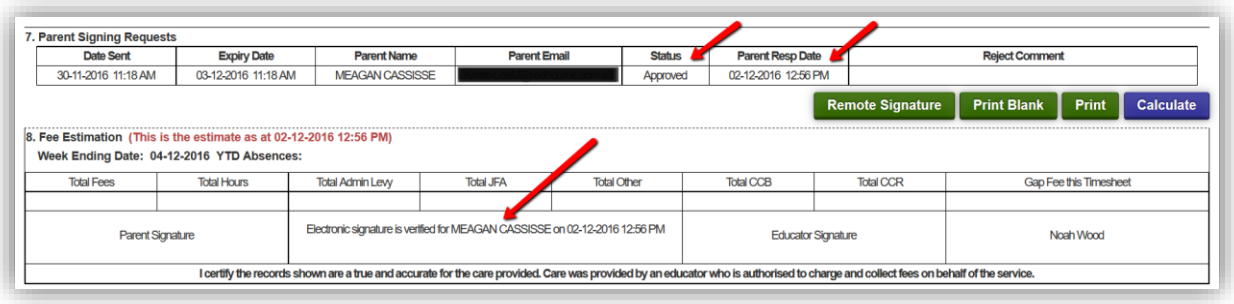
When filtering the search results, the name placards will display the status.

A green tick indicates approved:

A red cross indicated rejected:

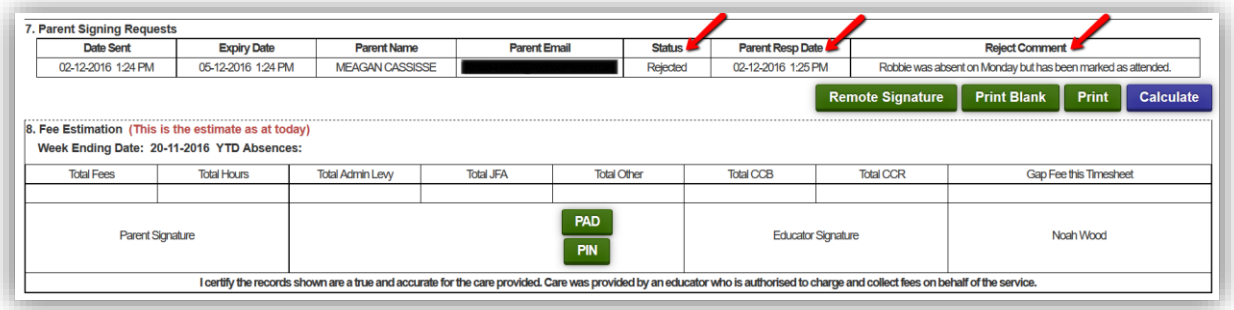
Approved Timesheets:

The approval will display in the Signature Request field and Parent Signature field:



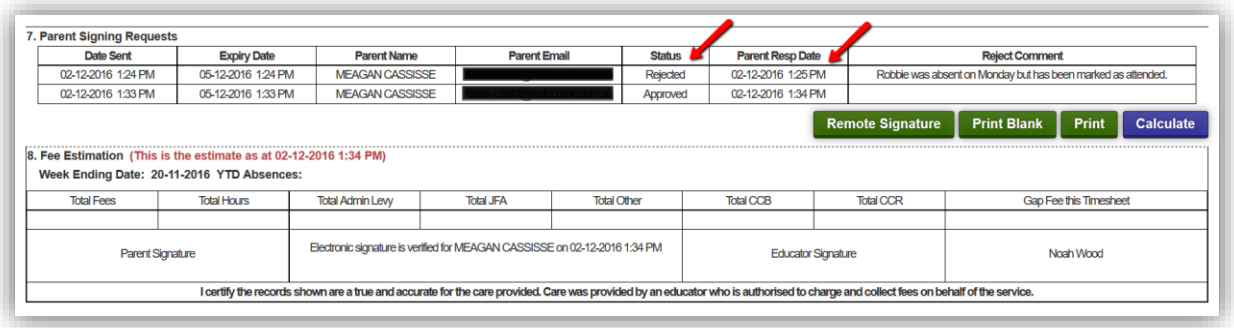
Rejected Timesheets:

The reject comment will display in the Signature Request field:



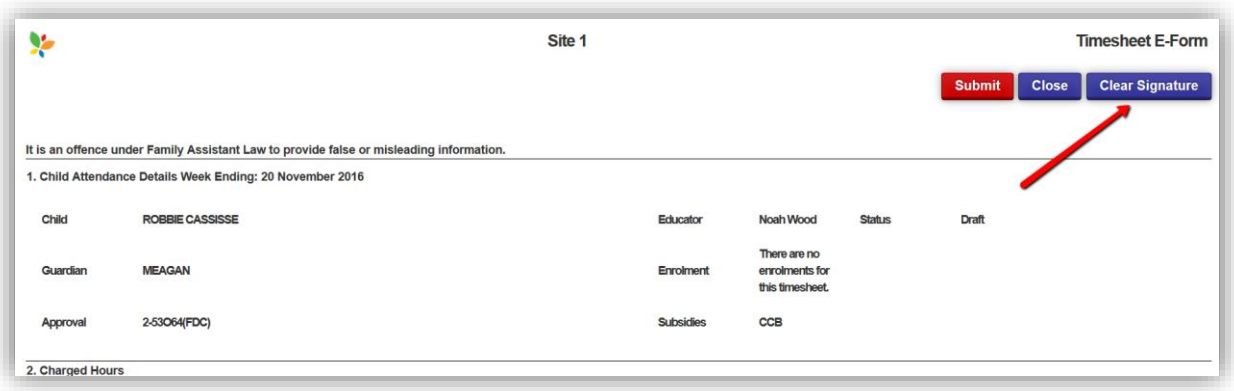
Rejected timesheets may have a new request sent for approval.

NOTE: The signature requests will remain as an audit trail, so if a timesheet is rejected and then later approved, both requests will display.



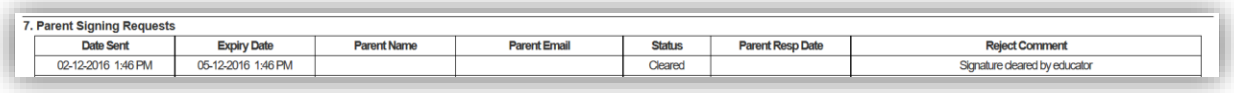
Making Changes after Approval

Once the timesheet has been verified by the Parent/Guardian, it will be locked for editing. In the event that a change must be made, the signature will need to be cleared first:



Once the signature has been cleared, the timesheet may be altered. It will then need to be resent to the Parent/Guardian for approval.

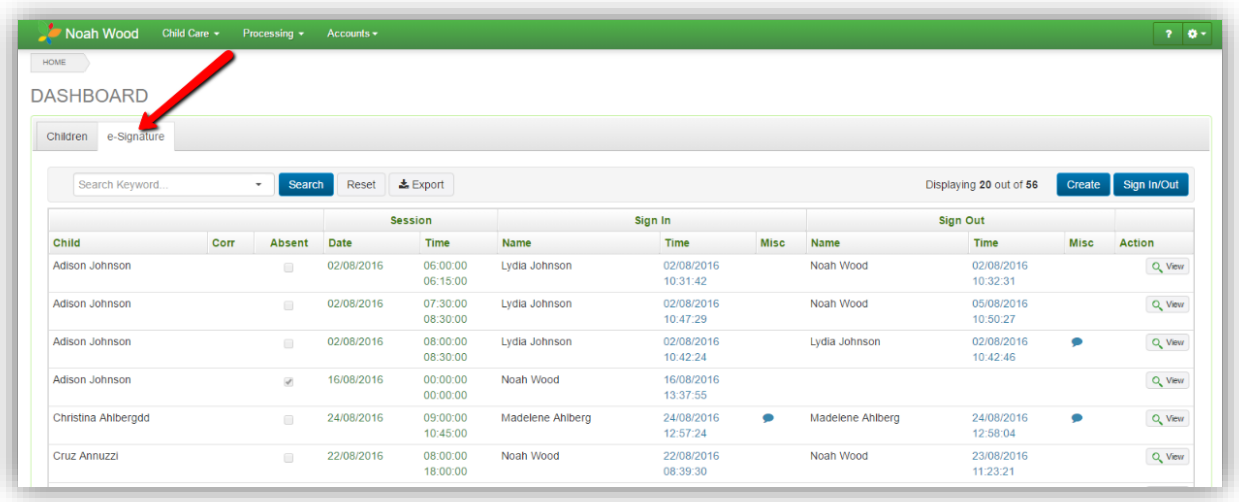
An audit of the cleared signatures will also display in the Signature Request fields:



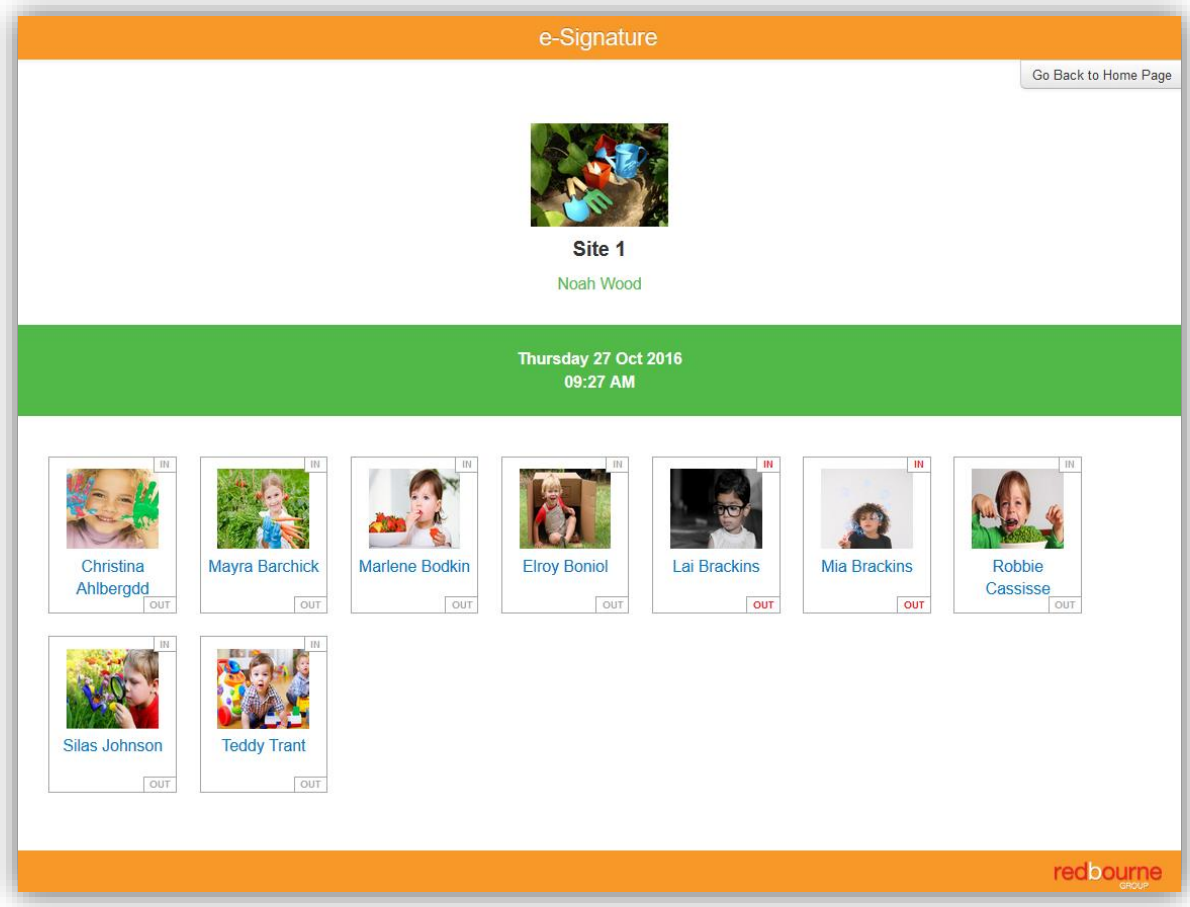
e-Signatures

Signing In/Out via e-Signatures

From the Dashboard (Home Screen), open the **'e-Signature'** tab:



Click the **'Sign In/Out'** button. The following page will open:



All children currently assigned to you will display on the page.

Signing In/Out via e-Signatures

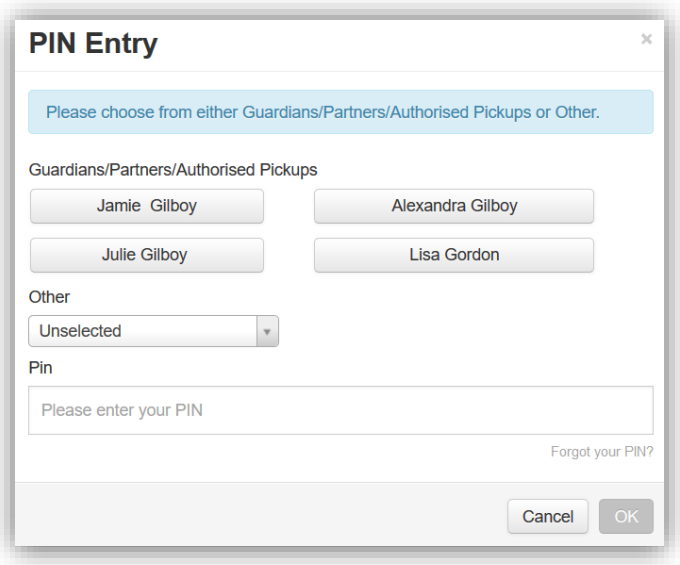
Who Can Sign In and Out?

- Educators
- Guardians
- Family contacts (authorised for pickup)
- Service staff members

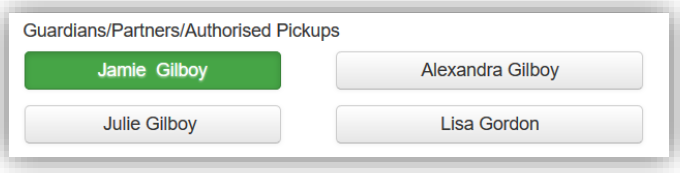
When a PIN is used to sign the child in or out, a time stamp is recorded along with the details of the person who the PIN belongs to.

Signing In

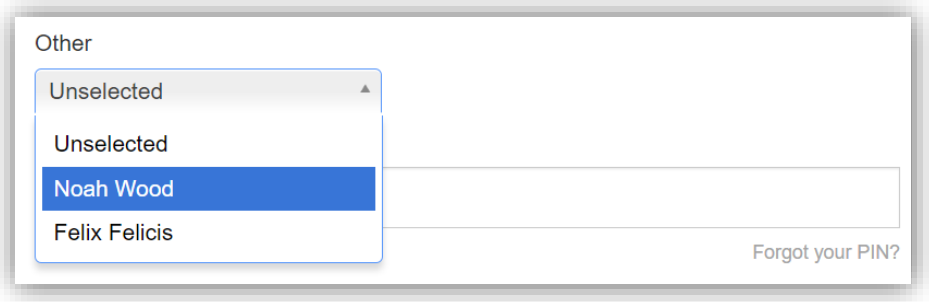
Select the child's icon. The following window will appear:



Select the person entering the PIN. Any Parent/Guardians, partners and authorised pickups will display as buttons. Click on a name and it will highlight green:

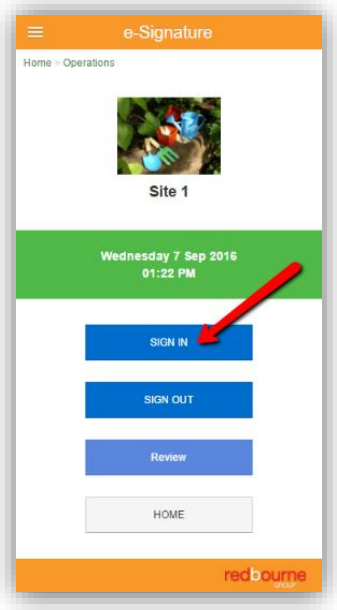


Educators and service staff will need to select their name from the ***'Other'*** dropdown menu:

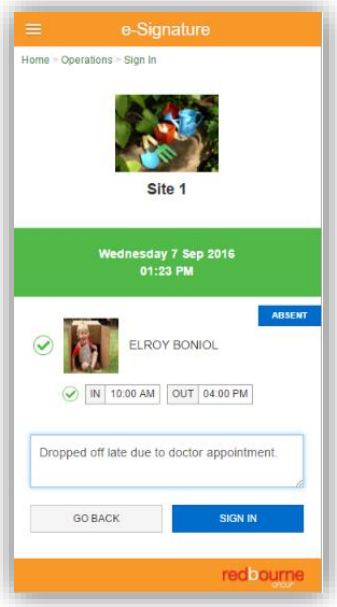


Enter your PIN and select **'OK'**.

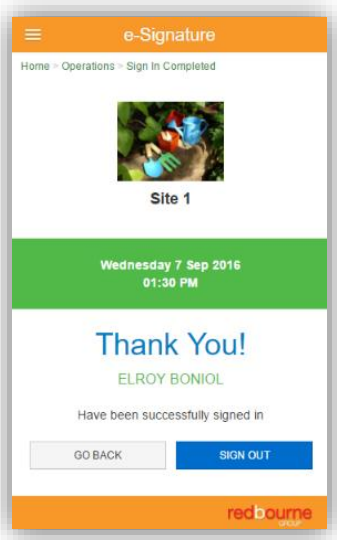
Select **'Sign In'**:



If applicable, add a comment. Click ***'Sign In'***. The child will be signed in:



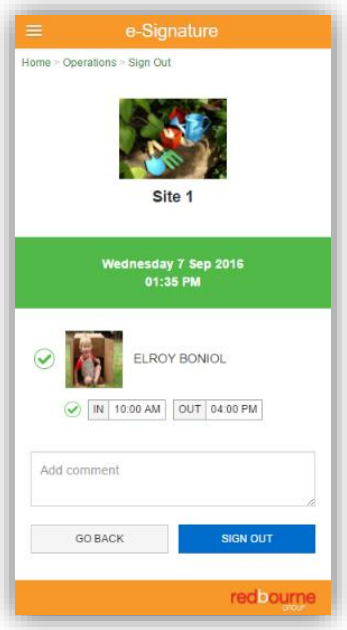
Alternatively, if the child is absent, click the **'Absent'** button and then **'Sign In'**.



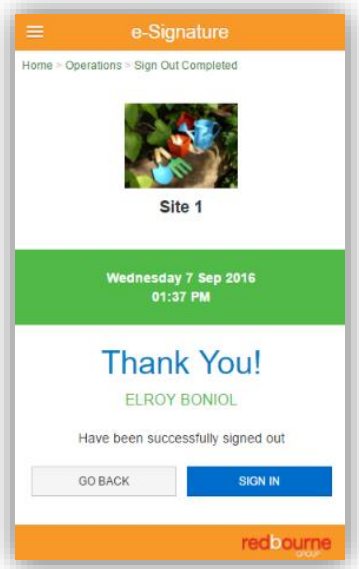
Select **'Go Back'** to return to the previous screen. If you are finished, remember to select **'Home'**.

Signing Out

To sign out, once again select the child and enter your PIN. This time, select **'Sign Out'**.



If applicable, add a comment. Select **'Sign Out'**.



Select **'Go Back'** to return to the previous screen. If you are finished, remember to select **'Home'**.

NOTE: If there are multiple children in the family, all children will display and may be signed in.

NOTE: Repeat the Sign In/Out process if child is in and out of care (eg for Before and After School Care etc).

Each child will display ***'In'*** and ***'Out'*** on their record. The colour coding is as follows:

Grey – The child is not booked for the day, or the booked session start/end time has not passed.

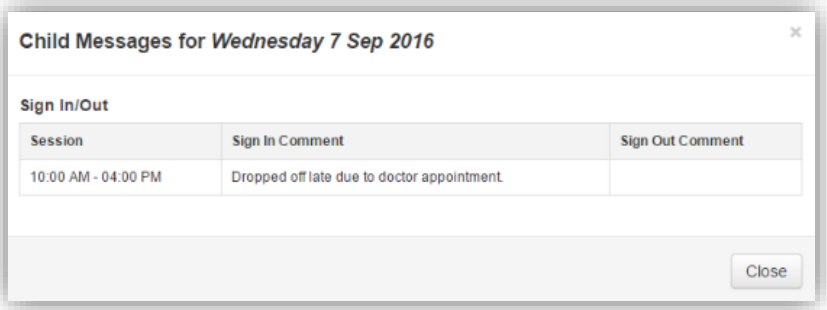
Red – The start/end time of the booked session has passed and the child has not been signed in/out.

Green – The child has been signed in/out.

If a comment has been entered, a blue message icon will display on the child's name:

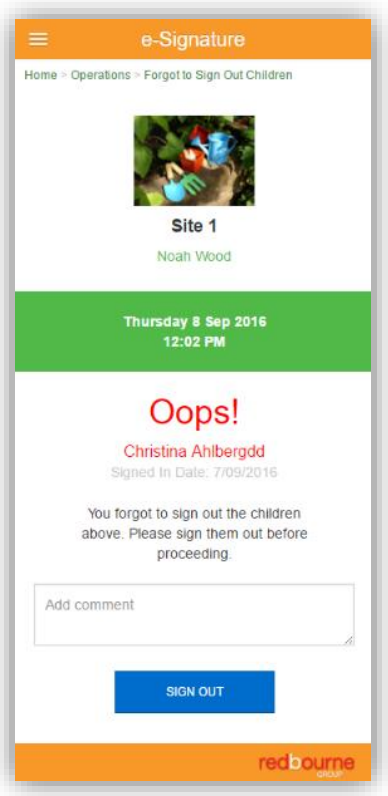
Click the icon to view the comment:

The comment will display as below:

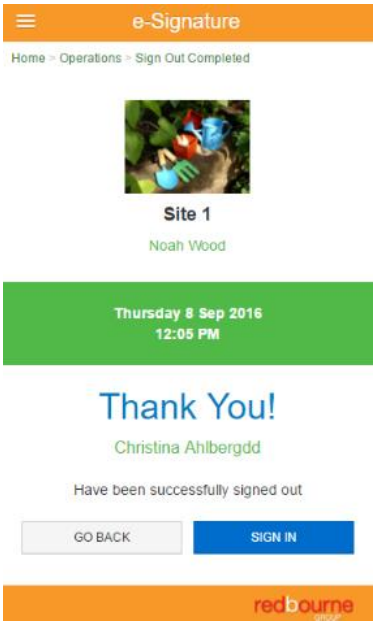


Forgetting to Sign Out

In the event that the child is signed in, but not signed out, the next time the parent attempts to sign in they will be asked to sign out the child.

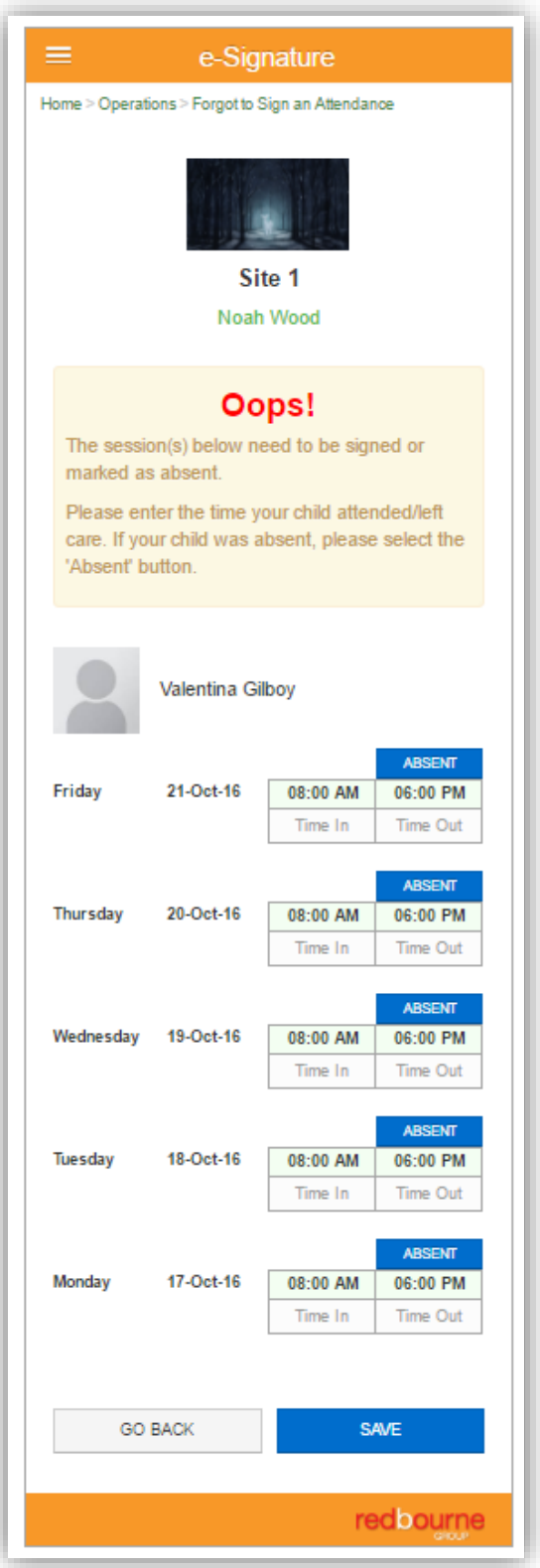


Add a comment (if applicable), enter the time signed out and click ***'Sign Out'***. The child will be signed out. The time stamp recorded will be today's date as well as the sign out time entered (so it may be best to add a comment with an explanation for future reference).

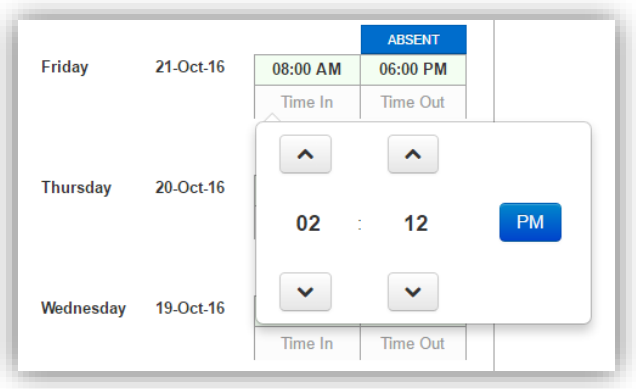


Forgetting to Sign In and Out for a Booked Session/s

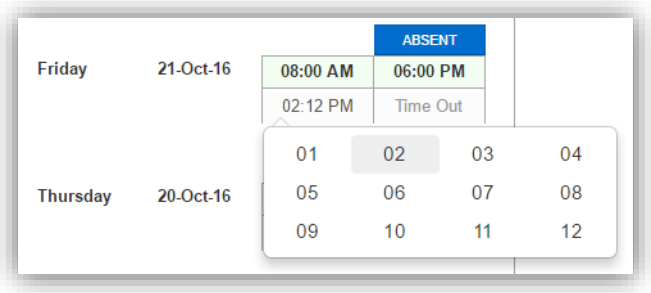
In the event that the child has not been signed in/out for booked sessions, the next time the parent attempts to sign in they will be asked to record the sign in/out times for the child:



The parent/guardian will need to add in the times in and out:



Use the arrows to select the time. Alternatively, click the number to use the quick entry:



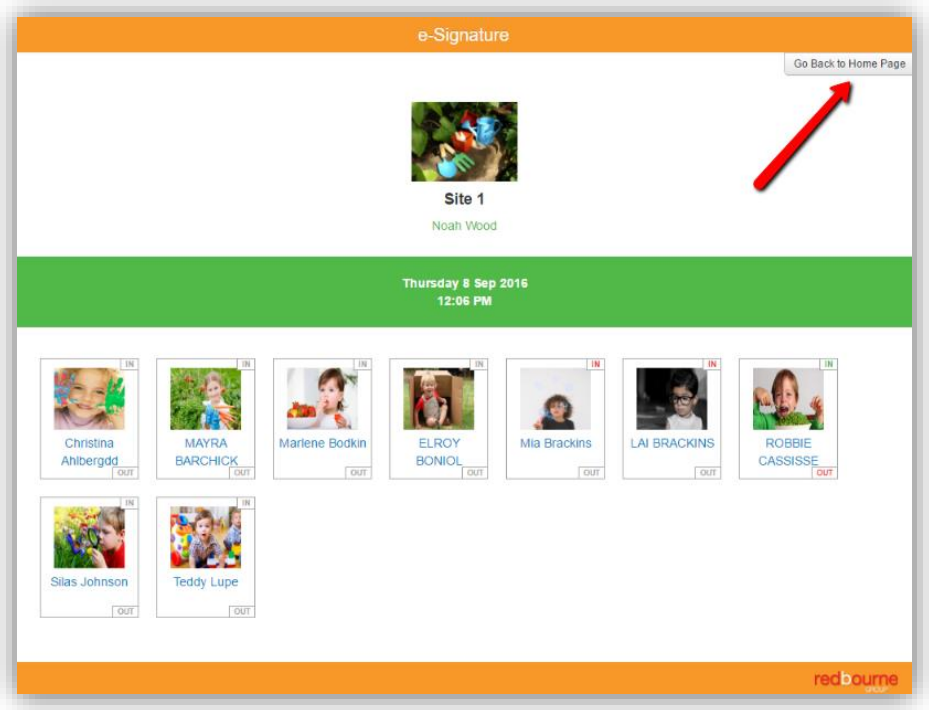
To toggle between AM/PM, click the button that says either ***'AM'*** or ***'PM'***.

Alternatively, if the child was absent, click the ***'Absent'*** button.

Ensure all sessions have been marked and click ***'Save'***.

Returning to the Home Page

To leave the Sign In/Out Page, select **'Go Back to Home Page'**:



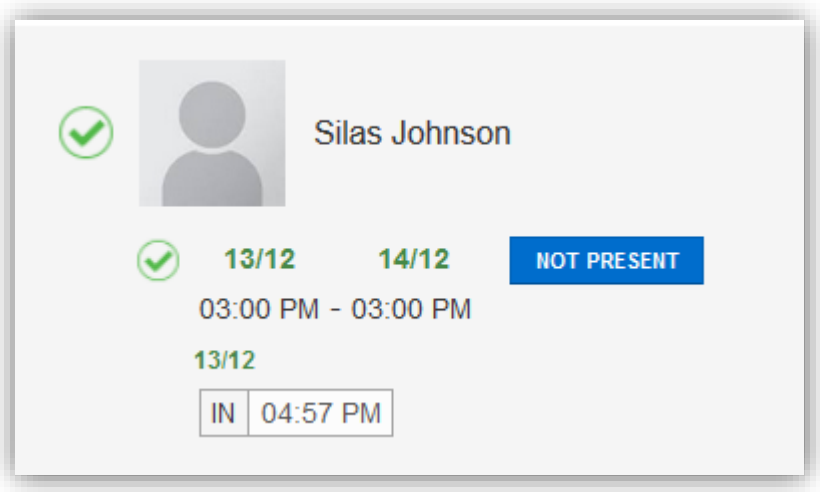
You will be required to enter your password in order to return to the home page.

e-Signatures

Signing In and Out for Overnight Care

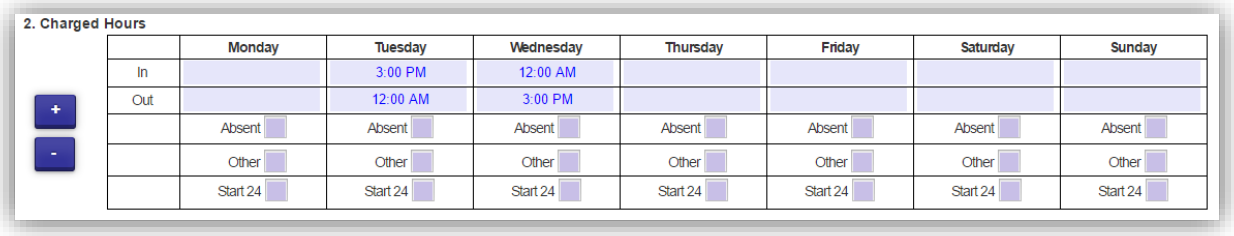
While overnight care may be booked across several consecutive sessions (ie ending at midnight on the first day and beginning immediately after on the following day), the e-Signature window will group the sessions together as one. This will allow the Parent/Guardian to sign in for the first session and sign out for the last.

When signing in, the sessions will display as below:



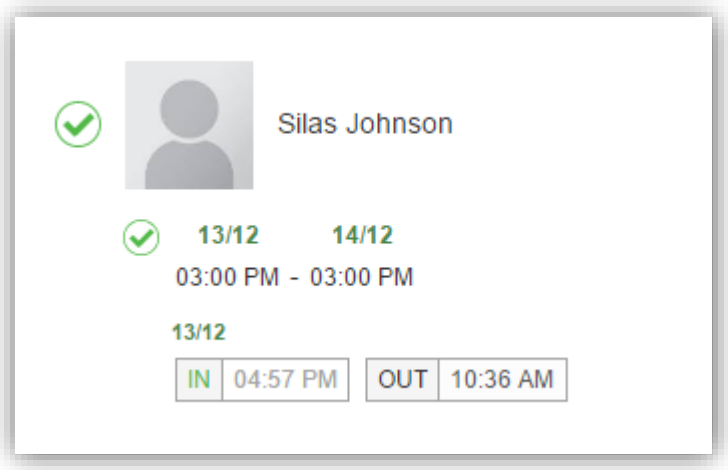
- *The above image depicts a session beginning at 3:00pm on 13/12 and ending at 3:00pm on 14/12.*

The sessions appear on the timesheet as below:



The Parent/Guardian will need to sign the child in.

When signing out, the sessions will display as below:

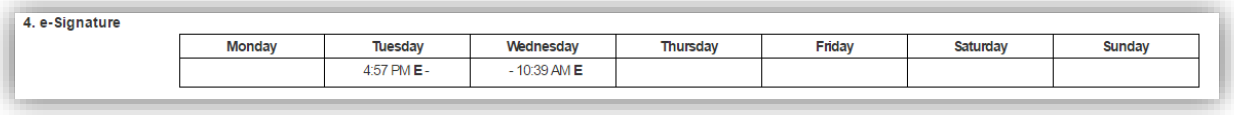


- *The above image depicts a session signed in on 13/12, with a sign out date of 14/12.*

The Parent/Guardian will need to sign the child out.

Overnight Signatures on Timesheets

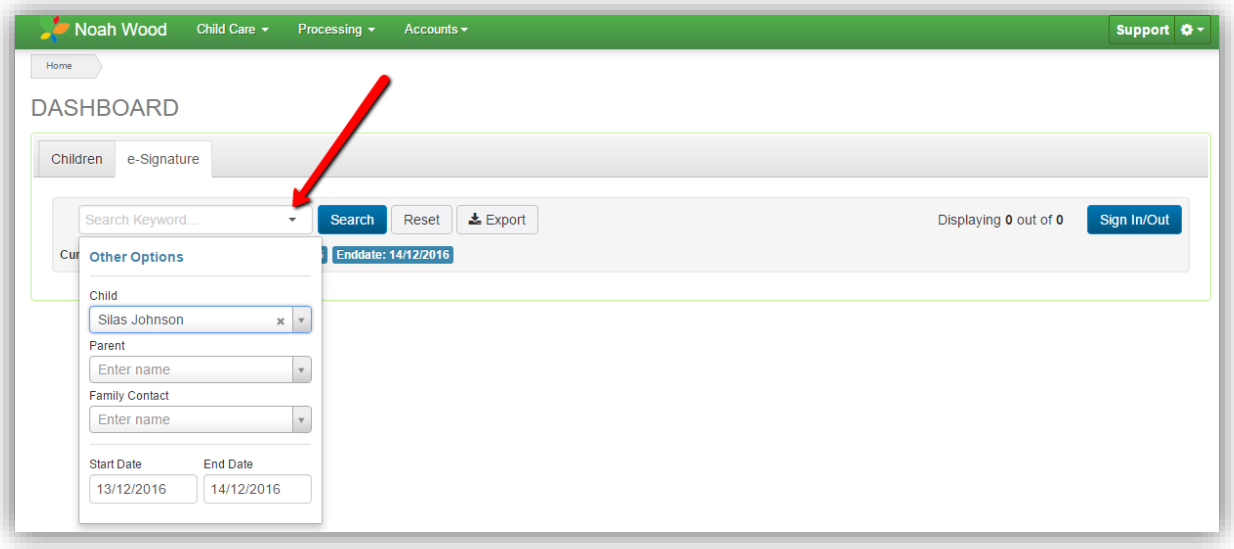
Overnight signatures will appear as below:



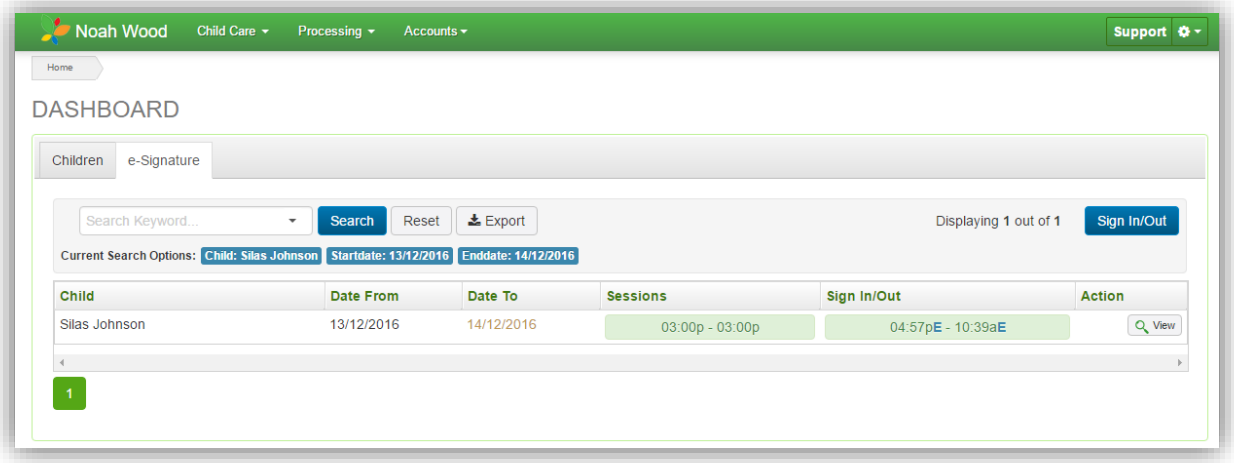
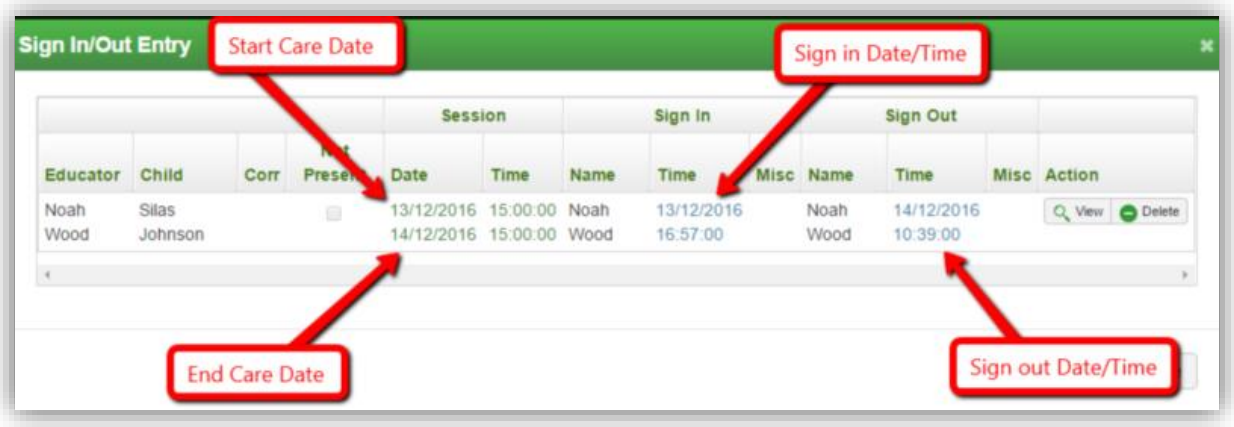
The sign in time will appear on the first day and will remain signed in until the day the child was signed out.

Overnight Signatures on the e-Signature Dashboard

To view the data via the Dashboard, you will need to enter the date range of the sessions via the advanced search dropdown and click the ***'Search'*** button:



The sessions will display as one entry:



Click the 'View' button for further details: