

# INVOICING – ATTENDANCE INVOICES

Attendance invoices are created based on the bookings/daily sessions maintained by your service for children in care.

Invoices may be generated based on your service's preference. Some services prefer to invoice in advance based on estimated attendance fees and subsidy payments, while other services prefer to invoice in arrears after the attendance fees are finalised and the true subsidy values have been returned. Your software will handle both scenarios.

Once your invoicing process is run, the parent/guardian balances will be updated accordingly.

This tipsheet will walk you through:

- [Creating a Attendance Invoice](#)
- [Searching and Viewing Invoices](#)
- [Printing and Emailing Invoices](#)
- [Invoice History](#)
- [Tips & Troubleshooting](#)

## Summary

1. Click on Accounts
2. Click on Invoices
3. Click on Create Attendance Invoice
  - a. Enter Weekending Date (Enter the Sunday of the weekend you need to invoice up until)
  - b. Leave parent and child field blank
4. Click Submit

# INVOICING – ATTENDANCE INVOICES

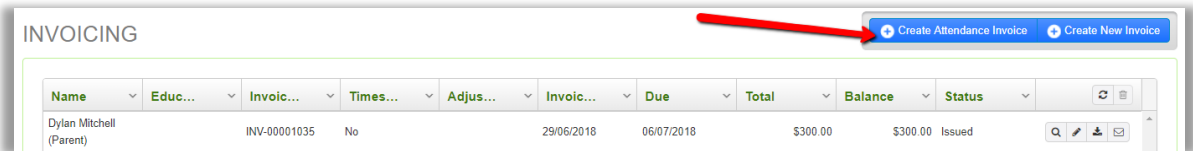
## Detailed

### Creating Attendance Invoices

Invoices are created and stored within the Invoices page located within the Accounts menu:



To begin creating an attendance invoice, you will need to click the +Create Attendance Invoice button.



This will open the Invoice Attendances window:

The screenshot shows the 'Invoice Attendances' window. It contains the following fields and instructions:

- Up to Week Ending Sunday:** A text input field with the value '14/02/2021'. A blue tooltip box next to it says: "Please select the week ending date to invoice up until. This field is mandatory and must be a Sunday. All attendance fees and/or adjustments up until the week ending date will be invoiced."
- Parent:** A dropdown menu. A blue tooltip box next to it says: "To create invoices for a specific Parent/Guardian, please select a Guardian from the menu. This is an optional field. If left blank, the invoicing process will run for all Parent/Guardians."
- Child:** A dropdown menu. A blue tooltip box next to it says: "To create invoices for a specific Child, please select a Child from the menu. This is an optional field. If left blank, the invoicing process will run for all Children."
- Email Invoices Created to Parents/Guardians
- Buttons:** 'Cancel' and 'Submit' buttons at the bottom right.

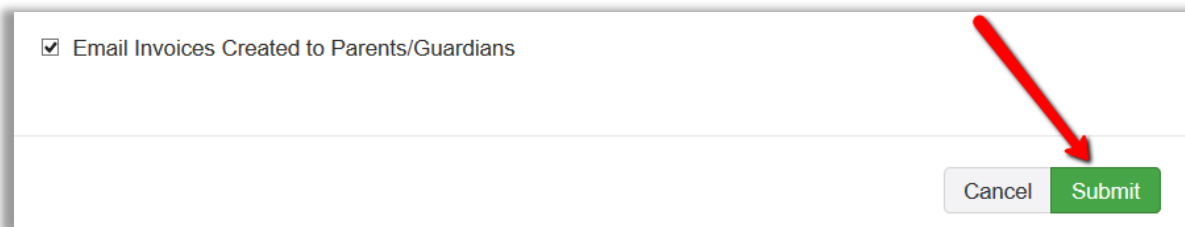
## Detailed cont.

Enter the **week ending** date you wish to invoice up until. All attendance fees and/or adjustments up until the week ending date will be invoiced.

The remaining fields are optional. If you wish to invoice for a specific parent/guardian or child only, you may select a name from the **Parent** or **Child** dropdown menu.

If you wish to email invoices to the parent/guardian once created, leave the **Email Invoices Created to Parents/Guardians** box checked. If you do not wish to email the invoices, or wish to email them at a later stage, uncheck this box.

Once you have made your selection, click the **Submit** button:

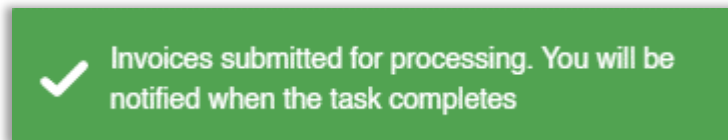


Email Invoices Created to Parents/Guardians

Cancel Submit

A red arrow points to the Submit button.

Any attendances or adjustments relating to the invoice request will then be invoiced.



Once the process has completed, you will receive a notification. You may then refresh the page to view any new invoices created.

### Searching and Viewing Invoices

You may search for invoices using the column headers:

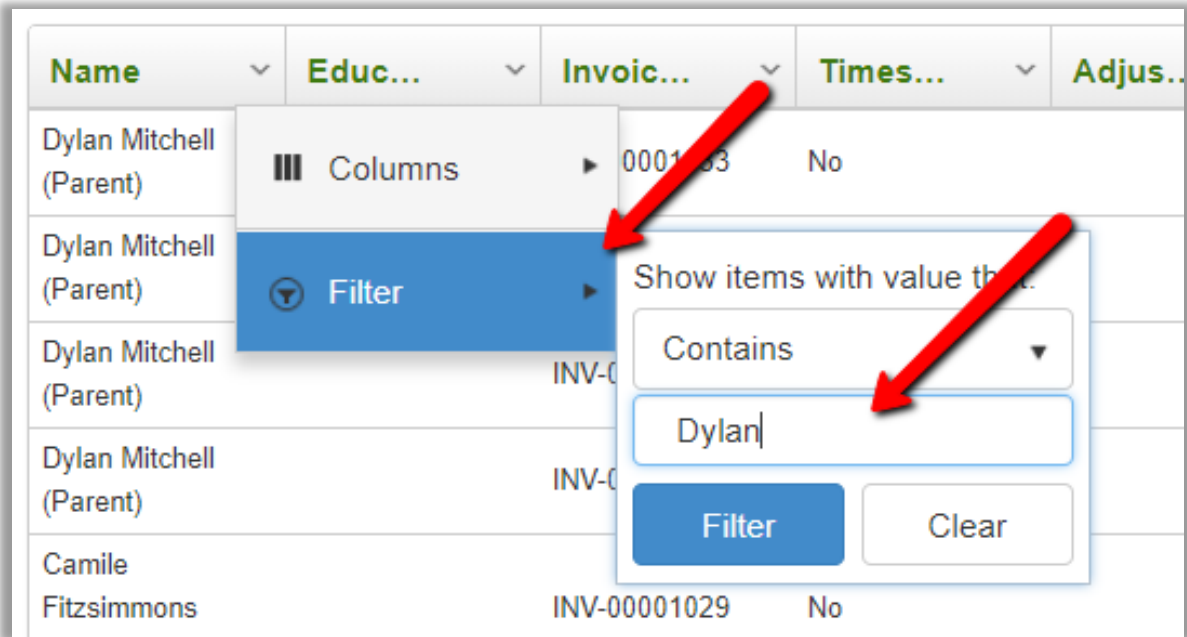


Name	Educ...	Invoic...	Times...
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A red arrow points to the dropdown arrow under the 'Educ...' column.

Clicking the arrow on each column will provide you with search options. You may select the filter option to type a keyword:


# Detailed cont.



Once you click the **Filter** button, only invoices relating to your search will display:

Name	Educ...	Invoic...	Times...	Adjus...	Invoic...	Due	Total	Balance	Status
Dylan Mitchell (Parent)		INV-00001033	No		28/06/2018	05/07/2018	\$150.00	\$150.00	Issued
Dylan Mitchell (Parent)		INV-00001032	No		28/06/2018	05/07/2018	\$200.00	\$200.00	Issued
Dylan Mitchell (Parent)		INV-00001031	No		28/06/2018	05/07/2018	\$150.00		Issued
Dylan Mitchell (Parent)		INV-00001030	No		28/06/2018	05/07/2018	\$0.00		Issued
Dylan Mitchell (Parent)		INV-00001023	No		21/06/2018	28/06/2018	\$61.38	\$1.88	Issued

To clear your search filter, click the  button:

Clicking the  button next to an invoice will open the invoice details for you to view:

# Detailed cont.

INVOICE - INV-00001033 Adjust Print

**Contact Info (Parent)**

First Name:  Surname:

Number/Street:  Suburb:

State:  Postcode:

**Invoice Info**


Invoice Date:  Payment Terms:  Due Date:


Status:

Comments:

Charge	Description	Child (Optional)	Quantity	Price Each	Apply GST?	Price Inc GST
Bond (Refundable)	Bond for 2018 Care	Tyler Mitchell	1	\$150.00	No	No
<b>Total Amount:</b>						<b>\$150.00</b>

## Printing and Emailing Invoices

Clicking the  button next to an invoice will download a PDF version of the invoice.

If you wish to email the invoice to the parent/guardian, click the  button.

A confirmation message will display:

**Email Invoice** ✕

**Subject**

**Body**

B I U ↶ ↷ H<sub>1</sub> H<sub>2</sub> ☰ ☲ x<sub>2</sub> x<sup>2</sup> ☰ ☲ ↶ ↷ Normal ⌵  
Normal ⌵ A 🖨 Sans Serif ⌵ ☰ 🔗

Dear Angelica Copeland,  
Please find attached your Parent/Guardian invoice. Please ensure payment is made on or before the invoice due date.  
Kind regards,  
Red Early Learning Centre

## Detailed cont.

You can change the subject and body of the message if needed and then click the **Send** button to email the invoice.

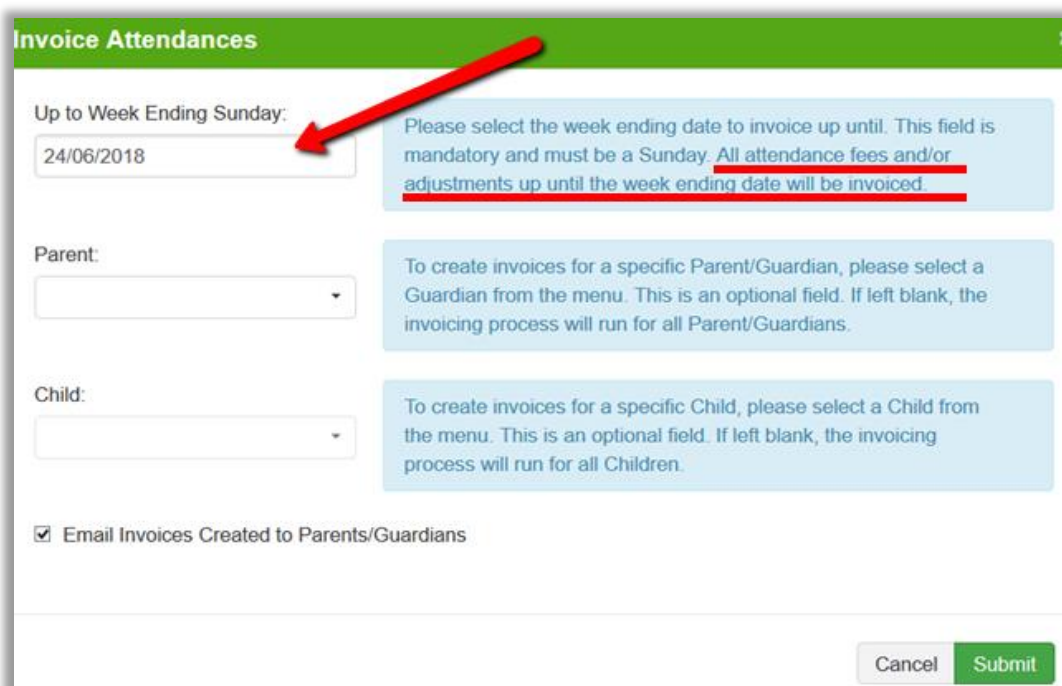
### Adjusting an Invoice

Adjustments will be picked up automatically when your invoicing run processes.

This may include adjustments such as:

- Differences in projected subsidy amounts.
- Changes to care fees previously charged.
- Cancellation of previously charged sessions.
- Charging for additional sessions added after initial invoice.

To issue adjustment invoices, simply run the invoicing process following the instructions above, ensuring that you select the date you wish to search for invoice adjustments up until:



**Invoice Attendances**

Up to Week Ending Sunday:  
24/06/2018

Parent:  
▼

Child:  
▼

Email Invoices Created to Parents/Guardians

Cancel Submit

Please select the week ending date to invoice up until. This field is mandatory and must be a Sunday. All attendance fees and/or adjustments up until the week ending date will be invoiced.

To create invoices for a specific Parent/Guardian, please select a Guardian from the menu. This is an optional field. If left blank, the invoicing process will run for all Parent/Guardians.

To create invoices for a specific Child, please select a Child from the menu. This is an optional field. If left blank, the invoicing process will run for all Children.

### Invoicing History

When creating invoices based on attendances, the invoicing run is queued. The attendances fees are then calculated and invoices are created. Details of these invoicing runs, as well as any failures, are stored within the 'Invoicing History' list.















# Detailed cont.


This is located within the Accounts menu:



This will display your invoice history:

**INVOICING HISTORY**

Requested	Completed	Type	Successful	Parent ...	Failure...	Succe...	Invoice...	
21/06/2018	21/06/2018	Selected Parents	No		0	0	0	
21/06/2018	21/06/2018	Selected Parents	No		0	0	0	
21/06/2018	21/06/2018	All Parents	No		0	0	0	
21/06/2018	21/06/2018	All Parents	No		0	0	0	
21/06/2018	21/06/2018	Selected Parents	Yes	1	0	1	1	
21/06/2018	21/06/2018	All Parents	Yes	4	1	4	4	
21/06/2018	21/06/2018	Selected Parents	No		0	0	0	
04/06/2018	04/06/2018	Selected Parents	No		0	0	0	
03/06/2018	03/06/2018	Selected Parents	Yes	1	0	1	0	
03/06/2018	03/06/2018	Selected Parents	Yes	1	0	1	0	
03/06/2018	03/06/2018	Selected Parents	Yes	1	0	1	1	
03/06/2018	03/06/2018	Selected Parents	No		0	0	0	
03/06/2018	03/06/2018	Selected Parents	No		0	0	0	
03/06/2018	03/06/2018	Selected Parents	No		0	0	0	

You may click the  button to view the details for the invoice run

# Detailed cont.

**INVOICING HISTORY DETAILS** Requested: 21/06/2018 3:04 PM   
Completed: 21/06/2018 3:04 PM

Details Guardians

Status: Success Period 06/05/2018 - 06/05/2018 Task Count 1 Completed 1 Success 1 Invoices 1 Failures 0

**Invoicing Run Details**

<b>Scheduled/Manual</b>	<b>Type</b>	<b>Auto Issue Invoices</b>	<b>Auto Email Invoices</b>
Manual	Selected Parents	Yes	Yes

**Invoice Settings**

<b>Invoicing Start Date</b>	<b>Invoicing Activated</b>
06/05/2018	true


**Scheduled Invoice Settings**

<b>Scheduled Invoice Activated</b>	<b>Billing Start Date</b>	<b>Last Invoiced Up Until</b>	
No	28/05/2018	28/05/2018	
<b>Occurs Every No. Weeks</b>	<b>BillingDay</b>	<b>Billing Method</b>	<b>Duration In Weeks</b>

The column headings dropdown menus may be used to search/filter specific invoicing runs:

**INVOICING HISTORY**

Requested	Completed	Type	Successful	Parent ...	Failure...	Succe...	Invoice...	
21/06/2018		Selected Parents	No		0	0	0	<input type="text"/>
21/06/2018		Selected Parents	No		0	0	0	<input type="text"/>
21/06/2018		Selected Parents	No		0	0	0	<input type="text"/>
21/06/2018	21/06/2018	Selected Parents	No		0	0	0	<input type="text"/>
21/06/2018	21/06/2018	Selected Parents	No	1	0	1	1	<input type="text"/>
21/06/2018	21/06/2018	Selected Parents	No	4	1	4	4	<input type="text"/>
21/06/2018	21/06/2018	Selected Parents	No		0	0	0	<input type="text"/>

To remove a search filter once it has been set, click the  button:

**INVOICING HISTORY**

Requested	Completed	Type	Successful	Parent ...	Failure ...	Succe...	Invoice...	
21/06/2018	21/06/2018	Selected Parents	No		0	0	0	<input type="text"/>
21/06/2018	21/06/2018	Selected Parents	No		0	0	0	<input type="text"/>
21/06/2018	21/06/2018	All Parents	No		0	0	0	<input type="text"/>
21/06/2018	21/06/2018	All Parents	No		0	0	0	<input type="text"/>
21/06/2018	21/06/2018	Selected Parents	Yes	1	0	1	1	<input type="text"/>
21/06/2018	21/06/2018	All Parents	Yes	4	1	4	4	<input type="text"/>
21/06/2018	21/06/2018	Selected Parents	No		0	0	0	<input type="text"/>

1 - 7 of 7 items

Legend: Q: View



# INVOICING – ATTENDANCE INVOICES

## Tips & Troubleshooting

### Tips:

- If you are invoicing *after* you have submitted, first check the payments have been disbursed from the previous week (refer to tip sheet)
- If you are invoicing *before* you have submitted, make sure you first forecast sessions in daily sessions.
- If you are invoicing in advance, then after you submit remember to re-invoice for that week after you have disbursed your payments. This way it will update your statements if subsidy has changed.

### Troubleshooting

**Issue:** I invoiced for a week I didn't want to charge the parents for yet.

**Resolution:** You will need to follow the below steps to correct this:

1. Go to processing - daily sessions
2. Select Attendance date and All Rooms
3. Cancel all active sessions
4. Go to accounts – invoices
5. Create attendance invoice
6. Select the weekending
7. Click Submit

An adjustment invoice will be created removing the charges.

**Issue:** I invoiced and a family was charged when they shouldn't have been.

**Why?** Invoicing charges come from the information stored within daily sessions. This means that the family had active sessions.

**Resolution:** To fix this, follow the below steps:

1. Go to processing - daily sessions

## Tips & Troubleshooting cont.

2. Select Attendance date, Room and child
3. Cancel all active sessions for the child
4. Go to accounts – invoices
5. Create attendance invoice
6. Select the weekending, and parent/child
7. Click Submit

**Issue:** They have been invoiced the wrong days but they have changed the booking

**Why?** While the booking has been changed, the updated sessions aren't reflecting in daily sessions.

**Resolution:** To fix this follow the below steps:

1. Go to processing - daily sessions
2. Select Attendance date, All Rooms and Child
3. Click Forecast – the correct sessions will pull through.
4. Go to accounts – invoices
5. Create attendance invoice
6. Select the weekending
7. Click Submit

**Issue:** I re-invoiced to fix a week but it didn't do anything.

**Why?** Usually this means that the specific week that was an issue hasn't been selected.

**Resolution:** Re-invoice again. If the week that was in issue is w/e 03.01.2021 make sure you select this weekending when re-invoicing.

**Issue:** I ran my attendance invoices but it hasn't invoiced a family.

**Resolution:** Things to check:

- Does the child have a daily session
- If you have added added a casual session you may not have added in fee tier so doesn't invoice.

If this is not the case, contact the help desk and we can assist you further.

## Tips & Troubleshooting cont.

**Issue:** I ran my attendance invoices but it hasn't invoiced any families.

**Resolution:** As invoices are created from daily sessions this usually means that the service hasn't forecasted.

1. Go to processing - daily sessions
2. Select Attendance date, All Rooms
3. Click Forecast – the sessions will pull through.
4. Go to accounts – invoices
5. Create attendance invoice
6. Select the weekending
7. Click Submit