

GAP FEE WAIVER

For instances where you wish to waive a Parent/Guardian's gap fee (partially or in full), a Gap Fee Waiver may be applied. A gap fee waiver will apply a credit to the outstanding invoice, reducing the Parent/Guardian's cost of care.

A waiver may be applied regardless of whether the Parent/Guardian has an outstanding balance, is in credit or is paid up to date.

Before you begin, make sure you know the total amount you wish to waive from the Parent/Guardian's account.

This tipsheet will walk you through:

- [Creating a Gap Fee Waiver](#)
- [Viewing Gap Fee Waiver](#)
- [Cancelling Gap Fee Waivers](#)
- [Troubleshooting](#)

Summary

Create A waiver

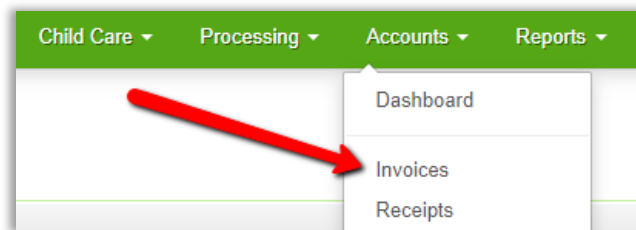
1. Click on the Accounts tab
2. Click on Invoices
3. Click +Waive Timesheet Gap Fee
4. Select the contact name
5. Enter the Amount
6. Click Select
7. Select the invoice you need to waive
8. Click Save

GAP FEE WAIVER

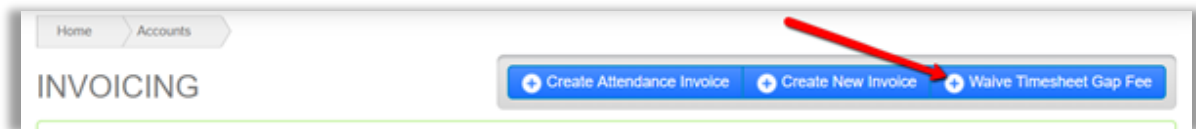
Detailed

Creating a Gap Fee Waiver

To create a new gap fee waiver, you will need to open Invoices via the Accounts menu:



In the top left, click the +Waive Timesheet Gap Fee button:



Next, select the parent/guardian from the **Contact** dropdown menu, enter the fee amount you wish to waive and click **Select**:



This will open the **Create Gap Fee Waiver** page, prefilled with the Parent/Guardian and waiver amount you supplied on the previous page:

Detailed

CREATE GAP FEE WAIVER Save

Contact Info

First Name: Surname:

Number/Street: Suburb:

State: Postcode:

Waiver Info

Waiver Date: Waiver Amount:

Comments:

Note: The Waiver Amount must all be allocated to invoices.

Line	Apply Waiver To Item?	Invoice Number	Invoice Date	Invoice Total	Outstanding Balance	Waiver Amount
1	<input type="checkbox"/>	INV-00001608	03/03/2020	800	800	0
2	<input type="checkbox"/>	INV-00001676	03/03/2020	400	400	0
Total Waiver Applied to Invoices:						\$0.00

The table at the bottom of the window will display any outstanding invoices belonging to the Parent/Guardian's.

Similar to receipting, the waiver amount will automatically be applied to any outstanding invoice (beginning from the oldest dated invoice).

Line	Apply Waiver To Item?	Invoice Number	Invoice Date	Invoice Total	Outstanding Balance	Waiver Amount
1	<input checked="" type="checkbox"/>	INV-00001608	03/03/2020	800	800	800
2	<input type="checkbox"/>	INV-00001676	03/03/2020	400	400	0
Total Waiver Applied to Invoices:						\$800.00

The allocation of the waiver may be changed by checking/unchecking the **Apply Waiver to Item** box and updating the **Waiver Amount** column.

If the waiver amount is equal to or less than the total amount outstanding, then it must be allocated in full across the outstanding invoices.

The **Total Waiver Applied to Invoices** will display the total waiver amount you currently have applied to the invoice/s.

Line	Apply Waiver To Item?	Invoice Number	Invoice Date	Invoice Total	Outstanding Balance	Waiver Amount
1	<input checked="" type="checkbox"/>	INV-00001608	03/03/2020	800	800	200
2	<input checked="" type="checkbox"/>	INV-00001676	03/03/2020	400	400	400
Total Waiver Applied to Invoices:						\$600.00

Detailed

If there are no outstanding invoices OR the waiver amount is greater than the total outstanding, the Parent/Guardian's account will be placed into credit.

You may create the waiver by clicking the **Save** button at the top of the page.

You will be redirected back to the Invoicing main page and a confirmation of your gap fee waiver invoice will display.

Viewing Gap Fee Waivers

Gap Fee Waiver Invoices may be viewed in the list of invoices. They may be identified via the Is Waiver column:

Name	Invoice #	Timesheet	Adjust...	Invoice ...	Due	Total	Balance	Status	Is Waiver?	redPAY ...	Emailed ...
Michael Hart (Parent)	INV-0001170	No		09/04/2020	18/04/2020	-\$400.00		Issued	Yes	Not Sent	
Michael Hart (Parent)	INV-0001170	No		09/04/2020	18/04/2020	\$400.00	\$400.00	Issued	No	Not Sent	
Michael Hart (Parent)	INV-0001170	No		09/04/2020	18/04/2020	-\$800.00		Issued	Yes	Not Sent	
Michael Hart (Parent)	INV-0001170	No		09/04/2020	18/04/2020	-\$100.00		Issued	Yes	Not Sent	

Gap Fee Waiver invoices will display as Yes in the Is Waiver column.

Click the view icon  to view the Invoice details:

INVOICE - INV-00001349 Adjust

Contact Info (Parent)

First Name: Surname:

Number/Street: Suburb:

State: Postcode:

Invoice Info

Invoice Date: Payment Terms: Due Date:

Status: redPAY Status:

Comments:

Charge	Description	Child (Optional)	Quantity	Price Each	Apply GST?	Price Inc GST
Waiver	Fee Waiver INV-00001285		1	-\$1,836.75	No	No
Waiver	Credit Account		1	-\$163.25	No	No
Total Amount:						-\$2,000.00

Detailed

In the above example, the waiver credit of \$2000 was applied to an outstanding invoice of \$1836.75. The remaining \$163.25 was then credited against the Parent/Guardian's account.

Gap Fee Waivers will also display on the Parent/Guardian Statement report:

Parent/Guardian Statement															Opening Balance -\$8115.00	
From: 24/02/2020 to 05/07/2020																
Transaction Listing																
Date	Reference	Type	Week Ending	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total Hours	Total Amount	Subsidy	Other Subsidy	Total Payable	Running Balance
03/03/2020	INV-00001608	Attendance (Anna)	16/02/2020	10.00		0.50					10.50	\$400.00	\$0.00	\$0.00	\$400.00	
		Attendance (Anna)	23/02/2020	10.00		0.50					10.50	\$400.00	\$0.00	\$0.00	\$400.00	-\$8,915.00
03/03/2020	INV-00001676	Attendance (Anna)	01/03/2020	10.00		0.50					10.50	\$400.00	\$0.00	\$0.00	\$400.00	-\$9,315.00
07/04/2020	REC-00001038	Receipt										\$8,115.00				-\$1,200.00
07/04/2020	INV-00001735	Invoice - Fee Waiver													-\$800.00	-\$400.00

Cancelling Gap Fee Waivers

In the event you incorrectly create a gap fee waiver, it may be reversed. Reversing the gap fee waiver will remove the credit that has been applied to the Parent/Guardian's account.

To cancel a gap fee waiver, locate the invoice and select the adjust icon:



This will open the following window:

Cancel Waiver Invoice ✕

Are you sure you want to create a new invoice that will reverse this waiver invoice?

Contact: Freya Winslow

Invoice No. : INV-00001349

Invoice Date : 09/04/2020

Amount: -2000

Cancel
Confirm

To proceed with cancelling the waiver, click the Confirm button.

Detailed

You will be redirected back to the Invoicing main page and a confirmation of your gap fee waiver adjustment invoice will display:



Adjustment Waiver Saved Successfully

A new invoice will be raised, cancelling the previously applied credit from the Parent/Guardian's account.

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Issues: I only want to waive one session; how much do I enter?

Resolution: If you are only waving the gap fee for individual sessions, you will first need to work out the amount you are waiving.

You can work this out by

1. Submitting the session report.
2. Once the session report is processed use the statement of entitlement to get the gap fee figure for the session you want to override. E.g If I want to override Saturday 7th July the statement below shows me the gap fee is \$64.72.

Date	Session			Attendance			Fee before Discounts	Total Fee (for CCS)	Hourly Fee	CCS Hours	Fee Reduction to Service		Fee Reduction to Guardian		Parent Payment	
	Start	End	Hours	Sign In	Sign Out	Hours					CCS	ACCS	CCS	ACCS		
Week 2/07/2018 to 8/07/2018 (CCS Week 1)																
Fri 6/07/2018	14:00	18:00	4.00	14:03:00	18:00:00	3.95	\$40.80	\$40.80	10.2000	4.0000	32.9460	7.8540
Fri 6/07/2018	18:00	21:30	3.50	18:00:00	21:10:00	3.67	\$43.75	\$43.75	13.2000	3.5000	36.8227	14.8773
Sat 7/07/2018	08:00	20:00	12.00	08:05:00	20:03:00	11.97	\$170.40	\$170.40	14.2000	12.0000	105.6780	64.7220
Sun 8/07/2018	13:00	23:00	10.00	12:55:00	23:02:00	10.12	\$152.00	\$152.00	15.2000	10.0000	66.0650	66.9350
Total:			29.50			29.71	\$405.90	\$405.90	29.5000	\$257.5117	\$0.0000	\$0.0000	\$0.0000	\$0.0000	\$148.3883	
Child Total:			29.50			29.71	\$405.90	\$405.90	29.5000	\$257.5117	\$0.0000	\$0.0000	\$0.0000	\$0.0000	\$148.3883	

Issues: When should I waive a gap fee?

Resolution: As your software provider we can only show you how to apply the waiver within the system and cannot assist you with answering these types of questions. We recommend you contact the CCS help desk for further clarification. The CCS Help desk number is: 1300 667 276.