INVOICES

It is easy to use the invoicing function in SuperFox.

A typical invoice looks like this fully itemized invoice for the Barracuda family.

Title

Statement

Window Envelope Format Letterhead

Mrs L. Barracuda
54 Deep Blue Drive
Foxholes
Anytown
Northumberland
AA1 9ZZ

Kidspace
13 River Dale
Foxholes
Anytown
Northumberland
AA1 9ZZ
Tel: 01234 567890

OFSTED:	DEMO - NOT FOR USE
Company No:	DEMO - NOT FOR USE
Charity No:	DEMO - NOT FOR USE

| Prepared to: | 30 November 2012 |
| Number: | 138 |

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Introduction Custom Text

Thank you for using Kidspace.

Your account summary

Date		Paid	Charges	Balance
	Balance brought forward			£106.00
19-Nov-2012	BACS	£102.00		£4.00
30-Nov-2012	New charges		£78.00	£82.00
	New account balance			£82.00

Account Summary

Payment due is £82.00

Here is how we calculated the new charges

(If shown, C> = Subsequently Cancelled)

		Items	Hours	(Free)	Service	Amount
Jaqueline Barracuda						
Mon 03-Dec-2012	Jaqueline Barracuda	1.00			Late Lunch	£2.00
Mon 03-Dec-2012	Jaqueline Barracuda			6.00	Free Entitlement	£0.00
Mon 10-Dec-2012	Jaqueline Barracuda	1.00			Late Lunch	£2.00
Mon 10-Dec-2012	Jaqueline Barracuda			6.00	Free Entitlement	£0.00
Mon 17-Dec-2012	Jaqueline Barracuda	1.00			Late Lunch	£2.00
Mon 17-Dec-2012	Jaqueline Barracuda			6.00	Free Entitlement	£0.00
	Jaqueline Barracuda Totals:	3.00	0.00	18.00		£6.00
Kelly Barracuda						
Wed 05-Dec-2012	Kelly Barracuda		3.00		Nursery Morning	£12.00
Thu 06-Dec-2012	Kelly Barracuda		3.00		Nursery Morning	£12.00
Wed 12-Dec-2012	Kelly Barracuda		3.00		Nursery Morning	£12.00
Thu 13-Dec-2012	Kelly Barracuda		3.00		Nursery Morning	£12.00
Wed 19-Dec-2012	Kelly Barracuda		3.00		Nursery Morning	£12.00
Thu 20-Dec-2012	Kelly Barracuda		3.00		Nursery Morning	£12.00
	Kelly Barracuda Totals:	0.00	18.00	0.00		£72.00
	Totals:	3.00	18.00	18.00	Total new charges:	£78.00

Charges itemized by sundry items, paid hours and free entitlement hours

If you have any questions about this statement please call us on: 01234 567890.
Please make any cheques payable to: 'Kidspace Limited'.

End Note Custom Text

Preparing An Invoice Batch

Before creating an invoice batch make sure that the bookings and payments received are up to date. Ideally follows:

1. ENTER THE BOOKINGS

   - Include any new arrears items.
   - Make sure the advance charges have the correct charge date.
   - Jot down the advance booking charge date.

2. MAKE ANY CANCELLATIONS AND CANCELLATION CREDITS

3. ENTER THE PAYMENTS RECEIVED AND REFUNDS

4. ENTER ACCOUNT HOLDER CREDITS & CHARGES

   From ***View A Family's Accounts > Manage Account Items >***

   Now you've entered all that data **make a backup!**

Creating An Invoice Batch

When you have completed the checklist above go to: ***Go > Home > Family Accounts > Statements / Invoices >***

Click on the **'Add'** button at the bottom of the screen to add a new invoice batch. Choose a cut-off date that matches your advance booking charge date,
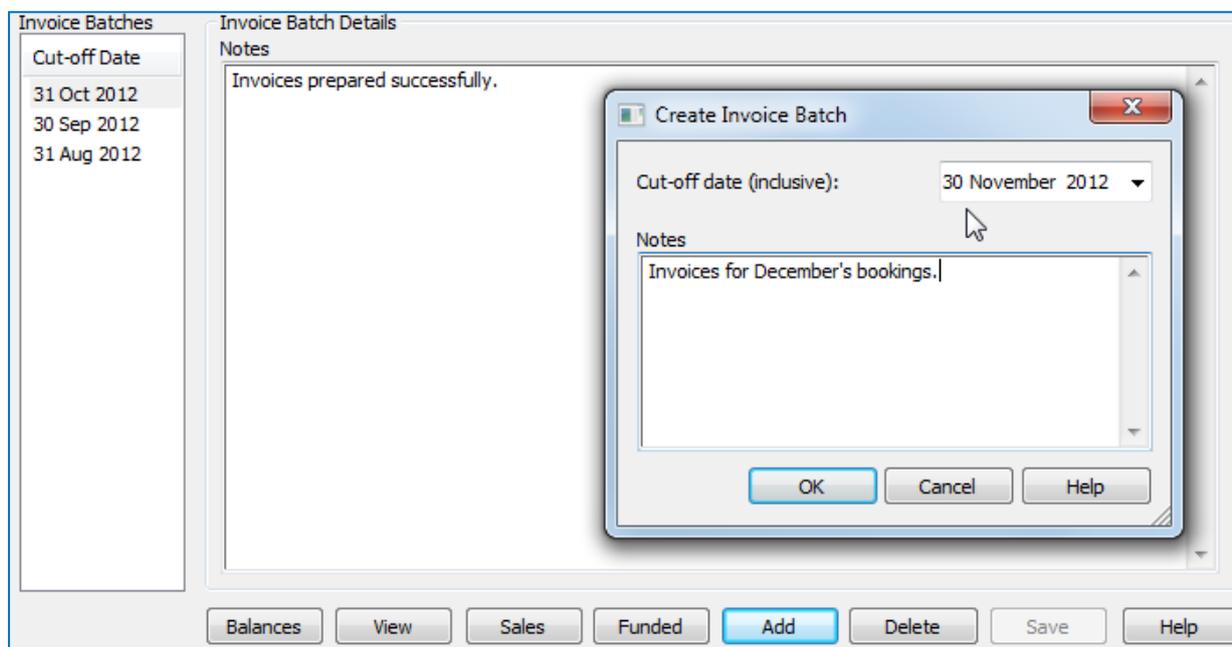
Choose a cut-off date for the invoice batch. If you are charging in advance you should choose the same date as the charge date that you used for the bookings.

(In the example above we are charging monthly in advance for December's bookings which have a charge date of 30th November. The invoice will include all un-invoiced items with charge dates up to and including the 30th November. It will include the advance bookings for December and the arrears items up to and including 30th November.)

Viewing An Invoice Batch

An invoice batch contains invoices for all account holders, each of these account holders will have a unique invoice number.

To view the invoices press the 'View' button at the bottom of the screen.
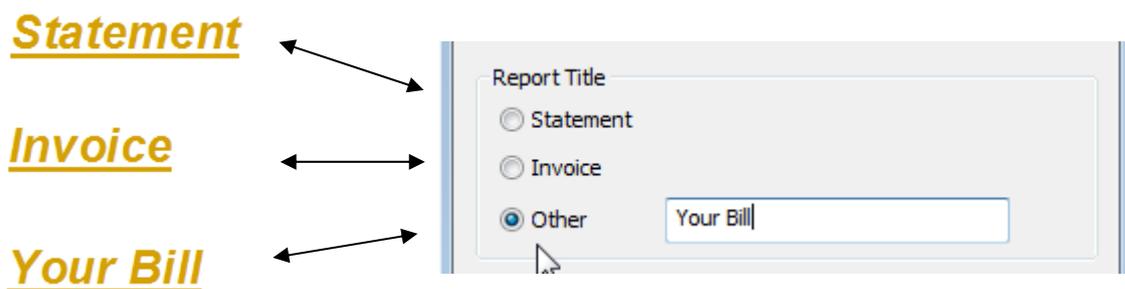

The Invoice Batch Options pop-up will appear:

The pop-up has sections that allow you to choose:

- Which account holders to view.

  (Active means the account has a charge, credit, payment received or a refund.)

- The title to give the invoices.

- The report style - different levels of itemization.

The title that you choose will appear at the top of the invoice, for example:

Financial Summary

The top part of the invoice is a summary of the account on the invoice date. It always contains the balance brought forward, an itemised list of the payments received, the new charges and the new account balance on the invoice date.

* IMPORTANT *

Note that the financial summary only includes payments received up to and including the invoice date,

Immediately below the financial summary there is a clear statement of how much is due. In the example below the account holder now owes £112.00.

Your account summary		Paid	Charges	Balance
Date				
	Balance brought forward			£126.00
07-Nov-2012	Cheque - Cheque from Mr Filmore Ferret	£98.00		£28.00
30-Nov-2012	New charges		£84.00	£112.00
	New account balance			£112.00

Payment due is £112.00

If the account is in credit the invoice will clearly show the amount in credit, for example:

Your account summary		Paid	Charges	Balance
Date				
	Balance brought forward			£4.00
21-Nov-2012	Cheque	£50.00		£54.00
30-Nov-2012	New charges		£24.00	£30.00
	New account balance			£30.00

Your account is £30.00 in credit. No payment is due. Thank you.

If the account has a zero balance the then the invoice will state that no payment is due as shown below:

Date		Paid	Charges	Balance
	Balance brought forward			£0.00
	Payments	£0.00		£0.00
30-Nov-2012	New charges		£0.00	£0.00
	New account balance			£0.00

No payment is due. Thank you.

The explicit text is important as some parents may misunderstand debit and credit balances, particularly if they make payments without coming into the setting.

Itemised Charges

The three report styles you can choose show three different levels of detail on the invoice.

Choose a style that is appropriate to your invoicing period. If you are invoicing weekly then the fully itemised option could be a good choice. If you are invoicing termly then you may prefer the Summary by Service option.

Fully Itemised Charges

The fully itemised style shows each item booked for a child on it's own line.

Date   Child's Name   Sundries (Lunch...)   Paid hours   Free Entitlement   Description   Charge

Here is how we calculated the new charges   (If shown, C> = Subsequently Cancelled)

		Items	Hours	(Free)	Service	Amount
Rose Coypu						
Thu 06-Dec-2012	Rose Coypu		1.00		Pre-School Hourly	£3.50
Thu 06-Dec-2012	Rose Coypu			5.00	Free Entitlement	£0.00
Thu 06-Dec-2012	Rose Coypu	1.00			Late Lunch	£2.00
Fri 07-Dec-2012	Rose Coypu			5.00	Free Entitlement	£0.00
Fri 07-Dec-2012	Rose Coypu	1.00			Late Lunch	£2.00
Fri 07-Dec-2012	Rose Coypu		1.00		Pre-School Hourly	£3.50
Thu 13-Dec-2012	Rose Coypu		1.00		Pre-School Hourly	£3.50
Thu 13-Dec-2012	Rose Coypu			5.00	Free Entitlement	£0.00
Thu 13-Dec-2012	Rose Coypu	1.00			Late Lunch	£2.00

Note that the Free Entitlement bookings are always displayed as a zero charge. The presentation is clear and allows parents to see exactly what

Summary By Service Charges

The Summary by Service style shows one line per type of service booked for each child. Here all the Free Entitlement bookings are on one line, all the lunches are on the next and so on. The detail provided is:

Child's Name   Service Name   Sundries (Lunch...)   Paid hours   Free Entitlement   Charge

Quantity

Here is how we calculated the new charges

Quantity / Service		Items	Hours	(Free)		Amount
Rose Coypu						
30.00	Free Entitlement	0.00	0.00	30.00		£0.00
6.00	Late Lunch	6.00	0.00	0.00		£12.00
6.00	Pre-School Hourly	0.00	6.00	0.00		£21.00
	Rose Coypu Totals:	6.00	6.00	30.00		£33.00
	Totals:	6.00	6.00	30.00	Total new charges:	£33.00

Daily Information

The daily information option is a slightly more compact option than the fully itemised charges. Here there is a single line for each day that the child is booked into the setting.

Date   Child's Name   Sundries (Lunch...)   Paid hours   Free Entitlement   Charge

Here is how we calculated the new charges

		Items	Hours	(Free)		Amount
Rose Coypu						
Thu 06-Dec-2012	Rose Coypu	1.00	1.00	5.00		£5.50
Fri 07-Dec-2012	Rose Coypu	1.00	1.00	5.00		£5.50
Thu 13-Dec-2012	Rose Coypu	1.00	1.00	5.00		£5.50
Fri 14-Dec-2012	Rose Coypu	1.00	1.00	5.00		£5.50
Thu 20-Dec-2012	Rose Coypu	1.00	1.00	5.00		£5.50
Fri 21-Dec-2012	Rose Coypu	1.00	1.00	5.00		£5.50
	Rose Coypu Totals:	6.00	6.00	30.00		£33.00
	Totals:	6.00	6.00	30.00	Total new charges:	£33.00

Account Holder Charges

If you needed to make charges against the account holder, such as a late payment fee, you will have made the charge in:

Go > Family Accounts > View A Family's Accounts > Manage Account Items button >

If present these charges will be itemised above the children's charges on the invoice.

Here is how we calculated the new charges   *(If shown, C> = Subsequently Cancelled)*

	Items	Hours	(Free)	Service	Amount
Account Holder Items					
Thu 15-Nov-2012	1.00			Late Payment Charge	£5.00
Account Holder Items Totals:	1.00	0.00	0.00		£5.00
Jessica Doormouse					
Thu 06-Dec-2012 Jessica Doormouse		1.00		Pre-School Hourly	£3.50
Thu 06-Dec-2012 Jessica Doormouse			5.00	Free Entitlement	£0.00
Thu 06-Dec-2012 Jessica Doormouse	1.00			Late Lunch	£2.00

Letterhead and Logo

The letterhead and logo information is set up in setting details:

Go > Home > Setting Details > Setting Details >

kidSpace

Kidspace
13 River Dale
Foxholes
Anytown
Northumberland
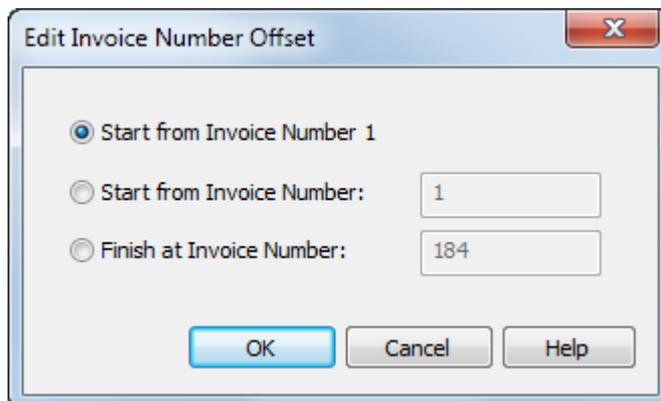AA1 9ZZ
Tel: 01234 567890

Invoice Numbers

Each invoice has a unique number, and this includes invoices that could be generated for inactive accounts.

By default the invoice number starts from 1 for the first invoice in the database. You can choose alternative offset values using.

Go > Home > Setting Details >

Setting Details > Invoice Offset button >

When you create an invoice batch invoices are created in the database for every account holder.

When you use the view button to display the invoices you may just be selecting a sub-set of the account holders (e.g. only active accounts).

If this is the case you may notice that there appear to be jumps in the invoice numbers. There are no numbers missing, they are just in use with the accounts that are not displayed in your view selection.

Custom Text

The invoice has a section of custom text immediately above the Statement Summary and another section at the foot of each invoice. This text can be changed by going to:

Go > Home > Setting Details > Courtesy Letter Text > Statements / Invoices >

The introduction text would usually say something like 'thank you for using us'.
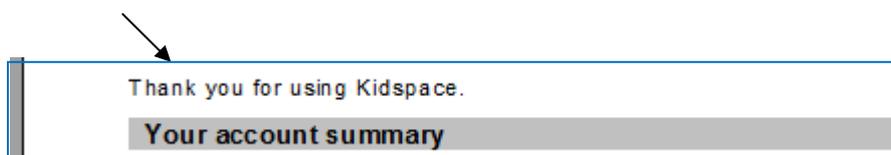
The End note at the end of each invoice should be used to tell people what to do next, how to pay or who to contact if they have any queries.
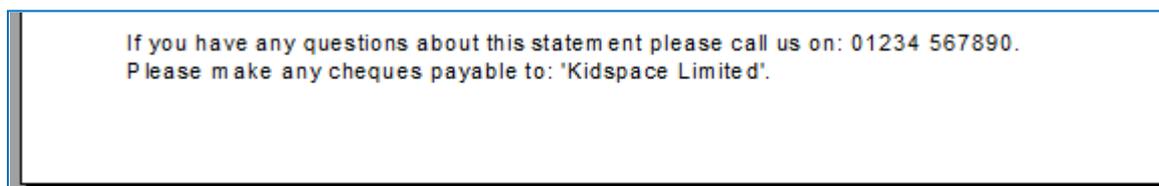
Alternatively you could edit the custom end note text to make a tear-off slip at the end of the invoice - for example to accompany the payment, or to advise of voucher payments the parent will make.

Printing An Invoice Batch

Unless you chose the individual 'Account Holder' view option you will have displayed more than one invoice. It makes sense to check for mistakes before printing. You can do this very quickly.
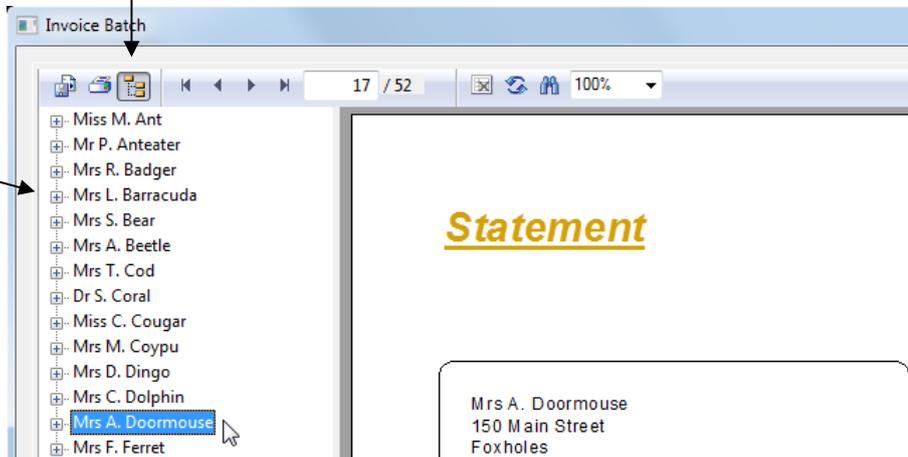
Click on the 'toggle group tree'   button to show the displayed account holders.

Next click into the list of account holders with your mouse

Use the up and down arrow keys on your keyboard to move down through the list to view the invoices in turn and check they look correct.

If you come across an error before printing the quickest way to fix it is to delete the invoice batch, change the incorrect item(s) and then re-create the invoice batch.

(You need to do this because bookings and payments received that have appeared on invoices cannot be edited. This is a sensible precaution that prevents the paper invoice in a parent's hand from getting out of step with their account on the computer.)

When you are convinced that the invoices look correct then you can use the 'Print' button to print out the invoices.

Alternatively you could use the 'Save' button to save the invoices as a PDF file if you want to take them away and print them elsewhere.

Invoice Batch Summaries

There are three report that you can run to provide summaries of the invoice batch contents:

Balances - Shows the invoice batch account balances.

Sales - Shows the new charges made to parents.

Funded - Shows the expected reimbursement value of the free entitlement provided.
(If you were able to provide a unit price for the Free Entitlement services.)

SUPERFOX Software for Childcare Superheroes. © Helios Computing Ltd.

Viewing Invoices In The Family Centre

If you are working with a specific family's account you can view their invoices and reminders from the 'Invoice' and 'Reminders' buttons in the Family Centre:

Go > Home > Family Details > Family Centre > Family Account tab >

What If Someone Else Collects The Fees?

A small number of settings do not collect their own fees, they simply issue invoices and never handle any payments received.

If you run a setting like this you can use a SuperFox advanced option to that will automatically keep the account balances brought forward which appear on the invoices set to zero.

Go > Home > Setting Details > Setting Details > Advanced Button >
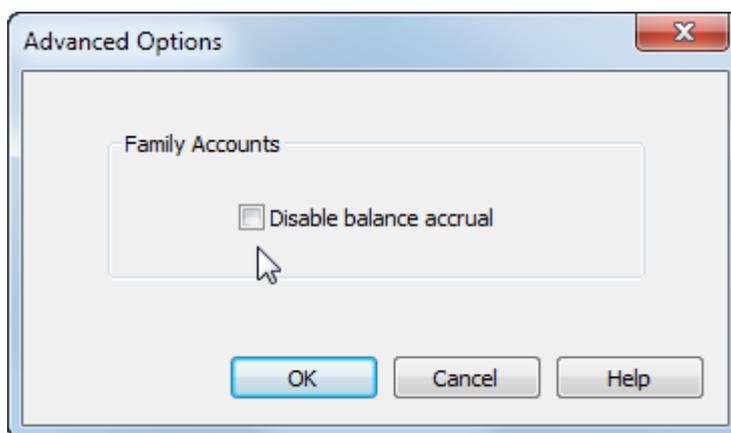
* Important *

The program will offer to make backup before selecting this option as it will make irreversible changes to the database when it sets all of the existing invoice account balances to zero.

If this option is selected the invoice account balances will also be zeroed whenever an invoice batch is created. SuperFox may offer a backup as part of this process, if so you should always choose 'Yes' before applying is option.

Reminder - Booking Charge Dates

The bookings need to be made with the correct charge dates for the invoices show the correct advance bookings. See the 'Charging In Advance' Mini Guide for further details.

End