

CHILDWARE - SOFTWARE UPDATES 5.31.12

Billing Adjustment Processing

This feature is intended to make billing adjustments simpler when you receive paperwork indicating that a child's copayment or tuition rate has changed **after** you have already billed them.

Bradley has been charged as a private pay toddler since he started on 4/23/12 at a rate of \$225.

Child: Bradley Smith OK Cancel

Child Due: \$900.00 Family Due: \$900.00 Deposit Required: \$0.00 Deposit On File: \$0.00

Main Relationships Services **Financial** Health Special Needs Enrollment/Consents Events Vaccines Other Info Logs

Financial History Add Financial Transaction Print Invoice Print List

View or Search By: All Transactions

	Date	Transaction	Charge	Credit	Transfer	Method	Entered	By	
Select	05/14/2012	Tuition - 05/14/2012 to 05/20/2012	\$225.00				05/22/2012	CBALSAMO	Delete
Select	05/07/2012	Tuition - 05/07/2012 to 05/13/2012	\$225.00				05/22/2012	CBALSAMO	Delete
Select	05/01/2012	Tuition - 05/01/2012 to 05/06/2012	\$180.00				05/22/2012	CBALSAMO	Delete
Select	04/30/2012	Tuition - 04/30/2012 to 04/30/2012	\$45.00				05/22/2012	CBALSAMO	Delete
Select	04/23/2012	Tuition - 04/23/2012 to 04/29/2012	\$225.00				05/22/2012	CBALSAMO	Delete

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In this example, the director receives Bradley's CCIS paperwork on 5/22/12 indicating that his care was subsidized as of 5/7/12. The paperwork also lets you know that his mother will be paying a \$5 copay. You've already billed Bradley as a private pay student for the week of 5/7/12 and 5/14/12 so you'll need to update his service profile and adjust the financial transactions for the past two weeks.

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Step 1: Update Current Service Profile

1. Go to the Services tab. You can see that he is private pay and his rate is \$225. Click "Add / Change Current Service Profile."

Child: Bradley Smith (Big Tots - Older Toddlers Room) OK Cancel

Child Due: \$900.00 Family Due: \$900.00 Deposit Required: \$0.00 Deposit On File: \$0.00

Main Relationships **Services** Financial Health Special Needs Enrollment/Consents Events Vaccines Other Info Logs

Costs Summary

Tuition/Care	Cost	Period
Older Toddler Full Day / 5 Days:	\$225.00	Weekly
Additional Services		
Meals:	\$0.00	Weekly
Transportation:	\$0.00	Weekly
Total Costs:	\$225.00	Weekly

Payment Summary

Payments	Payment	Period
Tuition/Care (parent):	\$225.00	Weekly
Additional Services (parent):	\$0.00	Weekly
Summary		
Total Payments/Discounts/Credits:	\$225.00	Weekly
Due From Parent:	\$225.00	Weekly
Parent Payment Schedule:	\$225.00	Weekly

Add / Change Current Service Profile

Service Profile History

Select	Care Level	Care Type	Days	Meals	Begin	End	Subsidies	Site	Entered	By	Delete
Select	Older Toddler	Full Day	5		04/23/2012		Private Pay	LLA	08/10/2011	CBALSAMO	Delete

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Step 1: Update Current Service Profile

2. The new profile date should start on 5/7/12. Even though we've billed up through 5/14/12, we can override the old service profile with this one. *Note: The start date should always be the first day of the billing period. In this example, the center has weekly billing. 5/7/12 is a Monday so this has been entered correctly.*

Change of Service Profile

New Profile Effective Date: 05/07/2012

Comment: CCIS paperwork received 5/22/12; Service Profile updated to reflect change in funding.

Billing exists for this period! Re-run billing if needed.

OK Cancel

3. You can add a comment about the change in service to help you remember why there are billing adjustments.

This notice helps you to remember that you will need to adjust transactions using the rebilling feature.

4. Click "Ok" to continue.

5. The system will ask if you are sure to reduce error in data entry. After you double check the date, you can click "Yes" to continue.

Change Service Profile

Are you sure you want to change the service profile effective on 05/07/2012?

Yes No

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Step 1: Update Current Service Profile

Now that you've changed the start date, you can modify the service profile to account for the change in funding source. Since Bradley was private pay switching over to CCIS, we need to add subsidy information to the service profile.

6. Click "Add Subsidy / Scholarship" button.

Service Profile: Bradley Smith

Services

Care	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Care Type:	Full Day	Full Day	Full Day	Full Day	Full Day		
Time In:	07:30 AM	07:30 AM	07:30 AM	07:30 AM	07:30 AM		
Time Out:	06:00 PM	06:00 PM	06:00 PM	06:00 PM	06:00 PM		
Classroom:	Big Tots - Older Toddlers Room						
Care Level:	Older Toddler (25 - 36 months)				Child's DOB: 9/22/2009 (32 months old)		

Meals

Breakfast:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				
Lunch:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				
Snack 2:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				

Transportation

Type:

Family Financial

Family Size: Annual Income: Meal Subsidy:

Subsidies / Scholarships

Costs / Payments

Add subsidy information and click "OK" to save your work.

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Step 1: Update Current Service Profile

7. Enter in the required information and click "Ok" to save.

Subsidy / Scholarship: Bradley Smith

Subsidy

Subsidy:
Subsidy Care Level:
Weekly Co-Payment:
CCIS Agency:

Expected Subsidy Attendance Rates

Monday:
Tuesday:
Wednesday:
Thursday:
Friday:
Saturday:
Sunday:

ID Numbers

Child Number:

Note:

You will return to the service profile. Save your work by clicking the "Ok" button on the service profile and you will return to the services tab.

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Step 1: Update Current Service Profile

Your service profile history indicates that Bradley was private pay from 4/23/12 to 5/6/12 and switched to CCIS with a \$5 copay on 5/7/12. Now you are ready to adjust billing.

Child: Bradley Smith (Big Tots - Older Toddlers Room) OK Cancel

Child Due: \$900.00 Family Due: \$900.00 Deposit Required: \$0.00 Deposit On File: \$0.00

Main Relationships **Services** Financial Health Special Needs Enrollment/Consents Events Vaccines Other Info Logs

Subsidy/Scholarship Summary

Subsidy Name	Subsidy Care Level	CoPay	Copay Frequency	Other Information
CCIS	Older Toddler	\$5.00	Weekly	Agency: Center City and South, Child #:

Costs Summary

Tuition/Care	Cost	Period
Older Toddler Full Day / 5 Days:	\$225.00	Weekly
Additional Services		
Meals:	\$0.00	Weekly
Transportation:	\$0.00	Weekly
Total Costs:	\$225.00	Weekly

Payment Summary

Payments	Payment	Period
Tuition/Care (subsidies):	\$165.00	Weekly
Copay (parent):	\$5.00	Weekly
Additional Copay (parent):	\$0.00	Weekly
Additional Services (parent):	\$0.00	Weekly
Discounts/Credits		
Subsidy Discount:	\$55.00	Weekly
Summary		
Total Payments/Discounts/Credits:	\$225.00	Weekly
Due From Parent:	\$5.00	Weekly
Parent Payment Schedule:	\$5.00	Weekly

Service Profile History Add / Change Current Service Profile

Select	Care Level	Care Type	Days	Meals	Begin	End	Subsidies	Site	Entered	By	Delete
Select	Older Toddler	Full Day	5		05/07/2012		CCIS	LLA	05/23/2012	CBALSAMO	Delete
Select	Older Toddler	Full Day	5		04/23/2012	05/06/2012	Private Pay	LLA	08/10/2011	CBALSAMO	Delete

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Step 2: Adjust Charges in Family Billing

Go to Family Billing on the Processing Menu.

8. Select the billing period that needs adjustment.

10. Click "Process Billing" to apply the transactions listed below.

The screenshot shows the 'Family Billing' interface. At the top, there are tabs for 'Billing' and 'History'. Below this is the 'Billing Options' section with the following fields: 'Site' (Little Learners Academy), 'Frequency' (Weekly), 'Billing Period' (Mon: 05/07/2012 - Sun: 05/13/2012), and 'Billing Filter' (All Billing). Below the options is the 'Children To Be Billed' section, which contains a table with columns: Last Name, First Name, Care Level, Tuition, Copays, Meals, Trans, Other, Total, and Billing Issues. The table has two rows: one for 'Case Justin School Age' with a tuition of \$195.00, and another for 'Smith Bradley Older Toddler' with a tuition credit of (\$225.00) and a copayment of \$5.00. Below the table are two buttons: 'Process Billing' and 'Print Billing List'. Callout boxes provide instructions: step 8 points to the 'Billing Period' dropdown; step 9 points to the 'Smith Bradley' row; and step 10 points to the 'Process Billing' button.

9. In Bradley's case, a tuition credit for the full \$225 will be applied to his record, and a \$5 copayment will be charged.

	Last Name	First Name	Care Level	Tuition	Copays	Meals	Trans	Other	Total	Billing Issues
Select	Case	Justin	School Age	\$195.00					\$195.00	
Select	Smith	Bradley	Older Toddler	(\$225.00)	\$5.00				(\$220.00)	

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Repeat steps 8 through 10 for the second week that needs adjustment (5/14/12 – 5/20/12).

The easiest way to tackle adjustments is to update all the service profiles first, and rerun billing second. You can do them one at a time, but it is more labor intensive. You'll note that in the above example, there is another child listed. He is either another child who needs billing adjustment or he might have been added to the database after billing has already been run. ChildWare will not double bill any students, so you need not worry about over charging.

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Step 3: Check Your Work

After rebilling, return to the child's profile and review the financial transactions.

From the financial tab, you can see the new transactions that have been created as a result of rebilling. Tuition credits have been applied and copayments have been charged.

Child: **Bradley Smith (Big Tots - Older Toddlers Room)** OK Cancel

Child Due: \$460.00 Family Due: \$460.00 Deposit Required: \$0.00 Deposit On File: \$0.00

Main Relationships Services **Financial** Health Special Needs Enrollment/Consents Events Vaccines Other Info Logs

Financial History Add Financial Transaction Print Invoice Print List

View or Search By: All Transactions

	Date	Transaction	Charge	Credit	Transfer	Method	Entered	By	
Select	05/14/2012	Copayment - CCIS	\$5.00				05/25/2012	CBALSAMO	Delete
Select	05/14/2012	Tuition Credit - Billing Adjustment: 05/14/2012 to 05/20/2012		\$225.00			05/25/2012	CBALSAMO	Delete
Select	05/14/2012	Tuition - 05/14/2012 to 05/20/2012	\$225.00				05/22/2012	CBALSAMO	Delete
Select	05/07/2012	Copayment - CCIS	\$5.00				05/25/2012	CBALSAMO	Delete
Select	05/07/2012	Tuition Credit - Billing Adjustment: 05/07/2012 to 05/13/2012		\$225.00			05/25/2012	CBALSAMO	Delete
Select	05/07/2012	Tuition - 05/07/2012 to 05/13/2012	\$225.00				05/22/2012	CBALSAMO	Delete
Select	05/01/2012	Tuition - 05/01/2012 to 05/06/2012	\$180.00				05/22/2012	CBALSAMO	Delete
Select	04/30/2012	Tuition - 04/30/2012 to 04/30/2012	\$45.00				05/22/2012	CBALSAMO	Delete
Select	04/23/2012	Tuition - 04/23/2012 to 04/29/2012	\$225.00				05/22/2012	CBALSAMO	Delete

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Step 4: Communicate Adjustment to Parents

You can also print out invoices to communicate this change in billing to parents.

Child	Date	Description	Fees	Payments	Balance
ABC Day Care Little Learners Academy 200 Main Street Philadelphia, PA 19111 Tax ID: 23-8759654			Transaction Period: 5/7/2012 to 5/25/2012		
Billing Contacts: Viola Smith					
Smith, Bradley		Starting Balance:			\$450.00
	5/07/2012	Tuition - 05/07/2012 to 05/13/2012	\$225.00		\$675.00
	5/07/2012	Tuition Credit - Billing Adjustment: 05/07/2012 to 05/13/2012		\$225.00	\$450.00
	5/07/2012	Copayment - CCIS	\$5.00		\$455.00
	5/14/2012	Tuition - 05/14/2012 to 05/20/2012	\$225.00		\$680.00
	5/14/2012	Tuition Credit - Billing Adjustment: 05/14/2012 to 05/20/2012		\$225.00	\$455.00
	5/14/2012	Copayment - CCIS	\$5.00		\$460.00
		Current Activity:	\$460.00	\$450.00	
		Amount Due:			\$460.00
Total Family Amount Due:					\$460.00

Summary

Rebilling can be used for any change in service that occurs after you've run a billing cycle. In this example, Bradley switched funding source from private pay to subsidy, but you could have also used this for an increase or decrease in copayment amount, tuition or other recurring charges.