

Comcraft Software - Childcare Manual



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INTRODUCTION

General Requirements

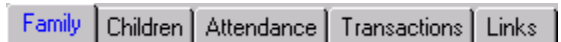
The software meets the following requirements:

- ✓ Federal Government’s Child Care Benefit (CCB) requirements ie: CCB, CRN, Attendance, Absences, Specials etc.
- ✓ Data structures required for submitting electronic lodgement in accordance with the required legislation.
- ✓ Standardised and integrated accounting system designed for integration with a full suite of accounting systems.
- ✓ Supported by automatic updating when changes and updates become available.

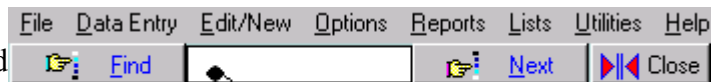
Versions & Features	+	+
Basic	Professional	Premium
<ul style="list-style-type: none"> ✓ All normal accounting functions (customer ledgers and reports etc.) ✓ Absence Management and reports ✓ Automatic Weekly Updates (for Invoicing) ✓ CCB Export and Checking reports ✓ Easy to use (day to day tasks on 1screen) ✓ Room Allocation ✓ Easily Upgradeable 	<ul style="list-style-type: none"> ✓ Allergy Records and reporting ✓ Bond Management ✓ Multiple Fee Rates ✓ Email Integration ✓ Group Leader Reports ✓ Holiday Records ✓ Sign In Sheets 	<ul style="list-style-type: none"> ✓ Electronic Lodgement Interface ✓ Multiple Centers ✓ Remote Networking ✓ Room Planner Graphical Interface ✓ Email List Server (Group emails) ✓ Quotes ✓ Immunisations ✓ Reporting Tools ✓ Multi-User ✓ Pickup/Contact Lists ✓ Casual Places ✓ Participation in software features

General Notes

The software has been designed to minimise the number of screens. The main screen works from left to right ie from **Family** to **Children** to **Child’s Attendance** to **Transaction** screen.



The Find button will search in the selected tab. As the tab selected is changed (from Family to Transactions) the find button locates information in the tab displayed. Find requests can be part of a name or street. The right mouse button always finds details on the Family Tab, regardless of which tab is selected.



Enter find text here

The software allows for multiple fee rates from 1 day to 5 days and also rates for different ages for number of days attended. Any part of the fee structure can be altered to suit.

Processing Information

The main processing is the control screen and contains following elements:



1. **FAMILY** tab which contains all the information required by State and Federal legislation
2. **CHILDREN** tab for child details. These children are linked to the parents by code when they are added via the Add Child menu option. This screen will only normally display the children related to the currently selected family.
3. **ATTENDANCE** This section calculates the amounts necessary for the government rebate, and balance payable for client payment. This screen works by extraction the appropriate information from the “FAMILY” AND “CHILDREN” screens. **Once the entries are in this screen** (For each week) any adjustments can be made at a later date to any of “Hours attended”, “Centre’s Fees”, Rebatable Hourly Fee Rate”, “CCB Percentage”, “School Children’s 85%” and “Part Time Percentage” will go to “Debtors (ie Client’s Account). A child “absences are also recorded on the screen by ticking appropriate box to left a appropriate day in each week. This tab is also used for showing quote calculations.
4. **TRANSACTIONS** tab contains the cost owed by the parent for each child attending the center.
5. **LINKS** tab contains links to miscellaneous data entryto screens, mostly used for recording bond payments or receipts.

Invoices are added to the system every Monday based on the information in the attendance screen. These transactions are automatically updated, however if you add a new client attendance (during the week) you will need to use the 'Update' button at the top right of the Children tab, whilst using the Children tab is selected. This will bill the family / parents automatically.



After the attendance is updated for the week, simply record payments received (Receipts) and then customer invoices can be sent to respective customers.

Therefore accounting procedures (when setting up an account for the first time) could be summarised as follows:

- Enter Family Details
- Enter Child details including expected attendance
- Enter the actual attendance (as advised) in the attendance tab for the coming week
- Update the attendance to Debtors (via the Update Attendance to Debtors menu).
- Enter any bond payments or receipts (via the Bond Receipts etc. button)
- Make any adjustments to attendance (based on actual attendance) at the end of the week
- Print / Email invoices

For subsequent weeks (when there are on-going accounts) the procedure would be as follows:

- Update all attendance records (processed automatically every Monday by the system)
- Enter any receipts for the week
- Make any adjustments to attendance (based on actual attendance) at the end of the week
- Print / Email invoices

MENU OPTIONS - CONTROL CENTRE SCREEN

Menus

File Data Entry Edit/New Options Reports Lists Utilities Help

Please note that many menu items have shortcuts, indicated on the menu when viewing them.

File

Open

Open other childcare centres.

Backup

Compression backup of data files, locally or remotely. Backup needs to be run from the computer the data is stored on, when all other instances of the program have been closed on the rest of the network (or on the same machine).

Repair

Repairs corrupt or incomplete files (usually not needed unless transferring data – It will re-create index files after file transfer).

Restore

Restore data files (only available as administrator [on the highest user level]).

Login

Re-Login as another user or used if login authentication failed, the first time.

Remote Transfer

Keeps the childcare system up to date with the latest updates.

Setup

Usually only used when setting up the childcare software for the first time, changing users or diagnosing network issues. CCB Export will update the export section of the childcare software. Disconnect is only used when an update failed and you need to reset the server connection.

Master Details

This section stores the center contact information etc. used in Government Returns, and reports. Ensure centre CRN is entered at bottom of this screen.

Data Entry

File Data Entry Edit/New Options Reports Lists Utilities Help

[Allergies/Medical](#) Creates list of Allergies for use in reports

[Comments](#) This brings up a screen in which comments/memos can be made for the centre.

[Customers](#)

Details of customers are recorded here also. Note that before a customer can be deleted, you will need to enter a 'No Longer Customer' date in the Financial tab. Customers should not be deleted if a child is attached to a Customer/Family.

[Deposits](#) Allows entering of receipts/payments and change of bond on the customer account

[Fees](#) Business fees are entered here. The software allows for a sliding fee scale for 1 to 5 days in 3 age groups; namely 0 1.25 years, 1.25 years to 2.5 years and over 2.5 years. These can be entered in ascending order by entering appropriate number in Number (Nr) column. Always ensure that "Hours" column has a zero (o) entered or ascending order will not work.

[Groups](#) Enter room details, including age ranges, Room capacity and group/room names. The Planner uses the starting age to order the rooms, on the graph.

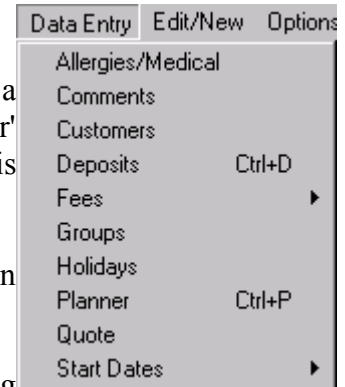
[Holidays](#) Used to enter gazetted holidays that are then noted on childrens "Sign In/Out Sheets". To enter click "+" sign on bottom of screen, enter date and then click the "tick" sign at bottom of screen. Click the printer button to show dates entered.

[Planner](#) Shows a graphical representation of each room, testing maximum room capacities etc. The planner shows the following attributes:

- . Child Details
- . Rooms and Day allocation
- . Age and age allocations for each room
- . Next Room change Date
- . Day change Date and next day allocation
- . Holidays
- . Start and End dates
- . Offers
- . Totals for each day for each room (collectively or individually)
- . Balance of account and bond paid
- . Room Limits
- . Percentage capacity and percentage clients overdue.

[Quote](#) Allows calculation of quotes without affecting client accounts

[Start Dates](#) List Jet and CCB % start dates



Edit / New

File Data Entry Edit/New Options Reports Lists Utilities Help

Add & Delete

Allows you to add and delete parents / family, child, and attendance details.

Add "Attendance" which is for an individual child whose has not attended in the relevant week and process as follows:-

1. Change date on that particular child's screen to the Sunday of the week
2. In "Yellow Boxes" of "Hours Attended" fill in the hours of the week to be added.
3. Click in the "Service Box" the fee to be charged. (If an error is made all figures can be altered latter in the "Attendance Screen")
4. Click EDIT/ADD/ATTENDANCE
5. Check that correct family is being altered & click "OK"
6. Go to UTILITIES/UPDATE ATTENDANCE TO DEBTORS and process.

To update all children whose "Rebatable Hourly Fee" or Centre Hourly Fee has changed in FEE program click EDIT, FEE, UPDATE, CHECK ALL RATES, and click YES to "Check and Update all fees".

The software will then display a list of all the children whose fees have changed. Leave the program completely and upon re-entry all children's fees who do not have an "End Date" will show new fees. So that CCB reports are correct ensure that all information is entered where required.

Note: When adding an attendance for one child ensure that appropriate Week Ending date is entered into date block on child's screen and when transaction is processed go to "Utilities" and "Update attendance to Debtors".

Options

Options are used to change how data is displayed and allowing managers to change and reculate unusual items.

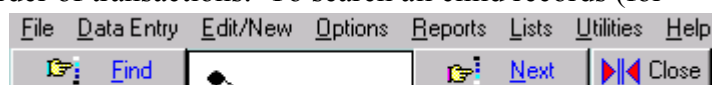
Reports

The first level contains the most used standardised reports. The Other Report option allows the end user to import or gain access to user defined reports or other reports which are updated and changed from the childcare repository. This therefor will give you access to more flexible reporting systems. Government checking reports are available in the other reporting section.

Lists

Ticking any of the items in this section will convert program to showing only all the information in that section. In addition the display order of transactions. To search all child records (for example) Click menu item:

Lists=>Children=>All, then enter.



Enter find text here

Utilities

File Data Entry Edit/New Options Reports Lists Utilities Help

Attendance => Check Absences

This is used to change the total absences for each child where the year dates have changed. This option checks the validity of absences and is incorporated because of backwards compatibility of previous versions. It is seldom used in the current version.

Attendance => Update Date

This will set the update date to today. This option should not be used unless advised to. If the system senses that the date should not be changed it may not allow you to change it.

Attendance => Update Fees

This section does the roll over for the complete list of children for that week and will only need to be used when Monday is a holiday and weekly roll over has to be done on say Tuesday. Make sure that the date showing on “Child’s Screen” is for the Sunday the FAO week ends.

This section is not used to process a specific child which is done in the “Edit Screen”. On Monday an automatic roll over procedure for FAO, Debtors and Absences are flagged on the screen. Just process automatically.

A link to Attendance Update is also shown on the Links tab.

CCB Export => Export

This item creates the data file for lodgement of quarterly returns, when preparing disks for sending of CCB reports to FAO. Before processing ensure that all reports in Other Reports => Government Menu ... are checked.

General Comments to assist with processing

The “CCB” report should be checked every week to ensure the Centre has been advised of CRN numbers.

All Sign In/Out sheets need to be checked for Attendance and Absences. The steps are as follows:

1. Print out report “CCB Report”
2. From the code at the bottom of the Sign In/Out Sheet bring up the “Attendance screen” for that child in the program
3. Check Sign In/Out sheet against “Attendances” recorded on Computer
4. Check Sign In/Out sheet against “Absences” recorded on computer
5. Cross off Sign/In out sheets found correct on list on CCB report.
6. For all those children who:
 - Should not have their details submitted to FAO for non receipt of CRN or Percentage etc and will be submitted in a “Supplementary Return” latter and
 - Full fee paying children who are in-eligible or do not wish to receive Government Child Care Benefit should tick “Exclude” on child’s screen.

Note: Those parents and their children who pay full fees and for whom CRN’s are held for them and their children are not to be excluded. These Guardians get their benefit through the tax system. ***

Utilities continued ...

[File](#) [Data Entry](#) [Edit/New](#) [Options](#) [Reports](#) [Lists](#) [Utilities](#) [Help](#)

[CCB Export => Government Portal](#)

This is the link for lodging Quarterly returns via the Government web site. You will need to fill out an application form to use this facility.

Use the Export option (above) to create the **Export File** then upload this file using the Government Portal web page, Click on the “**Start Business Contact**” button to upload the **Export File**. This is located at the *bottom* of the Centrelink page.

<p>Logon Now</p> <p>If you have been given approval by Centrelink to use the Business Contact Service online, you can logon to this service here.</p> <p style="text-align: center;"><input type="button" value="Start Business Contact"/></p>

[Transfer to Bad debts](#)

Use to transfer old bad debts to a specific ledger. Only transfer to Bad Debts after hard copies are taken of all information as transfer deletes this. We would recommend that no account be transferred to Bad Debts until 3 years have passed since last attendance / transaction.

Help

[File](#) [Data Entry](#) [Edit/New](#) [Options](#) [Reports](#) [Lists](#) [Utilities](#) [Help](#)

Generally this will access dynamic help pages when connected to the internet.

[Ask a Question](#)

This will be an interactive chat line for discussion childcare software issues.

[Email Support](#)

Email function which will send an email to the technical support team.

[PDF=>Childcare Specifics](#)

This help file in PDF format

[PDF=>Reports](#)

Report manual for writing customised reports.

TABS - CONTROL CENTRE



Family Tab


Family Code

A new family's screen can be accessed by either going to EDIT/ADD/FAMILY or use the shortcut by clicking the flag on the right of the code field.

Always put the person who will be the Guardian (FAO Client) in first area.

Family code will automatically show when a new family's particulars are entered.

Adjacent to family code the Customer's Balance and Bond Figures show once entries accumulate in "Debtor's Ledger". Customer credit balances are show with a minus (-).

 This button creates a blank screen ready for entering a new family details.

Address/Phone Numbers and CRN Number

Make sure CRN number is correctly entered without any spaces between the numbers.

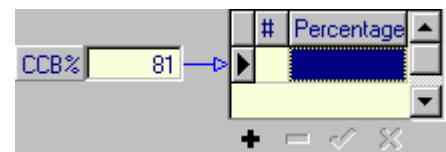
Start Date

Click on the Blue button (above) and this will bring up the screen for entering these dates generally with family required highlighted. Double click on family and enter Date either manually or by using program system which is opening the date menu by clicking the "Date" button and then clicking required date. Finish be clicking the tick on the bottom of this "Select Date" screen and date will be entered.

Family Percentage

This is the default CA% applied to the attendance for calculation of the government payment. This percentage may change depending on the number of children in childcare.

Other default percentages may be stored by pressing the CCB% button ***



For one child enter percentage in field provided. If more than one child click on "CCB%" which will bring up a screen for entering all family percentages. Enter all percentages here with first Child number in 1st field followed by its percentage in next field; on the second line put the child number in the first field with its percentage in the second field and so on & on.. By double clicking on percentage in this section to be used that percentage will transfer to the percentage field on Guardians screen. This back screen can be referred to whenever there is a change in the number of children eligible for CCB assistance.

It is suggested that until a percentage is received from Centrelink the field be left blank and after the percentage is cancelled by Centrelink a zero be but in the field. This will assist in quickly knowing client's present position with Centrelink.

Other Detail

A space to enter short details not provided for anywhere else.

Family Working

Tick if a "working" family

Family Tab continued ...

Family	Children	Attendance	Transactions	Links
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Delete Family Screen

For security reasons “Families” can not be deleted easily. All attached children have been deleted first. (See Children’s Screen below on how to delete child’s screen.) and the following extra steps need to be executed:

1. After all children have been deleted move out of “Control Centre Screen” to back screen “Customers Debtors Screen.
2. Go to Data Entry/Customers and find customer by using relative box. When customer is found go to Financial Menu and enter in an end date.
3. Go to EDIT/DELETE and delete customer

Change Family Code

In the event that family code needs to be changed this can be done by using the Edit Codes option in the Utilities menu (in the back screen).

Email

The email button creates an email to be sent to the selected parent using your current email program.

CCB %

Click the CCB % button to show the CCB percentages.

Contact List

This tab is for people authorised to pick up children.

Children Tab

Family	Children	Attendance	Transactions	Links
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Adding Children Details

To move to “Child” screen simply click to Child button. The Family code and new child’s code will automatically appear as form is completed. A second child can be entered by either going to EDIT/ADD/CHILD or use the shortcut by clicking the flag on the right of the family code field of other siblings.



This button creates a blank screen ready for entering a new child details.

CRN

Enter Child’s CRN number here without spaces when received from Centrelink

Absent Box

Enter into here absences accrued by the child at other centres. This figure is to be deleted in July of following year when absent day total are restarted.

Current

Is the total absences at our centre you current year

A child’s absences for the year is the total of the above two (2) boxes. Note that you will require to update absences to obtain correct total in this box

Please note that the software will not work correctly if the following dates are entered:

- **Birth Date** - Note that when this date is entered child’s age appears on next line. This date is very important as the program runs off ages including different fees that are charged at different ages.
- **Start Date** - Make Monday of week starting.
- **Finish Date** - Child and Family can not be deleted unless a “Finish Date” is entered.
- **School Start Date** - is to be entered for the first year a child goes to school .. Government requires the Monday date. Also the box on this date’s right must be ticked if child goes to school which ensures the reduction in RHF rate to 85%.
- **Booked in Date** - is essential if centre has a system of sorting children in “Waiting” list.

Priority Box

Enter the priority code for waiting list, which determines the order on reports.

Allergies/Medical

Information entered here will show on Group Leaders report. However, should a child not be immunised at parents wish also put “Non-immunised” in this box. Report can be obtained from “Other menu” but NOTE that item can only be obtained if that item is requested in the “enter Details” box for the report. To obtain an item to go on the report in the “enter details’ screen” click the arrow to the right of “selection Box” and select required item. To edit list click the arrow with right mouse button and add/ delete new items.

Notes Box

Information entered here will show on Group Leaders report. Also see CRN below re cancelled child by FAO. Left mouse click (on Notes) to increase the size of the edit box. Right mouse click to show and edit immunisation notes.

Exclude Box

Is to be ticked if child is not to be entered in quarterly report to FAO

Service Box

By clicking the box on the right the centres fee program will show from which applicable fee can be selected. Its name will show in this box and hourly fee will show in appropriate box below. N/B Should a child leave and then come back at a latter date ensure that this field is completed again as RHF and owners fees could have altered in the interim.

Room Box

It is in two parts:

1. Clicking the box to the right will bring up a table from which a room can be selected
2. If child is to go on waiting list simply click on arrow and insert "Waiting List" as room

CRN

Child's CRN is entered here. Please note that FAO requires the number has to be entered without spaces. If a child of a family who has other siblings attending is cancelled by FAO then on cancelled child's screen put its CRN in notes (for Possible future use) and delete original CRN from its box. Should child come back the CRN number will show on Group Leaders report. On the CCB report which should be checked weekly it will show child has no CRN.

Booking in Section Monday to Friday

Enter starting and finishing times in relative days in "From & To" times. Knowing these times assists with working out staff rosters .

Hours charged.

Enter hours to be charges each day in this section. Normally this is the session hours for each particular service. The program uses these times to calculate fees.

Should the hours to be charged not be entered in the yellow boxes the "Group Leader/Roll" report will still show child is attending but will show Start Date above child's name. Always check this on the report and in need add child to attendance.

Holiday Start & Holiday End boxes

Dates go on Group Leaders Report & advise staff family's intentions.

If "Holiday" fees are allowed dates remind Staff to amend fees as appropriate.

Procedure:-

1. Have parents complete holiday application form
2. Enter Starting and End dates in the boxes
3. Check Group Leader reports for holiday times.
4. In week before holiday starts change child's fees to holiday rate
5. In week holidays finish change child's fees to normal fees.

Date Box

Will normally show current date but can be changed if required to enable processing to be done for the usual various amendments for previous weeks


Attendance Tab

Family Children **Attendance** Transactions Links

This screen shows the processing of CCB information on a weekly basis. Any alteration to that week be it Hours, Fee Rate Government rebate, CCB%, School %, Part Time %, Absences, Special or Increased Hours can be corrected/entered here. Edit attendances here after they have been added via the Monday rollover. This screen will recalculate the balance owed by the customer.

Always make sure you are working in correct week by selecting the week at bottom of screen

IMPORTANT

The  symbol at the right of the edit box will recalculate the relevant edit box on the left. If you make any changes to the attendance, you may need to click these buttons to check the calculation is still valid. As the parents circumstances change from time to time the software does not assume that these value should be recalculated automatically. The attendance calculation is dependent on the Family working state, the CCB percentage, CCB hours allowed and Jet hours allowed, each of which change from time to time.

An explanation of items on this screen are as follows:

Update Box shows if a particular week has been processed (to the FAO)

Reason Special & Increased Hours Boxes show weekly reason to FAO if applicable. Clicking on either box will show code required to be entered for actual reason.

Total - Gives total absences for current year and past year when clicked. However if absences accrue at another centre these days will need to be added to the figure.

Hours on the child's screen are transferred to here, in the Monday Update. Alter hours by editing the yellow boxes. To record absences merely click the box to the right of relative day.

Rate

The Centre's Hourly Fee rate is entered here. It can be altered by simply typing in new rate or by clicking on Box to the right which will display Fees menu from which new rate can be entered.

Our Fee is the centre's hourly fee multiplied by hours attended.

Deleting Children

- Step 1. Go into child's screen and enter an end date prior to current date
- Step 2. Click => Edit => Delete => Child to delete the current record

Transactions Tab



This screen quickly shows all the transactions of family requested.

However if UTILITIES/SHOW ALL/TRANSACTIONS SCREENS are used this will show all transactions.

Link Tab

As all but one of these “Boxes” are available elsewhere and are self explanatory, the only one needed is the Section “Update Balance Customers Balance” where box is called:-

Bond Receipt etc

Click on this box to bring up screen called “Add Transactions” for entry of all customers transactions like deposits/ bond records etc. which will affect customers Ledger. Entries can be made by highlighting on the left of the screen for the following reasons:

- Payment of fees either by Cash or via Eftpos. This is done by “Sundry Item” which is automatically a negative can be used to debit customer for unusual entries like paying for an outing or for
- “Bond” is used for transfer in or out customers account any bond, if charged. Only withdrawals from “Bond” amount need to be a “Minus”

When customer is found the account almost always shows on the top line in “Customer section” below and children also show further down. This assists with ensuring entries go to correct account. After entry is processed customer will move to centre line where their new balances will show.

The quickest way of processing is to use the keys Control + F to find the family and the keys Control + U to process the entries.

Centre Fees

The program can have a range of fees based on the number of days a child comes and also its age.

If this basic program is used, to change Centre’s Fees go to Edit/Fees and, by double clicking on relative box under “Charge”, enter the Centre’s hourly fee rate for that line. Continue to put appropriate hourly rate on all lines.

Should centre so desire other fees can be entered simply by filling in a fee line. Fees can be entered into order by placing numbers into column headed up “Nr.”.

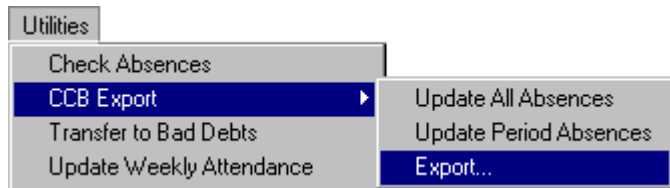
The Column “Rebate” is the Federal Governments “Hourly Rebatable Fee”(RHF). It needs to be entered on all lines with a fee. This system will allow for the Government changing the RHF rate for different ages.

NOTE: When any of the figures are altered on “Fees Charged Screen” it is necessary that the new figures are overwrite the old figures on the child’s screen. This is set out in “Edit”/Fees above.

PROCEDURES

Processing CCB Report by Disk

From the Utilities menu click “CCB Export” then click “Export”.



When CCB Report Screen” shows do the following:

1. Select correct quarter by using the arrows to select the correct year and quarter.
2. Select whether or not it is a “Primary” or “Supplementary” return
3. Fill in the “Authorised Signatory” section.
4. The program will select the correct Fees from its fees schedule
5. If the fees have altered since the period being submitted the fee schedule will need to be appropriately amended to the Two (2) figures for that period. (Note: Change back the fees figures to current amounts once CCB return finalised.)
6. Longest fee period is the total hours centre is open each day
7. Max. Weekly Hours is the total hours open for the week. This would normally be “the Longest Fee Period” multiplied by 5 (Days).
8. Hours & Minutes will normally be same as in “Max. Weekly Hours”
9. “Date of Effect” is the date fees last changed before return date.

Note mach of above information entered will remain un-altered in latter returns.



Once form is correctly filled in click **Export** and process. This compiles the data given to the government in electronic format, approved by the government. *Transactions where the child has been excluded or have no CRN number will not be exported to the data file.* (The blue buttons are for setting the location of the export programs and where to store the results)

If incorrect file is saved to floppy disk we suggest that the incorrect “.dat” file be deleted from the computer. This file can be found by clicking the “Read” menu on the far right of the screen and choosing relativant file. The correct file can be chosen from the date showing immediately after the centres CRN number. This date will be the year followed by relative period, ie “2006p04” for the final quarter in 2006.

If the incorrect file is saved to floppy disk we suggest that the floppy disk be re-formatted, or the existing files need to be deleted (on the floppy disk).

Once numbers on the top of both the pop up processing screens agree proceed as follows:

1. Click the **Check** button (black button - above left)
2. Click **Browse** after the screen pops up.
3. Click on relevant “.DAT” file. The screen will return to “Check Browse” screen.
4. The “DAT” selected will now be shown; Click “**Check file**”
5. “Results” will then appear.
6. Click the **Save** button & return to previous screen
7. Close “Check” screen
8. Click on the **Results** button to review the “Results Screen”

If it comes up with no errors disk can be forwarded to FAO. If it comes up with errors, fix, delete file and re-format floppy as set out above, and then reprint report. I suggest backing up the disk twice and keep a disk to cover possibility of a faulty disk being sent to FAO.

Supplementary CCB Export

When a supplementary return is required place the word **SUPPLEMENTARY** in the statement Type box (where “PRIMARY” was originally)

A **Supplementary Report** is required for 2 reasons:

1. To submit those children that were “Excluded” when the 1st return was completed
2. To re-submit those whose information has changed. Alterations will normally only be for changed hours, changed absences and occasionally required by FAO.

For “1” above remove the TICK from the children’s “Exclude” boxes for those children being submitted for the first time. They will go through automatically as for the primary return above.

To resubmit statistics for a child who was on the original “primary” return the following steps need to be made:

1. Delete the “Sent date” from the week that any alteration was made. This date shows just above the “Edit Log” in the child’s “Attendance Screen” First step is to remove the “Security” from the Program and then clicking the “Red Dot” to the right of the date. Delete the date from the box.. This has to be done for every week FAO has to be advised of an alteration.
2. Those weeks with date removed will automatically be in “Supplementary” return. They will go through automatically as for a primary return.
3. Ensure correct fee rates for period are inserted.

Calculation of attendance and automatic billing

Calculation of attendance, fees and customers accounts appropriate thereto are to be made on the first working day of each week. As this is normally a Monday the program automatically flags for this to be done. However if not a Monday “Utility Screens” are to be used as described below.

Editing parents Name

Should a FAMILY name be entered incorrectly client will therefore have the wrong code. This code can be altered to reflect the correct parents name.

1. Type in new family name
2. In family table at bottom of screen check to see if a code that reflects new name
3. Select for latter use new family code
4. Leave screen and go to back screen
5. Click UTILITIES, EDIT CODE type in new code selected to double check if code already exists
6. Go to Current Code field and select old family code using table below
7. Enter new family code in New Code field to right of old code field
8. Click arrow field to process to new code.

Deleting Records

If a family as to be deleted proceed at follows:

- Delete all children in the family first by:
 1. Entering an end date in “FINISH” field in each child’s screen
 2. Click “Security” off in OPTIONS menu
 3. IN EDIT menu click DELETE, then Click CHILD
 4. Delete all children
 5. Click SECURITY back on

- Delete Customer / Family
 1. In edit screen go click CUSTOMERS
 2. Using the family CODE use the “ Find” field to find the family in question
 3. Click the Financial Button
 4. In the “No Longer Customer” field enter an end date.
 5. In the same screen click EDIT and then delete.

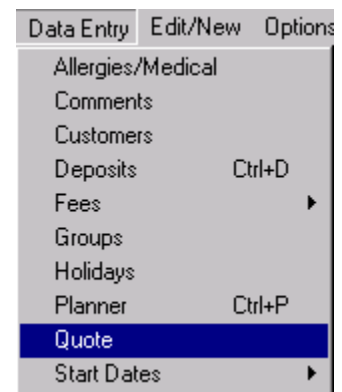


Quotes

The Quote screen can be accessed by clicking on the **Data Entry** menu when the Attendance tab is selected (or press the yellow family button). [Note: that to leave the screen click on the large lettered words (QUOTE DETAILS), or use the menu item.]

To complete a quote merely fill in the appropriate boxes making sure:

1. Fill in the hours of expected attendance.
2. If required, the school percentage is entered.
3. The “Rate” box is centre’s fees and can be entered by clicking the flag on the right of the rate box. This will also enter RHF.
4. Part Time percentage is correct.. Always click the flag to the right of this box to ensure program will fill in appropriate ‘PART time Percentage’.
5. Calculation will be completed when “Tick” at bottom is ticked.



Buttons – Short Cuts









Blue button to the right of Family/Child/Attendance code are used for adding new enteries.

Terms (Please Note)

- ◆ **FAO Family Assistance Office** Federal Government department responsible for the Childcare Benefit Scheme.
- ◆ **CCB Child Care Benefit** given by the Federal Government.
- ◆ **RHF Rebatale Hourly Fee** advised yearly (normally has to be changed from start of FAO’s period 3 of that year).

Appendix A – Planner Shapes

The planner represents the following states:

Attributes	X	States	Shape	
Child Attendance Child about to start Child finishing Offers given Offers due	5		Green (Round) Lime (Round) Red (Round) Gray (Round) Yellow (Round)	    
Group change registered Group change over-due	3		Square Yellow	
Holidays registered On Holiday	3		Round Rectangle Round Rectangle Aqua	
Outside Age Group for Room	2		Thick Edge	
Change in Days Registered (not due) Allocated Change in Days Not Allocated Change in Days Existing Days removed <u>not changed</u> New Days <u>not changed</u> Days Kept on change of other days in week	6		Diagnol Right (Transparent background) Red Edge Purple Edge Gray Edge Diagnol Left (Transparent background) Cross (Transparent background) Red Edge (solid background)	
Balance covered by Bond Over Due Over \$1,000	3	1,620	Black Maroon Bold Maroon (States for each cell)	
Days	5	8,100	(States for each child)	