VIEWING A FAMILY'S ACCOUNT

You can work with a family's account from:

Family Accounts > View A Family's Account >

Family Details > Family Centre > Family Account tab >

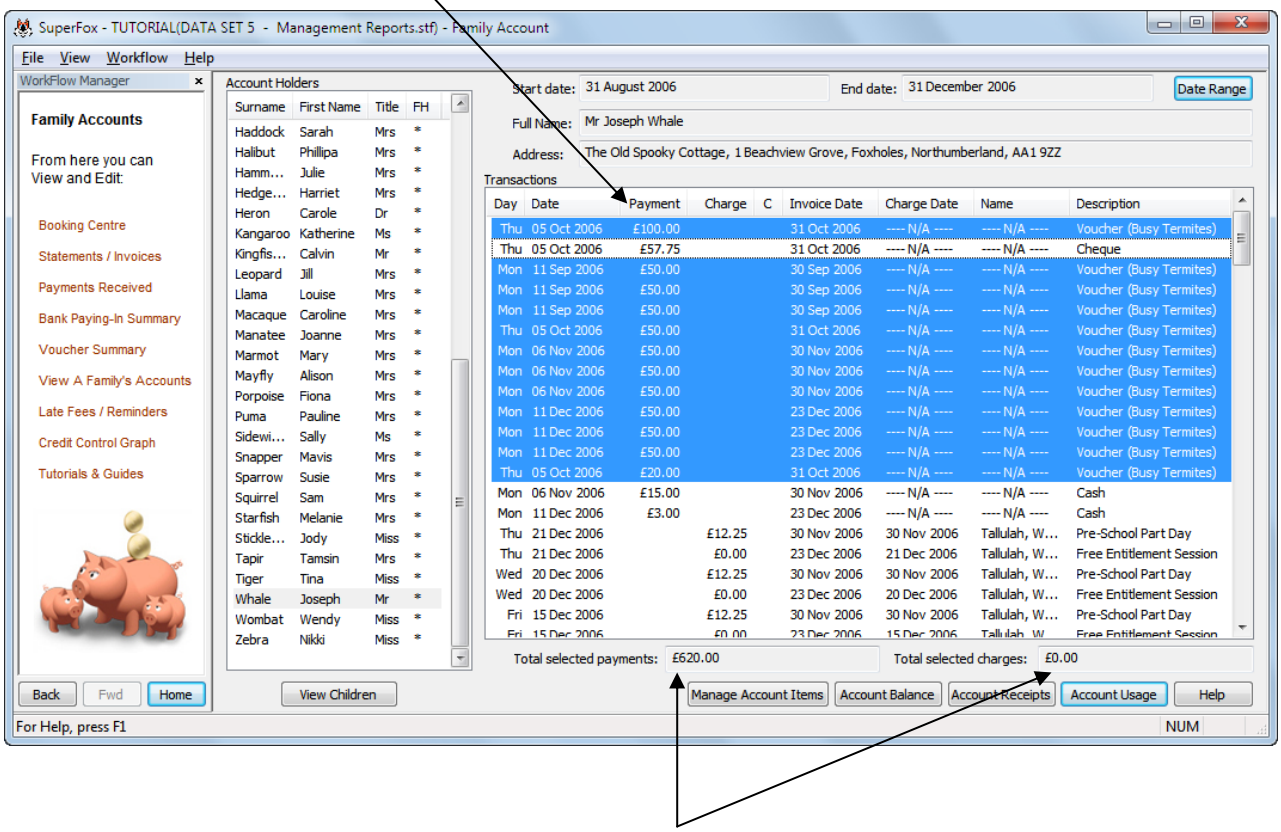
You can use this function to view the full account history, produce receipts and usage statements and to make account holder charges and set opening balances.

Load Tutorial Data Set 5

Home > Family Accounts > View a Family's Accounts > Click "Date range" > enter Start date 31 August 2006 and End date 31 December 2006 > OK

Now choose the Whale family by clicking in the left hand window.

When the account is displayed you can sort the order of the rows by clicking the column headings.



If you select a number of account lines using the mouse and the keyboard Ctrl or Shift keys the totals for the selected range are shown at the base of the list.

(See the **List Selections** mini guide for more ways to select things in lists.)

Exercise: Display the Whale family's account for 31 Aug 2006 to 31 Dec 2006 and find:

How much has been paid in cash (Hint – click the Payment column)?
How much has been paid in cheques?
How much has been paid in vouchers?
View the summary by clicking the "View" button

Account Holder View and Child View

The View a Family's Account form has two views.

When you first arrive in the form it will display in Account Holder view. The list on the left hand side allows you to select an account holder.

(Account holders who are Family Heads are denoted by an asterisk.)

Account Holders

Surname	First Name	Title	FH
Ant	Melissa	Miss	*
Anteater	Peter	Mr	*
Ardvark	Wendy	Mrs	*
Badger	Roxy	Mrs	*
Barracuda	Louise	Mrs	*
Bear	Susan	Mrs	*
Beetle	Alice	Mrs	*

View Children

If you press the View Children button at the foot of the list the form will change into Child view. This enables you to see an individual child's usage.

Children

Surname	First Name	D.o.B
Ant	Adam	15 Sep 2004
Ant	Peter	09 May 2002
Anteater	Anita	25 Feb 2002
Anteater	Colin	09 May 1999
Ardvark	Daniel	13 Nov 1998

The information displayed in Child View relates to a child rather than an account and as a result the columns displayed in the form are slightly different. (Credits relate to accounts and so are omitted in Child View.

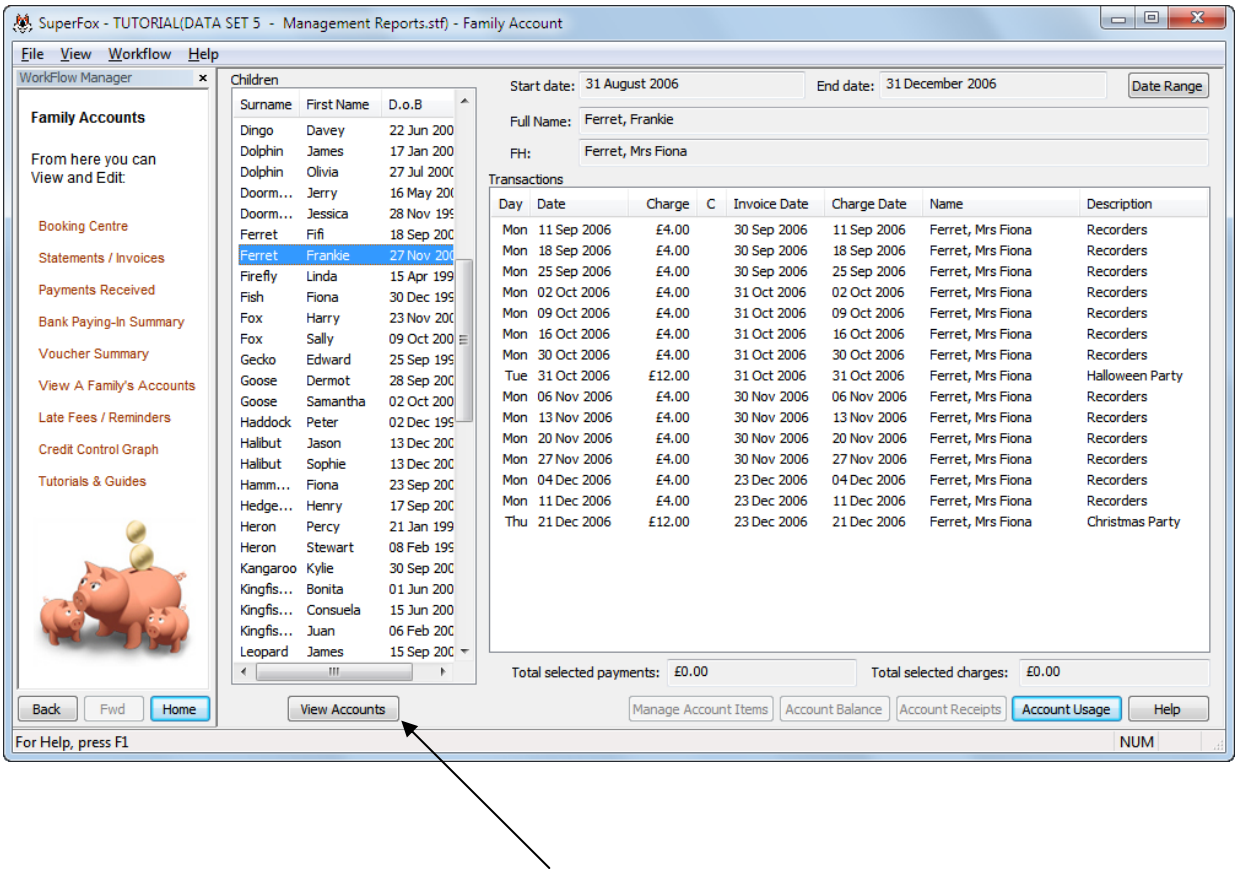
Information displayed in Account Holder View (Payments and charges):

- Item Day & Date
- Payment or charge amount
- Column headed 'C' is used to denote cancelled invoiced items
- Invoice date
- Charge date (for charged items)
- Child's name (for charged items)
- Item description

Information displayed in Account Holder View (Charges only):

- Item date
- Charge amount
- Column headed 'C' is used to denote cancelled invoiced items
- Invoice date
- Charge date
- Account holder name
- Item description

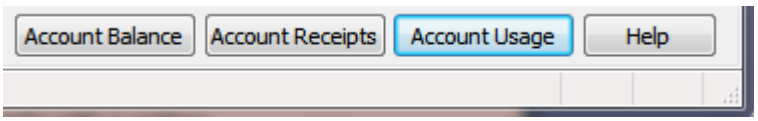
Child View looks like this:



You can switch back to Account Holder view at any time by using the **View Accounts** button.

Account Reports

When you are in Account Holder view you can use three buttons at the bottom of the screen to produce some reports about the account.



These reports are useful for many things including:

- Providing the account holder with written evidence of their childcare usage (e.g. for tax credits)
- Account dispute resolution
- Producing a closing account balance at an arbitrary date

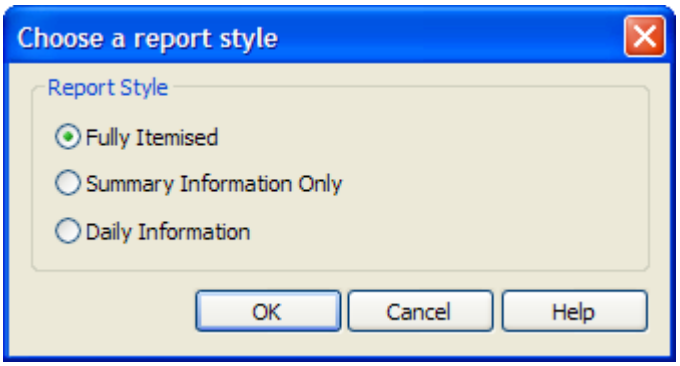
Account Usage Report

This report is a great timesaver if an account holder needs a written statement of their childcare usage for an ad-hoc date range. This is often useful for tax credit evidence or if an institution, like a college, is paying the account holder for some of their childcare.

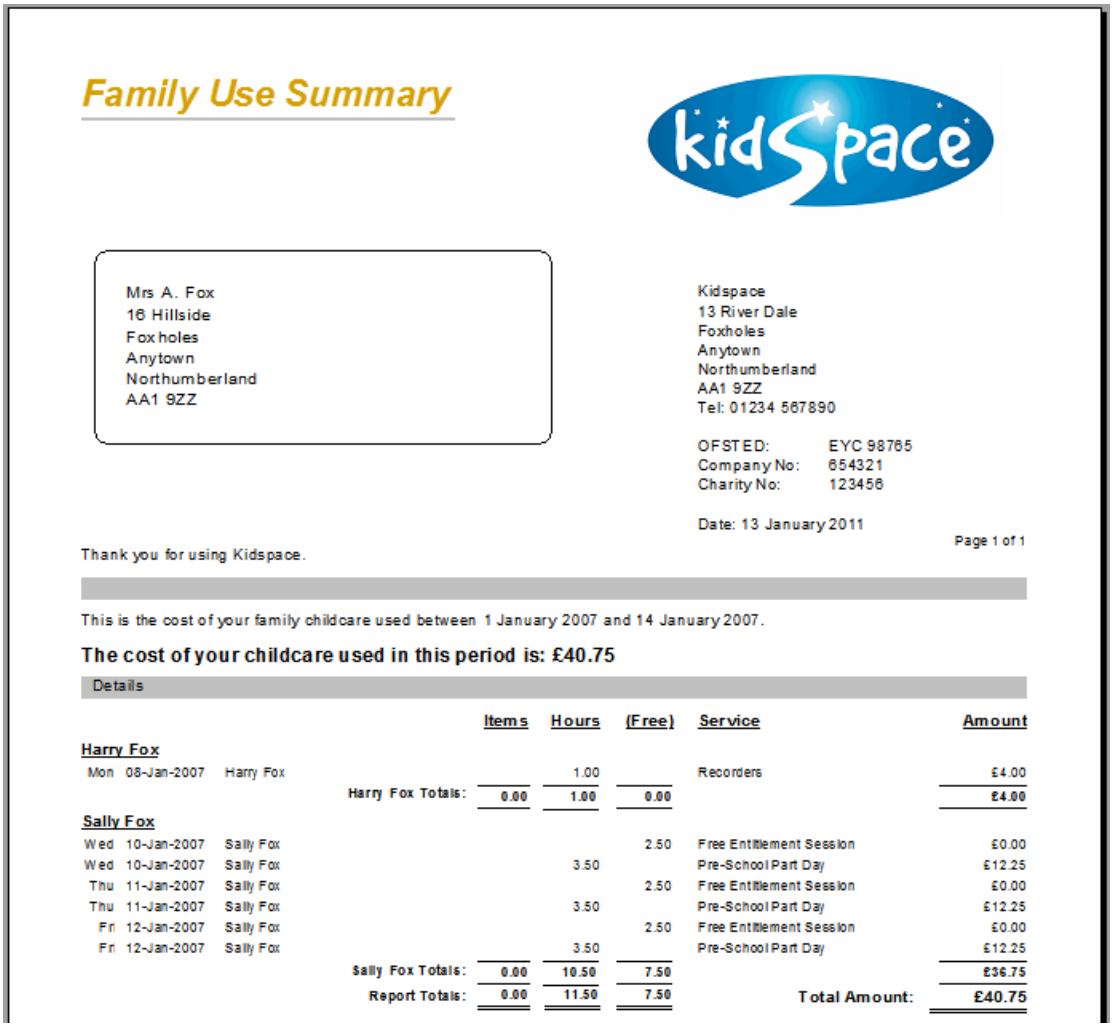
This report only lists the account charges, it does not include any of the account holder's payments.

It offers the same detail options as the statements / invoices for the account:

- Fully itemized – shows one line per charge item for each child.
- Summary Information Only – a simple charge total for each child.
- Daily Information – a daily charge total for each child.



The fully itemized report looks like this:



Family Use Summary

kidSpace

Mrs A. Fox
16 Hillside
Foxholes
Anytown
Northumberland
AA1 9ZZ

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

OFSTED: EYC 98765
Company No: 654321
Charity No: 123456

Date: 13 January 2011

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Thank you for using Kidspace.

This is the cost of your family childcare used between 1 January 2007 and 14 January 2007.

The cost of your childcare used in this period is: £40.75

Details

		Items	Hours	(Free)	Service	Amount
Harry Fox						
Mon 08-Jan-2007	Harry Fox		1.00		Recorders	£4.00
	Harry Fox Totals:	0.00	1.00	0.00		£4.00
Sally Fox						
Wed 10-Jan-2007	Sally Fox			2.50	Free Entitlement Session	£0.00
Wed 10-Jan-2007	Sally Fox		3.50		Pre-School Part Day	£12.25
Thu 11-Jan-2007	Sally Fox			2.50	Free Entitlement Session	£0.00
Thu 11-Jan-2007	Sally Fox		3.50		Pre-School Part Day	£12.25
Fri 12-Jan-2007	Sally Fox			2.50	Free Entitlement Session	£0.00
Fri 12-Jan-2007	Sally Fox		3.50		Pre-School Part Day	£12.25
	Sally Fox Totals:	0.00	10.50	7.50		£36.75
	Report Totals:	0.00	11.50	7.50	Total Amount:	£40.75

The Summary Information Only report looks like this:

Child Use Summary

Sally Fox

Mrs A. Fox
16 Hillside
Foxholes
Anytown
Northumberland
AA1 9ZZ

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

OFSTED: EYC 98765
Company No: 654321
Charity No: 123456

Date: 13 January 2011

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Thank you for using Kidspace.

This is the cost of this child's childcare used between 1 January 2007 and 14 January 2007.

The cost of your childcare used in this period is: £36.75

Details

			Items	Hours	(Free)	Service	Amount
Sally Fox							
Wed	10-Jan-2007	Sally Fox			2.50	Free Entitlement Session	£0.00
Wed	10-Jan-2007	Sally Fox		3.50		Pre-School Part Day	£12.25
Thu	11-Jan-2007	Sally Fox			2.50	Free Entitlement Session	£0.00
Thu	11-Jan-2007	Sally Fox		3.50		Pre-School Part Day	£12.25
Fri	12-Jan-2007	Sally Fox			2.50	Free Entitlement Session	£0.00
Fri	12-Jan-2007	Sally Fox		3.50		Pre-School Part Day	£12.25
		Sally Fox Totals:	0.00	10.50	7.50		£36.75
		Report Totals:	0.00	10.50	7.50	Total Amount:	£36.75

Account Receipts Report

The 'Account Receipts' button displays all of the payments received in the date range:

Account Receipts

Mrs A. Fox
16 Hillside
Foxholes
Anytown
Northumberland
AA1 9ZZ

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

OFSTED: EYC 98765
Company No: 654321
Charity No: 123456

Date: 13 January 2011

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Thank you for using Kidspace.

These are the payments that we have received from you between 1 August 2006 and 1 December 2006.

Total payments received for this period: £497.00

Summary Details

Date Received	Invoice Date	Payment Method and Notes	Amount
Fri 08-Sep-2006	30-Sep-2006	Voucher (XYZ Vouchercc) - xyz 12345 67890 a	£20.00
Fri 08-Sep-2006	30-Sep-2006	Voucher (XYZ Vouchercc) - xyz 12345 67890 a	£20.00
Fri 08-Sep-2006	30-Sep-2006	Voucher (XYZ Vouchercc) - xyz 12345 67890 a	£20.00
Fri 08-Sep-2006	30-Sep-2006	Voucher (XYZ Vouchercc) - xyz 12345 67890 a	£20.00
Fri 08-Sep-2006	30-Sep-2006	Voucher (XYZ Vouchercc) - xyz 12345 67890 a	£20.00
Fri 08-Sep-2006	30-Sep-2006	Cheque	£47.00
Thu 12-Oct-2006	31-Oct-2006	Voucher (XYZ Vouchercc) - xyz 12345 67890 a	£50.00
Thu 12-Oct-2006	31-Oct-2006	Voucher (XYZ Vouchercc) - xyz 12345 67890 a	£50.00
Thu 12-Oct-2006	31-Oct-2006	Voucher (XYZ Vouchercc) - xyz 12345 67890 a	£30.00
Wed 01-Nov-2006	30-Nov-2006	Voucher (XYZ Vouchercc) - xyz 12345 67890 a	£50.00
Wed 01-Nov-2006	30-Nov-2006	Voucher (XYZ Vouchercc) - xyz 12345 67890 a	£50.00
Wed 01-Nov-2006	30-Nov-2006	Voucher (XYZ Vouchercc) - xyz 12345 67890 a	£50.00
Wed 01-Nov-2006	30-Nov-2006	Voucher (XYZ Vouchercc) - xyz 12345 67890 a	£20.00
Wed 01-Nov-2006	30-Nov-2006	Voucher (XYZ Vouchercc) - xyz 12345 67890 a	£50.00
		Total Amount:	£497.00

Account Balance Report

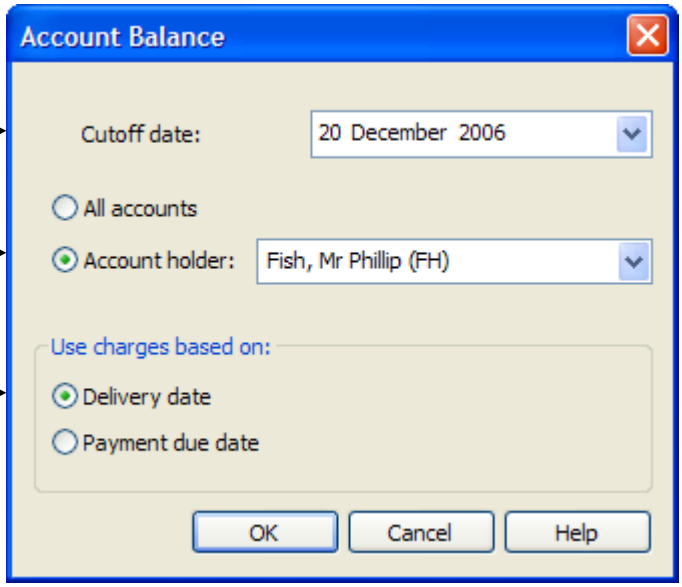
The 'Account Balance' button can produce an account balance up to any ad-hoc date.

The balance is calculated by adding up all of the charges and payments up to and including the cut-off date.

You can produce balances for all account, or for an individual account holder.

You can choose whether to use charges based on the date that services were used, or the charge date, when payment was due.

(This may depend on you refund policy if you are preparing a closing balance.)



The report generated has just one line for each account holder and looks like this:

Account Balances on 20-December-2006 using charges based on service delivery dates

Kidspace

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Surname	First Name	Title	Balances In Credit	Balances Owed	All Balances
Fish	Phillip	Mr		£67.50	£67.50
				£67.50	£67.50

Note

Account holders are any adult who could have account line items in their name. They are usually, but are not always family heads. All family heads are account holders.

For example, an account holder who ceases to be a family head may still have line items in their name and will still be an account holder.

Making Account Holder Charges and Credits

If you need to apply account charges and credits to the account holder you can do this from:

Family Details > Family Centre > Family Account tab > Account Holder view >

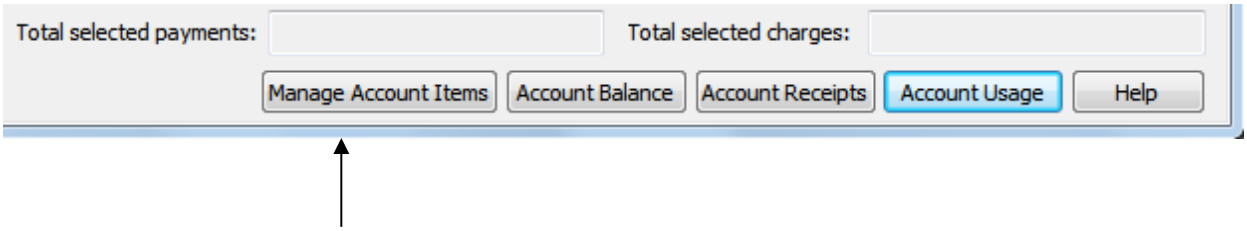
Family Accounts > View a Family's Accounts > Account Holder view >

These charges and credits are intended for making charges or credits against an account holder, they are unrelated to the childcare service.

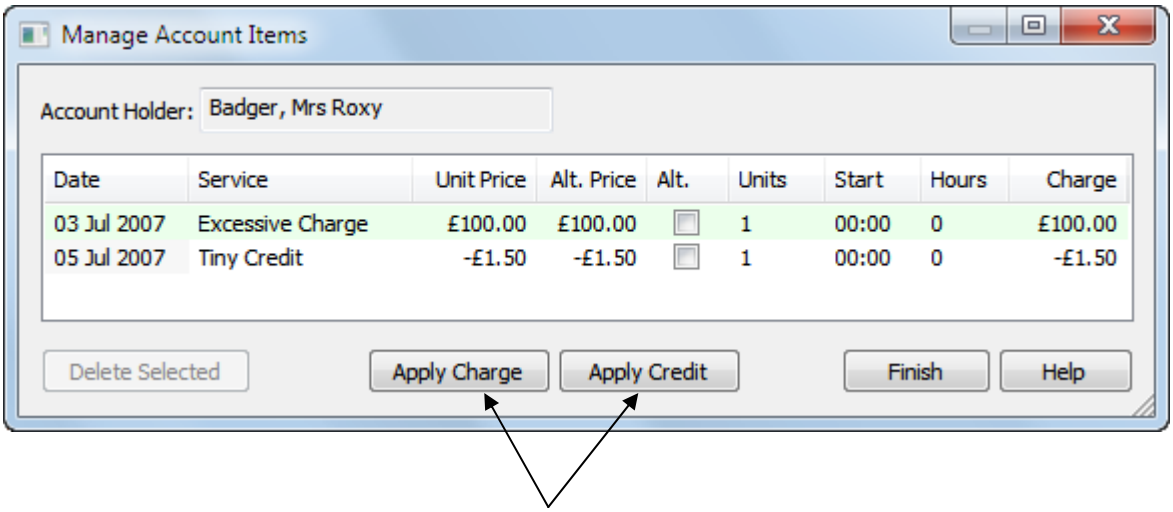
(The normal bookings and cancellation credits take care of charges and credits for a child's fees.)

Account holder specific charges and credits might include:

- Late payment charges
- Opening account balances



You can use the 'Manage Account Items' button to apply charges and credits to the account holder. When you click on the Manage Account Items button the Manage Account Items for will appear as shown below.

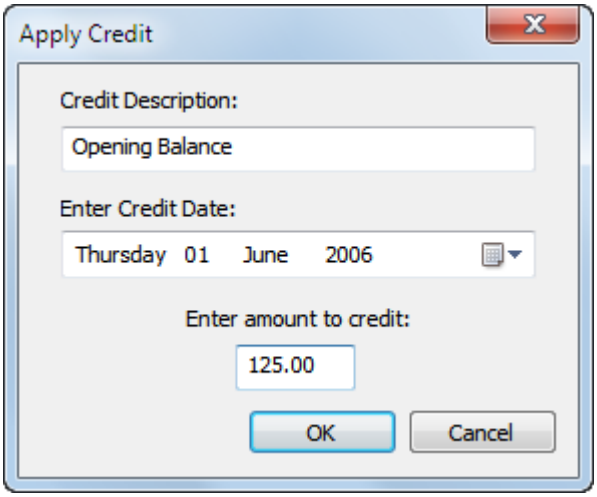


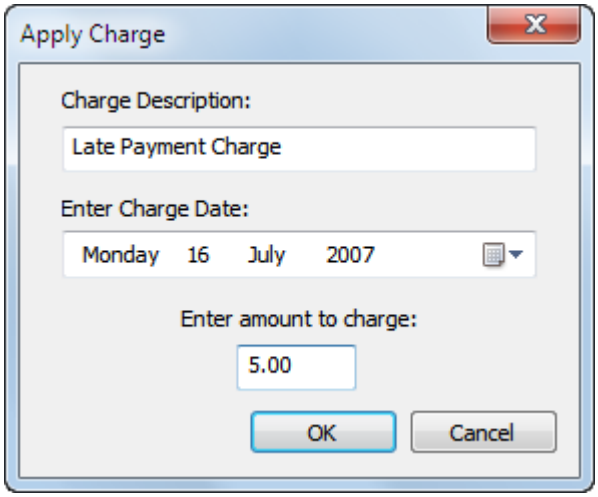
Simply apply charges and credits by using the appropriate buttons. You can continue adding credits and charges to the list displayed in the form.

To delete one or more credit or charge, select the items in the list and press the Delete Selected button.

When you are happy with the list you can press the Finish button to apply the credits and charges.

When you add a credit or charge you will be asked to supply a description for the charge or credit, a date to make the charge or credit and an amount. Just enter a positive number for the credit or charge. The program will insert the amount into the family account with the appropriate sign.



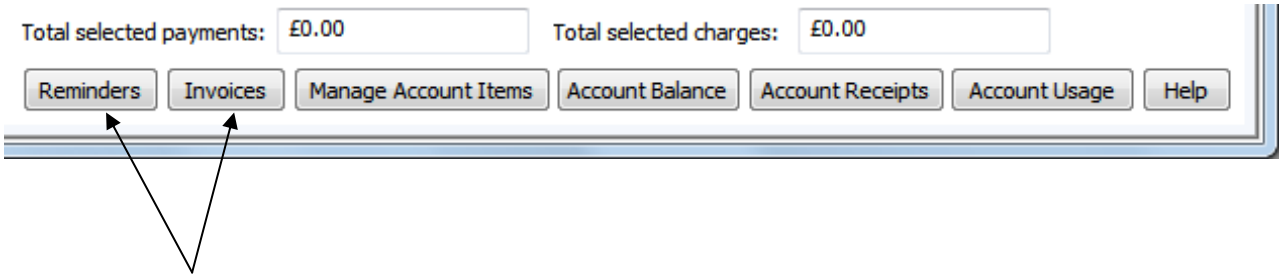


If you apply these charges or credits they will be itemised in their own section on the account holder's invoices and usage summaries, ahead of the child details. For example:

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

		Items	Hours	(Free)	Service	Amount
Account Holder Items						
Tue 03-Jul-2007		1.00			Excessive Charge	£100.00
Thu 05-Jul-2007		1.00			Tiny Credit	-£1.50
	Account Holder Items Totals:	2.00	0.00	0.00		£98.50
Elizabeth Badger						
Wed 04-Jul-2007	Elizabeth Badger			2.50	Free Entitlement Session	£0.00
Thu 05-Jul-2007	Elizabeth Badger			2.50	Free Entitlement Session	£0.00

Extra Functions In The Family Centre



The version of the form in use in the Family Centre has two extra buttons.

These allow you to view the stored invoices and reminders sent to the family to date without moving to the Family Accounts section of the program.

End