Spike Computerised Booking & Billing System

Implementation & Operation Manual

Spike **Computerised Booking & Billing System: Implementation & Operation Manual**

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Chapter 1. Foreword

This Implementation and Operation Manual will assist you in the efficient use of all the various components of the *Spike* software.

It is written to enable you to start from scratch, with your computer turned on, running Windows '95, Windows NT, Windows '98, Windows ME, Windows 2000 or Windows XP and with your *Spike* CD ready to install. However, you will find it easier if you have attended a *Spike* training program. If you haven't done this training, call our Help Desk to inquire about the next course.

1.1. How this Manual is Organised

This *Spike* Procedures Manual has been organised to assist you to perform the Administration tasks which must be undertaken on a regular basis for the successful operation of your Child Care service.

Tasks have been grouped here according to their logical sequence. Thus all of the tasks involved in *Enrolling a Child* are grouped together and in the sequence that they would be carried out in best practice.

Tasks are laid out in a standard format which includes the Chapter, Section and Task headings, a brief introduction to the task and its purpose and a step by step guide to performing the task.

An important part of the manual is *The Basic Techniques*. This section outlines some of the fundamental techniques that you must know in order to use the software. If you haven't done a training course then you must read this section thoroughly.

1.2. Contact & Support Information

This manual is not your only resource. If you have any queries, problems or even suggestions, contact the Help Desk

• Help Desk Telephone: (08) 8220 0502.

• email: spike@econ-outlook.com.au

• http://www.econ-outlook.com.au/spike

• *Spike* Business Systems, 124 Sturt Street, Adelaide SA 5000.

• Office Telephone: (08) 8231 0941.

Chapter 2. Understanding *Spike*

Spike is much more sophisticated than most small business software. It is more than just a productivity aid to help with the current task. It works by collecting information about your service, your policies, your clients, etc. which it then interprets using a vast amount of embedded child care business knowhow to accomplish business tasks. Your task therefore is mainly to tell the system about things you know, preferably as soon as possible after you find out. The system then manages the consequences.

Consider for example that the management committee has just determined a new fee structure. You need simply to tell the system which fees have changed and when they come into force, your task is then complete. The new scale of fees will automatically be applied by the billing system commencing on the correct week, be that next week, next month or even sometime next year. If you didn't find out in time and have already billed some accounts under the previous Charge Type, it will even recognise this as a problem and prompt you to revise those accounts.

You will find therefore you have to supply a lot of information before you can generate your first bills, the good bit though is you only have to tell it something once, so it is very efficient.

The *Spike* computer program has sections:

- *Booking & Billing* - the dominant task of this section is the recording of enrolments, bookings and the generation of bills, along with all the information that goes with them. Emergency contacts are instantly accessible; service utilisation can be graphically represented at the touch of a button; CCB is easily calculated, recorded and claimed with a disk transfer option available. The printed bills also comply with requirements for Child Care Receipts needed for fees paid.
- *Records Management* - this section is designed to support the *Spike* records management system. It records file names, indexes and keywords, and prints lists and labels.
- *Forms* - A range of standard forms are provided that can be easily printed and then used immediately by your service. They include waiting list, casual and full enrolment forms, change notification, child accident and incident reports, medication records. Each form is personalised with the name of your service.
- *Utilities* - This section includes various processes which, in the event of a database corruption, may be a necessary step to fix the problem. If you are experiencing any trouble, please call the Help Desk.
- *System* - This section tells you what version of *Spike* is currently installed, controls *Spike*'s password security and enables you to close the program.

2.1. Important Booking and Billing Concepts

This is the most complex and powerful section of the *Spike* software package. It is here that you will do most of your work so it is important to understand the thinking behind it.

At the core of its organisational structure, the Booking and Billing component of the *Spike* software is a database for compiling information about real things that we call *objects*. The primary objects that the system tracks are:

- *Children* - Those who are or have been enrolled at the service

- *Adults* - Anyone who is responsible for/associated with a child at the service

- *Groups* - The different groups of children that exist within the service e.g. Babies, Toddlers, Kindy, Before School Care, After School Care and Vac Care.

- *Centre* - Details of the service, its charging and billing parameters

- *Accounts* - Where to send the child care bill each week.

You tell the system what you know about these objects and it will call upon this information whenever it is needed. For example, if you change your service's name in the *Centre* Details, the new name will automatically appear on all bills, forms etc.

If you have new information about an individual child, then you would go to the *Child* section of the software to record it. If you need to change the information that is kept about a parent, then go to *Adult*. If you want to add a new group go to *Groups*.

2.2. Where's The Family?

You may be used to thinking in terms of *families* as the core unit with whom you deal. These entities generally consist of the *children* in your care and their *parents* who are responsible for those children and for their child care fees. However, given the diversity of family structures in today's society, *Spike* makes no attempt to define family structures. Instead the *Spike* software program deals only with *children*, *adults* and *accounts*. Of course, in many cases, the name of an account will be a family name, but not necessarily.

It is essential to understand the difference between an *adult* and an *Account*. An adult is a person who has a relationship with a child in your service. It may be a parent of the child, an uncle, a grandmother, or any other person authorised to be responsible for the child at some time. The data kept about these adults is simply their name, relationship to the child, emergency telephone contact numbers, whether they are entitled to access, and any restrictions on that access.

These adults are not necessarily responsible for paying the child's fees. Thus, before any booking can be made for a child, an account holder must be identified as being responsible for the fees generated by the booking.

In most cases a child's fees will always be paid by the same account. However, in some instances, different bookings for the same child may be the responsibility of different accounts. Following, are two scenarios which illustrate this point. Both are easily accommodated by the *Spike* system.

2.2.1. Scenario 1-Shared Care

A child's mother and father have separated and share custody. Mum has the child from Sunday night to Wednesday morning and Dad has the child from Wednesday night to Sunday morning. The child is in full-time Care at your service. Grandpa picks up the child on Tuesday night whilst an elder sister drops off and picks up the child on Fridays. Mum is responsible for the account on Mondays, Tuesdays and Wednesday mornings. Dad pays for the child care on Wednesday afternoons, Thursdays and Fridays.

So, for this one child, there are four associated adults and two account holders.

2.2.2. Scenario 2-Sponsors

A child is enrolled every day for the Morning session at the service, which is paid for by the child's father. However, when Mum is required to work overtime, any Afternoon session required at that time is paid for by her employer. Infrequently, the child is put in casual Afternoon care so that Mum and Dad can visit a sick uncle. The uncle pays for these casual sessions.

Thus, this child has two associated adults, one permanent account holder and two casual account holders.

Chapter 3. Getting Going

3.1. Best Practice Plan for Implementation

The following is a best practice plan for implementing your new *Spike* computer software. Although this plan may take you several weeks to complete, you will discover that a series of practical gains are achieved along the way.

Steps to: - Implement *Spike* into your service

1. Install the *Spike* software on your computer according to the instructions accompanying your CD, or ring the Help Desk if you would like some assistance.

2. Familiarise all those who will be using the *Spike* software with the basic functions of operation, and if applicable to your service, assign each user with a name and password.

3. Enter your service's details and charge types.

4. Define each group your service will be using.

5. Produce copies of new *Spike* enrolment forms and send these out to parents and get them filled in to make the next step easier and most accurate.

    (Set aside a morning or an afternoon to achieve steps 1-5)

6. Enter details of children attending the service, the accounts to which their bookings will be charged, and any permanent bookings you are aware of.

    If you *fast track*, at some future time you must complete the entering of supplementary information from the enrolment forms for the children and their adult associates.

    (There is a lot of work in step 6, even using the *fast track* process described later, it could still probably take around 15 minutes per child).

7. Once you have begun entering this large body of data, get into the habit immediately of making two types of daily backups to protect your work; one to take off site i.e. a floppy, zip or CD backup, plus a Hard disk *safe* copy.

8. Print out Group, Room or Section Attendance Sheets according to your requirements.

    Pay close attention to any errors which might show up now. eg. discrepancies or omissions in children's names or booked times.

9. Produce some sample bills.

10. Compare with actual bills produced by your old system.

11. Plan commencement of *Spike* billing:

- Management Committee must adopt any billing changes such as *weekly* billing, billing in arrears or implementing bonds in lieu of billing in advance.

- Select a date on which you will start issuing *Spike* bills.

- Give information to parents explaining the new bills.

- You may choose to produce a parallel test billing run to compare *Spike* bills with the bills produced by your old system.

12. Commence issuing *Spike* bills, usually at the beginning of a CCB claim period.

3.2. Install *Spike* Software on Your Hard Disc

The *Spike* Computerised Booking & Billing software must be installed on the hard disc of your computer.

The *Spike* program makes use of powerful relational database technology and therefore requires a high-performance computer. For recommended specifications, or to confirm your computer meets the current hardware requirements, please ring the *Spike* Help Desk.

The software requires its computer to have Windows 95, Windows NT, Windows 98,Windows 2000/ME or Windows XP operating system installed. Phone the Help Desk for assistance in setting up your back-up system.

To install *Spike* on you computer, simply follow the instructions supplied with the CD.

As well as a high performance computer, this Implementation and Operation Manual assumes a good manual receipting system, similar to the recommended '*Spike* One-Write Receipting System' is being used in conjunction with your *Spike* software.

Chapter 4. Basic Techniques

Understanding the basic functions used in operating the program will enable you to manipulate it easily and quickly. Without a sound knowledge of these fundamental techniques, this manual may be of little help.

If you have not done a *Spike* training course then you must spend some time learning and practicing these techniques. They are not complicated or difficult, however, easy familiarity with them will save you much time and frustration!

4.1. Pull Down Menu

The Pull Down Menu provides you with a list of options from which you can choose your task.

Pull Down Menus are operated from the menu bar at the top of your screen. The words that are visible across the top of the menu bar (ie. Booking+Billing, Records Management, Forms, Utilities, System) are the headings for each category.

Steps to: - Pull Down a Menu

1. Place the cursor on top of the menu title that contains the option that you wish to select.
2. Click on the left mouse button.
3. Move the cursor down the list until the option that you are looking for is highlighted.
4. Click on the left mouse button.

Alternatively, you can also access these lists from the keyboard by holding down the **Alt** key while pressing the letter underlined in each heading or option and/or using the arrow keys on your keyboard to scroll through the contents of the pull-down menu.

You can browse the contents of each Pull Down Menu by selecting a menu and slowly moving your mouse across the top of the menu bar. Each list will drop down as you move over the top of it. It is a good idea to do this initially so that you become familiar with the options that each list contains.

4.2. Draw-down Selection List

Draw-down selection lists allow you to select a name from those that have already been entered into the database. The idea is to save you from having to type in a name every time you want to access it. Examples include a child's name, adult's name, medical or dietary condition, Doctor, Health Fund, and Group.

Tip: You can save time by typing in a letter or letters that will distinguish the item you wish to select from all the others in the list. So, if the word is the only one in that list with that first letter (e.g. *M* for *Mother*) then you simply need to type the first letter and the computer will insert the rest. If there are other words in the list with similar letters, you will need to type in enough letters to distinguish them (e.g.*SMIT* could be *SMITH* or *SMITHERS* so type in *SMITHE* for the latter). If you enter text that doesn't match the names on the pulldown menu, press the **ESC** button on your keyboard to close that cycle, thus avoiding the error message that your *text entry must match a name on the list*.

This manual uses the phrase "Select the option" that you wish to work with, to indicate that you need to choose the required name from the Pull Down Menu.

Steps to: - Draw-Down a Selection List

1. Click on the thick black arrow on the right hand side of the text box. This will display a list of all of those objects in that category that have already been entered.

2. Scroll down the list until you find the name or item that you wish to select.

3. Click on your selection.

4. You will then be taken to the next step in whatever process you are doing.

4.3. Tabs

In some screens you will see what looks like a stack of tabbed cards. This means that you can see all options available for working with a particular object and can access them quickly and easily. Imagine that the tabbed card that you can see is on the top of the pile and all the others are beneath it. When you want to view a different card, you simply click on the Tab to bring a card to the top of the pile.

Steps to: - Select a Tab

1. Click once on the named Tab of the object that you wish to work with.

2. That particular card will then move to the top so you can see the whole card.

4.4. Action Buttons - Normally a 3-D Rectangle

An Action Button is a screen object that looks as if it can be pressed. You will find that an Action Button appears in every data *window* of the *Spike* software. It is this feature that allows you to move to the next step in a particular process or to leave a process if you have finished.

The main Action Buttons that you will come across are OK and EXIT. Select OK if you are happy with the text you have entered or the choices that you have made. Select EXIT if you wish to leave that

window without making any changes - regardless of whether you have typed any new data into it or not! This button is the equivalent of the CANCEL button in some other programs.

Steps to: - Press a Button

1. Place the cursor on top of the Action Button that you wish to select.

2. Click the left mouse button once.

4.5. Double Clicking - Open an Object

One of the fundamental techniques that the *Spike* software constantly utilises, is that of *Double Clicking*. As a general principle, if you wish to edit some information, *Double Clicking* on it will bring forward the *update* or *edit* window.

There are numerous parts of this program where this is possible, but you will use it most often by:

• Double Clicking on the name of something eg. service's name, child's name, account, charge type and allowable absence names, to bring forward the edit screen for that name.

• Double Clicking on a *card*, to bring forward an edit screen for the details on that *card*.

N.B. Sometimes both of the previous methods will bring forward the same *edit* screen.

• Double Clicking between two parallel lines (or *Railway Lines*) with information written in it to either bring forward the edit screen for the information written, or to take you to a more detailed screen where repeating the Double Clicking process will then bring forward the edit screen.

• Double Clicking on a blank *Railway Line* to bring forward a *new* window.

Other methods will be explained further along in this manual.

> **Tip:** If you find using the mouse uncomfortable, you may feel an improvement if you change the dominant mouse button. This is particularly important if you are left handed. Check the manual of your particular operating system (e.g. Windows 95, Windows NT, Windows 98 or Windows XP) probably under *mouse* or *mouse button* to find out how to do this.

Steps to: - Open Up an Object

1. Point the cursor at the object that you wish to work with.

2. Click the left-hand mouse button twice, in quick succession (Double Click).

3. You may need to practice this a few times to get the feel of it.

4. If it doesn't work, then either you haven't clicked the mouse button quickly enough, or this object doesn't have an edit or update screen.

4.6. Radio Buttons

Radio Buttons are little white dots which you can use as a method of selecting from a range of options. When you click on one of these white dots it will show a black dot in the centre and is therefore *On*. Radio Buttons are used where only one option can be selected at a time. Consequently, when you click on one, the others are all automatically *Off*.

Steps to: - Select a Radio Button Option

1. To turn a Radio Button *on*, click once in the circle.
2. To turn it *off*, click once on the circle with a dot in it, or click in the round circle of another option.

4.7. Check Boxes

A Check Box is a small white square that enables you to select a particular condition. For example: *Is this adult an emergency contact for this child?* The difference between a Check Box and a Radio Button is that you can select multiple Check Boxes, but only one Radio Button. For example: Check Boxes are used for the consents given by a parent because it is possible for more than one consent to be given.

Steps to: - Select a Checkbox Option

1. To identify a particular condition as applicable, click once on the box and a black tick will appear.
2. To cancel that selection, click once on the box marked with a tick.

   This will change that square to blank.

4.8. User Selectable

Whilst setting up your database, you will be frequently asked to "tick or untick the user selectable box". This will apply to numerous procedures but understanding why, will make the process very simple.

If the user selectable Check Box is ticked, that item will appear in all relevant choice lists.

An item with user selectable unticked will no longer be available on data entry screens. This is useful where rules or policies change over time. A charge type for example could have been phased out, but

can't be deleted because the system still needs to know about it to explain old bills. Making it *non* user selectable will stop new bookings using it.

Steps to: - Make an Item User Selectable

1. Bring forward the edit screen (Double Click on the item you wish to edit with User Selectable)

2. Point the cursor at the *User Selectable* Check Box.

3. Click once with the left button on the mouse.

4. A tick will appear in the Check Box when selected, clicking once again will remove the tick and make the item Non User Selectable

4.9. Display Order

When more than one item is listed, you may be asked to nominate a display order number (which order you wish each item to be displayed in).

For example, in your charges list, you may wish your Morning session charge (eg BSC) to appear on the list before your Afternoon session charge (eg ASC), you would nominate display order - 1 for Morning and display order - 2 for Afternoon.

They will then be displayed in that order on every list in which they appear.

Chapter 5. Implement Password Security

Your *Spike* database stores details about your customers which is confidential and, therefore, not everyone using your computer is necessarily authorised to access this information. Some services who share a computer or have the computer easily accessible to others, may wish to assign passwords to only those persons authorised to access and edit details of their *Spike* database to ensure the integrity of the information retained.

REMEMBER! This is an optional feature of *Spike*, if you choose to use passwords, you will always ensure the security of the information stored but passwords must be selected *very carefully* as once they are activated, you will always need to enter one. If passwords are not used, *anyone* with access to your computer can access the information stored in *Spike*.

There are two default 'GROUPS' of password users on *Spike*, *'ADMINS' and 'USERS'*. The most common Group members would be *'USERS'* as these individuals can access all areas of *Spike* and change their own password. The *'ADMINS'* Group can access everything *'USERS'* access but also have the ability to create new Users and Groups. It is most likely that only one or two User Names and Passwords will have *'ADMINS'* authority.

Your Responsibilities.

- Determine who is authorised to access *Spike*.
- Ensure all individuals who are authorised to access *Spike* have a User Name and have selected their own password.

Spike contains a default Name 'Admin' and this entity has full *'ADMINS'* Group access/authority but initially no password has been allocated. The Name 'Admin' cannot be deleted, and it is recommended that a password be allocated to this Name before creating other users. You may wish your primary user to log-on as 'Admin' rather than set-up a password under their own name.

When you have completed the previous action, you can then add other individual's names and passwords, and give any primary users (eg. Director and/or Clerical Officer) 'ADMINS' Group authority.

Apart from the original Name 'Admin', only individuals who are designated as a member of the 'ADMINS' Group will have authority to create new Users and new Groups.

Services that are existing users of *Spike* can implement password security at any time they decide it would be useful, or necessary, to protect their data from unwanted access.

If you are a service using *Spike* for the first time and wish to implement password security, it is recommended that the users and passwords be set-up prior to entering data into the software.

5.1. Steps to: Assign a password to Admin

1. Select SYSTEM / PASSWORDS.

2. In the USERS Tab - check that the Name: 'Admin' is highlighted in the bar in the top of the window.

3. Confirm that ADMINS is highlighted in both the 'Group' and 'Member of:' sections in the window.

4. Select the CHANGE LOGON PASSWORD Tab

5. As this is the first password to be assigned to this User Name - Leave 'Old Password:'Blank.

6. Enter the New Password for this User Name.

7. Re-Enter the New Password to Verify.

8. Select OK.

The next time anyone logs-on to *Spike*, they will need to enter this New Password.

Steps to: Create a New User Name

1. Select SYSTEM / PASSWORDS.

2. In the Tab - USERS, select NEW.

3. Enter the User Name you wish to create.

4. Enter a Personal ID.

This needs to be four (4) or more characters long and is of no consequence to the User, it is simply an ID for the software's security. It is entered once and never seen, nor used again.

5. Select OK.

Your new User Name should now be highlighted in the Name Draw-Down Selection List.

6. If this User is to only have *'USERS'* access, simply leave all settings as they are with the 'Member Of:' box containing USERS.

If this User is to have *ADMINS* access, highlight ADMINS in the 'Available Groups' screen, then select ADD, you will now see both USERS and ADMINS in the 'Member Of:' screen.

7. Repeat this process for every User Name needed to be created, then select OK.

Steps to: Assign/Change a Password to a User Name

1. First, the User must enter *Spike* and log-on with their current password, if this is the first time this User is logging in, the password is left blank.

2. Select SYSTEM / PASSWORDS.

3. Select the CHANGE LOGON PASSWORD Tab-

4. Enter the Old Password, if this is the first password to be assigned to this User Name - Leave Blank.

5. Enter the New Password for this User Name.

6. Re-Enter the New Password to Verify.

7. Select OK.

The next time this User logs on to *Spike*, they will need to enter their New Password.

Steps to: Edit a User Name's Group Membership

1. First, you must log-on with an *ADMINS* User Name.

2. Select SYSTEM / PASSWORDS.

3. Select the User Name you wish to edit from the Draw-Down Selection List.

4. Select the Group you wish to Add to this User Name from the 'Available Groups' list.

   OR

   Select the Group you wish to Remove from this User Name from the 'Member Of' list.

5. Select ADD/REMOVE.

6. Select OK.

Steps to: Delete a User Name

1. First, you must log-on with an *ADMINS* User Name.

2. Select SYSTEM / PASSWORDS.

3. Select the User Name you wish to delete from the Draw-Down Selection List.

4. Select the DELETE.

5. Confirm that you wish to delete this User Name(Account).

   You are now unable to use or access this User Name.

Steps to: Clear All Passwords

If at any time your service no longer wishes to have password access to *Spike*, it will be necessary to remove or clear all existing passwords from the system.

The previous section *'Steps to: Delete a User Name'* will also delete the passwords associated with the User Names being deleted. However, it is not possible to delete the User Name 'Admin' so it will be necessary to 'Clear' any password associated with that User.

1. First, you must log-on with an *ADMINS* User Name.

2. Select SYSTEM / PASSWORDS.

3. In the USER Tab ensure that the User Name: Admin is highlighted in the bar.

4. Select the CLEAR PASSWORD button.

You will no longer be prompted to enter a password when logging-on to *Spike* under that User name.

N.B. If you choose to 'Clear All Passwords' instead of deleting User names, any previously created User Names will still exist and can simply have passwords re-assigned to them by following the 'Steps To: Assign a Password to a User Name'.

Chapter 6. Centre Details - Customising Your *Spike* Database

Your next major task is to enter the basic information, the parameters, that will create a comprehensive and powerful database for the operations of your service.

The Centre Parameters are details which the *Spike* program uses in calculating accurate bills. These include: SESSION NAMES, HOURS, FEES AND OVERTIME RATES; FAO EXPIRY DATE; CCB HOURLY RATE; SCHOOL/NON-SCHO0L PERCENTAGE; PART-TIME PERCENTAGE; ALLOWABLE ABSENCES; REPORTING CATEGORIES/CRN'S and SUBSIDIES.

Although you are only required to enter this information once, at some stage you may need to update or change some of the details, such as new charge types or new FAO expiry dates.

This task will be made much easier if you paid close attention to the *Best Practice Plan for Implementation* section of Chapter 3 - *Getting Going*.

Your Responsibilities.

• To ensure that all the necessary information about the service is entered correctly.

• To enter this information as soon as possible.

6.1. Enter Centre Details

The name of your service will be included on the top of all of the reports and forms that you print in *Spike*, and like all invoices the Bills will also include the service address and contact details. So one of the first things you will do is to enter these details.

Steps to: - Set Centre Details

1. Select menu BOOKING+BILLING / CENTRE from the pull-down menu at the top of the screen.

2. Double-click on the SUMMARY card to bring forward the edit screen.

    a. Enter the name of your service.

    b. Enter the service's address.

    c. Enter phone and fax numbers.

    d. Enter your email address (Optional).

    e. Enter your A.B.N.

    f. Enter your Bank Account Name and Account ID number (Optional).

3. Select OK.

You can now print copies of all *Spike* forms.

6.2. Set or Change Default Parameters

Every now and then, possibly annually, the service will change things like its session fees, hours of operation or overtime rates. The Commonwealth may change the FAMILY ASSISTANCE OFFICE expiry dates. It is very important to amend these details as soon as they are to be implemented, because most of them will have a dramatic effect on the bills. For example, if the charge for a particular session is increased, the service will want to ensure that all the bookings for that particular session are billed at the new rate.

Your Responsibility.

• To ensure that the service's and the government's defaults are changed the moment that the new defaults are to be implemented.

Steps to: - Set Default Parameters

1. Select menu BOOKING+BILLING / CENTRE from pull-down menu at top left of your screen.
2. Select DEFAULTS Tab.
3. Select ATTENDANCES Tab.
4. Double Click on the card to bring forward the edit/update screen.
5. Select ATTENDANCE REPORT ORDER, this determines by which name the alphabetical list is governed, the LAST name or the KNOWN AS name (Given name).
6. Select ATTENDANCE LIST TYPE, default setting is DAILY (prints a separate list of bookings for each day). WEEKLY will print one list for the whole week.
7. Select whether you wish the Attendance Sheets to show pre-bookings as "Time In and Out", with an "Asterisk" or leave blank.
8. Select ATTENDANCE LIST STYLE, this determines the range of children listed on the Attendance Sheets.
9. Select whether you wish to DISPLAY LINE NUMBERS in Daily Attendance Sheets (this is simply if you wish to have numbers running down the Daily Attendance Sheet) by placing a tick in the white square.
10. Select whether you wish to DISPLAY FUTURE BOOKINGS on weekly Bills by placing a tick in the white square.
11. Select OK.
12. Select the BONDS Tab.
13. Double Click on the card to bring forward the edit/update screen.
14. Set BOND TYPE, default setting is VARIABLE where the amount is set at service discretion, FIXED is one set amount for all accounts and FIXED + VARIABLE allows for either.

15. If your service has selected to use a VARIABLE BOND, a BOND PERIOD must be set. This is done by weeks and default/Standard Practice is 2 Weeks Nett Fees. BOND DESCRIPTION should read *Bond, "X" Weeks Nett Child Care Fees.*

    "X" = the number of weeks your service has decided to use for the bond.

16. If your service has decided on a FIXED BOND, set the BOND AMOUNT to how much your service has decided to charge each account.

    In the case of the FIXED + VARIABLE BOND Option, complete both steps 9 & 10.

17. Select OK.

18. Select the OTHER Tab.

19. Double Click on the card to bring forward the edit/update screen.

20. The FAO EXPIRY DATE has been programmed to cover a period of approximately 100 years. Please do not alter the pre-set date.

21. TIME INCREMENTS is the minimum period used by the *Spike* program in calculating charges. The auto-default setting is 0.00347222222 of a day (ie. 5 mins). Don't change it!

22. CALENDAR BOOKING COLOUR (default 255 - red). Leave as is - unless you are red colour-blind, in which case contact the *Spike* Help Desk to discuss an alternative.

23. Check the GOODS AND SERVICES TAX LEVY percentage, refer to current Government Taxation Law.

24. Select your FEE BALANCE ROUNDING, 1 Cent OR 5 Cents:

    Decide whether your service wishes *Spike* to round the accounts' fees to the nearest cent when CCB is deducted, in which case those paying in cash may sometimes have incidental debits or credits, or your service can choose to round to the nearest five cents where just like in a supermarket, the fees after CCB has been deducted will round up if the figure ends in a 3,4,8 or 9 and round down if the figure ends in a 1,2,6 or 7. Rounding to the nearest 5 cents does mean however, as FAO has stipulated we cannot round the CCB amount, the alternative figure to round is your fees, so sometimes your fee will be for example; Fees:$20.00 - CCB:$14.76 = $5.24 NETT FEES, to round to the nearest five cents we need to round the fees up by one cent making the fee charged become *$20.01* - $14.76 = $5.25.

25. B-PAY BILLER CODE - B-Pay facilities are available on *Spike*, you will need to discuss this with your bank/credit union. If your service sets up a B-Pay service, you will be issued with a B-Pay Biller Code and this, along with the payment method can be entered here.

26. Select whether your service wishes to have Child Care Receipts automatically printed at the bottom of the bill by selecting the check box, or leave the check box blank and print them manually.

27. Select whether you want a Remittance Advice printed on your weekly Bills.

28. Select OK

6.3. Set Session Names, Hours, Fees and Overtime rates

Tip: The CHARGE TYPES card will show sample *Charge Types* which you can modify to your service's needs. In practical terms a Charge Type contains a care-period name, its hours, fees and overtime rates.

Steps to: - Set the Centre Charges

1. Select the CHARGES Tab

2. Bring forward the edit screen for the Charge Type whose details you wish to set or change (double-click on the object).

3. To change the name of a Charge Type,

    a. Bring forward its edit screen (double-click on its name)

    b. Type in the new name

    c. Check that User Selectable is ticked. (If it is not, point the cursor at the Check Box and click once with the left mouse button.

    d. Select the display order number in which you wish the charge to appear on your list.

    e. Select OK

4. To edit the Charge Type parameters.

    a. Bring forward the parameters edit screen (Double Click between the Railway Lines containing the sample).

    b. Select whether you wish the Charge Type to be a sessional charge (fixed arrival and departure times with a fixed price for attendance between those times),an hourly charge (unlimited times and charged by the hour) or a no charge (no matter what the booking, it will not be charged).

    c. Type the date you wish the new parameters to be effective. (If this is the first ever entry for this Charge Type, the default date is 01/01/94 and cannot be altered.

        N.B. If you selected Hourly in the previous step, go to *substep i.*, if you selected this session to be No Charge, go to *Step 5*

    d. Type the earliest possible arrival time for this Charge Type.

    e. Type the maximum hours duration for this Charge Type.(Latest departure is automatically calculated).

    f. Type in the number of CCB Eligible Hours, usually to match the hours duration.

    g. Type the amount your service has decided to charge for this session.

    h. If you selected a Sessional charge, only type in an overtime/hourly rate if applicable to your service .

It is now recommended that penalty/late fees be applied through Miscellaneous Charge for each individual account. See Chapter 8 'Add Miscellaneous Charges'.

    i.   If you selected an Hourly charge, enter the amount your service wishes to charge on an hourly/casual basis.

       N.B. Overtime/Hourly rate, charges the exact time of attendance entered into *Spike*, it will not round up/down to the nearest hour.

5.   Select OK.

6.   Repeat Step 4, for each Charge Type you require.

If you require more Charge Types than the samples available, in Step 4, use the blank lines beneath the samples.

To delete a Charge Type, use Step 3, then select DELETE, similarly, if you wish to delete a Charge Type's parameters, use Step 4, and select DELETE.

N.B. You cannot edit or delete a charge type or its parameters if bills have been generated using those details.

If this is the case a message reading "Bills have been generated for this period" will appear in red at the bottom of the update screen and all details and also the DELETE button will be grey and inaccessible.

6.4. Set the CCB Hourly Rate and School/Non-School Percentages

As a general rule *Spike* is distributed with the current CCB hourly rate and percentages already programmed into the database.

However, you will be required to change the CCB hourly rate and Effective 'from' and 'to' dates upon receipt of notification from FAO that new rates will apply from a specified date.

The Commonwealth Government generally set new CCB rebatable hourly fees on an Annual basis.

It is extremely important that any changes to CCB hourly rates are entered into the Centre details as it is this information that determines the amount of CCB your families receive.

1.   Select the CCB RATE/SCHOOL percentage Tab.

     a.   Double Click on the Blank Railway Line, underneath the current entry, to bring forward the update window.

     b.   Enter the date from which the new rates are effective and the amount of the new Hourly Rate and Percentages(if applicable).

2.   Select OK.

6.5. Set the Part Time Percentage

Spike will also as a rule, usually be distributed with the current Part Time Percentage Rates and Eligible Hours already programmed into the database.

Steps to: Set New Part Time Percentage and/or Eligible Hours.

1.   Select Part Time Percentage Tab.

2.   Double Click on the Blank Railway Line, underneath the current entry.

3.   Enter the date from when the new rate/hours are effective

4.   Tab to the first Eligible CCB Hours 'to:' field.

5.   Enter the number of Hours following the example and taking it to 0.0001hrs less. ie. if it is meant to be up to 30 hours, enter 29.9999

6.   Tab to the Part Time percentage field.

7.   Enter new percentage rate corresponding to the first hour range.

8.   Repeat Steps 4-7, until all new hour ranges and percentages have been entered

9.   Select OK

6.6. The CCB Cap

Spike will also as a rule, usually be distributed with the current Weekly Eligible Hours already programmed into the database.

Steps to: Set New CCB Caps

1.   Select CCB Cap Tab

2.   Double Click on the Blank Railway Line, underneath the current entry

3.   Enter the date from when the new CCB Cap/Weekly Eligible Hours are effective

4.   Type in the new Weekly Eligible Hours

5.   Select OK.

6.7. Set Centre/Service Policies for Allowable/Approved Absences

FAO Defined Tab - These are the FAO Defined Absences.

The Allowable Absence (AA) category has a parameter ('From' and 'To' dates)which defines the Annual allocation of absences.

This Allowable Absence will require a new parameter entry (new dates) each financial year.

You cannot edit or change these Defined Absences. A new *Spike* CD will be sent to you when the Commonwealth Government makes changes to these definitions.

Policies Tab - This is where you define your service policies related to Allowable Absences. eg if you give 50% discount for holidays, you will need to create an entry for each service policy.

Please consult your Commonwealth Handbook before creating your service policies for absences.

Steps to: Updating the Allowable Absence Parameters.

1. Select BOOKING+BILLING / CENTRE
2. Select the ABSENCES Tab.
3. Select the FAO DEFINED Tab.
4. Double Click on the Allowable Absence Railway Line.
5. Double Click on the Blank Railway Line underneath the existing entry.
6. Enter the new date on which this allocation of absences expires.
7. Ensure the absence limit is entered (eg 30 days).
8. Select OK.

Steps to: - Editing an Allowable Absence Allocation Parameter

Note: You cannot edit or change the Absence Allocation Parameters once bills have been generated within the parameters.

1. Select BOOKING+BILLING / CENTRE
2. Select the ABSENCES Tab.
3. Select FAO DEFINED Tab.
4. Double Click on the Allowable Absence Railway Line.
5. Double Click on the last entered parameter.

6. Select DELETE.

7. Confirm that you do wish to delete those parameters.

8. Make the changes you require.

9. Select OK.

Steps to: - Enter a New service Policy for Absences

1. Select BOOKING+BILLING / CENTRE

2. Select the ABSENCES Tab.

3. Select the POLICIES Tab.

4. Double Click on the Blank Railway Line to bring up the service Absence Policy Update Window.

5. Enter the Policy Name.

6. Tick the User Selectable Check Box.

7. Enter the display order number you wish this Absence to appear in.

8. Select OK.

9. Double Click on the Railway Line containing the Policy you have just created.

10. Double click on the empty railway line.

11. Enter the effective 'From' date.

12. Enter the Maximum Absences Allowed, Days Notice required and a Discount Rate if appropriate.

13. Double click on the empty railway line in Associated Absences.

14. Select the Associated Absence (usually 'Allowable Absence')and hit the enter key.

15. Select OK.

16. Select EXIT.

Steps to: - Enter a New or Edit a service Absence Policy Parameter.

1. Select BOOKING+BILLING / CENTRE

2. Select the ABSENCES Tab.

3. Select the POLICIES Tab.

4. Double Click on the Absence which has parameters you wish to edit/define (you will need to edit the previous 'until' date).

5. Double Click on the Blank Railway Line underneath the existing entry (if there is an existing entry).

6. Enter the date range for these parameters to be effective ('until'date defaults to 100 years from the effective 'from' date).

7. Enter the limit of absences for this type of policy,(if there is no limit, enter 9999).

8. Enter the number of days notice required, if any, for that policy.

9. If applicable, enter the service discount to be applied to this policy.

10. Double click on the Blank Railway Line under 'Associated Absences' to tell the software which Absence this policy applies to.

11. Select OK.

Steps to: - Delete the Parameters of an Absence Policy

1. Select BOOKING+BILLING / CENTRE

2. Select the ABSENCES Tab.

3. Select the POLICY Tab.

4. Double click on the policy whose parameters you wish to delete.

5. Double click on the Railway Line containing those parameters.

6. Select DELETE.

7. Confirm that you do wish to delete that policy's parameters.

Steps to: - Delete an Entire Absence Policy

1. Select BOOKING+BILLING / CENTRE.

2. Select the ABSENCES Tab.

3. Select the POLICY Tab.

4. Double click on the policy you wish to delete.

5. Double click on the name of the policy.

6. Select DELETE.

7. Confirm that you do wish to delete that policy's parameters.

N.B. You cannot edit or delete a policy and/or its parameters if bills have been generated using that policy.

6.8. Set Purposes

Purposes (reasons for requiring care) were introduced as an alternative way for services to report their utilisation

Eg. Staff, Students(T.A.F.E. and University services), Community, Respite etc.

Steps to: - Create a New Purpose

1. Select PURPOSES Tab

2. Double Click on the Blank Railway Line at the bottom of the list of purposes

3. Enter the abbreviation and description of the purpose

4. Ignore the Work Related Check Box, it is obsolete for purposes used after 01/07/2000

5. Select the User Selectable Check Box

6. Enter in a display order no.

7. Select OK

Steps to: - Edit a Purpose

1. Select the PURPOSES Tab

2. Double Click on the purpose you wish to edit

3. Alter the details of the purpose, eg. Description/Abbreviation

4. Select OK

Steps to: - Delete a Purpose

1. Select the PURPOSES Tab

2. Double Click on the purpose you wish to delete

3. Select the DELETE button

4. Confirm that you wish to delete this purpose

N.B. You can only Edit/Delete a purpose if no bills have been generated using this purpose

Steps to: - Make Obsolete a Purpose

1. Select PURPOSES Tab

2. Double Click on the purpose you wish to make obsolete

3. Remove the tick from the User Selectable Check Box

4. Select OK

6.9. Set Consents

You may well wish to edit the consents to suit your service, these consents will appear on your enrolment form for the enrolling adult to sign.

Steps to: - Create a New Consent

1. Double Click on the Blank Railway Line at the bottom of the list of consents

2. Enter the abbreviation and description of the new consent (it is the description that appears on the enrolment form.)

3. Select OK

Steps to: - Edit a Consent

1. Select CONSENTS Tab

2. Double Click on the consent you wish to edit

3. Enter the changes you wish to make to the consent

4. Select OK

Steps to: - Delete a Consent

1. Select CONSENTS Tab

2. Double Click on the consent you wish to Delete

3. Select DELETE button

4. Confirm that you wish to delete this consent

6.10. Set Group Reporting Categories / Service Type CRN's

The REPORTING CATEGORIES:- Each Service Type has at least one Reporting Category and this is for CCB Statement For Payment Summary purposes. The FAMILY ASSISTANCE OFFICE assigns for each of a service's Reporting Categories, a Service Customer Reference Number which MUST be entered into your database before ANY reports can be produced for FAO.

Steps to: - Edit a Reporting Category / Enter a Service Type's CRN

1. Select the REPORTING CATEGORIES/CRN'S Tab

2. Double Click on the Reporting Category you wish to insert a Customer Reference Number for or edit the details of

3. Enter the CRN and any changes you wish to make to the display order no. or user selectability

   N.B. If you have a Service Operator code entered for CCA purposes prior to 01/07/2000, DO NOT EDIT THIS NUMBER. It is required for historical and auditing/reviewing purposes.

4. Select OK.

6.11. Closing the Centre/Service

When the service is closed for a period, usually due to the service being closed for holidays, one simple action ensures that no bookings are charged for on the days of closure.

Steps to: - Close the service

1. Select BOOKING+BILLING / CENTRE

2. Select the CLOSURES Tab.

   This brings forward the 'Set Service Closure' window.

3. On the Calendar, select the Closure days by clicking on the dates.

4. Exit with the 'X' in the top right hand corner.

If you now chose a child's booking for one of these days, you will see *Group Closure* written in large red letters. These bookings will not appear on the child's account.

N.B. You can enter the Closures for the year in advance.

Chapter 7. Customise the Centre/Service Groups

When first entering service details, or if the service decides to open a new group, you will need to tell the computer about that group. This must be done in time for the first session that the group is open, so that you can produce an Attendance Sheet. The software needs to know the name of the group and its REPORTING CATEGORY.

> **Tip:** The GROUP Draw Down Selection List contains sample GROUPS which can be edited to relate to your service

Your Responsibilities.

• To update the software so that it has all the information it needs about your service's groups.

• To ensure all Groups have had Reporting Categories assigned to them before booking children to that group.

Steps to: - Edit the Groups

1. Select menu BOOKING+BILLING / GROUP.

   This brings forward the SELECT GROUP window.

2. Click on the thick black arrow next to the text box to display the Draw Down Selection List of Groups.

3. Click on the Group you wish to edit.

4. Double Click on the name of the Group.

   This will bring forward the edit/update screen.

5. If different, enter the NAME you wish to call this group.

6. Enter the DISPLAY ORDER NO. you wish this Group to appear.

7. Choose the REPORTING CATEGORY applicable to this Group from the draw-down selection list.

8. Enter the ATTENDANCE LIST HEADING (defaults to *Notes*).

9. *OPTIONAL!!*

   You can enter arrival and departure times for a group day, but these times will reflect the earliest arrival time and latest departure time in a billed day. By entering these times it will save your time when entering bookings. However, when booking a half day you will need to remember to change

either the arrival or departure time to reflect the session you are booking (eg. morning or afternoon session). Please remember the actual times are entered by the family, these times are the maximum hours that the child can be in care for a particular charge type.

This is an optional feature, if it doesn't suit your service, or you prefer to enter actual times into *Spike* you don't have to use this feature!

If it does suit your service, enter the time/s in the appropriate field.

10. Select OK when you have finished.

11. Repeat this process for each of the service's groups.

Steps to: - Adding a New Group

1. Select menu BOOKING+BILLING / GROUP.

2. Click on the NEW button.

3. Follow the steps above.

Chapter 8. Enrolling a child

8.1. Introduction

Constructing the complete database of enrolments, accounts and bookings for your operating service is the most detailed and time-consuming task that you will have to undertake with your new software. It may require several weeks of intermittent work - although the *fast-track* method that follows allows you to get up and running within a few days!

By the time you have entered the booking and billing details for each child enrolled in your service, their CCB information, their adult associates and their medical information, you will have created a comprehensive database that will save you from most of the hassles and frustrations of maintaining the service's bookings and billings. You will also have created a powerful tool for planning the service's smooth operation.

To get underway with this task, follow the instructions for enrolling a new child in the service. These explain the entire process that you need to go through for each child.

Remember, as you begin to invest your precious time in this process, protect your hard work by Backing Up your database as part of your daily routine.

When a parent wants to enrol their child in your service you need to ensure that a series of things happen. Your aim is to make sure that all the correct information about the child and adults associated with them are entered into the computer, so that the service knows which sessions the child is attending, for how long, what the correct fee will be (including CCB) and to which account the bookings are to be charged.

Your Responsibilities.

- Make sure that the child's parent/s or guardian/s have filled in the entire enrolment form and that the information is relevant (e.g. there aren't bookings for non-existent sessions).

- Enter this information into the computer as described in the following pages.

- Ensure that the data (information) that you enter into the computer is exactly the same as the enrolment form, otherwise there will be problems when you need to use the data later on (e.g. the child booked into the wrong sessions or having the wrong billing address)

8.2. The *Fast Track* Enrolment Process

The *fast track* process for enrolling a child is aimed to speed up the initial task of entering all of the service's existing children, bookings and accounts into the *Spike* system. Although a 'bare bones'

process, it ensures that an accurate bill for each child's attendances will be charged to the correct account with CCB adjustments where applicable.

In normal circumstances, ie. once the *Spike* system has been established at your service, the full enrolment process should be completed as one operation for each newly enrolled child.

Fast track enrolment entails the following:

From the enrolment form

1. Enter the child's personal details

2. Enter account details

3. Enter bookings

4. Establish account *opening balance*

5. Enter FAO Child Care Benefit details from the FAMILY ASSISTANCE OFFICE 'Weekly CCB Statement' as soon as it arrives.

All other details - ie. adult associates and emergency contacts, consents, access and custody orders, medical and health information, - may be entered at your convenience without affecting the integrity of bookings and billings and room Attendance Sheets. In the meantime these details are available in hard copy from the enrolment form.

It is recommended that you enter the supplementary information as soon as practicable so that the wide range of reports available can be automatically generated.

8.2.1. Entering a Child's Details

The first step in enrolling a child in your service is to enter the child's personal details. Most of these details will be found on the first page of the *Spike* Enrolment Form filled in by the enrolling parent/guardian, you will need to know whether the child attends school or not and you will need to receive notification of the child's Customer Reference Number from the Family Assistance Office for Child Care Benefit to be administered.

Steps to: Entering a New Child

1. Select menu BOOKING+BILLING / CHILD.

2. Select NEW. This will bring forward the CHILD UPDATE edit screen

3. Enter the child's summary information from the Enrolment Form (ie. their family name and given name/s, an affectionate *nick* name if they have one, and their date of birth). Their age will be calculated automatically.

4. Enter the child's Customer Reference Number (If you haven't received notification of the child's CRN, leave blank but ensure that it is entered AS SOON AS YOU RECEIVE IT)

5.   Enter the Enrolment Date

     N.B. If the child was enrolled on a previous date, it is essential that you type in that date otherwise today's date will automatically be entered as their date of enrolment

6.   Select the Radio Button to indicate whether or not the child has started school

7.   Click in the square next to an Immunisation Variation if appropriate.

8.   Select OK when you have finished.

8.2.2. Establish the Billable Account

Every booking for child care must be attached to an account which is responsible for paying the bill for that booking. Thus, in setting up the bookings and billings for a particular child, it is best practice to establish the account before or at the same time as attempting to make any bookings.

In some cases there may be more than one person who will pay the bills for a particular child or family. For example, separated parents may each be responsible for paying child care fees for the period that the child is in their care. In such cases your aim is to be able to generate separate bills for each parent that only charges for the sessions for which the parent is responsible.

Depending on the Child's account situation, you may wish to create all accounts responsible for the child's bookings and *then* enter the child's bookings OR you can create a new account at the *same time* as entering bookings.

Your Responsibilities.

•   Decide whether to create the accounts first or at the same time as the bookings.

•   Each enrolment is a process of making a series of bookings for a particular child and linking those bookings to an account. You need to make sure that the right bookings are linked to each account.

For step-by-step details on how to establish a Billable Account please refer to Chapter 8 of this manual.

Steps to: Establishing an Account with bookings

1.   Select the BOOKINGS Tab.

2.   From the calendar view on the left of the screen, select the commencing day of the booking period.

3.   To bring forward the SELECT BOOKINGS ACCOUNT edit screen, either:

     a.   Double click on the date on the calendar.

     b.   Double Click on the Blank Railway Line in the middle section

     c.   Double Click in the box on the right hand side of the window.

4.   Select EXISTING/NEW ACCOUNT Radio Button.

5. If the booking is to be charged to an existing account with the service, eg. you have already entered child's sibling and they are to be paid for by the same account, use the Draw Down Selection List arrow to choose the account holder.

6. If you need to create a new account holder, select NEW, and this brings forward the ACCOUNT UPDATE screen.

7. Enter the account details as detailed in *Steps to: Create a New Account* outlined in Section 10.2.

8. Click on the OK button, this takes you to the ADD BOOKING DETAIL screen.

9. Now you can add or select bookings to be paid for by this account.

8.2.3. Enter a Child's Bookings

This task presumes that you have already created the account which will pay for these bookings. The next step is to enter the dates and times that the child is going to be attending your service and to select which group he or she is going to be enrolled in.

This is one of the most important sections of the software because it provides the information that will be used to generate the bills for each family. If some of the child's bookings are to be paid by another account, compartmentalise the booking procedure by account, ie. enter all the bookings to be paid by one account, then select or create the other account and enter all the bookings to be charged to it.

Your Responsibilities.

• Ensure that all the information that you enter is correct.

• Ensure that all of the bookings have been entered.

• Ensure that bookings are associated with the correct account.

Steps to: - Enter a Child's Bookings

Each different time that the child will be attending the service must be entered separately. For example, if the child is attending Monday and Wednesday mornings and Thursday and Friday afternoons, the morning bookings and the afternoon bookings must be entered separately. However, if the child is attending at the same time on each day then all of the bookings can be entered at the same time.

1. Select BOOKING+BILLING / CHILD

2. Enter details for a new child or select the child from the Draw Down Selection List

3. Select the BOOKINGS Tab

4. In the calendar view (left panel of the card) select the commencing day of the booking period.

5. Begin the booking edit process by either:

   • a Double Click on the commencement date you have already selected in the Calendar.

   • a Double Click in the Week display (the Blank Railway Line in the middle of the window) OR

- Double click in the box on the right hand side of the window.

This brings forward the SELECT BOOKING ACCOUNT screen as outlined above.

6. Select the name of the account responsible for these bookings by either:

   - Clicking on the 'Existing/New Accounts' Radio Button and selecting the existing account from the Draw Down Selection List, *if this is the first time you have entered bookings using this account for this child*.

   - Clicking on the 'Existing/New Accounts' Radio Button and selecting the NEW button to enter a new Account name, *if you are required to bill to a separate account for the first time* eg if the child's parents have recently separated.

   - Click on the account listed in 'Current Accounts', *if you have previously entered bookings using this account for this child*.

This brings forward the ADD BOOKING DETAIL screen.

7. Select the group that the child will be booked into.

8. Enter the times at which the child will arrive and depart.

> **Tip:** Entering Times - you don't need to enter *am* as that is set as the default (e.g. if you type in *6.30* it will be interpreted as *6.30 am*). If you want to enter a pm time just type *p* (e.g. *6.30p* will be interpreted as *6.30 pm*). Some other *time* time-savers are as follows:
>
> - *6.3* = 6.03 am
> - *6.0* = 6.00 am
> - *18.0* = 6.00pm

9. Select the Charge Type that will apply.

10. Identify which day/s of the week this booking is for.

11. Determine how many weeks this booking will last. The software will automatically calculate the expiry date of the booking.

12. Select OK when you have finished.

13. Repeat this process for each different time-slot for which the child has a booking.

> **Tip:** - Make sure you have a common expiry date for all your bookings. It may be to the end of Term or Vacation Care period, or to the end of the calendar year (at which time you will then have to re-enter every booking for each child). In LDC it may be until the child turns five. A simple way of achieving an expiry date in LDC is to enter the date of the child's 5th birthday.

In a lot of instances, children associated with the same account, eg. siblings, step-siblings, will often be attending the service at the same times. To save time entering the same bookings again and again, the "Copy bookings to selected children" option means you only enter the bookings once but they will now be entered for each selected associated child.

Steps to: Copy bookings to all appropriate children associated with the same account

1. In the ADD BOOKING DETAIL screen, enter all booking details for the first child but don't select OK just yet.

2. In the bottom right-hand corner of this screen, you will see "Copy bookings to these selected children".

3. Select the Check Box of any pre-listed child who will attend the service at the same time as the child whose bookings you are entering.

4. If there are no pre-listed children, you will need to select the child you want associated from the 'Draw Down Selection List' by Double Clicking in the Blank Railway Line. After this the child will always appear in the automatic list in the ADD BOOKING DETAIL screen and will only require for you to select the Check Box.

5. With all associated children selected, select OK

6. Select the other children to confirm the bookings appear in their booking screen.

7. Bookings For a Child Will be Displayed By:

   MONTH (left hand section of window) - each red number represents a booking on that day.

   • To go forward to the next month, click once on the single arrow on the right hand side of the current month and year

   • To go back a month, click on the left hand side single arrow.

   • To go move forward or backwards by year, click on the double arrows.

   WEEK (middle section) - the bookings for each day and their times are listed

   • To move forward one week, click on the right hand side arrow.

   • To move backward one week, click on the left hand side arrow.

   DAY (right hand section) - shows the bookings for a particular day; the group; who the account holder is; and what the charge is.

   • To move forward one day, click on the right hand side arrow.

   • To move backward one day, click on the left hand side arrow.

You have now completed the *bare bones* enrolment process which will allow accurate Group Attendance Sheets and bills to be generated from this child's bookings. The following processes for entering supplementary child information should be done as soon as practicable.

8.3. Enter Additional Enrolment Details

We now begin to enter the additional information related to the enrolling child. In normal circumstances (when the *Spike* system is fully implemented) this data will be entered along with the rest of the child's enrolment information as a matter of course.

8.3.1. Associate Adults with the Enrolling Child

The first process is to enter the names and details of adults associated with a particular child, their relationship, emergency contact priority number and any access restrictions that may apply

Steps to: Enter Associated Adults to the Child

1. Select menu BOOKING+BILLING / CHILD.

2. Select the ADULTS Tab.

3. Bring forward the edit screen by Double Clicking between the Railway Lines

4. If the adult is already known to the service select their name from the Draw-down Selection List (Go to Step 10.)

5. Otherwise, select NEW.

6. This brings forward the Adult Update screen

7. Type in the name.

8. Enter the adult's telephone contact details.

9. Select OK

10. This brings forward the Child/Person Association Update edit screen.

11. Identify the adult's relationship with the child by clicking on the down arrow and selecting from the list.

> **Tip:** To save time you can simply type in the first and/or second letter of their relationship e.g. *m* for mother, *f* for father, *fr* for friend.

12. If the adult has the authority to collect the child, select that Check Box.

13. If the adult is an emergency contact for the child, select that Check Box.

14. You will then need to choose a number between 1 and 9 that represents the priority in which they should be contacted in an emergency).

15. Select OK.

16. If they have an access restriction, select that Check Box.

17. If there is a Court Order in effect which imposes an access restriction upon an adult, enter the adult and relationship and select the Check Box which indicates an access restriction.

18. Enter the access details in the space provided.

19. Select OK.

This completes the information that needs to be entered regarding an adult. If there are two or more people associated with that child (eg. two parents) you will need to repeat this process for all other adult/s.

In the case of siblings with the same adult associations attending your service also, a SHORTCUT instead of re-entering them all is to copy the relationships from the other sibling.

Steps to: Copy Adult Associations from Sibling

1. Select the ADULTS Tab

2. Select COPY RELATIONSHIPS FROM SIBLING button

3. It may suggest a sibling, if correct select it, if not:

4. Click on the 'Select Sibling from List' Radio Button

5. Select sibling from the Draw Down Selection List

6. Select EXIT.

8.3.2. Enter the Child's Consents

On Page 3 of the *Spike* Enrolment Form you will find which consents have been initialled by the enrolling parent/guardian.

Steps to: - Check the Parental Consents for the Child

1. Select the child you wish to check the parental consents for, from the Draw Down Selection List

   N.B. If you are entering all of the Supplementary Information for a child at one time, you don't need to keep selecting the child's name from the Draw Down Selection List.

2. In the CHILD DETAIL screen, select the CONSENTS Tab.

3. Bring forward the edit window by Double Clicking on the Blank Railway Line.

4. Click in the check box of each consent that has been given for the child.

5. Select OK.

8.3.3. Enter the Immunisations

It is your Duty of Care for your service to keep accurate immunisation records of children in care. After entering this information you can easily print off a report to keep on hand to access it in the case of an emergency or disease outbreak.

Steps to: - Enter the Immunisation History of a Child.

1. Select the IMMUNISATIONS Tab in the Child Detail Screen.

2. Select the SCHEDULED Tab in the Immunisation Screen.

3. Select the appropriate age for the child you are enrolling and double click in the Railway Line.

4. When the enrolment form indicates that the child's immunisations are up to date for their age, select COMPLETE ALL.

5. Alternatively, you can double click on all of the age groups separately and individually complete each schedule.

    Note: This method would be necessary if the child was behind in some of the immunisations.

6. If a child has had additional immunisations eg chickenpox, or received a Natural Homeopathic Immunisation, select the NON SCHEDULED Tab in the Immunisation Screen.

7. Double click in the Blank Railway Line.

8. Click in a Check Box on the right hand side of the SELECT IMMUNISATION screen to select an existing immunisation type, or

9. Create a new immunisation type.

Steps to: - Create a New Immunisation Type

1. Double Click on the blank Railway Line on the right hand side of the SELECT IMMUNISATION screen to bring forward the IMMUNITY UPDATE screen.

2. Enter the name of the new immunisation.

3. Select OK.

4. Click in the Check Box to select the new immunisation type.

5. Enter the date at which that immunity is to be reviewed (i.e. when this vaccination is next due) and/or any relevant notes. If the immunisation schedule is complete for this immunity, indicate this is the case by clicking in the Check Box.

6. Select OK when you have finished.

8.3.4. Enter a Child's Medical Information

Steps to: - Enter a Child's Medical Details

This card maintains a record of the child's usual medical attendant, medical insurance information and any dietary or medical conditions that s/he has. This information is very useful in the event of an emergency but is also used on a daily basis to produce lists of the children's special needs.

1. Select the MEDICAL Tab in the Child Detail Screen.

2. If the child has had a sibling enrolled at the service with the same Medical Details, you may duplicate the MEDICAL DETAILS for the enrolling child by:

   a. Selecting the COPY DETAILS FROM SIBLING Button.

   b. Select the sibling from whom you wish to copy the Miscellaneous Medical Details.

3. If you need to enter the Medical Details from the enrolment form:

   Bring forward the MISCELLANEOUS MEDICAL DETAILS edit screen by Double Clicking on the Medical Card

4. If the child's usual medical attendant is already known to your service, select their name from the Draw Down Selection List.

5. If they are new to the service, select NEW and enter their details in that window.

   > **Tip:** To enable you to select existing doctors more quickly, always enter the surname of the doctor first, followed by his/her initials or given name.

6. Select OK.

7. If the child's medical clinic is already known to your service, select the clinic from the Draw Down Selection List

8. If the clinic is new to your service, select NEW and enter the details in the window

9. Select OK.

10. Select the child's health fund or if it is a new fund, click on the NEW button and enter the required details.

11. Type in the family's Medicare Number.

12. Select OK when you have finished.

Steps to: - Enter Dietary and Medical Considerations

1. Bring forward the update window for this information by Double Clicking on the Blank Railway Line.

2. If the child's dietary or medical condition is listed in the Draw Down Selection List, select it, otherwise:

3. Select NEW

4. This brings forward the CONDITION UPDATE edit screen.

5. Type in the name of the condition.

6. If it is a dietary condition, identify it as such.

7. Click on OK when you have finished.

8. Select the severity, if applicable, of the medical or dietary condition.

9. Enter any symptoms and Kitchen instructions that you are aware of.

If the child has a medical or dietary condition, you should also record the details of any relevant medication.

Steps to: - Enter Medication Details

1. Select the MEDICATION option.

2. Bring forward the update screen by Double Clicking on the Blank Railway Line.

3. Enter the name of the medication.

4. Enter relevant notes such as dosage or frequency of use.

8.3.5. Enter Comments

Steps to: - Enter Comments to Child Details

1. Select COMMENTS Tab.

2. Bring forward the edit screen by Double Clicking on the Card.

3. Type in the comments you wish to enter.

4. Select OK when finished.

8.4. Creating a Child Elsewhere File

This is a generic child file that is not a *real* child. It will never have any real information like Adults, Bookings etc. attached to it, it is purely for the purpose of Child Care Benefit Weekly Statements which

have more CCB percentages than children listed. The details will *never* be reported in your CCB Acquittal/Claim.

The only information held for this Child File is a *fictitious* name, a *fictitious* CRN and a *generic* enrolment date, ie. 01/07/2000.

IMPORTANT. You need only create a maximum of three (3) or four (4) 'ELSEWHERE' children, unless you receive an FAO Weekly Statement listing five (5) or six (6) percentages without children's details.

The same 'ELSEWHERE' Children are used for all families. DO NOT create different 'ELSEWHERE' children for each family.

Steps to: Create a Generic Child Elsewhere File

1. Select BOOKING+BILLING / CHILD

2. Select NEW

3. Enter the Family Name as 'ELSEWHERE 1', press Enter

4. Enter the Given Name as 'Child', press Enter

    N.B. The *Known As* name also defaults to 'Child'.

5. Leave the DOB blank, this will default the child's age to 199 years old (making it obvious that this is not a real child.)

6. Enter a *fictitious* CRN for this child file. Use the CRNs "100 000 001C" and "123 123 123X".

    N.B. You can re-use the same fictitious CRNs for all Generic Child Elsewhere files you need to create.

7. Enter a generic Enrolment Date, eg. 01/07/2000.

8. Select OK.

9. Repeat steps 1-8 for each 'ELSEWHERE Child' file you require, replacing the Family Name-'ELSEWHERE 1' with 'ELSEWHERE 2', 'ELSEWHERE 3' etc.

Chapter 9. Updating Bookings and Enrolment Information

9.1. Introduction

The most frequent tasks in updating bookings information are changing regular bookings, the recording of absences, and casual attendances.

Changing enrolment information is generally straight-forward, following the procedure of original entry. The special cases noted in the following section include deleting adult or child records after accidental entry.

What to do when a child is withdrawn from care at the service and group closures are also covered in this section.

Updating most of this information can be done through the CHILD DETAIL or ACCOUNT or GROUP detail screens, but working in GROUP details is generally the most time efficient way to make changes to bookings.

9.2. Change, Edit or Delete a Booking

In changing a booking or booking series, there is no need to delete the old booking, simply select it and then amend its details: day, time, duration, whatever.

To change a booking for a particular child.

1. Select menu BOOKING+BILLING / GROUP.
2. Choose the Group from the Draw Down Selection List, with which you want to work.
3. Select the BOOKINGS Tab to change booking details.
4. Double click on the booked times next to the child to open the booking details screen.
5. If the booking is to remain, but some aspect of the booking is to change, then:
6. Amend the necessary details.
7. Select whether these changes apply to:

    a. This Booking Only
    b. Successive Bookings - You will need to enter how many weeks to apply these changes to
    c. All booking in this series

N.B. A Series of Bookings means that all the bookings have the same parameters, ie. same group, same day of the week, same arrival and departure time same charge type.

8. Select OK.

To delete a booking for a particular child.

1. Select menu BOOKING+BILLING / GROUP.

2. Choose the Group from the Draw Down Selection List, with which you want to work.

3. Select the BOOKINGS Tab to change booking details.

4. Double click on the booked times next to the child to open the booking details screen.

5. Select whether these changes apply to:

    a. This Booking Only

    b. Successive Bookings - You will need to enter how many weeks to apply these changes to

    c. All booking in this series

6. Select DELETE.

7. Confirm that you wish to delete that booking.

9.3. Recording the Absence of Children

If you receive a call about an absent child, you will need to make an adjustment to the child's booking for the period that the child is/was away.

Sometimes though, you will not receive a phone call and therefore not know about the absence until it has already happened. It is more time efficient to record these absences all at once at the end of a billing week.

Steps to: Record the Absence of Children.

1. Select menu BOOKING+BILLING / GROUP.

2. Choose the Group, from the Draw Down Selection List, whose absences you wish to record.

3. Select the ATTENDANCES Tab.

4. Select the first day of absences in the date section by clicking on the left/right arrows (left = back in time, right = forward in time.

5. One child's booking will be displayed at a time so you will need to scroll through all the children booked in that day.

    To mark a booking as absent, click on the ABSENT button.

6. Select the reason for the absence, e.g. Illness (Cert.).

7. Select the policy, if applicable.

8. Enter the date you were notified of this absence, if applicable.

9. If the fee is to be waived, select that option. Otherwise, the standard fee for this absence will be applied.

10. Select OK.

11. Continue scrolling through the children booked in that day and record each absence that occurred.

12. Repeat this process for each day an absence occurred during that week and for each Group.

9.4. Entering Casual Attendances

At the end of a billing week, you may find a lot more children attended your service than you were expecting or were booked in, therefore their attendance needs to be entered before you perform your billing run.

A fast track method of entering a lot of bookings for the same days/week is using the Casual Attendances Tab. This provides you with a list of all current children who have previously been booked into a particular group and allows you to quickly select these children and create bookings for them.

Even using this method, there are two options available to make the process even faster but still give you the flexibility you might need.

Entering Recurring Casual Attendances

A child may attend your service for the same times each week eg. After School 3:30pm - 5:30pm but the days may vary, making it difficult to put in permanent bookings. *Spike* remembers the previous booking time made for each child in each group and can therefore use it as a recurring booking.

1. Select BOOKING+BILLING / GROUP

2. From the Draw Down Selection List, select the Group you wish to add Casual Attendance bookings to.

3. Select the Casual Attendances Tab.

   You will now see a list of all current children who have previously been booked into this group at one time or another.

4. Select the date you wish to book the extra children into.

5. Going down the list, find the first child needing to be booked into this day.

6. Select the corresponding PREVIOUS button.

7. You will now see the times the child was booked in previously in this group, appear as the selected date's booking.

8. Repeat this process for each child with a recurring booking on each day applicable.

Entering a Varying Casual Attendance

This option is for any unexpected attendance/s that occurred throughout the week. A number of children may have attended one or more sessions without booking in advance and the times they attended may also vary; *Spike* allows you to enter these attendances quickly and efficiently when the child has attended the same group ie. BSC, ASC or Vac Care, at least once before in your service.

1. Select BOOKING+BILLING / GROUP

2. Select the Group, from the Draw Down Selection List, to which you wish to add Casual Attendance bookings.

3. Select the CASUAL ATTENDANCES Tab.

4. Select the first date you wish to start adding Casual Attendances.

5. Going down the list, choose the first child for whom you wish to enter a casual attendance.

6. Double Click on the Blank Railway Line that contains the PREVIOUS button.

7. This will open the SELECT BOOKING ACCOUNT screen.

8. Select the account responsible for this attendance.

9. This will open the ADD BOOKING DETAIL screen.

10. Enter the times of attendance and the applicable charge type.

11. If the child attended at similar times on other days this week, select the corresponding Check Box for each day attended. This enters the same booking details for all selected days of the week.

12. If other children associated with the same account as this child attend exactly the same sessions, either select the Check Box corresponding with the child/ren on the existing 'Copy Bookings to these Selected Children' list or Double Click on the Blank Railway Line to select the child from the Draw Down Selection List

13. Select OK.

9.5. Closing a group

When a group (room) is closed for a short period, usually due to the service being closed for a holiday, one simple action ensures that no bookings in this group are charged for on the days of closure.

Steps to: Close a Group

1. Select BOOKING+BILLING / GROUP

2. Select the group from the drop list.

3. Select the CLOSURES Tab.

4. On the Calendar, select the Closure Days by clicking on the dates.

5. Exit by clicking on the 'X' in the top right hand corner of the window.

If you now chose a child's booking for one of these days, you will see *Group Closure* written in large red letters. These bookings will not appear on the child's account.

If you know all your group closures for the year, you can set them in advance. In OSHC when you have permanent bookings, on a Pupil Free Day you can Group close BSC and ASC.

9.6. On Completion of a Child Immunisation Series

When a child was first enrolled in the service, their immunisation history should have been entered. When they complete an immunisation series (e.g. all the necessary *xyz* shots) their records will need to be updated.

Your Responsibility.

• To ensure that all children's immunisation histories are complete and up-to-date so that in the case of an outbreak of a contagious disease amongst the service's children, non-immunised children can be quickly identified for quarantine precautions.

Steps to: Record Completion of an Immunisation

1. Select menu BOOKING+BILLING / CHILD.

2. Choose the child, from the Draw Down Selection List, whose details you wish to alter.

3. Select the IMMUNISATIONS Tab.

4. Bring forward the edit window for the immunisation schedule that has been completed (e.g. Double Click on the Railway Line containing the appropriate age).

5. Select the *Complete Schedule* Action Button.

6. Select OK.

7. Repeat this process for each completed immunisation series.

Steps to: Update Non-Scheduled Immunisations

1. Select menu BOOKING+BILLING / CHILD.

2. Choose the child, from the Draw Down Selection List, whose details you wish to alter.

3. Select the IMMUNISATIONS Tab.

4. Select the Non-Scheduled Tab.

5. Double click in the Blank Railway Line.

6. Click in a Check Box on the right hand side of the SELECT IMMUNISATION screen to select an existing immunisation type, or create a new one

7. Either enter a review date in the space provided on the left-hand side of the screen, or click in the 'Completed' radio button.

8. Select OK.

9.7. Delete a Child/Adult Association

If an adult, for whatever reason, is no longer associated with a child, you may need to delete the connection between the two. A more common scenario is that you make this connection accidentally, and you wish to correct the records for that child and adult.

Your Responsibility.

• To ensure that the records are as accurate as possible. This will maintain the integrity of the data and thus the integrity of the information that it generates.

Steps to: Delete an Association between Adult and Child

1. Select menu BOOKING+BILLING / CHILD.

2. Select the child, from the Draw Down Selection List, that you wish to work with.

3. Select the ADULTS Tab.

4. Locate the adult that you wish to remove from the child's record.

5. Bring up the edit screen for that adult by Double Clicking on the Railway Line that contains the relationship details.

6. Select DELETE.

7. You will be asked if you really want to delete the association. Select YES or NO.

8. If you Select YES, the connection will be deleted. The details for that adult remain in the database. If you wish to delete the adults records as well, go to *Delete Adult Record*.

9.8. Delete a Child or an Adult Record

The only time you would ever want to delete a child or an adult record from this database is if there has been a mistaken entry.

If the child is no longer attending the service, you should carry out the process for *withdrawing a child from the service*. This is because the software is designed to maintain *past* enrolments as well as current ones. Likewise, adults associated with a child who is no longer attending the service are still maintained in the database.

However, if there has been an incorrect entry, there is a simple way to delete a child's or an adult's records.

Your Responsibility.

- To ensure that the records are as accurate as possible. This will maintain the integrity of the data and thus the integrity of the information that it generates.

Steps to: Delete a Child Record

1. Select menu BOOKING+BILLING / CHILD.
2. Choose the child you wish to delete from the Draw Down Selection List.
3. Bring forward the update window by Double Clicking on the Child's Name.
4. Select DELETE.
5. You will be asked if you really want to delete that child. Select YES or NO.
6. You will then be asked a couple of options to also delete all ADULTS and/or ACCOUNTS *UNIQUE* to this child.

   Select the relevant options by clicking in the corresponding Check Box/es.
7. Select OK.

Steps to: Delete an Adult Record

1. Select menu BOOKING+BILLING / ADULT.
2. Choose the Adult, from the Draw Down Selection List, you wish to delete
3. Bring forward the ADULT UPDATE edit screen by Double Clicking on the adult's name at the top of the window.
4. Select the DELETE option.
5. You will be asked if you really want to delete that adult. Select YES or NO.

   If you select YES, the record for that adult will be permanently deleted.

9.9. Amend Details of an Adult Record

At some stage you will need to amend the record of an adult by changing some personal details. Most often it will be a phone number.

Your Responsibility.

- To ensure that the records are as accurate as possible. This will maintain the integrity of the data and thus the integrity of the information that it generates. Accuracy is particularly important for phone numbers as you may need to contact an adult quickly in the event of an emergency.

Steps to: Edit An Adult's Details

1. Select menu BOOKING+BILLING / ADULT.

2. Select the person, from the Draw Down Selection List, with whom you wish to work.

3. In the SUMMARY card, bring forward the edit screen (by Double Clicking).

4. Type over existing record with new information.

5. Select OK.

9.10. When a Child is Withdrawn from the Centre/Service

When a child is permanently withdrawn from the service (through age, change of location etc.) there are several things that need to occur.

First, you will need to ensure that their account is balanced. Then you need to change the child's status from *current* to *past*.

Steps to: Withdrawing a Child.

1. Select menu BOOKING+BILLING / CHILD.

2. Choose the child you wish to withdraw, from the Draw Down Selection List.

3. In the SUMMARY card, bring forward the edit screen.

4. Enter the date that the child was withdrawn from the service, in the appropriate text box.

5. Select OK.

6. You will then be asked a couple of options to also make dormant all ADULTS and/or ACCOUNTS *UNIQUE* to this child.

    Select the relevant options by clicking in the corresponding Check Box/es

N.B. Accounts will only be closed if there are no outstanding debits or credits

If a withdrawn child comes back into care for any reason, you don't need to re-enter all of their details, you can change their status back from *past* to *current*.

Steps to: Re-enrolling a Withdrawn Child.

1. Select menu BOOKING+BILLING / CHILD.

2. Change the 'Child Status' from *Current* to either *Past* or *All*.

3. Choose the child you wish to re-enrol, from the Draw Down Selection List.

4. In the SUMMARY card, bring forward the update screen.

5. Delete the date that the child was withdrawn from the service, leaving a blank text box.

6. Select OK.

7. You will then be asked a couple of options to also re-activate all ADULTS and/or ACCOUNTS *previously attached or associated* with this child.

    Select the relevant options by clicking in the corresponding Check Box/es.

Chapter 10. Creating and Editing the Billable Account.

10.1. Introduction

Before a child's bookings can be entered it is necessary to establish a Billable Account in the name of a Parent, Caregiver, Employer or other entity.

Once the Billable Account has been established there are often occasions when the Account Details will need to be changed. For example, change of address, entering new re-assessed CCB details, and making changes to the account that may result from CCB changes that are retrospective.

Changing the information is generally straight-forward, following the procedure of original entry.

Establishing a second account where a current account is still being used, as in the case of separated parents, is also covered in this section.

Spike enables centres to email accounts to families instead of printing off a hard copy. For assistance to implement this email service please contact the Help Desk.

Note: The ACCOUNTS / LIST Report includes details of all account's postage and email addresses.

10.2. Create a New Account

1. Select BOOKING+BILLING / ACCOUNT
2. Select NEW

   This brings forward the ACCOUNT UPDATE screen.
3. Type the account details as requested.

   When the account holder is an individual,(rather than an organisation) you need to type the surname first. It is good practice to type this name in capitals with given names in upper and lower case. The *Mailing Name* is the name that appears on the bill, it appears by default after the account name has been typed and entered, but you may prefer to amend this to a more polite form, using Dr., Mrs., Mr. etc.
4. If applicable, enter an email address for this account.
5. If an email address has been entered, place a tick in the AUTO EMAIL BILLS check box.

6. Enter the Family CRN for this account as soon as you have it.

   REMEMBER! If NO Family Customer Reference Number is entered in the account, NO Child Care Benefit will be paid.

7. If applicable, enter the Agent Reference for this account.

   Note: An Agent Reference would be used if families pay by direct credit through their bank. This number needs to be quoted to allow you to identify which account holder has paid.

8. Select OK

Alternatively, you can create a new account at the same time as attaching bookings.

Steps to: Establishing an Account with bookings

1. Select BOOKING+BILLING / CHILD from the Pull Down Menu at the top of your screen.

2. From the draw-down list in the Child screen, select the name of the child for whom you wish to enter bookings.

3. Select the BOOKINGS Tab.

4. From the calendar view on the left of the screen, select the commencing day of the booking period.

5. To bring forward the SELECT BOOKINGS ACCOUNT edit screen, either:

   a. Double click on the date on the calendar.

   b. Double Click on the Blank Railway Line in the middle section

   c. Double Click in the box on the right hand side of the window.

6. Select Existing/New Account Radio Button.

7. If the booking is to be charged to an existing account with the service, eg. you have already entered child's sibling and they are to be paid for by the same account, use the Draw Down Selection List arrow to choose the account holder.

8. If you need to create a new account holder, select NEW, and this brings forward the ACCOUNT UPDATE screen.

9. Enter the account details as from 'Step 3' of the *Steps to: Create a New Account* outlined above.

10. Click on the OK button, this takes you to the ADD BOOKING DETAIL screen.

11. Now you can add or select bookings to be paid for by this account. See Chapter 8.2.3 'Enter a Child's Bookings'

10.3. Establish Account Opening Balance

When moving across from a different billing system to the *Spike* computer system it will be necessary to enter outstanding fees owed by the account as an opening balance. Do not include the setting of a bond in this opening balance.

Your Responsibility.

• To ensure that the first bill produced for every account using the new system will include any fees outstanding from the previous system of billing.

Steps to: Establish an Opening Balance

1.   Select menu BOOKING+BILLING / ACCOUNT.

2.   Select account name from the draw-down list.

3.   Select HISTORY Tab.

4.   Select MISCELLANEOUS CHARGE Button.

5.   Change date to one prior to the beginning of the first billing period (ie. during the time of the previous billing system).

6.   Select *Opening Balance* from the 'Category' draw down list.

7.   Description will default to the same as the category but can be edited each time, simply by typing a new description.

8.   Enter amount outstanding.

9.   Select OK.

10.4. Enter Child Care Benefit in a Long Day Care Centre

If the account holder has elected to have Child Care Benefit reduce their Child Care fees, you will need to enter these details *before a fee is generated to the account*. This data (information) is directly transferred from the "Child Care Benefit Weekly Statement" received from the FAMILY ASSISTANCE OFFICE.

It is recommended that the FAO Weekly Statements be filed together in a folder. These Statements should be arranged in date order.

The Commonwealth Government via FAMILY ASSISTANCE OFFICE requires that all CCB information be accessible for a minimum of 36 months (3 years).

If the Weekly Statement from the FAO lists more percentages for a family than the number of children who currently attend your service, you will need to do one of two things:

- Alternatively, you can create 'Generic' Child Files with the name 'ELSEWHERE 1 Child', 'ELSEWHERE 2 Child' etc. to be used when parents have one or more children in care in another service. These generic child files only need to be created once and the same ones can be used for all account's where there is a child in care elsewhere and the parent is entitled to receive the benefit of the second or third child percentages. To find out more, see 'Creating Child Elsewhere files'.

Eg. A family has three children and is enrolling one child into Long Day Care and two children into Out of School Hours Care in a different service.

The LDC service receives an assessment listing with three (3) percentages but only one child's name, CRN and School Status. When entering the CCB, the three percentages must be entered, therefore three children need to be linked with the CCB entry. To do this, the child who attends the LDC service is linked and then 'ELSEWHERE 1 Child' and 'ELSEWHERE 2 Child' are linked.

N.B. If the 'unlisted' child/ren commence care at your service, you MUST obtain updated Assessment details which list all current children attending your service. If they previously attended 'approved care elsewhere', you need to obtain information regarding any absences used in the current financial year - see 'Entering Other CCB Notifications'.

Steps to: Enter CCB Details in an Account

1. Select BOOKING+BILLING / ACCOUNT

2. Select the ACCOUNT in which you wish to enter Child Care Benefit details.

3. Make sure a Family CRN has been entered on the Account Summary card. If not:

    a. Double Click on the name of the account

    b. Enter the Family CRN in the field provided

    c. Select OK

Repeat this process in the CHILD details for any children listed on the FAO Weekly Statement who have not had their CRN entered on their Summary card.

N.B. ALL CRN's must be entered before any CCB details can be entered.

4. In the ACCOUNT screen, select the CCB Tab.

5. Select the CCB% Tab.

6. Bring forward the update window by Double Clicking on the Blank Railway Line.

7. Enter the 'Effective From' date and the 'Effective Until' date will add l00 years by default.

8. Enter percentages of Child Care Benefit granted for each child.

9. Enter the maximum number of eligible hours.

10. Select OK.

11. Confirm previously entered details.

12. Double Click on the Blank Railway Line under 'Eligible Children' to modify the list of eligible children.

13. Select the first eligible child for this account.

14. Indicate whether this child attends school or not by selecting the appropriate Radio Button.

15. Select OK.

16. Repeat this process until all eligible children have been listed in this Child Care Benefit Update.

    N.B. The number of children listed MUST equal the number of CCB percentages entered.

17. Select EXIT.

18. Select OK.

Repeat this process whenever you receive notification of changes to CCB eligible children.

N.B. The first 'effective from' date needs to be manually entered to comply with the date shown on the FAO listing, subsequent dates will default to the first day after an effective until date has been entered in the previous railway line. The'effective until' date automatically defaults to 100 years after the 'effective from date'. There is no need to change the CCB dates unless you receive notification of changes from FAO.

10.5. Enter Child Care Benefit in an OSHC or Vacation Care Service

If the account holder has elected to have Child Care Benefit reduce their Child Care fees, you will need to enter these details *before a fee is generated to the account*. This data (information) is directly transferred from the appropriate "Child Care Benefit Weekly Statement" received from the FAMILY ASSISTANCE OFFICE.

Services that operate two or more "Service Types", e.g. BSC plus ASC, Combined OSHC plus Vacation Care, will receive an FAO Weekly Statement for each "Service Type".

When entering the CCB details into the ACCOUNT 'CCB' screen, it is *essential* that the children covered by one Weekly Statement are only linked to the appropriate "Service Type" related to the Statement. If the children's details appear on all two (or three) of the Weekly Statements received by your service, then the children will need to be linked to all two, or three, "Service Types" in the ACCOUNT 'CCB' screen.

Note: The process for entering CCB details and linking the children to the Account is outlined in detail below.

Once the details have been entered it is recommended that the FAO Weekly Statements be filed together in a separate folder for each Service Type. The Statements should be filed in date order.

The Commonwealth Government via FAMILY ASSISTANCE OFFICE requires that all CCB information be accessible for a minimum of 36 months (3 years).

Frequently the Weekly Statement from FAO lists more percentages for a family than the number of children who currently attend that service type,

Example 1 A family has three children with two children attending Out of School Hours Care and one unknown child who attends Long Day Care in a different centre.

Example 2 A family has two children eligible for CCB in the "Service Type" *ASC/Combined* but only one of these children is listed on the FAO Statement for the "Service Type" *BSC*.

you will need to:

• Use/Create 'Generic' Child Files with the name 'ELSEWHERE 1 Child', 'ELSEWHERE 2 Child' etc. These generic child files only need be created once and the same ones can be used for all account's where there is a child in care elsewhere, and the parent is entitled to receive the benefit of the second or third child percentages. To find out more, see 'Creating Child Elsewhere files'.

When entering the CCB details, the three percentages must be entered, therefore three children need to be linked to the "Service Type" covered by the FAO Statement. That is, any child who attends the "Service Type" needs to be linked and then 'ELSEWHERE' Children are also linked as appropriate.

Sometimes the family forgets to nominate all two or three "Service Types" when they ring the FAMILY ASSISTANCE OFFICE, and you *must not* link children to a service where they have not been nominated.

Alternatively, one of the children's name and details might not be included on an FAO Statement.

In the above instances, CCB details cannot be applied to the *forgotten* Service Type, nor can the *omitted* child be linked to the specific "Service Type".

In the case of the *omitted* child, an 'ELSEWHERE'child will need to be linked to the "Service Type". However, if the omitted child is attending another "Service Type" in your OSHC, then the 'Other CCB Notification'details will have to be entered for the 'ELSEWHERE' child so that the family can receive the second child percentage for this component of care.

N.B. If any 'unlisted' children do commence care, or are currently attending your service, you MUST obtain updated Assessment details which list all current children attending your service.

If any new child has previously attended 'approved care elsewhere', you need to obtain information regarding any absences from the other centre that have been used in the current financial year - see 'Entering Other CCB Notifications'.

Steps to: Enter CCB Details in an Account

1. Select BOOKING+BILLING / ACCOUNT

2. Select the ACCOUNT in which you wish to enter Child Care Benefit details.

3. Make sure a Family CRN has been entered on the Account Summary card. If not:

    a. Double Click on the name of the account

    b. Enter the Family CRN in the field provided

    c. Select OK

    Repeat this process in the CHILD details for any children listed on the FAO Weekly Statement who have not had their CRN entered on their Summary card.

    N.B. ALL CRN's must be entered before any CCB details can be entered.

4. In the ACCOUNT screen, select the CCB Tab.

5. Select the CCB% Tab.

6. Bring forward the update window by Double Clicking on the Blank Railway Line.

7. Enter the 'Effective From' date and the 'Effective Until' date will add l00 years by default.

8. Enter percentages of Child Care Benefit granted for each child.

9. Enter the maximum number of eligible hours.

10. Select OK.

11. Select the "Service Type" Tab that relates to the FAO Weekly Statement that contains the CCB details you are entering.

    E.g. 'BSC', 'ASC/Combined', 'VAC'.

12. Double Click on the Blank Railway Line under 'Eligible Children' to link or modify the list of eligible children.

13. Select the first eligible child for this account.

14. Indicate whether this child attends school or not by selecting the appropriate Radio Button.

15. Select OK.

16. Repeat this process until all eligible children have been listed in this Child Care Benefit Update.

    N.B. The number of children listed MUST equal the number of CCB percentages entered.

IMPORTANT. When you receive FAO Weekly Statements for more than one "Service Type" that contain CCB details for the same family, the children *must be linked* to each "Service Type".

If you do receive CCB details for more than one "Service Type" select the next Service Tab and link the same children.

N.B. It is not necessary to re-enter the CCB information, only to link the children.

17. When you have linked the children to all of the appropriate Service Types, select OK.

Repeat this process whenever you receive notification of changes to CCB eligible children.

N.B. The first 'effective from' date needs to be manually entered to comply with the date shown on the FAO listing, subsequent dates will default to the first day after an effective until date has been entered in the previous railway line. The 'effective until' date automatically defaults to 100 years after the 'effective from date'. There is no need to change the CCB dates unless you receive notification of changes from FAO.

10.6. Entering Other CCB Notifications (formerly Parent Statement)

The Family Assistance Office (FAO) requires that you collect information from families about children in care elsewhere for Multiple CCB rates and children who are in shared care arrangements eg OSHC/LDC and FDC.

This section covers 'Children in Care-Elsewhere for Multiple CCB percentage rates', 'New children with a previous balance of Allowable Absences from another Registered Service', 'Children in Care-Elsewhere in addition to your service' and 'Part Time Rate for Long Day Care users'.

If you are unsure about any of the information provided to you and/or what it means, please contact your local FAO.

Your Responsibilities.

• Ensure details of a CCB Assessment has been received and entered.

• The information entered into *Spike* must be an accurate reflection of the Commonwealth requirements in relation to two or more children in care in the same week in different services. (N.B. Please check your Commonwealth Handbook for more details.)

Steps to: Enter Other CCB Notifications for Children in Care-Elsewhere for Multiple CCB Percentage

1. Select menu BOOKING+BILLING / ACCOUNT.

2. Select Account you wish to enter this information on, from the Draw Down Selection List.

3. Select the CCB Tab.

4. Enter the CCB percentages for the required number of children using 'ELSEWHERE Child' for the child/ren not attending your service.

5. Select the Other CCB Notifications Tab.

6. Double click on the Blank Railway Line.

7. Select the child ELSEWHERE 1 Child from the list displayed.

8. If there is more than one child in care elsewhere, keep double clicking on a Blank Railway Line until all children are selected eg 'Child Elsewhere 2'.

9. Double click on (eg) 'Child Elsewhere 1' and select the *Multiple Child Rate* Tab.

10. Double click on Blank Railway Line:

11. Enter Effective 'From' and 'Until' dates.

    N.B. These dates default to a 'Monday' 'From' date, and a 'Sunday' 'Until' date with a 100 year timeframe so that you do not need to change the 'Until' date unless the child ceases care elsewhere .

12. Select OK.

Steps to: Enter Other CCB Notifications - Allowable Absences

1. Select menu BOOKING+BILLING / ACCOUNT.

2. Select the Account from the Draw Down Selection List into which you intend to enter this information.

3. Select the CCB Tab.

4. Select the Other CCB Notifications Tab.

5. Double click in the Blank Railway Line.

6. Select the child from the list displayed.

    N.B. If there is more than one child in the same family that has used absences elsewhere, you will need to create a line for each child.

    N.B. Allowable Absences will only be relevant in regard to children currently attending your service.

7. Double click on the line containing the child's name.

8. Select the *Allowable Absences* Tab.

9. Double click in the Blank Railway Line.

10. Enter Effective 'From' and 'Until' dates.

11. Enter the number of Allowable Absences used elsewhere.

12. Select OK.

Steps to: Enter Other CCB Notifications - Eligible Hours

1. Select menu BOOKING+BILLING / ACCOUNT.

2. Select the Account from the Draw Down Selection List into which you intend to enter this information.

3. Select the CCB Tab.

4. Select the Other CCB Notifications Tab.

5. Double click in the Blank Railway Line.

6. Select the child from the list displayed.

   N.B. If there is more than one child in the same family that receives care elsewhere, you will need to create a line for each child.

7. Double click on the line containing the child's name.

8. Select the *Eligible Hours* Tab.

9. Double click in the Blank Railway Line.

10. Enter Effective 'From' and 'Until' dates.

11. Enter the number of Eligible Hours required in your service.

12. Select OK.

Steps to: Enter Other CCB Notifications - Part-Time Rate

1. Select menu BOOKING+BILLING / ACCOUNT.

2. Select the Account from the Draw Down Selection List into which you intend to enter this information.

3. Select the CCB Tab.

4. Select the Other CCB Notifications Tab.

5. Double click in the Blank Railway Line.

6. Select the child from the list displayed.

   N.B. If there is more than one child in the same family that receives care elsewhere, you will need to create a line for each child.

7. Double click on the line containing the child's name.

8. Select the *Part-Time Rate* Tab.

9. Double click in the Blank Railway Line.

10. Enter Effective 'From' and 'Until' dates.

11. Enter the total number of hours of care per child used across all services.(i.e. If a family pays for 22 hours care a week in your service plus 22 hours per week in a different service, you would enter 44 hours in the space provided). If the total hours exceed the part-time hour rate, e.g. 38 hours, the family will not receive the additional 110% CCB benefit for part-time usage.

12. Select OK.

10.7. Apply Jobs Education and Training (JET) Fee Assistance

As from 3rd July 2006 low-income parents/caregivers who are Studying or Training need to apply to the Family Assistance Office (F.A.O.), through Centrelink, to be assessed for their eligibility to receive JET Fee Assistance (JFA) to reduce the family's portion of the fee.

The details of the families' eligible hours for this additional funding will be included on the F.A.O.'s Weekly Statement that is sent to services.

The JET eligible hours, together with the 'Start Date', will be recorded against the letters 'JFA' on the Statement and these details must be entered into *Spike* effective from the start date shown.

Like Child Care Benefit (CCB), JET Fee Assistance (JFA) will be entered into *Spike* with the appropriate 'Effective from' date and the 'Until' date will default to 100 years later. The 'Effective Until' date will remain until a Weekly Statement advises you of any changes.

Your Responsibility.

• Ensure you have the F.A.O. Weekly Statement containing the J.E.T. (JFA) details for the account entitled to this assistance.

• Make sure all of the details of this assistance are entered correctly into the account.

Steps to: Apply JET Fee Assistance

1. Select menu BOOKING+BILLING / ACCOUNT.

2. Select Account from the Draw Down Selection List.

3. Select the JET Tab.

4. Select the 'Service Type' Tab e.g. LDC, BSC, ASC/Combined, VAC.

5. Double Click on the Blank Railway Line.

6. Select the first eligible child .

7. Double click on the railway line containing the child's name .

8. Double click on the blank railway line .

9. Enter the 'Effective From' date and the number of JFA eligible hours for this child. *Spike* will automatically enter the 'Until' date.

10. Select OK.

11. Select Exit.

12. Repeat the above steps for each child included in the JFA Assessment.

13. JFA will be applied each week in the same way the Child Care Benefit (CCB) is automatically applied.

14. JET Fee Assistance will be acquitted as part of the Child Care Benefit Electronic Lodgement sent to the Childcare Payment Team quarterly.

10.8. Change an Account Address

The address of an adult and/or child is only recorded for billing purposes. So if you need to change an address you have to do it in the account section rather than in the adult or child sections.

Your Responsibility.

• To ensure that the records are as accurate as possible. This will maintain the integrity of the data and thus the integrity of the information that it generates.

Steps to: Edit an Account Address

1. Select menu BOOKING+BILLING / ACCOUNT.

2. Select the account, from the Draw Down Selection List, with whom you wish to work.

3. In the SUMMARY card, bring forward the edit screen by Double Clicking on the card.

4. Delete the existing address and type in the new one.

5. Select OK.

10.9. Upon Receiving changes to a Child Care Benefit Assessment

Some of your families' circumstances could change during the year and you might receive notification of changes to their CCB percentages due to re-assessment.

Each assessment change means a new entry into the CCB% Tab but it is important the *Spike* program knows exactly when the 'old' entry ends and 'new' entry begins, therefore no two entries can have dates which overlap each other.

Steps to: Update an Account's CCB Details

1. Select the ACCOUNT in which you wish to edit the CCB details.

2. In the ACCOUNT screen, select the CCB Tab.

3. In the CCB screen, select the CCB% Tab.

4. Double Click on the current CCB entry to bring forward the edit screen.

5. Edit the 'effective until' date to one day prior to the new 'effective from' dates of the new CCB assessment.

   Eg. New CCB Assessments increasing the CCB% might say the start date was 18/08/2004, the service decides the 'effective from' date will be Monday 16/08/2004, you would edit the 'old' entry's 'until' date to 15/08/2004.

   Note: If bills have been generated with dates that overlap the new expiry and commencement dates, these bills will need to be deleted before the changes can be made.

6. Select OK.

7. Follow the steps outlined in Section 10.4 of this manual to enter the new CCB Assessment details.

10.10. Withdrawing an Account from the Centre/Service.

When a child is permanently withdrawn from the service (through age, change of location etc.) you will need to ensure that the account is balanced, that any outstanding money is paid by the account holder or, if they are in credit, that their money is paid back to them. Then you need to change the account status from *current* to *past*.

Steps to: Manually Closing An Account

If you withdrew a child before the account had been finalised, you will need to manually close the account at a later date when the account is at a nil balance.

1. Select BOOKING+BILLING / ACCOUNT.

2. Choose the Account you wish to close from the Draw Down Selection List.

3. Double Click on the Name of the account, bringing forward the edit screen.

4. Type in the date the account was finalised in the 'closed on' text box.

5. Select OK.

Chapter 11. Bills and Payments

11.1. Introduction

Using the *Spike* system, generating fees and printing bills becomes such a straightforward process that it can easily be done each week. This system enhances the service's cash flow and works toward minimising bad debts by presenting account holders with smaller regular bills.

The major task before generating fees and printing a billing run is to update bookings to reflect actual attendances.

One of the more complex tasks described in this section is amending an incorrect bill, try to minimise these by being as accurate as you possibly can in entering all details of bookings and attendances.

The method for recording the payment of bills in the accounts database presumes an adequate manual receipting system. *Spike* recommends a *one-write* system which provides a receipt, bank deposit sheet, and cash journal record in one operation. A specially designed system is available from *Spike*.

11.2. Update Actual Attendances From Group Attendance Sheet

In generating fees to accounts, the *Spike* software assumes that any attendances that have been entered in advance of the care being used are accurate unless you tell it otherwise. When the Attendance Sheet has been completed during the week care was used, and before you generate the fees for that week, you must check that the pre-bookings for each child, are consistent with their actual attendance. If there is any discrepancy (e.g. a child was absent from the service) you will need to record that change in the child's attendance details prior to billing.

Where a service bills on a sessional basis it is not necessary to change the times of a pre-booking to reflect the actual attendance times. The *Spike* system bills the account holder in accordance with the Charge Type that is selected, and does not vary the cost in relation to actual attendance times unless the Charge Type is also edited or a Late Fee is added as a Miscellaneous Charge. For the purposes of a Commonwealth Compliance Audit it is imperative that the Attendance Sheets are accurate, but the FAO accepts that software generated bills and attendances reflect the session a child attended.

Spike has several screens that you can use to enter or edit attendances. For example, you can access the Bookings screen through CHILD DETAILS, or ACCOUNT DETAILS, or GROUP DETAILS. Set out below are the steps you would carry out if you worked in the GROUP DETAIL screen to make changes

to attendance details. For more information on using either the CHILD DETAIL or ACCOUNT DETAIL screens to enter or edit attendances, please contact the Help Desk.

Your Responsibility.

• To ensure that the attendance records for each child are accurate before the fees are generated, so that the bills for that week will also be accurate.

Steps to: Update Actual Attendances

1. Select menu BOOKING+BILLING / GROUP.

    a. From the Draw Down Selection List, select the group whose attendance you wish to update.

    b. Select the ATTENDANCES Tab.

    c. Select the day of the attendances that you wish to enter.

    d. Use the scroll bar to click through each child amending attendances as required.

2. If a child's actual attendance times were at variance from their bookings:

    a. Change the ARRIVE and/or DEPART times to that shown on the Attendance Sheet by using the Increase/Decrease arrows to the right and left of attendance time windows.

    b. The program will automatically apply the overtime rate for extra time, if your service applies a further surcharge, enter this amount in the *Surcharge* box.

3. If the child was absent:

    a. Select the ABSENT button.

    b. Identify the Allowable Absence applicable.

    c. Identify the policy applicable to this absence.

    d. Identify the date on which the service was notified.

    e. Determine whether the STANDARD FEE applies or whether it should be WAIVED in some special circumstances.

    f. Select OK.

You will need to repeat this process for each child whose booking details you wish to change.

11.3. Generate Fees & Print Bills for Entire Centre/Service

It is recommended that this task is usually carried out on a weekly basis. If all your booking and billing information is up to date then the entire process of generating fees for each account and printing the entire billing run is as simple as a few clicks of the mouse button.

Your Responsibility.

• To ensure that all the booking and billing records are as accurate and up to date as you can possibly make them, before you generate any bills.

• Be clear that Generating Fees and Printing Bills are two separate operations being undertaken here.

Steps to: Batch Generate Fees

1. Select menu BOOKING+BILLING / OTHER / BATCH GENERATEFEES

2. Select BY ACCOUNT / BY GROUP

3. Enter the date range of the billing cycle.

4. To print all the service's bills for the period, select option *Output to:* PRINTER.

5. Select whether you wish to print 'Current Bills Only' or 'Current Bills and Outstanding Bills' by selecting the corresponding Radio Button.

6. To generate fees to all or selected accounts without printing bills, select option *Output to:* NONE.

7. Make sure that there is a tick in the OUTPUT SUMMARY check box if you want to see which accounts have been emailed, and which have been printed.

8. Select OK.

11.4. Batch Undo Fees

There are occasions when it will be necessary for you to Batch Undo Fees either for the entire Service or for an individual account.

For example, if you batch generate your fees for the entire service and then discover that you had not changed your fee Charge Types for the new financial year or you had forgotten to enter a Group Closure before generating the bills.

Alternatively, when an individual has had a reassessment by FAO you may be required to delete several weeks or months bills, change the CCB%, and then regenerate all of the bills. (In this instance*Spike* will automatically generate a Supplementary Lodgement when you next request a Primary Lodgement).

Steps to: Batch Undo Fees

1. Select menu BOOKING+BILLING / OTHER / BATCH UNDO

2. Select FEES.

3. Enter the date range of the bills you wish to remove.

4. Select either 'All' or 'Select Range' by clicking in the appropriate Radio Button.

5. Select option *Output to:* DISPLAY.

6. Select OK.

7. Select 'Yes' on the 'Batch undo fees' message that appears on your screen.

8. Either print, if appropriate, or close the window showing 'Fees not undone due to Special CCB'.

9. Select EXIT.

11.5. Add a Message to the Centre/Service's Bills

The *Spike* software program allows you to write a message to be printed on each bill. For example *General Meeting on...*, *Don't forget the working bee next Saturday* or simply *Merry Christmas and a wonderful New Year!*. You can change the message each week or set a series of messages in advance.

Steps to: Add a new Message

1. Select menu BOOKING+BILLING / OTHER / MESSAGES ON BILLS.

2. Bring forward the new message window by double clicking on the blank railway line.

3. Enter the date range that you wish the message to run on all accounts or selected accounts.

4. Type in your new message or click on MESSAGE TEMPLATE to select an existing standard message by clicking on the USE THIS TEMPLATE button.

5. Click in the radio button for ALL or SELECTED accounts.

6. If you are selecting a few individual accounts place a tick next to the names you require.

7. Select OK.

Steps to: Use an existing message

1. Select menu BOOKING+BILLING / OTHER / MESSAGES ON BILLS.

2. Select the appropriate radio button for SELECTED ACCOUNTS or BROADCAST.

3. Double click on the message you wish to re-use.

4. Enter the date range that you wish the message to run on all accounts or selected accounts.

5. Select OK.

Steps to: Add a Message to an Individual Account.

1. Select menu BOOKING+BILLING / ACCOUNT.

2. From the Draw Down Selection List select the Account holder to which you want to add an individual message.

3. Select the MESSAGES Tab.

4. Double click on the empty railway line.

5. Enter the date range that you wish the message to run.

6. Type in your new message or click on MESSAGE TEMPLATE to select an existing standard message by clicking on the USE THIS TEMPLATE button.

7. Select OK.

Steps to: Create a Message Template.

1. Select menu BOOKING+BILLING / OTHER / MESSAGES ON BILLS.

2. Double click on the empty railway line.

3. Click on MESSAGE TEMPLATE.

4. Double click on the empty railway line.

5. Type in the message that you wish to create as a Template.

6. Select OK.

7. Click on EXIT.

8. Broadcast this message to appropriate accounts as above or click on EXIT.

11.6. Display or Print a Single Bill

If an account holder loses their bill or you need to check something on a particular bill, you may need to display or print a single bill.

Steps to: Display or Print a Single Bill

1. Select menu BOOKING+BILLING / ACCOUNT.

2. From the Draw Down Selection List select the Account whose bill you wish to Display.

3. Select DISPLAY BILL.

4. Enter the date of the billing cycle that you wish to view.

5. Select whether you wish to Print or Display this bill by selecting the corresponding Radio Button.

6. Select OK.

7. If it is a bill that has not yet been created, select GENERATE FEE. This will process all the data and produce that account holder's bill in advance (providing the attendances have been entered).

8. You can then choose to display it on the screen or print it. If you wish the computer simply to generate the bill and store it for future use select the *Output to:* NEITHER option.

11.7. Receive & Receipt Payment

When payment is made to an account it must be entered into the database, thus ensuring the accuracy and currency of the account record.

To maintain a system of checks and balances, you should first provide a manual receipt for the money and enter the amount received into the Cash Journal. The Cash Journal can then be compared with the Receipt Summary of entries in the database to cross-check accuracy (the recommended *Spike* one-write receipt system provides a receipt, banking record and enters a cash journal sheet in one operation).

The other key part in this process is telling the software how the money is to be used, ie. which transactions should be credited with the money received. For example, if there are a series of outstanding fees, an unpaid bond, and a Tri-skills charge, how is a payment to be allocated? Should it be paid off the oldest account first, off the bond, or off the last account? This is a decision that you must make.

Spike defaults the receipt type to the last one entered e.g. cheque, cash, and the receipt date also defaults to the date of the last entry. When entering a new receipt, check that the receipt type and the date are accurate for the receipt that you are currently entering.

Your Responsibility.

- To make sure that the receipts for each account are recorded accurately in the Cash Journal and entered accurately in the database.

- To determine, in line with the service's policy or procedure, how each payment of money is to be divided.

Steps to: Enter a Receipt

1. Select menu BOOKING+BILLING / ACCOUNTS.

2. From the Draw Down Selection List select the Account holder whose money you are receipting.

3. Select the HISTORY Tab.

4. Select RECEIPT button.

5. Select the type of payment (Bank Deposit/Transfer, Cash, Cheque, Credit Card, EFTPOS or Money Order).

6. If it is a Bank Deposit Receipt ie. the Customer already has an Agent No. and is using a pass book to pay their fees directly into your bank account:

   a. Enter date money was received.

   b. Enter your Manual Receipt No.

   c. Enter the amount of the Receipt.

   d. Select OK.

7. If it is a Bank Transfer ie. the Customer has a direct debit setup from their account to yours:

    a.   Enter date money was received.

    b.   Enter your Manual Receipt No.

    c.   Enter the amount of the Receipt.

    d.   Select OK.

8.   If it is a Cash Receipt:

    a.   Enter date money was received.

    b.   Enter your Manual Receipt No.

    c.   Enter the amount of the Receipt.

    d.   Select OK.

9.   If it is a Cheque Receipt:

    a.   Enter the date cheque was received.

    b.   Enter the Manual Receipt No.

    c.   Check the Drawer name is correct (defaults to the Account name). If not type in correct Drawer.

    d.   Select Bank No. from the Draw Down Selection List. If the matching number is not listed, click on the NEW button and enter the new details.

    e.   Select the Branch No. from the Draw Down Selection List. If the matching number is not listed, click on the NEW button and enter the new details, then

    f.   Enter the Cheque No.

    g.   Enter the amount of the cheque.

    h.   Select OK.

10. If it is a Credit Card Receipt ie. a Manually swiped Credit Card transaction has taken place:

    a.   Enter date money was received.

    b.   Enter your Manual Receipt No.

    c.   Enter the amount of the Receipt.

    d.   Select the type of Credit Card eg. VISA, MASTERCARD etc.

    e.   Select OK.

11. If it is an EFTPOS Receipt ie. your service has an EFTPOS setup through the bank for Debit and Credit Card transactions:

    a.   Enter date money was received.

    b.   Enter your Manual Receipt No.

    c.   Enter the amount of the Receipt.

    d.   Select OK.

12. If it is a Money Order Receipt.

      a.   Enter date money was received.

      b.   Enter your Manual Receipt No.

      c.   Enter the amount of the Receipt.

      d.   Select OK.

13. You must now tell the computer against which transaction the money is to be applied.

14. Select the transaction that you wish to apply the whole or part of the money to, and press ENTER or Double click in the corresponding white box.

15. Repeat this process until you have applied all the money or until all outstanding amounts are paid off.

16. Select OK.

N.B. If some of the receipt was left unallocated, you will need to confirm you wish to leave the unallocated amount in suspense, ie. Select the YES.

Using the ACCOUNT SELECT Button to choose the appropriate accounts, repeat this process for each payment received.

11.8. Print a Child Care Receipt for Weekly Bills Paid

The Commonwealth Government requires that all services issue accurate, detailed receipts for all payments received from families, including details of the family's CCB for the receipt period. The printed bill does satisfy the FAO requirements for reporting this information to families but some services may wish to also print a 'Child Care Receipt'.

Spike has the option to automatically generate a Child Care Receipt at the bottom of the Weekly Bill whenever fees have been paid in full during the week, BUT an account holder may lose their Child Care Receipt and need a replacement, or the service has chosen not to automatically generate the Child Care Receipt and an account holder has specifically requested one.

Your Responsibility.

- You must first ensure that the period of care for which the account holder is seeking a Child Care Receipt has been paid in full.

Steps to: Print a Child Care Receipt

1. Select BOOKING+BILLING / REPORTS / ACCOUNTS / CHILDCARE / RECEIPTS.

2. Enter the period for which you wish to produce the receipt.

Note: the date range must include the week of care plus the week the receipt paid off the fee if different to the week of care.

3. Select the Account Status.

4. Select the account holder/s that you wish to produce the receipt for by either selecting All Accounts or Select Range.

5. Select whether to display or print the receipt.

6. Click on OK. The report will then be displayed or printed.

Alternatively, to print an individual Account's Child Care Receipt, you can also do it in ACCOUNT DETAILS.

Steps to: Print an Individual Child Care Receipt

1. Select BOOKING+BILLING / ACCOUNT.

2. Select the Account from the Draw Down Selection List.

3. Select the HISTORY Tab.

4. Select the CHILDCARE RECEIPT button.

5. Select the date range including both the week of care and the week the payment was receipted.

6. Select whether to display or print the receipt.

7. Select OK.

11.9. Amend a Transaction

At some point you may need to correct a transaction that has been generated. This may be because a family's Child Care Benefit has changed or an incorrect booking has been charged, or a mistake was made at some other point in the process.

This task requires accuracy and attention to detail. Essentially, once a transaction has been adjusted in any way (e.g. by a partial or a full payment) you must first delete those adjustments before you can delete the transaction. You will soon get the hang of it.

Your Responsibility.

•   To maintain the integrity of the service's accounts by ensuring that any amendment to a bill is carried out accurately.

•   Delete the original bill and all associated transactions.

•   Make the correction that is required.

•   Generate a new bill.

Steps to: Amend a Transaction

1. Select menu BOOKING+BILLING / ACCOUNT.

2. Select the account holder whose bill needs to be amended.

3. Select HISTORY Tab. All of the transactions for that account holder will be displayed.

4. Bring forward the edit window for the particular transaction that is to be amended by double clicking on the transaction.

5. Select DELETE.

6. If the transaction you wish to delete has other transactions applied to it, a warning message will appear.

7. Confirm that you wish to delete the transaction.

8. Amend the incorrect transaction using the processes set out in this manual. (e.g. Changing a booking, Updating an attendance, Receipting money etc.).

9. If necessary, generate the new transaction using one of the Buttons at the bottom of the screen (eg. MISCELLANEOUS CHARGE, RECEIPT etc.).

10. Once all amendment have been made, re-generate the fee by clicking on the GENERATE FEE Action Button and selecting the date of the bill you wish to generate (see Section 11.6 *Display or Print Single Bills*).

Chapter 12. Bonds and Fee Adjustments

12.1. Introduction

The *Spike* system allows for the application of a Bond equal to two weeks normal fees (or other period that the service may chose) to be paid for each child's bookings. The bond is held in trust by the service.

The bond system both improves the service's cash flow and, if adhered to, minimises bad debts when children are withdrawn from care. For this last reason, bonds should always be adjusted when a child's bookings change.

Fee adjustments covered in this section include Miscellaneous Charges and Special Child Care Benefit.

12.2. Set a Bond

A bond is a method of holding money in trust. It achieves the same goal as billing in advance; that is, it provides the service with cash flow. However, it avoids the serious drawback of billing in advance in having to amend generated bills when the circumstances don't turn out as anticipated. This is a time consuming and somewhat tricky process. Thus, bonds and retrospective billing form part of the *Spike* best practice system.

The bond for each account holder is usually set at the equivalent of two weeks of the fee the family is required to pay for child care. For example, if an account holder has two children in care, costing $50 per week per child, their weekly fee will be $100. Two weeks care is $200, so their bond will be $200. The bond is used to pay the last two weeks of care when the family gives notice of leaving the service. Provided that you monitor your liabilities reasonably closely, the service should not be owed money when children leave.

It is not necessary for account holders to pay their bond in one hit, although from the service's perspective this is clearly preferable. The service could allow them to pay it over an agreed period. You then use the manual off-setting process to tell the computer how much of each week's payment is to go towards the bond.

Your Responsibilities.

- If applicable, to obtain the consent of your service's management committee, before applying the bond system.

- To follow the procedure set down by your service for the setting of bonds.

Steps to: Set a Bond

1. Select menu BOOKING+BILLING / ACCOUNT.

2. Select the Account from the Draw Down Selection List, for whom you wish to set a bond.

3. Select the HISTORY Tab.

4. Select the BOND button. This opens the BOND ADJUSTMENT DETAILS screen.

5. Enter the date that the bond has been set (usually the date before commencement of care).

6. In the description section, follow the default description and customise to your service.

7. Enter the Bond Amount to be charged.

   If the account is eligible to have CCB reduce their child care fees, you will need to calculate the 'Nett' Fee.

8. To calculate the amount of the bond, click on the CALCULATE BOND button.

   a. Enter the commencement date of care, either by typing the date or clicking on the left/right arrows to go forward or back a week.

   b. The Full Fee, CCB Hourly Rate, the CCB percentage, Part Time percentage and School percentage, the CCB amount and the Nett Fee for this account will appear automatically based on the information entered for this account.

   c. Enter the number of weeks for which your service has set the bond criteria.

   d. Select OK.

   You will see the Bond Amount for 'x' weeks Nett Fees has been entered.

9. Select OK.

12.3. Adjust or Credit (refund) a Bond

Whenever a child's time in the service permanently increases or decreases, the account holder's Bond should be adjusted to reflect the change. If the amount of time in care increases then the bond will go up and the account holder will owe the service money. This is straight forward, a new debit simply appears on the account. However, if the new bond amount is lower, resulting in a credit to the account, you now need to decide how to allocate that credit.

• You can apply it to existing account transactions.

• Keep the credit in suspense (unallocated) to be applied to future transactions.

Thus, even if the account has no monies owing, you can still hold on to the money, applying it to subsequent transactions when they occur.

However, if the account is fully paid up or in credit, the account holder might request a cash refund. This could occur when a child is withdrawn from care.

- NB. Refunding cash is not the task dealt with here. Adjusting or crediting a bond is a process of account adjustments, but these adjustments must be carried out before a cash refund can be made.

Your Responsibilities.

- When the regular bookings for a child change, you should adjust the account holder's bond accordingly.

- If this results in a credit to the account you must ensure that this credit is properly allocated.

- Before going on to refund any money always be absolutely certain that the account holder's account history is completely up to date.

Steps to: Adjust or Credit a Bond

1. Select menu BOOKING+BILLING / ACCOUNT.

2. Select the Account from the Draw Down Selection List whose Bond you wish to adjust.

3. Select the BOND button, bringing forward the BOND ADJUSTMENT DETAILS edit screen.

4. Change the bond amount to equate with the new fortnightly fee.

   Again, to Calculate the Nett Fee, you can use the Bond Calculator by following the previous steps and entering the date the permanent bookings are to change.

   To credit a bond in total, adjust bond to $0.00.

5. Select OK.

6. If this adjustment results in a debit to the account, no further action is required as the debit is automatically applied.

7. If adjustment results in a credit to the account, then the ACCOUNT ADJUSTMENT screen will come forward.

8. In the white square which appears next to the oldest debit in the account, press ENTER or Double Click in the white square, repeat until the whole Bond Credit has been applied to outstanding debits.

   NB. What you are trying to do in applying offsets is to reduce outstanding transactions to zero.

9. Select OK.

NB. If the result of this process is an unallocated credit you can leave it 'in suspense' to be allocated to a later transaction or you can make a cash refund to the account holder(see Refund an Account Credit).

12.4. Refund an Account Credit

From time to time you may be called upon to refund money to account holders. Typically this will occur when a child is withdrawn from care and the bond refund is more than amount owed in fees. Remember, you must adjust the bond first (to refund a bond in total, adjust it to $0.00), thus crediting it to the account, before you can refund the money.

Steps to: Refund a Credit

1. Select menu BOOKING + BILLING / ACCOUNT.
2. Select Account from the Draw Down Selection List.
3. In ACCOUNT DETAILS screen, select the REFUND MONEY button.
4. Enter required details, including amount to be refunded.
5. Select OK.
6. This brings up the ACCOUNT ADJUSTMENT window as shown above.
7. Press ENTER or Double Click in the white square next to the refund transaction to offset the refund amount.
8. Select OK.

12.5. Apply a Credit to an Account

From time to time you may need to Credit money to account holders. This could occur when you want to write off a bad debt.

Steps to: Credit an Account

1. Select menu BOOKING + BILLING / ACCOUNT.
2. Select Account from the Draw Down Selection List.
3. In ACCOUNT DETAILS screen, select the HISTORY Tab then the CREDIT button.
4. Enter the date on which the Credit was received (or applied).
5. Select the Category from the Draw Down Selection List.
6. If a new Category is required, click on the NEW button.
7. Enter a 'Description" for the credit, or keep the existing Description which defaults to the same as the Category.
8. Enter the amount of the Credit.
9. Select OK.
10. The Account Adjustment screen will open up.
11. Press ENTER or Double Click in the white square next to the transaction to offset the credit amount.

12. Select OK.

12.6. Produce an Individual Bond Summary Report

An adult may be unclear about the status of their bond. They may be unsure how much they have paid or what they owe. The Bond Summary Report shows three things:

i) Bond Value - the bond amount required

ii) Bond Held - the amount already paid toward the bond, and

iii) Bond Owing - the balance owed.

Your Responsibilities.

• Make sure that all the receipts for that particular account have been entered and properly allocated prior to generating the bond summary.

Steps to: Print a Bond Summary

1. Select menu BOOKING+BILLING / REPORTS / ACCOUNTS / BOND SUMMARY.

2. Select the Account Holder/s that you wish to produce the bond summary for using the *All Accounts* or *Select Range* Radio Button options.

   If you wish to print a Bond Summary for only one account, use Select Range and use that account name for both the 'from' and the 'to' Draw Down Selection Lists

3. Select whether to display or print the bond summary (Radio Button).

4. Select OK.

   The report will then be displayed or printed.

12.7. Add Miscellaneous Charges (e.g. Late Fee)

Every now and then the service will impose an unusual charge on an account holder. One of the most common miscellaneous charges is the Late Fee, but your service may have others such as an excursion cost, some of which will attract a G.S.T. The software must be told on whom the charge is to be imposed, what it is for, how much is to be added to their account and whether or not this charge attracts a *G.S.T.*. The charge must be added before you do the billing run for the week in which the charge is incurred.

Most Miscellaneous Charges will be *G.S.T. FREE* as long as the charge is incurred in the cost of child care. Extra charges not directly related to the cost of child care, eg. 'Photographs', may attract a G.S.T. Check with the Australian Taxation Office if you are unsure or need further information.

Your Responsibility.

- To ensure that all the appropriate charges have been added to a person's account before their bill is generated.

- To ensure that all applicable G.S.T. has been charged accordingly.

There are two ways of performing this task depending on the circumstances. If the charge is for an individual account, it would be entered through ACCOUNTS but if the same charge, same reason and same amount, needs to be applied to a number, or all of your accounts, it can be done in one batch. These two procedures are as follows:

Steps to: Enter an Individual Miscellaneous Charge

1. Select menu BOOKING+BILLING / ACCOUNT.

2. Select the Account from the Draw Down Selection List which has incurred the charge.

3. Select the MISC. CHARGE button.

4. Enter the date on which the charge was incurred.

5. Select the Category from the Draw Down Selection List.

   If this Charge Category was Medicare Rebatable prior to 01/07/2000 or if it attracts a G.S.T., it needs to be edited initially to reflect these conditions, see 'Editing a Miscellaneous Charge Category'.

6. Enter a 'Description' of the charge or keep the existing description which defaults to the same as the Category.

7. Enter the amount of the charge.

   If this charge attracts a G.S.T. and it has been set up accordingly, the 10% will automatically be calculated and added.

8. Select OK.

If you have a look in the Account's HISTORY Tab, you will see that the new charge has been added to their account.

Steps to: Enter Batch Miscellaneous Charges

1. Select BOOKING+BILLING / OTHER / BATCH GENERATE / MISCELLANEOUS CHARGES.

2. Select all of the accounts you wish to charge by selecting the corresponding Check Boxes or leave selection at 'All Accounts'.

3. Enter the date the charge was incurred.

4. Select the Category from the Draw Down Selection List.

5. Enter the 'Description' or keep the existing description that defaults to the same as the Category.

6. Enter the amount of the charge.

   N.B. If this charge attracts a G.S.T. and it has been set up accordingly, the 10% will automatically be calculated and added.

7. Select the output to Printer or Display by selecting the corresponding Radio Button, selecting printer will print a report listing all of these accounts and their miscellaneous charges.

8. Select OK.

Check your Accounts and see the Miscellaneous Charge entry in their HISTORY screen.

Steps to: - Edit a Miscellaneous Charge

1. Select which method of applying a Miscellaneous Charge you require eg Batch Generate or Individual account.

2. Select the Miscellaneous Charge you wish to edit, from the Draw Down Selection List.

3. Double Click on the selected charge in the Category Field.

4. Edit the name of this charge, if applicable.

5. If it had previously been tagged 'Medicare Rebatable' for charges applied prior to 01/07/2000, remove the 'tick' by selecting the corresponding Check Box.

6. If this charge attracts a G.S.T. after 01/07/2000, select the 'Goods and Services Tax' Check Box.

7. Alternatively, if you wish to Delete this Charge, select the DELETE button, then confirm the Deletion.

   REMEMBER, you can not delete a Miscellaneous Charge if bills have been generated using that charge.

8. Select OK.

Now you can continue applying the charge or simply exit from this screen.

If the appropriate Category is not listed, you will need to create a new one.

Steps to: - Create a New Miscellaneous Charge

1. Select which method of applying a Miscellaneous Charge you require eg Batch Generate or Individual account.

2. Select the NEW button at the end of the Category field.

3. Type in the name of the new Category.

4. If applicable, select the Goods and Services Tax Check Box.

5.   Select OK.

Now you can continue applying the charge or simply exit from this screen.

12.8. Enter Extra Eligible Hours

In exceptional circumstances, a family/child may require Extra Eligible Hours for Child Care Benefit purposes, please consult your Commonwealth Handbook or your local FAO before approving and implementing these Extra Eligible Hours.

Your Responsibility.

• Ensure that the FAMILY ASSISTANCE OFFICE requirements have been complied with.

Steps to: - Enter Extra Eligible Hours

1.   Select menu BOOKING+BILLING / ACCOUNT.

2.   Select from the draw down Selection List the Account to which you wish to add Extra Eligible Hours.

3.   Select the Extra Eligible Hours Tab.

4.   Double Click on the Blank Railway Line.

5.   Select the first child to be included in this Extra Eligible Hours approval.

6.   When you click on the child's name the *Extra Eligible Hours Update* screen will open.

7.   Enter the 'effective from' date.

8.   Enter number of weeks approval is for, (usually 13 weeks).

9.   Enter number of Extra Eligible Hours approval is for, not including the number of hours they were already entitled to. ie. if a family has been approved for 50hrs CCB where before the exceptional circumstances they were entitled to 20hrs CCB, 30 extra eligible hours would be entered.

10. Choose the Category which relates to this approval.

11. Enter any Notes you wish to make.

12. Select OK.

13. Select EXIT.

Repeat for every child entitled to Extra Eligible Hours for this Account.

12.9. Apply Special Child Care Benefit

When the circumstances of a particular account holder fulfill the requirements of the FAMILY ASSISTANCE OFFICE and Special Child Care Benefit can be made available, the amount of benefit must be offset against previous outstanding and future bills.

Consult the Child Care Benefit section of your Commonwealth Handbook and/or your local FAO if you are unsure of the approval criteria for Special CCB.

N.B. It needs to be remembered that any Standard Child Care Benefit entries will automatically be overridden when applying Special Child Care Benefit.

Your Responsibility.

• Ensure that the FAMILY ASSISTANCE OFFICE requirements have been complied with.

• Make sure that you enter the reason why the Benefit has been granted.

Special Child Care Benefit is most frequently granted in 13 week blocks and is usually the same amount each week BUT not always.

Spike provides five different methods of applying Special CCB, depending on the individual circumstances:

• (AUTO-1) You may wish to have a set amount of Special CCB applied each week with the account holder paying the balance.

• (AUTO-2) A set amount that the account holder has to pay with Special CCB paying off the balance each week.

• (AUTO-3) A minimum set amount for the account holder to pay and a maximum amount that Special CCB will pay, leaving any outstanding balance payable by the account holder.

• (AUTO-4) Special CCB paying the whole balance of each weekly fee even if it varies week by week.

• (MANUAL) Entering the details of the Special CCB once but manually deciding on the amounts to be paid by Special CCB and the account holder each week.

Steps to: Apply Special CCB (AUTO)

1. Select menu BOOKING+BILLING / ACCOUNT.

2. Select Account from the Draw Down Selection List.

3. Select the SPECIAL CCB Tab.

4. Double click on the Blank Railway Line

5. Select this to be an AUTOMATIC entry by selecting the corresponding Radio Button.

6. Enter the date of entry for this application.

7. Enter the 'effective from' date and how many weeks it will apply (pressing ENTER will automatically adjust the 'effective to' date).

8. Depending on the (AUTO) method you wish to apply, you need to enter amounts into the spaces provided for *Maximum Weekly Benefit Amount* and *Minimum Weekly Family Contribution* as follows:

   • (AUTO-1) Enter the *Maximum Weekly Benefit Amount* to be applied each week. Leave the *Minimum Weekly Family Contribution* as $0.00.

   • (AUTO-2) Leave the *Maximum Weekly Benefit Amount* as $0.00. Enter the *Minimum Weekly Family Contribution* to be applied each week.

   • (AUTO-3) Enter the *Maximum Weekly Benefit Amount* to be applied each week. Enter the *Minimum Weekly Family Contribution* to be applied each week.

   • (AUTO-4) Leave the *Maximum Weekly Benefit Amount* as $0.00. Leave the *Minimum Weekly Family Contribution* as $0.00.

9. There should be no reason to change the description.

10. Select the Category applicable to claiming this Special CCB.

11. In the *Reason* field, enter a brief reason why Special CCB has been applied.

12. Select OK.

13. Special Child Care Benefit will now automatically be applied each week during the specified time period when the fee is generated (back-dating if necessary).

Steps to: Apply Special CCB(MANUAL)

1. Select menu BOOKING+BILLING / ACCOUNT.

2. Select Account from the Draw Down Selection List.

3. Select the SPECIAL CCB Tab.

4. Double Click on the Blank Railway Line.

5. Select this to be an MANUAL entry.

6. Enter the date of entry for this application.

7. Enter the 'effective from' date and how many weeks it will apply (pressing ENTER will automatically adjust the 'effective to' date).

8. Leave the *Maximum Weekly Benefit Amount* as $0.00.

9. Leave the *Minimum Weekly Family Contribution* as $0.00.

10. There should be no reason to change the description.

11. Select the Category applicable to claiming this Special CCB.

12. In the *Reason* field, enter a brief reason why Special CCB has been applied.

13. Select OK.

14. You will notice now in the 'Railway Line', that all the information is entered and that the MANUAL ENTRY button is active.

15. To apply the Special CCB to a fee that has already been generated:

   a. Click on the MANUAL ENTRY button.

   b. Enter the date you wish this benefit to be applied.

   c. Enter the *Maximum Weekly Benefit Amount* to be applied this week or leave as $0.00 if you wish Special CCB to pay the balance.

   d. Enter the *Minimum Weekly Family Contribution* for this week or leave as $0.00 if the account holder is to pay the balance after Special CCB has been applied.

   e. Select OK.

   f. This brings forward the ACCOUNT ADJUSTMENT window.

   g. Apply the amount of Special CCB to each corresponding fee by pressing ENTER or Double Clicking on the white square.

   h. Select OK.

16. Check the Account's HISTORY screen to see this transaction.

12.10. Apply Subsidies

A service may wish to apply a subsidy (discount) to some of their accounts. For instance, if a service has a number of children attending, whose parents are students or staff members from a nearby institution, that institution may offer to pay a subsidy to the service.

Creating a subsidy and its parameters is a reasonably lengthy process so it has been broken down into three main parts. However, once the subsidy has been implemented, it becomes a fixed entry, never needing to be adjusted unless the details of the subsidy change.

Your responsibility.

• To ensure the account holder is entitled to the subsidy.

• To determine the 'Method' by which this subsidy will be applied.

• If your 'Method' requires it, ensure a specific 'purpose' for care exists for accounts entitled to the subsidy. (See Chapter 5, Set Purposes).

• To ensure the booking details correspond with the subsidy parameters.

Steps to Creating and Implementing a New Subsidy

1. Select BOOKING + BILLING / CENTRE.

2. Select the Subsidies Tab.

3. Naming & Selecting a Method for your Subsidy:

    a.   Double click on the Blank Railway Line.

    b.   Enter the name you wish to call this subsidy.

    c.   From the Draw Down Selection List, select the 'Method' that most suits your subsidy, ie. 'By Purpose By Charge Type'.

    d.   Ensure 'User Selectable' is ticked and confirm the Display Order number.

    e.   Select OK.

4. After selecting the Method-'By Purpose By Charge Type', you now need to enter the purpose details and some other basic parameters.

    a.   Double click on the Railway Line containing the details you have just entered.

    b.   Double click on the Blank Railway Line in the following screen.

    c.   Enter the 'effective from' and 'effective to' dates, if different to default dates.

    d.   From the Draw Down Selection List, select the specific purpose that accounts entitled to subsidy will be using, eg. staff, students.

    e.   Next to 'Transaction Category', click on NEW.

    f.   Enter a name which clearly identifies this transaction as a subsidy ie. the name of the subsidy.

        Select OK.

    g.   The 'Description' defaults to the same as the category and this is what will appear on the bill.

    h.   Enter the maximum amount of subsidy, able to be given to each account per week.

    i.   Select OK.

5. Attach the subsidy entitlements to each of the charge types applicable.

    a.   After the last step, you should be looking at the 'Subsidy By Purposes' screen, if not, Double click on the subsidy you created.

    b.   Double click on the Railway Lines containing the Purpose details for this subsidy.

    c.   Looking at the screen, 'Subsidy By Purpose By Charge Display', Double click on the Blank Railway Line.

    d.   Tick the Check Box of each charge type entitled to same amount of subsidy.

    e.   Enter the amount these charge types can receive.

    f.   Select OK.

    g.   Repeat steps: *5.c - 5.f* until all applicable charge types have an amount of subsidy attached.

    h.   Select EXIT buttons until back at main screen.

Chapter 13. Accounting for the Centre/Service's Monies

13.1. Introduction

Many reports can be generated from the *Spike* database.

These reports allow you to:

- Quickly check monies receipted to accounts against those manually receipted.
- See at a glance lists of all outstanding monies including CCB.
- Produce Commonwealth audit information at the touch of a button.

13.2. Print Receipt Summary to Reconcile with Cash Journal.

Your cash journal will be maintained in conjunction with the *Spike* software package. This is one of the ways that you will be able to ensure the integrity of the software's financial records.

Printing off a receipt summary allows you to check the amount that has been entered into the database with the amount in the cash journal. For example if you accidentally entered that the service had received $100.00 from Ms James instead of $10.00, a comparison with the cash journal will highlight the mistake. If you do not do this reconciliation, you would have no way of knowing where the missing $90.00 went.

Your Responsibility.

- To maintain the integrity of the service's accounts by carrying out cross checks of financial information. This is best done before each billing run or after you have entered a batch of receipts.

Steps to: Print a Receipt Summary

1. Select menu BOOKING+BILLING / REPORTS / ACCOUNT / RECEIPTS SUMMARY.
2. Choose whether to display receipts by reference number or date.
3. If you chose date, select the period for which this report is to operate.
4. If you chose reference number, enter the range of numbers to be the subject of this report.
5. Select whether to print or display the report.
6. Select OK.

13.3. Producing a Bank Deposit Report

Gone are the days of painstakingly handwriting on the deposit slip every cheque detail and manual credit card transaction required, *Spike* makes it easy to report what you're banking, listing cash amounts, cheque details and manual credit card transactions, all at the push of a button.

Steps to: Print a Bank Deposit

1. Select menu BOOKING+BILLING / REPORTS / ACCOUNT / BANK DEPOSIT.
2. Choose whether to display the Bank Deposit by reference number or date.
3. If you chose date, select the period for which this report is to operate.
4. If you chose reference number, enter the range of numbers to be the subject of this report.
5. Select whether to print or display the report.
6. Select OK.

13.4. Produce List of Outstanding Fees

There are a series of reports that can be used to assist you in managing the service's accounts. *Aged Accounts Receivable* is a very useful report listing the fees that are outstanding for each account holder, whether they be 7, 14, or 28+ days overdue.

Steps to: Print an Aged Accounts Receivable Report

1. Select menu BOOKING+BILLING / REPORTS / ACCOUNT / AGED ACCOUNTS RECEIVABLE.
2. Enter the last day of the period to be the subject of this report.
3. If you wish the report to be for all accounts, select that option. If you wish to produce a report for a range of account holders select that option and identify the account holders.
4. Choose whether the outstanding balances shall be ALL or 7, 14, or 28 days overdue.
5. Select whether to print or display the report.
6. Select OK.

13.5. Generate a List of Fees & Child Care Benefit for a Particular Period

The 'Fees and CCB by Service Category' Report generates a list of the fees and CCB that have been raised during a specific period of time for each Service Category.

Steps to: Print a Fees & CCB by Service Category Report

1. Select BOOKING+BILLING / REPORTS / CHILD CARE BENEFIT / FEES AND CCB BY SERVICE CATEGORY.

2. Select the date range that is to be the subject of this report.

3. Choose either ALL CATEGORIES or SELECT RANGE by selecting the corresponding Radio Button.

   If you chose Select Range, select which categories you wish to be included in the report.

4. Select whether to display or print the report.

5. Select OK.

13.6. The Monthly General Journal

13.6.1. What Is The Monthly General Journal?

The Monthly General Journal report is used at the end of each month to derive the Journal entries required by your Accounts Package to ascertain your monthly Profit/Loss.

By entering these details into your Accounts Package you shoud be able to, identify how your service traded in the past month, identify what amounts were spent in particular areas, compare with previous Profit/Loss Reports and identify movement in some account classifications e.g. Food/Drink expenses were higher in March, than in April. You may wish to investigate the reasons for any variations in the above areas so that more accurate budget forecasting and costing can be achieved.

The Profit/Loss Report from your Accounts Package will list the Income/Expenditure transactions for the month by consolidating the journal postings from the Monthly General Journal report and the regular payments you make to creditors each month.

Accounts Receivable

- *Accounts Receivable* includes the value of Fees, Refunds, Credits, Miscellaneous Charges, Bonds, Bond Adjustments and Bond Refunds, less the value of Child Care Benefit, Special Child Care Benefit and JET, that you have raised to accounts(families) in the month. This amount is a Debit amount and is treated as an Asset and must be posted to the appropriate Asset Account e.g. 'Accounts Receivable' or 'Debtors'.

- *Parent Fee Income* includes the value of Fees, Refunds and Credits, less the value of Child Care Benefit, Special Child Care Benefit and JET, that you have raised to accounts(families) in the month. This amount is a Credit amount and is treated as Income and must be posted to the appropriate Income Account e.g. 'Parent Fees'.

- *Sundry Income* includes only the value of Miscellaneous Charges such as Late Fines, excursions etc. that you have raised to accounts (families) in the month. This amount is a Credit amount and is treated as Income and must be posted to the appropriate Income Account e.g. 'Late Fines', 'Excursions' etc. To ascertain an itemised list of the miscellaneous amounts, you can print he Transaction Category Summary report by specifying the dates for the month that you are reconciling.

- *Bonds* includes the value of Bonds, Bond Adjustments and Bond Refunds that you have raised to accounts (families)in the month. This amount is a Credit amount but since bonds are fees in advance and not an income item, it is money owed to the families and therefore is a liability item. It must be posted to the appropriate Liability Account e.g. 'Bonds Held'.

Please remember that this Journal posting should balance, i.e. total credits should equal total debits. If this is not the case your Accounts Package should reject the journal entries that you have made.

CCB Advance

- *CCB Advance* includes the value of Child Care Benefit and Special CCB raised to accounts (families) for the month. Though the Child Care Benefit amount is forwarded in advance by Family Assistance Office and the Special CCB portion is paid in arrears, the CCB Advance is a Debit amount that must be posted to the appropriate Liability Account of your package e.g. 'CCB Advance'.

- *CCB* is the value of Child Care Benefit raised to accounts (families) for the month. This is a Credit amount and is treated as Income. It must be posted to the appropriate Income Account of your package e.g. 'CCB'.

- *Special CCB* is the value of Special Child Care Benefit you have allocated to accounts (families) for the month. This is a Credit amount and is treated as Income, it must be posted to the appropriate Income Account of your package e.g. 'Special CCB'.

Please remember that this Income posting should balance i.e. total credits should equal total debits. If this is not the case your Accounts Package should reject the journal entries that you have made.

JET Fee Assistance

- *JET Fee Assistance* includes all JET Assistance granted for a particular period. This is a Credit amount and is treated as Income, it must be posted to the appropriate Income Account of your package e.g. 'JET Payment'.

Please remember that this Income posting should balance i.e. total credits should equal total debits. If this is not the case your Accounts Package should reject the journal entries that you have made.

Balance Sheet Balances

- Please note that the balances of Accounts Receivable and Bonds Refundable from your Monthly General Journal report should be the same as the closing balances of the equivalent accounts within your Accounts Package. You will find the balance of Accounts Receivable in the Asset area, and the balance of Bonds Refundable in the Liability area of your Accounts Package.

13.6.2. Reconciling the Monthly General Journal to your Accounts Package

At the end of the month, if you are using an accounts package, you will need to reconcile *Spike* to your Accounts Package.

Ensure that you have entered all income into your Accounts Package under the Asset heading of *Accounts Receivable/Debtors* or something similar, from your manual receipting system or bank statement, it is imperative that you have itemised totals for monies that relate to fees, sundry, donations etc., these names will vary from package to package, ie. Fees income must be allocated to Accounts Receivable in the Asset area of your Accounts Package, all other income will go to the various headings in the Income area of your Accounts Package.

This can be a long tedious job, but if it is done every month, you will soon be able to identify difficult areas and fix them quickly.

Before you can reconcile with your Accounts Package, you need to print two reports from *Spike*. First is the Monthly General Journal and the second is the Transaction Category Summary. This summary will identify any sundry charges raised, eg. Late Fees, Excursions etc. Be careful when choosing the dates in the selection criteria, the dates need to relate to the Fees raised in the same month, eg. Fees raised in April, might be: w/e 4/4, 11/4, 18/4, 25/4. Therefore the dates for this report would be from:4/4/XX to:25/4/XX

Steps to: Print the Monthly General Journal Postings Report

1. Select BOOKINGS+BILLINGS / REPORTS / ACCOUNT / MONTHLY GENERAL JOURNAL.

2. Select the end-of-month date you wish to print the report for, eg. April reconciliation needs the date 30/4/XX.

3. Select the Radio Button, Output to Printer.

4. Make sure the printer is turned on and Select OK.

Steps to: Print Transaction Category Summary

1. Select BOOKING+BILLING / REPORTS / ACCOUNT / TRANSACTION CATEGORY SUMMARY.

2. Select the date range for the billing month you are reconciling.

3. Select the transaction type, eg. Miscellaneous Charge.

4. Keep the Radio Button selected on 'All Categories'.

5. Select Output to Printer.

6. Select OK.

Once these reports have been printed, open your Accounts Package, you now need to enter the details from the *Spike* Monthly General Journal through *General Journal Entry*.

From the *Spike* Monthly General Journal Posting, allocate the amounts as follows:

• Accounts Receivable $ will need to be allocated to the Asset area of your accounts package, under the ledger item relating to *Accounts Receivable/Debtors* (this area's name may vary from package to package).

• Parent Fee Income $ will need to be allocated to the Income area of your accounts package, under the ledger item relating to *Parent Fee Income*.

• Sundry Income $ will need to be allocated to the Income area of your accounts package, under various headings that are listed on the Transaction Category Summary Report you printed earlier.

• Bond $ (if applicable) will need to be allocated to the Liability area of your accounts package, under the ledger item relating to *Bond Held in Trust*.

• CCB Advance $ will need to be allocated to the Liability area of your accounts package, under the ledger item relating to *CCB Advance*.

• CCB $ will need to be allocated to the Income area of your accounts package, under the ledger item relating to *CCB*.

• Special CCB $ needs to be allocated to the Income area of your accounts package, under the ledger item relating to *Special CCB*.

• JET Fee Assistance $ needs to be allocated to the Income area of your accounts package, under the ledger item relating to *JET Fee Assistance*.

NOTE: You MUST ensure that the amounts entered are allocated to the Debit or Credit as per the Monthly General Journal Report.

Once you have done this, you can look at the Closing Balance of your Accounts Receivable/Debtors ledger in the Asset area and compare the totals to the Monthly General Journal Posting in the *Balance Sheets Balances* area of the Monthly General Journal Postings report you printed from *Spike*. The amount in $ on the *Spike* report for Accounts receivable MUST be the same as the closing balance amount in your Accounts Package , but it may not be.

If the amounts are not the same, try the following:

1. The main reason for not balancing is due to CCB% changes that have been altered since your last reconciliation.

   Re-print your Monthly General Journal Posting reports from *Spike* for previous months and check those amounts against the General Journal entry that relate to them. You will more often than not, find that the amounts in the Accounts Receivable and CCB Advance areas have changed. This would occur because you have received a new CCB letter and have had to vary someone's account. This will affect your Accounts Receivable balance. Alter the amount to match the new reports that you

have just printed, and check to confirm if your latest report matches the Accounts Receivable balance in your Accounts Package.

2. If you still don't balance, it is possible that you have missed a receipt to a parent account. Compare your manual receipting system and with a printout from the *Spike* Receipts Summary for the same period. Make any required changes.

NOTE: If you have refunded money to a parent via cash or cheque, this amount must be allocated to Parent Fee Income in the *Income Area* of your Accounts Package, NOT *Accounts Receivable*.

If you are still having difficulty balancing, contact your Accounting Package Support Service.

13.7. Accounting For A Bad Debt

Writing off a bad debt is very easy to do in *Spike*, it is simply a matter of crediting the account concerned but if you also use an Accounts Package, the amount written off will need to be recorded there as well.

Steps to: Write-off A Bad Debt in *Spike*

1. Select menu BOOKING+BILLING / ACCOUNT

2. Select the account holder whose outstanding debt needs to be written off.

3. Select HISTORY Tab.

4. Select CREDIT.

5. Enter the date the debt is to be written off.

6. From the Draw-Down Selection list, choose the category for this credit or select the NEW button to create a new category.

7. Alter the Description if needed.

8. Enter the amount to be credited (the amount of the bad debt).

9. Select OK.

10. Select the transaction that you wish to apply the whole or part of the money to, and press ENTER or Double click in the corresponding white box.

11. Repeat this process until you have applied all the money and all outstanding amounts are paid off.

Once the amount has been credited (written-off), you will need to do a Journal Entry in your Accounts Package. This is because a Bad Debt is an expense to your service and it will need to be listed in your Profit & Loss Statement. It is good practice to budget for Bad Debts.

Steps to: Record the Bad Debt in your Accounts Package

1. Go to the 'General Journal' area of your Accounts Package.

2. Enter the amount of the bad debt as a *debit* to the 'Bad Debt (expense)' account.

3. Then enter the amount of the bad debt as a *credit* to the 'Accounts Receivable' account.

The amounts entered MUST be the same.

By doing this Double Journal Entry, you have increased the amount of the Bad Debts listed in the Profit & Loss Statement, and reduced the amount owing in the Accounts Receivable.

13.8. CCB Electronic Lodgement

Spike provides two different methods to make a quarterly claim for Child Care Benefit, or to produce data for a CCB Compliance Audit, i.e. the Electronic Disk Transfer method and a Manual Printed method.

The most commonly used method is the the Electronic Lodgement via Disk Transfer for both Primary and Supplementary Lodgements.

Your Responsibility.

*   All information entered must be an accurate reflection of the information you have received via Assessment Notices and Parent Statements etc.

*   Ensure all CRN's for families electing to claim CCB as a lump sum payment at the end of the year have been entered.

*   Ensure all your Service Type's CRN's have been entered into the CENTRE DETAILS.

Steps to: - Electronically Lodging your CCB Claim Using Disk Transfer

1. Select BOOKING+BILLING / OTHER / ELECTRONIC LODGEMENT / LODGEMENTS

2. From the Draw Down Selection List select the Service Type Category for which you wish to claim.

3. Double Click on the Blank Railway Line under 'Lodgement Period'.

    a. The first time you double click on the Blank Railway Line on any computer (work station) you will be asked to specify the location where you want the lodgements saved. Subsequent lodgements will not require you to specify a path. However, if at a later time you need to change the location where the files are saved, you can do so by going to BOOKING+BILLING / OTHER / ELECTRONIC LODGEMENT / LODGEMENT FILE PATH.

    b. The first time you lodge your CCB claim via Disk Transfer for each service type, you will need to select the claim period, but successive claims will default to the following claim period.

    c. Confirm you have selected the correct claim period.

4. Enter the date range/number of weeks for this claim period.

5. Enter the total hours for the longest fee period this service type offers, eg. a Long Day Care or Vacation Care service might enter 10 or 11 hours to represent their Day Charge, and an After School Care service's longest charge might be 3.5 hours.

6. Enter the total service open hours and their 'effective from' date, eg. a Long Day Care or Vacation Care service open 11 hours per day, 5 days a week would enter 55 service open hours and an After School Care service open 3.5 hours each afternoon, 5 days a week would enter 17.5 service open hours.

7. Enter your weekly fees and their effective from dates, this is the full fee a child would be charged for attending that Service Type every day in a week.

8. Enter all Contact and Authorised Signatory details.

9. Select OK.

10. Confirm the type of lodgement and the period/dates for which you are claiming.

11. Your claim will be checked for any duplicate CRN's entered (if any). This may take a while depending on the size of your database but when its finished, you will be looking at the 'Copy Lodgement To Diskette' screen.

    If duplicate CRN's are detected, you will need to note each one and amend these before the claim can be processed again.

12. Note: When a lodgement is generated a copy of the claim is automatically saved to your selected storage device. Each file Name is divided into five parts and knowing what each part represents will help you in the future if you need to manually locate the file for any reason.

    a. *CCB* - simply indicates that it is a Child Care Benefit Claim.

    b. *xxx xxx xxxA* - this will be the Service Type's CRN for which you are claiming.

    c. In LDC *2002P01* - tells us the period we are claiming is Year 2002, Period 01, in OSHC *2002T01* - tells us the period we are claiming is Year 2002, Term 01. For Vacation Care lodgements the period is represented by B01 meaning Break 01. A Vacation Care break number directly follows a Term number eg Break 01 follows Term 01 etc.

    d. *20020128* - this is the date you processed the claim written backwards, so this one tells us the date the claim was processed was 28/11/2002.

    e. *.dat* - this is the type of file (eg. data).

13. Once the lodgement has been generated an 'Output Lodgement Details' window will be displayed. You can select to output the claim details to *Diskette - Detailed Report - Summarised Report* by clicking in the Radio Button of the output required.

Steps to: Save Lodgement to Diskette

1. To save a lodgement file to diskette, select the desired file, remembering there may be more than one listed if one or more supplementary claims were found during the Lodgement process.

2. Insert your diskette into the A:/ drive when prompted. If the diskette has been used for other purposes then click the format disk check box.

3. In the 'Format Disk' screen, you can select either the Radio Button for Quick (Erase) or the the Radio Button for Full.

    Quick (Erase) would normally be selected and will simply erase any files already on the diskette. Full will format the diskette and would rarely be used.

    a. Select START.
    b. When the Format Results screen appears, select CLOSE, and then CLOSE again on the Format Disk Screen.

4. Select OK when the 'Completed Successfully' message appears.

5. Repeat this process for every lodgement file needing to be sent to FAO. If you wish to save all files to the same diskette then make sure that the format disk check box is not selected for subsequent requests to insert your diskette.

You are now ready to complete your FAO Diskette Label and lodge your CCB Claim.

If you wish to know the details of the claim you have just generated, you can display and/or print the Detailed or Summarised Lodgement Report.

13.8.1. Displaying and/or Printing a Lodgement Report

When you click on the Radio Button to select either the *Detailed Report* or *Summarised Report*, you will be required to select the Primary or Supplementary claim you wish to have displayed as a report.

A window will open displaying the details of the selected Claim you have just generated, which you can print if required.

Note: As a Primary Lodgement can be a very large file, you may wish to check the number of pages by clicking on the double-headed arrow next to the page number at the bottom of the display screen, before printing.

13.9. Manually accessing CCB Claim Information

From time to time you may wish to print your Child Care Benefit claim details, FAO might request particular information for claim or audit reasons or you may wish to cross-check what you are claiming for each period. *Spike* makes it simple with easy to access reports and submittable Usage Statements.

Those services who were using *Spike* prior to 01/07/2000 and the introduction of Child Care Benefit, can also still access all Child Care Assistance information and reports.

13.9.1. Print the FAO CCB Usage Summary

This report can be used to transfer data to the FAO Statement for Payment or for cross-checking your claim details.

Steps to: Print the Usage Summary

1. Select BOOKING+BILLING / REPORTS / CHILD CARE BENEFIT / USAGE SUMMARY

2. Select the date range for the period you wish to claim for

3. Select the Service Type you wish to claim for

4. Choose either ALL ACCOUNTS or SELECT RANGE by selecting the corresponding Radio Button.

    If you chose Select Range, select which accounts you wish to be included in the report from the draw-down selection list

5. Select whether to display or print the report

6. Select OK

13.9.2. Print the FAO CCB Usage Statement

A Usage Statement can be printed for every child with a Customer Reference Number entered into *Spike*, it/they can be submitted along with a completed FAO Statement for Payment.

Steps to: Print the Usage Statement

1. Select BOOKING+BILLING / REPORTS / CHILD CARE BENEFIT / USAGE STATEMENT

2. Select the date range for the period you wish to print statements for

3. Select the Service Type you wish to print statements for

4. Choose either ALL ACCOUNTS or SELECT RANGE by selecting the corresponding Radio Button.

    If you chose Select Range, select which accounts you wish to be included in the report from the draw-down selection list

5. Select whether to display or print the report

6. Select OK

13.9.3. CCA Reports for Prior to 01/07/2000

These days services using *Spike* prior to 01/07/2000 should really only need these reports in the case of a FAO Compliance Audit or in the case of an old debt being paid.

Steps to: Print CCA Reports

1. Select BOOKING+BILLING / REPORTS / CHILD CARE BENEFIT / CCA REPORTS / CLAIM

    N.B. CLAIM can also be substituted for OUTSTANDING FEES, RECORDS or SUMMARY.

2. Select the date range required for this report.

3. Choose either ALL SERVICE CATEGORIES or SELECT SERVICE CATEGORY by selecting the corresponding Radio Button.

    If you chose Select Service Category, select which category/ies you wish to be included in the report.

4. If required for the report you've chosen, choose either ALL ACCOUNTS or SELECT RANGE by selecting the corresponding Radio Button.

    If you chose Select Range, select which account/s you wish to be included in the report from the draw down selection list.

5. Select whether to display or print the report.

6. Select OK.

Chapter 14. Service Operations

14.1. Introduction

The *Spike* software program features a variety of reports and processes designed to facilitate the operation of your service.

The report you will use most frequently is the one which produces the Daily or Weekly Group Attendance Sheets. Other reports which may be useful on a regular basis include the various dietary and health reports.

Utilisation Graphs are available for both groups and the service. These are graphic representations of actual versus optimal attendance loading and should greatly assist in the planning of staffing levels and advertising for clients.

The Management Summary Report is an implemented feature which places concise information about the service's utilisation, cash-flow and debtors at the management committee's fingertips. It also compares current with immediate past figures and projects these figures into next period.

Other reports are available for financial matters and references to them are found in other sections of this manual.

14.2. Print Group Attendance Sheets

The Attendance Sheet is one of the primary tools used by the *Spike* software package to ensure the integrity of the billing system. The Commonwealth requires adults to sign this sheet when they drop off and when they collect each child. Attendance Sheets must be compared with bookings and the bookings amended to determine actual attendances. Any discrepancy here could result in an excess fee being charged. The Attendance Sheet is also used to record absences.

Depending on your individual service, it may suit you to print Attendance Sheets from actual bookings already entered for the coming week OR your service might have regular children attending but you do not know until a session commences which children will be attending on which day. In this situation, you may wish to print a list which includes all children who have previously attended for the day/week, and the attendance times are entered on the days they actually attend. These two options are both available using the *Standard* Attendance Sheets.

Alternatively, you might need to have an Attendance Sheet with only specific children listed, eg. they might be going on an excursion. On these occasions *Spike* allows you to customise your own Attendance

Sheet by specifying exactly which children you wish to be listed. This is the *User Defined* Attendance Sheet.

Your responsibility.

• To ensure that each group has an accurate Attendance Sheet for each day/week.

Steps to: Print Standard Group Attendance Sheets

1. Select menu BOOKING + BILLING / REPORTS / GROUP / ATTENDANCE SHEETS / STANDARD.

2. Select whether you wish to print Daily or Weekly Attendance Sheets by Clicking on the appropriate Radio Button.

3. Using the ALL GROUPS or SELECT FROM LIST options, select the group/s that you wish to be the subject of this report.

4. Select the date range for which you require the Attendance Sheet/s.

5. Select whether you want an Attendance Sheet with existing bookings already printed on it (either from the week for which you require the Attendance Sheet, or from a Previous week's bookings), or one that lists every current child previously booked to the group/s, or a blank one on which you can write the children's names manually (Select the corresponding Radio Button and Week Ending date if applicable).

6. Choose whether to display or print the report.

7. Select OK.

Steps to: Print User Defined Group Attendance Sheets

1. Select menu BOOKING + BILLING / REPORTS / GROUP / ATTENDANCE SHEETS / USER DEFINED.

2. Select whether you wish to print Daily or Weekly Attendance Sheets by Clicking on the Radio Button.

3. Select which group you wish to be the subject of this report.

4. Select the date range for which you require the Attendance Sheet/s.

5. Select each child you wish to appear on the Attendance Sheet/s by selecting the corresponding check boxes.

6. Choose whether to display or print the report.

7. Select OK.

14.3. Produce a Group Utilisation By Attendance Graph Report

If you want to check visually on the numbers of children attending a particular group or the entire service on any given day, you can use the utilisation chart. This report generates a Bar Graph of attendance figures, with the option of the Graph being displayed or printed.

Your Responsibility.

• To update the software so that it has all the information it needs regarding any group.

Steps to: Print Group Utilisation Graph

1. Select menu BOOKING+BILLING / REPORTS / UTILISATION / GROUP / BY ATTENDANCE (Graph).

2. Select the date for which you wish to print/display the Utilisation chart.

3. Select to Exclude or Include Absences.

4. Select whether you wish to amalgamate groups for this chart (Centre Utilisation) or have a chart for each group. (Click on the Radio Button).

5. Choose ALL GROUPS or SELECT GROUP by clicking on the Radio Button.

    If Select Group was chosen, select the group/s to be included on the graph by clicking in the Check Box.

6. Select Output to either Printer or Display.

7. Select OK.

    Tip: Either, use the arrows to move forward or backward by one day. Or, use the cursor to change the day manually.

14.4. Produce a Centre Utilisation Graph

You can generate a graph of the bookings in the whole service on any particular day. This is particularly useful for getting a sense of where the highs and lows are in service utilisation.

Your Responsibility.

• To ensure that the booking information for the particular day is as accurate as it can be at this point. Enter all new bookings and process absences or withdrawals for the day in question, before generating the chart.

Steps to: Print a Centre Utilisation Graph

1. Select menu BOOKING+BILLING / CENTRE.

2. Select the UTILISATION Tab.

3. Select the day for which you wish the chart to be generated. You can do this by using the arrows, or by selecting the day, month or year, and changing it to the date you wish to use.

4. Choose whether to include or exclude absences from this report by selecting the corresponding Radio Button.

5. If you wish to print this report, click on the button that looks like a printer.

14.5. Attendance vs Full Time Equivalent (FTE) Reports

Attendance Reports

There will be occasions when you will be asked to provide a *Spike* report detailing the number of 'Attendances' in your Service.

Attendances are the number of children you actually cared for in the service during a specified time frame eg. a session, a day, a week, a month etc. The number of children who attend at any one time may not exceed the total number of Licensed (LDC) or Validated (OSHC) places.

Attendance Reports and Graphs are particularly useful in determining the number of staff that need to be in the centre to meet the Licensing or OSHC National Standards requirements for staff:child ratios, plus the space and equipment requirements relating to the total number of children present.

You can easily display and print a number of reports that detail the attendances in your service, eg. the Graphs referred to earlier in this Chapter plus the following reports.

*   Go to Booking+Billing / Reports / Booking / Weekly Attendance Times.
*   Go to Booking+Billing / Reports / Utilisation / Service Category / by Attendance.
*   Go to Booking+Billing / Reports / Utilisation / Service Category / by Purpose./ by Attendance.

FTE Utilisation Reports

On other occasions you will be required to provide details of the Full Time Equivalent (FTE) Utilisation figures.

FTE's relate to the number of *Full Time Fees* you bring in as income in a specified time frame, eg. a session, a day, a week, a month etc. FTE's are not necessarily the same number as Attendances.

For instance, when a service offers a half day or a half session optional booking at a reduced fee, the number of children attending may be significantly greater in the first half of the day or session than it is in the second half, and this impacts on the overall FTE utilisatiion.

To illustrate an example;

Where an OSHC service offers a half session in After School Care, there could be twenty (20) children who attend only the first half session, plus twenty (20) other children who attend for the full session. In FTE terms the twenty (20) half session children would be equal to ten (10) full time children. Therefore, the FTE utilisation at that session would be ten plus the twenty other full time children, making a total of thirty (30) FTE children, as opposed to an *Attendance* number of forty (40) children.

FTE Utilisation figures would be required to set the Fees for a Day or Session to meet the income requirements of the service budget. They are also required to determine that the service is operating within the number of Commonwealth Government Approved Places for Child Care Benefit funding.

FTE Utilisation details can easily be accessed and printed in *Spike* reports.

- Go to Booking+Billing / Reports / Utilisation / Service Category / by Group / by FTE.
- Go to Booking+Billing / Reports / Utilisation / Service Category / by Purpose./ by FTE.

14.6. Print a Copy of All Reports

The *Spike* system can be made to display or print a wide range of reports which can be very useful in the day-to-day operation of your service. The best way to gain an understanding of the range and purpose of these reports is to browse the reports menu and display them on your computer screen. It is suggested that this be done after the first week of bills has been generated, so that you can decide which reports best suit your service's needs.

Once data has been entered into the software, displaying and/or printing any of the available reports is a simple task, but if you do encounter any problems, please ring the Help Desk.

All reports, when output to display, may now be emailed to appropriate recipients (e.g. the Treasurer, or families who request details of their account) by choosing the 'Email' option in the file menu. For more information regarding emails please contact the Help Desk.

Your Responsibility.

- To ensure that all of the supplementary information for each CHILD and/or ACCOUNT is up to date, so that reports will be as accurate as possible.

- To ensure that discretion is used, and confidentiality maintained in emailing reports to individuals.

14.6.1. Other Very Useful Reports

The ACCOUNT 'Transaction History' and 'Adjustment Summary' Reports are not listed under the BOOKING+BILLING / REPORTS section of *Spike*, instead you access these reports through the HISTORY tab of the ACCOUNT DETAIL screen and they contain a complete record of all transactions that have occurred in relation to the particular Account.

On the right hand side of the HISTORY Screen is a Printer Icon where you can select to print all, or a portion, of an acccount's Transaction details. This report, and the 'Adjustment Summary' report, which is accessed by clicking in the Adjustment Summary radio button on the History screen, are particularly useful reports when an account holder has a query in relation to their balance. Either of these reports can be printed off and used to illustrate to the account holder any outstanding items, receipt dates or other changes to the account.

For example, when FAO notify the service about changes to CCB which need to be backdated, it is good practice to print off a 'Transaction History'report before making any changes, and then again after the changes have been made. These 'before' and 'after' reports can be handed to the account holder to illustrate the effect of the change in CCB.

Similarly, if a family has a dispute about the days their child has attended during a specified period, it is useful to print an attendance record for the individual child.

Individual Attendance Records can be accessed by selecting Booking+Billing / Reports / Child / Attendance Record. Specify the correct date range, service type, child's name, printer/display and click on OK.

14.7. Print a Copy of All Forms

There are a range of forms to support various aspects of the *Spike* system. Some of which have been modified for your state's enrolment regulations. So that you know what forms the software makes available and can decide which ones your service is going to use, it is a good idea to print a copy of all forms. Keep a copy of each one in an easily accessible file.

Make multiple copies of the forms your service is going to use either on a photocopier or by printing multiple copies (cost-wise it is a little cheaper to print on a laser-type printer than to photocopy, but it takes longer). Now, when you want to use a particular form you won't have to print off a fresh copy.

The first form you will require is the Enrolment Form. Make copies of this and distribute them to all parents and get them returned so that you can complete the following tasks using the best available data.

A copy of Forms (e.g. Enrolment Form) can now be published on a centre's website by using the *Spike* email facility. For more information on how to do this please contact the Help Desk.

Your Responsibility.

• Set the State from which your enrolment regulations are derived by clicking on 'Select State'within the menu FORMS.

• Know what standard forms are available for use by the service.

• Be able to access them easily and quickly when needed.

• Distribute copies of the Enrolment Form to parents and ensure their completion and return so that you will have complete and up-to-date information for the following processes of enrolment.

Before printing the *Spike* Enrolment Form, display the existing document and check that the Agreements and Consents are appropriate for your Centre/Service.

If you need to add a new statement, or modify any of those existing, follow the steps listed below.

14.7.1. Steps to: - Modify Agreements and Consents on Enrolment Form

1. Select menu FORMS.

2. In the pull-down menu, select Enrolment, then click on LDC or OSHC.

3. Select Modify.

4. Choose the Agreement or Consent tab.

5. Double click on the Railway Line that contains the Agreement or Consent you want to modify, and make your changes.

6. To add a new Agreement or Consent, double click on the Blank Railway Line and type in the new information. For more assistance in this task refer to Section 6.9 of the manual.

7. Select Exit.

8. Click on the Radio Button to select the Printer option.

9. Select OK.

14.7.2. Steps to: - Print Forms

1. Select menu FORMS.

2. In the pull-down menu, select the name of the form you wish to print, or select ALL FORMS.

3. Choose how many copies you wish to print.

4. Select OK.

   The form/s you have selected will now print automatically.

14.8. Export Data

You can export data from your *Spike* database to a file in a format suitable for common Word Processing and Spreadsheet programs.

Steps to: Export Data

1. Select BOOKING+BILLING / OTHER / EXPORT DATA / ACCOUNTS / ACCOUNTS LIST or ACCOUNTS RECEIVABLE

   Note: ACCOUNTS can be substituted for CHILDREN, ADULTS or BOOKINGS.

2. If exporting Accounts Receivable, enter the period ending date required.

3. Select all ACCOUNTS, CHILDREN or ADULTS you wish to export by selecting 'All Accounts' or by opting for 'Select Range' and selecting the corresponding Check Boxes.

4. Take note of the data path and file name as this is where you will find your exported data file.

5. Select OK.

6. This file name can now be located and utilised in common Word Processing and Spreadsheet programs for applications such as Mail Merge etc.

Chapter 15. Maintenance

15.1. Introduction

Just like a motor car, regular maintenance of your service database will avoid breakdowns, make it run faster and more smoothly with lower fuel consumption (ie. with less expenditure of your nervous energy).

15.1.1. Back-Up the Database

Backing up your data is an activity that must occur on a DAILY basis. The information stored in your computer is critical to the operation of your service. You will have spent a lot of time and money entering the information and data. Simple backup routines will avoid loss of data if something happens to your computer. For example, your computer may get a *virus* which destroys some or all of your data. An alternative scenario is that your hard drive malfunctions which, at best, would result in your data being temporarily inaccessible and at worst, the irretrievable loss of all of your data.

Because of this, Backing Up is VERY IMPORTANT, but depending on your computer system, there are various methods of performing this task.

Please telephone the Help Desk - (08) 8220 0502 - to find out which is the best practice for your service.

15.2. Compact and Repair the Database

We recommend the database be compacted and repaired on a WEEKLY Basis after completing the Bill run to ensure the smooth and efficient running of *Spike*.

15.2.1. Step 1: Compacting your Database

1. A *Spike*2 Compact icon should be located on your desktop. (Please contact the Help Desk if this icon is missing) By double clicking on this icon, the program will condense and compact your database.

15.2.2. Step 2: Repairing your Database

1. Click on the START button.
2. Select PROGRAMS / Spike2 / Spike2 Repair.

3. Select OK on the 'Successfully repaired' message window.

4. Note: Please contact the Help Desk if you would like assistance to setup a *Spike2* Repair icon on your desktop.

5. WARNING! All programs including *Spike* MUST be closed down before performing a *Spike*2 Compact and Repair.

Appendix A. Troubleshooting

We hope this manual has been helpful, but no document can answer every question you may have.

A.1. Help is Only a Phone Call Away!

If you experience any problems that you cannot find the answer to in this manual or in the manual for your computer, contact the *Spike* Help Desk.

The phone number is (08) 8220 0502.

The Help Desk operates from 9am to 5pm Monday to Friday.