

ProCare V10

Policy Manual



Produced by:

CALCASIEU PARISH SCHOOL BOARD

Internal Auditing Department

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HOW TO LOG INTO PROCARE FOR THE FIRST TIME

1. Dbl-click the ProCare shortcut on your desktop. 
2. Log in at the main ProCare screen (upper right). **Type your three initials as both your Username and Password.**
3. You'll be prompted to **change your password**. Enter your current password (initials) and then enter a New Password of your choice, then confirm the new password. Click **Change Password**.
4. You'll be prompted to select your **personal Security Questions**. If you forget your password, you'll be able to reset it by answering the questions. Enter the new password you just selected, then choose and answer your questions and click Save.

HOW TO ENTER AN ACCOUNT

You will enter the parents first, then you will add children to the account, then you will establish relationships and add authorized pickups and emergency contacts.

First, to enter the parents (payers) on the account:

1. From the ProCare Home screen click the **FAMILY DATA & ACCOUNTING** tab.
2. Click the Add Account button.



On the Add Account Screen: Type an **Account Key** (up to 8 characters). Use the first few letters of their last name. (If they have more than one last name, make the Key match the name of the primary person responsible for paying the bill.)

Hint: When two families have the same last name it's best to add a first initial to their Account Key to more easily tell them apart. For two accounts named "Harrison" you might choose HARRJ and HARRB rather than just HARR.

3. While still on the Add Account Screen: Click the drop-down box on the Add button to enter 'payers' to this account. The payers are the parents, guardians or other persons who are financially responsible for this account.

*Hint: A **New Person** is someone who has never been entered into ProCare. An **Existing Person** can be found somewhere else, such as an authorized pick-up on another account. The first time you enter them, they are a **New Person**, after that, add them as an **Existing Person**.*

HOW TO ENTER AN ACCOUNT (Continued)

4. At the Person Information Screen:

- a. Enter the name, DOB, gender, email, etc., as desired.
- b. Under Address Information click NEW and enter their address, then click UPDATE after each one, then click EXIT to return to the Person Information screen.

Hint: To change an existing address or phone number dbl-click anywhere in the address or phone box.

- c. Under Phone Information click NEW, choose a Telephone Type (like work, home, or cell), then enter the Area Code and Telephone number, then click UPDATE after each one, then click EXIT.
- d. To add a photo, see page 42 of your manual.
- e. Once the basic information for this person has been entered, click CONTINUE on the lower right of the screen.

Note: If the person is going to be a payer on the account, there must be an email address entered. Tuition Express requires this so that receipts can be emailed when payments are made.

The screenshot shows a software window titled "Person Information". It contains several sections for data entry:

- Personal Information:** Fields for Last Name (Hebert), First Name (Amber), Initial (L), Date of Birth (9/24/1990), Gender (Female), Identification Number (123-78-8415), and Email (amber.hebert@ddk.com). There is also a "Comments" text area and a photo of a woman with a blue headband. Buttons for "Export Photo" and "Remove Photo" are next to the photo.
- Address Information:** Fields for "186 Alamo Rd" and "Lake Charles, LA 70605". It has sub-sections for "Mailing Address" and "Physical Address".
- Phone Information:** Fields for "Cell 337 513-5555" and "Work 337 448-5131".

At the bottom, there are navigation buttons: "New", "Remove", "Copy", and "Paste" for each section, along with "Continue" and "Cancel" buttons.

HOW TO ENTER AN ACCOUNT (Continued)

5. If people with similar names are found you'll have a chance to:
 - a. Select a suggested person as a match and reconcile the information of the two people. Click the name of a suggested person (top half of the screen) then click Select (upper right). There may be information to reconcile. If so, check the address(es), phone number(s) and email you wish to keep, then click CONTINUE. You'll return to the Person Information screen where you may make any necessary changes, then click Save > Exit.
 - b. Continue with the person you just entered to save them as a brand new person. Click on their name under the New Person section (bottom half of the screen) then click Save.
 - c. If no match is found you'll automatically return to the Add Account screen with your new person displayed under payers.

The screenshot shows a 'Person Reconcile' window with the following content:

Possible duplicate(s) have been found (top grid)
1. If one of them is the person you entered, highlight their name & choose Select.
2. Otherwise, highlight the new person you entered (bottom grid) & choose Save.

Possible Duplicate(s) - Existing People

Full Name	DOB	Identification Number	Gender
Elmer, Betty B	1/5/1980		F

Just Entered - New Person

Hebert, Amber L

Full Name	DOB	Identification Number	Gender
Hebert, Amber L	9/24/1990	123-78-9415	F

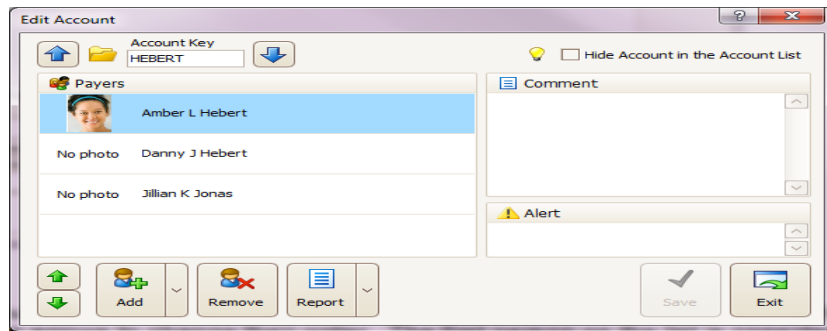
Address **Phone Number**

Address Line 1	Address Line 2	City	State	Zip Code
186 Alamo Rd		Lake Charles	LA	70605

Buttons: Select, Save, Go Back

6. At the Add Account screen continue adding additional payers as needed for this family. Use the Up and Down arrows to change their order. The first person on the list is considered the Primary Payer. Click Save>Exit.

Hint: Use Copy & Paste to duplicate address and phone info to other family members, like a spouse who is a secondary payer. (Select address, click copy; select phone, click copy; go to the other person and paste the address and paste the phone.)



HOW TO ENTER AN ACCOUNT (Continued)

After the parents (payers) have been entered on the account, it is time to add the children.

How to Add Children to an Account:

1. Begin at the main screen of Family Data & Accounting. The family whom you want to add children should be displayed.

Note: If you have just added a new account (family) they will already be displayed. If you want to add children to a different account you will need to look them up.

2. Click the Add Child icon (person with a plus sign) on the child toolbar. To add someone already in the system click the tiny down arrow and choose Add Existing Person.



3. Enter data on the Person Information screen.
 - a. Enter the name, DOB, gender, etc. To add a photo see page 42 of the ProCare V10 Manual.
 - b. Once the basic information has been entered click Continue.

- c. If people with similar names are found you'll have the chance to select a suggested person as a match or continue with the person you have just entered to save them as a brand new person. If no match is found you'll automatically return to the main screen of Family Data with the new child displayed.]
- d. To add more children to the family, repeat steps 2 & 3 above.

HOW TO ENTER AN ACCOUNT (Continued)

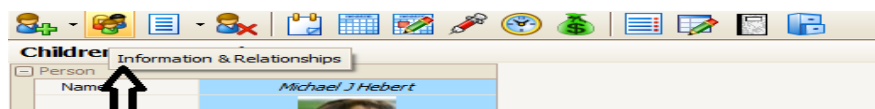
After the parents (payers) and children have been entered, you will need to establish relationships and add authorized pickups and emergency contacts.

How to Establish Relationships and add authorized pickups and emergency contacts:

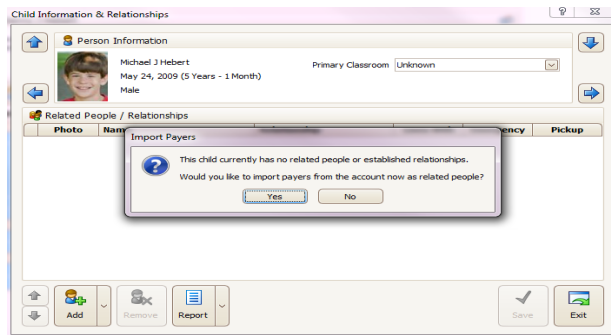
1. Select a child

Note: If you have just added a new child they will already be selected (their name will be highlighted). To select a different child in the same family click on their name once. To work on a child in a different family you'll need to look them up (see page 43).

2. Click the Information and Relationships icon (with the people) on the child toolbar.



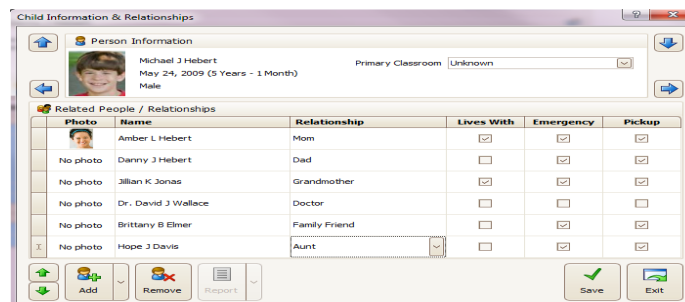
3. Import the Payers: The first time you add people you'll be asked if you would like to Import Payers (typically the parent or guardians). In most cases you'd want to say Yes.



4. Add other people connected to this child such as a divorced parent, emergency contact, pickup person, doctor, etc. Click the tiny arrow on the Add button and choose to add a New Person or Existing Person (someone already in your database such as an employee or person in another family) or Import From another child in this family who has already been set up.

HOW TO ENTER AN ACCOUNT (Continued)

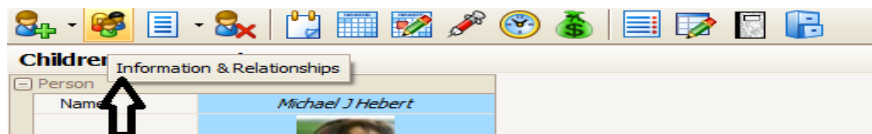
5. Choose how each person is related to the child from the Relationship list (like mom, dad, etc).



6. Check off who the child Lives With as well as Emergency contacts and authorized Pick up persons.

Note: The Pickup box must be marked in order for them to check children in/out. See authorized pickups (page 103).

7. For attendance tracking purposes, you will also need to add the child as an authorized pickup on his/her account. To do this, you will click on the Child Information and Relationships tab.



8. Click the tiny arrow on the Add button and choose to add an Existing person. In the Person Search screen, you will enter the child's last name and first name and click Find. Select the child's name and click Select.

HOW TO ENTER AN ACCOUNT (Continued)

9. Click the box to make the child a Pickup person on their own account.

Photo	Name	Relationship	Lives With	Emergency	Pickup
	Amber L Hebert	Mom	☒	☒	☒
No photo	Danny J Hebert	Dad	☐	☒	☒
No photo	Jillian K Jonas	Grandmother	☒	☒	☒
	Tracy M Hebert	Unknown	☐	☐	☒

10. Select a Primary Classroom for this child (upper right).

Photo	Name	Relationship			Pickup
	Amber L Hebert	Mom			☒
No photo	Danny J Hebert	Dad	☐	☒	☒
No photo	Jillian K Jonas	Grandmother	☒	☒	☒
No photo	Dr. David J Wallace	Doctor	☐	☐	☐
No photo	Brittany B Elmer	Family Friend	☐	☒	☒
No photo	Hope J Davis	Aunt	☐	☒	☒

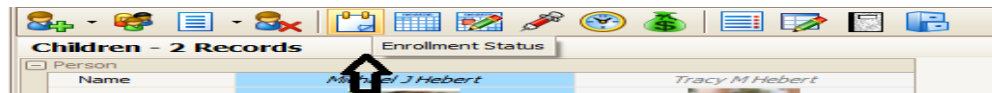
11. Click Save > Exit.

12. Repeat steps 1-11 for all children in family.

HOW TO SET ENROLLMENT STATUS

Each child must be assigned an Enrollment Status. Only children who are actively enrolled are included on reports like roll call sheets and procedures like automated Contract Billing.

1. Select a child
2. Click the Enrollment Status Icon (calendar with the turned page) on the child toolbar.



3. Select a Date and Status as Enrolled and click Save.

Note: Any child whose enrollment status is something other than “Enrolled” may be easily identified at a glance. On the main screen of Family Data their name, etc. is show in italic text with a slightly grayed background.

Children - 2 Records

Person		
Name	Michael J Hebert	Tracy M Hebert
Photo		
Date of Birth	May 24, 2009	April 24, 2008
Age	5 Years - 1 Month	6 Years - 2 Months
Child		
Classroom	PM Monthly	Unknown
Status	Enrolled	Withdrawn
Additional		
Tracking		
User Defined		

HOW TO SET TRACKING ITEMS (Parents)

1. Select an account.
2. Select the Tracking icon (looks like a list on the account (parent's) toolbar.

Account Summary

HEBERT

Primary Payer - Amber L Hebert

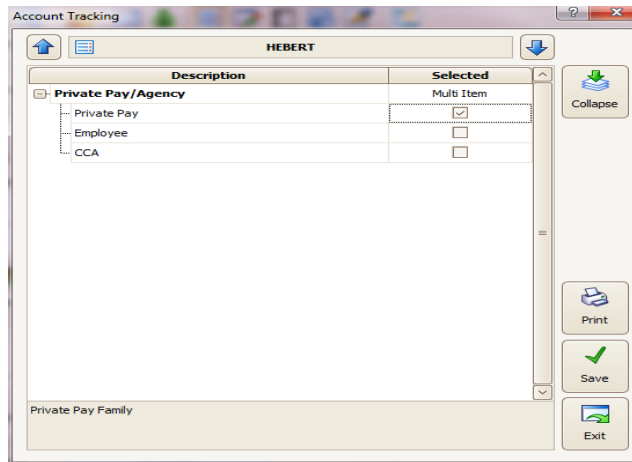
 186 Alamo Rd
Lake Charles, LA 70605 337-513-5555 123-78-8415
337-448-5131 September 24, 1990
ambe.hebert@ddk.com

Secondary Payer - Danny J Hebert

No photo 186 Alamo Rd 555-8463 456-12-1235
Lake Charles, LA 70605 May 06, 1989
danny.hebert@kdd.com

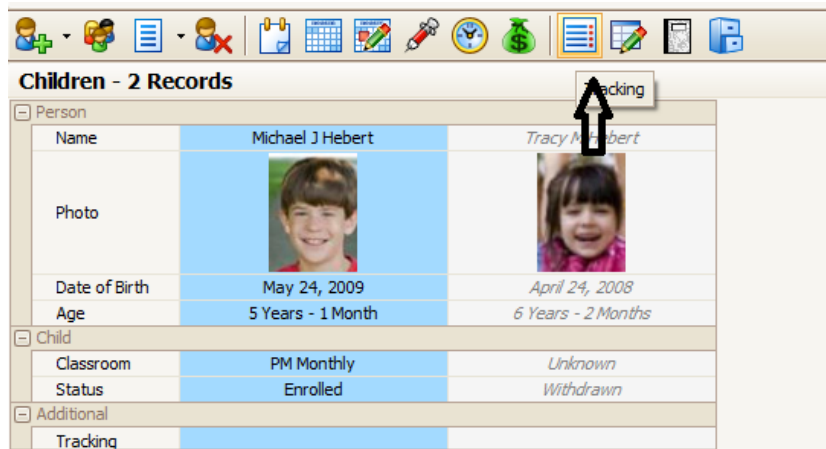
Tracking

3. Check off the items that apply to this account, then click Save > Exit.



HOW TO SET TRACKING ITEMS (Children)

1. Select a child.
2. Select the Tracking icon (looks like a list) on the child toolbar.



3. Check off the items that apply to this child, then click Save>Exit.

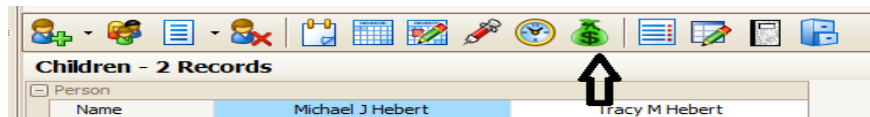
Description	Selected
Child Forms	Multi Item
Family Registration Form	☒
Photo/Video Release Form	☒
Conduct Policy	☒
CCA Awareness	☒
Billing Status	Single Item
Monthly	☒
Drop In	☐
Summer Monthly	☐
Summer Drop In	☐
Grade Level	Multi Item
Pre-K	☐
Kindergarten	☒
First	☐
Second	☐
Third	☐

4. Repeat steps 1-3 for all children in family.

HOW TO SET UP THE BILLING BOX

The billing box is where recurring charges are set up for each child.

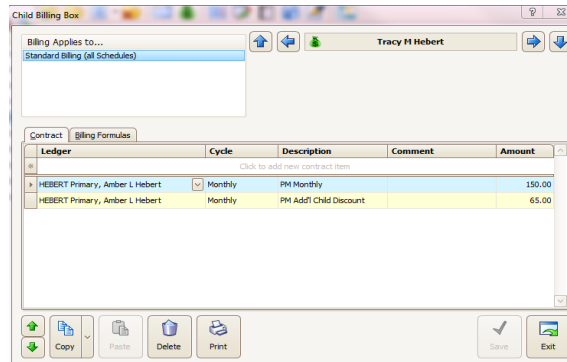
1. Look up the account and click once on the name of the child to select them.
2. Click the Billing Box icon (money bag) on the child toolbar.



3. The child billing box will have two tabs, one for Contract billing and another for Billing Formulas. Select the Contract billing tab if child is to be billed on a monthly basis. Select the Billing Formulas tab if child is to be billed on a drop in basis.

How to set up Billing Box for Monthly Billing

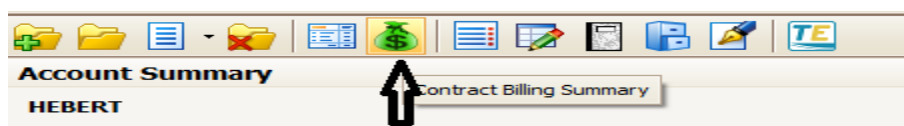
- a. If the child is to be billed on a monthly basis, select the Contract tab. Under the Ledger column, select the person responsible for paying the account.
 - i. Under the Cycle column, select Monthly.
 - ii. Under Description, select either AM Monthly, PM Monthly, AM/PM Monthly, or Summer Monthly. The amount will be entered automatically based on the description you choose. Save >Exit.
 - iii. If there is more than one child in a family, you will need to click on the name of the other child to select them.
 1. You will repeat steps the steps above to create the billing box, except for additional children you will need to add an additional line in the billing box for an additional child discount. Therefore, for additional children, you will have two lines in the billing box, one blue line for the charge and one yellow line for the additional child discount.

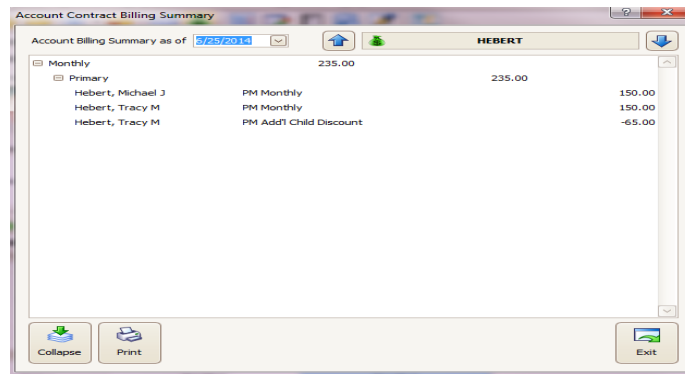


HOW TO SET UP THE BILLING BOX (Continued)

In summary, you will set up a billing box for each child in the family. The first child will be charged at the regular monthly rate (one blue line in the billing box) and additional children will be charged the regular monthly rate plus an additional child discount (one blue line and one yellow line in the billing box).

Contract Billing Summary: The Contract Billing Summary icon (money bag) on the account (parent's) toolbar will display totals for each billing cycle, including all children on the account.

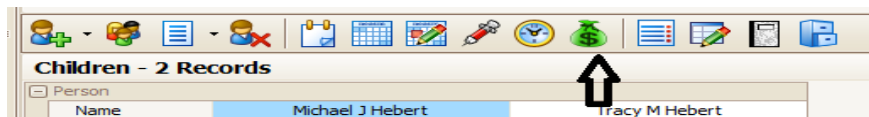




HOW TO SET UP THE BILLING BOX (Continued)

How to set up Billing Box for Drop in Billing:

1. Look up the account and click once on the name of the child to select them.
2. Click the Billing Box icon (money bag) on the child toolbar.



3. The child billing box will have two tabs, one for Contract billing and another for Billing Formulas. Select the Billing Formulas tab if child is to be billed on a Drop In basis.
4. Click New Formula.

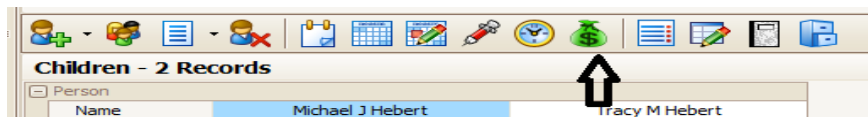
5. Select the Primary Ledger
6. Select the Formula Name as either Drop In AM 1st Child, Drop In AM 2nd Child, Drop In PM 1st Child, or Drop In PM 2nd Child.
7. Select the Description as either AM Drop In or PM Drop In
8. In the Value Fields enter the following applicable rates for both half day and full day rates:
 - a. Drop In AM 1st Child \$4
 - b. Drop In AM 2nd Child \$2
 - c. Drop In PM 1st Child \$10
 - d. Drop In PM 2nd Child \$5
9. Save > Exit
10. Repeat steps 1-10 for other children in family.

HOW TO SET UP THE BILLING BOX (Continued)

How to set up Billing Box for Late Pick Up Fees

Late Pick Up Fees will be billed using Formula Billing. Every child's billing box must be set up with the Late Pick Up formula. When you are setting up a child's billing box whether they are monthly or drop in, you will need to also set up the billing formula for the late pick up fee.

1. Look up the account and click once on the name of the child to select them.
2. Click the Billing Box icon (money bag) on the child toolbar.



3. The child billing box will have two tabs, one for Contract billing and another for Billing Formulas. Select the Billing Formulas tab.
4. Select New Formula
5. Select the Primary Ledger
6. Select the Formula Name Late Pick Up
7. Select the Description Late Pickup Fee
8. Enter \$10.00 in the value field

RECAP OF STEPS TO SET UP AN ACCOUNT:

1. Click button to create new account (folder with plus sign) on account (parent's) toolbar.
2. Enter payers on account.
3. Add children to account (child with plus sign) on child toolbar.
4. Assign relationships and add contacts (3 children sign) on child toolbar.
5. Add child as pickup on account (3 children sign) on child toolbar.
6. Select primary classroom for child (on the same screen where you make the child a pickup person)
7. Enter enrollment information for each child (blank paper sign) on child toolbar.
8. Select tracking items for account and children (list sign) on both account and child toolbar.
9. Set up billing box for each child.

HOW TO FLAG ACCOUNTS WITH DELINQUENT BALANCES

Students with delinquent balances that transfer to another school must be flagged in V10. Students with a flagged status in V10 must not be permitted to register in the program until the balance is paid.

Steps to Flag Account:

1. Look up the account and double click on the primary payer's name to access the Person Information screen.

The screenshot shows the V10 software interface. On the left is a list of accounts with columns 'Key' and 'Balance'. The 'DAVIS' account is highlighted. On the right is the 'Account Summary' for 'DAVIS'. It shows 'Primary Payer - Hope J Davis' with a black arrow pointing to it. Below this, it says 'Unknown' and 'Unknown' for the payer's details, and 'No photo'. At the bottom, there is a section for 'Children - 2 Records' with a table showing details for two children: Lucy A Davis and Samantha S Davis.

Key	Balance
ALLEN	0.00
BRADY	0.00
BRIGGS	0.00
CARTER	0.00
CHANCE	0.00
DAVIS	0.00
ELMER	0.00
ELMER	0.00
FONTENOT	0.00
FORD	0.00
FOSTER	0.00
HEBERT	0.00
JACKSON	0.00
JONES	0.00
JONES	0.00
MANNING	0.00
MILLER	0.00

Account Summary

DAVIS

Primary Payer - Hope J Davis

Unknown Unknown

No photo

Children - 2 Records

Person		
Name	Lucy A Davis	Samantha S Davis
Photo	No photo	No photo
Date of Birth	June 05, 2004	September 09, 2002
Age	12 Years - 1 Month	13 Years - 10 Months

Child		
Classroom	Unknown	Unknown
Status	Withdrawn	Withdrawn

HOW TO FLAG ACCOUNTS WITH DELINQUENT BALANCES (Continued)

2. At the Person Information Screen, type "FLAGGED" and your school's name under Identification Number. Then click Save > Exit.

Person Information

Last Name: Davis First Name: Hope Initial: J Date of Birth: 1/6/1982 Gender: Female

Identification Number: FLAGGED - SCHOOL NAME 

Email: 34 Years - 6 Months

Comments:

Authorized Pickup: Pickup, New Register, Message

Export Photo, Remove Photo

No photo Double-click to manage photo

Address Information

Phone Information

Navigation: Up, Down, New, Remove, Copy, Paste

- Repeat these steps for the other payers on the account and all children on the account.
- When setting up families in ProCare, if the name that you are entering is listed as an EXISTING PERSON with a FLAGGED status, do not allow the family to register in your Program. You must contact the program that flagged the account.

Person Reconcile

 Possible duplicate(s) have been found (top grid)
 1. If one of them is the person you entered, highlight their name & choose Select.
 2. Otherwise, highlight the new person you entered (bottom grid) & choose Save.

Possible Duplicate(s) - Existing People

Full Name	DOB	Identification Number	Gender
☒ Davis, Hope J	1/6/1982	FLAGGED - SCHOOL NAME	F



Just Entered - New Person

Full Name	DOB	Identification Number	Gender
☒ Davis, Hope			U

Select

Save

Go Back

- Flagged status should be removed for accounts that have been paid in full.

CHECK-IN STATION

During the hours of Extended Day, parents and students will need easy access to a check-in station. This station will be used to check children in and out via fingerprint. Parents will also be able to make payments at the check-in station with their credit or debit card. Because credit card payments will be accepted at the Check-In Station, the Check In Computer must be totally dedicated as a Check-In Station. It can not be used for any other purpose. You can use a desktop or laptop computer as your check-in station. (ProCare will not run on our network using a tablet; therefore, tablets are not an option).

The Technology Department will establish a unique log-in and very strict controls to all Check-In Station Computers. **FOR SECURITY PURPOSES, YOU MAY NOT ACCEPT ANY PAYMENTS USING THE CARD SWIPER UNTIL YOU RECEIVE FURTHER NOTICE THAT YOUR CHECK-IN COMPUTER IS SECURE FOR PAYMENT PROCESSING.** (You can use the finger scanner, just not the card reader until you receive further notification.)

HOW TO SET UP FAMILIES FOR ATTENDANCE TRACKER

After you have entered all of your families in ProCare, you will need to set your families up to use Attendance Tracker and Tuition Express.

Requirements for Attendance Tracker:

1. Child must have an enrollment status of enrolled.
2. Child must have a primary classroom defined (in the information and relationships screen).
3. Child must have at least one person listed as related people and must have a checkmark as a pickup.
4. Child must be listed as a pickup on his/her own account.

Each child and pickup person will be assigned a random number they'll use to register at the check-in computer in order to begin checking children in and out. This is a temporary number they will use just once. You may generate a registration number for one particular person or for everyone at once.

To Generate a Registration Number for One Particular Person:

1. To generate a registration number for one particular person, you will look up the family and select any child whom this pickup person is assigned.
2. Click the Information and Relationships icon on the child toolbar.



3. Dbl-click the photo or name of the pickup person to access their Person Information screen.
4. Click the New Register button to generate a temporary Registration Number for this person.

Note: The Registration Number is valid for 7 days. After that, just repeat the above steps to generate a new one.

5. Give the Registration Number to the pickup person. Have them use their number to register at the check-in computer (instructions to follow).

To Generate a Registration Number for Everyone at Once:

1. From the main screen of Family Data & Accounting, go to Functions>Attendance Tracker>Temporary Registration.
2. Then print a report showing the numbers. Go to Reports> Standard Reports> Attendance Tracker> Registration > Temporary Registration.

HOW TO SET UP FAMILIES FOR ATTENDANCE TRACKER (Continued)

Check-In Screen

When you install ProCare on your computer, there will be two icons on your computer. The juggling penguin icon is the icon that you click to access ProCare. The penguin with the green check-mark is the icon that you click to access the parent Check-In Screen.

You will need to set certain options to control how the check-in process works and what information people may view.



1. Use the ProCare Check-In shortcut on your desktop to open the check-in screen.
2. Plug your Card Reader and Fingerprint Scanner into the USB ports of your computer or tablet.
3. Double click anywhere in the border area around the logo and then select Options.
4. At the top of the screen, under the School Info, select your school's name from the drop down list.
5. Under the Checkin Type, select Fingerprint and Allow Bypass.
6. If you are using a tablet, check the option to Hide Mouse Pointer.
7. Check the Allow Payments box.
8. Select the Password button (lower left) and enter the password 1212. Anyone needing access to this Options screen, or to Exit the Check-in program would need this password.
9. Choose the Sound button and select a sound file to play when a person checks in/out.
10. Select an image you'd like to have displayed at the main check-in screen (use Preview to see it) or click Add and browse to your own image, like a logo of your school.
11. You may change the appearance of the check-in screen by selecting a "skin" or color scheme (lower left).
12. Select a screen time out of 1 minute. (lower left) This way if a person walks away from the screen without completing the check-in process it will return to the opening screen in one minute.
13. Select the Family Data button and de-select the checkmarks next to Display Schedules and Display Immunizations. Leave all other setting as is.
14. Click Exit>Double click in border area>Enter password of 1212>Click Exit

HOW TO SET UP FAMILIES FOR ATTENDANCE TRACKER (Continued)

Family Check-In

You will need to help students and authorized pickup people when they first register and check in to make sure they are comfortable with the process.

Register to Check In

Before checking in the very first time each pickup person will need to register at the check-in computer using the temporary Registration Number you gave them.

1. At the check in computer select the Register button and follow the on screen prompts.
2. The person will be asked to enter a personal ID number of their choosing. (The number cannot be sequential like 1234 or 4567 or repetitive like 1111 or 2222).
3. The person will be asked to place their fingerprint on the fingerprint reader and follow the instructions.

How to Check In

All students will check themselves in each day using the fingerprint scanner. Students should be instructed to line up as they arrive at Extended Day and a staff member should assist them to make sure that each child is checked in using the fingerprint scanner.

Before you begin:

In order to check a child in they must:

1. Be enrolled as of the current date
2. Be assigned to a Primary Classroom
3. Have at least one pickup person assigned to them
4. Child must be assigned as a pickup person on their own account
5. Child must have registered at the check-in screen

HOW TO SET UP FAMILIES FOR ATTENDANCE TRACKER (Continued)

Checking In/Out

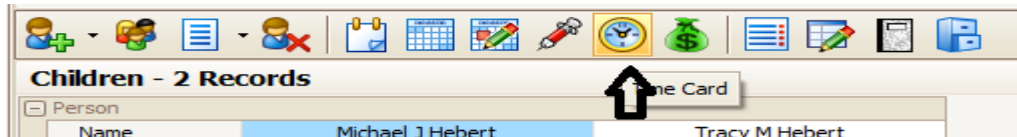
1. At the check-in screen select Start Here.
2. Follow prompt to place finger on scanner.
3. Select the child to check in/out.
4. Choose Finish.

Note: All children are required to check in and out each day using the finger scanner. The child's fingerprint will be used to check them in and the authorized pick-up person's fingerprint will be used to check the child out. Both children and authorized pick-up persons will need to register at the check-in computer before they will be able to begin checking in and out. Drop in fees and late pickup fees will be billed based on the check-ins and check-outs entered in ProCare, so it is imperative that all students are checked in and out using the finger scanner every day that they attend.

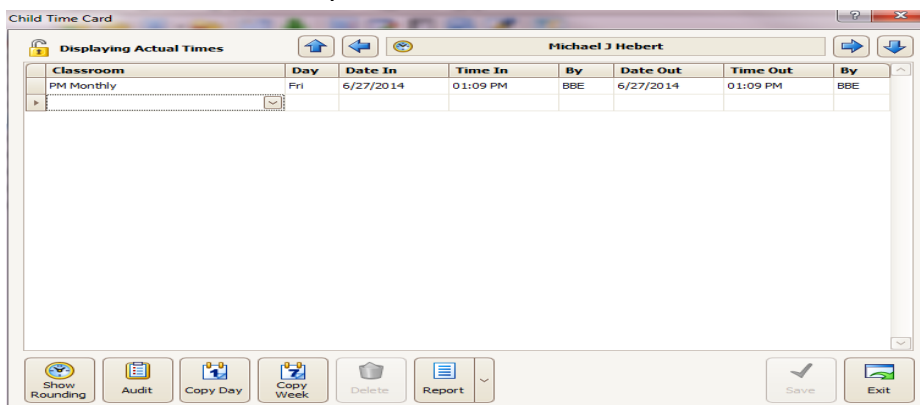
Note: Messages MUST be viewed before the check-in process can be finished.

If a child is not checked out via the finger scanner, then they will not be able to be checked in the next day. You will need to go to that child's time card and manually enter the time out.

1. To do this, you will need to select the child then click on the child's timecard (clock) on the child toolbar.



2. You will need to manually enter the date out and time out. Save>Exit.



STUDENT ATTENDANCE REPORTS AND ROLL CALL PROCEDURES

Each day, after all students have been checked in via the finger scanner, you will need to run a 'Children Currently Checked In' report.

Reports > Standard Reports > Attendance Tracker > Currently Checked In > Children Currently Checked In > Group by: Classroom w/o Page Break > Run Report > Print

Roll should be taken from this report. All students should be instructed to line up on one side of the room and move to the opposite side of the room as their names are called. Any student whose name was not called will need to be checked in and added to the report. It is vital to verify that all students present have been checked in and that the report matches the students present. Staff must highlight students' names on the report as they are picked up from Extended Day.

This is a safety measure, so that in the event of an emergency, there is an accurate record of students that are in attendance at all times.

These reports must be kept on file and will be requested whenever the program is audited.

HOW TO USE MYPROCARE

Parents will have two options of paying their bill by using their credit or debit card.

1. Point of Sale Payments (POS): The Point of Sale feature allows you to process individual credit card payments yourself or let families pay at a check-in computer or payment kiosk.
2. Online Payments: Parents can make their own online payments using their bank account or credit card.

Before you begin, make sure the Credit Card Reader (card swipe device) is connected to your computer or tablet. A green light should be displayed indicating the card reader is ready.

Requirements for Payment at Check-In Screen:

1. The payer must have a unique email address entered on their Person Information screen, as this email is required for receipt delivery. Because MyProcure.com links accounts to the email address associated with the Procure account, the same email address cannot be assigned to more than one person. Duplicate email addresses will prevent a parent from registering for a MyProcure account.

1. The payer must be registered for checking in.

How to make a payment at Check-in screen:

1. From the main Check-in screen, select Start Here, then identify yourself with your fingerprint.
2. Select the Accounting/Payment Button
3. Select Make a Payment
4. At the payment screen:
 - a. Use the Edit button to change the amount, if needed.
 - b. Swipe your credit or debit card through the card reader. We accept Visa and MasterCard.
 - c. Choose Process. A receipt will automatically be emailed to the parent and the payment will automatically post to the family's ledger card.

HOW TO USE MYPROCARE (Continued)

Parents can access their account through **MyProCare.com** to view billing information, print statements, and make online payments. To create a MyProcare account, parents must use the same email address that was provided on their Extended Day Family Registration Form.

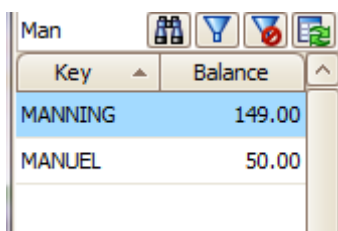
HOW TO LOOK UP, SEARCH, HIDE AND FILTER ACCOUNTS

Once your basic family and child information has been entered you'll want to know how to look up a family, search for a person and use the filter feature to view only certain accounts (families).

Look Up an Account

The easiest way to look up a family is to use the list of Accounts on the left side of the screen. Families are displayed alphabetically by their Account Key.

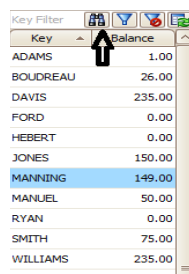
1. Type the first few letters of their Key (typically their last name) in the Key Filter box (upper left).
2. Click the account you wish to work on.



Key	Balance
MANNING	149.00
MANUEL	50.00

Search for a Person

1. Click the Search button (binoculars) next to the Key Filter search box.



Key	Balance
ADAMS	1.00
BOUDREAU	26.00
DAVIS	235.00
FORD	0.00
HEBERT	0.00
JONES	150.00
MANNING	149.00
MANUEL	50.00
RYAN	0.00
SMITH	75.00
WILLIAMS	235.00

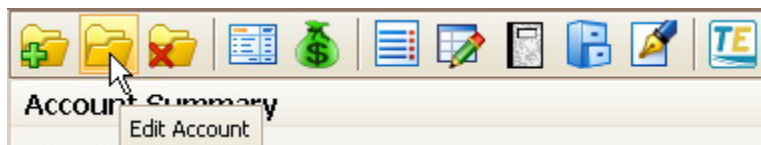
2. Choose the type of person or thing you want to find (child, payer, other relationship to child, address, phone or email).
3. Type in the thing for which you are searching (the person's name, address, phone or email) and click Find.
4. Dbl-click the person's name in the Results to go to that account.

HOW TO LOOK UP, SEARCH, HIDE AND FILTER ACCOUNTS (Continued)

Hide/Unhide a Family

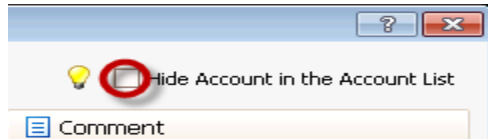
To mark a family as "hidden" (or to un-hide them):

1. [Look Up the Family](#) and click *Edit Account* on the *Account Toolbar* (looks like a file folder).



Note: If you can't look up the family because they are already hidden use the [Select Filter](#) to view "All Accounts" first.

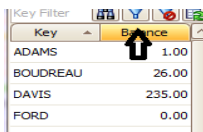
2. At the [Account Information](#) screen you'll see a check box labeled "Hide Account" (top right).
 - a. To hide the account, check the box and the lightbulb next to it will be grayed out.
 - b. To unhide the account, remove the check mark and the lightbulb will turn on.



HOW TO LOOK UP, SEARCH, HIDE AND FILTER ACCOUNTS (Continued)

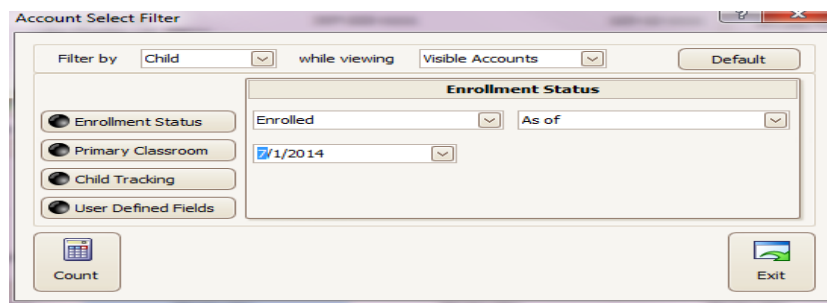
How to Filter Your Accounts

1. To view only certain types of families on screen click the filter button (looks like a funnel) on the toolbar.

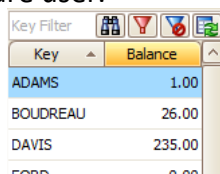


Key	Balance
ADAMS	1.00
BOUDREAU	26.00
DAVIS	235.00
FORD	0.00

2. From the Filter list choose whether you want to select families based on Account (family) level information or Child information.
3. Choose whether to include families from All Accounts or just Visible or Hidden Accounts.
Note: Hidden accounts are displayed in italics, but you'll only see them if your filter is set to include All Accounts or Hidden Accounts.
4. Then, pick categories of families or children to include. You may combine multiple categories.
 - a. Example 1: All children enrolled as of a particular date who are currently assigned to a certain Primary Classroom.
 - b. Example 2: All accounts with a balance above a particular amount who also have certain Account Tracking items.

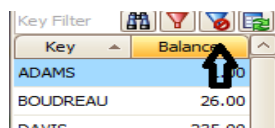


5. Click Count (optional) to see how many families or children meet your criteria.
6. Click Exit. Only families that meet your criteria will be displayed and filter will turn red.
Note: A Red Filter means only certain families are currently displayed.
Note: Filter settings are saved when you log out or exit ProCare. Settings are saved separately for each ProCare user.



Key	Balance
ADAMS	1.00
BOUDREAU	26.00
DAVIS	235.00
FORD	0.00

7. To clear your filter and return to the default settings for your location click Clear Filter (with the red circle/slash) on the toolbar.



Key	Balance
ADAMS	1.00
BOUDREAU	26.00
DAVIS	235.00

HOW TO WITHDRAW AND EDIT A CHILD/FAMILY

How to Withdraw Child

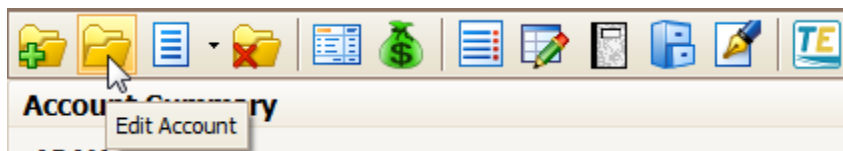
1. Delete Billing Box
2. Change Enrollment to Withdrawn

Note: If all children in family are withdrawn, you can Hide the account by clicking the Edit Folder and selecting 'Hide Account in the Account List.'

How to Edit a Family

Edit an account such as adding or changing Payers, etc.

1. [Look up the Family](#) at the main screen of Family Data & Accounting.
2. On the *Account Toolbar* click the *Edit Account* icon (file folder).



3. Make any necessary changes:
 - a. Change something about the Account itself (such as changing the Key, adding a comment, alert, agency or marking the account as "hidden").
 - b. Change information about a Payer on the account - just dbl-click the name of the Payer and make your changes on the [Person Information](#) screen.
4. Click *Save > Exit*.

HOW TO DO AUTOMATIC BILLING

There are two types of Automated Billing Procedures:

1. Contract Billing – Charges monthly families
2. Formula Billing – Charges drop in fees and late pick up fees

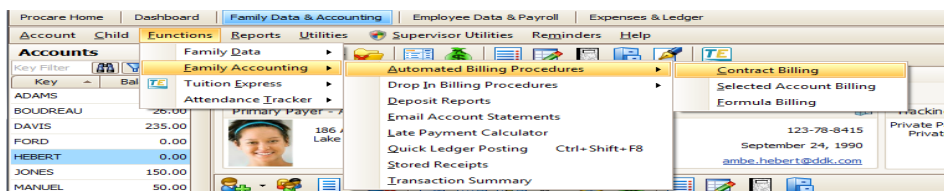
Contract Billing

Automated Contract Billing copies recurring monthly fees from each child's Billing Box to the Ledger Card. Once Contract Billing is complete each enrolled monthly family will have a balance due on their account. Contract Billing should be processed on the first working day of the month.

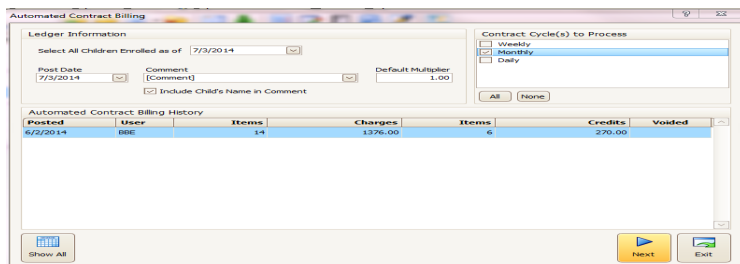
How to Process Contract Billing (monthly billing)

At the main screen of Family Data & Accounting:

1. Click Functions > Family Accounting > Automated Billing Procedures > Contract Billing.



2. Mark the Contract Cycle of Monthly.
3. The "Enrolled As Of" Date and the Post Date will default to the current date. Do not change the dates.
4. Check the box to "Include Child's Name in Comment"
5. Leave the default Multiplier at 1.00. Click Next.



6. Select the accounts you wish to process. Click Post. Then Exit.

HOW TO DO AUTOMATIC BILLING (Continued)

How to Process Contract Billing (Continued)

Note: Place a check in the column header to select all accounts or click just to the right of the check box to sort according to which families are selected and which are not.

Note: You have the capability to run a report of the contract billing summary by clicking on the Report icon.

Automated Contract Billing

Records Loaded: 23

Account	Ledger Card	Description	Comment	Amount	Multiply	Total	☐
SMITH	Smith, Brittany B	PM Monthly	Ashton:Ashton	150.00	1.00	150.00	☒
SMITH	Smith, Brittany B	PM Add'l Child Discount	Ashton:Ashton	65.00	1.00	65.00	☒
JOHNS	Jones, Lakeyn Y	AM Monthly	Hailey:Hailey	50.00	1.00	50.00	☒
BOLDREREAU	Boudreaux, Allison K	PM Monthly	Billy:Billy	150.00	1.00	150.00	☒
WILLIAMS	Williams, Katie M	PM Monthly	Maggie:Maggie	150.00	1.00	150.00	☒
WILLIAMS	Williams, Katie M	PM Add'l Child Discount	Maggie:Maggie	65.00	1.00	65.00	☒
WILLIAMS	Williams, Katie M	PM Monthly	Cannon:Cannon	150.00	1.00	150.00	☒
ADAMS	Adams, Angela A	PM Monthly	Brody:Brody	150.00	1.00	150.00	☒
ADAMS	Adams, Angela A	PM Monthly	Johnny:Johnny	150.00	1.00	150.00	☒
ADAMS	Adams, Angela A	PM Add'l Child Discount	Johnny:Johnny	65.00	1.00	65.00	☒
ADAMS	Adams, Angela A	PM Monthly	Kate:Kate	150.00	1.00	150.00	☒
ADAMS	Adams, Angela A	PM Add'l Child Discount	Kate:Kate	65.00	1.00	65.00	☒
ADAMS	Adams, Angela A	PM Monthly	Louie:Louie	150.00	1.00	150.00	☒
ADAMS	Adams, Angela A	PM Add'l Child Discount	Louie:Louie	65.00	1.00	65.00	☒

Automated Contract Billing Summary

	Items	Total
Charges	16	2,220.00
Credits	7	455.00

Buttons: Back, Report, Post, Exit

How to View or Void a Previous Contract Billing

At the main screen of Family Data & Accounting:

1. Click Functions > Family Accounting > Automated Billing Procedures > Contract Billing.
2. A list of recent billing batches will be displayed under the heading Automated Contract Billing History. Dbl-click the line you wish to view or void.

Automated Contract Billing

Ledger Information

Select All Children Enrolled as of: 7/3/2014

Post Date: 7/3/2014

Comment: [Comment]

Default Multiplier: 1.00

Contract Cycle(s) to Process: ☐ Weekly ☐ Monthly ☐ Daily

☒ Include Child's Name in Comment

Buttons: All, None

Automated Contract Billing History

Posted	User	Items	Charges	Items	Credits	Voided
7/3/2014	BDE	16	2220.00	7	455.00	
6/2/2014	BDE	14	1376.00	6	270.00	

Buttons: Show All, Next, Exit

3. At the Batch Detail screen you'll see all items that were part of that batch. If needed you may void the entire batch at once – just click Void Batch. A void will appear on each Ledger Card that was included in the batch.
4. Click Exit to return to the main Contract Billing screen. Click Exit Again.

HOW TO DO AUTOMATIC BILLING (Continued)

How to Process Formula Billing

Drop In fees and late pick up fees will be charged based on attendance using Formula Billing. Basically, ProCare knows when children attended based off their check-ins using the finger scanner, and when you process Formula Billing, it bills the drop in children that attended as well as bills late fees for students that were not checked out by 6:00.

Each day, you will process Formula Billing for the day before. This will automatically charge drop in fees and late pick up fees to the ledger cards for students that dropped in and/or got picked up after 6:00.

At the main screen of Family Data & Accounting:

1. Click Functions > Family Accounting > Automated Billing Procedures > Formula Billing.
2. Check the first 5 boxes under the Billing Formulas to Process (Dropin AM 1st child through Late Pickup).
3. Enter the post date as the day before.
4. Check the box "Include Child's Name in Comment"
5. Enter the Date Range as the day before.
6. Click Next
7. Select the accounts you wish to process.

Hint: Dbl-click the Amount (or anywhere on the line) to view a summary of the hours and rates.

Hint: Place a check in the column header to include all accounts.

8. Click Post. Then Exit.

How to View or Void a Previous Formula Billing

At the main screen of Family Data & Accounting:

1. Click Functions > Family Accounting > Automated Billing Procedures > Formula Billing.
2. A list of recent billing batches will be displayed under the heading Automated Formula Billing History. Dbl-click the line you wish to view or void.
3. At the Batch Detail screen you'll see all items that were part of that batch. If needed you may void the entire batch at once – just click Void Batch. A void will appear on each Ledger Card that was included in the batch.
4. Click Exit to return to the main Formula Billing screen. Click Exit Again.

HOW TO POST LATE PAYMENT FEES

1. Monthly Tuition

- a. Monthly tuition is due on the 1st of the month.
- b. If tuition is not received in full by the 20th of the month, a late fee of \$20.00 per child will be assessed. Students will not be permitted to attend after the 20th of the month until all past due tuition and fees are paid in full.

Instructions for Assessing Late Payment Fees for Monthly Families:

On the first working day after the 20th of the month, complete the following steps:

1. Filter Accounts by Child and Select Primary Classrooms of PM Monthly, AM Monthly, and AM/PM Monthly, then Exit.
2. Functions > Family Accounting > Quick Ledger Posting
3. Arrow through each account. If there is a balance due, select description of Late Pmt Monthly. Enter the children's names in the comment section (you can see the children in the family on the screen behind the Quick Ledger Posting Box), enter the amount to be charged (\$20 per monthly enrolled child in family). Post, and move to next account.
4. Print a customer statement for the families that were assessed a late payment fee.
 - a. Reports > Standard Reports > Family Accounting > Account Statement>Standard Customer Statement > Enter Date Range from the 1st of the current month through the current date > Select the Filter Button > Select Account Balance > Select Greater than Or Equal To > Enter Amount of \$1.00 > Exit > Enter Report Message: "Your account is past due. Your child/children will not be permitted to return to Extended Day until your balance is paid in full. Thank you."
 - b. Run Report > Print
 - c. Give monthly parents a copy of their statement.
 - d. Do not allow children to return to EDP until balance is paid.

HOW TO POST LATE PAYMENT FEES (Continued)

1. Drop In Tuition

- a. Drop In Tuition is due at the time the drop in service is utilized.
- b. A late payment fee of \$5.00 per child will be assessed when payment is not made the same day that the drop in service was provided.
- c. Students may not utilize the drop in service if any past due balance is unpaid.

Instructions for Assessing Late Payment Fees for Drop In families:

Drop In charges should be posted for the prior day using Formula Billing. After Drop In fees are posted, you will need to complete the following steps:

1. Filter Accounts by Child and Select Primary Classrooms of AM Drop In and PM Drop In, then Exit.
2. Functions > Family Accounting > Quick Ledger Posting
3. Arrow through each account. If there is a balance due, select description of Late Pmt Drop In. Enter the children's names in the comment section (you can see the children in the family on the screen behind the Quick Ledger Posting Box), enter the amount to be charged (\$5 per drop-in child enrolled). Post, and move to next account.
4. Print a customer statement for the families that were assessed a late payment fee.
 - a. Reports > Standard Reports > Family Accounting > Account Statement>Standard Customer Statement > Enter Date Range from the 1st of the current month through the current date > Select the Filter Button > Select Account Balance > Select Greater than Or Equal To > Enter Amount of \$1.00 > Exit > Enter Report Message: "Your account is past due. Your child/children will not be permitted to return to Extended Day until your balance is paid in full. Thank you."
 - b. Run Report > Print
 - c. Give Drop-In parents a copy of their statement.
 - d. Do not allow children to return to EDP until balance is paid.

HOW TO POST PAYMENTS AND PRINT DEPOSIT REPORTS

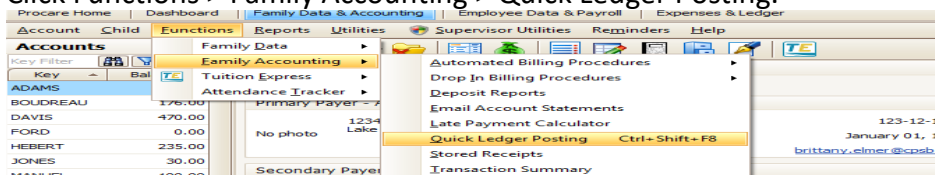
Payments & Bank Deposits

The following tools will help record payments from families and manage bank deposits.

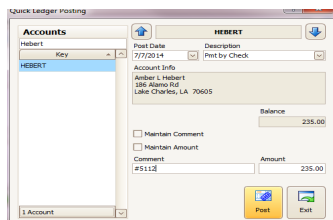
1. Quick Ledger Posting – This tool lets you quickly post payments from many families.
2. Ledger Card – You may manually post a payment to the Ledger Card of a particular family just as you would record any other type of entry.

How to Post Payments Using Quick Ledger Posting

1. Click Functions > Family Accounting > Quick Ledger Posting.



2. Begin with the first family whose payment (or other transaction) you wish to record. Type their Account Key (first few letters of their last name) in the Account List box. If you have several families with similar names click the appropriate one on the list to select them.
3. The Post Date will default to the current date. Do not change the Post Date.
4. Choose a Description like "Pmt by Check."
5. Enter the check number as the Comment.
6. Confirm the Amount (type over it if needed) and click Post.



7. You will be prompted to print a receipt. Print the receipt, and confirm that it printed on the correct receipt number.

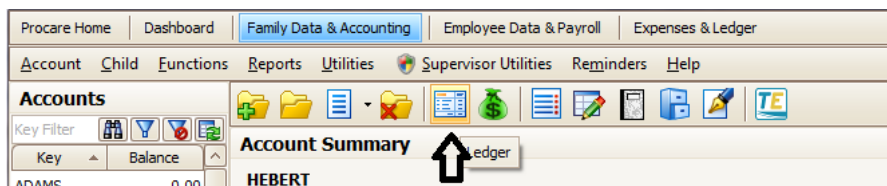
Note: The pre-printed number must always match the number that ProCare receipt number. If the receipt prints on the incorrect number, it must be voided and re-printed correctly. The word 'void' must be written on the voided receipt and it must be filed in sequential receipt order.

8. Type the Account Key of the next family and continue until all payments (or other transactions) have been posted.

HOW TO POST PAYMENTS AND PRINT DEPOSIT REPORTS (Continued)

How to Post Payments Using Ledger Card Posting

You can also post charges and payments directly on a family's ledger card just as you did in V9. You would select the family's Ledger icon, and post charges/payments, then Post & Exit.

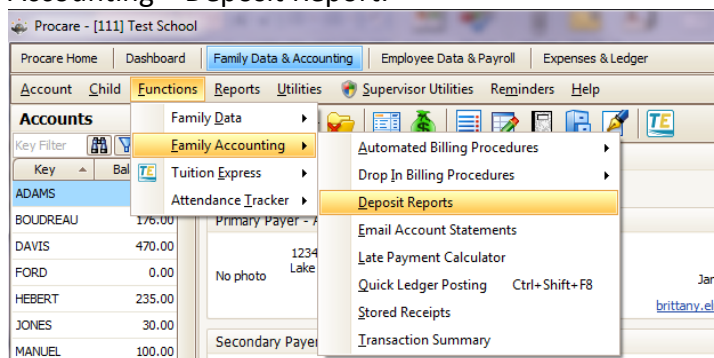


How to Print a Deposit Report

After all payments for the day have been posted, you will need to print a Deposit Report. The deposit report must agree to both the Daily Receipt Record, Deposit Slip, and Bank Receipt.

To run a Deposit Report:

1. At the main screen of Family Data & Accounting, click Functions > Family Accounting > Deposit Report.



2. Click View to see the deposit detail.
3. Expand the plus signs next to Pmt types to see detail.
4. If the deposit report is correct, place check-marks in the boxes to the right of the amount section.
5. Under the Deposit Accounts section, select My Checking Account and enter the deposit total in the amount box. The amount will turn green.
6. Click Close Report.
7. Under the Closed Deposit Report section, click Report, then Print.
8. Staple your deposit report to corresponding deposit slip, bank receipt, Daily Receipt Record, and ProCare receipts and file in folders in sequential receipt orders by month.

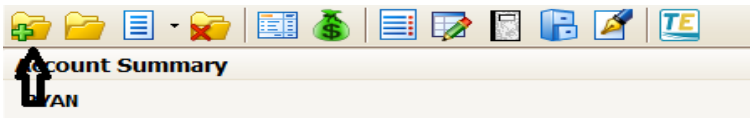
EMPLOYEE CHECK-IN/CHECK-OUT PROCEDURES

Employees will be required to clock in and out via the fingerprint scanner. A report will be printed reflecting the total hours worked each week, which will be used to complete payroll. (This procedure replaces the Employee Sign In Sign Out Sheets).

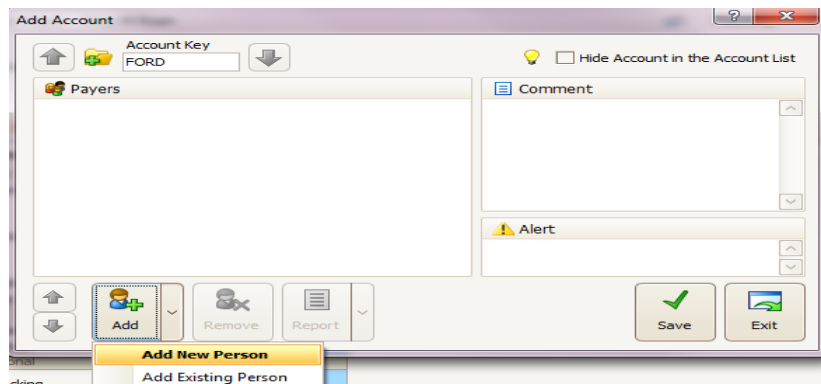
How to Set up Employee Account:

At the main Family Data & Accounting screen,

1. Click on the button to add an Account.



2. Enter the Account Key as the employees last name, then click the small down next to the add button, and select Add New Person.

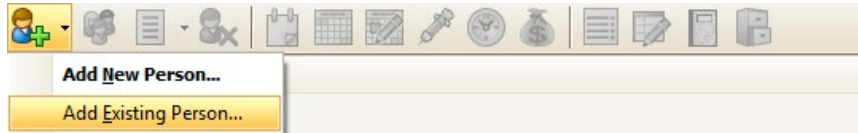


3. Enter the employee's information. Enter the employee's start date, position, and pay rates in the Comment Box. Continue>Save>Exit.

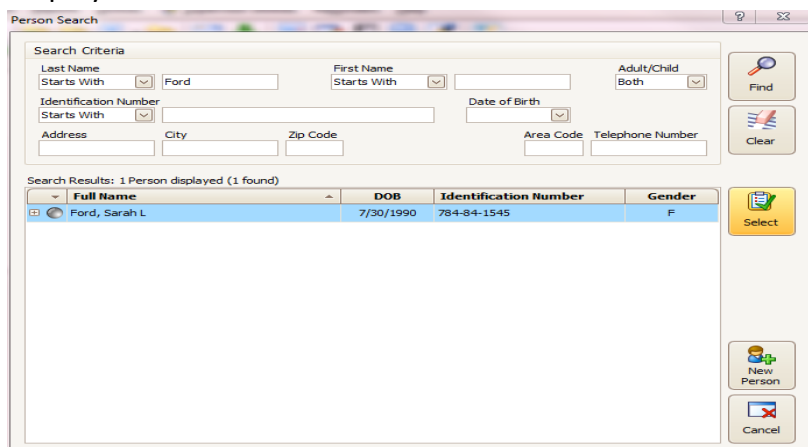
A screenshot of the 'Person Information' form. The form contains fields for 'Last Name' (Ford), 'First Name' (Sarah), 'Initial' (L), 'Date of Birth' (7/30/1990), 'Gender' (Female), 'Identification Number' (784-84-1545), 'Email' (Sarah.Ford@cpsb.com), 'Start Date' (1/5/2012), 'Position' (Support A), and '2014-2015 pay rates' (\$8.40 regular/\$15.12545 overtime). There is also a 'Comments' text area. Below the 'Comments' text area is a section for 'Address Information' with fields for '845 17th Street', 'Lake Charles, LA 70601', 'Mailing Address', and 'Physical Address'. To the right of the 'Address Information' section is a 'Phone Information' section with fields for 'Home' (337 477-8844) and 'Cell' (337 588-8444). At the bottom of the form, there are buttons for 'New', 'Remove', 'Copy', and 'Paste'. To the right of these buttons are 'Continue' and 'Cancel' buttons.

EMPLOYEE CHECK-IN/CHECK-OUT PROCEDURES (Continued)

- Click the little arrow on the button to add a child to the account. Choose Add Existing Person.



- Enter the employee's last name in the search field and click Find. Click on the employee's name and click Select.



Person Search

Search Criteria

Last Name Starts With: Ford First Name Starts With: Adult/Child Both: Both

Identification Number Starts With: Date of Birth: Address: City: Zip Code: Area Code: Telephone Number:

Search Results: 1 Person displayed (1 found)

Full Name	DOB	Identification Number	Gender
Ford, Sarah L	7/30/1990	784-84-1545	F

Select

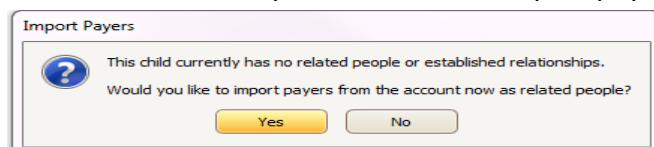
New Person

Cancel

- Click on the information and relationships icon.



- You will be asked if you would like to import payers from the account. Click Yes.



Import Payers

This child currently has no related people or established relationships.
Would you like to import payers from the account now as related people?

Yes No

EMPLOYEE CHECK-IN/CHECK-OUT PROCEDURES (Continued)

8. Put a checkmark in the Pickup column and select Employee as the Primary Classroom.
Save>Exit

Photo	Name	Relationship	Lives With	Emergency	Pickup
No photo	Sarah L. Ford	Unknown	☐	☐	☒

9. Click on the Child Tracking icon.

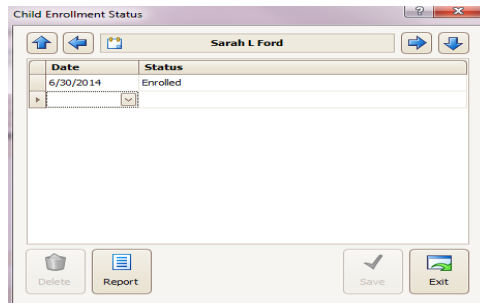


10. Arrow down to the bottom of the list. Expand the Employee options by clicking the small plus sign next to the word Employee. Put a check-mark in the field next to EDP Employee. Save>Exit.

Description	Selected
CCA Awareness	☐
Billing Status	Single Item
Monthly	☐
Drop In	☐
Summer Monthly	☐
Summer Drop In	☐
Grade Level	Multi Item
Pre-K	☐
Kindergarten	☐
First	☐
Second	☐
Third	☐
Fourth	☐
Fifth	☐
Employee	Multi Item
EDP Employee	☒

11. Click on the Enrollment Status icon, and enter the current date and a status of enrolled.
Save>Exit.





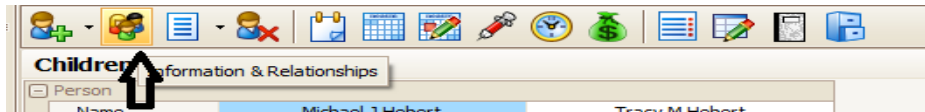
EMPLOYEE CHECK- (Continued)

IN/CHECK-OUT PROCEDURES

Employees will need to register at the check-in computer in order to be able to clock in and out. You will give them a temporary number they will use just once in order to register. You may generate a registration number for one particular person or for everyone at once.

To Generate a Registration Number for One Particular Person:

1. To generate a registration number for one particular person, you will look up the account and select the employee's name in the child section.
2. Click the Information and Relationships icon on the child toolbar.



3. Dbl-click the photo or name of the pickup person to access their Person Information screen.
4. Click the New Register button to generate a temporary Registration Number for this person.

Note: The Registration Number is valid for 7 days. After that, just repeat the above steps to generate a new one.

5. Give the Registration Number to the employee. Have them use their number to register at the check-in computer (instructions to follow).

To Generate a Registration Number for Everyone at Once:

1. From the main screen of Family Data & Accounting, go to Functions>Attendance Tracker>Temporary Registration.
2. Then print a report showing the numbers. Go to Reports> Standard Reports> Attendance Tracker> Registration > Temporary Registration.

Register to Check In

Before checking in the very first time each employee will need to register at the check-in computer using the temporary Registration Number you gave them.

1. At the check in computer select the Register button and follow the on screen prompts.

2. The person will be asked to enter a personal ID number of their choosing. (The number cannot be sequential like 1234 or 4567 or repetitive like 1111 or 2222).
3. The person will be asked to place their fingerprint on the fingerprint reader and follow the instructions.

EMPLOYEE CHECK-IN/CHECK-OUT PROCEDURES (Continued)

How to Check In

All employees will check themselves in each day using the fingerprint scanner.

In order for an employee to check in they must:

1. Be enrolled as of the current date
2. Be assigned to a Primary Classroom of Employee
3. They must be added as a child to their own account and assigned as a pickup person.
4. Child tracking must be set to EDP Employee

Employee Check In/Out

1. At the check-in screen select Start Here.
2. Follow prompt to place finger on scanner.
3. Choose Finish.

Note: All employees are required to check in and out each day using the finger scanner.

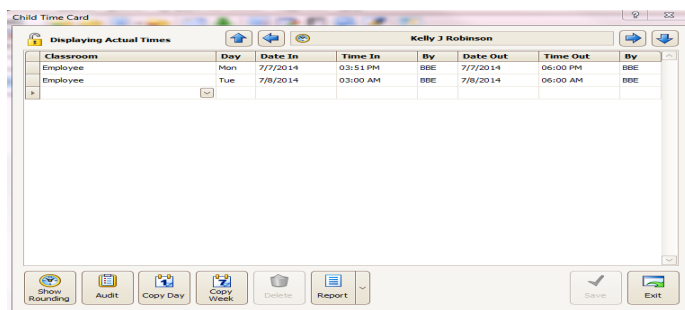
If an employee forgets to check in or out, you may enter their time manually on their timecard. This should only be used in instances that employees forget to clock in or out. This should not be the normal process for recording time.

To enter time manually on time card:

1. Click the Time Card icon.



2. Enter Employee as the classroom and enter the date/time in and out. Save >Exit.



EMPLOYEE CHECK-IN/CHECK-OUT PROCEDURES (Continued)

Payroll Reports

You will need to print Child Time Card Detail w/ Signature report for each week of the pay-period. Each employee will need to sign his/her weekly reports verifying the accuracy of the report. These reports will be used to complete EDP payroll. These reports will replace the Employee Sign In/Out Sheets. They are to be kept on file and will be requested whenever the program is audited. When entering the time on the supplemental payroll form, you should round the total time for the week to the nearest 15 minute interval.

To Run a Child Time Card Detail w/ Signature report:

1. Reports > Standard Reports > Attendance Tracker > Time Card > Child Time Card Detail w/ Signature
2. Select Date Range and enter the week's date range, then click Ok.
3. Select Filter > Primary Classroom > Is > Put Checkmark next to Employee > Exit > Run Report > Print

Test School
Time Card Detail
 7/6/2014 to 7/12/2014

Ford, Sarah L -- DOB: 7/30/1990

	Date In	Time In	Rounded	By	Time Out	Rounded	By	HH:MM	Days
Week of: 7/6/2014									
Employee	7/7/2014	03:48 PM	03:45 PM	SLF	05:50 PM	05:50 PM	BBE	2:05	•
Employee	7/8/2014	03:50 PM	03:50 PM	BBE	05:50 PM	05:50 PM	BBE	2:00	•
Employee	7/9/2014	04:00 PM	04:00 PM	BBE	06:00 PM	06:00 PM	BBE	2:00	•
								6:05	3
Grand Totals:								6:05	3

I declare under penalty of perjury that the foregoing Attendance Records are true and correct .

Signed by: _____ Date: _____

Financial Statement Reports

On the first working day of the new month, you will begin by performing Automatic Contract and Formula Billing so that all of your monthly and drop-in fees are billed to the ledger cards. Next, you will need to print the following reports as of the prior month's date range (ie. On September 1st, you would print reports for August 1st – August 30th.) The Specific Summary and Account Aging will be used to complete your financial statement coversheet. Both of these reports must be attached to your financial statement coversheet and submitted to the Internal Auditing Department by due date. You should maintain an approved file copy of all financial statements submitted.

- 1. Total Summary – Primary Accounts Only** (Use to complete financial statement coversheet)

Reports > Standard Reports > Family Accounting > Charge/Credit Summary > Total Summary – Primary Accounts Only

Select the month's Date Range > Run Report > Print

Use the Total Summary – Primary Accounts Only report to complete numbers 1-4 of the financial statement coversheet.

- 2. 30 Day Account Aging** (Use to complete financial statement coversheet)

Reports > Standard Reports > Family Accounting > Account Aging > Primary Accounts @ 30 Day Aging

Select the prior month's Date Range > Run Report > Print

Use the 30-Day Aging Report to complete the Breakdown of Accounts Receivable section of the coversheet.

*The 'Total Amount Owed to EDP' from the Breakdown of Account Receivable section should always match the 'Ending Accounts Receivable Balance' on line 4.

Review the 30-Day Aging Report and highlight all accounts with a balance of **\$50 or more** in the **Balance** column. Then, record those accounts on the **Extended Day Collections Checklist** in the same order they appear on the 30-Day Aging Report.

3. Standard Customer Statement (Keep a copy on file and give a copy to parent)

Reports > Standard Reports > Family Accounting > Account Statement > Standard Customer Statement

Select the month's Date Range as the **first day of the prior month through the first day of the new month**> Run Report > Print

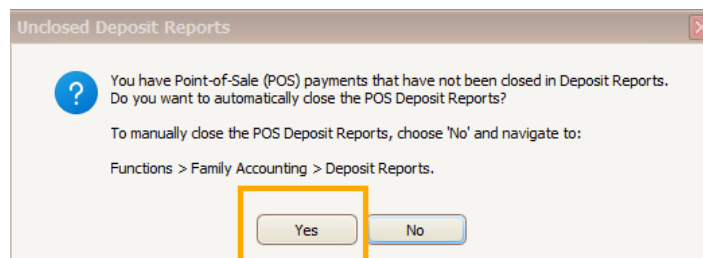
Note: We want to run the Customer Statement report's date range to include the billing done on the 1st so that parents will know their current balance due whenever they receive their statement.

Daily Process Tuition Express

Each day you need to process Tuition Express. This will close credit card payments listed on the current deposit report. Do not manually close credit card payments onto deposit reports. If you see a credit card payment in the current deposit report list, you will need to process Tuition Express in order to close the payment on a deposit report.

To Process Tuition Express:

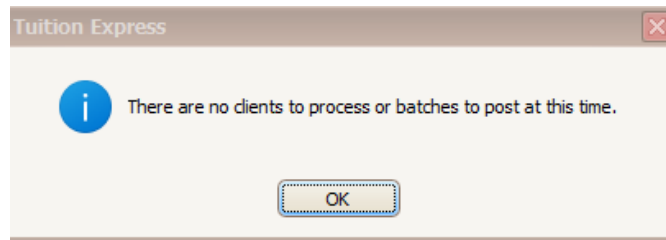
1. From the main screen of Family Data & Accounting go to *Tuition Express >Process Tuition Express*
2. Once you have connected to Tuition Express any new online batch information will be noted on screen.
 - a. If there are no bathes to post, click *OK* and *Exit*. That's all there is to it.
 - b. If payments are found that need to be closed, click yes.



3. Click *Next* to close the payments on Deposit reports.



4. When it is complete, there will be a notification that there are no clients to process or batches to post at this time. Click *OK* and *Exit*.



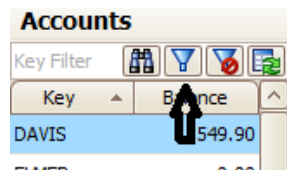
End of School Year Instructions

At the end of the school year, after completing the May financial statement, complete the following steps:

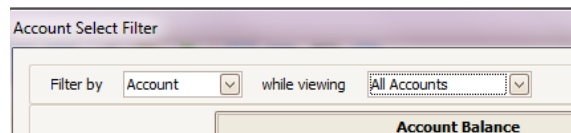
1. Withdraw all students

At the main screen of Family Data & Accounting:

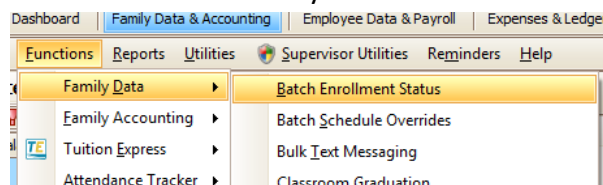
- a. Click the Select Filter icon (looks like a funnel)



- b. From the Account Select Filter Screen Select Filter by Account while viewing All Accounts, Exit



- c. Select Functions>Family Data>Batch Enrollment Status



- d. From the Batch Enrollment Status screen, leave the post date as today's date and select the status of "Withdrawn" from the Status drop-down box.
- e. Select Apply to All
- f. Place a check-mark in the column heading to select all students

Name	Date	Status
Sam B Manning	1/15/2015	Withdrawn
LANE J SMITH	1/15/2015	Withdrawn
Ashton J Elmer	1/15/2015	Withdrawn
Hailey S Jones	1/15/2015	Withdrawn
Billy S Ryan	1/15/2015	Withdrawn
Maggie M Williams	1/15/2015	Withdrawn
Cannon E Williams	1/15/2015	Withdrawn
Brody M Adams	1/15/2015	Withdrawn
Johnny J Adams	1/15/2015	Withdrawn
Kate J Adams	1/15/2015	Withdrawn
Louie S Adams	1/15/2015	Withdrawn
Lucy A Davis	1/15/2015	Withdrawn
Samantha S Davis	1/15/2015	Withdrawn

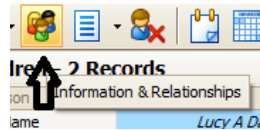
Withdraw All Students (Continued)

- g. Save

(You will get a message that some items could not be saved. This is because some students may already have the status of withdrawn. Click Okay, then click the 'X' on the top right of the screen to Exit.)

2. Change the Primary Classroom for all students to Unknown

- a. Select the Information & Relationships icon on the child toolbar

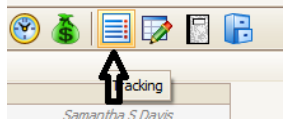


- b. Select Unknown in the Primary Classroom drop-down box (upper right of screen)
- c. Save > Exit

Photo	Name	Relationship	Lives With	Emergency	Pickup
No photo	Hope J Davis	Mom	☒	☒	☒
No photo	Gary G Davis	Dad	☒	☒	☒

3. Remove all selections in Child Tracking for all students

- a. Select the Child Tracking icon on the child toolbar.



- b. Click on each check-mark/selection to remove all selections in Child Tracking.

Note: It is not necessary to delete billing boxes. In V10, students with an enrollment status of Withdrawn will not be billed whenever automatic contract billing and/or automatic formula billing is performed. Additionally, summer program billing is set up separately than school year billing; therefore, you do not need to delete your school year billing boxes. Billing Boxes will only need to be modified for students that enroll the next school year with a different tuition status than the current year.

Summer Program Instructions

After completing the end of school year instructions, you will need to complete the following steps to set up students that will be attending the summer program:

Separate Summer Registration Forms into two alphabetized stacks (students already set up in Procure and new students that will need to be set up.)

Steps to edit families for summer program

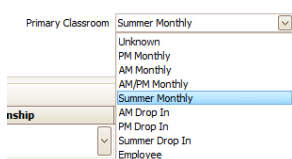
- a. Select the Enrollment Status icon on the child toolbar. Set enrollment status as Enrolled.



- b. Select the Information & Relationships icon on the child toolbar.

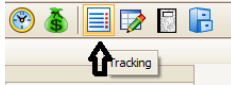


- c. Change Primary Classroom from Withdrawn to either Summer Monthly or Summer Drop In.



d. While still in the Child Information & Relationships screen, add/delete authorized pick-up persons to match the summer registration form. (Be sure to leave child as authorized pick-up on his/her own account so that he/she will be able to check in at the check-in station.)

e. Select the Child Tracking icon on the child toolbar. Select the applicable selections under Child Forms, Billing Status (select either Summer Monthly or Summer Drop In), and Grade Level.



f. Make sure that Tuition Express is Enabled (refer to page 18 for instructions)

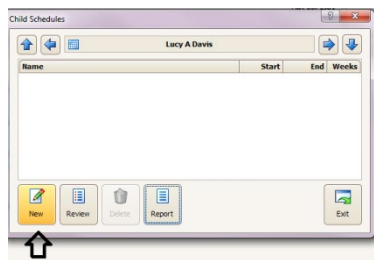
How to Set Up Schedule for Summer Monthly Students

Summer Monthly students should be credited any week that the student is absent for an entire week (Monday-Friday). Students should be credited at the weekly rate of \$70 (first child) and \$40 (additional child). Partial weeks will not be credited. In order to be able to run an absent report, you will need to apply a summer schedule to all summer monthly students.

1. From the main screen of Family Data & Accounting, select the Schedule icon on the child toolbar.



2. Click New



3. Under Schedule Name, select Summer.
4. Enter the Start Date and End Date of your Summer Program.

Schedule Detail - New

Lucy A Davis

Schedule Name: Summer Start Date: 5/27/2015 End Date: 8/7/2015

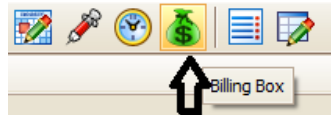
Classroom Name	Day	In	Out
Summer Monthly	Mon	06:00 AM	06:00 PM
Summer Monthly	Tue	06:00 AM	06:00 PM
Summer Monthly	Wed	06:00 AM	06:00 PM
Summer Monthly	Thu	06:00 AM	06:00 PM
Summer Monthly	Fri	06:00 AM	06:00 PM

- Click Save, then Exit.
(Repeat steps 1-5 above for all summer monthly students.)

How to set up Billing Box for Summer Monthly Students:

(You do not need to delete the billing box entries from the school year. You simply need to add entries for summer billing.)

- Select the Billing Box icon on the child toolbar.



- At the top of the Billing Box, leave Billing Applies to Standard Billing (all schedules)

Child Billing Box

Billing Applies to...

Standard Billing (all Schedules)

Current Schedule: 1/14/2015 - 1/31/2015

- Select the Contract Billing Tab
- Under Ledger, Select the Primary Payer. Under Cycle, Select Summer Monthly, Under Description, Select Summer Monthly. The summer monthly fee will automatically be reflected in the amount column.

Note: It is okay if there are additional lines in the billing box from the school year. As long as you set up your summer billing entries with the Summer Monthly Cycle and Description, only summer charges will be posted when you do automatic billing in the summer.

How to set up Billing Box for Summer Monthly Students:

- Repeat steps above for additional children in the family. For additional children, you will also need to add a line for the additional child discount. Under Ledger, Select the Primary Payer. Under Cycle, Select Summer Monthly. Under Description, Select Summer Additional Child Discount. The additional child discount amount will automatically be reflected in the amount column.

Contract		Billing Formulas			
Ledger	Cycle	Description	Comment	Amount	
DAVIS Primary, Hope J Davis	Summer Monthly	Summer Monthly		300.00	
DAVIS Primary, Hope J Davis	Summer Monthly	Summer Add'l Child Discount		130.00	

- Select the Billing Formulas Tab. Make sure there is a Late Pickup Formula entered. (This should have already been done when the child was initially set up in ProCare during the school year. If there is not a late pickup formula, you will need to set one up. Refer to page 16 for instructions.)

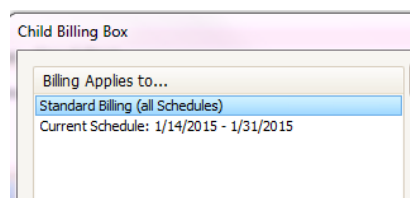
How to set up Billing Box for Summer Drop In Students

(You do not need to delete the billing box entries from the school year. You simply need to add entries for summer billing.)

1. Select the Billing Box icon on the child toolbar



2. At the top of the Billing Box, leave Billing applies to Standard Billing (all schedules)



3. Select the Billing Formulas Tab
4. Select New Formula

5. Under Ledger, select the Primary Payer
6. Under Formula name select Summer Drop In 1st Child (or Summer Drop In Additional Child when setting up additional children in the family)
7. Under Description, Select Summer Drop In
8. In the Value Field:
 1. For Drop In 1st Child enter \$20 for both the half day rate and the full day rate.
 2. For Drop In Additional Child Enter \$15 for both the half day rate and the full day rate.

Billing Formula Editor

Samantha S Davis

Ledger: DAVIS Primary, Hope J Davis Formula Name: Summer Dropin 1st child

Description: Summer Drop In Comment:

Variables

Name	Comment	Mask	Value
halfda	Half day rate	####.##	20.00
fulda	Full Day Rate	####.##	20.00

9. Save > Exit

How to set up Billing Box for Summer Drop In Students (Continued)

10. Make sure there is a Late Pickup formula entered. (This should have already been done when the child was initially set up in ProCare during the school year. If there is not a late pickup formula, you will need to set one up. Refer to page 16 for instructions.)

Note: It is okay if there are additional formulas in the billing box from the school year. As long as you set up your summer formula with the Formula Name Summer Dropin 1st child or Summer Dropin Add'l child, only summer charges will be posted when you do automatic formula billing in the summer.

Steps to set up new summer students:

Follow instructions on pages 3-12 to enter the account, set enrollment status, and set tracking items. Follow instructions above to set up billing boxes for summer monthly and summer drop in students. Also, make sure that Tuition Express is enabled (refer to page 18 for instructions)

Note: You can filter accounts (by child) to show only enrolled students so that only summer students show in your account listing. (Refer to page 29 for instructions on filtering accounts.)

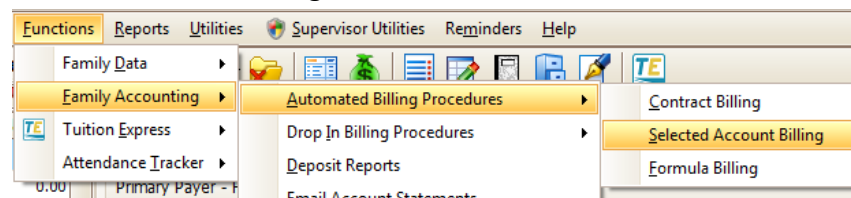
How to Post Registration/Insurance Fees for all Summer Students

Procare V10 allows you to post registration/insurance fees for all students at once. After all of your summer students have been set up in ProCare, complete the following steps to apply registration/insurance fees to all summer students' ledger cards.

From the main screen of Family Data & Accounting:

1. Click Functions> Family Accounting> Automated Billing Procedures>

Selected Account Billing



2. Leave the post date as the current date
3. Leave the Ledger Card as the Primary Account Ledger
4. For Description, select Summer Reg/Ins. The amount will default to \$40.00.
5. While still in the Automated Selected Account Billing screen, click the Select Filter icon.

6. At the Account Select Filter Screen, Filter by Child while viewing All Accounts.
7. Select Enrollment Status, Enrolled, As of Today, Exit

8. Click Next
9. Place a check-mark in the column header to include all accounts.
10. Click Post, then Exit.

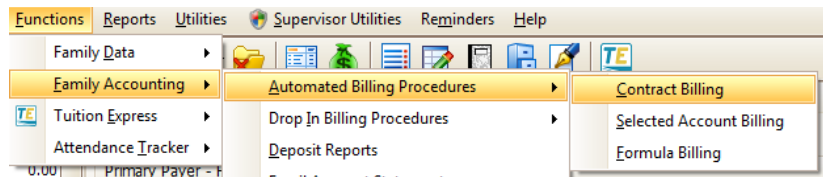
Automatic Contract Billing – Summer Program

Automatic Contract Billing should be done on June 1 and July 1. This will bill all of your summer monthly students. (If your program is open days in May and/or August, monthly students should be billed at a daily rate of \$14 (first child) and \$8 (additional child) for the days attended. These charges will not be posted when formula billing or contract billing is performed. These charges must be manually entered on the students' ledger cards. You should use your Currently Checked In report for the day to post these charges for monthly students that attend prior to June 1 and/or after July 31.)

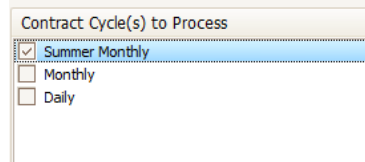
How to perform Automatic Contract Billing in the Summer

Begin at the main screen of Family Data & Accounting:

1. Click Functions>Family Accounting>Automated Billing Procedures>Contract Billing



2. Check the Contract Cycle Summer Monthly



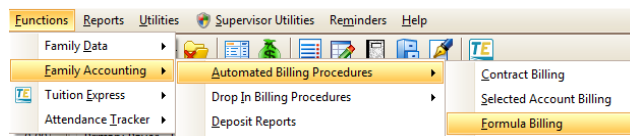
3. The “Enrolled As Of” Date and the Post Date will default to the current date. Do not change the dates.
4. Leave the Default Multiplier as 1.00.
5. Leave the check mark to Include Child’s Name in Comment.
6. Click Next.
7. Select the accounts you wish to process. Click Post, then Exit.

Automatic Formula Billing – Summer Program

Each day you will process Formula Billing for the day before. This will automatically charge drop in fees and late pick up fees to the ledger cards for drop-in students that attended and students that got picked up after 6:00.

At the main screen of Family Data & Accounting:

1. Click Functions> Family Accounting > Automated Billing Procedures > Formula Billing



2. Under Billing Formulas to Process select: Late Pickup, Summer Drop In 1st Child, and Summer Drop In Add'l Child.

Billing Formula(s) to Process
☐ Dropin PM 1st child
☐ Dropin PM 2nd child
☒ Late pickup
☒ Summer Dropin 1st child
☒ Summer Dropin Add'l child
☐ After Hours Pickup

3. Enter the post date as the day before
4. Leave the box checked by Include Child's Name in Comment
5. Enter the Date Range as the day before
6. Click Next
7. Select the accounts you wish to process. (If you place a check in the column header all accounts in the list will be selected.)
8. Click Post, then Exit.

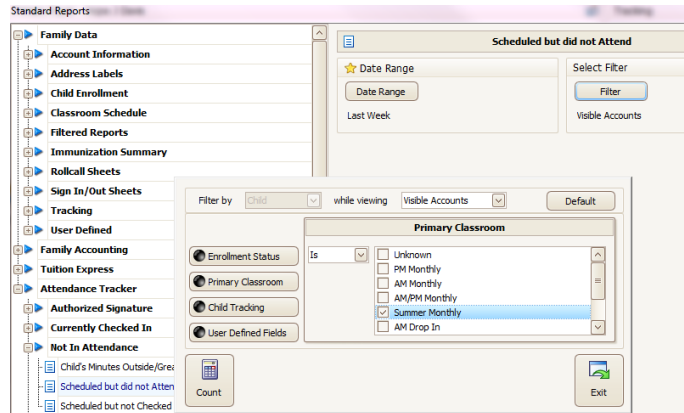
How to Post Credits for Summer Monthly Students that were Absent an Entire Week (Monday-Friday)

Every Monday, you will run a "Scheduled but not Checked In" report from the prior week. This will report will show Summer Monthly students that did not attend each day of the prior week. (This report will only work correctly if you have set up summer schedules for monthly students. Refer to page 50 for instructions on setting up summer schedules.)

Instructions to run Scheduled but did not Attend Report

1. From the main screen of Family Data & Accounting, click Reports> Standard Reports> Not in Attendance> Scheduled but did not Attend
2. Select Date Range as Last Week

3. Select Filter as Primary Classroom is Summer Monthly, then click Exit
4. Run Report, Print, Exit.



Review the report to identify students that were absent every day that week. You will need to manually post credits on the ledger cards of students that were absent all week. To do this, go to the ledger card, and select the Description of Credit Tuition. In the comment box include the child's name and the week's range that the student was absent. First children should be credited at a weekly rate of \$70 and additional children should be credited at a weekly rate of \$40.

THU	1/15/2015	Credit Tuition	Lucy absent 6/1-6/5	70.00	479.90
THU	1/15/2015	Credit Tuition	Samantha absent 6/1-6/5	40.00	439.90

How to Post Late Payment Fees for the Summer Program

(The process for assessing late payment fees in the summer is the same as the school year.)

Summer Monthly Tuition

- a. Monthly tuition is due on the 1st of the month.
- b. If tuition is not received in full by the 20th of the month, a late fee of \$20.00 per child will be assessed. Students will not be permitted to attend after the 20th of the month until all past due tuition and fees are paid in full.

Instructions for Assessing Late Payment Fees for Monthly Families:

On the first working day after the 20th of the month, complete the following steps:

1. Filter Accounts by Child and Select Primary Classroom of Summer Monthly, then Exit.
2. Functions > Family Accounting > Quick Ledger Posting
3. Arrow through each account. If there is a balance due, select description of Late Pmt Monthly. Enter the children's names in the comment section (you can see the children in the family on the screen behind the Quick Ledger Posting Box), enter the amount to be charged (\$20 per monthly enrolled child in family). Post, and move to next account.
4. Print a customer statement for the families that were assessed a late payment fee.
5. Reports > Standard Reports > Family Accounting > Account Statement>Standard Customer Statement > Enter Date Range from the 1st of the current month through the current date > Select the Filter Button > Select Account Balance > Select Greater than Or Equal To > Enter Amount of \$1.00 > Exit > Enter Report Message: "Your account is past due. Your child/children will not be permitted to return to Extended Day until your balance is paid in full. Thank you."
6. Run Report > Print
7. Give monthly parents a copy of their statement.
8. Do not allow children to return to EDP until balance is paid.

Instructions for Assessing Late Payment Fees for Drop In Tuition

(The process for assessing late payment fees in the summer is the same as the school year.)

- a. Drop In Tuition is due at the time the drop in service is utilized.
- b. A late payment fee of \$5.00 per child will be assessed when payment is not made the same day that the drop in service was provided.
 - a. Students may not utilize the drop in service if any past due balance is unpaid.

Drop In charges should be posted for the prior day using Formula Billing. After Drop In fees are posted, you will need to complete the following steps:

1. Filter Accounts by Child and Select Primary Classroom of Summer Drop In then Exit.
2. Functions > Family Accounting > Quick Ledger Posting
3. Arrow through each account. If there is a balance due, select description of Late Pmt Drop In. Enter the children's names in the comment section (you can see the children in the family on the screen behind the Quick Ledger Posting Box), enter the amount to be charged (\$5 per drop-in child enrolled). Post, and move to next account.
4. Print a customer statement for the families that were assessed a late payment fee.
 - a. Reports > Standard Reports > Family Accounting > Account Statement>Standard Customer Statement > Enter Date Range from the 1st of the current month through the current date > Select the Filter Button > Select Account Balance > Select Greater than Or Equal To > Enter Amount of \$1.00 > Exit > Enter Report Message: "Your account is past due. Your child/children will not be permitted to return to Extended Day until your balance is paid in full. Thank you."
 - b. Run Report > Print
 - c. Give Drop-In parents a copy of their statement.
 - d. Do not allow children to return to EDP until balance is paid.

Instructions to Close out the Summer Program

At the end of the summer program, complete the following steps:

1. Withdraw all students
 - a. Select the Family Data and Accounting Tab
 - b. Click the Select Filter icon (looks like a funnel)

- c. From the Account Select Filter Screen Select Filter by Account while viewing All Accounts, Exit
 - d. Select Functions>Family Data>Batch Enrollment Status
 - e. From the Batch Enrollment Status screen, leave the post date as today's date and select the status of "Withdrawn" from the Status drop-down box.
 - f. Select Apply to All
 - g. Place a check-mark in the column header to select all students
 - h. Save
 - i. (You will get a message that some items could not be saved. This is because some students may already have the status of withdrawn. Click Okay, then click the 'X' on the top right of the screen to Exit.)
2. Change the Primary Classroom for all students to Unknown.
- a. Select the Information & Relationships icon on the child toolbar
 - b. Select Unknown in the Primary Classroom drop-down box (upper right of screen)
 - c. Save > Exit
3. Remove all selections in Child Tracking for all students
- a. Select the Child Tracking icon on the child toolbar.
 - b. Click on each check-mark/selection to remove all selections.

Note: It is not necessary to delete billing boxes. In V10, students with an enrollment status of Withdrawn will not be billed whenever automatic contract billing and/or automatic formula billing is performed. Additionally, summer program billing is set up separately than school year billing; therefore, you do not need to delete your school year or summer billing boxes.

Instructions for Starting a New School Year

Separate Registration Forms into two alphabetized stacks (students already set up in Procure and new accounts that will need to be set up.)

How to Edit Families that are already set up in Procure

- a. Select the Enrollment Status icon on the child toolbar. Set enrollment status as Enrolled.

- b. Select the Information & Relationships icon on the child toolbar. Change Primary Classroom from Withdrawn to the selection indicated on the Registration Form.
- c. While still in the Child Information & Relationships screen, add/delete authorized pick-up persons to match the new Registration Form. (Be sure to leave child as authorized pick-up on his/her own account so that he/she will be able to check in at the check-in station.)
- d. Select the Child Tracking icon on the child toolbar. Select the applicable selections under Child Forms, Billing Status, and Grade Level.
- e. Select the Billing Box icon on the child toolbar.
 - 1. Modify the billing box (to correspond to the way that the parent indicated to be billed on the Registration Form. Refer to pages 13-16 for instructions on setting up the billing box. Be sure to review entries in both the Contract billing and Formula billing tabs to make sure that the account is set up correctly. Additionally, make sure that there is a late pick up fee formula set up in the formula billing tab. This should still be there from the prior school year and/or summer program. If you had a summer program, it is okay to leave summer billing entries in the billing box.)
- d. Make sure that Tuition Express is Enabled (refer to page 18 for instructions)

How to Set Up New Accounts In ProCare

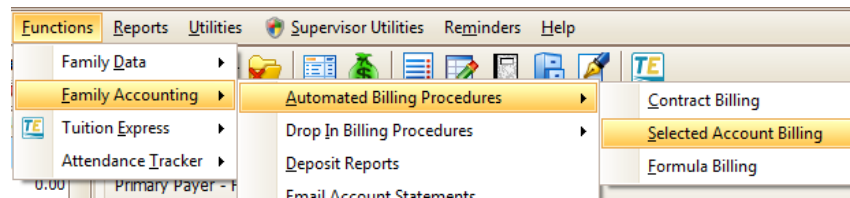
Refer to pages 3-18 for instructions to set up a new account.

How to Post Registration/Insurance Fees for all School Year Students

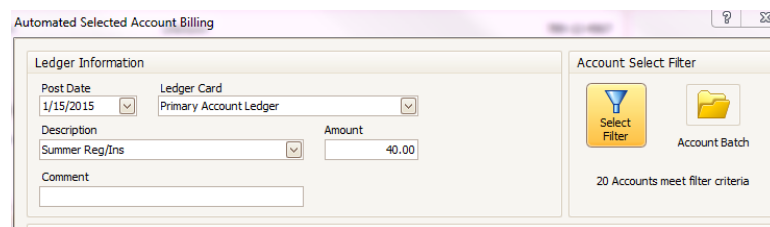
Procare V10 allows you to post registration/insurance fees for all students at once. After all of your school year students have been edited and/or set up in ProCare, complete the following steps to apply registration/insurance fees to all students' ledger cards.

From the main screen of Family Data & Accounting:

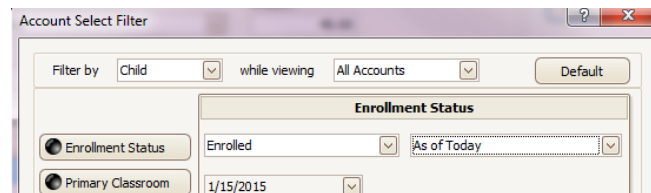
11. Click Functions> Family Accounting> Automated Billing Procedures> Selected Account Billing



12. Leave the post date as the current date
13. Leave the Ledger Card as the Primary Account Ledger
14. For Description, select Registration/Insurance. The amount will default to \$40.00.
15. While still in the Automated Selected Account Billing screen, click the Select Filter icon.



16. At the Account Select Filter Screen, Filter by Child while viewing All Accounts.
17. Select Enrollment Status, Enrolled, As of Today, Exit



18. Click Next
19. Place a check-mark in the column header to include all accounts.
20. Click Post then Exit.