

Invoicing in CoolCare 4

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Prerequisites

Before you start invoicing residents on CoolCare4 there are a few settings and lookups that you will need to configure. Please refer to the 'Financial Settings' and 'Financial Lookup' sections in the 'Getting Set Up' guide to assist you with configuring CoolCare4 for finance.

Resident Financial Detail

Resident's financial information is located within the 'Billing' section of the resident's record. Within the billing section you can manage a resident's weekly fee, contracts and accounts, funding type, contract references, billable extras, personal ledger, and view historical invoices.

Navigating to Contracts:

- Click on Residents on the left-hand side of the screen
- Click Resident Records
- Click on the resident record within the resident list
- Click on the Billing on the top bar
- Click Fee Contracts from the sub menu

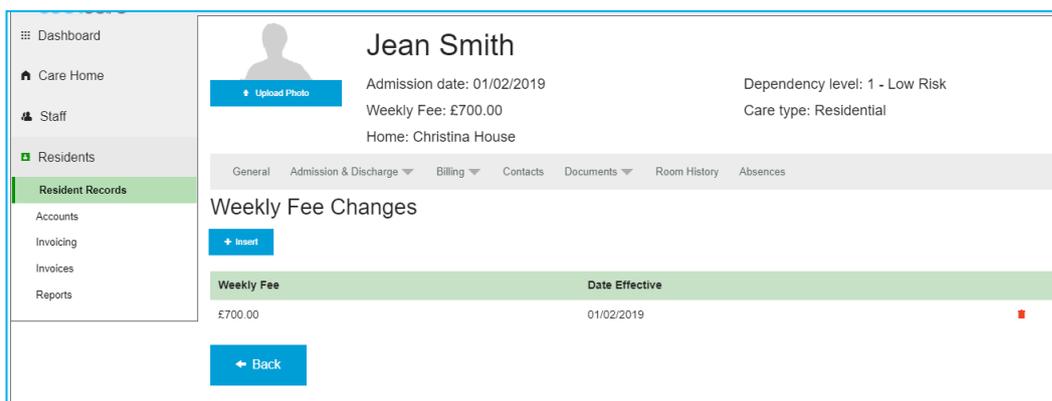
The screenshot displays the 'Fee Contracts' page for a resident named Jean Smith. The interface includes a left-hand navigation menu with options like Dashboard, Care Home, Staff, Residents, and Resident Records. The top navigation bar shows 'Billing' selected, with a sub-menu containing 'Fee Contracts', 'Billable Extras', 'Invoices', 'Ledger', and 'Accounts'. The main content area features a 'Warning - No Fee Contracts Found' message and a 'Fee Details' form. The form includes fields for 'Weekly Fee' (set to £0.00), 'Daily Fee', 'Funding Type' (set to 'Deferred'), 'Invoice Unique Reference', and 'Contract Number'. There is also a checkbox for 'Suspend all invoicing' and a 'Save' button. A bottom navigation bar shows 'Info - No Data Available'.

Weekly Fee

This is where you can manage the total weekly fee for the resident. It is important that this is kept up to date as this value is used within financial reports and warnings. You can view all historical weekly fee values by selecting the edit icon next to the weekly fee field.

To amend the weekly fee:

- Click on the Edit button next to the weekly fee
- Click Insert to add a new record, or select one of the existing records to amend it
- Enter the date in which the weekly fee came into effect
- Enter the weekly fee value
- Click Save



The screenshot displays the CoolCare4 interface for a resident named Jean Smith. The sidebar on the left contains navigation links: Dashboard, Care Home, Staff, Residents, Resident Records (highlighted), Accounts, Invoicing, Invoices, and Reports. The main content area shows the resident's profile with an 'Upload Photo' button, admission date (01/02/2019), weekly fee (£700.00), home (Christina House), dependency level (1 - Low Risk), and care type (Residential). Below the profile is a tabbed menu with 'General' selected. The 'Weekly Fee Changes' section features an 'Insert' button and a table with the following data:

Weekly Fee	Date Effective
£700.00	01/02/2019

A 'Back' button is located at the bottom left of the table area.

CoolCare4 residential users who do not have access to the financial section of CoolCare, can enter a weekly fee on initial creation of the resident's record. These users can also enter a weekly fee via the header of the resident record when no weekly fee has been entered. However, these users cannot make amendments to the weekly fee once a weekly fee record has been entered.

Funding Type

This is where you can set the resident's funding type, for example Private, LA or NHS. You can define the list of funding types available in your system within the group lookups, further information of the funding types can be found in the getting set up guide. To change the funding type, simply click on the funding type field and select the correct one from the drop-down list.

Invoice Unique Reference and Contract Number

Within these fields you can manage contract/financial references for the resident. The references entered into these fields can be pulled onto the residents' invoices, to be used for providing more information on invoices, or anonymising invoices.

For further information on customising invoice text please see the 'Overriding Individual Contracts' section within this guide.

The invoice unique reference can be automatically populated for you if the billing contract terms specifies that invoices should be anonymised, please see the 'Billing Contract Terms' in the 'Getting Set up' guide on how to turn this on.

Contract Setup

In order to bill residents through CoolCare4, you will need to create and manage fee contracts and accounts for each resident. Within the fee contracts section, you can set up the invoice schedule, payee details, override invoice text, nominal codes and tax values, manage contribution changes, add additional contract charges and credits, and manage contracts ending.

Fee Contract and Account

A fee contract and account should be created for each of the resident's financial contributions. Follow the steps below to insert and new fee contract and account.

- Navigate to the Fee Contracts Page
- Click Insert at the Bottom
- Enter the contract and account details (describe below)
- Click Save

Account Detail

The Account Details are the details of the fee contract payee. These details are included on printed invoices and included within export files for importing into accounting systems such as Sage.

The screenshot shows the 'New Fee Contract' form in the CoolCare4 system. The form is divided into several sections: 'Account Details', 'Account Address Details', and 'Contract Dates'. The 'Account Details' section includes fields for Account (a dropdown menu currently showing '--New Account--'), Account Reference (with an 'Auto-generate' checkbox), Contract (a dropdown menu), Payee Name, Payee Type (a dropdown menu), Telephone, Mobile, Fax, and Email Address. The 'Account Address Details' section includes an 'Address Search' button, a text input for 'Enter the Postcode', and four address lines (Address 1 to Address 4) and a Postcode field. The 'Contract Dates' section includes fields for 'Contract Start Date', 'Contract End Date', and 'Next Processing Due Date', each with a required field indicator. The form is part of a larger interface with a sidebar on the left showing 'Residents' and 'Resident Records' (with sub-items: Accounts, Invoicing, Invoices, Reports) and a top navigation bar with tabs for 'General', 'Admission & Discharge', 'Billing', 'Contacts', 'Documents', 'Room History', and 'Absences'.

Creating or Reusing Account

You can select an existing account from the Account drop-down list when accounts have been created for billable extras, or when you have a returning resident. Please note that accounts must be unique per resident record, if you have a returning resident you will first need to link the residents to the previous stay record via the previous admission sections before you can reuse the account on the new stay record.

Selecting 'New Account' in the Account drop down will enable you to enter the new account details for the fee contract.

Account Reference

You can enter your own account reference into the Account Reference field, or alternatively select Auto-generate for CoolCare to create an account reference for you when the fee contract is saved. The Auto-generate option uses the Home Prefix and resident name to create this.

Contract

Within the contract you should select the appropriate contract for the account, the options provided are from the billing contract terms lookup. When a contract is select, the fee contract and account will follow the configuration rules set up within the billing contract terms. For more information on Billing Contract Terms please see the 'Billing Contract Terms' section in the 'Getting Set up' guide.

Payee Type and Payee Detail

If the payee is NHS or Local Authority, and the contract is not private, the payee and address details will automatically be populated for you from the Billing Contract Terms.

If the payee is private or a private contribution, you will need to enter the contact details for the payee. The name and address details will be used for the recipient address on any invoices created.

Payment Detail

Payment details are where you set up the frequency, amount and the method in which the payee will be billed.

Repeat

Within the repeat select the correct billing cycle for the fee contract:

- Fixed Days - This will bill the resident repeatedly for a specified number of days. When selecting this option, you can enter the number of days the residents should be billed for per invoice. Calculation - $\text{Weekly Fee} / 7 \times \text{Number of days in invoice period}$.
- Anniversary - This will bill the resident on a calendar monthly basis. When selecting this option, you can enter the day in which the billing will be repeated on. Calculation: $\text{Weekly Fee} / 7 \times \text{Number of days in invoice period}$.
- Unit Month - This will bill the resident on a calendar monthly basis. When selecting this option, you can enter the day in which the billing will be repeated on. Calculation: $\text{Weekly Fee} \times 52 / 12$
- Unit 365 - This will bill the resident on a calendar monthly basis. When selecting this option, you can enter the day in which the billing will be repeated on. Calculation: $\text{Weekly Fee} / 7 \times 365 / 12$
- Unit 366 - This will bill the resident on a calendar monthly basis. When selecting this option, you can enter the day in which the billing will be repeated on. Calculation: $\text{Weekly Fee} / 7 \times 366 / 12$

Weekly Fee Contribution

In here enter the proportion of the total weekly fee that this fee contract is for. Once the fee contract is saved, the weekly fee value can only be amended via the contribution changes section. The main fee contract screen will display warnings is the weekly fee for the resident does not match the sum of the weekly fees across all fee contracts.

Payment Method

If you have setup custom footers based on payment method within the system configuration, the footer on the printed invoice will change based on the wording added to the custom footer for the chosen payment method.

For more information on setting up these Headers and Footers please see the Getting Set Up guide.

Contract Dates and Amount

Contract Start Date

This is the start date of the fee contract.

Contract End Date

This is the end date of the fee contract. Invoices will not be created after the end date. This date will automatically be populated when a resident is discharged.

Next Processing Due Date

This date is the date that you will be processing the invoice. This date will automatically update based on the billing frequency when an invoice is created, either calendar monthly or the specified fixed days.

First/Next Invoice Start

The start date of the first invoice to be billed. This date will automatically update based on the billing frequency when an invoice is created, either calendar monthly or the specified fixed days.

First/Next Invoice End

The end date of the first invoice to be billed. This date will automatically update based on the billing frequency when an invoice is created, either calendar monthly or the specified fixed days.

First Invoice Amount

When you have entered the first invoice dates the system will automatically calculate the amount for the first invoice based on those dates entered.

Overriding Invoice Text, Nominal Code and Tax Value

Within the group and home configuration you can set default invoice text, nominal codes and tax values for all fee contracts, see the 'Getting Set Up' guide for more information. Within the Override tab on the fee contract you can override the invoice text, nominal code and tax code for the individual fee contract.

Override Invoice Text

The invoice footer, invoice header text and invoice item text can all be overridden, the screenshot below shows where each field will display on the printed invoice.

Variable keywords can be used to customise the text. For example, you can use the variable \$CLINAME, which will populate with the client's name when printed. A full list of available keywords can be found by navigating to the system configuration, and hovering your cursor over the "?" next to the invoice header and item description fields.

The screenshot shows an invoice for Jane Drew at Essex Finance. The header includes the client's address and invoice details. The item section lists residential care services with a net amount of £2,800.00. The footer contains payment instructions and the registered office name. Callouts on the left identify the 'Header', 'Item', and 'Footer' sections.

Jane Drew Essex Finance 1 Isabella Road Garforth Leeds LS25 2DY		Invoice		Invoice No: 11
		Invoice Date: 12/03/2019	Account No: CHRDRE01	
<hr/>				
Service Details	Tax Code	Net Amount		
Residential Care for Jack Drew in Room 2 at Christina House for 28 days, from 12/03/2019 to 08/04/2019	EX			
Fees at £700.00 per week	EX	£2,800.00		
		Total Net:	£2,800.00	
		Total Tax:	£0.00	
		Invoice Total:	£2,800.00	
<hr/>				
Please pay all cheques to XXXXXXXXXXXXXXXXXXXX				
Registered Office: Training Group				

Override Tax Code

If a certain resident pays a different tax rate to others then you can override the VAT code that is used for them in their Fee Contract, if you need to change it back to the standard VAT code you can change it back to the – and it will revert to using the standard VAT code.

Override Nominal Code

If a resident requires to be billed under a different nominal code than the standard one to their type of care you can use the override in their Fee Contract to change it to another nominal code.

Contribution Changes

When a resident's weekly fees change you can set up a change in fee and specify what date that it will/did take place from. CoolCare will automatically work out any charges or credits and attach this to the fee contract ready for invoicing.

You should insert new contribution changes as new records, updating an existing weekly fee record should only be done to rectify a mistake.

To create a contribution change, follow the below steps.

- Navigate to the Fee Contracts section
- Click on the account that needs the fee changing
- Click contribution changes
- Click New Contract Change
- Enter the Date Effective
- Enter the Weekly Fee Contribution
- Click Save

The screenshot shows the 'Edit Fee Contract' page for Jack Drew. The page includes a navigation menu with tabs for General, Admission & Discharge, Billing, Contacts, Documents, Room History, and Absences. The 'Billing' tab is active, and the 'Contribution Changes' sub-tab is selected. A table titled 'New Contract Change' shows the following data:

Effective From	Weekly Contribution	Last Modified By	Date Modified
19/03/2019	£350.00	Sys Administrator	12/03/2019
12/03/2019	£700.00	Sys Administrator	12/03/2019

Below the table is an 'Invoice Adjustments' section with the following data:

Created	Amount	Description
12/03/2019	- £1,050.00	Overcharge from 19/03/2019 until 08/04/2019 when fee changed from £700.00 to £350.00

On the right side, there is an 'Activity Log' section with the following entries:

- 12/03/2019 12:55**
Sys Administrator created change effective 19/03/2019 at £350.00
- 12/03/2019 12:49**
Sys Administrator created change effective 12/03/2019 at £700.00

At the bottom left, there is a 'Back' button.

Future Fee Changes

When entering a future contribution change CoolCare will automatically change the fee contract weekly fee value on the date effective. If a future fee change occurs within the middle of an invoicing period the invoice will display two item lines displaying the two different weekly fee values and the total amount for each.

Backdated Fee Changes

When entering a backdated fee change CoolCare will automatically calculate the any credit or charges for the fee contract, these will be visible on the contribution changes tab within the invoice

adjustments section. These invoices adjustments will be processed with the next invoice for the fee contract.

Correcting Incorrect Fee Changes

If a contribution change has been added by mistake, it must be edited and changed the correct amount it should have been at the time, this may result in two contribution changes with the same value, however CoolCare will not see this as a contribution change.

Ad-Hoc Adjustments

Ad-Hoc adjustments can be used to add a one-off additional charge/credit. Ad-Hoc Adjustments will appear on the next invoice that is processed for the fee contract.

To add an Ad-hoc adjustment;

- Navigate to the fee contract section
- Click on the fee contract
- Click on Ad-hoc adjustment tab
- Enter amount, description and nominal code for the adjustment
- Click Create Charge

The screenshot displays the user interface for managing a fee contract for Jean Smith. The left sidebar contains navigation options: Care Home, Staff, Residents, Resident Records, Accounts, Invoicing, Invoices, and Reports. The main content area shows the resident's details: Jean Smith, Admission date: 01/02/2019, Weekly Fee: £700.00, Home: Christina House, Dependency level: 1 - Low Risk, and Care type: Residential. Below this, there are tabs for General, Admission & Discharge, Billing, Contacts, Documents, Room History, and Absences. The 'Billing' tab is active, and within it, the 'Ad Hoc Adjustments' sub-tab is selected. A message states: 'These will appear on the next invoice processed for the contract.' Below this is a table with columns: Created, Amount, Nominal Code, and Description. The table contains one entry: Created: 12/03/2019, Amount: £50.00, Nominal Code: 4001, Description: Addition charges for day trip 21/02/2019. Below the table is a form titled 'Add An Adjustment' with fields for Amount (with a currency symbol '£'), Description, and Nominal Code (a dropdown menu). At the bottom of the form are two buttons: 'Create Charge' and 'Back'.

Created	Amount	Nominal Code	Description
12/03/2019	£50.00	4001	Addition charges for day trip 21/02/2019

Absence Reductions

Resident fees can be reduced based on their absence from the home. This can be set up within billing contract terms, and will reduce the absences by a specified % after a specified number of days absent from the home.

Absence reductions can be seen within the invoicing section on the main screen and within the pre-process report. The absence reduction will display as an additional line within the invoice.

Invoicing

Process Date: 12/03/2019 | Mode: Contracts & Billable Extras | Billable Extras Cutoff: []

Resident	Room	Weekly Fee	Permanency	Invoices	Total Amount	
Jack Drew	2A		Permanent	0	£0.00	
Jean Smith	1A	£700.00	Permanent	1	£250.00	
Lucy White	3A		Permanent	1	£2,635.00	
Summary:					2	£2,885.00

Lucy White

Acc ref.	Amount	Invoice Type	Start Date	End Date
CHRWH101	£2,635.00	Fee Contract	13/02/2019	13/03/2019

Period	Description	Amount
13/02/2019 - 13/03/2019	Residential Care for Lucy White in Room 3 at Christina House for 28 days, from 13/02/2019 to 12/03/2019	£2,800.00
	Fees at £700.00 per week	£2,800.00
	Fee reduction for absence period 14/02/2019 - 10/03/2019	£(165.00)

Pre-process Report

Ending Contract

To end a fee contract simply navigate to the fee contract and enter a contract end date. If the contract ended during a period a resident has already been billed for a credit will automatically be created and will run off within the next billing cycle. If the contract end date is in the future, the billing will stop on the contract end date.

Automatically generated credits can be found within the Contribution Changes tab within the fee contract.

James West

Admission date: 01/02/2019 | Dependency level: 1 - Low Risk
 Weekly Fee: £0.00 | Care type: Residential
 Home: Christina House

General | Admission & Discharge | **Billing** | Contacts | Documents | Room History | Absences

Edit Fee Contract

General | Overrides | **Contribution Changes** | Ad Hoc Adjustments | Account Details

New Contract Change

Effective From	Weekly Contribution	Last Modified By	Date Modified
01/02/2019	£700.00	Sys Administrator	12/03/2019

Invoice Adjustments

Created	Amount	Description
12/03/2019	- £1,600.00	Credit for period 13/02/2019 to 28/02/2019, fees at £700.00 per week

Activity Log
 12/03/2019 13:09
 Sys Administrator created change effective 01/02/2019 at £700.00

Discharging Resident

When a resident is discharged CoolCare will automatically stop billing by entering a contract end date to the resident's fee contract, and will create a credit or charge if the resident has already been charged for a period after discharge or still due to be charged for it. This credit/charge will be ready to process on the next invoice due date.

Within the billing contract terms, you can set up rules such as how many additional days to bill after death, how many additional days to bill when the resident's needs cannot be met and if the discharge date should be billed for.

If a discharge has been entered incorrectly, a user can 'Undo' the discharge by deleting the discharge date out. When this is done the fee contract dates will need to be amended to ensure that the resident is billed correctly.

Billable Extras

If you charge Residents for extras through invoicing such as haircuts or chiropody appointments then you can use the Billable Extras section. Within the billable extra section, you can add in the billing details and add in the billable extras.

- Navigate to the Resident's Records
- Click on the Billing dropdown
- Click on Billable Extras

Managing Billable Extra Account

The account selected in the Billable Extras section is the account that is charged for all the Billable Extras added to the Resident's records. You can select an existing account from the drop down, or alternatively create a new account by selecting the 'New Account' option and entering the account details.

Creating Billable Extras

Billable extras can be added through the billable extra screen. Any unprocessed billable extras will appear within the list below the account details. Billable extras are processed through the invoicing section, further information can be found within the producing and exporting invoices section of this guide. To add a billable extra follow the steps below:

- Navigate to the Billable Extras
- Click Insert
- Enter the details.
- Click Save

The description will appear on the printed invoices as part of the billable extra item line.

The screenshot displays the 'Billable Extras' section for a resident named James West. The interface includes a sidebar with navigation options like 'Resident Records', 'Accounts', 'Invoicing', 'Invoices', and 'Reports'. The main area shows account information such as 'Admission date: 01/02/2019', 'Weekly Fee: £0.00', and 'Home: Christina House'. Below this, there are tabs for 'General', 'Admission & Discharge', 'Billing', 'Contacts', 'Documents', 'Room History', and 'Absences'. The 'Billing' tab is active, showing a form for 'Billable Extras Account Details' with dropdown menus for 'Account Required' (selected as 'James West (CHRWES01)') and 'Payment Method Required' (selected as 'BAC'). A '+ Insert' button is visible below the form. At the bottom, a table lists billable extras with columns for 'Date', 'Description', and 'Charge'. One entry is shown: '04/03/2019', 'Hair cut on 04/03/2019', and '£10.00'.

Producing and Exporting Invoices

Once all fee contracts and billable extras are setup, you can produce invoices via the invoicing section, and print and export them from the invoice section.

Producing Invoices

Producing invoices through the invoicing section will change a fee contract into an invoice ready for exporting and printing. When a fee contract is processed, the next invoice start, end and processing dates will automatically update ready for the next invoice cycle.

Follow the steps below to process your invoices:

- Click Residents on the left menu.
- Click on Invoicing.
- Select the Process Date
- Select the mode
- Select the billable extra cut off (if applicable).
- Check all fee contracts and warning messages.
- Click 'Pre-process' report.
- Check the Pre-process report is correct.
- Batch process invoices:
 - Select 'Batch Process All Invoices' or;

- Tick fee contracts to be processed then select 'Batch Process Selected Invoices'.
- Check the details and confirm processing by pressing 'Process'.

Process Date

Fee contracts ready for processing will only appear within the invoicing section if the next processing due date is before or equal to the Process Date. Any fee contract with a next processing due date in the future of the Process Date will not appear, and cannot be processed into an invoice.

The Process Date will be converted into the invoice date when invoices are produced.

Mode

Change the mode to choose if you would like to process billable extras and fee contracts together or separately.

Billable Extra Cut Off

This date determines when the last billable extra which will be produced, any billable extras with a date after this date will not be visible or processed.

Main Invoice Screen

Invoicing

Process Date: Mode: Contracts & Billable Extras Billable Extras Cutoff:

Resident	Room	Weekly Fee	Permanency	Invoices	Total Amount	
Jack Drew	2A		Permanent	0	£0.00	▲
Jean Smith	1A	£700.00	Permanent	1	£250.00	▲
James West	4A		Permanent	1	£(1,590.00)	
Lucy White	3A		Permanent	1	£2,635.00	
Summary:					3	£1,295.00

Jean Smith

▲ Weekly Fee does not equal total fee contract contributions

Acc ref.	Amount	Invoice Type	Start Date	End Date
CHRSMI01	£250.00	Fee Contract	01/02/2019	01/03/2019

Period	Description	Amount
01/02/2019 - 01/03/2019	Residential Care for Jean Smith in Room 1 at Christina House for 28 days, from 01/02/2019 to 28/02/2019	
	Fees at £50.00 per week	£200.00
	Addition charges for day trip 21/02/2019	£50.00

Pre-process Report

When selecting a resident in the top section, their invoice details will appear within the bottom

Warnings flags are displayed next to each resident where there is a potential issue, the full warning can be seen within the invoice drill down

Full invoice details can be seen by selecting the plus icon next to the invoice details

Pre-process Report

The pre-process report displays a list of all fee contracts which will be processed into invoices when pressing the batch process all invoices. This report should be checked thoroughly and invoices should only be processed when you are certain that all fee contracts are correct.

The report will include a breakdown of each fee contract and billable extra, including sub and total invoice amount, as well as the text which will be displayed on the invoice print out when created.

1 Jean Smith - Permanent		700.00
Contract: CHRSMI01 01/02/2019 - 01/03/2019		
Residential Care for Jean Smith in Room 1 at Christina House for 28 days, from 01/02/2019 to 28/02/2019	50.00	
Fees at £50.00 per week		200.00
Adjustments & Additional Charges:		
Addition charges for day trip 21/02/2019		50.00
	Contract Sub Total	250.00
	Total	250.00

When the report is open in your browser you can press CTRL+F on your keyboard which will bring up a search box, in here you can search for a resident or account and navigate straight to it.

Batch Process Selected and All

Once you have checked through the Pre-Process Report you then need to process the invoices. To do this you can either process all waiting invoices or selected invoices. To process selected ones, tick any resident or specific contract for that resident that you would like to process before pressing the batch process selected.

Acc ref.	Amount	Invoice Type	Start Date	End Date
Summary: 4 £1				
Pre-process Report				
Batch Process All Invoices				
Batch Process Selected Invoices				

Manually Adding Invoices and Items

If you need to edit invoices or insert an ad-hoc invoice you can do so in the Invoice List. Once the invoice has been marked as imported it cannot be edited or deleted, if you have marked it as imported and it needs correcting then you need to raise a credit or charge to correct the error.

Navigation to Invoices:

- Expand the Resident's section
- Click on Invoices

Invoices are created in two parts, the main invoice which includes the resident and account details, and the invoice items which includes each credit/charge and item descriptions.

Adding an Invoice:

- Navigate to Invoices
- Click Insert

- Complete the invoice details
- Click Save
- Click Add Invoice Items
- Complete the item details
- Click Save
- Repeat for all items until invoice is complete

Exporting Invoices

Once your invoices have been created you can export them out of CoolCare, ready to upload into your accounting software.

CoolCare can export invoices into formats ready for several different accounting packages, you should have configured CoolCare to your accounting software through the system configuration, for more details on this see the 'Getting Set Up' guide.

When exporting your invoices CoolCare will ask you to download a transaction file and an accounts file. You will need to upload the accounts file prior to uploading the transaction file to your accounting software. Please note that with some settings you may only need to download/upload one file.

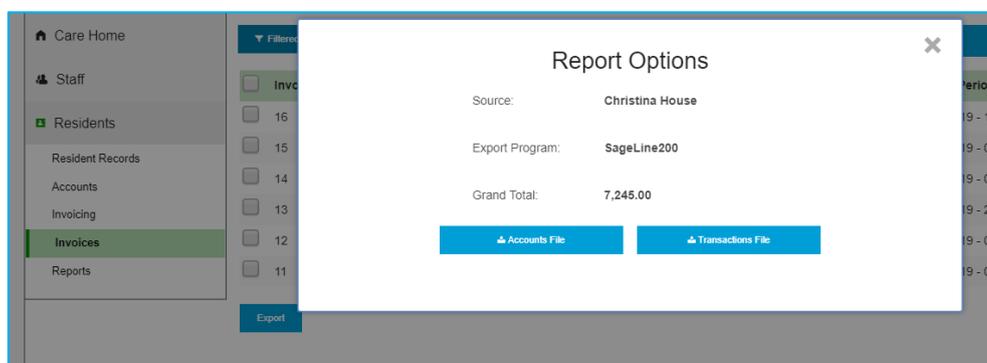
Once you have imported the invoices into your accounting software, you will need to mark all invoices as imported to ensure that they are not exported during your next invoice run.

Steps to Export Invoices:

- Navigate to the Invoices section.
- Click Filter.
- Click Waiting to be imported.
- Click Export
- Click 'Accounts File' and 'Transactions File' to download them.
- Save and upload the files to your accounting software.
- Click Actions.
- Click Mark Filtered Imported

Invoices can also be found within the billing section of the resident's file.

If you need to re-export an invoice you can do so by navigating into the invoice and selecting the controls tab, and unchecking the exported field. When this is done, the invoice can be exported via the steps above. However, the invoice cannot be edited.



Printing Invoices

Once you have your invoices ready to be sent out to the account holders you can print them out of CoolCare.

CoolCare has several invoice templates, you can configure which template to use within the system configuration section.

Once you have printed your invoices you should mark them as been printed so that you do not reprint them during your next invoice run.

You can print an invoice out as many times as you like, however if you mark it as printed it will not show in this list when filtering for waiting to be printed.

Printing Invoices:

- Navigate to the Invoices section
- Click Filter
- Select Waiting to be Printed
- Click Apply
- Select which invoices you would like to print
- Click Actions
- Click Print Selected
- Print your invoices
- Select 'Actions'
- Select mark selected as printed

Invoice Number	Date	Resident	Total	Fully Paid	Account Ref.	Invoice Period	Printed	Imported
16	22/05/2019	White	£2,635.00		CHRWHI01	13/02/2019 - 13/03/2019		
15	22/05/2019	Drew	£350.00		CHRDRE01	09/04/2019 - 07/05/2019		
14	22/05/2019	Smith	£250.00		CHRSMI01	01/02/2019 - 01/03/2019		
13	22/05/2019	4 A James West	-£1,590.00		CHRWES01	13/02/2019 - 28/02/2019		
12	12/03/2019	4 A James West	£2,800.00		CHRWES01	01/02/2019 - 01/03/2019		
11	12/03/2019	2 A Jack Drew	£2,800.00		CHRDRE01	12/03/2019 - 09/04/2019		

Reporting

There are several reports you can run off to assist you in making sure that your Invoice runs are accurate and complete. To get to the reports section follow the below steps.

- Click on Residents to expand the section
- Click Reports

Fee Discrepancies

This report will print a live list of any residents who have a discrepancy between their weekly fee and the total amount that their Fee Contracts add up to. The report can be run at group, company and home level.

Missing Contract

When running off this report you will get a live list of any residents that do not have at least one active Fee Contract in their record. The report can be run at company and home level.

Resident by Funding

This report will print off a live list of all the Residents and a breakdown of each of their funding types. You can filter this report by the types of Funding or print off a full list of all of the funding types. If a Resident has multiple Fee Contracts then they will show multiple times on the report, one for each Fee Contract they have. This report can be run at group, company and home level.

Invoice Analysis

This report will print off all invoices created within a specified date range, it will include the account reference for each individual invoice, the start and end date of the invoice, the invoice total and whether or not the invoice has been marked as printed or marked as imported. This report can be run at group, company and home level.

Income Analysis

This report can be found within the home reports. The report displays monthly income in an excel format, including occupancy figures, income figures and average fees by funding types. The report also displays a room by day sheet for further analysis.