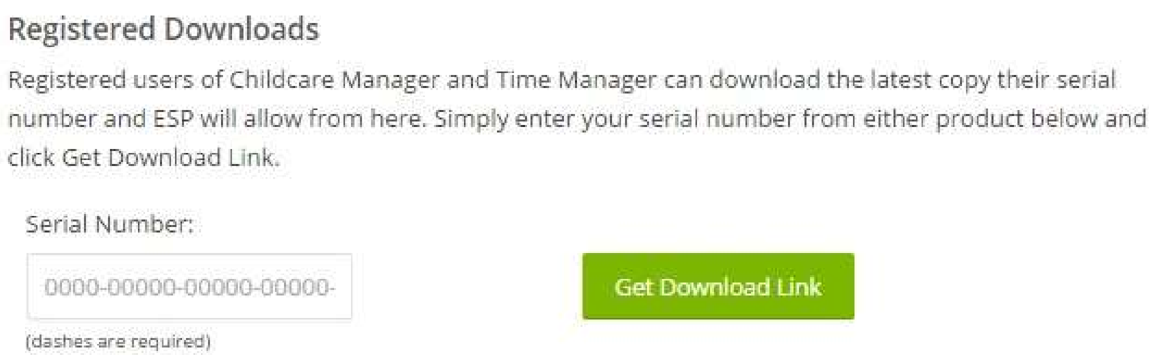
Contents

GETTING STARTED

If you already have Childcare Manager installed & registered, skip to Step 1.

To install Childcare Manager click here: http://www.childcaremanager.com/support/downloads.aspx

Enter your Childcare Manager serial number on the web page (see example below) to display the download link. Download & install Childcare Manager.



Open Childcare Manager. Click on the “I have purchased Childcare Manager” option. Enter your serial code and activate your program. Proceed to Step 1.

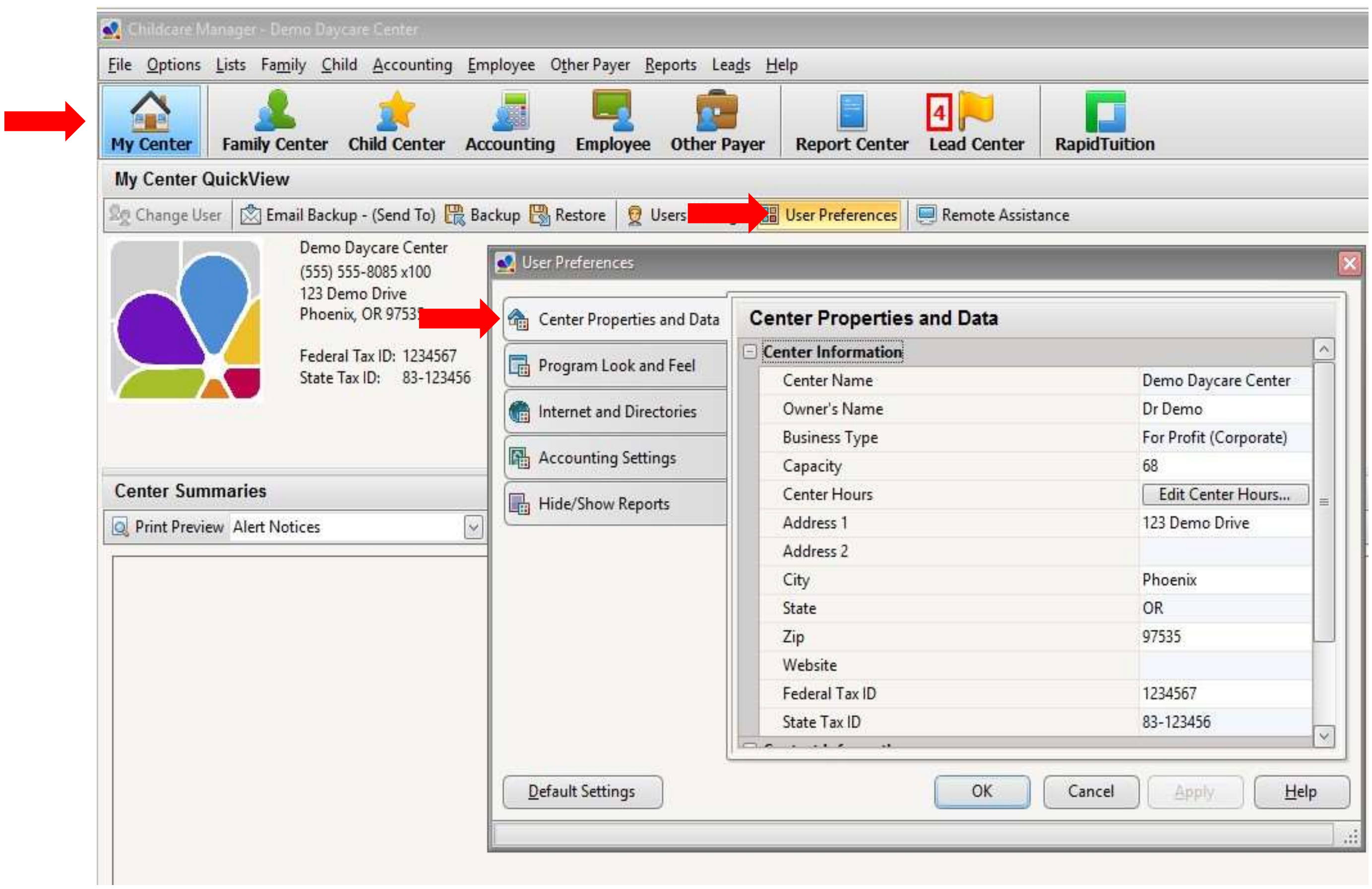
Need help? Call our Help Desk 1-800-553-2312 x 2, (M – F) 7am – 4pm PST.

STEP 1

SETTING UP YOUR CENTER

To begin, you want to set up your center information in User Preferences. To get to **User Preferences**, you can either click on **Options** from the dropdown menu at the top of Childcare Manager, or you can click on **My Center** from the main button bar**,** then choose **User Preferences** from the **My Center QuickView** button bar.

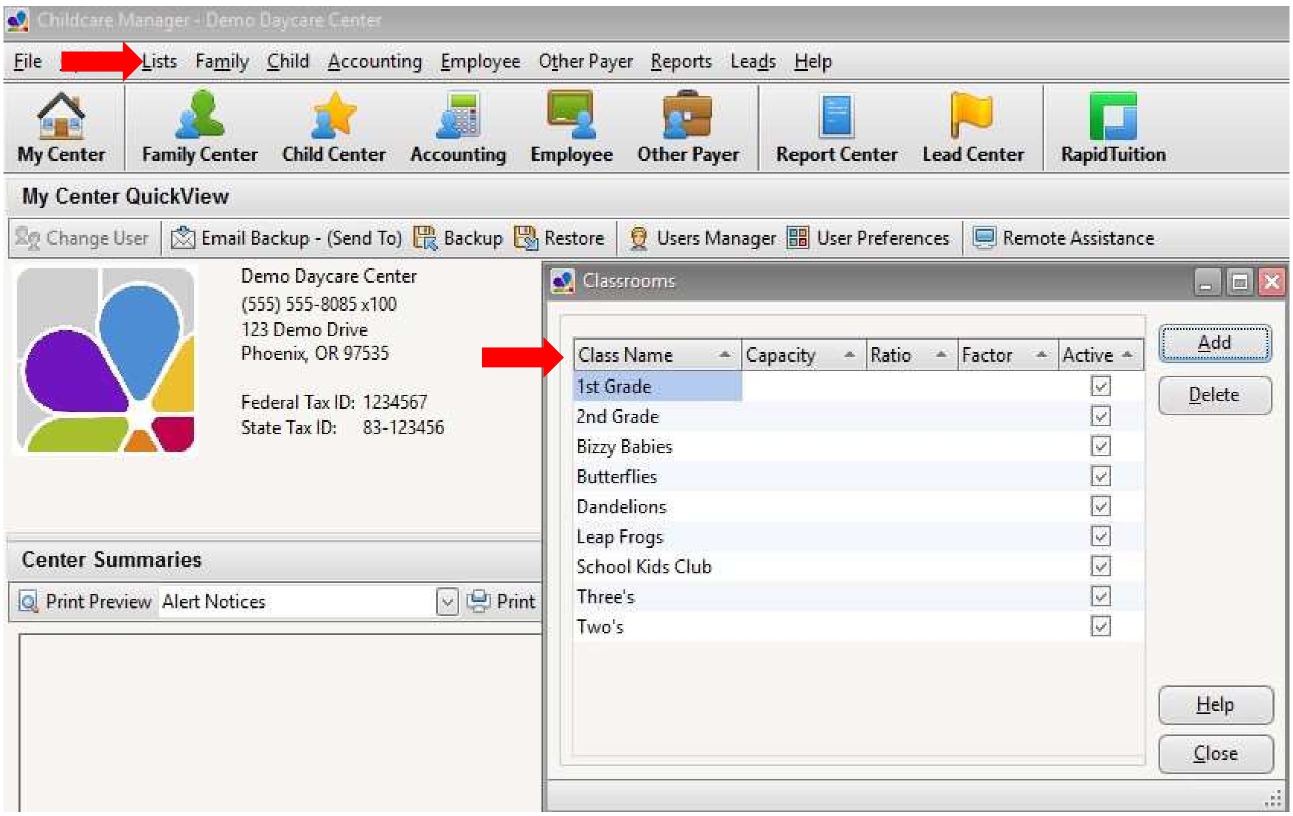
From the **User Preferences** menu, you will want to be in the tab called, **Center Properties and Data**. Next choose **Center Information.** Once there, you can populate the fields for your **Center Name**, and other pertinent information. The information you enter here will show up as the header on your reports, and on the statements that you send out to your parents. It's important to have the **Tax ID** entered, so your parents have the information they need for end of year tax preparation.



STEP 2
LISTS

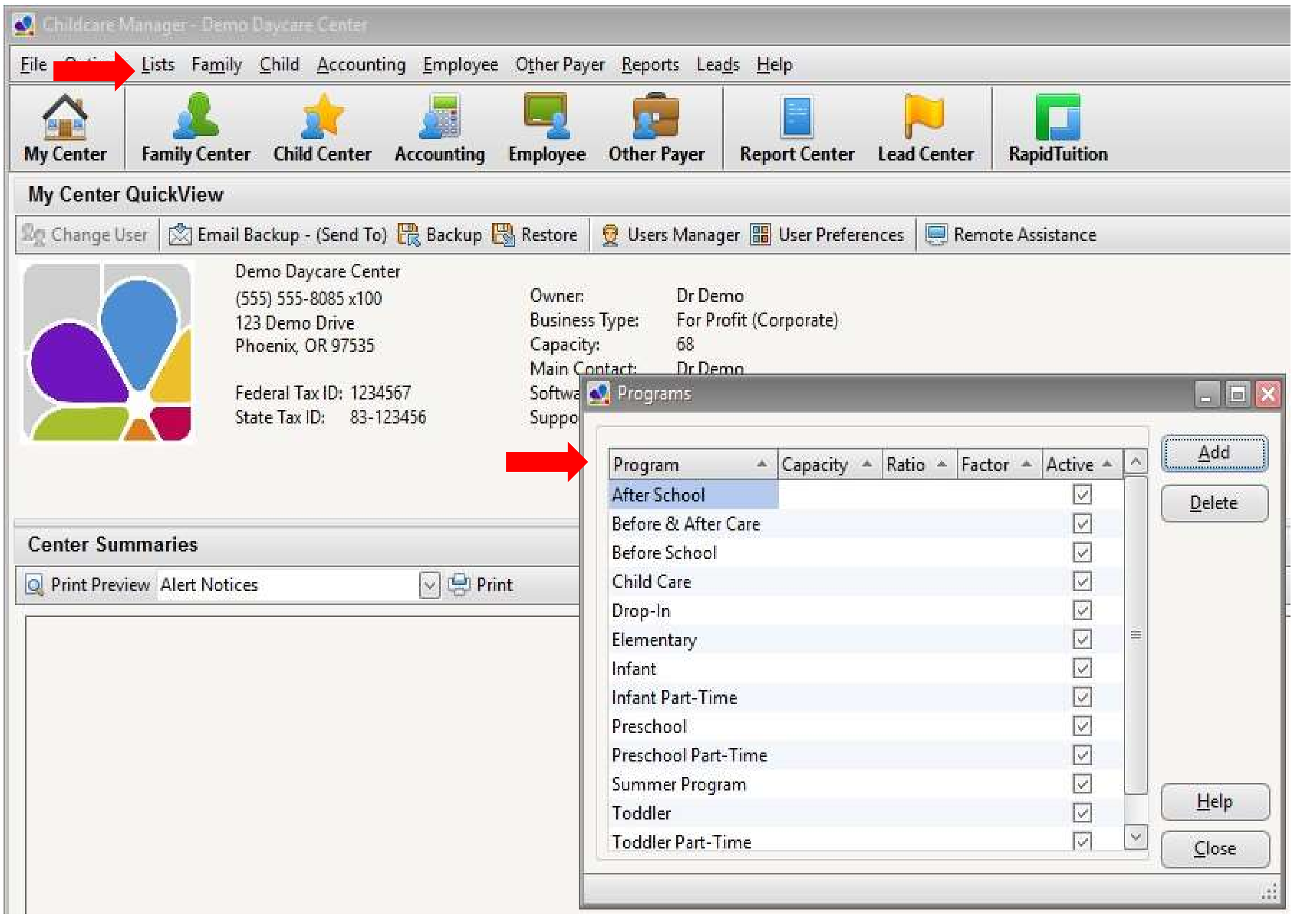
SETTING UP YOUR CLASSROOMS

Click on **Lists** from the dropdown menu at the top of the screen, then choose **Classrooms** from the dropdown. Here you can add your classroom names, room capacities and teacher/child ratios. Once you have these in your database, you will be able to assign children to a primary classroom, and then run reports based on the rooms and the children in each class.



<u>SETTING UP YOUR PROGRAMS</u>

Click on **Lists** from the dropdown menu at the top of the screen, then choose **Programs** from the dropdown. Here you can enter your **Programs.** Once you have these in your database, you will be able to assign children to different programs, such as Before and After School Care, Toddler, Infant etc. You can then run and filter reports using this information.



STEP 3

Family Center

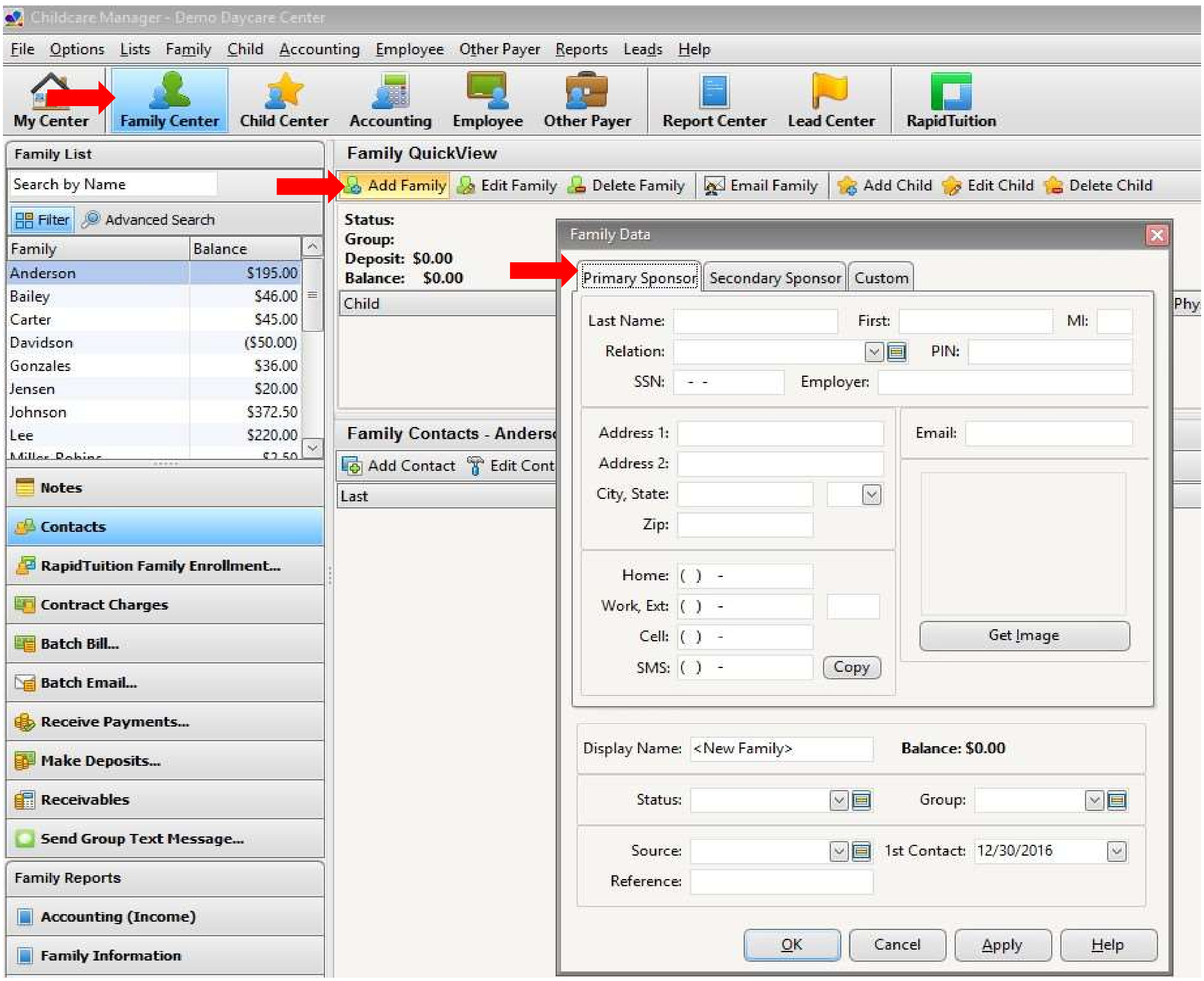
Add Families, Contacts, and Children

SETTING UP YOUR FAMILIES

Click on **Family Center** from the main button bar, then click on **Add Family,** located just under **Family QuickView**. You will be taken to the **Primary Sponsor** tab. This will generally be the parent or legal guardian that you have the most contact with, and will be the name that appears on the Statement you send out. All the information on this screen is optional, except **First** and **Last Name**, and **Status**. Remember, the more information you add, the more comprehensive your reporting capabilities will be. Once you fill out the information for the **Primary Sponsor**, then do the same for the **Secondary Sponsor,** which is the second parent, if applicable.

NOTE: If you purchased Time Manager to track attendance, enter a 4-digit unique **PIN** number for each Sponsor. You might want to use the last 4 digits of a cell phone or SS number to make it easy to remember.

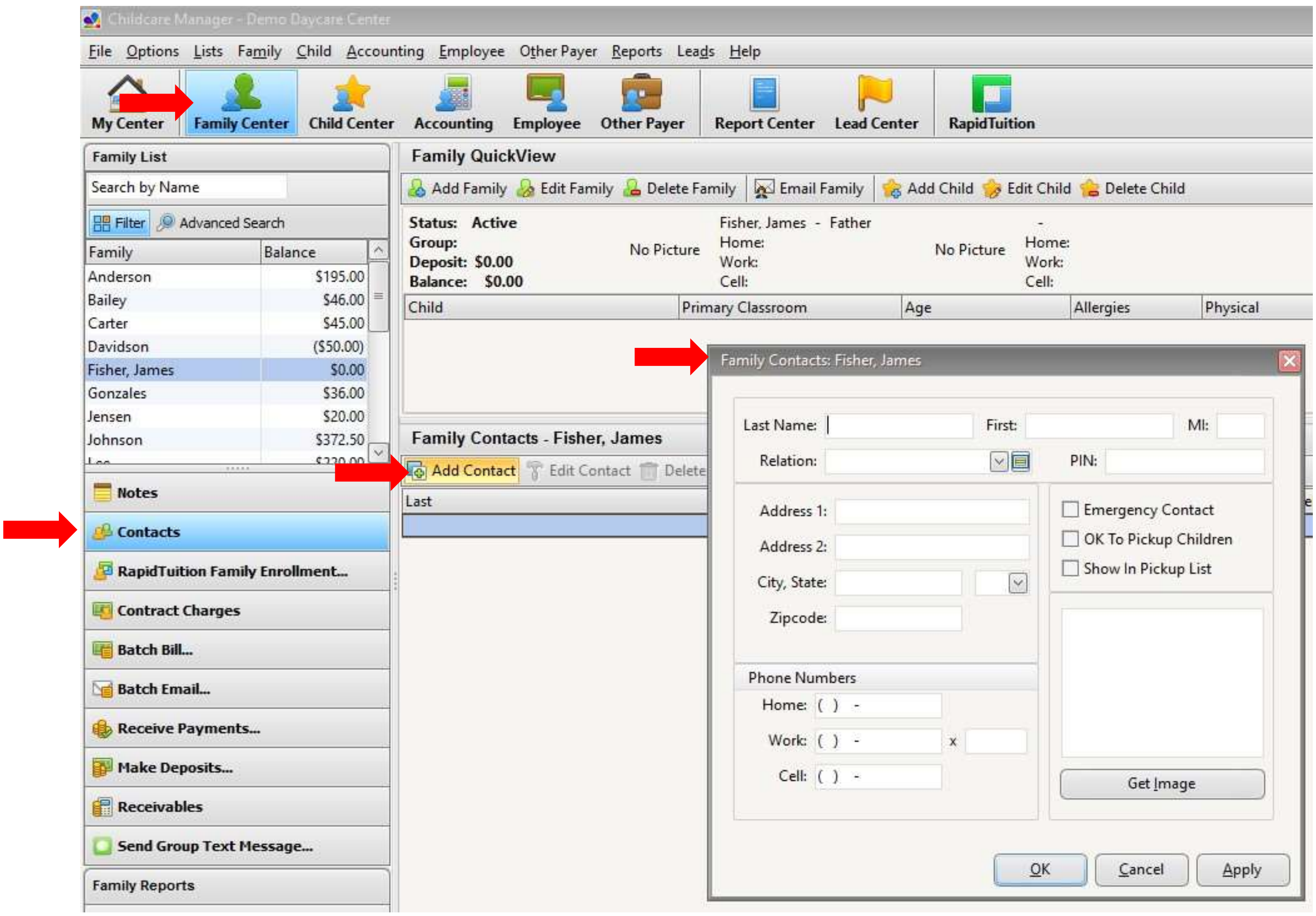
NOTE: Any time you see a little blue box next to a dropdown menu, you can click on it to see the list of choices. If you don't see the choice you want, you can add, edit (double click on the item to edit) and delete here as well.



SETTING UP YOUR CONTACTS

Contacts are the other people associated with the child, such as Grandparents, Aunts & Uncles, Babysitters, Significant Other, etc. To add them, start in the **Family Center**. Click on **Contacts** on the vertical task bar on the left side of the screen. Next, click on **Add Contact**. You can add as many contacts for each family as you need. Make sure to check the appropriate pick-up boxes for each contact (Emergency, OK To Pickup, Show In Pickup List), for accurate reporting.

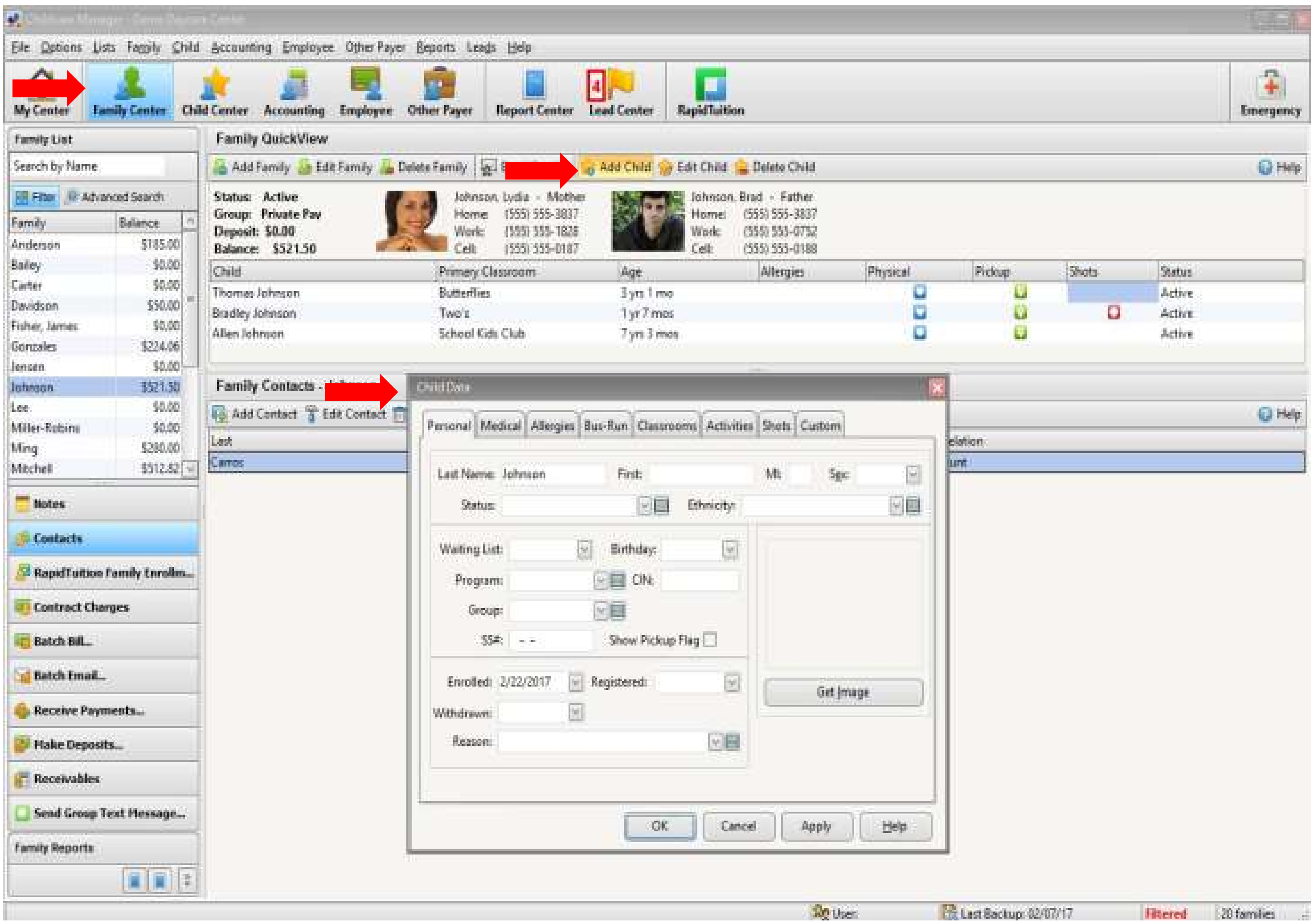
NOTE: If you purchased Time Manager to track attendance, enter a 4-digit unique PIN number for each Contact. You might want to use the last 4 digits of a cell phone or SS number to make it easy to remember.



SETTING UP YOUR CHILDREN

Under the **Family QuickView**, click **Add Child**. Here you can add the child's basic information, Medical information, Allergies, Bus information, Classrooms, Activities, and Immunization Information.

NOTE: Check the box for **Show Pickup Flag** to enable contact pop up list icon after the child's name in the Family QuickView.

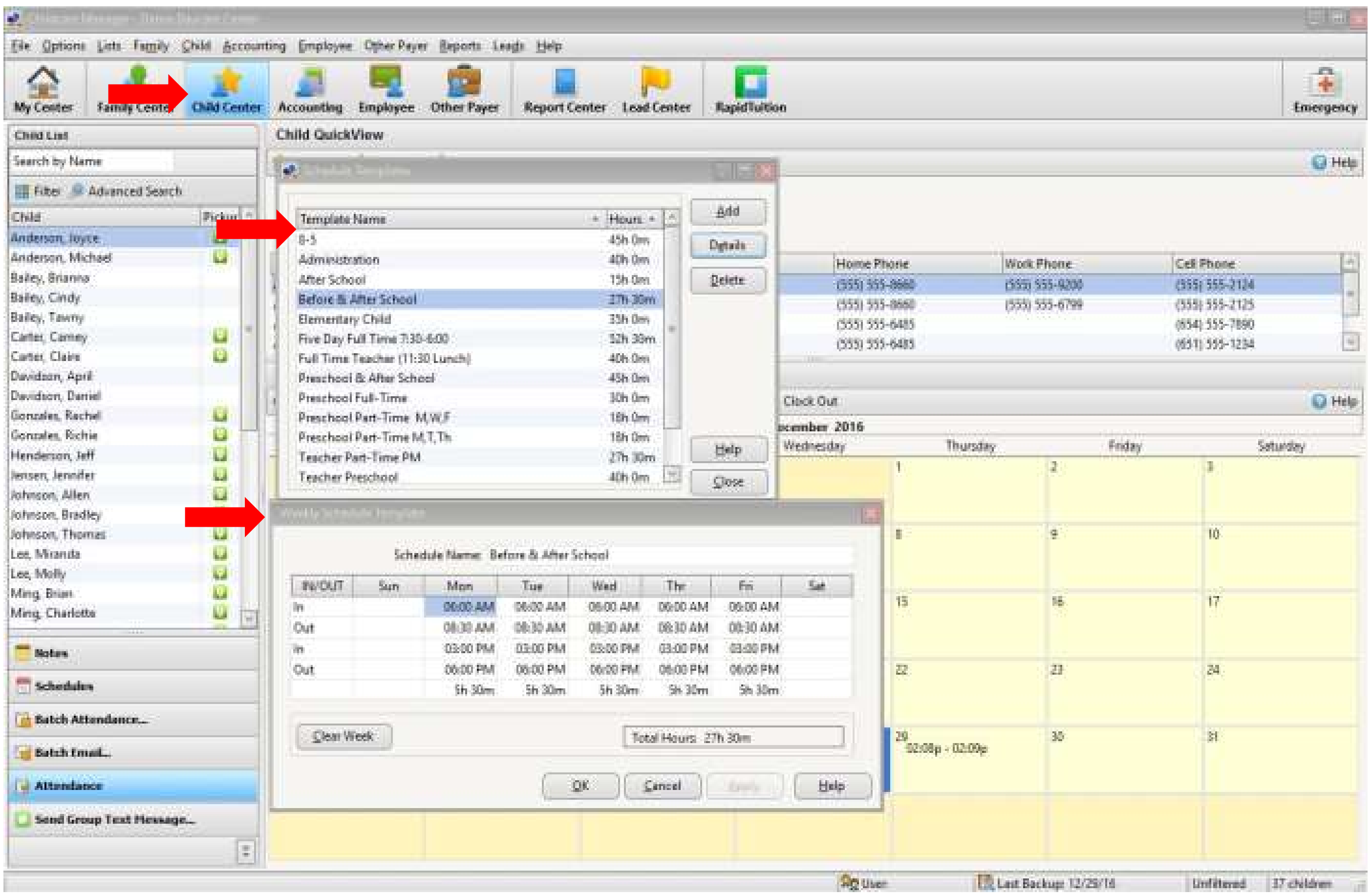


STEP 4

Child Center

SETTING UP SCHEDULE TEMPLATES

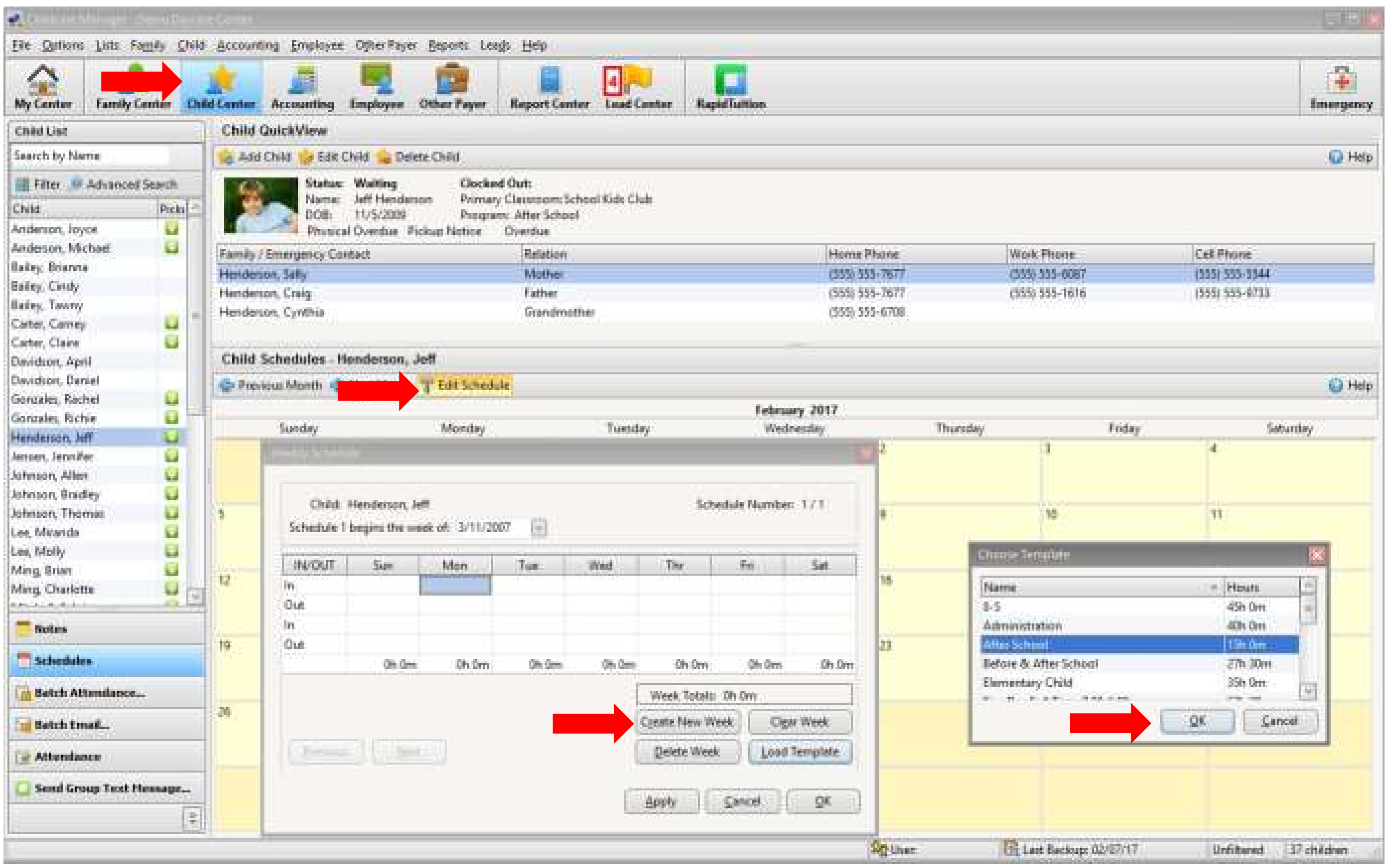
The **Schedule Templates** are standardized schedules that you set up in advance and apply to children and employees. To set up your templates, go to **Lists** from the dropdown menu. Choose **Schedule Templates** from the menu. From the **Schedule Templates** screen, you can add, delete, and edit existing templates. To edit, click on any existing schedule, then click the **Details** button.



APPLY SCHEDULE TEMPLATE

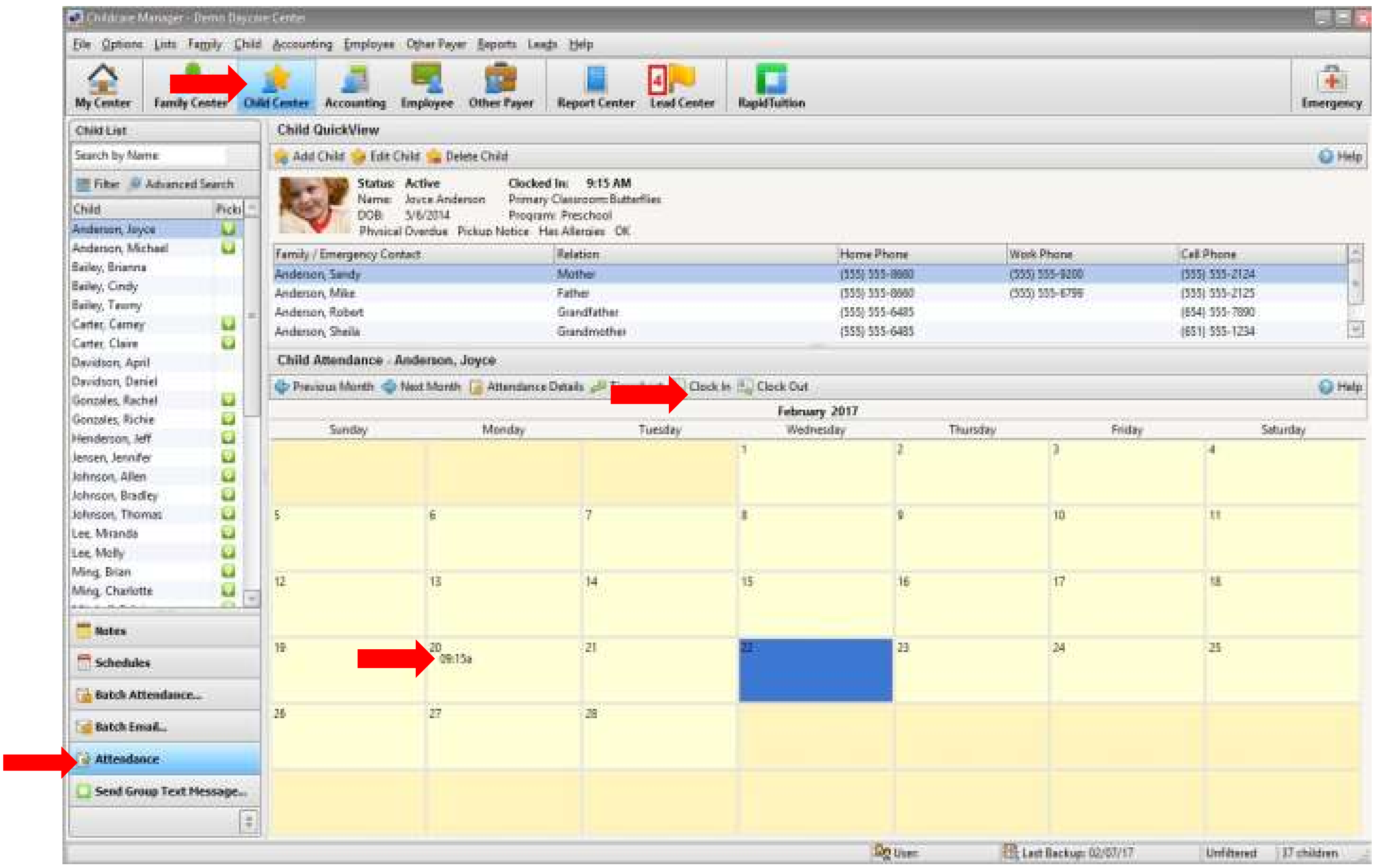
To apply a schedule template to a child, click on the **Child Center** on the main button bar. From the drop-down list of children, highlight the child you would like to add a schedule to. Next choose **Schedules** on the bar menu beneath your list of children. Click on the day you would like the schedule to begin on the calendar, and then click **Edit Schedule** above the calendar. Click **Create New Week.** You can either **Load Template** to apply a schedule template you have created, or you can create a unique schedule by clicking on any time slot on any day, and adding the in/out times for that day.

NOTE: to copy a day's schedule to a different day, right click on the day and copy, then go to the new day and right click and paste.



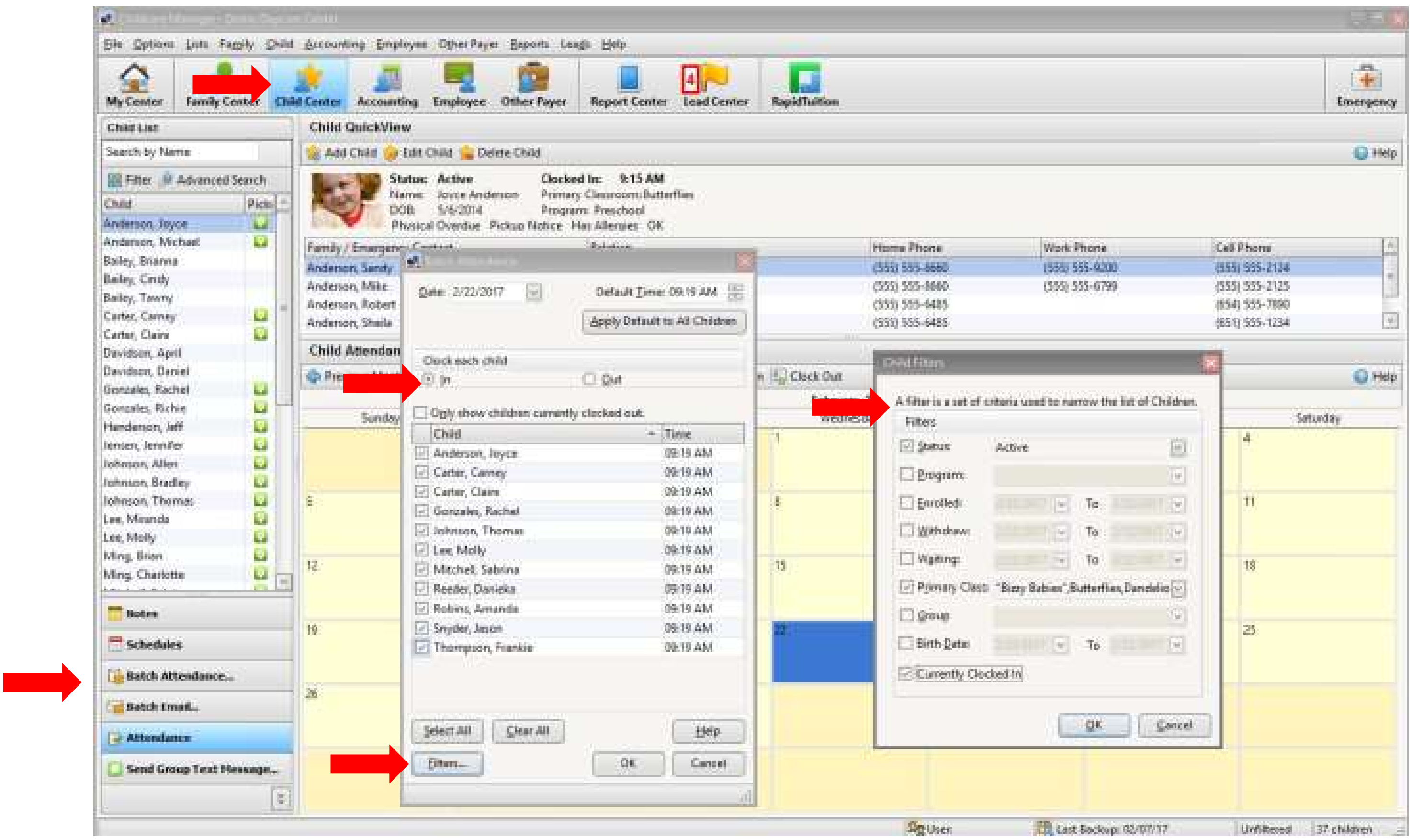
MANUALLY CLOCKING IN or OUT– CHILD

To **Clock** a child in, begin by clicking on the child's name in **Child Center**, and then click on **Attendance** in the left side task bar**.** You will find the **Clock In**/**Clock Out** buttons above the calendar**.** Click the appropriate button to add an entry. This will clock the child in or out at the current time. It is also possible to double click directly on a date or entry, and add, edit, or delete it. By doing this, you can indicate who dropped off/picked up.



USING BATCH ATTENDANCE

To check in a group of children, click on **Batch Attendance** in the drop-down menu on the left side of the **Child Center**. From here, you can choose the children you would like to clock in or out, and the exact time. You can also F**ilter** the children that appear on the list by **Status**, **Program**, **Enrolled** or **Withdraw dates**, **Waiting**, **Primary Classroom**, **Birth Date range**, and children who are **Currently Clocked In**.



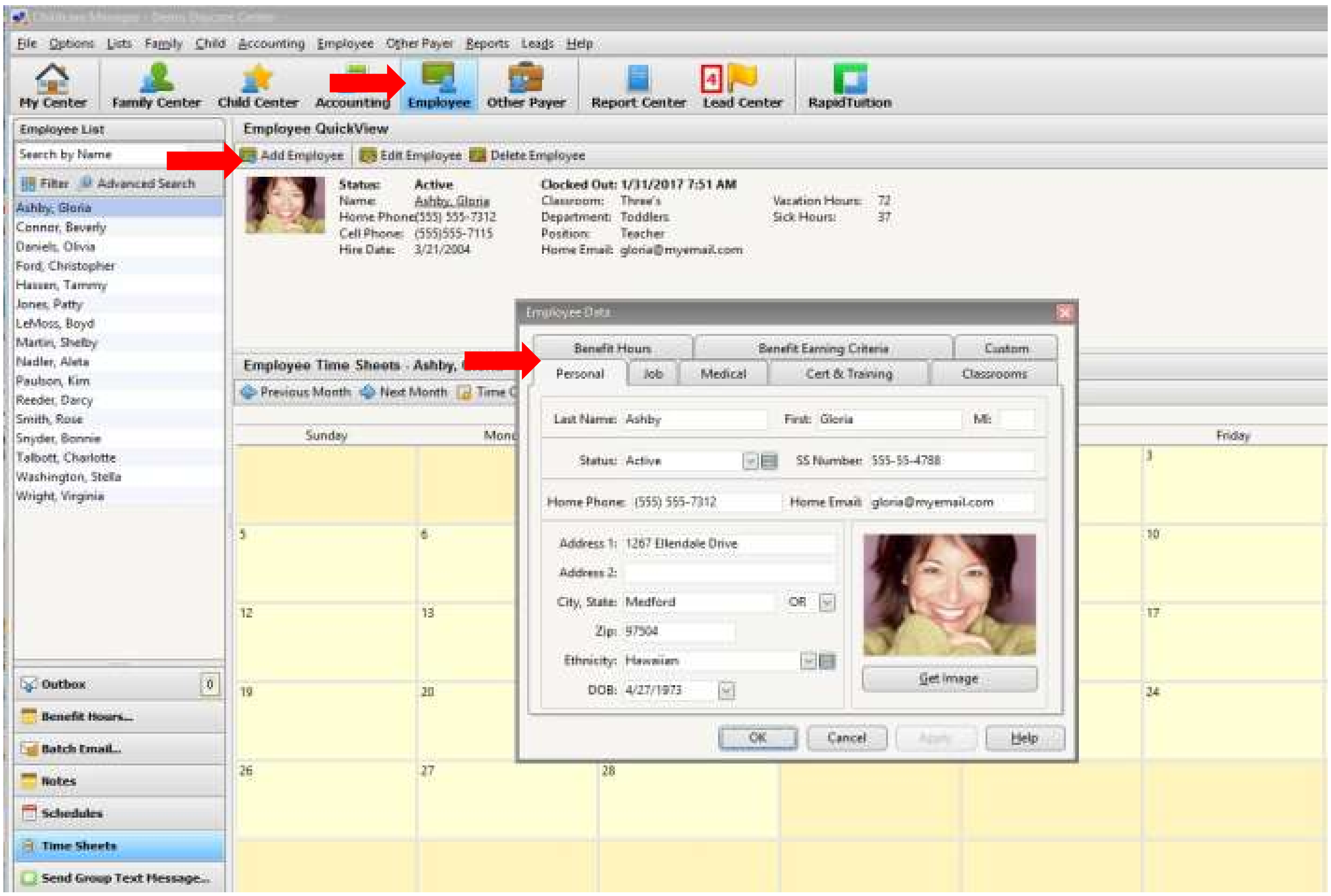
<u>NOTES</u>

A note can be attached to any **Family**, **Child,** or **Employee**. To attach a note, in either the **Family Center**, the **Child Center**, or the **Employee Center,** click on **Notes** in the menu on the left side of the screen. Click on **Add Note**. If you check the **Alert** button and set an **Alert Date**, you will see the **Note** on your **My Center** screen from the **Alert** day forward. To take the alert off, un-check the box. You can go back and **Edit** or **Delete** the **Note** at any time.

STEP 5
EMPLOYEE CENTER

<u>SETTING UP YOUR EMPLOYEES</u>

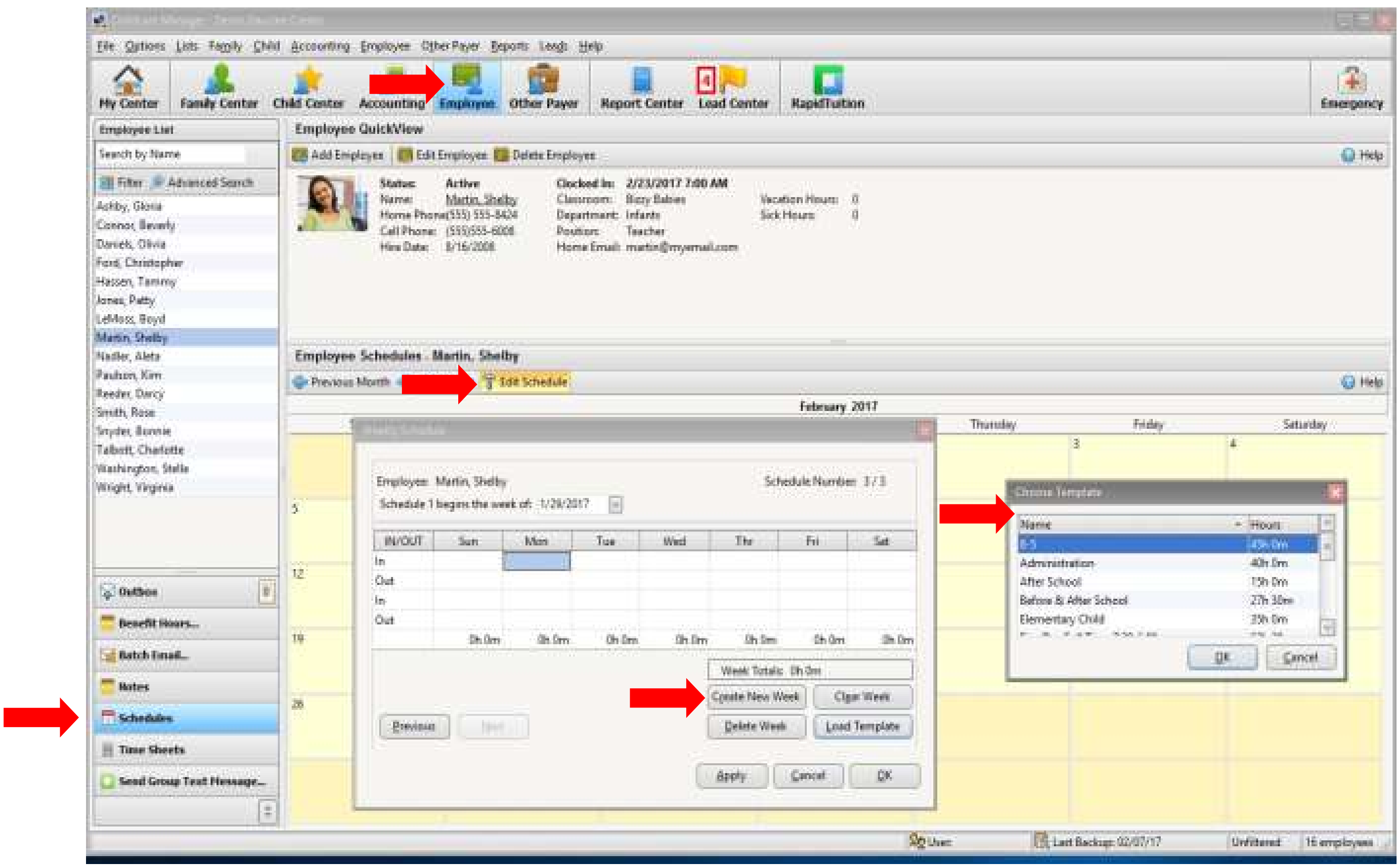
Under the **Employee QuickView,** within the **Employee Center**, click **Add Employee**. Here you can add any of the employee's basic information that is useful to you. The tabs provided are: Job, Medical, Cert & Training, Classroom, Benefit Hours & Benefit Earning Criteria information. To save the information on the page and move on to the next tab, click **Apply**. To save and exit the employee record, click **OK**.



SETTING UP AND APPLYING EMPLOYEE SCHEDULE TEMPLATES

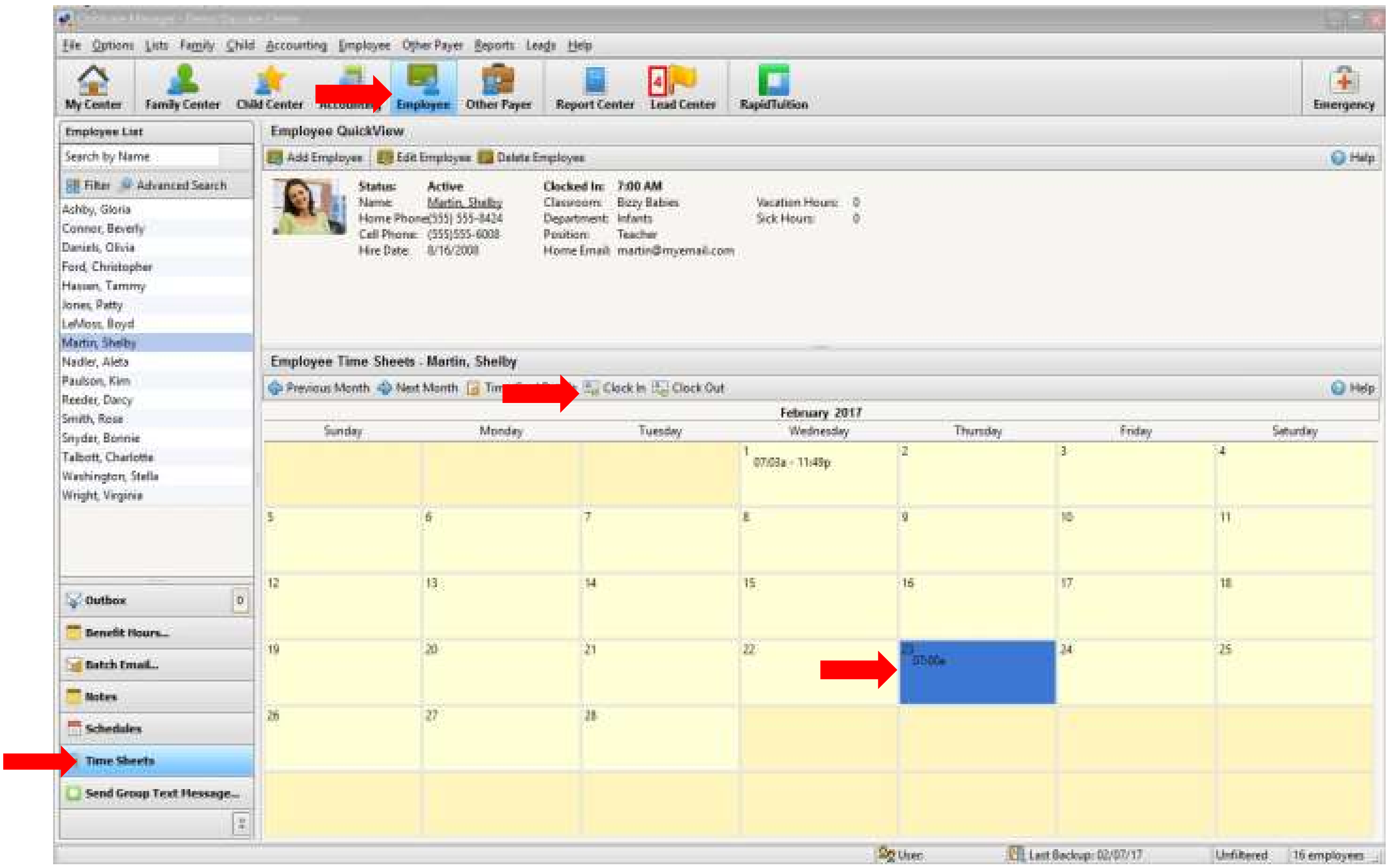
To apply a schedule template to an employee, click on the **Employee Center** on the main button bar. From the drop-down list of employees, highlight the employee you would like to add a schedule to. Next choose S**chedules** on the bar menu beneath your list of employees. Next, click on the day you would like the schedule to begin on the calendar, and then click **Edit Schedule** above the calendar. Click **Create New Week.** You can either **Load Template** to apply a schedule template you have created, or you can create a unique schedule by double clicking on any time slot on any day, and adding in the time.

NOTE: to copy a day's schedule to a different day, right click on the day name and copy, then go to the new day and right click and paste.



<u>MANUALLY CLOCKING EMPLOYEES IN AND OUT</u>

To **Clock** an employee in, begin by clicking on the employee's name in **Employee Center.** Click on Time Sheets in the left side drop-down menu. You will find the **Clock In/out** buttons above the **Calendar.** Click the button to add entry. This will clock the employee in at the current time. It is also possible to double click directly on a date or entry, and add, edit, or delete it.

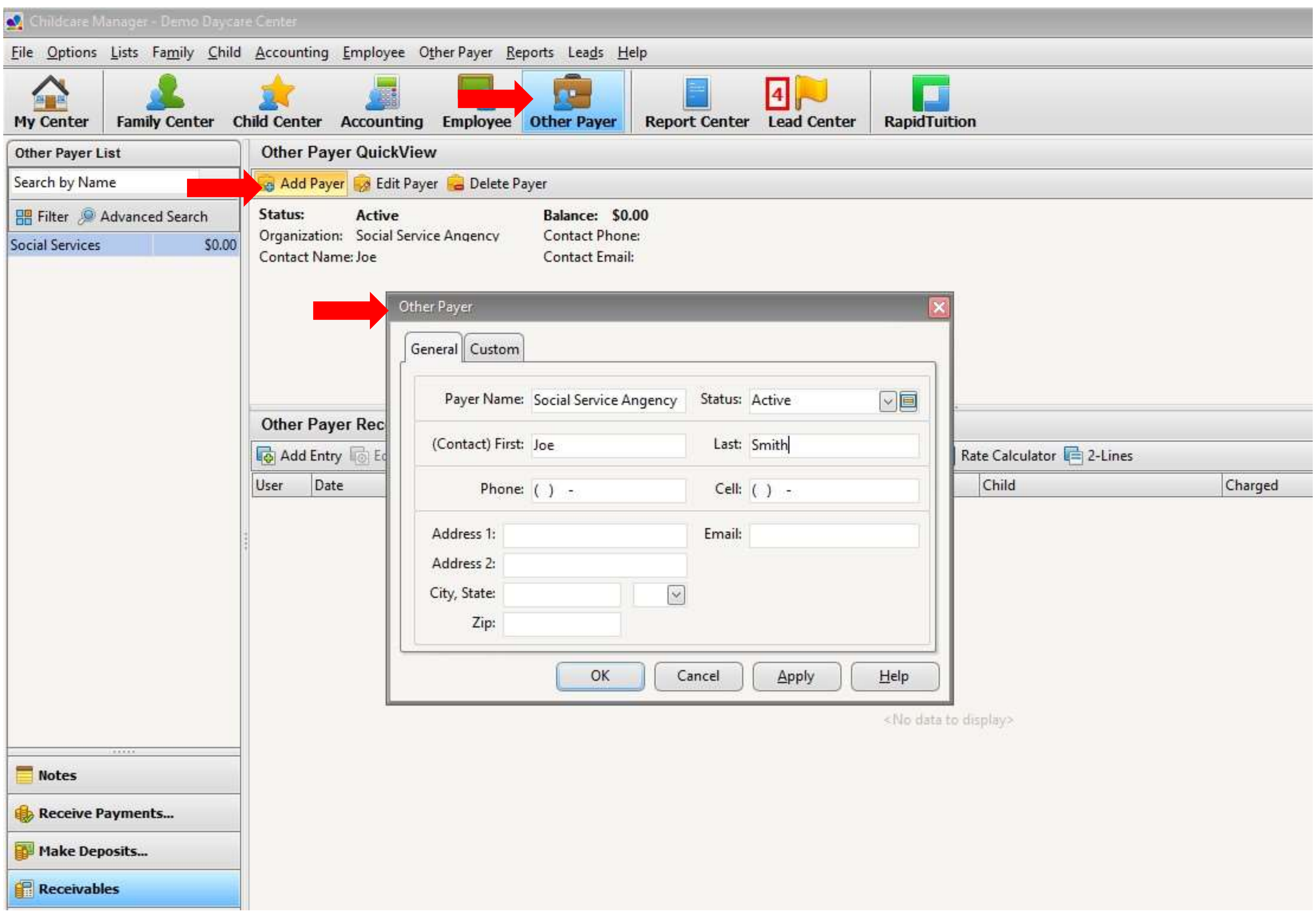


STEP 6

OTHER PAYER

OTHER PAYER

The **Other Payer** section allows you to set up additional income sources, such as government agencies, that may subsidize your families' tuition. Choose **Other Payer** from the button menu at the top of the screen. Enter the Payer information and Apply. Now when you assign contract charges, and receive payments from this agency or 'other payer', you will see the agency name as a choice on the Customer drop down menu. Assign them as the Payer for fees they pay you, to keep the agency money and parent copayments separate.

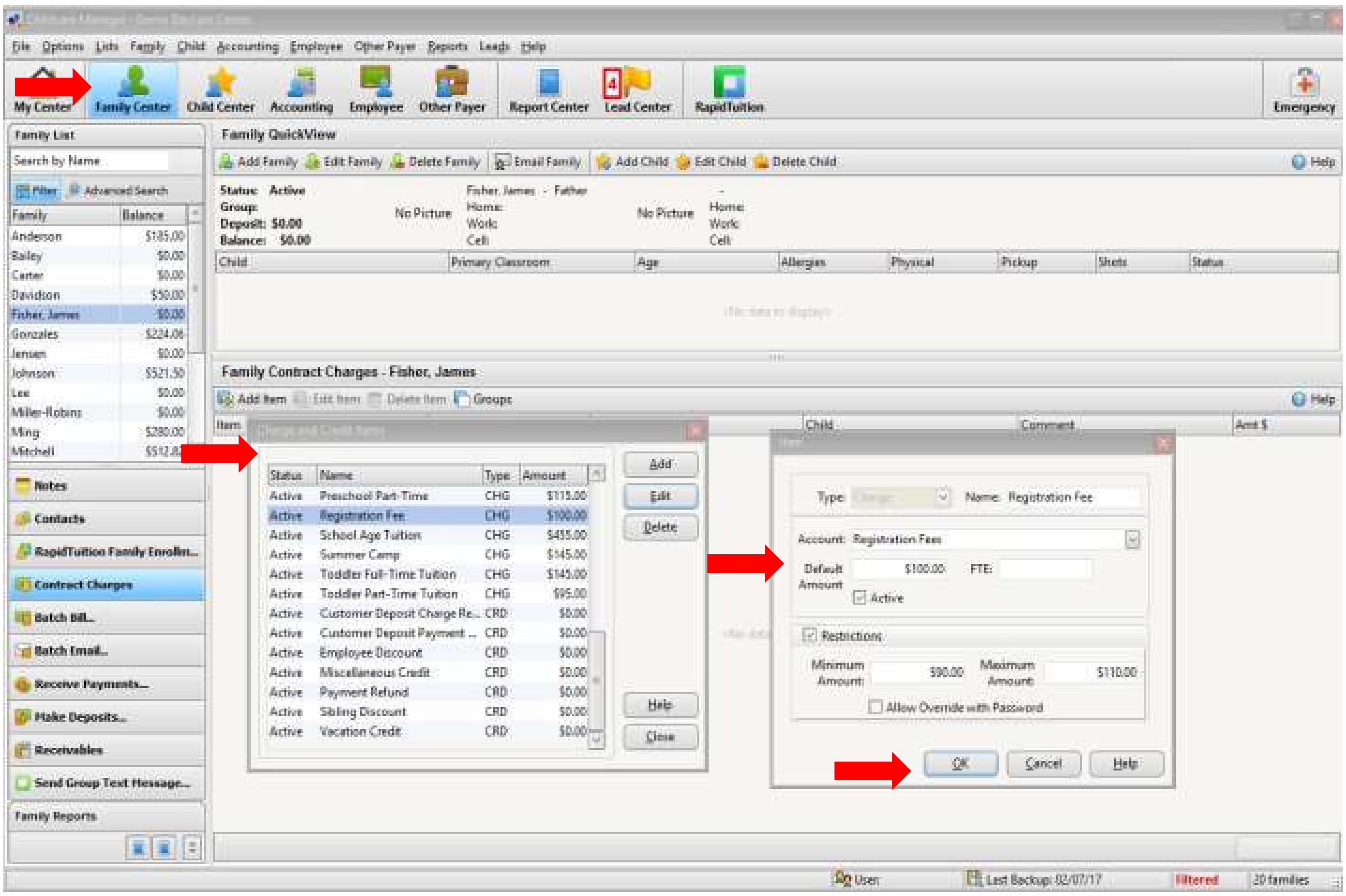


STEP 7

FAMILY BILLING

SETTING UP CHARGE AND CREDIT ITEMS

Charge and **Credit** items are charges or credits that are recurring. Examples of **Charge** items would be weekly or monthly tuition charges, diaper fees, and meals. Examples of **Credit** items would be sibling discount and employee discount. To set up your **Charge and Credit Items** go to **Lists** in the dropdown menu. Click on **Accounting** in the dropdown menu and then click on **Charges/Credit Items.** There are many typical items on the list already. You can **Edit** or **Delete** an existing item, or **Add** a new item to this list. In addition, you can restrict the **Minimum** and **Maximum** dollar range that an item can be edited.

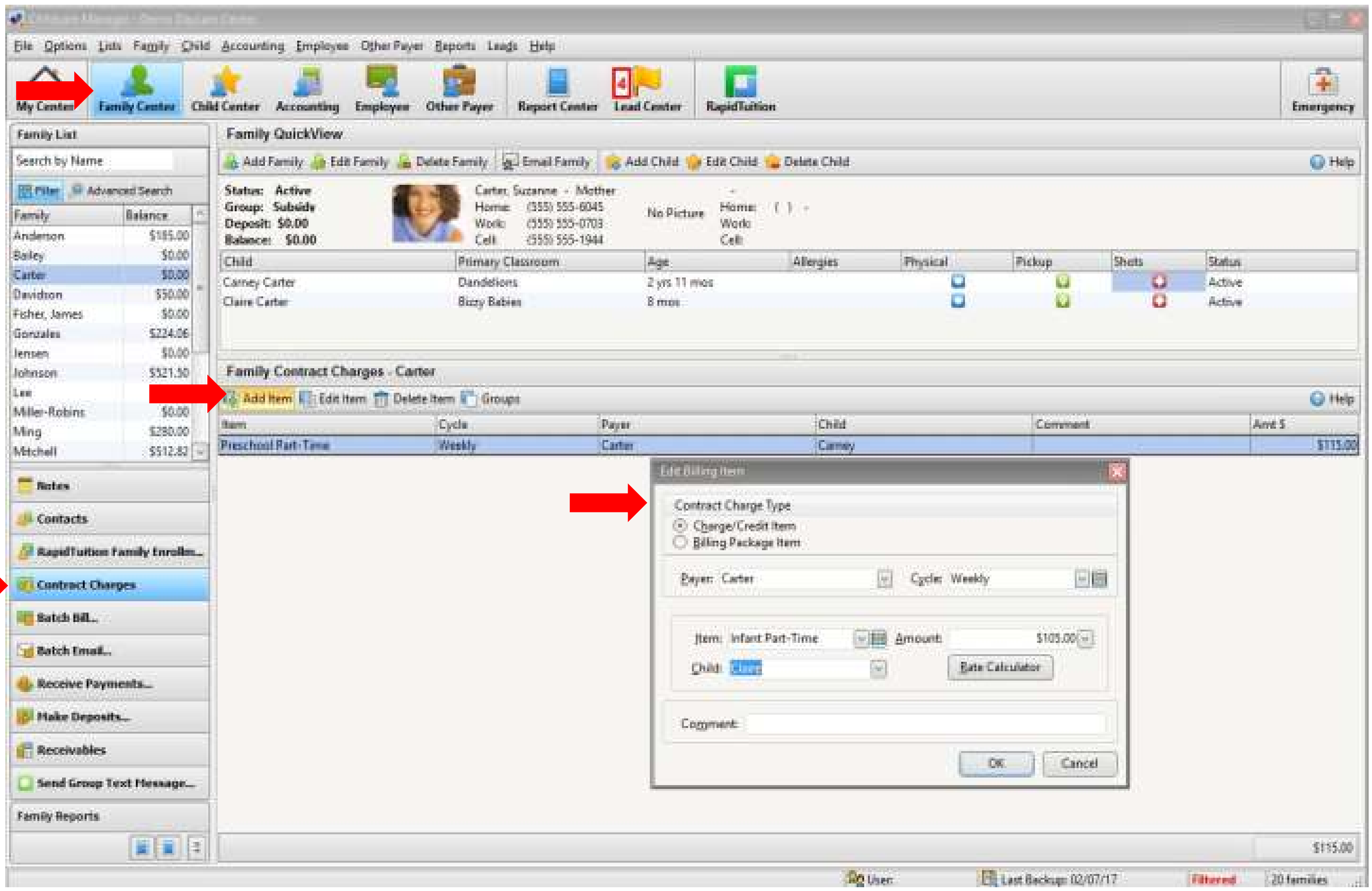


CONTRACT CHARGES

Now that you have your **Charge/Credit items** set up, you can assign them for billing tuition (and other regular charges), for each child. To do this, you will want to be in the **Family Center**. Highlight the family you want to assign a charge to and Click on **Contract Charges (**just under the Family names on the left side of the screen) from the dropdown menu. Next, click on **Add Item** to add a new charge. On the **Edit Billing Item** menu, choose the **Payer**, **Billing Cycle**, **Item** being billed, the **Amount** of the charge, and the **Child** the charge applies to.

If you have had **Billing Packages** set up by us, they would be added in **Contract Charges** in the same way.

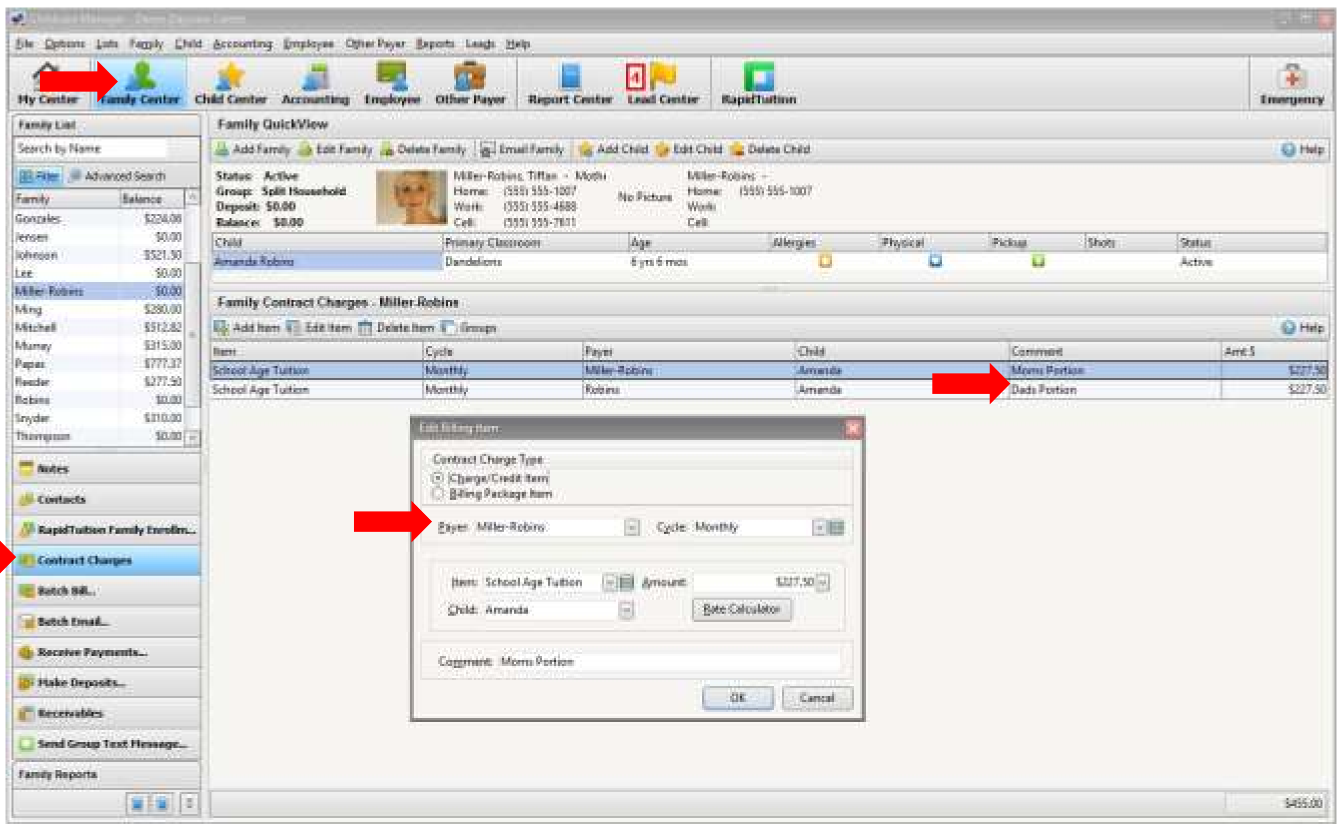
Note: Billing Packages are calculations set up for time and attendance-based billing.



<u>CONTRACT CHARGES FOR DIVORCED PARENTS</u>

Set each parent up as a separate family in the **Family Center**, but only attach the child's record to one parent. Begin in the **Family Center**, and highlight the family you want to assign the charge to (begin with the parent you have the child attached to). Now click on **Contract Charges** and **Add Item**. On the **Edit Billing Item** menu, keep the custodial parent as the **Payer**, then add the **Billing Cycle**, **Item** being billed, the **Amount** of the charge (this will be the amount this parent will pay), and the child that the charge applies to. Click **OK** to finish. Now **Add Item** again to assign the additional charges to the second parent. On the **Edit Billing Item** menu, make the second parent the **Payer.** Fill out the rest of the form, adding **Billing Cycle**, Item, and the Amount of the second parent's portion.

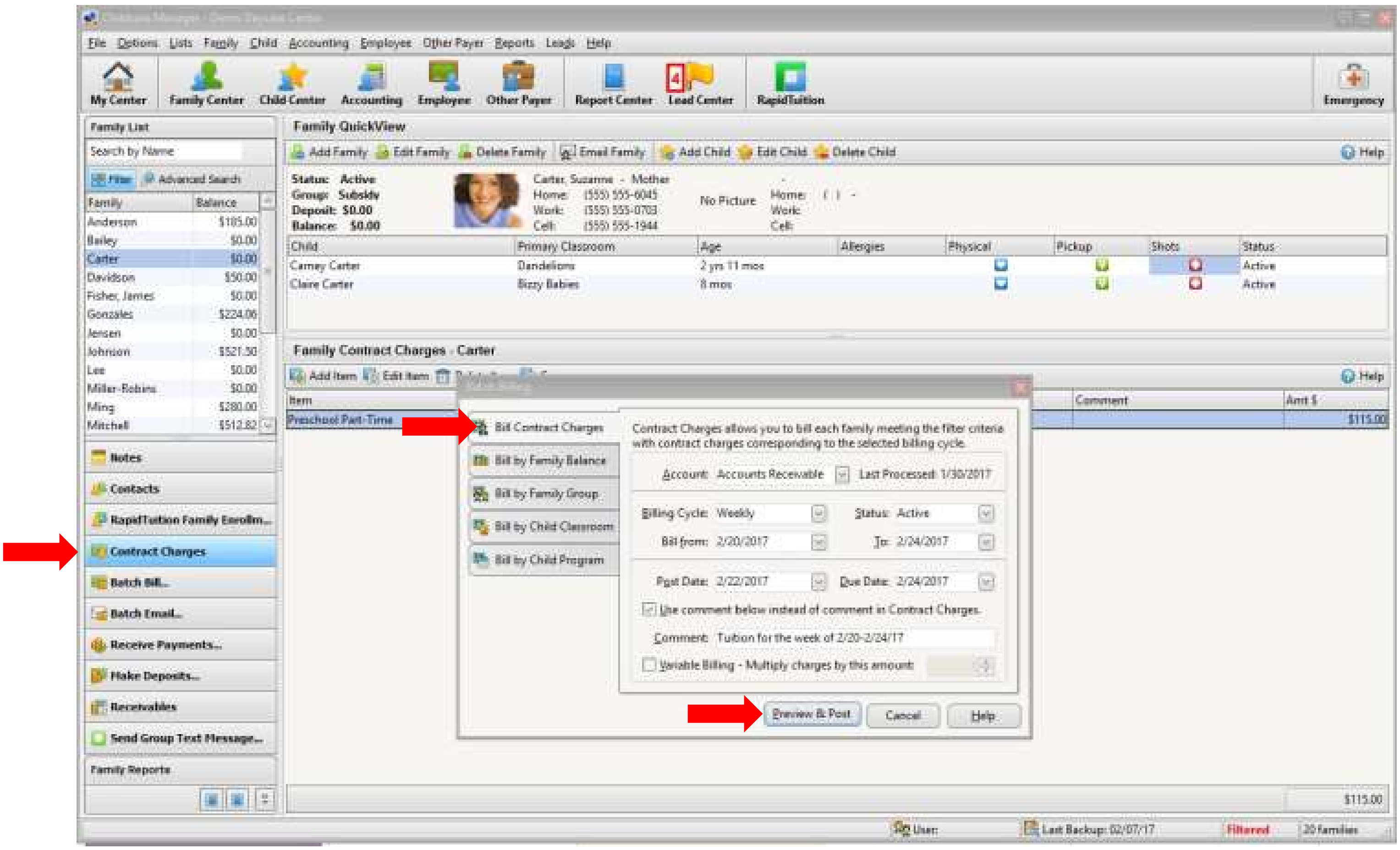
Note: When you run your batch bill, each parents portion will post to their own individual **Receivables** journal page. When you **Receive Payments**, post each payment with the correct parent as the payer.



BATCH BILLING

To bill several or all families at once, use the **Batch Bill** feature. Enter **Batch Bill** from either the **Family Center** or **Accounting**. You can choose to batch bill by **Contract Charges**, by **Family Balance**, by **Family Group**, by **Child Classroom**, or by **Child Program**.

To post contract charges, choose the **Bill Contract Charges** tab. Enter the **Billing Cycle** (this will post charges to all the families with **Contracts** attached to that Cycle). Enter the **Bill from** and **To** dates (one week for a weekly **Billing Cycle**, one month for a **Monthly Billing Cycle**, etc). The **Post Date** is the date that the charges will post to the accounts, and the **Due Date** is the day that the payment is due before becoming delinquent. You can put a **Comment** to replace the Comment in **Contract Charges**. This will allow you to put specific dates associated with the charge. Next, click **Preview and Post** and choose the families that you want to receive the charge by checking or unchecking the box next their name, and then **Post**.

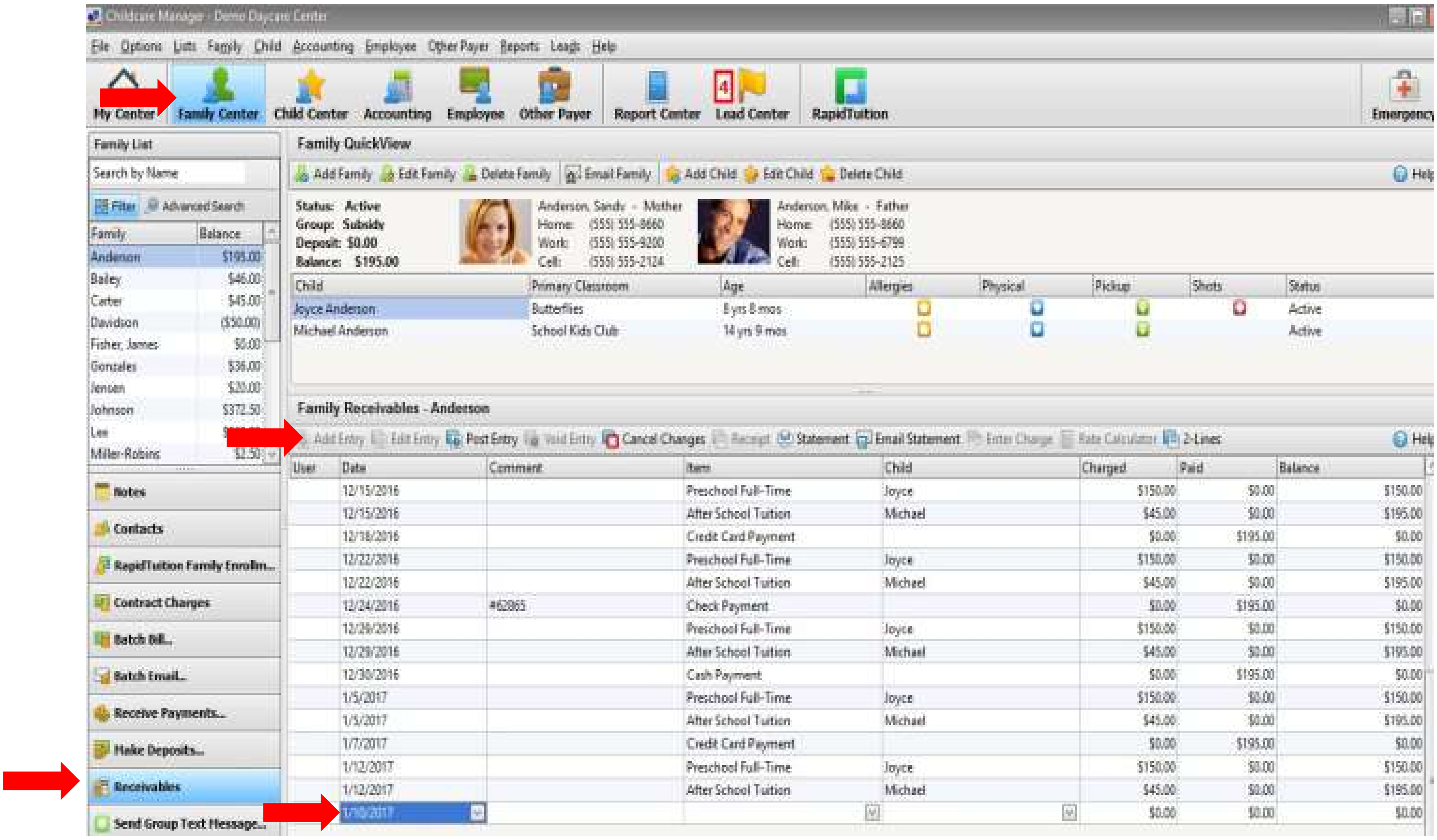


ADD A STATEMENT CHARGE and POST A CHARGE/CREDIT DIRECTLY TO A FAMILY JOURNAL

The **Enter Statement Charge** window is used to post non-recurring charges, i.e., charges that are not batch billed. Nonrecurring charges are one time charges. An example of a onetime charge might be a late charge. You can enter a charge in the **Family Center** by choosing **Receivables** from the vertical menu on the left side of the screen. Once in **Receivables**, highlight the family you would like to post a charge to. Then, under **Family Receivables**, click on **Enter Charge**. Populate the fields in the **Enter Statement Charge** box with the **Date** of the charge, the **Item** being charged for, the **Due Date**, the **Amount** of the charge, enter the **Child** that the charge applies to, and a **Comment** (optional). Then **Post** the charge to the Family's account.

ENTER LINE ITEM ON FAMILY RECEIVABLES

You can also post a charge directly to a family's journal in the **Family Center**. Click on **Receivables** and highlight the family you would like to post a charge to. Then click on **Add Entry**. A new journal line will open at the bottom of the journal. Enter the **Date** of the charge/credit, enter the **Item** from the drop-down menu, enter the **Child** that the charge/credit applies to, and enter the **Amount** if a value has not been assigned to that charge/credit item, and then **Post Entry**. You can also **Void** or **Edit** an entry if necessary.

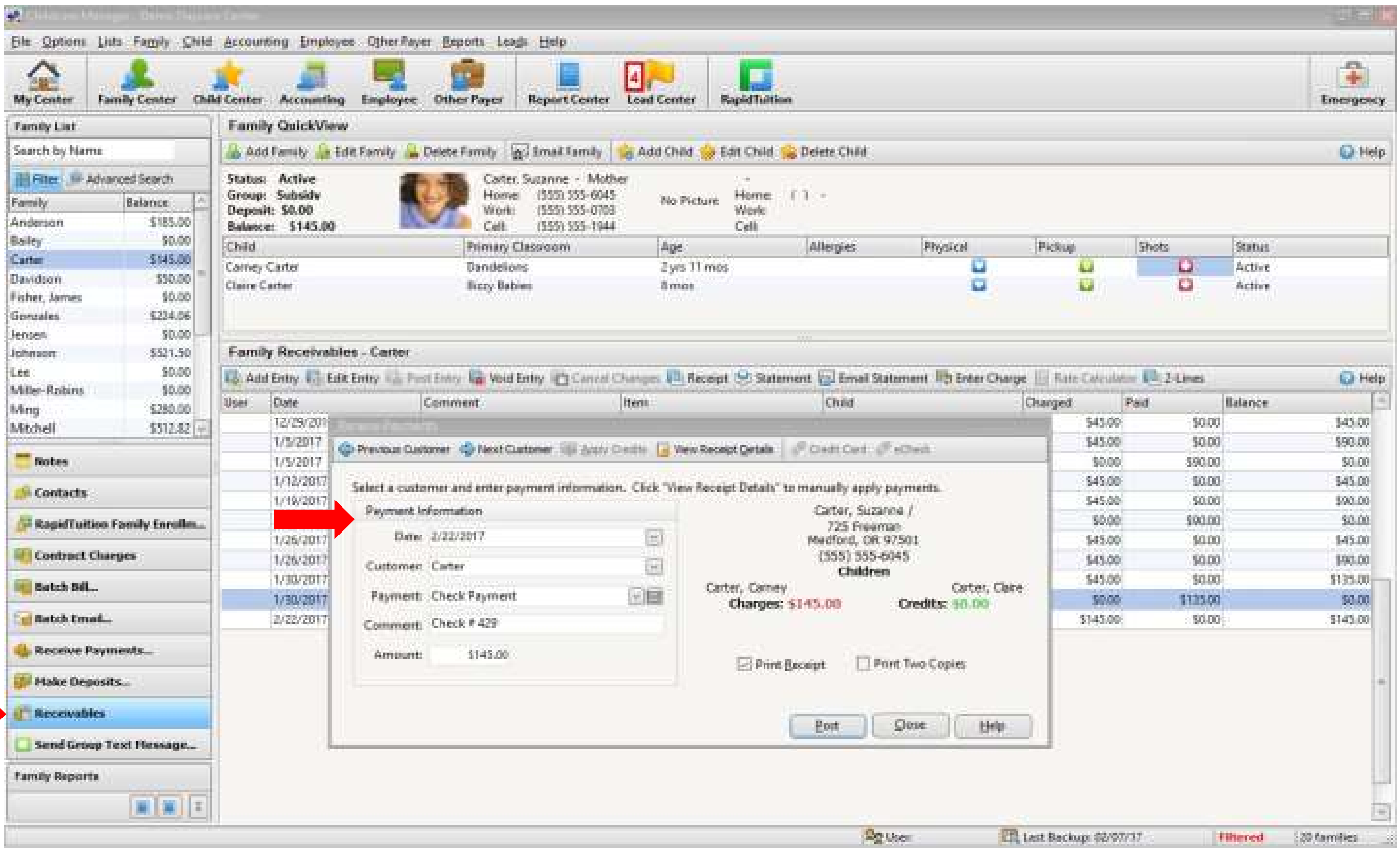


STEP 8

RECEIVING PAYMENTS

RECEIVE PAYMENTS

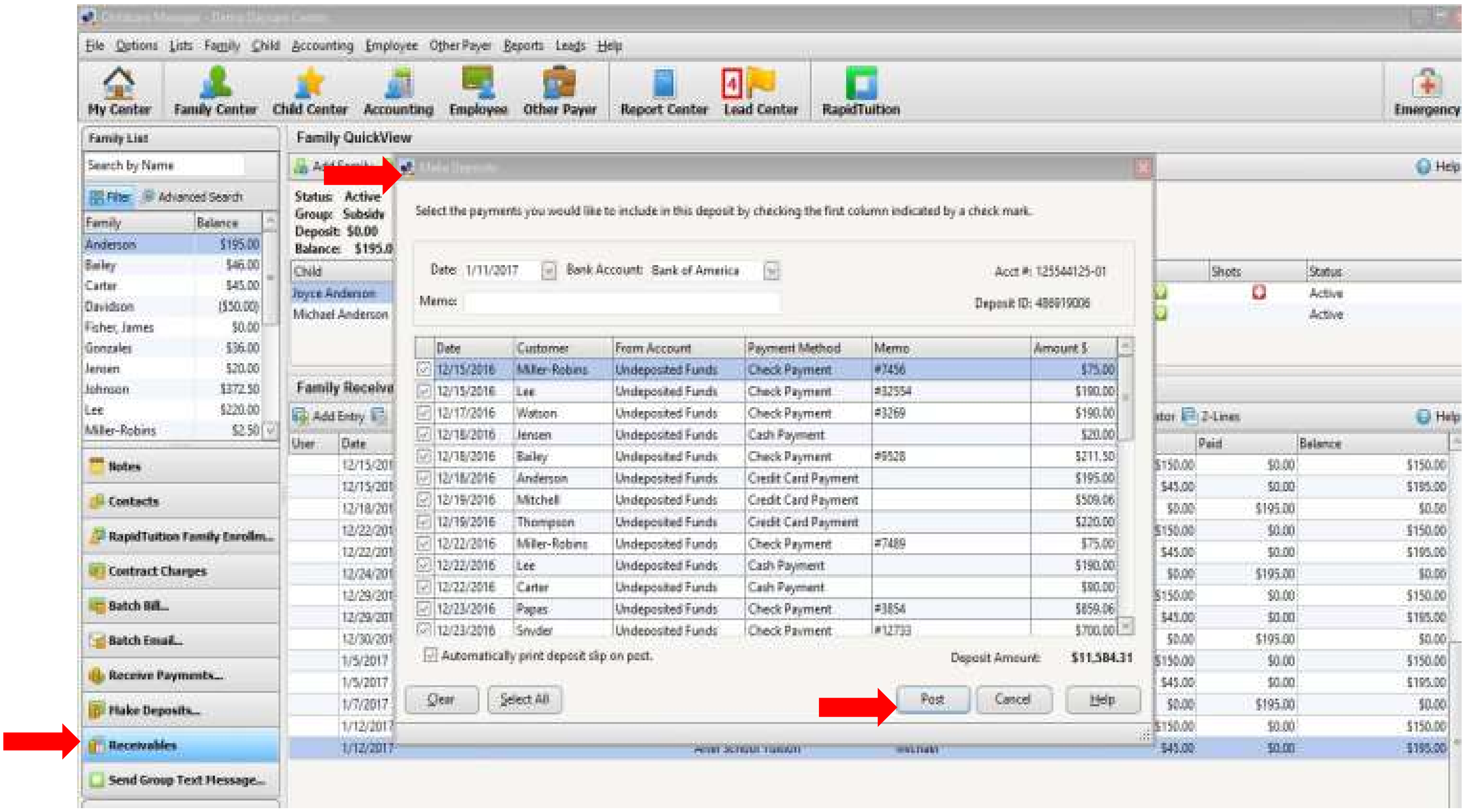
You can record payments made by **Families** or **Other Payers** in either the **Family Center** or **Accounting**. From either place, choose **Receive Payments** in the horizontal menu on the left side of the screen. Enter the **Date** that the Customer is making the payment, the type of the **Payment**, and a **Comment** (such as check number) if you wish, and finally the **Amount** of the payment. You can choose to print one, two or no receipts by checking or unchecking the boxes. After clicking **Post**, you can advance to the **Next Customer** or **Previous Customer** in alpha order without closing the window.



MAKE DEPOSITS

Any payments you receive from customers automatically go into an account called **Undeposited Funds**. The **Undeposited Funds** account is a holding account for your payments. When you post the payments in **Make Deposits**, they then get distributed to the proper account within the accounting system chart of accounts. (For example, Infant Tuition, Before Care, Registration Fees, etc.)

To make a deposit, choose **Make Deposits** from the **Family Center**, **Accounting**, or **Other Payer**. You will see a list of all the payments posted that have not yet been deposited. Once you **Post** this deposit, the funds are distributed, and you can choose to print a deposit slip to take to the bank.



STEP 9
LEAD CENTER

LEAD CENTER

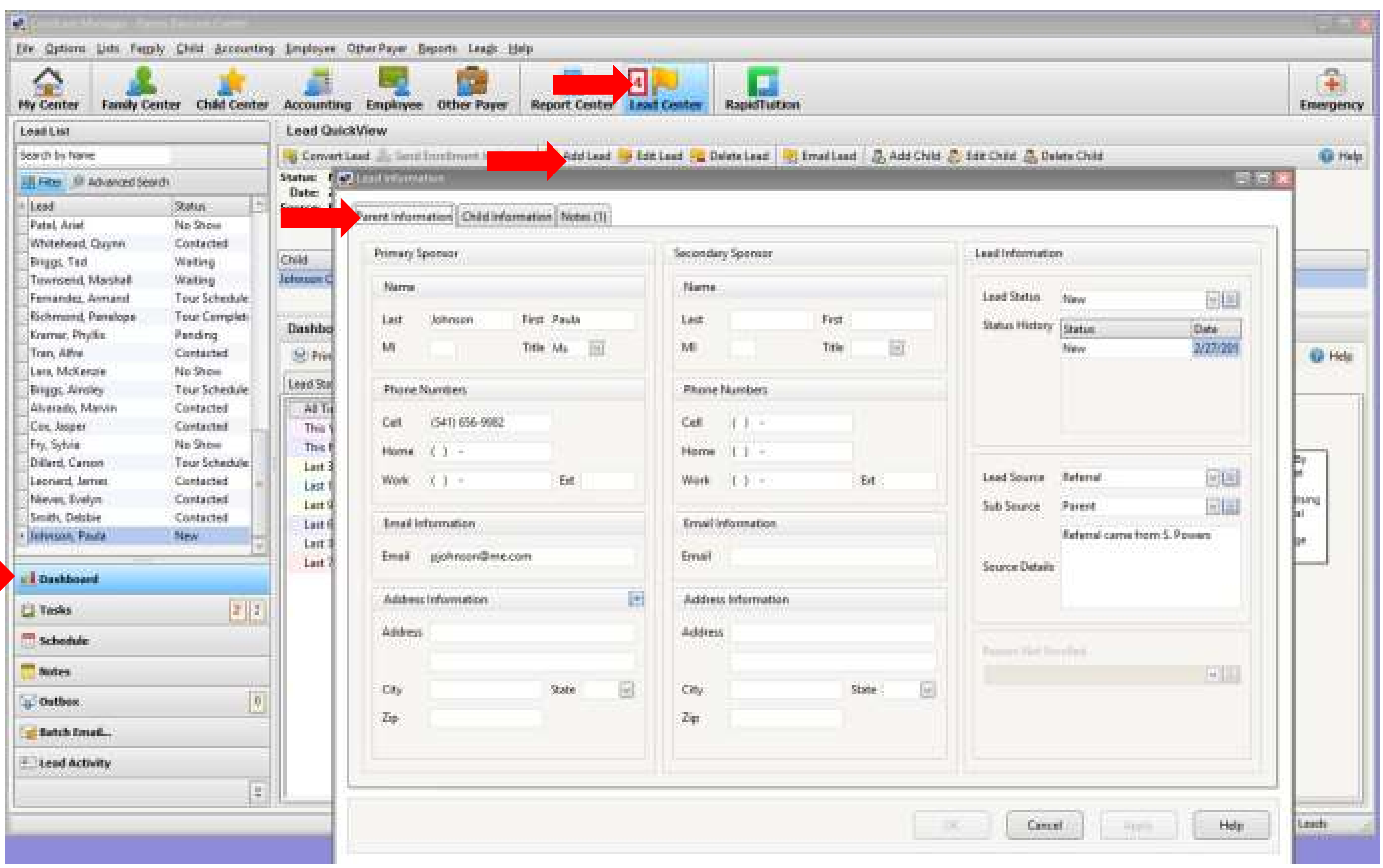
When a new lead comes into your center, you can enter it right into the **Lead Center**. The advantage of using the **Lead Center** to organize your new leads is that you can then assign and keep track of tasks, tours, and other activities associated with getting those leads to convert to enrollees. Once they do enroll, you won't have to re-enter any of their information since you already have it input in your database. All you need to do is click a button and they will move from the lead center to the **Family Center**.

Note: if you use the Lead Capture feature of CCM Online, family information goes right from a button on your website into **Lead Center**. You will be notified when a new lead comes in, and you decide when and how to respond.

ADD LEAD

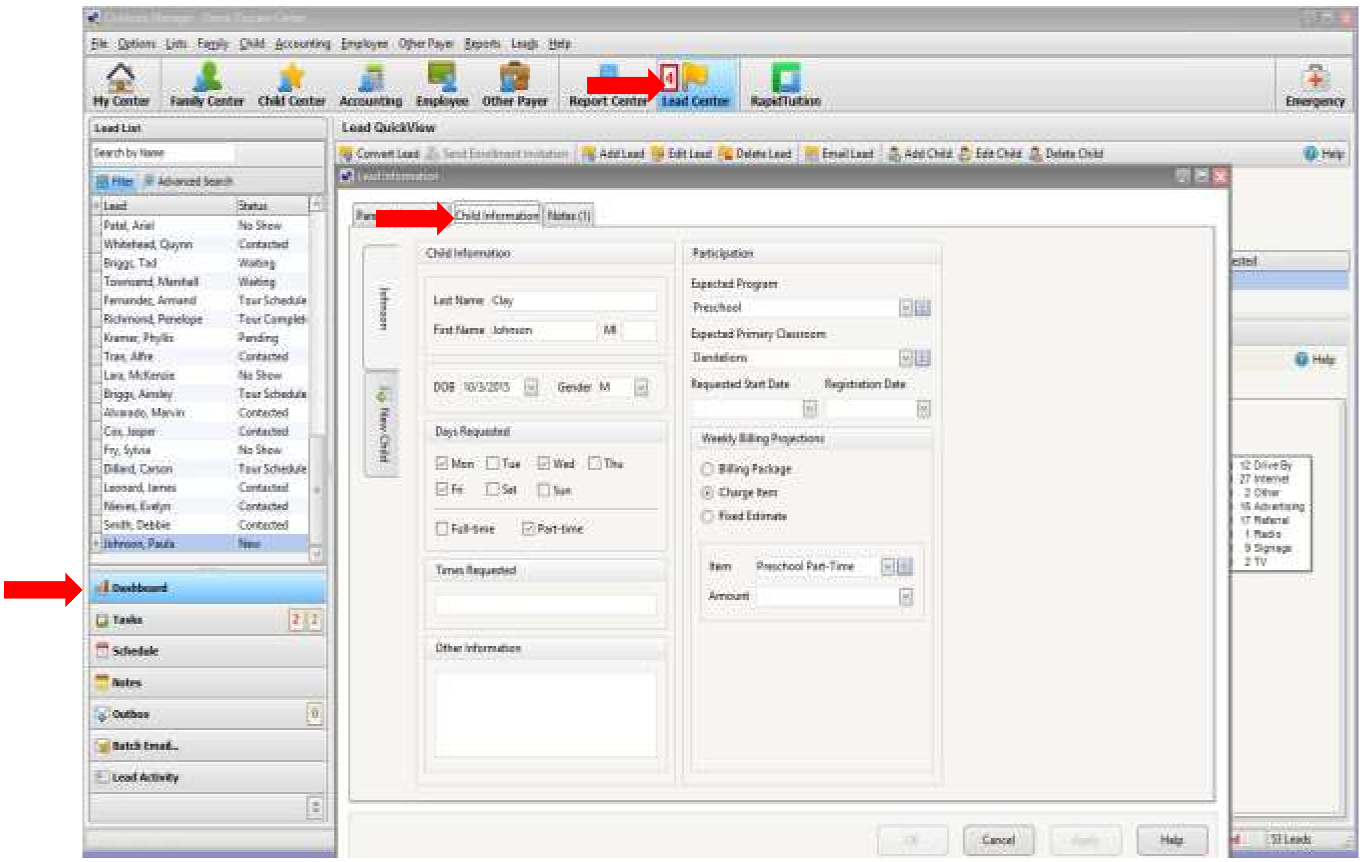
To add a new lead, enter the **Lead Center** and click on **Add Lead**. Enter as much information as you have, under **Parent Information**. Here you can also enter **Lead Information**, such as the **Lead Source**, the **Lead Status**, and **Lead Details**. Once you finish entering the data in **Parent Information**, click **Apply** to save. Next, click on the **Child Information** tab, then click on the **New Child** tab.

Note: You may add or edit Lead Sources by clicking on the blue Lead Source list button.



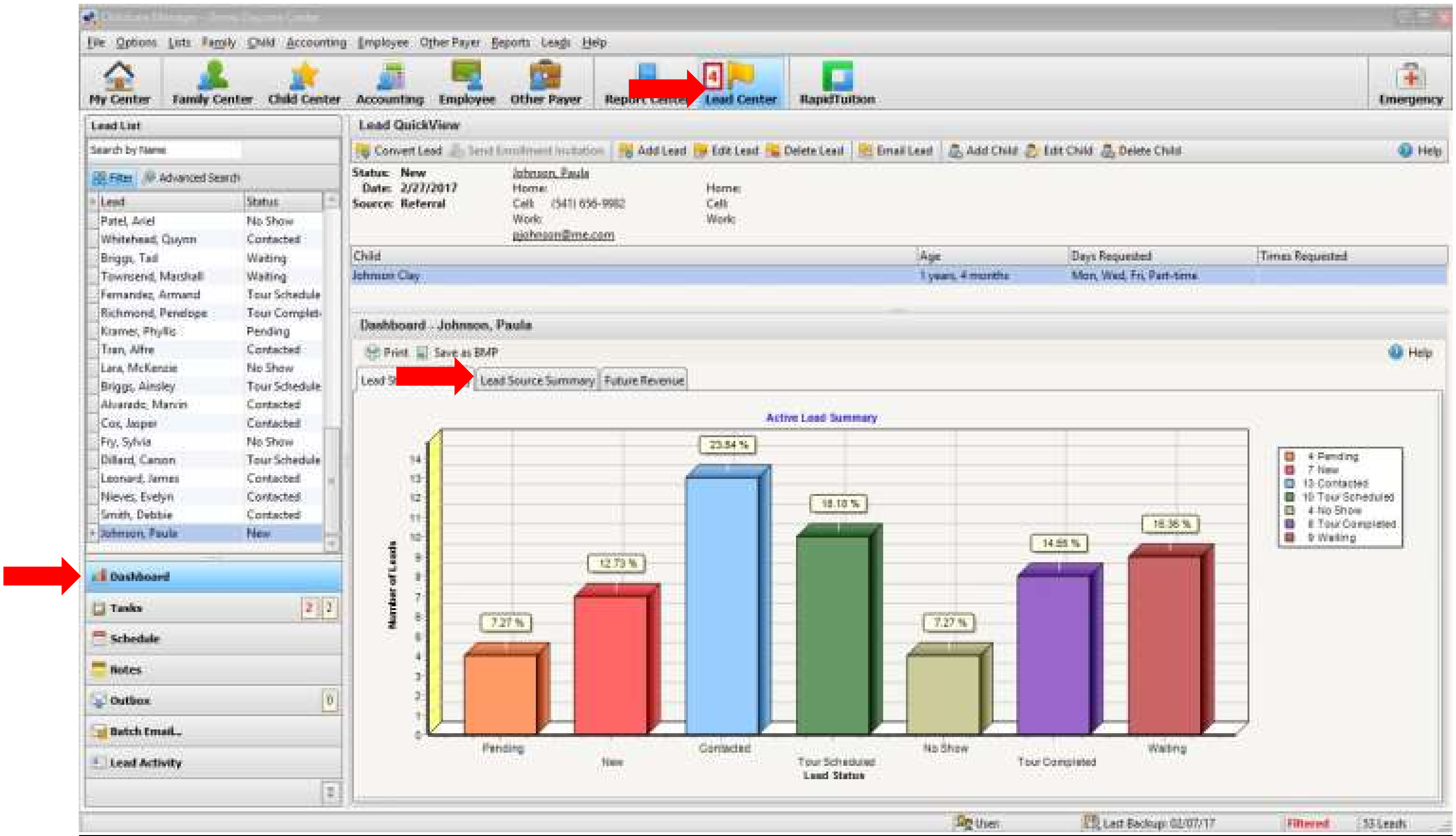
<u>CHILD INFORMATION</u>

In **Child Information**, enter the Child's **Name**, **DOB**, **Days** and **Times Requested**, **Program** and **Classroom**, and the **Billing Projections**.



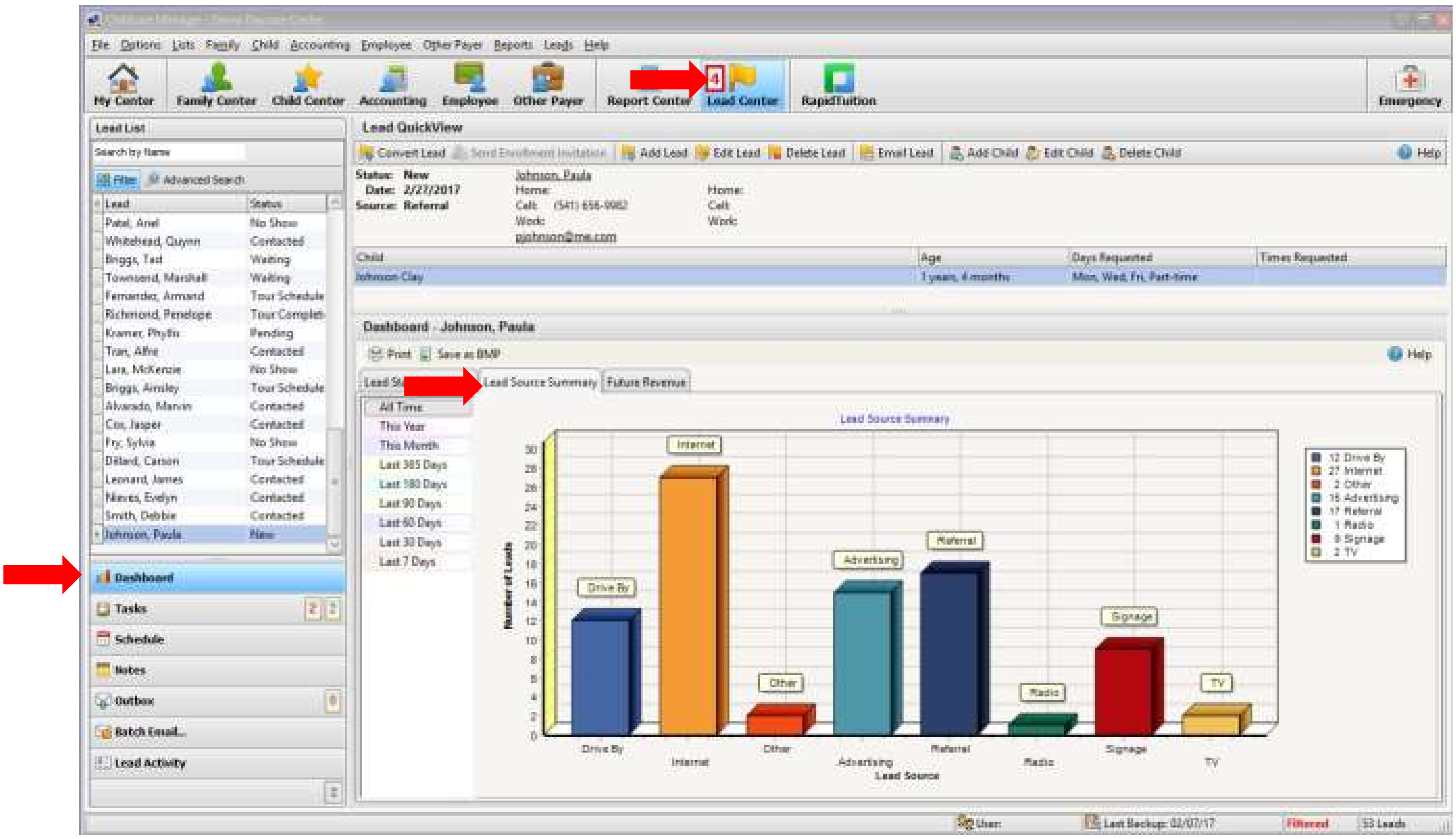
<u>LEAD CENTER DASHBOARD</u>

There are three tabs on the **Lead Center Dashboard**. The first tab is the **Lead Status Summary** which shows the number of current leads, and their status progression in bar graph format. The key is located on the right side of the screen.



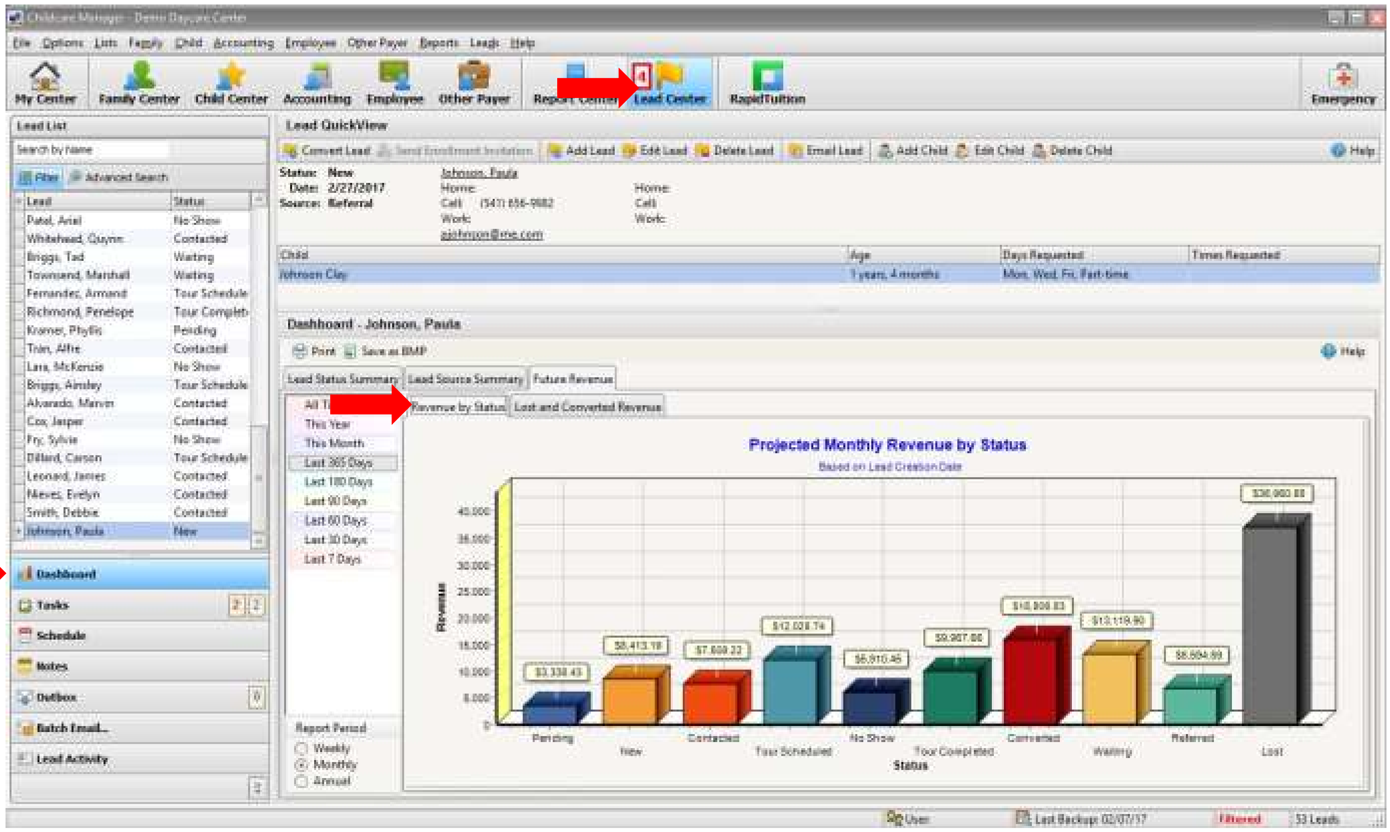
LEAD SOURCE CENTER

The second tab over is the **Lead Source Summary**, which is a graph of the leads by time period, displaying the number of leads from each source. The key is located on the right side of the screen.



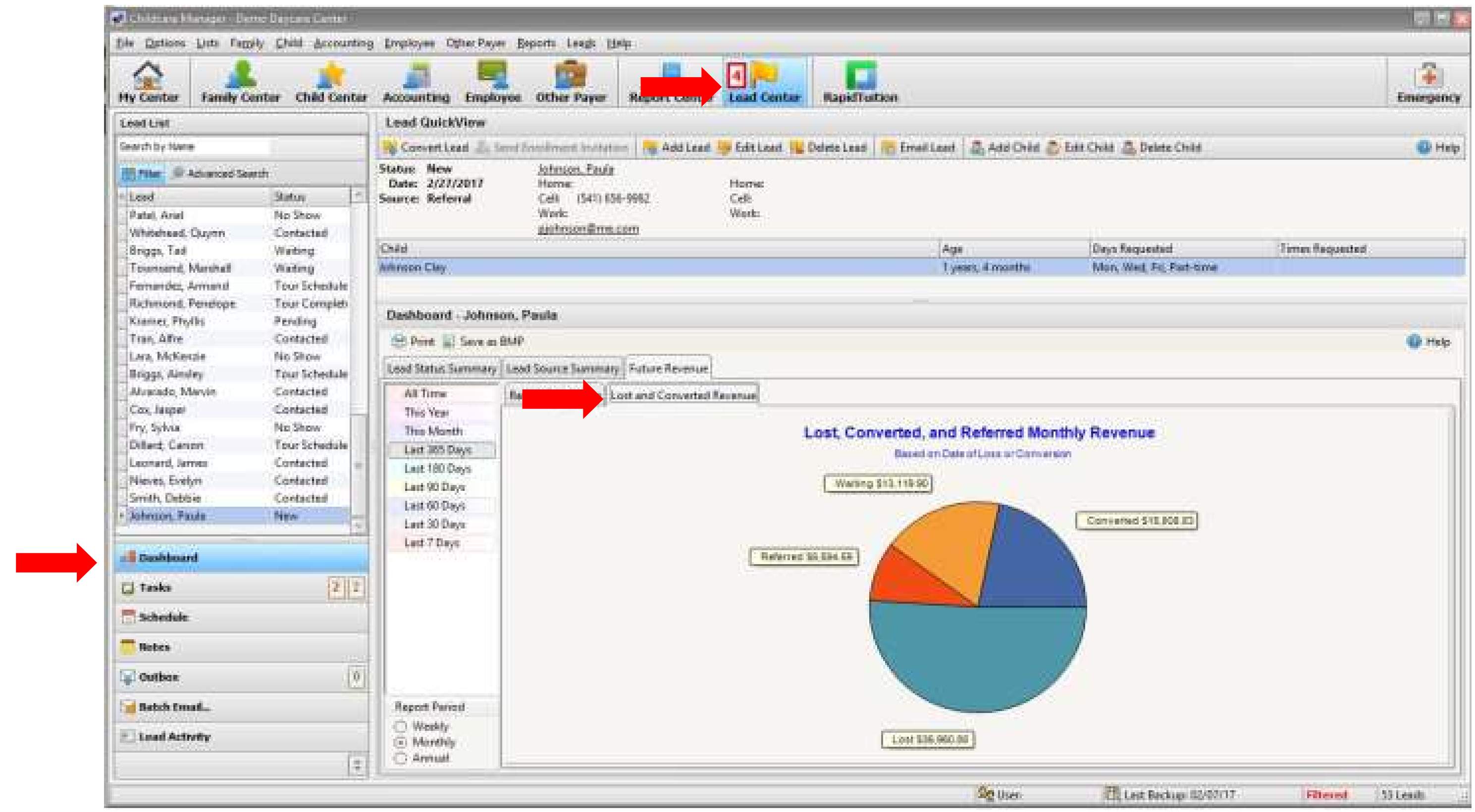
REVENUE by STATUS

The third tab in The Dashboard is **Future Revenue**. There are two sub-tabs within **Future Revenue**, **Revenue by Status** and **Lost and Converted Revenue**. You can choose a Weekly, Monthly, or Annual Reporting Period for each of these.



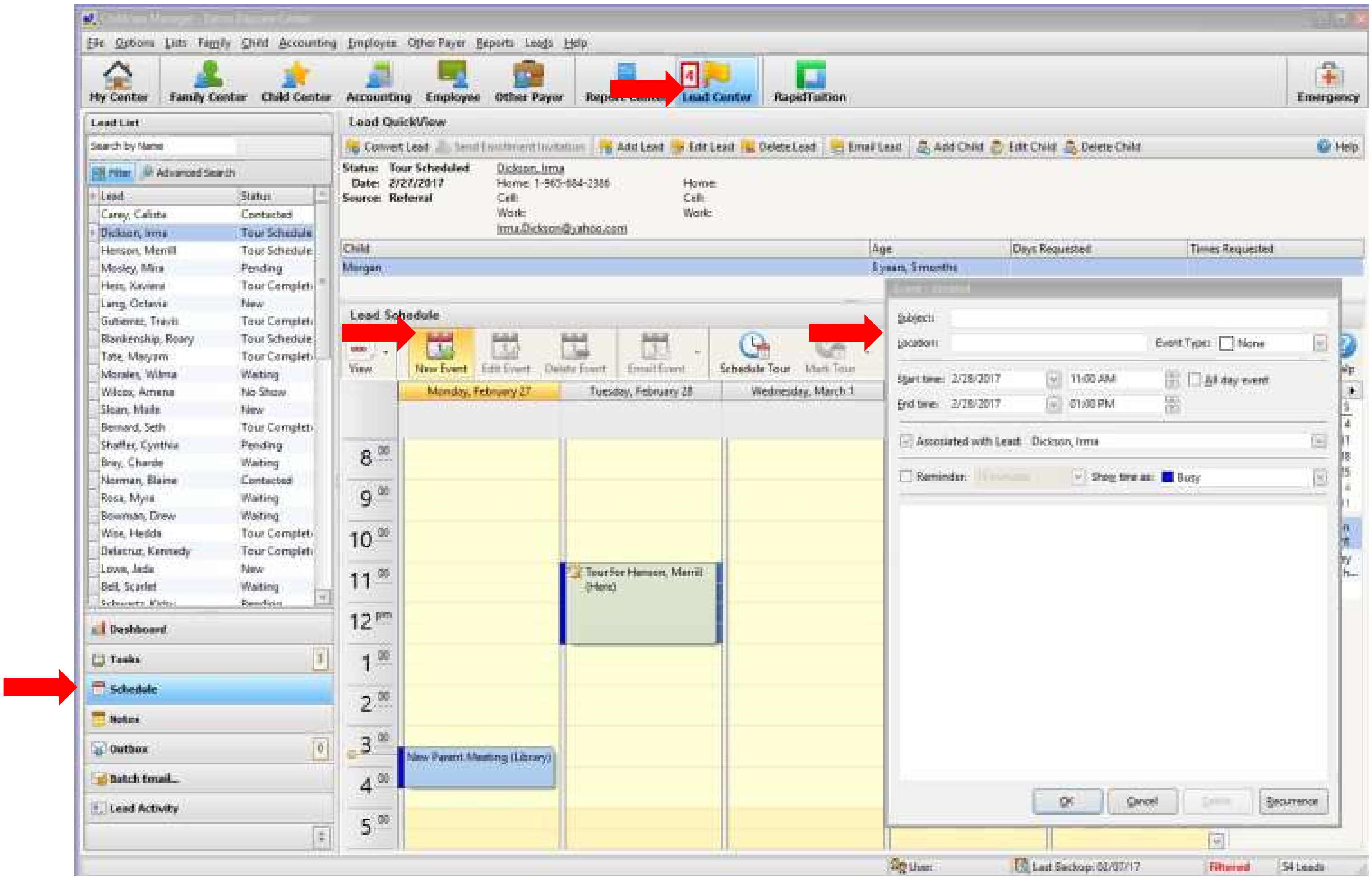
TASKS

To attach a task to a lead, click on **Tasks** in the drop-down menu on the left side of the screen and then click on **Add Task**.



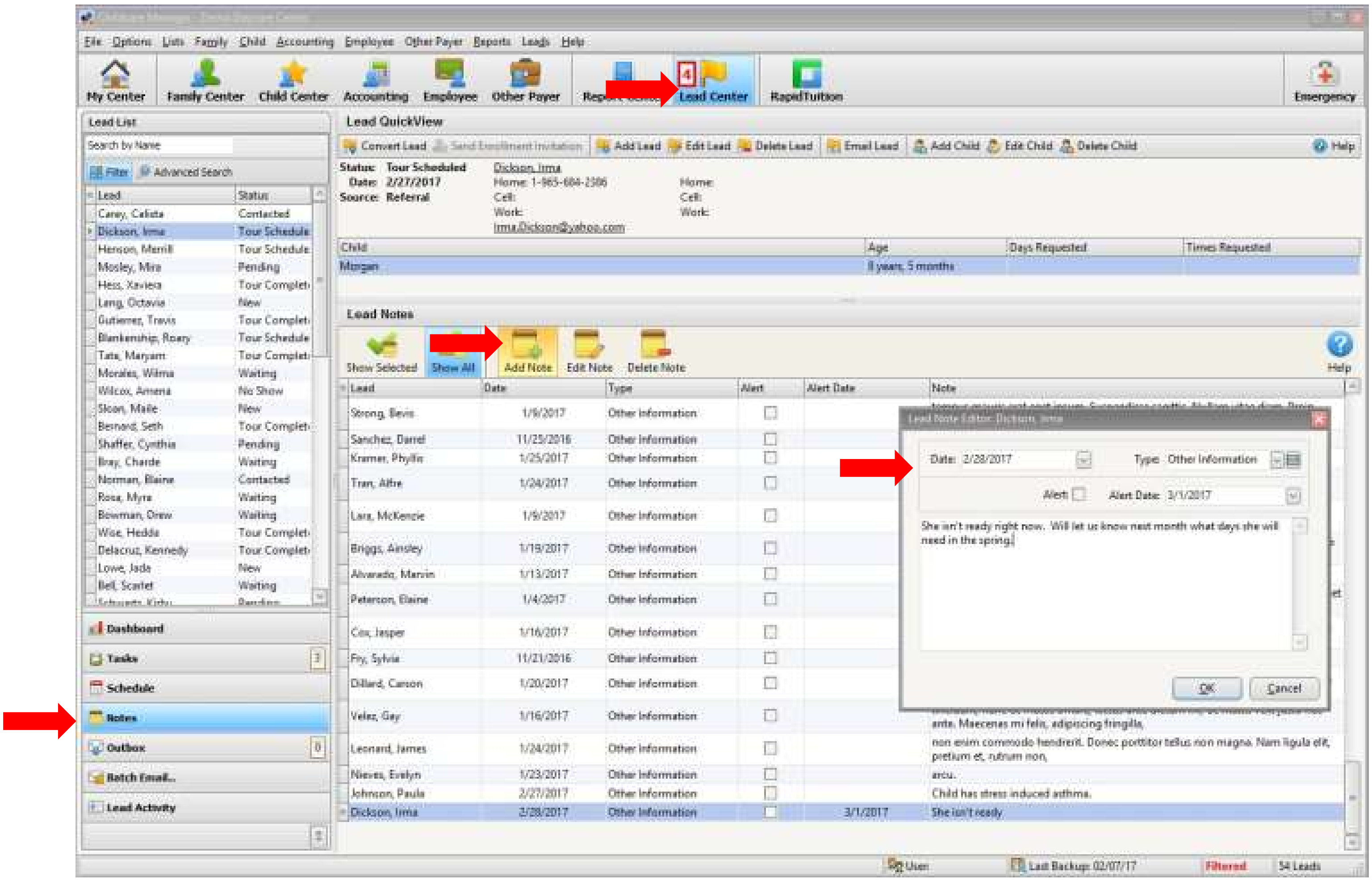
SCHEDULE

To add tasks to a schedule, click on **Schedule**. Once you have input the information in the schedule form, click OK. The event will appear on the calendar.



<u>NOTES</u>

The **Notes** section inside the **Lead Center** is a place to keep notes on each prospective family. Here you can record notes about meetings and phone calls, etc. To add a note, click on **Notes**, and then **Add Note**. To keep an **Alert** on your **My Center** screen, click on **Alert** when you're adding or editing your notes (uncheck the box to take **Alert** off your **My Center** screen).

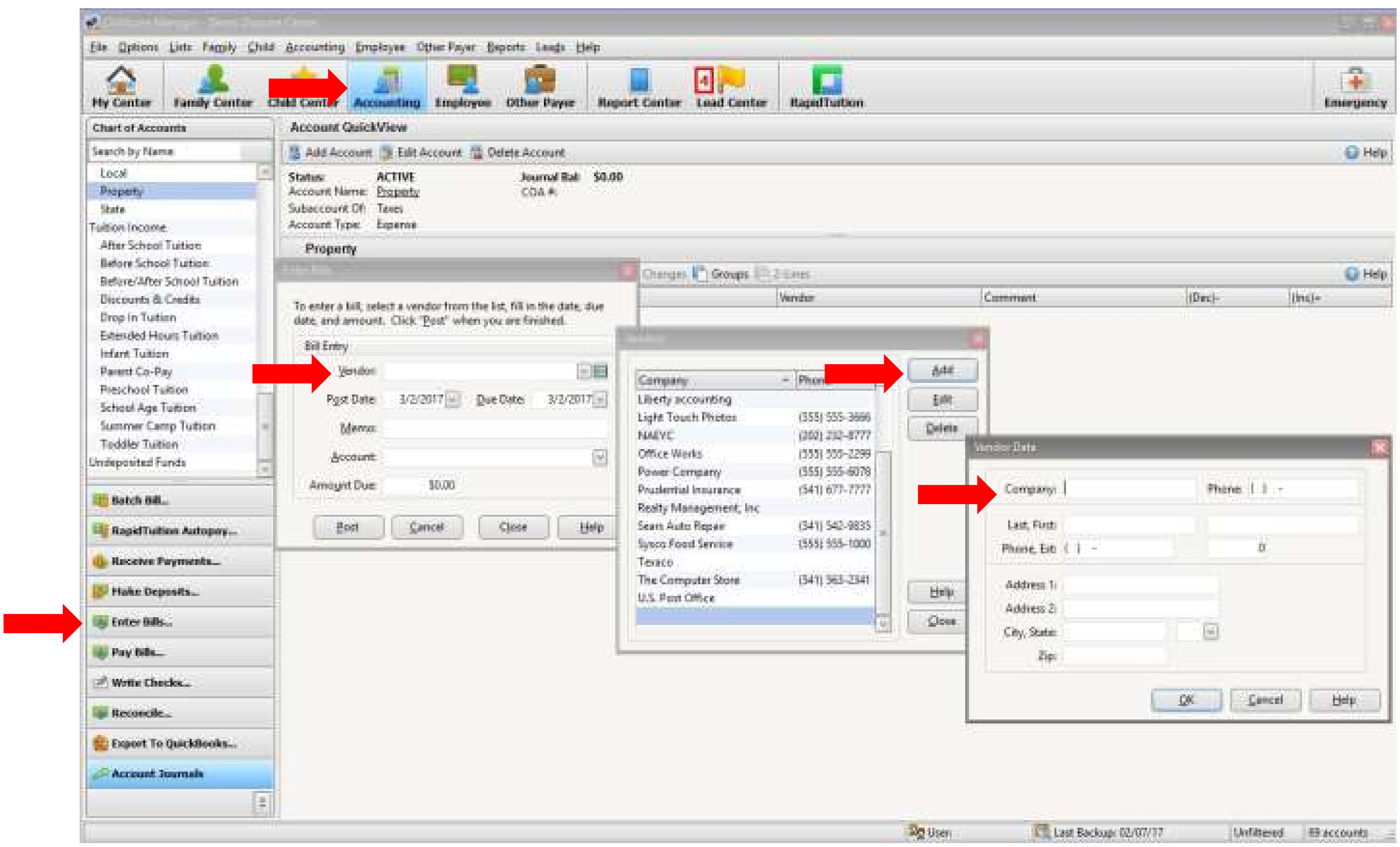


STEP 10

ACCOUNTING – PROFESSIONAL ADDITION

ENTER BILLS

Start by clicking on **Accounting** from the main button bar. To keep track of your Accounts Payable in Childcare Manager, you need to begin by setting up **Vendors** and **Entering Bills**. Both functions can be done through the **Enter Bills** tab on the left side task bar. From the **Enter Bills** pop up screen, click on the **Vendor** list (blue box next to the Vendor drop down arrow). From here you can **Add** and **Edit** all your **Vendors**. After you enter the **Vendors**, you can enter in your **Bills.** To do this, choose the **Vendor**, the **Post Date** (the date on the bill), **Due Date** (the date the bill is due), **Memo** (this can be a note about what you purchased), the **Account** for the **Bill** and the amount.



PAY BILLS

To pay the bills you have entered, Click on **Pay Bills**. From this screen, you can choose which bills you would like to "Pay". When you **Post** a bill to your **Checking Account**, you are subtracting the total amount of the bills posted from the total **Balance** listed in your **Checking Account**. Choose the bill(s) you would like to pay by checking or unchecking the box next to the bill. Add in the **Check #** if you paid by check (or you are printing a check here), and the **Amount to Pay** if it's different from the **Amount Owed**. Click **Post** to finish.

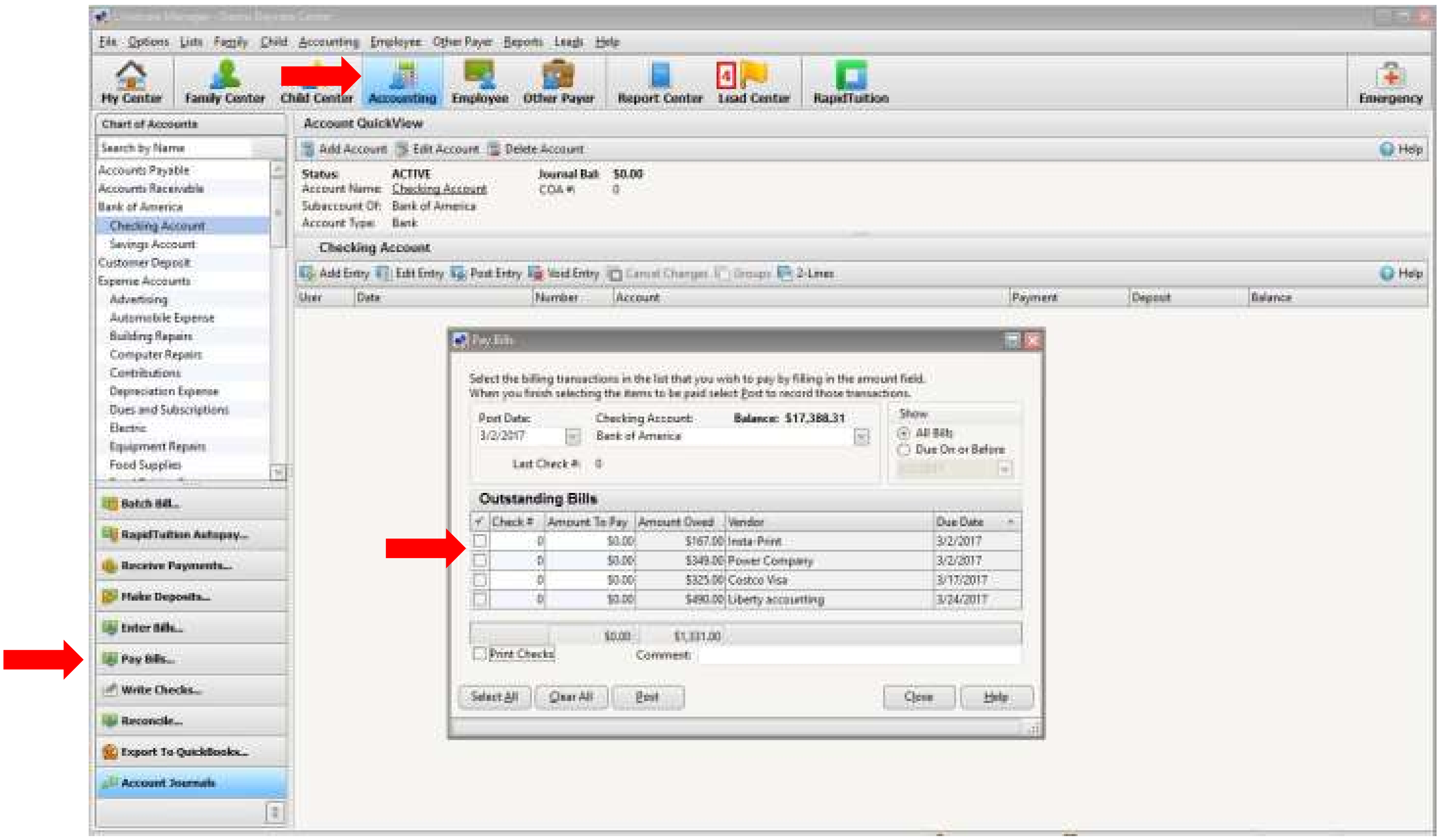
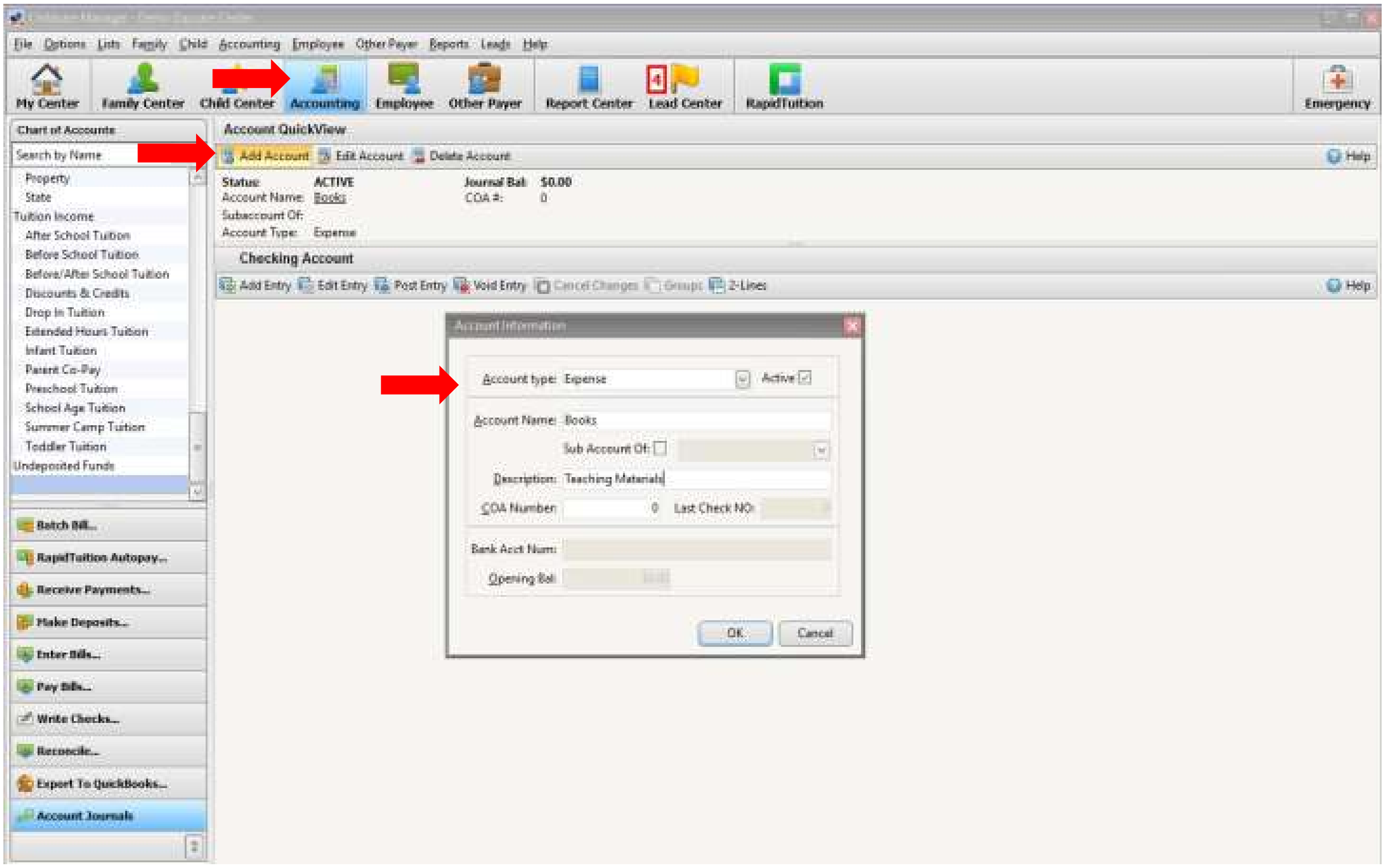


CHART OF ACCOUNTS – ADD AN ACCOUNT

To add an account to your **Chart of Accounts**, go to **Accounting** from the main button bar. On the left side task bar, click on **Account Journals**. Once you have done that, click on the **Add Account** button is located near the top of the screen, just under **Account QuickView**. The **Account Type** will allow you to choose between a variety of asset, liability, or expense accounts. Give the account a name and a description.

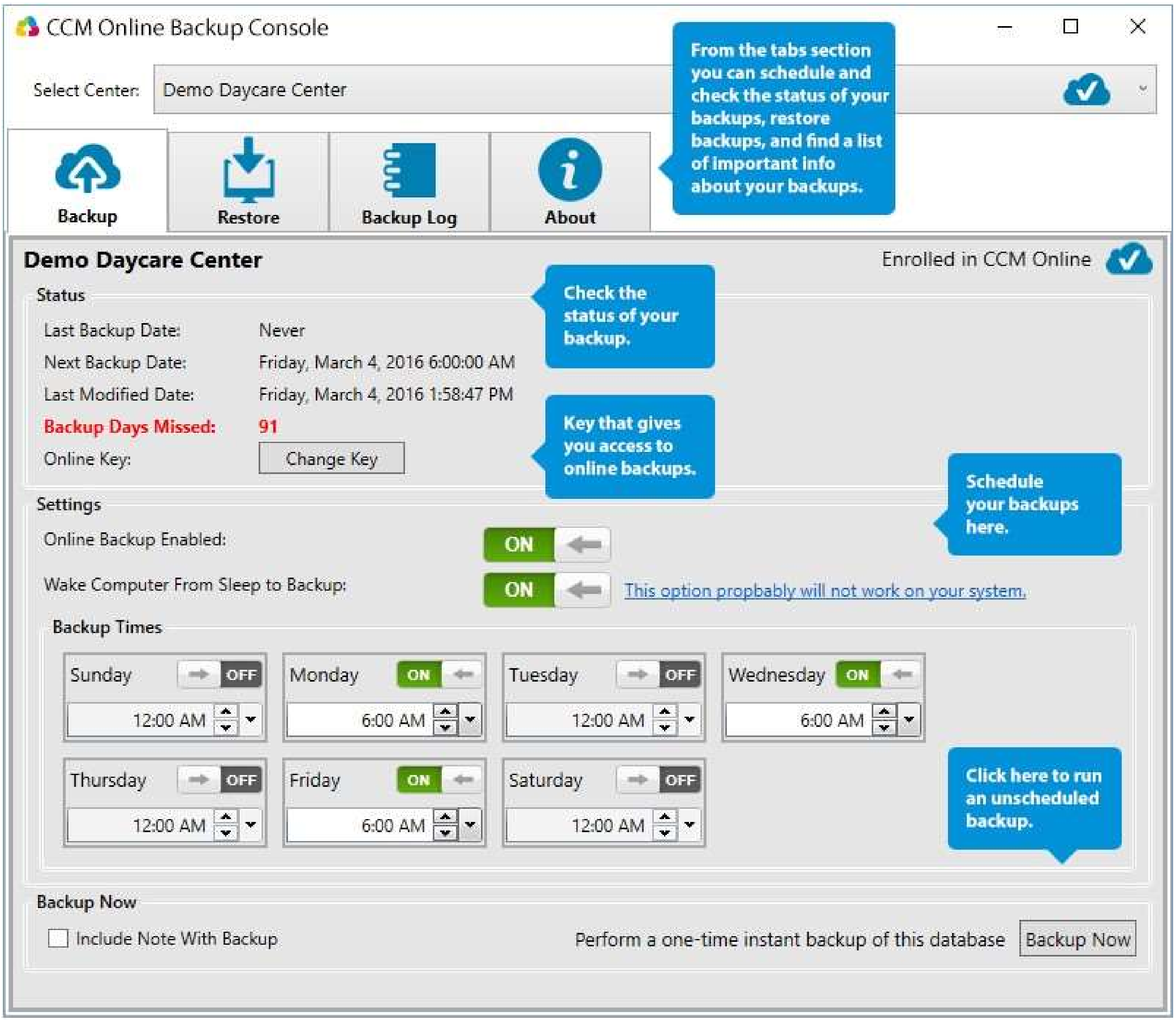


BACK UP YOUR DATA

Childcare Manager's files are an important business asset and should be backed up regularly. We recommend daily. By routinely backing up your files, you help avoid the potential serious issues that can result from hard drive failures, data corruption, and other computer related problems. We recommend you run backups on a removable media for safety reasons.

Click on the menu bar **File** and **Backup** on the drop-down menu. The **Save Backup File** will appear. Use the **Save In field** to enter the location to save your backup. If you are saving your backup to a removeable flash drive, plug this device in before you start. Choose the flash drive. Click **Save**.

NOTE: Our **CCM Online Backup** service is an integrated cloud solution for protecting your Childcare Manager data from partial or total loss. Your backups are run automatically and unattended on the days and times you schedule. This saves you time by not having to manually backup your data and guarantees your backups are run when you want them run. Setup is easy and your backups are encrypted to ensure no one but you has access to your stored data. For more information: ChildcareManagerOnline.com

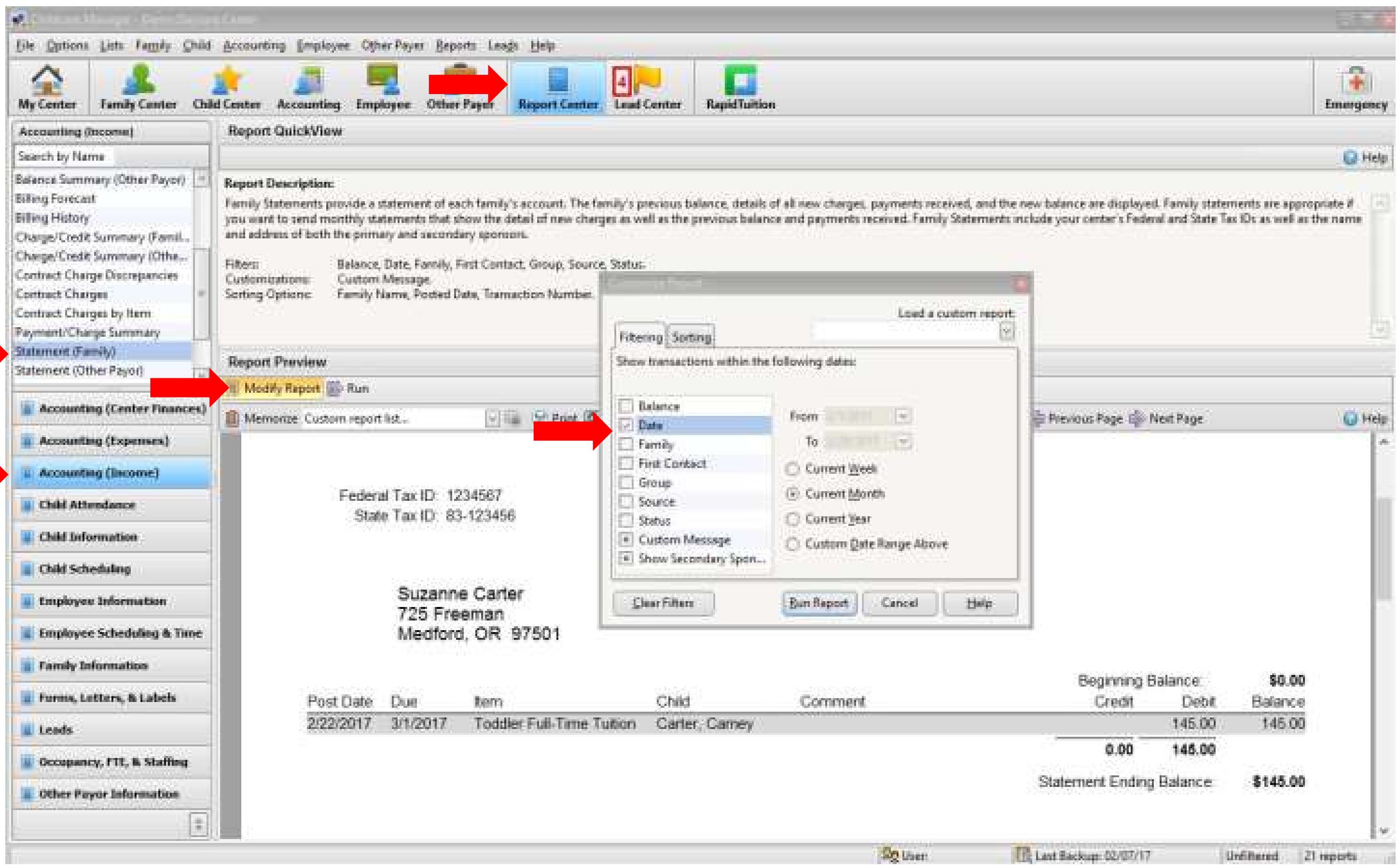


REPORTS 101

FAMILY STATEMENTS

To run the billing statements for all families at the same time, start in the **Report Center**. From the vertical menu on the bottom half of the left side of your screen, choose the **Accounting** (Income) tab. From the scroll down menu on the top left side of the screen, choose **Statement** (Family). To choose the date range you would like the Statement to include, Click on **Modify Report**; then **Filter by Date**. Here you can choose the **Current Week**, **Current Month**, **Current Year**, or indicate a **Custom Date Range**. Next, click **Run Report**.

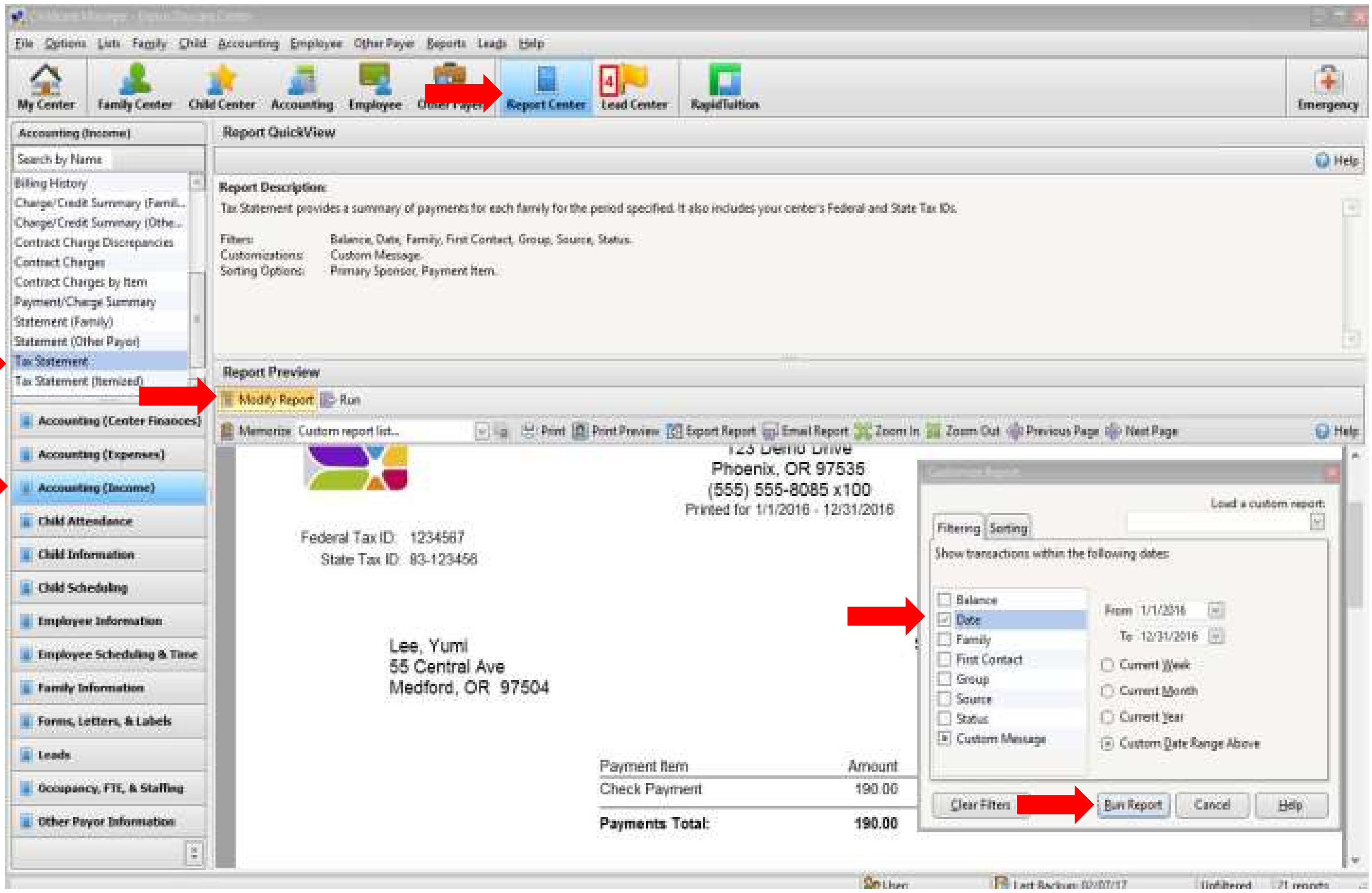
You will be shown the first statement in alphabetical order. To navigate between statements, **Click Next Page,** or **Previous Page**.



TAX STATEMENTS

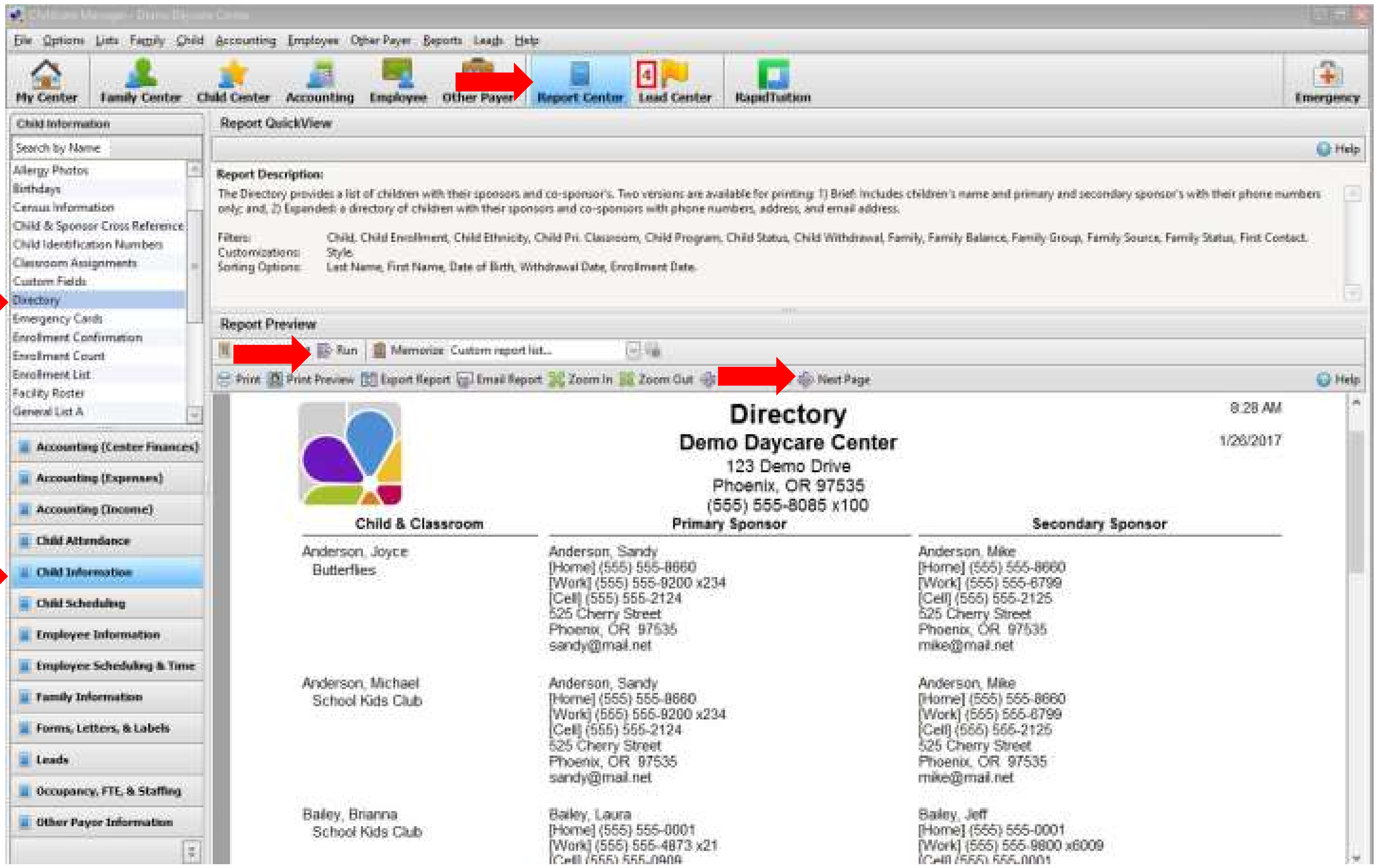
To **Run** a **Tax Statement** for all families, start in the **Report Center**. From the vertical menu on the bottom half of the left side of your screen, choose the **Accounting (Income)** tab. From the scrolling menu on the top left side of the screen, choose **Tax Statement**.

To choose the date range you would like the Statement to include, Click on **Modify Report**; then **Filter by Date**. Here you can choose the **Current Week**, **Current Month**, **Current Year**, or indicate a **Custom Date Range**. Next, click **Run Report**.



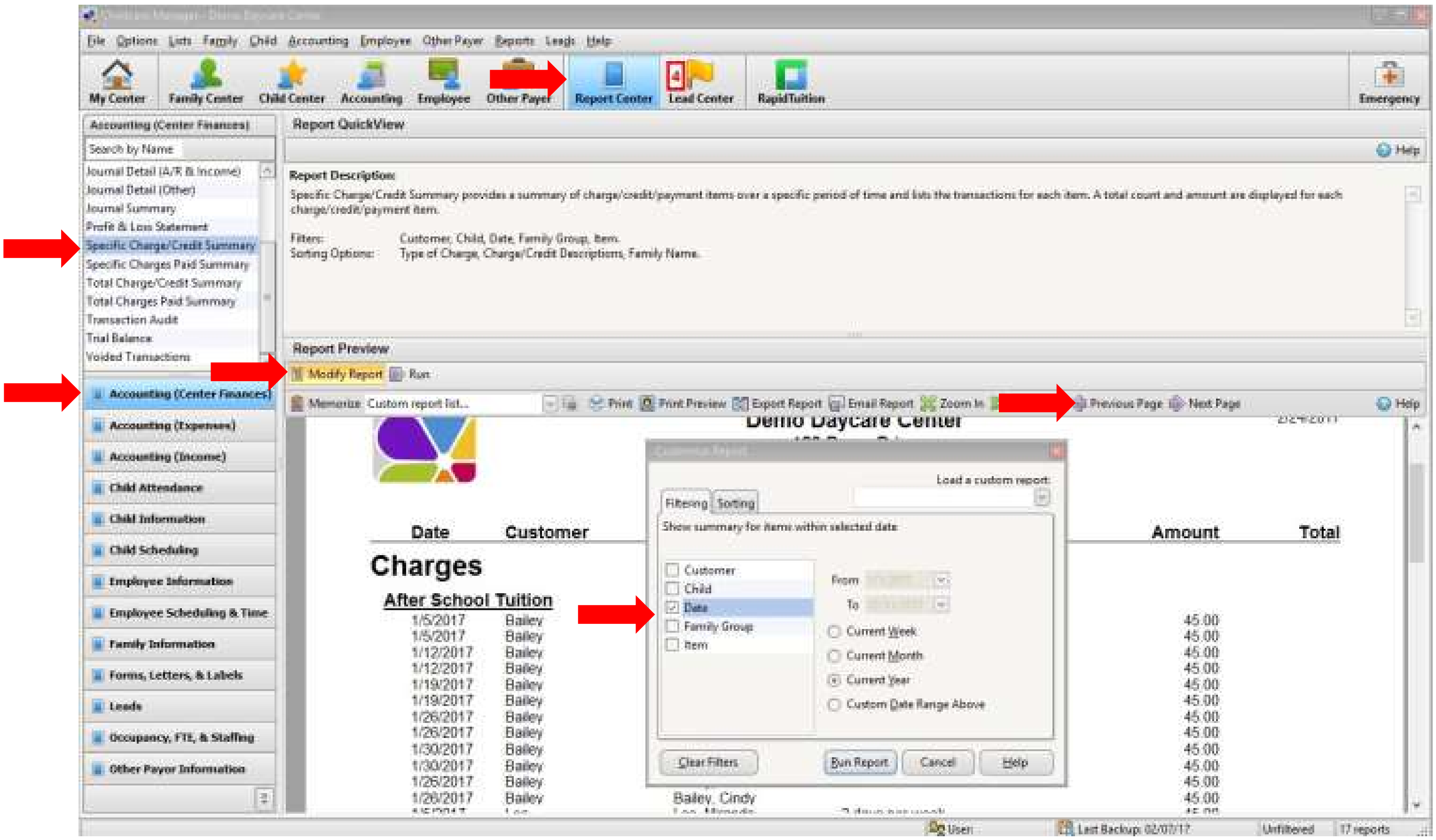
SCHOOL DIRECTORY

To print a school directory, start in the **Report Center**. Click on **Child Information** in the vertical menu on the bottom left portion of the screen. Next, choose **Directory** from the top left side scrolling menu. Click **Run** to get an alphabetized list of all the children in the center, with their classroom assignments, their parents, and their contact information. To negotiate between pages, use **Previous Page** and **Next Page**.



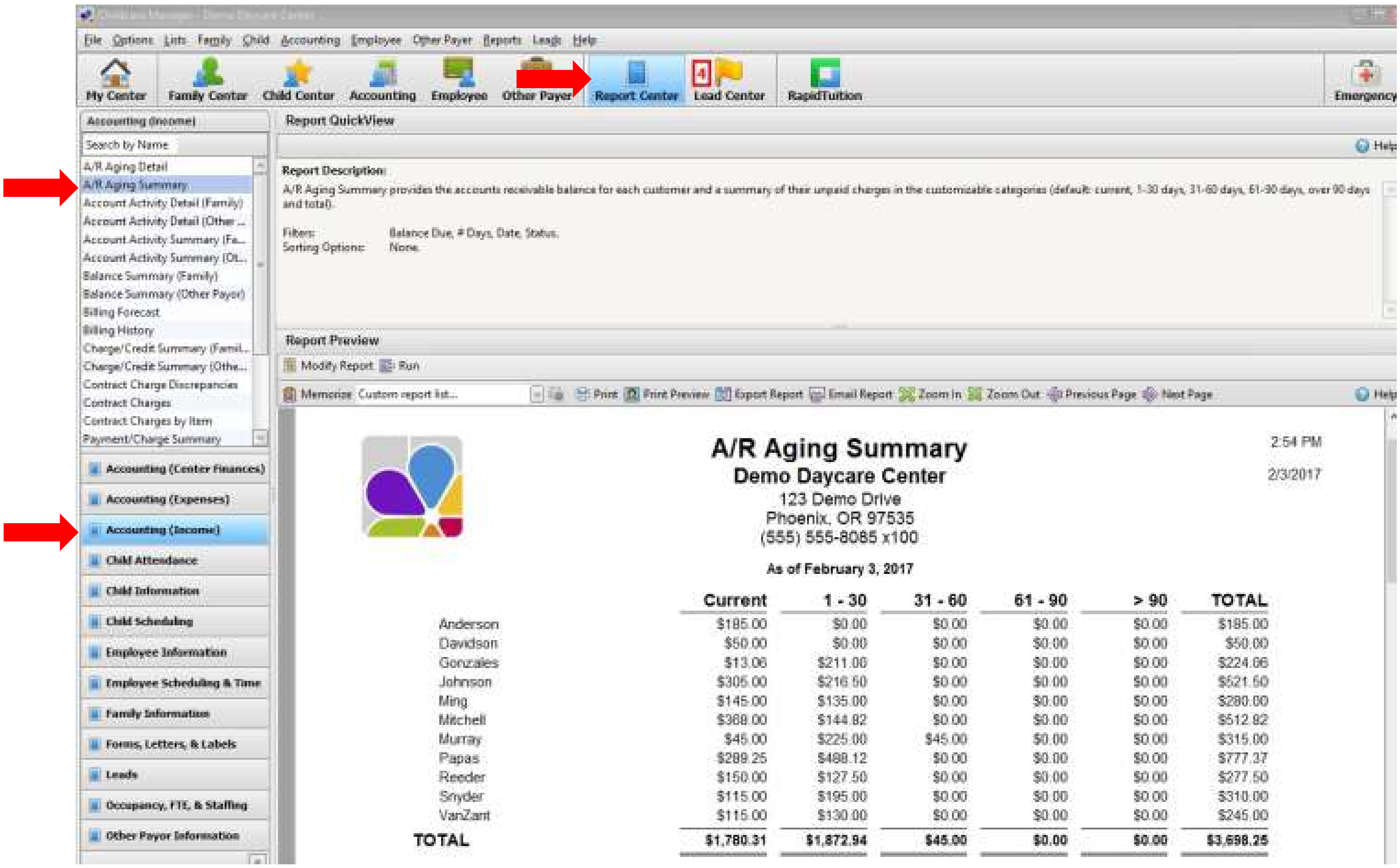
SPECIFIC CHARGE/CREDIT SUMMARY

This report gives you a quick view of all the charges and credits for every family, grouped by Charge and Credit name, and includes totals at the end of each category. To Run this report, you will start in the **Report Center**, **Accounting (Center Finances)**, and choose **Specific Charge/Credit Summary**. Click on **Modify Report** to specify **Date/Date Range**, **Customer**, **Child**, **Family Group**, or **Item**. Once you have filtered the report to your specifications, click on **Run Report**. To navigate between pages in the report, use **Next Page**, and **Previous Page**.



A/R (ACCOUNTS RECEIVABLE) AGING SUMMARY

This report gives you a snapshot for any given day of all past due balances, and the amount of days the money has been owed. To Run this report, start in the **Report Center**, **Accounting (Income)** section, and choose **A/R Aging Summary** from the report list. The default shows the aging debt in 30 day increments, but this can be changed to increment in **Modify Report**. To negotiate between pages, use **Previous Page** and **Next Page**.



BIRTHDAYS BY CLASSROOM LIST

This report is a list of children that can be organized by classroom, that includes **Date of Birth**, **Program**, **Enrollment Date**, and **Age**. To run this report, start in the **Report Center**, **Child Information** section, and choose **Birthdays**. To filter and age **Page Separations**, **Modify Report**, and then **Run**.

Note: For a simple Classroom List with only names of children, use the **Classroom Assignments** Report.