

# Contents

GETTING STARTED .....	3
STEP 1 .....	4
SETTING UP YOUR CENTER .....	4
STEP 2 .....	5
SETTING UP YOUR CLASSROOMS .....	5
SETTING UP YOUR PROGRAMS.....	6
STEP 3 .....	7
SETTING UP YOUR FAMILIES.....	7
SETTING UP YOUR CONTACTS .....	8
SETTING UP YOUR CHILDREN .....	9
STEP 4 .....	10
SETTING UP SCHEDULE TEMPLATES .....	10
APPLY SCHEDULE TEMPLATE .....	11
MANUALLY CLOCKING IN or OUT- CHILD .....	12
USING BATCH ATTENDANCE.....	13
NOTES.....	14
STEP 5 .....	15
SETTING UP YOUR EMPLOYEES .....	15
SETTING UP AND APPLYING EMPLOYEE SCHEDULE TEMPLATES .....	16
MANUALLY CLOCKING EMPLOYEES IN AND OUT .....	17
STEP 6 .....	18
OTHER PAYER .....	18
STEP 7 .....	19
SETTING UP CHARGE AND CREDIT ITEMS.....	19
CONTRACT CHARGES .....	20
CONTRACT CHARGES FOR DIVORCED PARENTS .....	21
BATCH BILLING .....	22
ADD A STATEMENT CHARGE and POST A CHARGE/CREDIT DIRECTLY TO A FAMILY JOURNAL.....	23
ENTER LINE ITEM ON FAMILY RECEIVABLES.....	24
STEP 8 .....	25
RECEIVE PAYMENTS.....	25
MAKE DEPOSITS.....	26
STEP 9 .....	27
LEAD CENTER.....	27
ADD LEAD .....	27
CHILD INFORMATION .....	28
LEAD CENTER DASHBOARD .....	29

LEAD SOURCE CENTER.....	30
REVENUE by STATUS .....	31
TASKS.....	33
SCHEDULE.....	34
NOTES.....	35
STEP 10 .....	36
ENTER BILLS.....	36
PAY BILLS .....	37
CHART OF ACCOUNTS – ADD AN ACCOUNT.....	38
BACK UP YOUR DATA.....	39
REPORTS 101.....	40
FAMILY STATEMENTS .....	40
TAX STATEMENTS.....	41
SCHOOL DIRECTORY .....	42
SPECIFIC CHARGE/CREDIT SUMMARY .....	43
A/R (ACCOUNTS RECEIVABLE) AGING SUMMARY .....	44
BIRTHDAYS BY CLASSROOM LIST.....	45

## 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.

### Registered Downloads

Registered users of Childcare Manager and Time Manager can download the latest copy their serial number and ESP will allow from here. Simply enter your serial number from either product below and click Get Download Link.

Serial Number:

Get Download Link

(dashes are required)

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

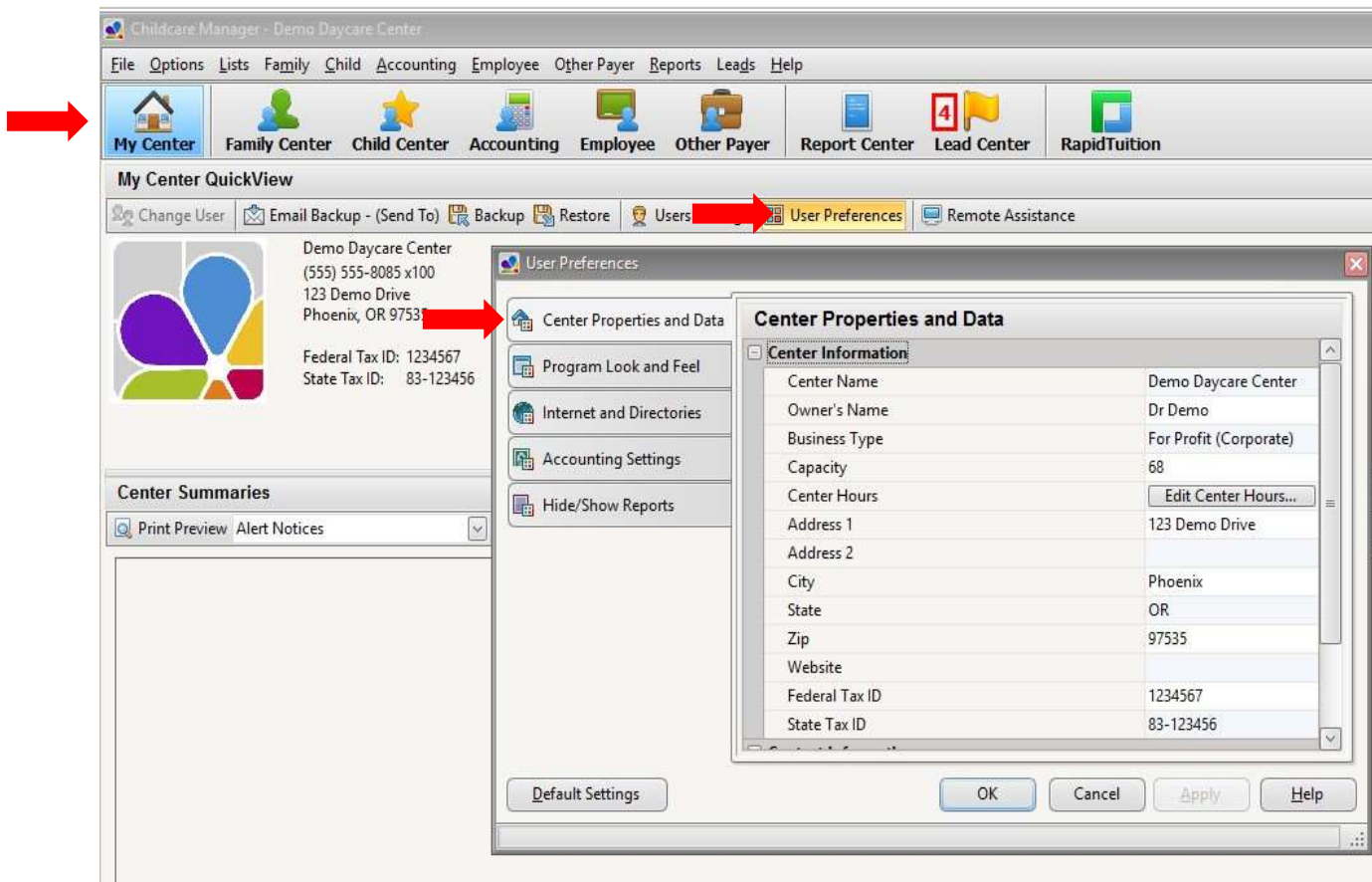
Need help? Call our Help Desk 1-800-553-2312 x 2, (M – F) 7am – 4pm PST.

# 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.

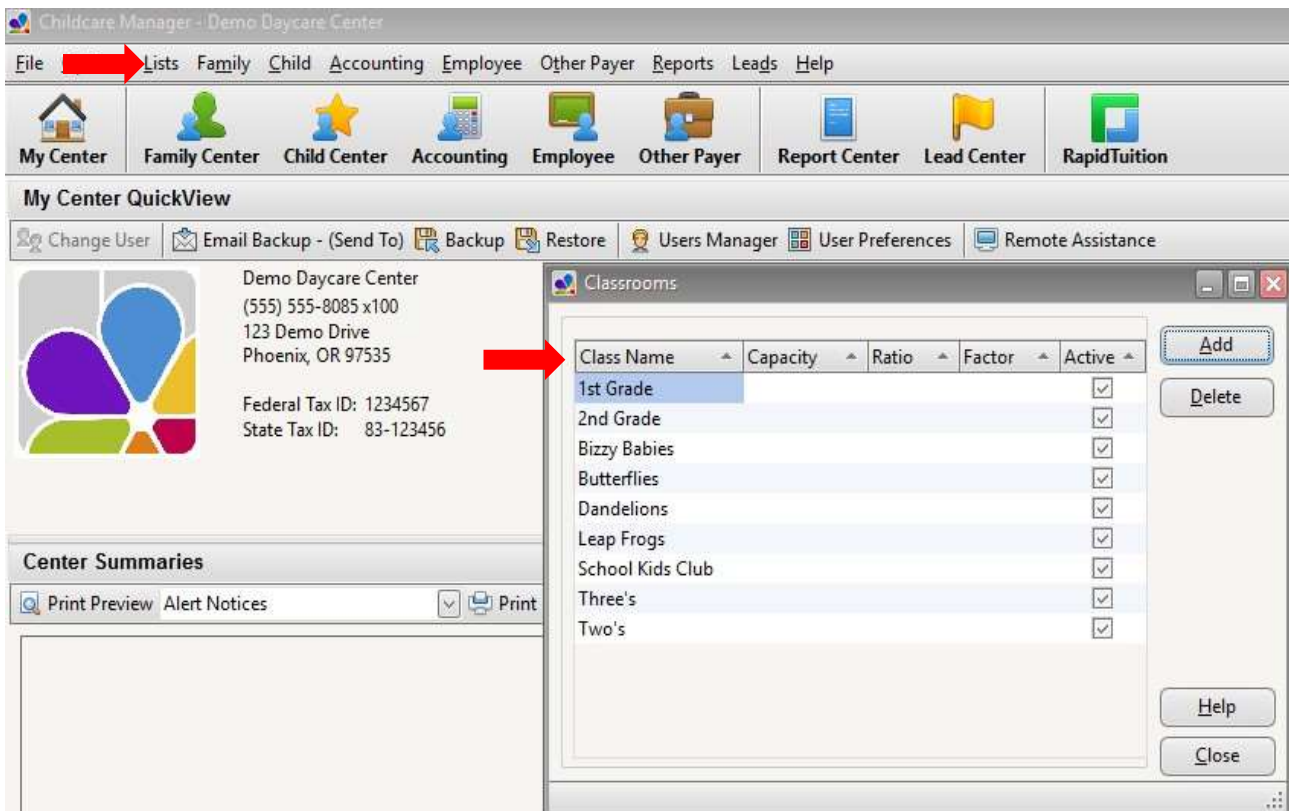


# STEP 2

## 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.



## SETTING UP YOUR PROGRAMS

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.

The screenshot displays the 'Childcare Manager - Demo Daycare Center' application. The main menu includes 'File', 'Lists', 'Family', 'Child', 'Accounting', 'Employee', 'Other Payer', 'Reports', 'Leads', and 'Help'. A red arrow points to the 'Lists' menu. Below the menu is a toolbar with icons for 'My Center', 'Family Center', 'Child Center', 'Accounting', 'Employee', 'Other Payer', 'Report Center', 'Lead Center', and 'RapidTuition'. The 'My Center QuickView' section shows contact information for 'Demo Daycare Center' and details for the owner 'Dr Demo'. A 'Programs' window is open, showing a list of programs with columns for 'Program', 'Capacity', 'Ratio', 'Factor', and 'Active'. A red arrow points to the 'Program' column header. The list includes 'After School', 'Before & After Care', 'Before School', 'Child Care', 'Drop-In', 'Elementary', 'Infant', 'Infant Part-Time', 'Preschool', 'Preschool Part-Time', 'Summer Program', 'Toddler', and 'Toddler Part-Time'. The 'Active' column has checkboxes, all of which are checked. The window also features 'Add', 'Delete', 'Help', and 'Close' buttons.

Program	Capacity	Ratio	Factor	Active
After School				<input checked="" type="checkbox"/>
Before & After Care				<input checked="" type="checkbox"/>
Before School				<input checked="" type="checkbox"/>
Child Care				<input checked="" type="checkbox"/>
Drop-In				<input checked="" type="checkbox"/>
Elementary				<input checked="" type="checkbox"/>
Infant				<input checked="" type="checkbox"/>
Infant Part-Time				<input checked="" type="checkbox"/>
Preschool				<input checked="" type="checkbox"/>
Preschool Part-Time				<input checked="" type="checkbox"/>
Summer Program				<input checked="" type="checkbox"/>
Toddler				<input checked="" type="checkbox"/>
Toddler Part-Time				<input checked="" type="checkbox"/>

# STEP 3

## Family Center

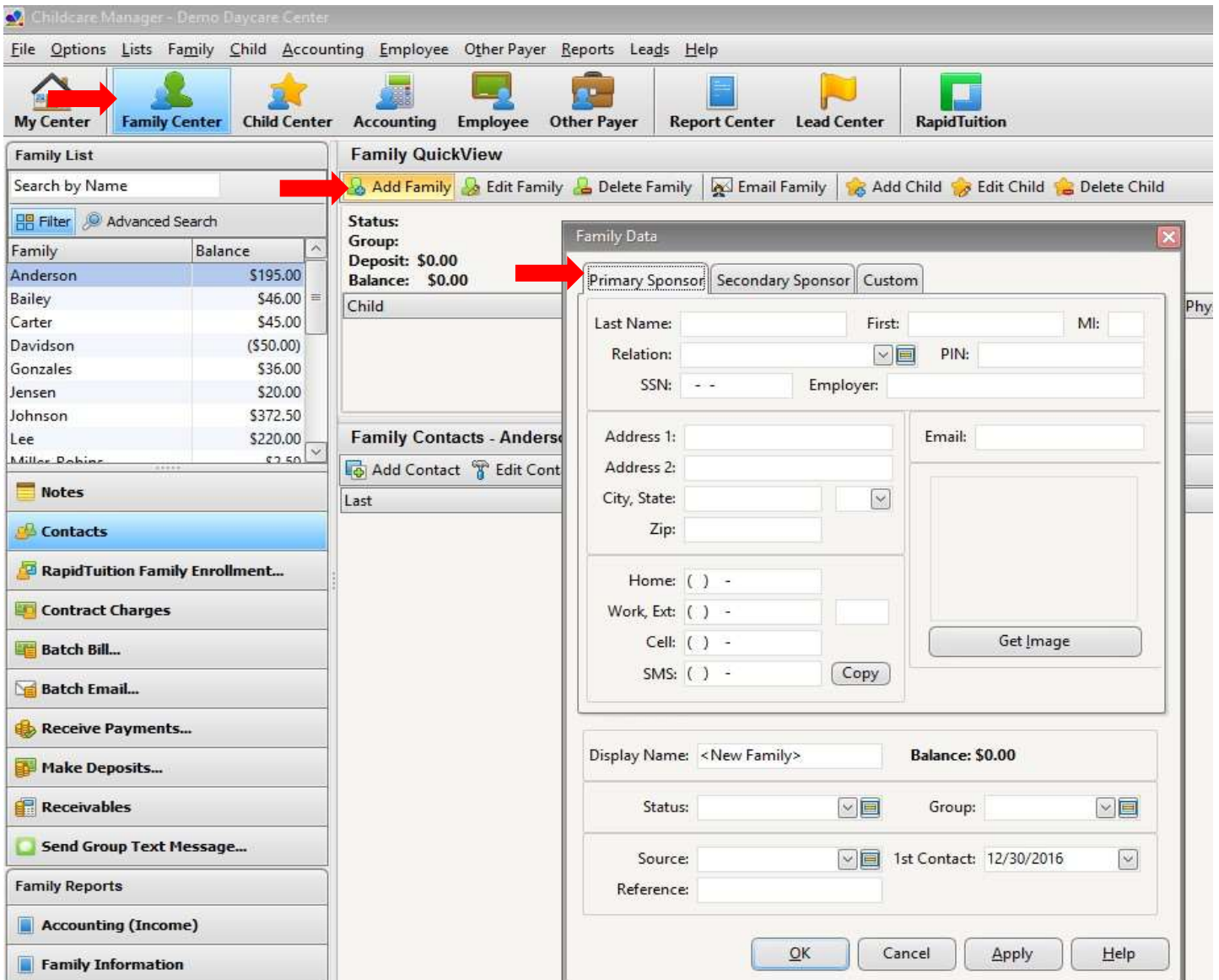
### Add Families, Contacts, and Children

#### 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.

The screenshot displays the 'Childcare Manager - Demo Daycare Center' software interface. The top menu bar includes 'File', 'Options', 'Lists', 'Family', 'Child', 'Accounting', 'Employee', 'Other Payer', 'Reports', 'Leads', and 'Help'. The main toolbar contains icons for 'My Center', 'Family Center', 'Child Center', 'Accounting', 'Employee', 'Other Payer', 'Report Center', 'Lead Center', and 'RapidTuition'. A red arrow points to the 'Family Center' icon. Below the toolbar, the 'Family List' table shows a list of families with their balances. The 'Fisher, James' family is selected. The 'Family QuickView' section shows details for 'Fisher, James - Father', including status, group, deposit, and balance. A red arrow points to the 'Add Contact' button in the 'Family Contacts - Fisher, James' section. The 'Family Contacts' dialog box is open, showing fields for 'Last Name', 'First', 'MI', 'Relation', 'PIN', 'Address 1', 'Address 2', 'City, State', 'Zipcode', and 'Phone Numbers'. A red arrow points to the 'Add Contact' button in the dialog box. The 'Family List' table is as follows:

Family	Balance
Anderson	\$195.00
Bailey	\$46.00
Carter	\$45.00
Davidson	(\$50.00)
Fisher, James	\$0.00
Gonzales	\$36.00
Jensen	\$20.00
Johnson	\$372.50
Lee	\$220.00



## 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.

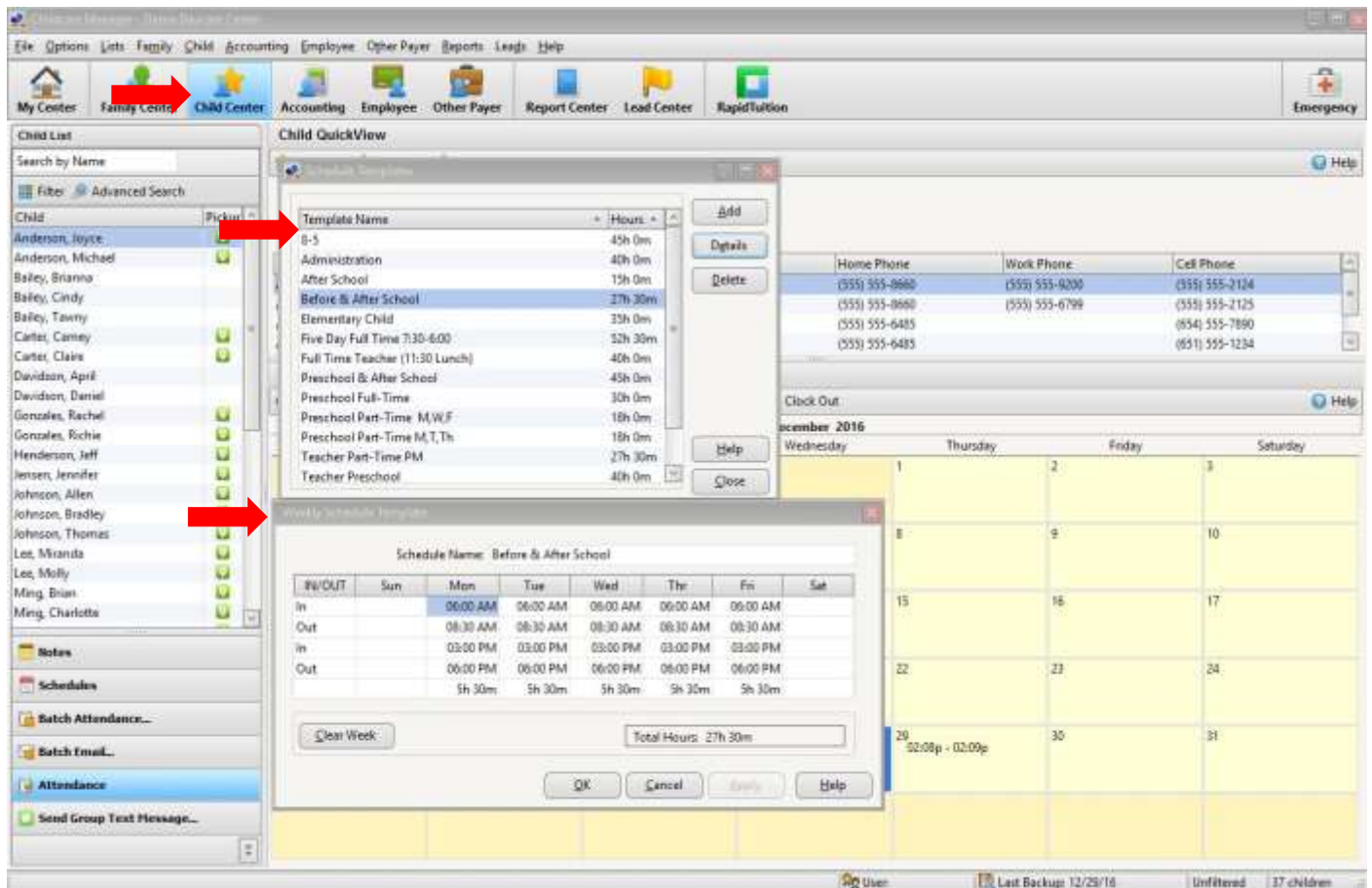
The screenshot displays the Family QuickView interface. The top menu bar includes options like File, Options, Lists, Family, Child, Accounting, Employee, Other Payer, Reports, Leads, and Help. The main toolbar contains icons for My Center, Family Center, Child Center, Accounting, Employee, Other Payer, Report Center, Lead Center, RapidTuition, and Emergency. The Family List on the left shows a table of families with columns for Family and Balance. The Family QuickView section shows details for the Johnson family, including contact information for the mother and father. A table below lists children with columns for Child, Primary Classroom, Age, Allergies, Physical, Pickup, Shots, and Status. The Family Contacts section is open, showing a list of contacts. The Child Data dialog box is open, showing fields for Last Name, First, MI, Suffix, Status, Ethnicity, Waiting List, Birthday, Program, Group, SS#, Show Pickup Flag, Enrolled, Registered, Withdrawn, and Reason. The status bar at the bottom indicates the user, last backup date, and the number of families.

# 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.

The screenshot shows the 'Child Schedules' window for 'Henderson, Jeff'. The 'Choose Template' dialog box is open, displaying the following table:

Name	Hours
S-S	45h 00m
Administration	40h 00m
After School	15h 00m
Before & After School	27h 30m
Elementary Child	35h 00m

## 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.

The screenshot shows the 'Childcare Manager' interface. The 'Child Center' tab is selected in the top navigation bar. The left sidebar has the 'Attendance' button highlighted. The main window displays 'Child QuickView' for Joyce Anderson, including her status, contact information, and a calendar for February 2017. A red arrow points to the 'Clock In' button above the calendar, and another red arrow points to a clock-in entry on February 20th at 09:15a.

Family / Emergency Contact	Relation	Home Phone	Work Phone	Cell Phone
Anderson, Sandy	Mother	(555) 555-8900	(555) 555-9200	(555) 555-2124
Anderson, Mike	Father	(555) 555-8900	(555) 555-8799	(555) 555-2125
Anderson, Robert	Grandfather	(555) 555-6485		(654) 555-7890
Anderson, Sheila	Grandmother	(555) 555-6485		(651) 555-1234

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20 09:15a	21	22	23	24	25
26	27	28				

## 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 **Filter** 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**.

The screenshot displays a software interface for managing child attendance. The main window has a menu bar with options like 'File', 'Options', 'Lists', 'Family', 'Child', 'Accounting', 'Employee', 'Other Payer', 'Reports', 'Logoff', and 'Help'. Below the menu bar is a toolbar with icons for 'My Center', 'Family Center', 'Child Center', 'Accounting', 'Employee', 'Other Payer', 'Report Center', 'Lead Center', 'RapidTuition', and 'Emergency'. The 'Child Center' menu is expanded, showing options like 'Batch Attendance...'. The 'Child Attendance' dialog box is open, showing a list of children with checkboxes and a 'Filter' button. The 'Child Filters' dialog box is also open, showing various filter options like Status, Program, Enrolled, and Birth Date.

Child	Time
<input checked="" type="checkbox"/> Anderson, Joyce	09:19 AM
<input checked="" type="checkbox"/> Carter, Carney	09:19 AM
<input checked="" type="checkbox"/> Carter, Claire	09:19 AM
<input checked="" type="checkbox"/> Gonzalez, Rachel	09:19 AM
<input checked="" type="checkbox"/> Johnson, Thomas	09:19 AM
<input checked="" type="checkbox"/> Lee, Molly	09:19 AM
<input checked="" type="checkbox"/> Mitchell, Sabrina	09:19 AM
<input checked="" type="checkbox"/> Reeder, Danieka	09:19 AM
<input checked="" type="checkbox"/> Robins, Amanda	09:19 AM
<input checked="" type="checkbox"/> Snyder, Jason	09:19 AM
<input checked="" type="checkbox"/> Thompson, Frankie	09:19 AM

Filters	Value
Status	Active
Program	
Enrolled	To
Withdraw	To
Waiting	To
Primary Class	"Buzzy Babies", Butterflies, Dandelio
Group	
Birth Date	To
Currently Clocked In	

## NOTES

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.

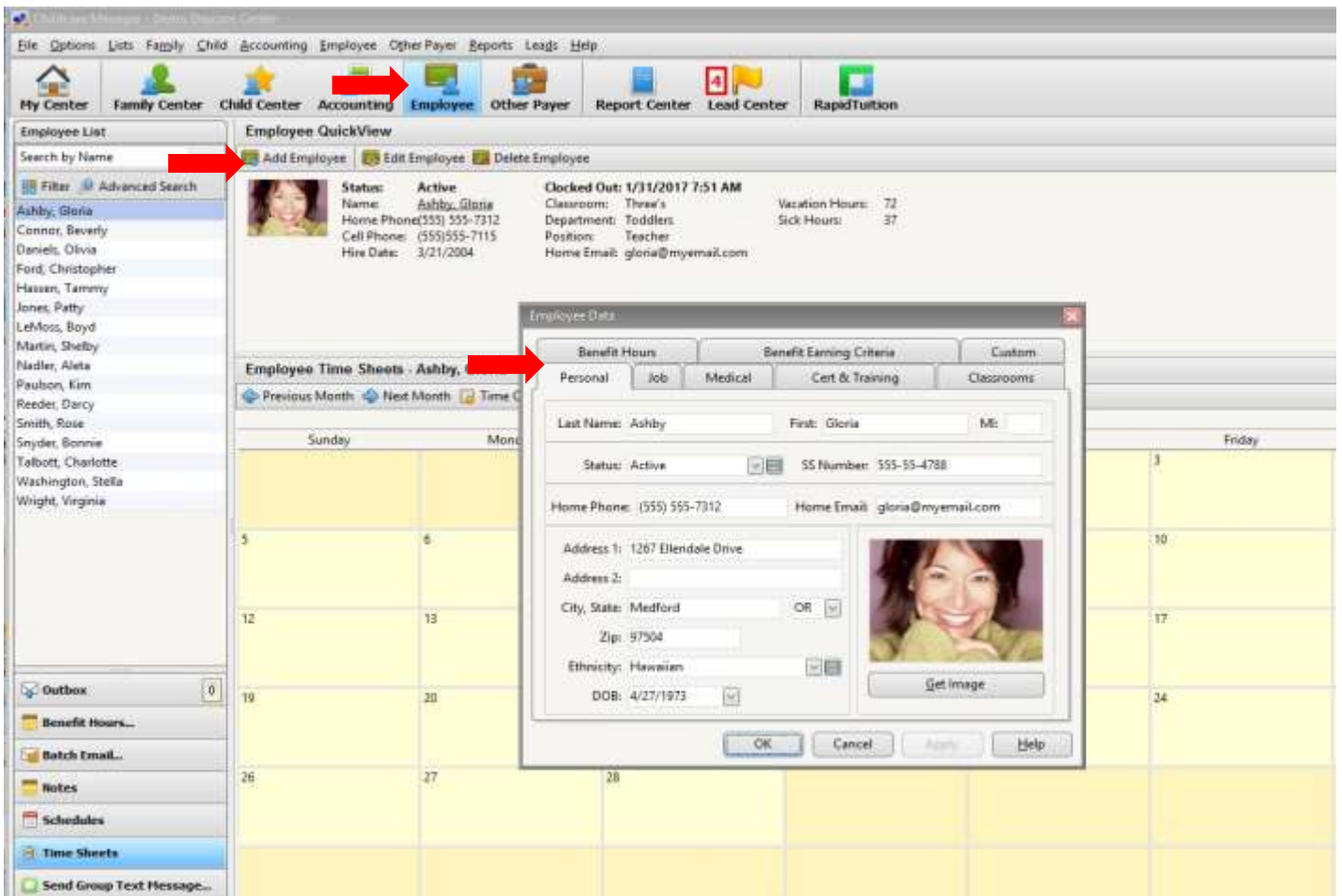
The screenshot displays a software interface with a menu bar at the top (File, Options, Lists, Family, Child, Accounting, Employee, Other Payer, Reports, Leads, Help) and a toolbar with icons for My Center, Family Center, Child Center, Accounting, Employee, Other Payer, Report Center, Lead Center, and RapidTuition. A red arrow points to the Family Center icon. Below the toolbar is a 'Family List' table with columns for Family and Balance. A second red arrow points to the 'Notes' section in the left sidebar. The main area shows 'Family QuickView' for the Anderson family, including contact information for the mother and father, and a table of children. A 'Family Notes - Anderson' dialog box is open, with a red arrow pointing to the 'Add Note' button. The dialog box contains a table with columns for Date and Type, showing a note added on 2/22/2017 9:33:03 AM of type 'Volunteer Work'. Below the table, there is an 'Alert' checkbox (checked), an 'Alert Date' field (2/22/2017), and a text area containing the note: 'Remind Mom about the Bake Sale Friday.' The dialog box has 'OK' and 'Cancel' buttons at the bottom.

# STEP 5

## EMPLOYEE CENTER

### SETTING UP YOUR EMPLOYEES

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 **Schedules** 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.

The screenshot displays the 'Employee Center' software interface. The top navigation bar includes 'My Center', 'Family Center', 'Child Center', 'Accounting', 'Employees', 'Other Payer', 'Report Center', 'Load Center', and 'RapidTuition'. The 'Employees' menu is highlighted with a red arrow. Below the navigation bar, the 'Employee List' on the left shows a list of employees, with 'Martin, Shelby' selected. The 'Employee QuickView' for Martin, Shelby is shown, including details like Status (Active), Name (Martin, Shelby), Classroom (Bicy Babies), Department (Infants), Position (Teacher), and Hire Date (8/16/2008). The 'Employee Schedules - Martin, Shelby' section shows a calendar for February 2017. A red arrow points to the 'Edit Schedule' button. A 'Create Schedule' dialog box is open, showing the employee's name, schedule number (3/3), and a table for In/Out times for each day of the week. A red arrow points to the 'Load Template' button. A 'Choose Template' dialog box is also open, showing a list of templates with their names and hours. A red arrow points to the 'OK' button in this dialog. The 'Schedules' menu item in the left sidebar is also highlighted with a red arrow.

IN/OUT	Sun	Mon	Tue	Wed	Thu	Fri	Sat
In							
Out							
In							
Out							
	0h 0m	0h 0m	0h 0m	0h 0m	0h 0m	0h 0m	0h 0m

Name	Hours
B-5	40h 0m
Administration	40h 0m
After School	15h 0m
Before & After School	27h 30m
Elementary Child	35h 0m



## MANUALLY CLOCKING EMPLOYEES IN AND OUT

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.

The screenshot displays the 'Employee Center' software interface. The top menu bar includes 'File', 'Options', 'Lists', 'Family', 'Child', 'Accounting', 'Employee', 'Other Payer', 'Reports', 'Leads', and 'Help'. The main toolbar contains icons for 'My Center', 'Family Center', 'Child Center', 'Employee' (highlighted with a red arrow), 'Other Payer', 'Report Center', 'Lead Center', 'RapidTuition', and 'Emergency'.

The 'Employee List' on the left shows a search bar and a list of employees, with 'Martin, Shelby' selected. The 'Employee QuickView' section displays details for 'Martin, Shelby', including status (Active), name, phone numbers, hire date, classroom (Bozy Babies), department (Infants), position (Teacher), and home email (martin@myemail.com). The 'Clocked In' time is shown as 7:00 AM.

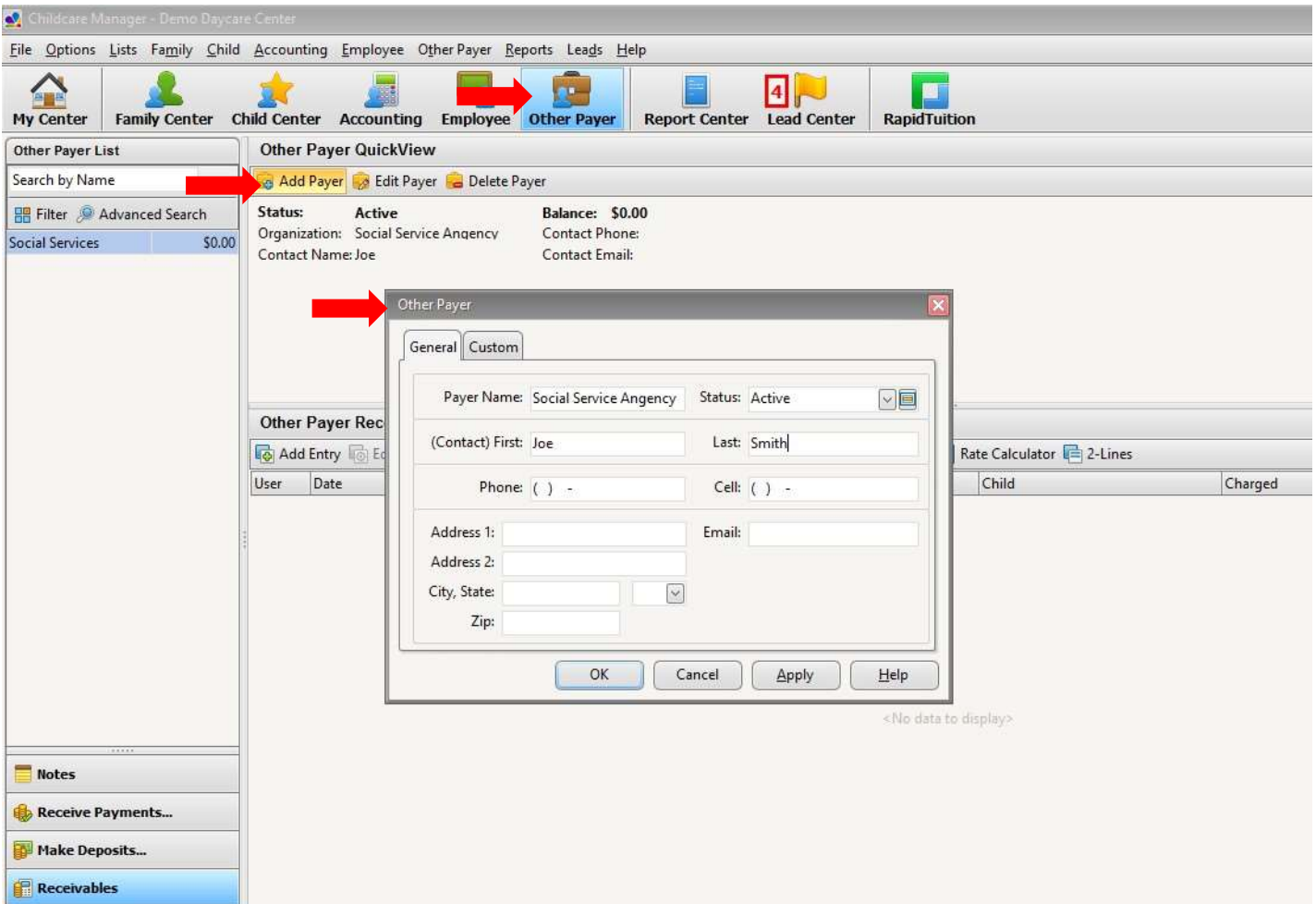
The 'Employee Time Sheets - Martin, Shelby' section features a calendar for February 2017. Above the calendar are navigation buttons for 'Previous Month', 'Next Month', and 'Time' (highlighted with a red arrow), along with 'Clock In' and 'Clock Out' buttons. The calendar grid shows dates from Sunday to Saturday. A blue entry for '07:00e' is visible on Thursday, February 24th, with a red arrow pointing to it.

The bottom left sidebar contains a list of navigation options: 'Outbox', 'Benefit Hours...', 'Batch Email...', 'Notes', 'Schedules', 'Time Sheets' (highlighted with a red arrow), and 'Send Group Text Message...'. The bottom status bar shows 'User', 'Last Backup: 02/07/17', 'Unfiltered', and '16 employees'.

# 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.

The screenshot displays a software interface with a menu bar at the top (File, Options, Lists, Family, Child, Accounting, Employee, Other Payer, Reports, Leads, Help). Below the menu bar is a navigation bar with icons for My Center, Family Center, Child Center, Accounting, Employee, Other Payer, Report Center, Lead Center, and RapidTuition. The Family Center is selected, indicated by a red arrow. The main area shows a Family List on the left and a Family QuickView on the right. The Family List includes a search bar and a table with columns for Family and Balance. The Family QuickView shows details for the Carter family, including contact information and a list of children. Below the Family QuickView is the Family Contract Charges section for the Carter family, with an 'Add Item' button highlighted by a red arrow. A dialog box titled 'Edit Billing Item' is open, showing fields for Contract Charge Type (Charge/Credit Item selected), Payer (Carter), Cycle (Weekly), Item (Infant Part-Time), Amount (\$105.00), and Child (Carney). A red arrow points to the 'Add Item' button. The bottom status bar shows 'User', 'Last Backup: 02/07/17', 'Filtered', and '20 families'.

## CONTRACT CHARGES FOR DIVORCED PARENTS

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.

The screenshot displays the Family Center software interface. The main workspace shows the 'Family Contract Charges - Miller-Robins' section with a table of charges:

Item	Cycle	Payer	Child	Comment	Amnt.
School Age Tuition	Monthly	Miller-Robins	Amanda	Moms Portion	\$227.50
School Age Tuition	Monthly	Robins	Amanda	Dads Portion	\$227.50

The 'Edit Billing Item' dialog box is open, showing the following fields:

- Contract Charge Type:  Charge/Credit Item
- Payer: Miller-Robins
- Cycle: Monthly
- Item: School Age Tuition
- Amount: \$227.50
- Child: Amanda
- Comment: Moms Portion

## 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**.

The screenshot displays a software interface for batch billing. On the left, a sidebar contains a 'Family List' with columns for 'Family' and 'Balance'. Below this are sections for 'Notes', 'Contacts', 'RapidTuition Family Enroll...', 'Contract Charges', 'Batch Bill...', 'Batch Email...', 'Receive Payments...', 'Make Deposits...', 'Receivables', and 'Send Group Text Message...'. A red arrow points to the 'Contract Charges' option in this sidebar. The main window shows the 'Family QuickView' for 'Carter', including contact information and a table of children. Below this is the 'Family Contract Charges - Carter' dialog box. This dialog box has a 'Preview & Post' button highlighted with a red arrow. The dialog box contains the following fields and options:

- Account: Accounts Receivable
- Last Processed: 1/30/2017
- Billing Cycle: Weekly
- Status: Active
- Bill from: 2/20/2017
- To: 2/24/2017
- Post Date: 2/22/2017
- Due Date: 2/24/2017
- Use comment below instead of comment in Contract Charges.
- Comment: Tuition for the week of 2/20-2/24/17
- Variable Billing - Multiply charges by this amount: [ ]

At the bottom of the dialog box, there are buttons for 'Preview & Post', 'Cancel', and 'Help'. A red arrow points to the 'Preview & Post' button. The bottom status bar shows 'User: [ ]', 'Last Backup: 02/07/17', 'Filtered', and '30 Families'.

## 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.

The screenshot displays the software interface for managing family accounts. The main window is titled "Family Center" and contains several sections:

- Family List:** A table listing families with columns for Name and Balance. The "Davidson" family is highlighted.
- Family QuickView:** A summary view for the Davidson family, showing contact information for the mother (LaDonna) and father (Larry), and a list of children (Daniel and April) with their ages and grades.
- Family Receivables - Davidson:** A table showing a history of charges. The "Enter Charge" button is highlighted with a red arrow.
- Enter Statement Charge Dialog Box:** A modal window for entering a new charge. It contains the following fields:
  - Family: Davidson (selected)
  - Balance: \$50.00
  - Date: 7/24/2017
  - Account: Accounts Receivable
  - Item: (empty)
  - Due Date: 3/3/2017
  - Amount: \$0.00
  - Child: (empty)
  - Comment: (empty)The "Post" button is highlighted with a red arrow.

## 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.

The screenshot displays the 'Childcare Manager - Demo Daycare Center' interface. The 'Family Center' tab is selected. The 'Family List' on the left shows the Anderson family with a balance of \$195.00. The 'Family QuickView' for Anderson shows contact information for Sandy (Mother) and Mike (Father). Below this, a table lists children: Joyce Anderson (8 yrs 8 mos) and Michael Anderson (14 yrs 9 mos). The 'Family Receivables - Anderson' table shows a list of transactions. The 'Receivables' button in the left sidebar is highlighted with a red arrow. The 'Add Entry' button in the toolbar above the table is also highlighted with a red arrow. The table below shows the following data:

User	Date	Comment	Item	Child	Charged	Paid	Balance
	12/15/2016		Preschool Full-Time	Joyce	\$150.00	\$0.00	\$150.00
	12/15/2016		After School Tuition	Michael	\$45.00	\$0.00	\$195.00
	12/18/2016		Credit Card Payment		\$0.00	\$195.00	\$0.00
	12/22/2016		Preschool Full-Time	Joyce	\$150.00	\$0.00	\$150.00
	12/22/2016		After School Tuition	Michael	\$45.00	\$0.00	\$195.00
	12/24/2016	#62065	Check Payment		\$0.00	\$195.00	\$0.00
	12/29/2016		Preschool Full-Time	Joyce	\$150.00	\$0.00	\$150.00
	12/29/2016		After School Tuition	Michael	\$45.00	\$0.00	\$195.00
	12/30/2016		Cash Payment		\$0.00	\$195.00	\$0.00
	1/5/2017		Preschool Full-Time	Joyce	\$150.00	\$0.00	\$150.00
	1/5/2017		After School Tuition	Michael	\$45.00	\$0.00	\$195.00
	1/7/2017		Credit Card Payment		\$0.00	\$195.00	\$0.00
	1/12/2017		Preschool Full-Time	Joyce	\$150.00	\$0.00	\$150.00
	1/12/2017		After School Tuition	Michael	\$45.00	\$0.00	\$195.00
	1/30/2017				\$0.00	\$0.00	\$0.00



# 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.

The screenshot displays a software application window with the following components:

- Menu Bar:** File, Options, Lists, Family, Child, Accounting, Employee, Other Payer, Reports, Leads, Help.
- Navigation Bar:** My Center, Family Center, Child Center, Accounting, Employee, Other Payer, Report Center, Lead Center, RapidTuition, Emergency.
- Family List (Left Panel):** Search by Name, Filter, Advanced Search. Table with columns: Family, Balance.
 

Anderson	\$185.00
Boiley	\$0.00
Carter	\$145.00
Davidson	\$30.00
Fisher, James	\$0.00
Gonzales	\$224.06
Jensen	\$0.00
Johnson	\$521.50
Lee	\$0.00
Miller-Robins	\$0.00
Ming	\$280.00
Mitchell	\$512.82
- Family QuickView (Center):**
  - Status: Active, Group: Subsidy, Deposit: \$0.00, Balance: \$145.00
  - Customer: Carter, Suzanne - Mother. Contact info: Home: (555) 555-6045, Work: (555) 555-0703, Cell: (555) 555-1944.
  - Children: Carney Carter (Dandelions, 2 yrs 11 mos), Claire Carter (Bitty Babies, 8 mos).
- Family Receivables - Carter (Right Panel):**

User	Date	Comment	Item	Child	Charged	Paid	Balance
	12/25/2016				\$45.00	\$0.00	\$45.00
	1/5/2017				\$45.00	\$0.00	\$90.00
	1/5/2017				\$0.00	\$90.00	\$0.00
	1/12/2017				\$45.00	\$0.00	\$45.00
	1/19/2017				\$45.00	\$0.00	\$90.00
	1/26/2017				\$0.00	\$90.00	\$0.00
	1/26/2017				\$45.00	\$0.00	\$45.00
	1/30/2017				\$45.00	\$0.00	\$90.00
	1/30/2017				\$0.00	\$135.00	\$0.00
	2/22/2017				\$145.00	\$0.00	\$145.00
- Payment Information Dialog Box (Overlaid):**
  - Date: 2/22/2017
  - Customer: Carter
  - Payment: Check Payment
  - Comment: Check # 429
  - Amount: \$145.00
  - Summary: Carter, Danyel Charges: \$145.00; Carter, Claire Credits: \$0.00
  - Buttons: Print Receipt, Print Two Copies, Post, Close, Help.
- Left Sidebar:** Notes, Contacts, RapidTuition Family Enrollm..., Contract Charges, Batch Bill..., Batch Email..., Receive Payments..., Make Deposits..., Receivables (highlighted with red arrow), Send Group Text Message..., Family Reports.

## 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.

The screenshot shows the 'Make Deposits' window in a software application. The window title is 'Make Deposits'. It contains a table of payments to be deposited. The table has columns for Date, Customer, From Account, Payment Method, Memo, and Amount \$. The total deposit amount is \$11,584.31. The 'Post' button is highlighted with a red arrow. The 'Receivables' menu item in the left sidebar is also highlighted with a red arrow.

Date	Customer	From Account	Payment Method	Memo	Amount \$
12/15/2016	Miller-Robins	Undeposited Funds	Check Payment	#7456	\$75.00
12/15/2016	Lee	Undeposited Funds	Check Payment	#32554	\$190.00
12/17/2016	Watson	Undeposited Funds	Check Payment	#3269	\$190.00
12/18/2016	Jensen	Undeposited Funds	Cash Payment		\$20.00
12/18/2016	Bailey	Undeposited Funds	Check Payment	#9528	\$211.50
12/18/2016	Anderson	Undeposited Funds	Credit Card Payment		\$195.00
12/19/2016	Mitchell	Undeposited Funds	Credit Card Payment		\$509.06
12/19/2016	Thompson	Undeposited Funds	Credit Card Payment		\$220.00
12/22/2016	Miller-Robins	Undeposited Funds	Check Payment	#7489	\$75.00
12/22/2016	Lee	Undeposited Funds	Cash Payment		\$190.00
12/22/2016	Carter	Undeposited Funds	Cash Payment		\$80.00
12/23/2016	Papas	Undeposited Funds	Check Payment	#3854	\$659.06
12/23/2016	Snyder	Undeposited Funds	Check Payment	#12733	\$700.00

# STEP 9 LEAD CENTER

## LEAD CENTER

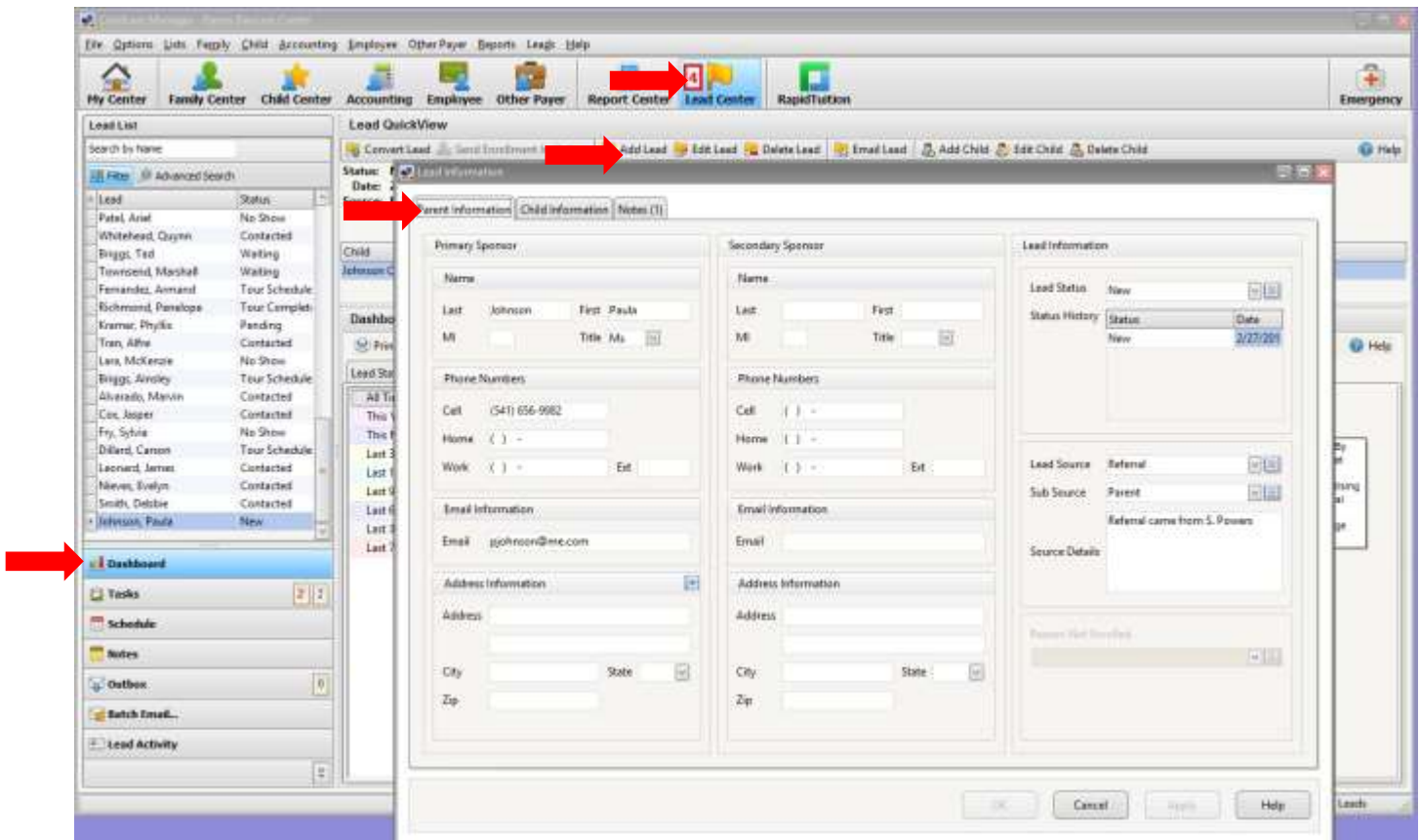
When a new lead comes into your center, you can enter it right into the **Lead Center**. The advantage of using the **Lead Center** to organize your new leads is that you can then assign and keep track of tasks, tours, and other activities associated with getting those leads to convert to enrollees. 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

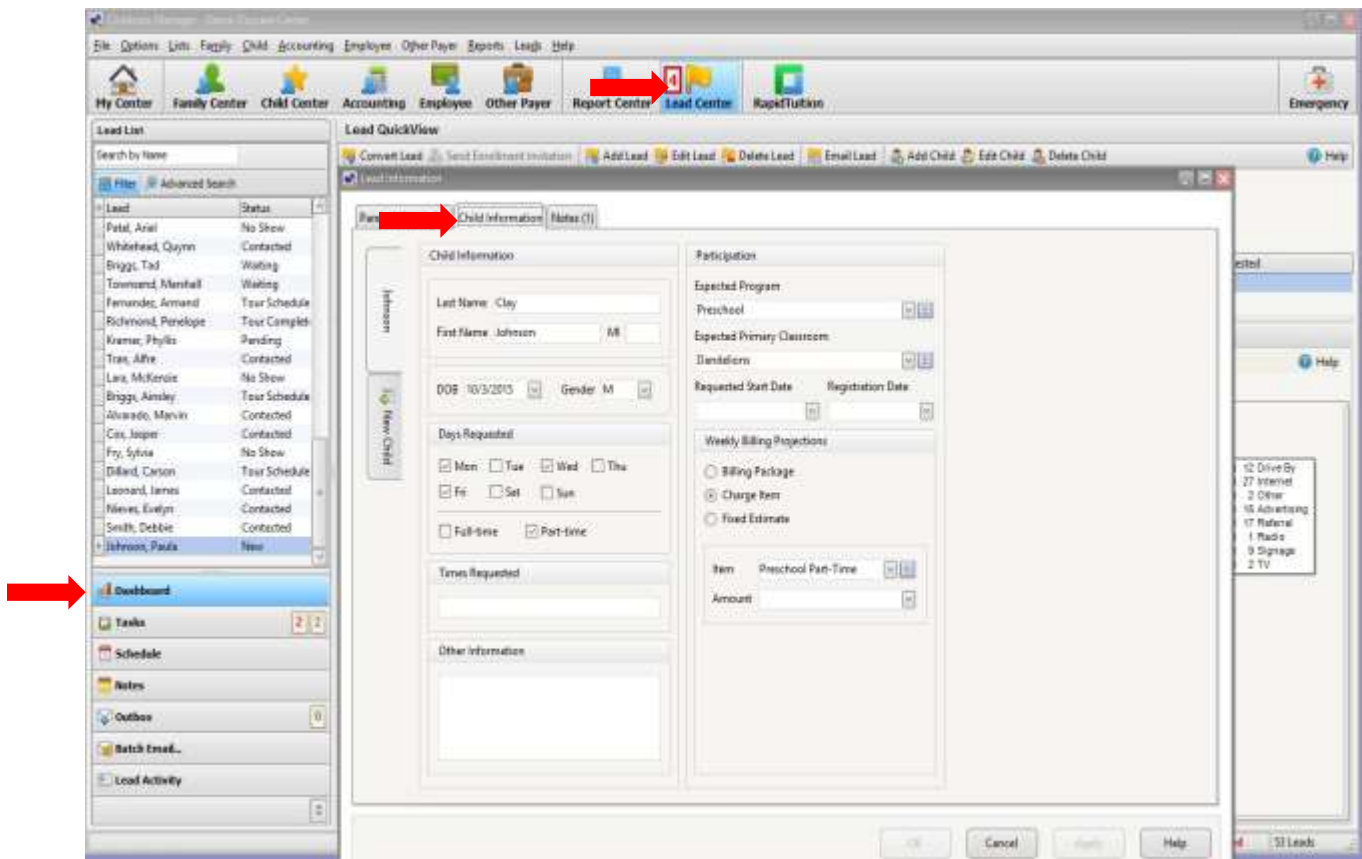
To add a new lead, enter the **Lead Center** and click on **Add Lead**. Enter as much information as you have, under **Parent Information**. Here you can also enter **Lead Information**, such as the **Lead Source**, the **Lead Status**, and **Lead Details**. Once you finish entering the data in **Parent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



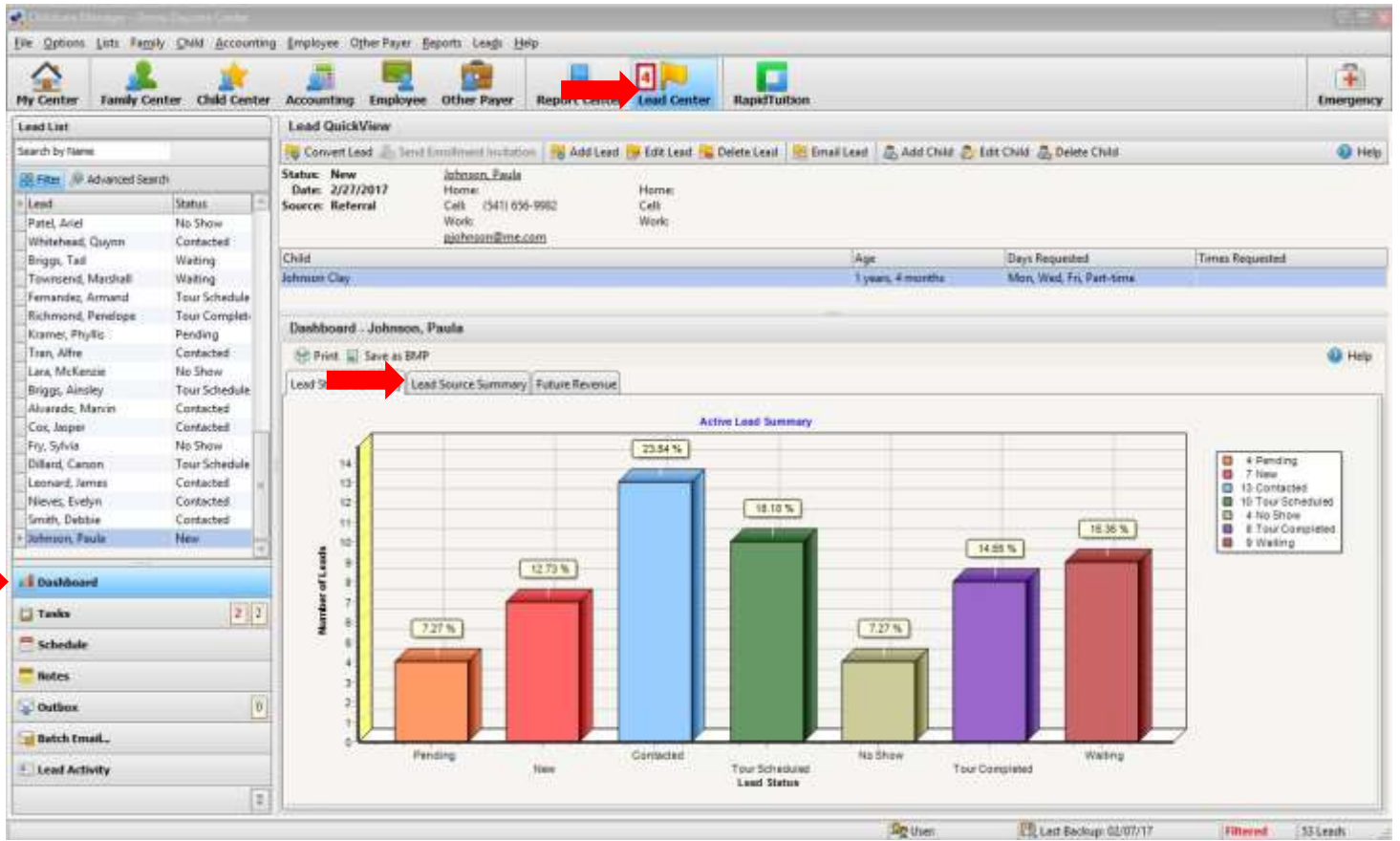
## CHILD INFORMATION

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



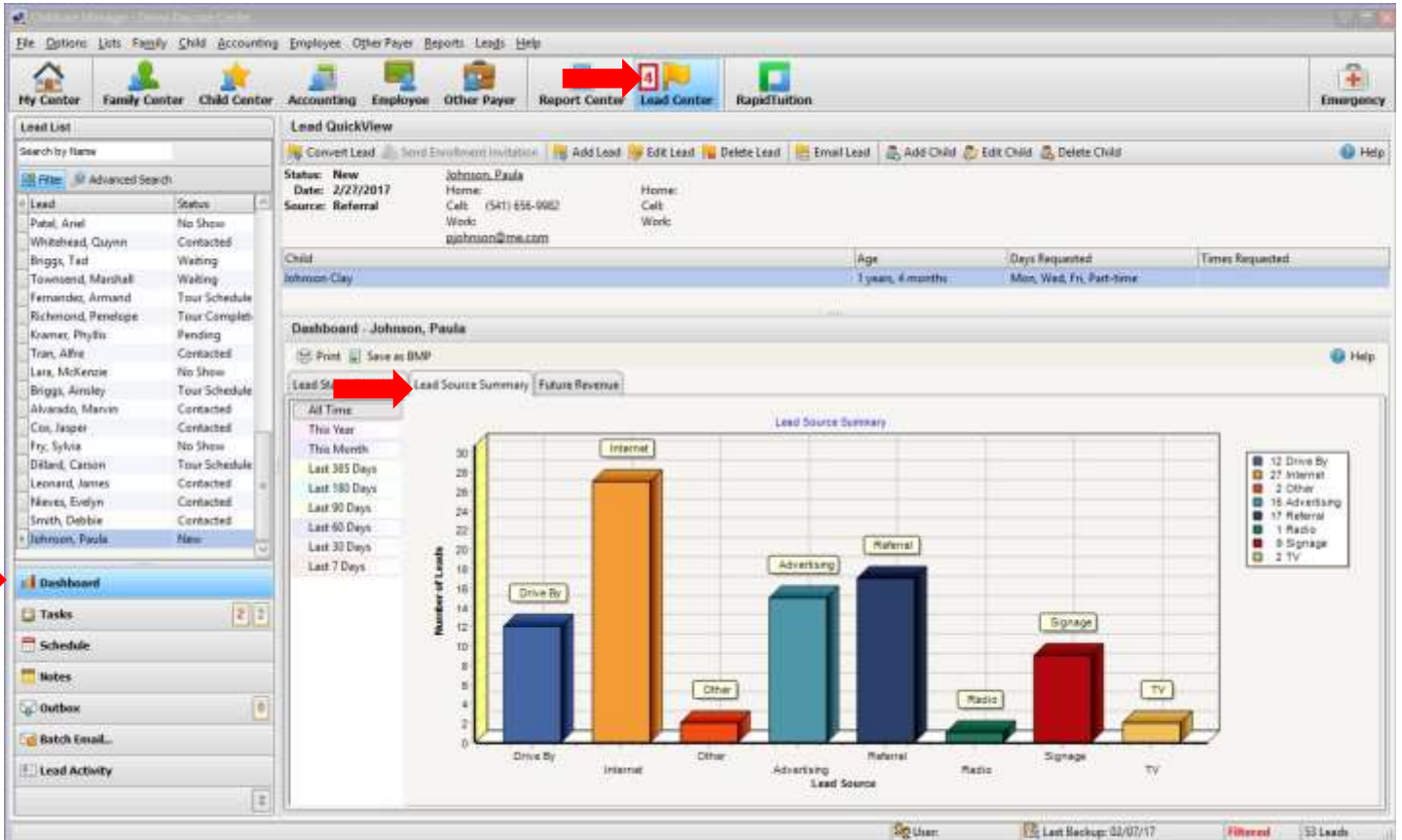
## LEAD CENTER DASHBOARD

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.

The screenshot displays the ChildCare Manager software interface. The main dashboard is titled "Dashboard - Johnson, Paula" and features a "Future Revenue" sub-tab. Within this sub-tab, the "Revenue by Status" sub-tab is selected, as indicated by a red arrow. The dashboard shows a bar chart titled "Projected Monthly Revenue by Status" based on lead creation date. The chart displays revenue for various lead statuses: Pending, New, Contacted, Tour Scheduled, No Show, Tour Completed, Converted, Waiting, Referral, and Lost. The revenue values are: Pending (\$3,338.43), New (\$6,413.18), Contacted (\$7,609.22), Tour Scheduled (\$12,028.74), No Show (\$6,910.46), Tour Completed (\$9,967.00), Converted (\$18,906.83), Waiting (\$12,118.90), Referral (\$8,904.99), and Lost (\$36,060.88). A second red arrow points to the "Revenue by Status" sub-tab in the navigation menu on the left. The interface also includes a "Lead List" on the left, a "Lead QuickView" section for Johnson, Paula, and a "Report Period" dropdown set to "Monthly".

Status	Revenue
Pending	\$3,338.43
New	\$6,413.18
Contacted	\$7,609.22
Tour Scheduled	\$12,028.74
No Show	\$6,910.46
Tour Completed	\$9,967.00
Converted	\$18,906.83
Waiting	\$12,118.90
Referral	\$8,904.99
Lost	\$36,060.88

## 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**.

The screenshot displays the Childcare Manager software interface. The top navigation bar includes options like My Center, Family Center, Child Center, Accounting, Employee, Other Payer, Reports, and Lead Center. The left sidebar contains a 'Lead List' and a 'Dashboard' section with a 'Tasks' button. The main area shows a 'Lead QuickView' for Paula Johnson, including contact information and a 'Dashboard - Johnson, Paula' section. The dashboard features a pie chart titled 'Lost, Converted, and Referred Monthly Revenue' with the following data:

Category	Revenue
Waiting	\$13,118.90
Converted	\$18,806.80
Referred	\$0,894.68
Lost	\$16,960.80

At the bottom of the dashboard, there is a 'Report Period' section with radio buttons for Weekly, Monthly, and Annual. A red arrow points to the 'Tasks' button in the left sidebar, and another red arrow points to the 'Lost and Converted Revenue' tab in the dashboard.



Software Manager - Child Focus Center

File Options Lists Family CHM Accounting Employee Other Payer Reports Leads Help

My Center Family Center Child Center Accounting Employee Other Payer Report Center **Lead Center** RapidTuition Emergency

Lead List

Search by Name

Filter Advanced Search

Lead	Status
Carey, Calista	Contacted
Dickson, Irma	New
Henson, Merrill	Tour Schedule
Mosley, Mia	Pending
Hess, Xaviera	Tour Complete
Lang, Octavia	New
Gutierrez, Travis	Tour Complete
Blankenship, Roxy	Tour Complete
Tate, Maryam	Tour Complete
Morales, Wilma	Waiting
Wilcox, Armeta	No Show
Stoen, Melle	New
Bernard, Seth	Tour Complete
Shaffer, Cynthia	Pending
Bray, Charde	Waiting
Neuman, Blaine	Contacted
Rosa, Myra	Waiting
Bowman, Drew	Waiting
Wilson, Maribeth	Tour Complete

Dashboard

**Tasks**

Schedule

Notes

Outbox

Batch Email...

Lead Activity

Lead QuickView

Convert Lead Send Enrollment Invitation Add Lead Edit Lead Delete Lead Email Lead Add Child Edit Child Delete Child Help

Status: Tour Scheduled Henson, Merrill  
 Date: 1/26/2017 Home: 1-135-240-6362  
 Source: Advertising Cell: Cell Home: Work Work  
 su@mfsc.ca

Child: Elliott Age: 4 years, 7 months Days Requested: Times Requested:

Lead Tasks

Show Selected Show All Add Task Edit Task Delete Task

Lead	Subject	Type
<input checked="" type="checkbox"/> Dickson, Irma	Call Irma Dickson about Enrollment	Phone Call
<input type="checkbox"/> Carey, Calista	Mail Calista Carey our newest brochure	Postal Mail
<input type="checkbox"/> Johnson, Paula	follow up	Phone Call

New Task

Subject: Send Program Information  
 Task Type: Email Priority: Medium  
 Start Date: 2/27/2017 03:19 PM  
 Due Date: 2/28/2017 03:19 PM  
 Associated with Lead: Henson, Merrill  
 Task complete: 0% Task status: Not Started  
 Reminder: 18 hours  
 She is interested in Pre-School and Infant care.

OK Cancel

User: Last Backup: 02/07/17 Filtered 54 Leads

## 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.

The screenshot displays a software interface with a top menu bar (File, Options, Lists, Family, Child, Accounting, Employee, Other Payer, Reports, Leads, Help) and a secondary toolbar (My Center, Family Center, Child Center, Accounting, Employee, Other Payer, Reports, Lead Center, Rapid Tuition, Emergency). A red arrow points to the 'Lead Center' button. Below the menu is a 'Lead List' sidebar with a search bar and a list of leads. A red arrow points to the 'Schedule' button in this sidebar. The main area shows a 'Lead QuickView' for 'Dickson, Irma' with details like 'Your Scheduled', 'Date: 2/27/2017', and 'Source: Referral'. Below this is a 'Lead Schedule' calendar view for 'Morgan' (8 years, 5 months) from Monday, February 27 to Wednesday, March 1. A red arrow points to the 'New Event' button in the 'Lead Schedule' toolbar. A 'Schedule' dialog box is open on the right, with fields for Subject, Location, Event Type, Start time (2/28/2017, 11:00 AM), End time (2/28/2017, 01:00 PM), and options for 'All day event', 'Associated with Lead', and 'Reminder'. The dialog has 'OK', 'Cancel', 'OK', and 'Secure' buttons. The bottom status bar shows 'User: Last Backup: 02/07/17 Filtered 54 Leads'.

## NOTES

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).

The screenshot displays a software interface with a top menu bar (File, Options, Lists, Family, Child, Accounting, Employee, Other Payer, Reports, Leads, Help) and a navigation bar (My Center, Family Center, Child Center, Accounting, Employee, Other Payer, Reports, Lead Center, RapidTuition, Emergency). A red arrow points to the 'Lead Center' icon in the navigation bar.

The main area is divided into several sections:

- Lead List:** A table with columns for Lead and Status. A red arrow points to the 'Notes' link in the left sidebar.
- Lead QuickView:** Displays details for 'Dickson, Irma' (Date: 2/27/2017, Source: Referral, Home: 1-963-684-2306, Cell: Irma.Dickson@yahoo.com).
- Child:** A table with columns for Child, Age, Days Requested, and Times Requested. It shows 'Morgan' (8 years, 5 months).
- Lead Notes:** A table with columns for Lead, Date, Type, Alert, Alert Date, and Note. A red arrow points to the 'Add Note' button above the table.
- Lead Note Editor:** A dialog box for editing a note. It shows 'Date: 2/28/2017', 'Type: Other Information', and an 'Alert' checkbox. The note text reads: 'She isn't ready right now. Will let us know next month what days she will need in the spring.'

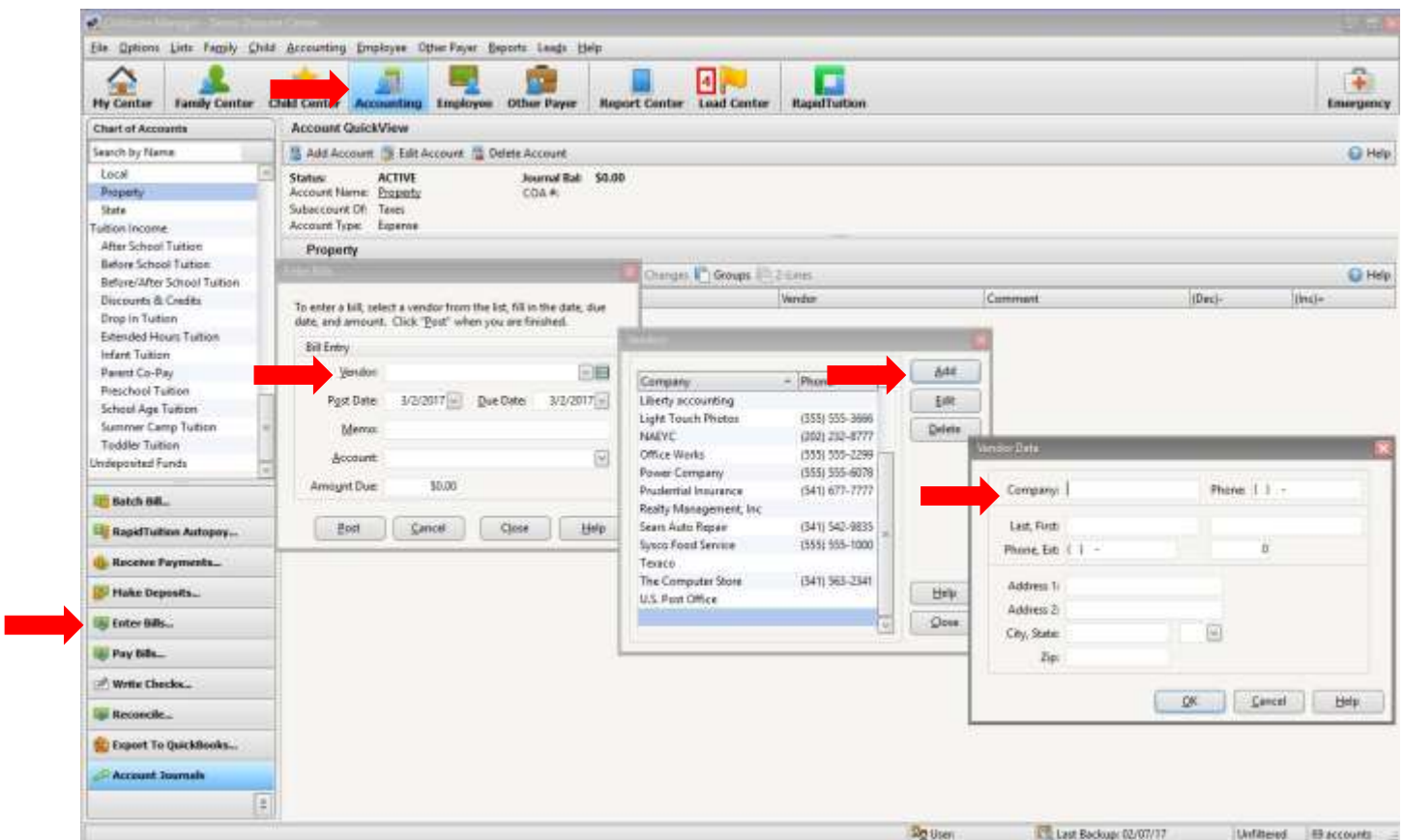
The bottom status bar shows 'User', 'Last Backup: 02/07/17', 'Filtered', and '54 Leads'.

# 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

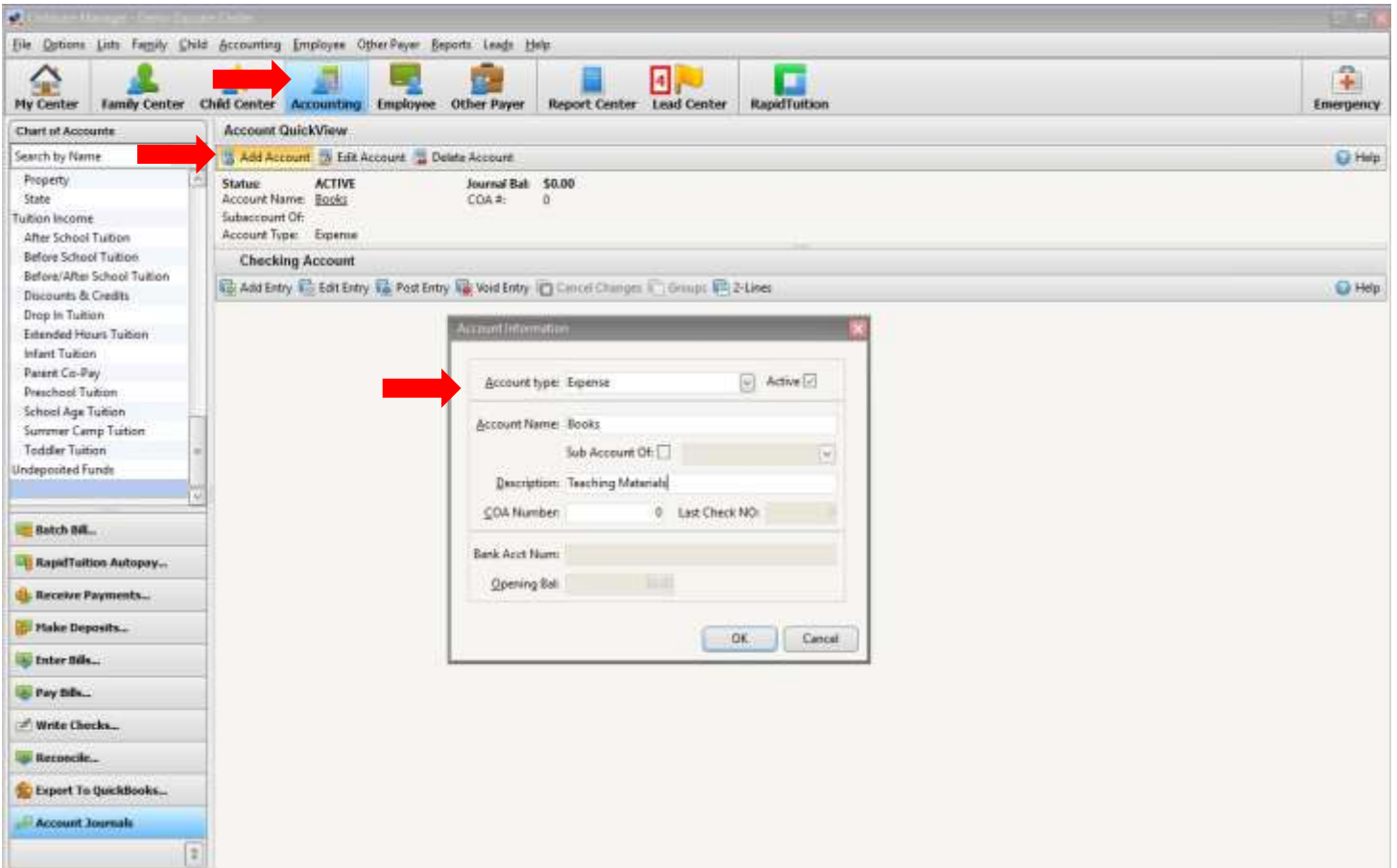
To pay the bills you have entered, Click on **Pay Bills**. From this screen, you can choose which bills you would like to "Pay". When you **Post** a bill to your **Checking Account**, you are subtracting the total amount of the bills posted from the total **Balance** listed in your **Checking Account**. 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.

The screenshot displays the Accounting software interface. The top menu bar includes 'File', 'Options', 'Lists', 'Family', 'Child', 'Accounting', 'Employee', 'Other Payer', 'Reports', 'Leads', and 'Help'. The main navigation bar contains icons for 'My Center', 'Family Center', 'Child Center', 'Accounting', 'Employee', 'Other Payer', 'Report Center', 'Lead Center', and 'RapidTuition'. A red arrow points to the 'Accounting' icon. On the left, the 'Chart of Accounts' is visible, with 'Checking Account' selected. The 'Account QuickView' for the 'Checking Account' shows a status of 'ACTIVE', a journal balance of '\$0.00', and a balance of '\$17,388.31'. The 'Pay Bills' dialog box is open, showing a table of 'Outstanding Bills' with columns for 'Check #', 'Amount To Pay', 'Amount Owed', 'Vendor', and 'Due Date'. A red arrow points to the 'Pay Bills' button in the left sidebar, and another red arrow points to the 'Outstanding Bills' table. The dialog box also includes fields for 'Post Date' (3/2/2017), 'Checking Account' (Bank of America), and 'Balance' (\$17,388.31). The table lists four bills: Insta-Print (\$167.00), Power Company (\$349.00), Costco Visa (\$325.00), and Liberty accounting (\$490.00). The total amount to pay is \$1,331.00. Buttons for 'Select All', 'Clear All', 'Post', 'Close', and 'Help' are at the bottom of the dialog box.

Check #	Amount To Pay	Amount Owed	Vendor	Due Date
<input type="checkbox"/>	0	\$0.00	\$167.00 Insta-Print	3/2/2017
<input type="checkbox"/>	0	\$0.00	\$349.00 Power Company	3/2/2017
<input type="checkbox"/>	0	\$0.00	\$325.00 Costco Visa	3/15/2017
<input type="checkbox"/>	0	\$0.00	\$490.00 Liberty accounting	3/24/2017
		\$0.00	\$1,331.00	

## 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](http://ChildcareManagerOnline.com)

The screenshot shows the 'CCM Online Backup Console' window. At the top, there's a 'Select Center:' dropdown menu set to 'Demo Daycare Center'. Below this are four tabs: 'Backup', 'Restore', 'Backup Log', and 'About'. A blue callout box points to the 'About' tab, stating: 'From the tabs section you can schedule and check the status of your backups, restore backups, and find a list of important info about your backups.'

The main content area is titled 'Demo Daycare Center' and includes a 'Status' section with the following information: Last Backup Date: Never; Next Backup Date: Friday, March 4, 2016 6:00:00 AM; Last Modified Date: Friday, March 4, 2016 1:58:47 PM; Backup Days Missed: 91; Online Key: Change Key. A blue callout box points to the 'Backup Days Missed' value, stating: 'Check the status of your backup.'

The 'Settings' section includes: Online Backup Enabled: ON; Wake Computer From Sleep to Backup: ON. A blue callout box points to the 'ON' toggle for 'Online Backup Enabled', stating: 'Key that gives you access to online backups.'

The 'Backup Times' section shows a grid of days with their respective backup times and status: Sunday (12:00 AM, OFF), Monday (6:00 AM, ON), Tuesday (12:00 AM, OFF), Wednesday (6:00 AM, ON), Thursday (12:00 AM, OFF), Friday (6:00 AM, ON), Saturday (12:00 AM, OFF). A blue callout box points to the 'ON' toggle for 'Friday', stating: 'Schedule your backups here.'

The 'Backup Now' section has an unchecked checkbox for 'Include Note With Backup' and a 'Backup Now' button. A blue callout box points to the 'Backup Now' button, stating: 'Click here to run an unscheduled backup.'

# 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**.

The screenshot shows the 'Report Center' interface. The left sidebar has 'Accounting (Income)' selected. The 'Report QuickView' section shows a 'Report Description' and 'Report Preview' for a family statement. A 'Filtering/Sorting' dialog box is open, with 'Date' selected under 'Show transactions within the following dates:'. The main window displays the following information:

Federal Tax ID: 1234567  
State Tax ID: 83-123456

Suzanne Carter  
725 Freeman  
Medford, OR 97501

Post Date	Due	Item	Child	Comment	Beginning Balance	Credit	Debit	Balance
2/22/2017	3/1/2017	Toddler Full-Time Tuition	Carter, Carney		\$0.00		145.00	145.00
					0.00	145.00		
					Statement Ending Balance:			\$145.00



## 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**.

The screenshot shows a software application window with the following components:

- Top Menu Bar:** File, Options, Lists, Family, Child, Accounting, Employee, Other Payer, Reports, Leads, Help.
- Navigation Bar:** My Center, Family Center, Child Center, Accounting, Employee, Other Payer, **Report Center** (highlighted with a red arrow), Lead Center, Rapid Tuition, Emergency.
- Left Sidebar (Accounting (Income) section):** Search by Name, Billing History, Charge/Credit Summary (Family), Charge/Credit Summary (Other), Contract Charge Discrepancies, Contract Charges, Contract Charges by Item, Payment/Charge Summary, Statement (Family), Statement (Other Payer), **Tax Statement** (highlighted with a red arrow), Tax Statement (Itemized).
- Main Content Area:**
  - Report QuickView:** Report Description: Tax Statement provides a summary of payments for each family for the period specified. It also includes your center's Federal and State Tax IDs. Filters: Balance, Date, Family, First Contact, Group, Source, Status. Customizations: Custom Message. Sorting Options: Primary Sponsor, Payment Item.
  - Report Preview:** Modify Report (highlighted with a red arrow), Run.
  - Report Content:** 123 DENTIST DRIVE, Phoenix, OR 97535, (555) 555-8085 x100, Printed for 1/1/2016 - 12/31/2016. Federal Tax ID: 1234567, State Tax ID: 83-123456. Lee, Yumi, 55 Central Ave, Medford, OR 97504.
  - Table:**

Payment Item	Amount
Check Payment	190.00
<b>Payments Total:</b>	<b>190.00</b>
- Filtering Dialog Box:** Filtering, Sorting. Show transactions within the following dates: From 1/1/2016, To 12/31/2016. Options:  Balance,  **Date** (highlighted with a red arrow),  Family,  First Contact,  Group,  Source,  Status,  Custom Message. Radio buttons:  Current Week,  Current Month,  Current Year,  Custom Date Range Above. Buttons: Clear Filters (highlighted with a red arrow), Run Report, Cancel, Help.

## 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**.

The screenshot shows the 'Report Center' interface for 'Demo Daycare Center'. The top menu bar includes 'File', 'Options', 'Lists', 'Family', 'Child', 'Accounting', 'Employee', 'Other Payer', 'Reports', 'Leads', and 'Help'. The 'Report Center' menu item is highlighted with a red arrow. The left sidebar contains a 'Child Information' section with 'Directory' selected, indicated by a red arrow. Below this, other menu items like 'Accounting (Center Finances)', 'Accounting (Expenses)', 'Accounting (Income)', 'Child Attendance', 'Child Information', 'Child Scheduling', 'Employee Information', 'Employee Scheduling & Time', 'Family Information', 'Forms, Letters, & Labels', 'Leads', 'Occupancy, FTE, & Staffing', and 'Other Payer Information' are listed. The 'Child Information' menu item is also highlighted with a red arrow. The main area shows the 'Report QuickView' for the 'Directory' report. The 'Report Description' states: 'The Directory provides a list of children with their sponsors and co-sponsor's. Two versions are available for printing: 1) Brief: includes children's name and primary and secondary sponsor's with their phone numbers only; and, 2) Expanded: a directory of children with their sponsors and co-sponsors with phone numbers, address, and email address.' The 'Filters' section includes 'Child, Child Enrollment, Child Ethnicity, Child Pri. Classroom, Child Program, Child Status, Child Withdrawal, Family, Family Balance, Family Group, Family Source, Family Status, First Contact.' The 'Customizations' section is set to 'Style' and the 'Sorting Options' are 'Last Name, First Name, Date of Birth, Withdrawal Date, Enrollment Date.' The 'Report Preview' section shows a 'Run' button highlighted with a red arrow, along with 'Memorize' and 'Custom report list...' options. Below the preview are buttons for 'Print', 'Print Preview', 'Export Report', 'Email Report', 'Zoom In', 'Zoom Out', and 'Next Page', with the 'Next Page' button also highlighted by a red arrow. The preview content shows the 'Directory' for 'Demo Daycare Center' at '123 Demo Drive, Phoenix, OR 97535, (555) 555-8085 x100'. The report is dated '8:28 AM 1/28/2017'. The data is organized into columns: 'Child & Classroom', 'Primary Sponsor', and 'Secondary Sponsor'. The data rows are as follows:

Child & Classroom	Primary Sponsor	Secondary Sponsor
Anderson, Joyce Butterflies	Anderson, Sandy [Home] (555) 555-8880 [Work] (555) 555-8200 x234 [Cell] (555) 555-2124 525 Cherry Street Phoenix, OR 97535 sandy@mail.net	Anderson, Mike [Home] (555) 555-8880 [Work] (555) 555-8799 [Cell] (555) 555-2125 525 Cherry Street Phoenix, OR 97535 mike@mail.net
Anderson, Michael School Kids Club	Anderson, Sandy [Home] (555) 555-8880 [Work] (555) 555-8200 x234 [Cell] (555) 555-2124 525 Cherry Street Phoenix, OR 97535 sandy@mail.net	Anderson, Mike [Home] (555) 555-8880 [Work] (555) 555-8799 [Cell] (555) 555-2125 525 Cherry Street Phoenix, OR 97535 mike@mail.net
Bailey, Brianna School Kids Club	Bailey, Laura [Home] (555) 555-0001 [Work] (555) 555-4873 x21 [Cell] (555) 555-0000	Bailey, Jeff [Home] (555) 555-0001 [Work] (555) 555-9800 x6009 [Cell] (555) 555-0001

## 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**.

The screenshot displays the software interface for generating a 'Specific Charge/Credit Summary' report. The main window is titled 'Demo Daycare Center' and shows a report preview with columns for 'Date', 'Customer', 'Amount', and 'Total'. The report data is as follows:

Date	Customer	Amount	Total
<b>Charges</b>			
<b>After School Tuition</b>			
1/5/2017	Bailey	45.00	45.00
1/5/2017	Bailey	45.00	45.00
1/12/2017	Bailey	45.00	45.00
1/12/2017	Bailey	45.00	45.00
1/19/2017	Bailey	45.00	45.00
1/19/2017	Bailey	45.00	45.00
1/26/2017	Bailey	45.00	45.00
1/26/2017	Bailey	45.00	45.00
1/30/2017	Bailey	45.00	45.00
1/30/2017	Bailey	45.00	45.00
1/26/2017	Bailey	45.00	45.00
1/26/2017	Bailey	45.00	45.00
1/26/2017	Bailey	45.00	45.00
1/26/2017	Bailey	45.00	45.00

The 'Modify Report' dialog box is open, showing filtering options. The 'Date' option is selected under the 'Filtering' tab. The 'Run Report' button is visible at the bottom of the dialog.

## 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**.

**Report QuickView**

**Report Description:**  
A/R Aging Summary provides the accounts receivable balance for each customer and a summary of their unpaid charges in the customizable categories (default: current, 1-30 days, 31-60 days, 61-90 days, over 90 days and total).


**Filters:** Balance Due, # Days, Date, Status.  
**Sorting Options:** None.

**Report Preview**

Modify Report | Run

Memorize Custom report list... | Print | Print Preview | Export Report | Email Report | Zoom In | Zoom Out | Previous Page | Next Page | Help

---



**A/R Aging Summary**  
Demo Daycare Center  
123 Demo Drive  
Phoenix, OR 97535  
(555) 555-8085 x100

As of February 3, 2017

2:54 PM  
2/3/2017

	Current	1 - 30	31 - 60	61 - 90	> 90	TOTAL
Anderson	\$185.00	\$0.00	\$0.00	\$0.00	\$0.00	\$185.00
Davidson	\$50.00	\$0.00	\$0.00	\$0.00	\$0.00	\$50.00
Gonzales	\$13.06	\$211.00	\$0.00	\$0.00	\$0.00	\$224.06
Johnson	\$305.00	\$216.50	\$0.00	\$0.00	\$0.00	\$521.50
Ming	\$145.00	\$135.00	\$0.00	\$0.00	\$0.00	\$280.00
Mitchell	\$368.00	\$144.82	\$0.00	\$0.00	\$0.00	\$512.82
Murray	\$45.00	\$225.00	\$45.00	\$0.00	\$0.00	\$315.00
Papas	\$289.25	\$488.12	\$0.00	\$0.00	\$0.00	\$777.37
Reeder	\$150.00	\$127.50	\$0.00	\$0.00	\$0.00	\$277.50
Snyder	\$115.00	\$195.00	\$0.00	\$0.00	\$0.00	\$310.00
VanZant	\$115.00	\$130.00	\$0.00	\$0.00	\$0.00	\$245.00
<b>TOTAL</b>	<b>\$1,780.31</b>	<b>\$1,872.94</b>	<b>\$45.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$3,698.25</b>

## 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.

**Report QuickView**

**Report Description:**  
The Birthday report provides a list of children, their classroom and program assignments, enrollment date, date of birth, and age.

**Filters:** Child, DOB, Enrollment, Ethnicity, Month, Primary Classroom, Program, Child Group, Status, Withdrawal.  
**Customizations:** Page Separations.  
**Sorting Options:** Birthday, Child ID, Date of Birth, First Name, Last Name.  
(NOTE: These sorting options only affect the report when used without page separations between classrooms.)

**Report Preview**

Memorize: Custom report list... [Print] [Print Preview] [Export Report] [Email Report] [Zoom]

**Birthdays**  
Demo Daycare Center  
123 Demo Drive  
Phoenix, OR 97535  
(555) 555-8085 x100  
**Butterflies**

Child Name	Classrooms	Program	Enrollment	DOB	Age
Anderson, Joyce	Butterflies	Preschool	9/30/2015	5/6/2014	2 years 9 months
Johnson, Thomas	Butterflies	Preschool	12/6/2015	1/13/2014	3 years 1 month
Mitchell, Sabrina	Butterflies	Preschool	12/8/2015	10/21/2014	2 years 4 months
Reeder, Danieka	Butterflies	Child Care	6/3/2014	12/30/2013	3 years 1 month
<b>Total: 4</b>					