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# **ReCPro™** User Manual

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#### **Child Care Module**

This module has the flexibility to setup activities for camps and child care, making dates fixed or flexible and billing options for daily, weekly or monthly. It offers payment due dates, one-time non-refundable registration fees, late payment fees and late pickup fee options. Admin default setups must be in place first (see **User Manual\_Admin Module** for details).

#### Sessions

From the main menu, go to Child Care > Setup Options > Sessions



Enter the **Description**, **Begin Date** and **End Date** of the child care session. Click the **Publish** check box to display online for the website.



### **Categories**

From the main menu, select Child Care > Setup Options > Categories



**Child Care Categories** table will display. Type the **Description**, add the **Roster Template** and click **save** button. (If you are not familiar with Roster Templates setup, see **User Manual\_Admin Module**). This



setup creates a pick list in child care reports so user can filter data by categories. **Fee Descriptions** attach to the categories for easy setup of Child Care Activity (see Fee Descriptions on the next page). Click the plus sign ('+'), next to the description to attach **Fee Description** in order of priority.

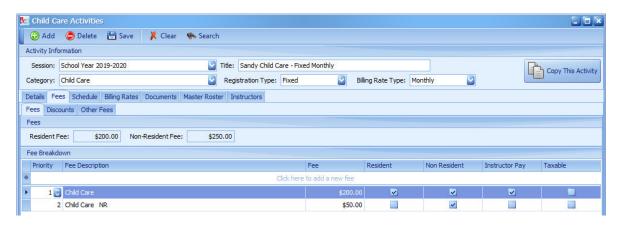
### **Fee Descriptions**

Type **Description** for each fee description, select the **Non-Taxable Account** #, check the **Taxable** box (*if applicable*) and select the **Taxable Account** #. Check the box if the fee applies to **Resident, Non-Resident** and **Instructor Pay**. Click **save** button.



#### **EXAMPLE:**

Let's say you have a Child Care Activity where the department wants to charge **Residents <u>\$200.00</u>** and **Non-Residents <u>\$250.00</u>**. How <u>should</u> the Child Care Activities Fee tab look?



**NOTE:** The original concept of having separate line items for Resident and Non-Resident was so the EXTRA \$\$ they collect for Non-Resident (in this case \$50.00) could get posted to a separate G/L Revenue Account Number, but also so they don't pay the instructor based on the EXTRA \$\$ amount. The contract with the instructor will typically state that the instructor gets paid based on the "Base Fee" for the class. Any additional amounts that are collected (Non-Resident Premium.) go directly to the Park & Recreation Department and not the instructor.

### **How this Calculates During a Registration**

**ReCPro™** will determine if the person is a Resident or Non-Resident based on the customers municipality (see Default Admin User Manual for setup) and then it will tabulate the price based on

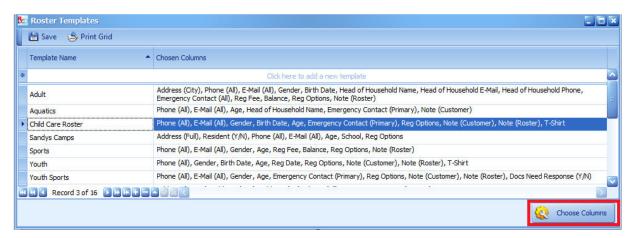


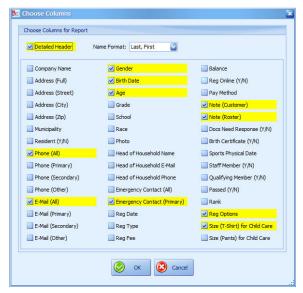
which items are marked Resident and which items are marked Non-Resident. So, with this example a Non-Resident is going to get charged (\$200.00 + \$50.00) for a total of \$250.00.

# **Roster Templates**

**Roster Templates** are used for both Child Care and Courses and it is a way to pull specific data for the roster that you give to the instructor or child care worker.

Enter the Template Name, click Choose Columns button in the lower right-hand corner of the screen.





Choose Columns screen will display.

Check boxes of items needed on the roster. Name Format is a pick list to choose between last name or first name, first. Click OK button when finished.

**Template Rosters** are landscape format (11" wide x 8-1/2" high) and attach to the **Child Care Categories** table.

### **Shirt / Pant Sizes**

**Shirt / Pant Sizes** are pre-loaded for user. User can edit, delete or add additional sizes to the table.

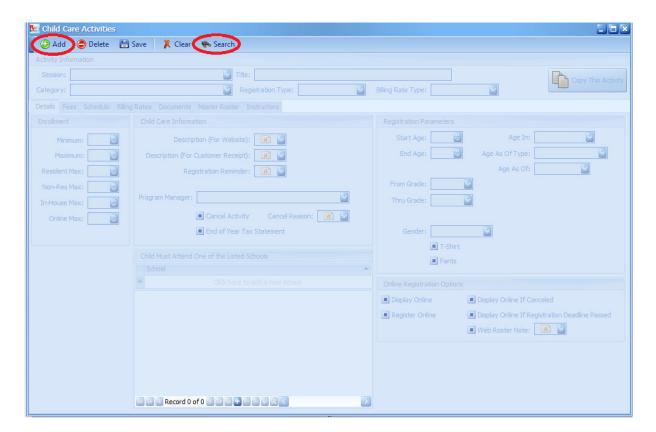


### **Child Care Activities**

From the main menu, go to Child Care > Child Care



The **Child Care Activities** screen will display; select the **Add** button which enables the screen so that a new activity can be added to the database or select the **Search** button to locate a record.



### **Activity Information**

Select the **Session** from the pick list and enter activity **Title**. Select **Category**, **Registration Type** and **Billing Rate Type** from the pick lists. **Flexible** registration type will allow your customer to select which Child Care Activity they want to register the child for. **Fixed** will not allow a choice. Fees will be calculated based on the **Billing Rate Type** selected (daily, weekly, or monthly). Click **Copy This Activity** button to save time setting up a similar child care activity with minimum adjustments needed.



#### **Enrollment**

Set the **Minimum** and **Maximum** number of enrollments. Once the maximum is reached, it will show the child care activity as being full and unable to register. Additional maximum enrollment fields are to set limitations and track number of **Resident, Non-Resident, In-House** and **Online** registrations.

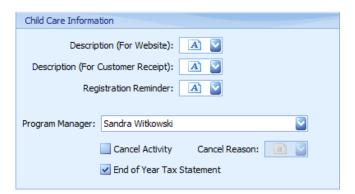


#### **IMPORTANT NOTE:**

Resident Max, Non-Resident Max, In-House Max and Online Max fields do **NOT** total to give the maximum. It's strictly a way to set the limitation if there is a restriction for number of Resident, Non-Resident, In-House or Online. Registrations could conceivably be all Resident, or all Non-Resident, or all In-House or all Online or a combination of each field.

### **Child Care Information**

Enter **Description (For Website)** for child care activity that displays on the website (*if purchased*). Enter **Description (For Customer Receipt)** that will print on sales receipts. For example: "Be sure your child has a change of clothes in their back pack" or "No open toe shoes allowed on playground". **Registration Reminder** is strictly for in-house registrations only. Use this field to remind your front desk of an important message that verbally needs to be communicated to the customer during registration through shopping cart. It will not print or display anywhere else.



Select **Program Manager** from the pick list of users for reporting purposes. When **Cancel Activity** is checked the **Cancel Reason** field will open up to type text. **End of Year Tax Statement** maps to reports.



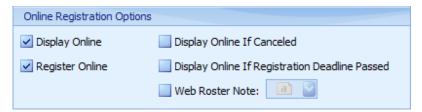
### **Registration Parameters**

Type the **Start Age** and **End Age** and select by **Age in: Years** or **Months** from pick list. **ReCPro™** will validate the age by selecting the **Age as of Type**. Default is Activity Begin Date or select Registration Date, or Custom Date which will open the date field for you to enter a specific date or use calendar popup.



Select **From Grade** and **Thru Grade** if that is a required registration parameter. **Gender** is not a required field; however, user may select from pick list. Use checkbox if **T-Shirt, Pants** are applicable.

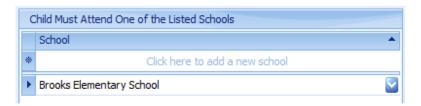
# **Online Registration Options**



**Display Online** and **Register Online** are checked as a default setup for website. User can uncheck box to turn options off. User may also check box for **Display Online if Canceled, Display Online if Registration Deadline Passed** and **Web Roster Note** which will open the text field for user to type note. This will display above the entry field on the website to allow customer response.

### Child Must Attend One of the Listed Schools (Optional)

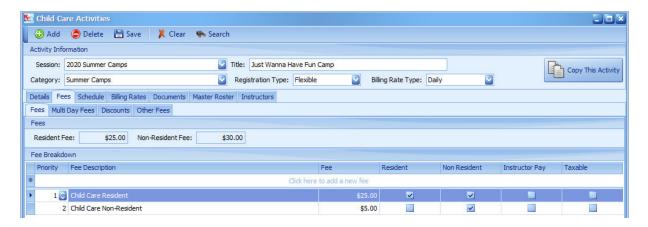
This feature validates if the child is attending the school(s) listed. The desktop version of *ReCPro™* will prompt a validation message if the child does not attend one of the schools listed and it can be overridden. With the online version, it will stop the customer if the child does not attend one of the schools listed. Select from the school drop down menu. Multiple schools may be selected.





#### **Fees**

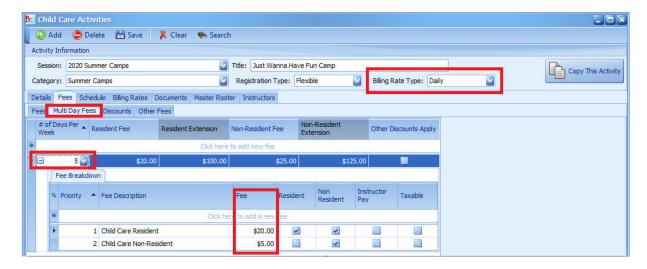
Click **Fees** > **Fees** tab and enter the base rate for residents and non-residents and if there is an additional fee for non-residents. Refer to the Fee Description setup for details of how  $ReCPro^{TM}$  calculates the charges.



# Multi Day Fees (for Daily billing rate only)

When using Billing Rate Type: Daily, you can setup a fee based on multiple days.

In this example, residents pay \$25 / day, and non-residents pay \$30 / day. When they register the full week, the rate will change for residents to pay \$20 / day and non-residents to pay \$25 / day.

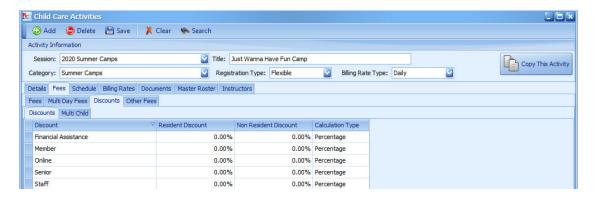


Once you enter the number of days, click the plus sign (+) in order to open to **Fee Breakdown** tab. Enter the **Fee** for each **Fee Description**. **ReCPro**<sup>TM</sup> will calculate the **Resident Extension** and the **Non-Resident Extension** dollar amount by the number of days. If **Other Discounts Apply**, check the box.



#### **Discounts**

Click **Fees > Discounts > Discounts tab** and add any discounts by percentage or flat rate. This table maps over from **Custom Discounts** (see Admin Module User Manual for setup).



#### Multi Child

Click **Fees > Discounts > Multi Child** tab and check the box **Enable Multi Child Discounting** to apply multi-child discounts to Child Care Activities.



Click **Quick Add** button to setup multi child discount. **Enter Max # of Children,** amount of **Resident** and **Non-Resident Discount**. Select **Calculation Type** between **Flat Rate** or **Percentage**. Check box if **Other Discounts Apply**. Click **OK** button.

**Note:** Multi child discounts will override other discounts in the previous tab, so if user wants those discounts to apply in addition to the multi child discounts, be sure to check the boxes **Other Discounts Apply**.

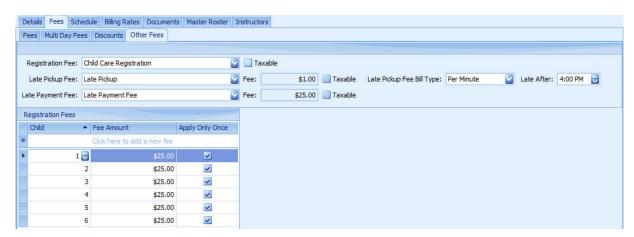




If the multi child discount rates increase or decrease per child, the rate field can be changed accordingly.

### Other Fees (Registration, Late Pickup and Late Payment)

Click Fees > Other Fees tab to setup Registration Fee, Late Pickup Fee and Late Payment Fee. These fees must first be setup in the system default (see User Manual\_Admin Module > Misc. Fees for details).



Select the **Registration Fee** from the pick list menu; This will open the **Registration Fees** grid to enter child number. The **Fee Amount** automatically populates. Check box if the fee is to **Apply Only Once**.

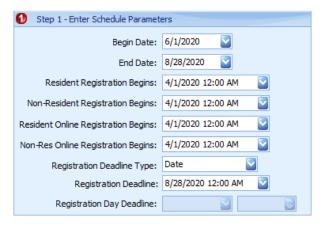
Select the Late Pickup Fee from the pick list menu. Select the Late Pickup Fee Bill Type, Flat or Per Minute, enter the Late After Time.

Select the Late Payment Fee from the pick list menu.



# **Setup Schedule**

### Step 1 – Enter Scheduling Parameters

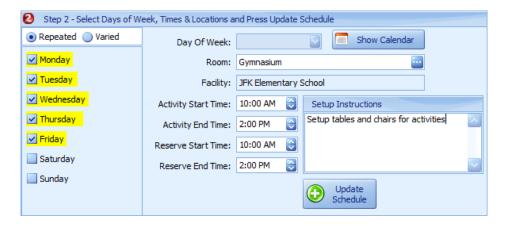


Enter the **Begin Date** and **End Date** of the child care activity. Enter the registration begin dates for Resident, Non-Resident, Resident online, and Non-Resident online.

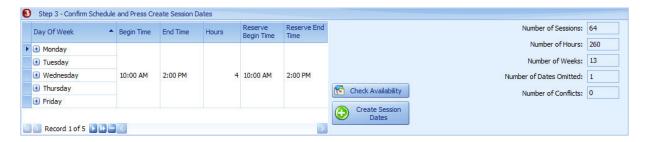
**Registration Deadline Type** can be changed from Date to Day of Week which will open up the following fields for selecting the day and time.

Step 2 - Select Days of Week, Times & Locations

The default radio button is set at **Repeated** and check the days of the week. This means the facility / room will be the same for each day selected. **Varied** will open the pick list for Day of WeekSetup so user can select a variety of facilities / rooms. Enter **Activity Start Time**, **End Time**, **Reserve Start** and **End Time** and any **Setup Instructions**. Click **Update Schedule** button.

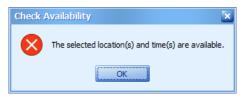


Step 3 – Review Schedule and Create Session Dates



Review the information, if the schedule looks correct click **Check Availability** button.



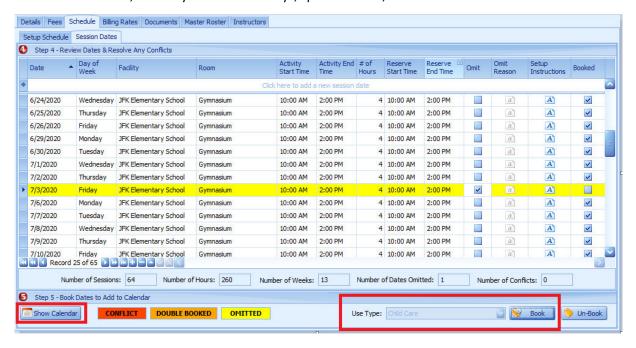


Popup screen **Check Availability** will display the following message when rooms are available.

Click Create Session button to generate the schedule. *ReCPro*<sup>TM</sup> will create a schedule based on the first 3 steps.

### Step 4 - Review Dates & Resolve Any Conflicts

Review the sessions, omit any dates for holidays, special events, etc.

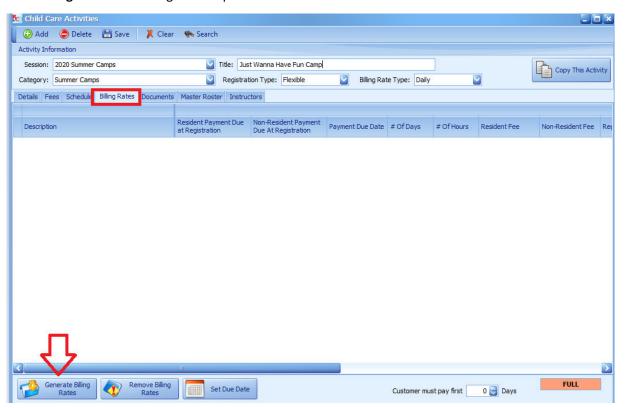


Then select **Use Type** and click **Book** button. This step saves the information to the calendar. User can click **Show Calendar** button to review and ensure it saved.

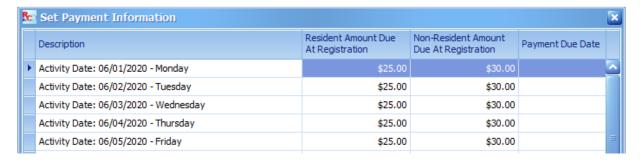


# **Billing Rates**

Click Billing Rates tab. The grid will open blank.



Click Generate Billing Rates button. Set Payment Information screen will display.

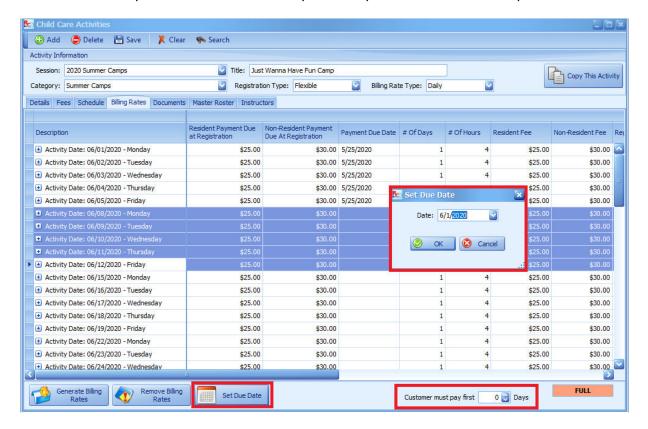


**Payment Due Date** can be entered by selecting from the calendar or typing date. After dates have been entered, you would change the **Resident** and **Non-Resident Amount Due at Registration**. That means you can change it to \$0.00 (zero) or put a minimum amount to hold the space for the participant and the balance would be due on the Payment Due Date. When finished, click **OK** button.

Alternately, when the **Set Payment Information** screen displays, skip this step by clicking **OK** button.



This example is a **Daily Billing Rate Type**, so it is easier to select a full week (Monday thru Friday) to set the date for all 5 days. Hold down the control key on the keyboard and select each day.



Click **Set Due Date** button, enter date and click **OK** button. The **Customer must pay first – Days** is used when payment is required in full on specific number of days in order to register.



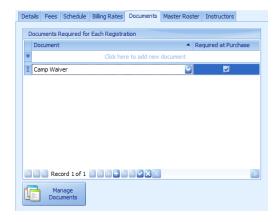
Once the **Payment Due Dates** are set, you can now change the **Resident** and **Non-Resident Payment Due at Registration** amount.

**Note:** Once customer registrations transactions are created, the **Remove Billing Rates** button will become disabled.



#### **Documents**

Click **Documents** tab. From the pick list, select the **Document Required for Each Registration.** Check the box if it is **Required at Purchase**. For online registrations, the customer will not be able to checkout and pay for activities until the waiver is electronically signed.

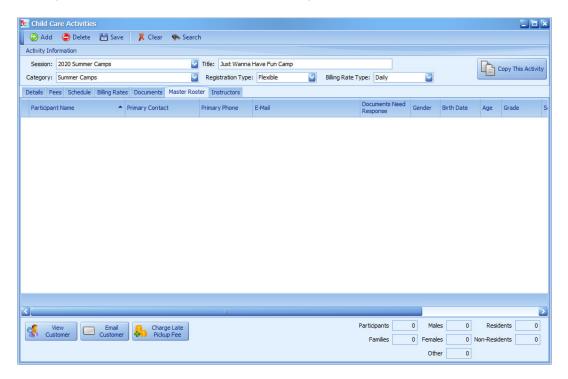


Click **Manage Documents** button to review customers response with documents.

For details, watch our video at <a href="https://www.ReCProSoftware.com/videos">www.ReCProSoftware.com/videos</a> or review the Manage Document System user manual.

#### **Master Roster**

As customers register for the child care activity in shopping cart or online, this grid will populate the child's information. This grid will only display the child's name once even if they are registered for all the days / weeks / months of the child care activity.



User will be able to **View Customer** record, **Email Customer** or **Charge Late Pickup Fee** manually from this screen. Statistics display in the lower right-hand corner as registrations occur.

#### **Instructors**

Attach the instructor record to the child care activity. (See Course Module Manual for how to load instructors' database.)



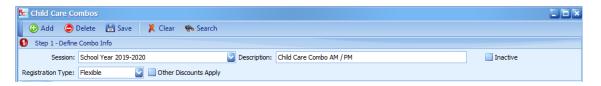
### **Child Care Combos**

The purpose for **Child Care Combos** is to allow user to set up rates for multiple child care activities such as 'Before and After School Programs'. Typically this is because the user wants to offer a special rate if the child is being signed up for both. It is also a convenience to have both sessions combined together for On Account payments.

Important Note: Each child care activity must be set up first in order to use this function.

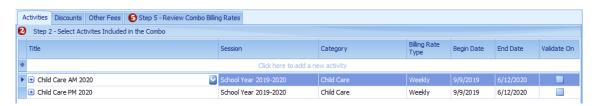
### Step 1 – Define Combo Info

Select **Session** from the pick list menu, add **Description** and selected the **Registration Type** Flexible or Fixed. Check the box **Other Discounts Apply** if you allow discounts beyond multi-child discounts. **Important Note:** Once the record is saved, the Registration Type cannot be changed.



#### Step 2 - Select Activities Included in the Combo

Select **Title** from the pick list menu and the following fields automatically populate: **Session, Category, Billing Rate Type, Begin Date** and **End Date** based on prior setup of **Child Care Activity**.



Step 3 – Adjust Activity Fees





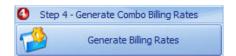
**Set Fees** grid will display allowing user to change the fee for the combination activities. Click **OK** button.



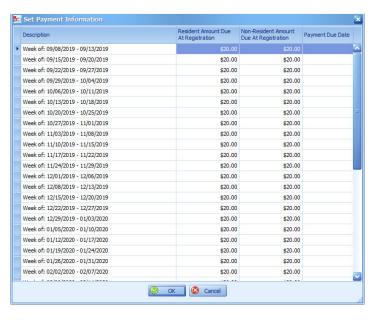
There will be a verification message.



Step 4 - Generate Combo Billing Rates



Set Payment Information screen displays. **Payment Due Dates** can be entered by unchecking the box 'Payment Due at Registration', and selecting the payment due date from the calendar or typing date. Click **OK** button.



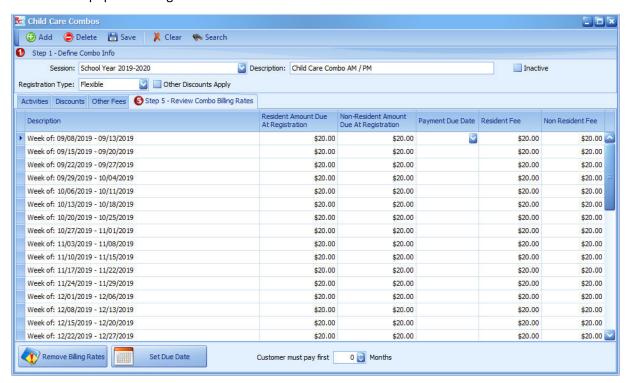
Payment Due Dates can be entered by unchecking the box 'Payment Due at Registration', and selecting the payment due date from the calendar or typing date. Click **OK** button.

Go to step 5 to review.



### Step 5 - Review Combo Billing Rates

The data will populate the grid.



User can change an individual due date by clicking **Set Due Date** button. Or hold control key down and select multiple line items, click Set Due Date to change for the selection.

If user needs to make price changes, click the



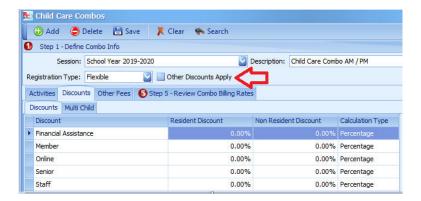
**NOTE:** Once customer registrations are generated, this button will become disabled.



A verification message will display. When **Yes** is clicked, it will delete the billing rates and will take user back to start again with **Step 2**.

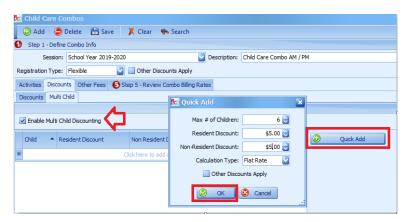
# Discounts (Child Care Combos)

Click **Discounts > Discounts** tab to review other discounts and make adjustments if needed. For these discounts to apply to Child Care Combos, user must check box **Other Discounts Apply** in order to activate calculations.



# Multi Child Discounts (Child Care Combos)

Check the box Enable Multi Child Discounting to apply multi child discounts to Child Care Combos.



Click **Quick Add** button. Enter **Max # of Children, Resident** and **Non-Resident Discount**. **Calculation Type** can be selected as a flat rate or percentage.

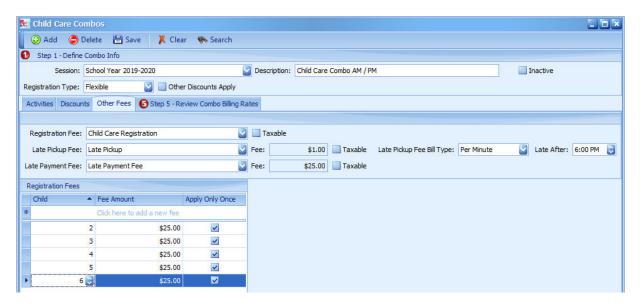


Multi child discounts will override other discounts in the previous tab, so if user wants those discounts to apply in addition to the multi child discounts, be sure to check the boxes **Other Discounts Apply**.



# Other Fees (Registration, Late Pickup and Late Payment)

**Registration Fee** – Select from the pick list of miscellaneous fees (*See Admin Module for setup*). In the grid below, start with first child; user can adjust fee and check the box **Apply Only Once** if applicable. Continue to build for number of child registrations.



**Late Pickup Fee** - Select from the pick list of miscellaneous fees (See Admin Module for setup). Choose from pick list **Flat** or **Per Minute** in **Late Pickup Fee Bill Type**. If user selects **Per Minute**, then enter the time in **Late After** field.

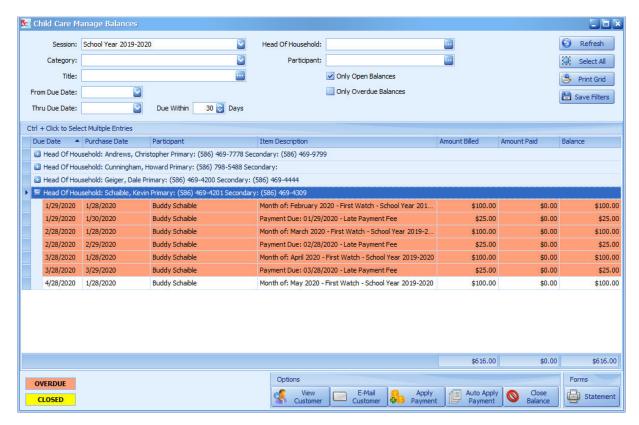
Late Payment Fee - Select from the pick list of miscellaneous fees (See Admin Module for setup).

# **Child Care Manage Balances**

From the main menu, go to Child Care > Manage Balances



**Manage Balances** gives the user a breakdown of each customer's balance due of child care activities. Any overdue items will be highlighted in a light orange color. Uncheck **Only Open Balances** to review closed items in yellow.





#### **Filters**

User can isolate data based on the filter choices, then click **Refresh** button. Click **Select All** in order to select all items in the grid. **Print Grid** button to pull a paper printout of the information. Click **Save Filters** to keep the filter settings.



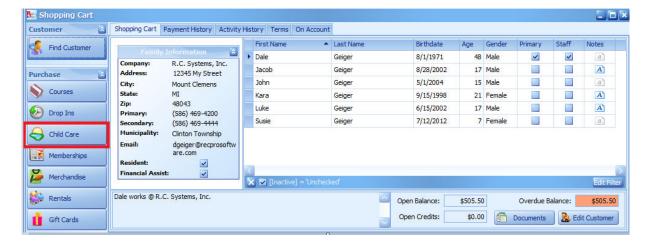
### **Options and Forms**



Click **View Customer** button to open the customer record. Click **E-Mail Customer** to open an email with customer email address in place. Click **Apply Payment** button to transfer item to shopping cart to make a payment. Click **Auto Apply Payment** which will pay the items on the customers record from the top down until the money received is used up. Click **Close Balance** button to close the remaining amount owed. Click **Statement** to print the customer's statement.

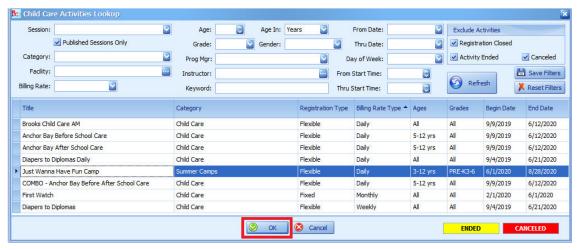
# **How to Register for Child Care**

From the main menu, go to Shopping Cart > Shopping Cart > Find Customer > Child Care



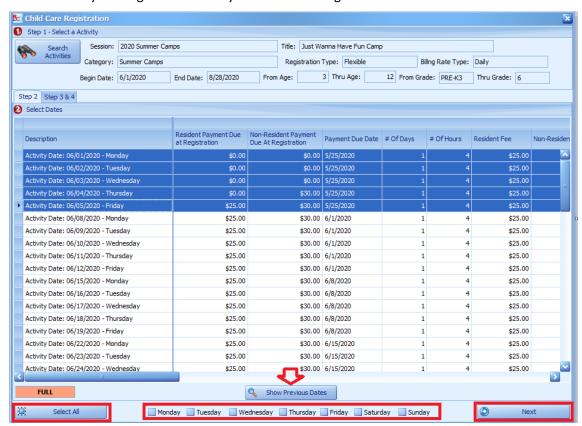


## Select the Child Care Activity from the grid, click OK button



#### Step 1 – Select a Activity

Select items by holding the control key down and clicking line items with mouse.

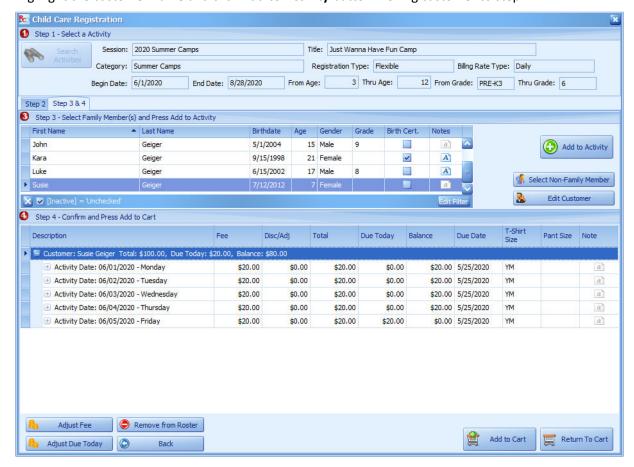


Use **Select All** button to register for all dates. User can also check box for a specific day of the week. This grid will hide dates prior to today's date, so in the event participant attended but did not to register in advance, click **Show Previous Dates** button to see older dates. Click **Next** button.



### Step 3 – Select Customers

Highlight the customer name and click Add to Activity button moving customer to step 4.



### Step 4 - Confirm and Press Add to Cart

Review items before adding to shopping cart.

**Adjust Fee** - highlight the line item you want to adjust, (change the price). Click **Adjust Fee** button. User may also hold the control key down and select all items to adjust fee that will change the price for all items.

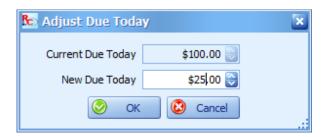


Enter the **New Price** in the field and click **OK** button.



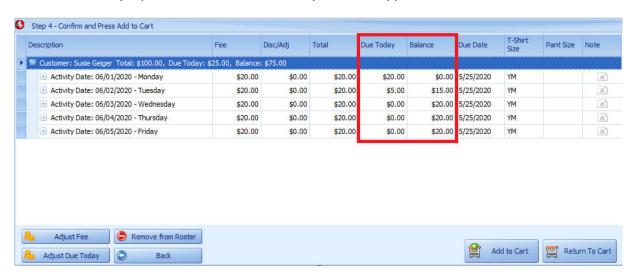
**Adjust Due Today** – using this button allows the user to receive a flat payment to cover multiple items prior to due dates.

For example: the total of 5 days of child care is \$100 but only \$25 is required today. *ReCPro™* will recalculate the balance due, starting with the first item and applying the payment until the full amount is used.



Click **Adjust Due Today** button, enter amount in the **New Due Today** field and click **OK** button.

Notice the first day is paid in full and the second day has \$5.00 applied to it with a new balance.



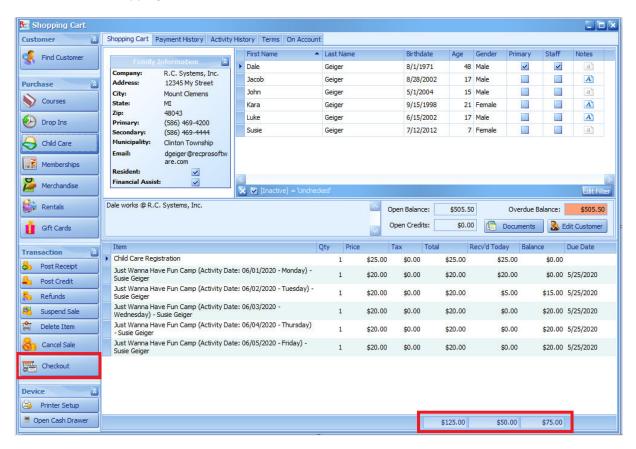
Click **Remove from Roster** button when user selected wrong family member.

Click **Back** button to return to step 2 without losing what has been added to step 4.

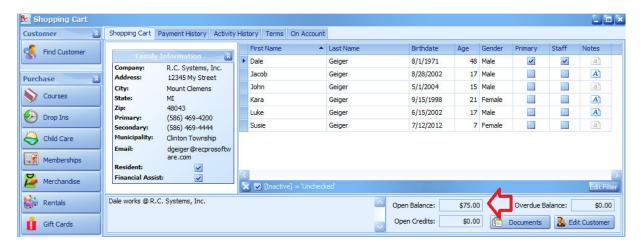
Click Add to Cart button to go to shopping cart.

Return to Cart to stop registration process.

Review items in shopping cart.



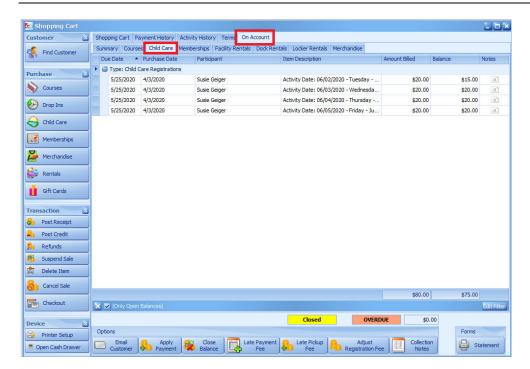
Click **Checkout** button and apply cash, check or credit card.



Notice customer's record shows \$75 on the Open Balance field.

Click OnAccount tab > Child Care tab to review account balance

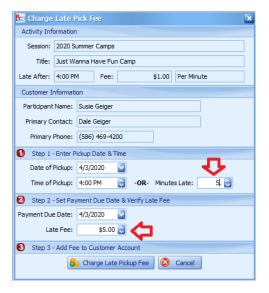




Click **Apply Payment** when customer makes another payment. User can click **Statement** button to see payments already made as well as remaining balance. User can also run an **Open Balance Report** (from the main menu, go to **Reports > Financial > Open Balance**).

Click **Close Balance** to force closing the remaining balance. This is typically used when user is no longer able to collect on the customers balance. By closing the balance, it will also remove it from the open balance field in shopping cart and reports.

Click Late Payment Fee when customers payment is late (the rate is setup in Misc. Fees first and attached in Child Care Activity setup.)



Click Late Pickup Fee when customer is late picking up the child. Enter the minutes they are late and  $ReCPro^{TM}$  will calculate the fee.

Click **Adjust Registration Fee** allows user to adjust the current price to a new price.

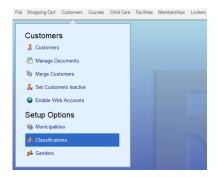
Click **Collections Note** to add a note on the Open Balance Report.

# **Child Care Roster Reports**

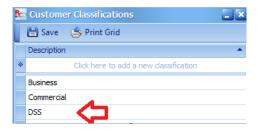
Child Care Roster Reports can be pulled by classification and location. This is an important feature if your child care activity allows supplemental payment through government agencies such as Department of Social Services (DSS). If the money is issued after the original child care activity registration, user can now adjust the registration fee in the On Account tab in shopping cart.

### **Customer Classification**

From the main menu, go to **Customers > Setup Options > Classifications** 

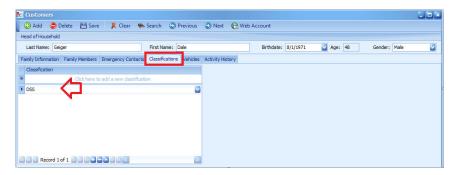


Type the **Customer Classification** in the table, click **Save** and close.



#### **Customer Record**

Customer classification must be attached to the customer record. From the main menu, go to **Customers > Customer**, click the **Search** button, **Find Customer**. Click the **Customer Classifications** tab.

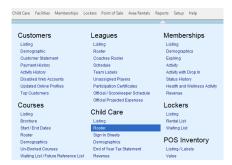


Select the **Classification** from the pick list, and click the **save** button.

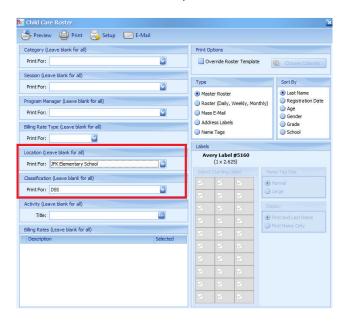


# Child Care Roster Reports by Classification and / or Location

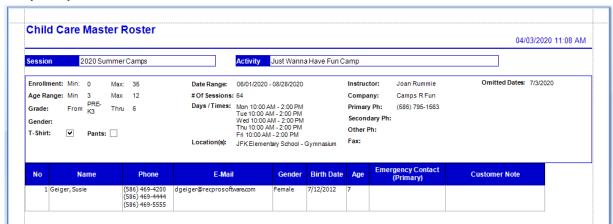
From the main menu, go to Reports > Child Care > Roster



Select the **Location** from the pick list and / or the **Classification** from the pick list.



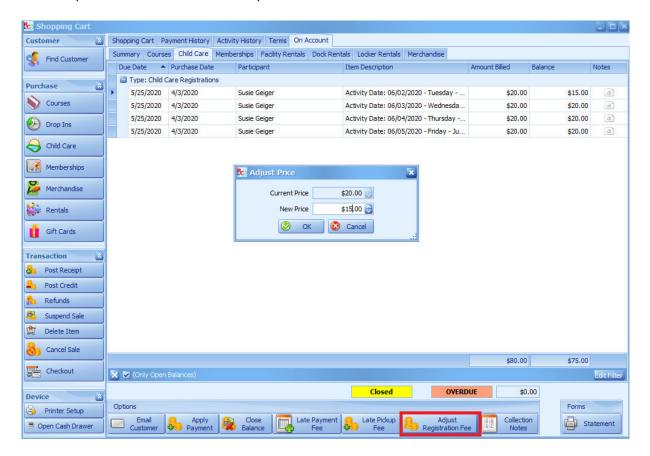
#### **Sample Report**





# **Adjust Registration Fee**

From the main menu, go to **Shopping Cart > Shopping Cart > Find Customer > On Account** tab **> Child Care** tab, highlight the line item, click Adjust Registration Fee button, popup will display current price with an open field for user to enter new price. Click **OK** button.



**Note:** If a child care activity charged tax during registration,  $ReCPro^{TM}$  will only allow the registration fee to be adjusted not including tax. Once the new price is entered,  $ReCPro^{TM}$  will calculate then tax on the new adjusted price. If the customer has already made a partial payment on the amount due, it will only allow the user to adjust the balance, <u>not</u> the amount originally billed.