# CareMaster


User guide

Current version 5.24A

# Table of contents


Welcome to CareMaster ....... 6
- Contact Us ....... 7
- Desktop ....... 8
- Navigation Bar ....... 9

Initial Configuration ....... 10
- System Defaults ....... 11
- Sage Datasets ....... 20
- 3rd Party Integration ....... 22
- Resident Classifications ....... 24
  - Resident Categories ....... 25
  - Resident Types ....... 26
  - Local Authority Codes ....... 27
  - Funding Sources ....... 28
  - Care Levels ....... 29
- Invoicing Settings ....... 30
  - Invoice Charge Types ....... 31
  - Invoicing Periods ....... 33
  - Invoice Formats ....... 38
  - Skeleton Charge Templates ....... 42
  - Sales Invoice Payment Methods ....... 44
- Sundry ....... 45
  - Resident Incident Types ....... 46
- Refresh Sage Data ....... 47

Homes ....... 49
- Setting up Homes ....... 50
- Setting up Rooms ....... 54

Residents ....... 57
- Special Menu Items ....... 59
  - Search ....... 60
  - Invoice History ....... 61
  - Occupancy History ....... 64
  - Move to a Room ....... 65
  - Terminate Occupancy ....... 66
  - Client Details Report ....... 67
  - Sort Options ....... 68
  - Contract ....... 69
  - Archive? ....... 71
- Resident Information ....... 72
  - Main Details ....... 73
  - Invoicing ....... 75
    - Starter Invoice ....... 77
    - Leaver Invoice ....... 80
  - Rate History ....... 83
  - DSS ....... 86
  - Contacts ....... 87
  - Inventory/Notes ....... 90
  - Admission/Absence History ....... 91
  - Documents ....... 92
  - Tasks ....... 95
  - Incidents ....... 96
  - Photos ....... 99

Creating Charge Templates ........ 101
Main ........ 102
Charges ........ 105
Ad-Hoc Invoices ........ 108
Credit Notes ........ 110
Move Resident to a new Home ........ 111
Respite Care ........ 112
Update Chargeable Days ........ 113
Invoicing ........ 114
Variable Costs ........ 115
Import Variable Costs from Excel Workbook ........ 116
Update Variable Costs ........ 119
Set Variable Costs to Zero ........ 121
Generate Sales Invoices ........ 123
View/Modify Invoices ........ 127
Invoice View ........ 128
Table View ........ 134
Print Invoices ........ 135
Send Invoices by E-mail ........ 139
Generate E-mail Files ........ 140
Preview E-mailing ........ 142
Send E-mails ........ 144
Post Invoices to Sage ........ 146
Utilities ........ 150
Delete a Sales Invoice Batch ........ 151
Delete a Home ........ 153
Change Home Code ........ 155
Client Rate Processing ........ 157
Refresh Sage Data ........ 164
Clear Multi-User Locks ........ 166
View Users Currently Logged In ........ 167
View Invoice Deletion History ........ 168
Update Rate History ........ 169
Check Data ........ 174
Prospective Clients ........ 176
Add/View Prospective Clients ........ 177
Create a Resident Record from a Prospective Client ........ 179
Backing Up ........ 181
Archives ........ 182
Archiving Residents ........ 183
View Archived Residents ........ 184
Send Invoices to Archive File ........ 186
View Archived Invoices ........ 188
Reprinting Archived Invoices ........ 189
Delete Archived Residents ........ 191
Delete Archived Sales Invoice Records ........ 193
Reports ........ 195
Invoicing and Financial ........ 196
Sales Invoice Day Book List ........ 197
Invoicing Audit Check ........ 202
Client Invoice History ........ 204
Average Fee Rate ........ 206

Sage Multi-Period Postings List ....... 208
Validate Charge Templates ....... 210
Actual/Expected Invoice Comparison ....... 212
Expected Invoicing Report ....... 214
Income by Charge Type ....... 216
Sales Invoice E-mail Transmission History ....... 218
Sales Invoice Direct Debit CSV File ....... 220
Revenue by Room ....... 222
Resident Care Schedule ....... 224
Invoice Batch History ....... 226
Client Rate History ....... 227
Client Rate History by Service Provider CSV File ....... 229
Charge Template Rate Discrepancy List ....... 231
Resident ....... 233
Resident Details ....... 234
List Residents by Date ....... 237
List Residents (show extra notes) ....... 239
Print Resident Notes ....... 241
Resident Incident Report ....... 243
Out of Contract List ....... 245
Diversity Report ....... 247
Terms & Conditions Not Returned ....... 249
Contracts Not Returned ....... 251
Allowances ....... 253
Account Balances ....... 254
Account Transactions ....... 256
Transaction Type List ....... 258
Absence Report ....... 260
Length of Stay List ....... 262
Residents by Payment Type ....... 264
Charge Template List ....... 266
Next of Kin List ....... 268
Prospective Client Module ....... 270
General ....... 272
Occupancy Analysis ....... 273
Void Rooms ....... 275
Design ....... 277
Options ....... 279
Security ....... 280
User Names ....... 281
Change Password ....... 283
User Restricted Access Home Codes ....... 284
Logging In ....... 285
Direct Debit Output ....... 286
Direct Debit CSV Output ....... 287
Personal Allowances ....... 290
Set up Account Types ....... 291
Set up Transaction Types ....... 293
Allocate ....... 295
Multiple Databases ....... 299
Xero Users ....... 300
Xero System Defaults ....... 301

Resident Invoicing ........................................................................................................302
Refresh Xero Data..........................................................................................................303
Amend Xero Sales Ledger Bank Details ......................................................................305
Create Xero Export File..................................................................................................307

## Welcome to CareMaster

Welcome, these help pages are designed to provide you with assistance in getting started with CareMaster and finding out how to use the program.

For information about the look and feel of the program, please look at the following links:

The CareMaster Desktop

The CareMaster Navigation Bar

Before you start using the program for the first time, there is some setting up to be done. Please go to the Initial Configuration section where you will find details of the steps which need to be taken.

## Contact Us

You can contact us by any of the following means:

**Post:**

C-A-Solutions
3 Stanagate
Clifton
Preston
PR4 0ZB

**Telephone:**

Phone - 01772 683243

**Email:**

info@c-a-solutions.com

**Website:**

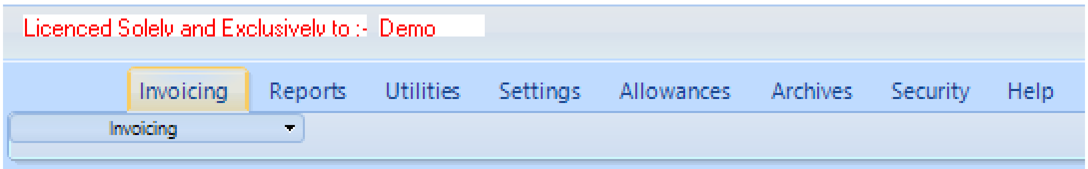
www.c-a-solutions.com

or visit the dedicated CareMaster website at:

www.caremaster.info

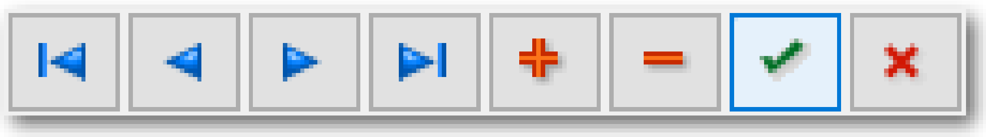
## Desktop

When you log on to CareMaster the desktop will be displayed. The menu groups can be selected by clicking on the different tabs across the top of the screen. When you select a tab, the menu options for that section will be listed.

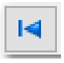


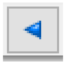
## Navigation Bar

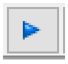
The Navigation Bar is displayed on most of the screens within CareMaster.

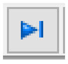


The function of each of the buttons is detailed below:

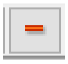
 Go to the first record.

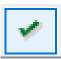
 Go to the previous record.

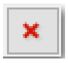
 Go to the next record.

 Go to the last record.

 Add a new record.

 Delete a record.

 Save changes.

 Cancel changes.

## Initial Configuration

Before using the program there are a number of settings which must be configured. These are laid out in the following pages.


System Defaults

Sage Datasets

3rd Party Integration

Resident Classifications

- Resident Categories
- Resident Types
- Local Authority Codes
- Funding Sources
- Care Levels

Invoice Settings

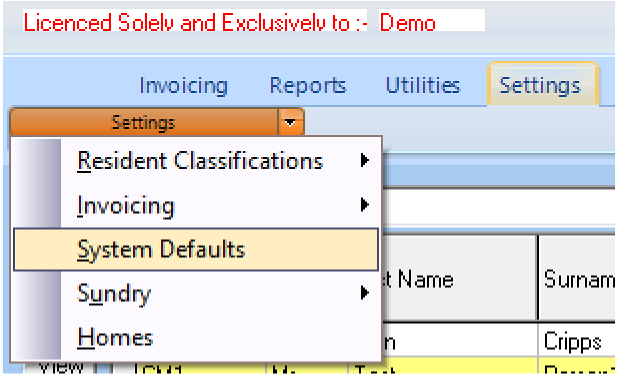
- Invoice Charge Types
- Invoicing Periods
- Invoice Formats
- Skeleton Charge Templates
- Sales Invoice Payment Methods

Resident Incident Types

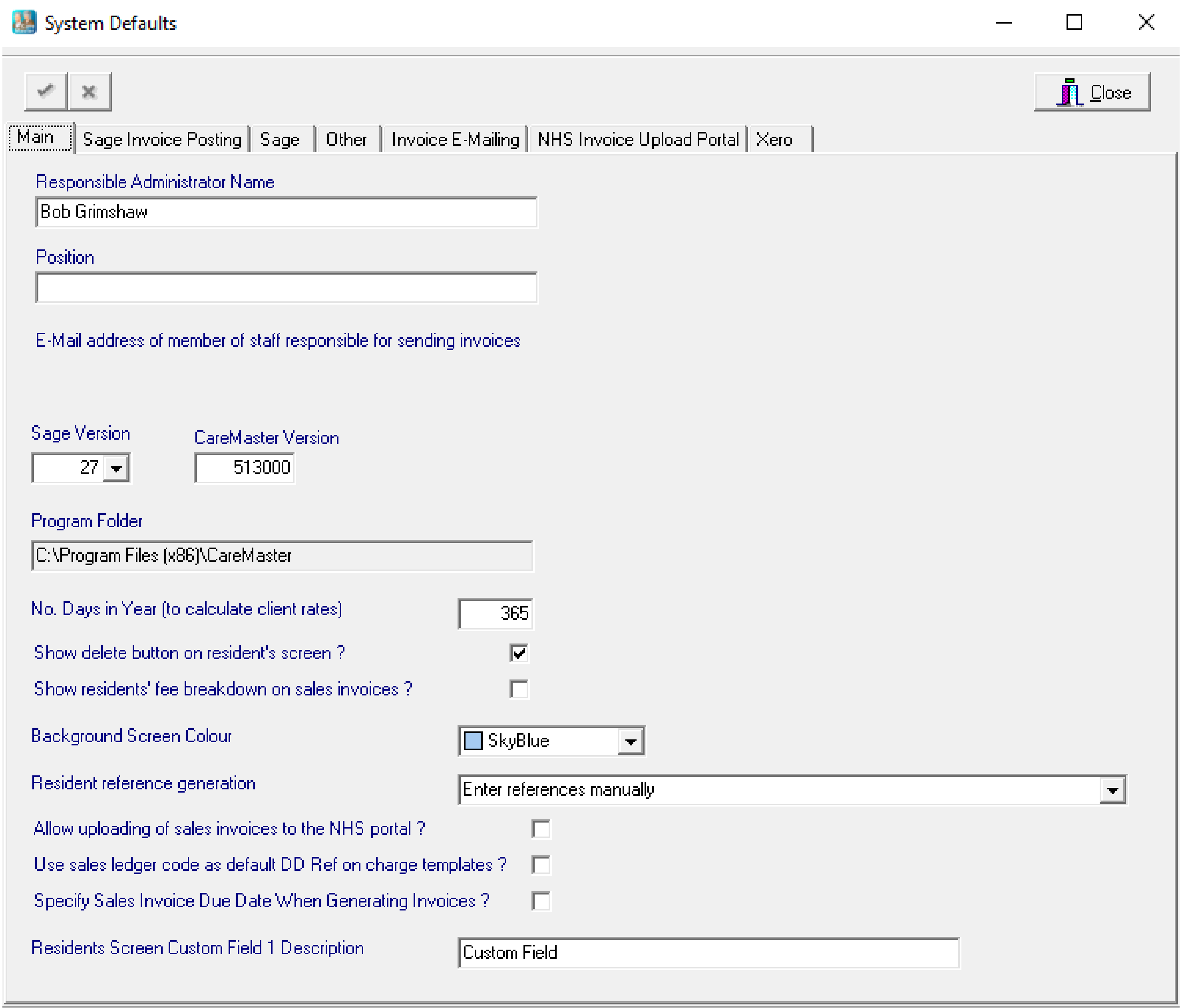
Refresh Sage Data

## System Defaults

Click on the "Settings" tab to bring up the list of options and then select "System Defaults" from the menu options list.




The "System Defaults" screen will now be displayed.



Some local authorities require the administrator's name and position to be shown on invoices. When these are entered in the relevant boxes they will appear on special local authority invoice layouts.

Select the version of Sage 50 Accounts that you are using from the drop-down list.

Enter the correct number of days in the current year, this allows leap years to be taken into account when calculating client fees.

The delete button on the residents screen can be turned on or off by ticking or unticking the box. The default setting for this option is to not show the delete button, this should only be changed if you want to allow users to delete resident records. **This should be done with extreme care, deleting a resident record will remove all invoice records and history for that client.**

CareMaster also has an option to show the breakdown of residents fees on invoices, ticking this box allows this function to operate. **N.B. This also requires a special invoice layout.**

You can also choose a different "Background Screen Colour" from the drop down list at the bottom of the screen. This can be useful for differentiation if you are making use of the Multiple Databases option.

When you are setting up new resident records three options: enter your own reference manually (it must be unique); "First letter of first name" followed by "First letter of surname" followed by a number - (e.g. John Smith would have the reference "JS001"); sequential number. Select the option you require from the drop-down box.

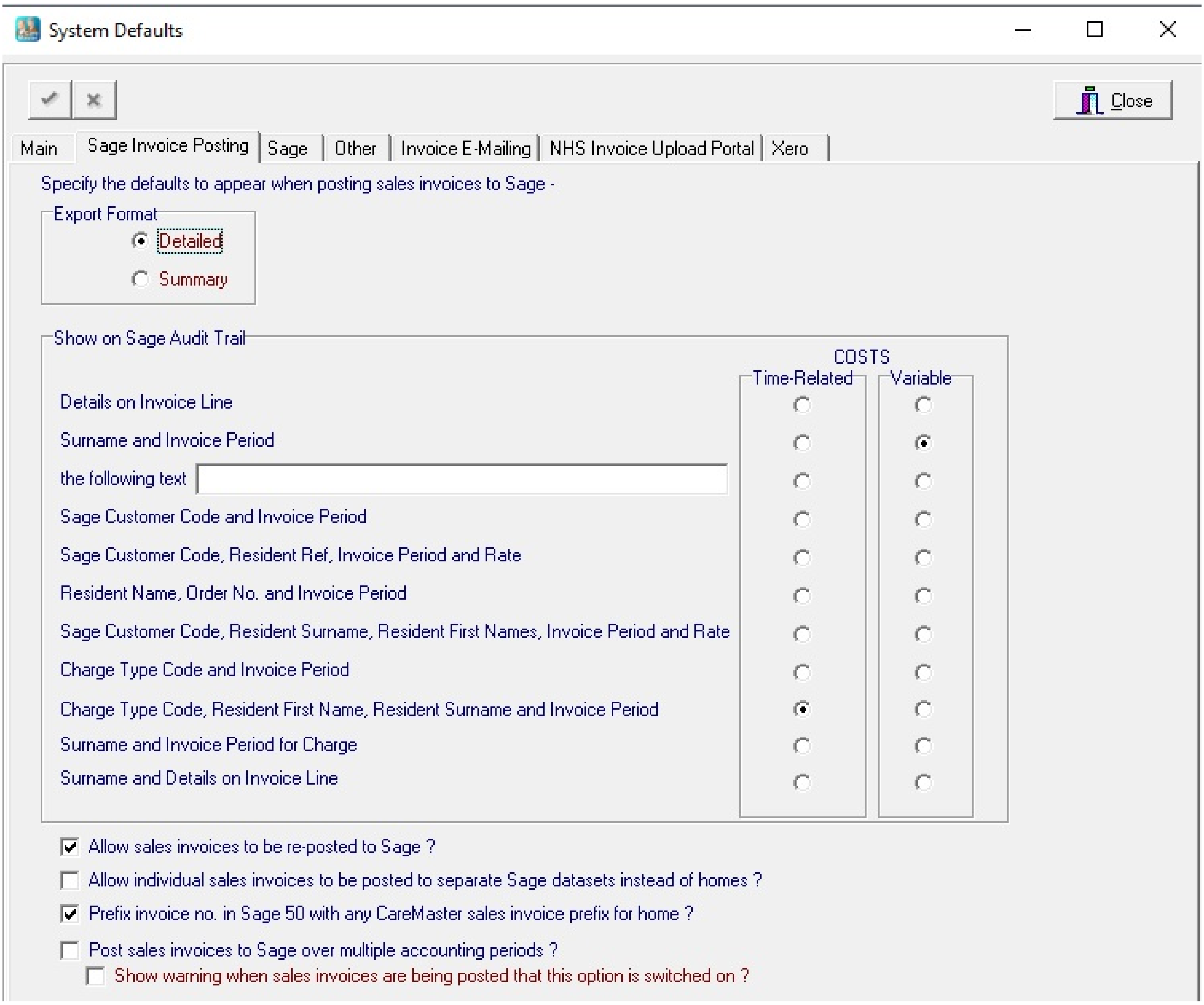
If you need to upload invoices to the NHS portal you must tick the box. You will also need to enter the relevant data on the "NHS Invoice Upload Portal" tab (see below).

If you use the program to produce Direct Debit Output, you may wish to use the Sales Ledger Code as the DD reference. If you wish to do this then tick this box.

There is an option to show the Payment Due Date on invoices, if you wish to use this, tick this box. Please also refer to the Generate Sales Invoices section. You will also need an amended invoice layout to make use of this feature.

Finally, on the Residents Main Details screen there is a custom field that can be used for any purpose you wish. This box allows you to specify a description for this field.

Now click on the "Sage Invoice Posting" tab.



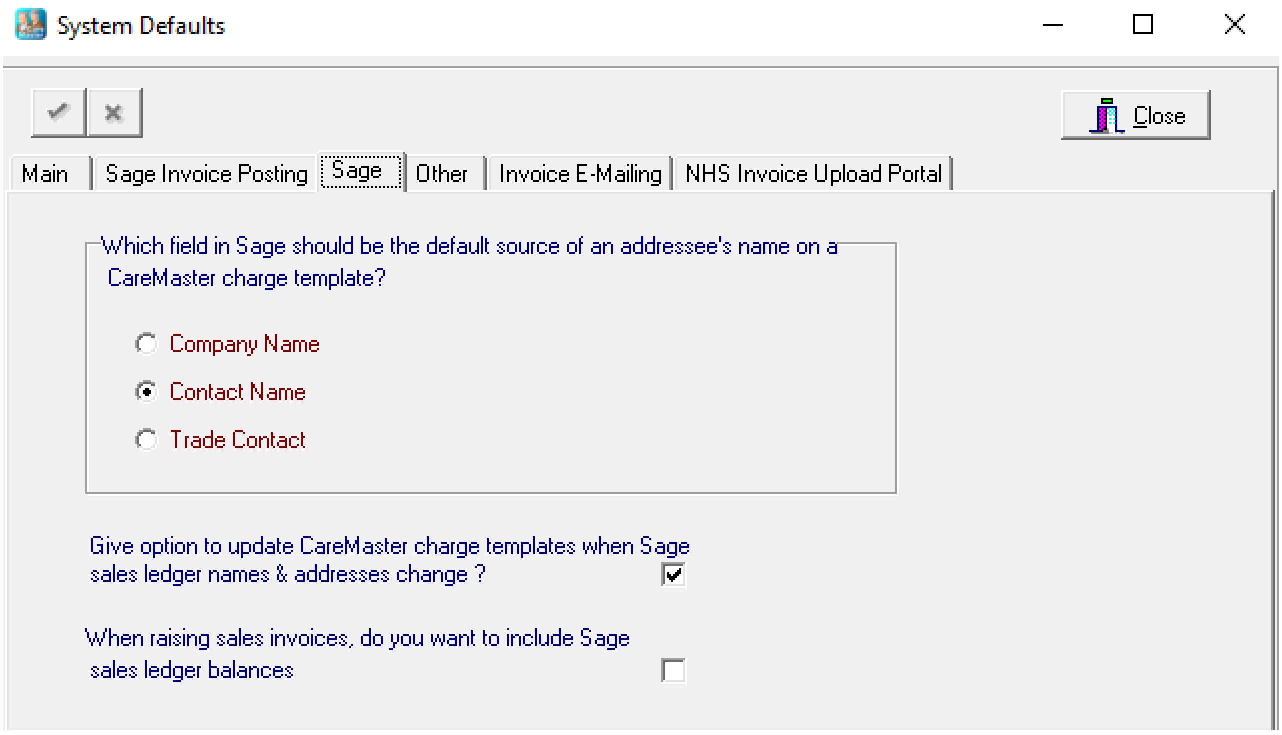

You can post data to Sage Accounts in either "Detailed" or "Summary" format. If you choose the "Summary" option, you must enter your preferred text in the box labelled "the following text". Otherwise, if you choose "Detailed", select your preferred option for the information that will appear in the Sage details field when you post invoices. Generally speaking the "Time-Related" column relates to Fee charges and the "Variable" column relates to other items (see Invoice Charge Types for more information. The option you select here can be over-ridden if required at the time of Posting Invoices to Sage.

There are four tick boxes at the bottom of this screen. The first tick box allows the re-posting of invoices to Sage Accounts. **N.B. This should normally be turned off and only used if data has been lost in Sage, otherwise duplicate entries will result.** The second tick box allows invoices to be posted to Sage by "Dataset" rather than by home, this also affects the Charge Templates. Please contact support for guidance before changing this option. The third tick box prefixes the Invoice Number with the home reference code when posting to Sage, if this is selected it is not then necessary to choose this option every time you post invoices.

CareMaster can apportion invoice values across month ends when posting to Sage Accounts. To make use of this facility, tick the fourth box, "Post sales invoices to Sage over multiple accounting periods?" This option will split the total value of the invoice in accordance with the number of days that fall into each month and then make two postings to Sage Accounts. (e.g. a 28 day invoice with a total value of £280.00 is created using a date range of 25th January to 21st February - this will post £70.00 into January and £210.00 into February). **N.B. Using this option means that each invoice will produce two separate transactions in Sage Accounts with different dates but using the same invoice number.**

If required you can also turn on the warning for this last option by ticking the final box at the bottom of the screen.

Now click on the "Sage" tab.

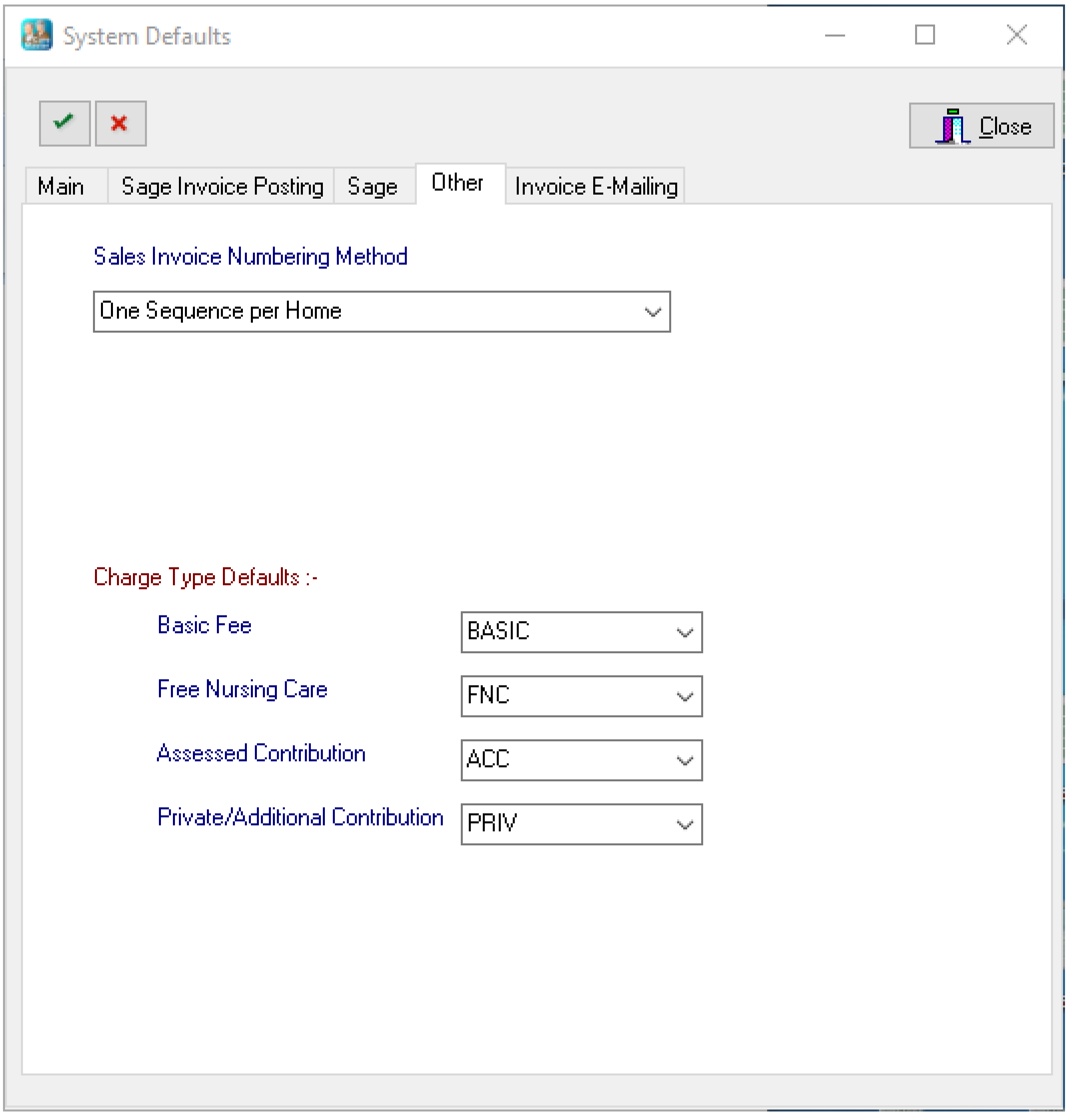



When customer accounts are created in Sage 50 Accounts, the usual protocol is to use the resident name as the account name (Company Name in Sage). However, when invoices need to be sent to a family member or other third party the wrong name will appear on the invoice. You can overcome this problem by using one of the other name fields in Sage (Contact Name or Trade Contact) to hold this data. Select the one you wish to use.

If you select the first tick box at the bottom of the screen you will be given a further option after running the Refresh Sage Data process. If this option is used, any changes you have made to customer names and addresses in Sage 50 Accounts will be updated to the Charge Templates automatically.

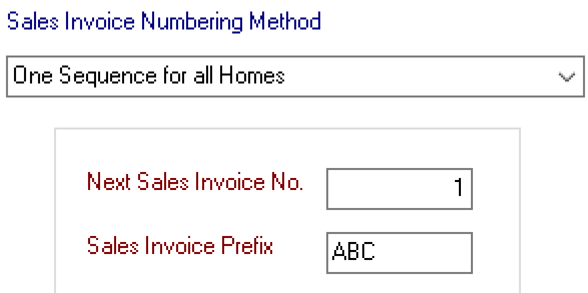
The second tick box allows you to show any previous outstanding balance from Sage on your current invoice.
**N.B. To ensure that the outstanding balances shown are up to date it is essential that you run the Refresh Sage Data routine before generating your invoices.**
**See Generate Sales Invoices for more details. Also note that this feature requires a change to the invoice layout.**

Now click on the "Other" tab.




Select your preferred invoice numbering method from the drop-down list. (Some of the methods are only applicable to multi-home installations). "One Sequence per Home" is the default setting. In this case you can enter the starting invoice number and invoice number prefix on the Homes screen.

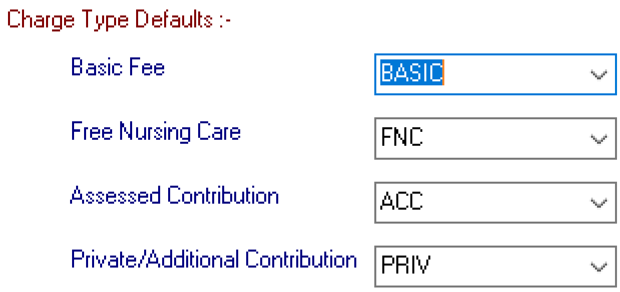
If you select "One Sequence for all Homes", two additional fields will appear to allow you to enter the starting invoice number and invoice number prefix.



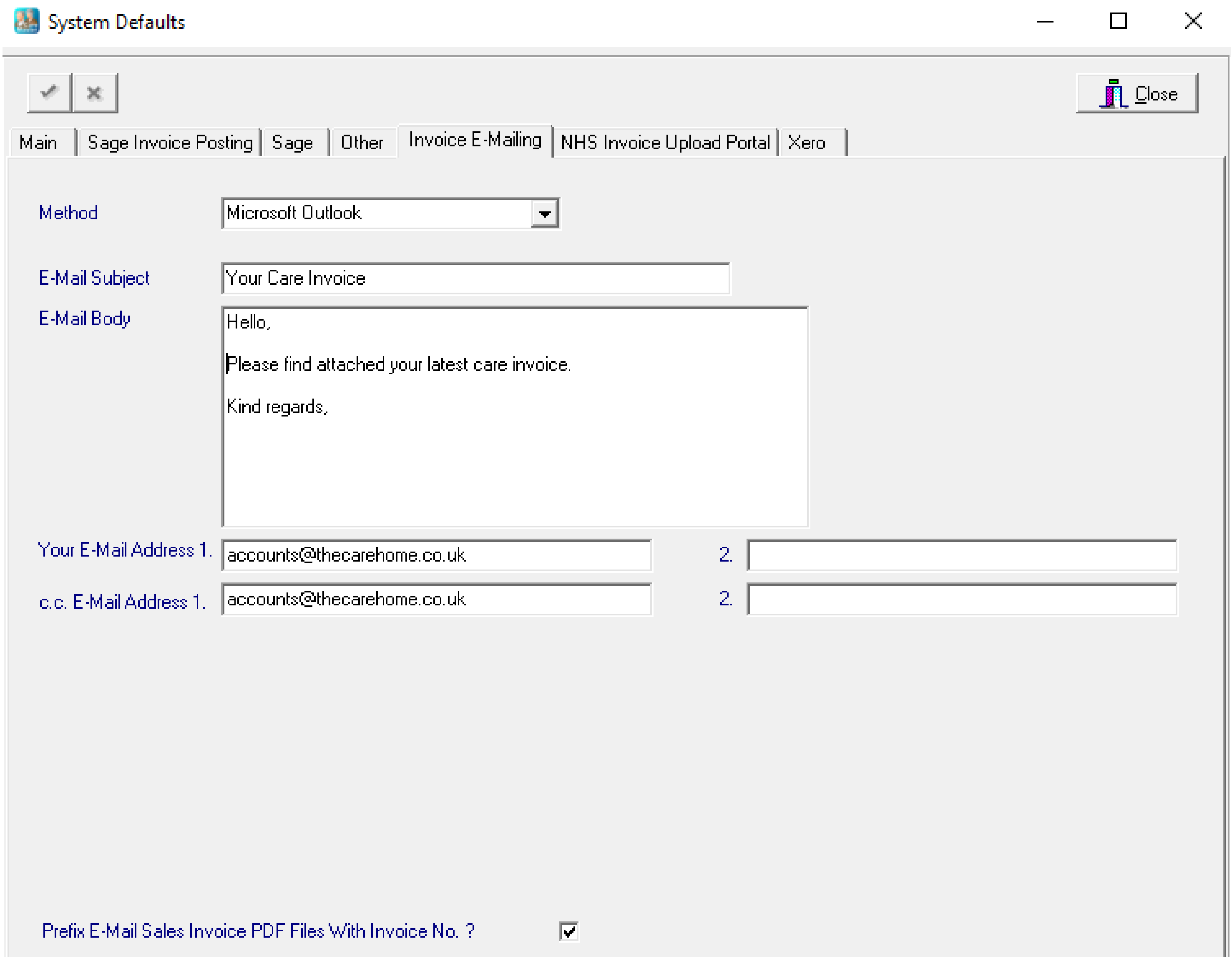

The third option is "One Sequence per Sage Dataset".


If this option is selected, you can enter the starting invoice number and invoice number prefix on the Sage Datasets screen.

On the lower part of the screen you can select the charge types you wish to use as defaults for the four main charging areas. **N.B. This can only be done after you have created your Charge Types.**




Now click on the "Invoice E-mailing" tab.



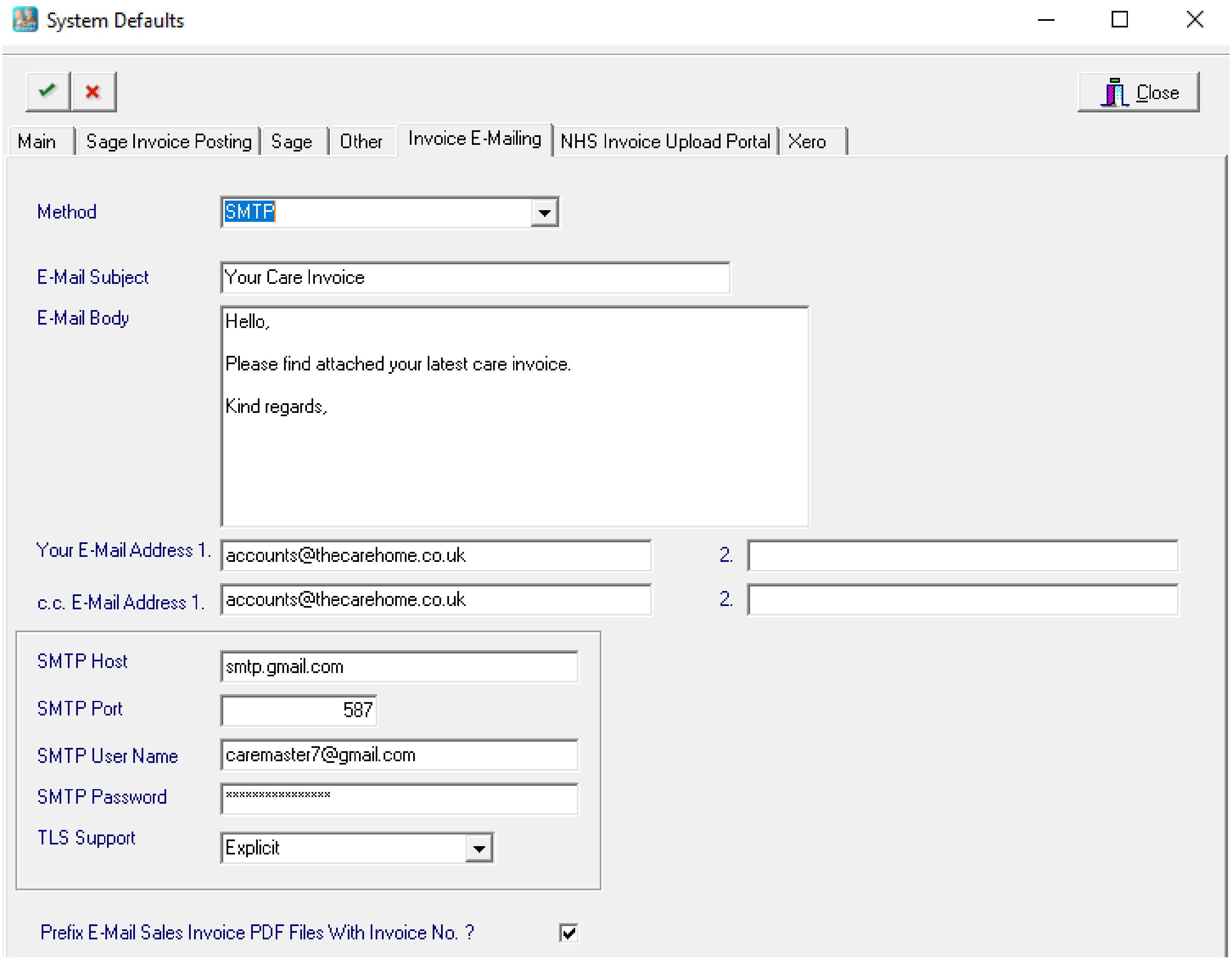

If you want to be able to email invoices directly from CareMaster, this screen must be filled in with the correct data. There are two methods available for emailing invoices, via Microsoft Outlook or SMTP.

If the first option is chosen, enter the following data as shown in the image above: "E-Mail Subject" is the subject line that you want to appear and "E-Mail Body" is the message that you want to send out. "Your E-Mail Address" is the address that you want the messages to be sent from. If you want to receive a copy of any emailed invoices that are sent out then enter an email address in the "cc E-Mail Address" field.

When the PDF invoice file is generated it is given a system generated filename, if you want the actual invoice number to be shown at the beginning of the file name tick the box at the bottom of the screen.

**N.B. This option is not guaranteed to work with all versions of Microsoft Outlook.**

If the second option is chosen, the screen will appear as follows.

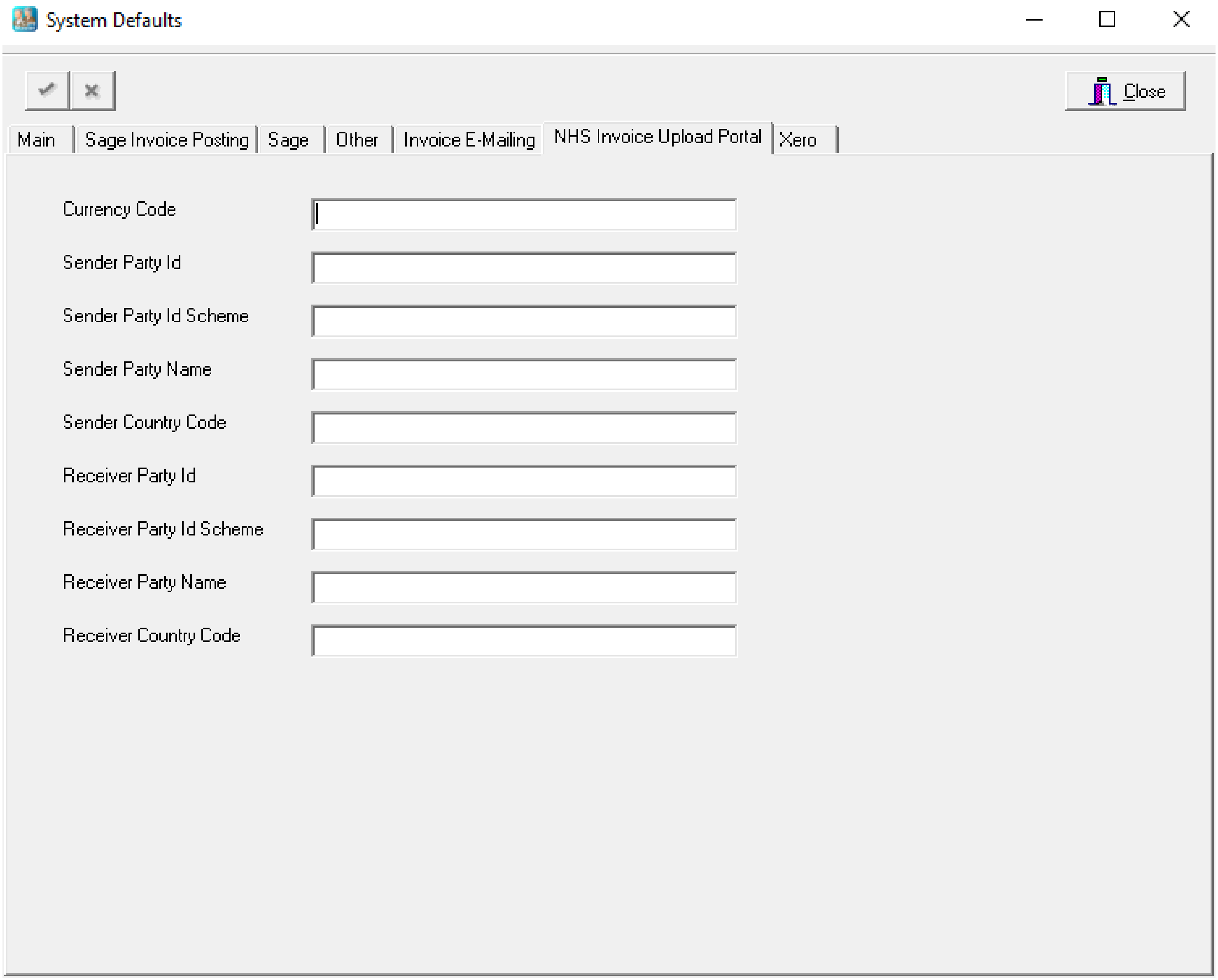



Enter the data in the upper part of the screen as explained above. The four boxes in the lower part of the screen are all related to SMTP information and you should consult your IT support to get the correct data to input here. If your email system requires the use of "TLS" you can select the required option from the drop down list at the bottom of the screen. **N.B. The SMTP entries shown on this screen are examples only and will not work for your own set up. Also, any invoices emailed from CareMaster will go direct from the program and not from your own email client.**

When the PDF invoice file is generated it is given a system generated filename, if you want the actual invoice number to be shown at the beginning of the file name tick the box at the bottom of the screen.

You will also need to select email addresses on the charge templates for any invoices that you want to email, look at the Charge Templates Main screen for information on this and also go  to Send Invoices by E-mail for information on the process of emailing invoices.

Now click on the "NHS Invoice Upload Portal" tab.



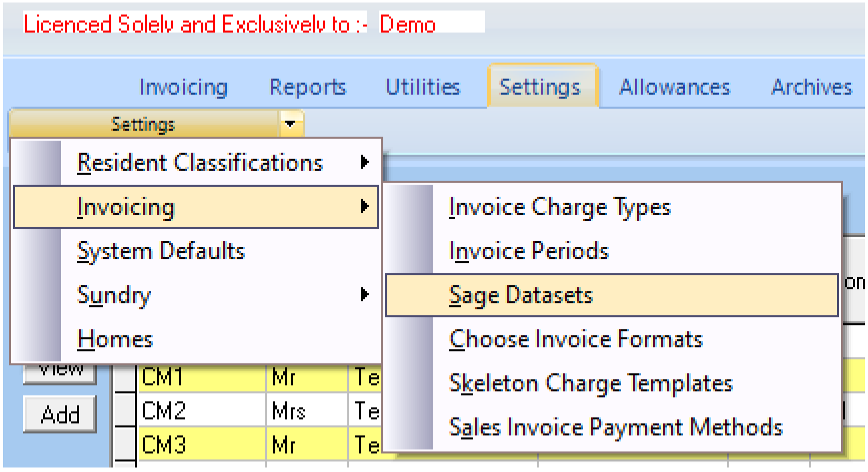

Enter the relevant information in each of the fields above.

If you are using Xero Accounts please go to the Xero Users section for more information.

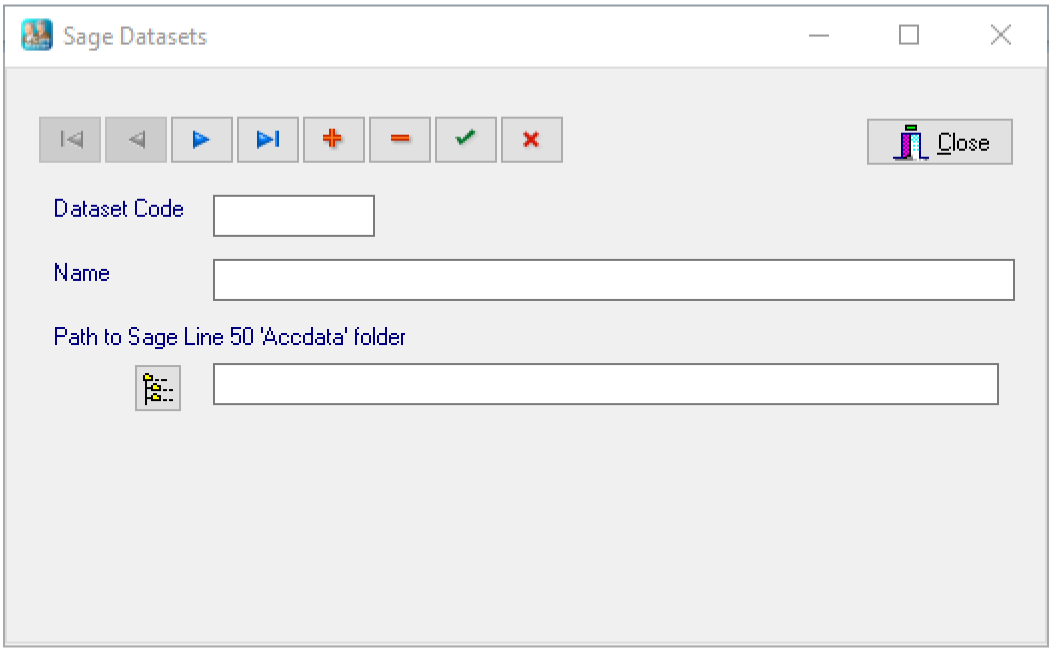
## Sage Datasets

A "Sage Dataset" must be created for each company within Sage 50 Accounts that you wish to link to CareMaster. The dataset simply defines where the Sage data is located on your system so that CareMaster can link to it.

Click on the "Settings" tab to bring up the list of options and then select "Invoicing" followed by "Sage Datasets" from the menu options list.

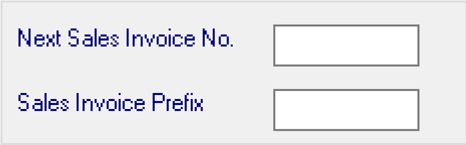



The "Sage Datasets" screen will now be displayed.




Click the "Add" button (+) to add a new record. Enter a suitable short code for the dataset followed by a name (usually the name of the company in Sage Accounts). Then either use the browse button to navigate to the Sage "Accdata" folder or type in the path if you know it. Finally, click the "Tick" to save the record. If you have multiple Sage companies you will need to repeat the process for each one.

If you have selected "One Sequence per Sage Dataset" on the System Defaults screen, the Sage Datasets screen will also have two fields for you to enter the starting invoice number and the invoice number prefix.

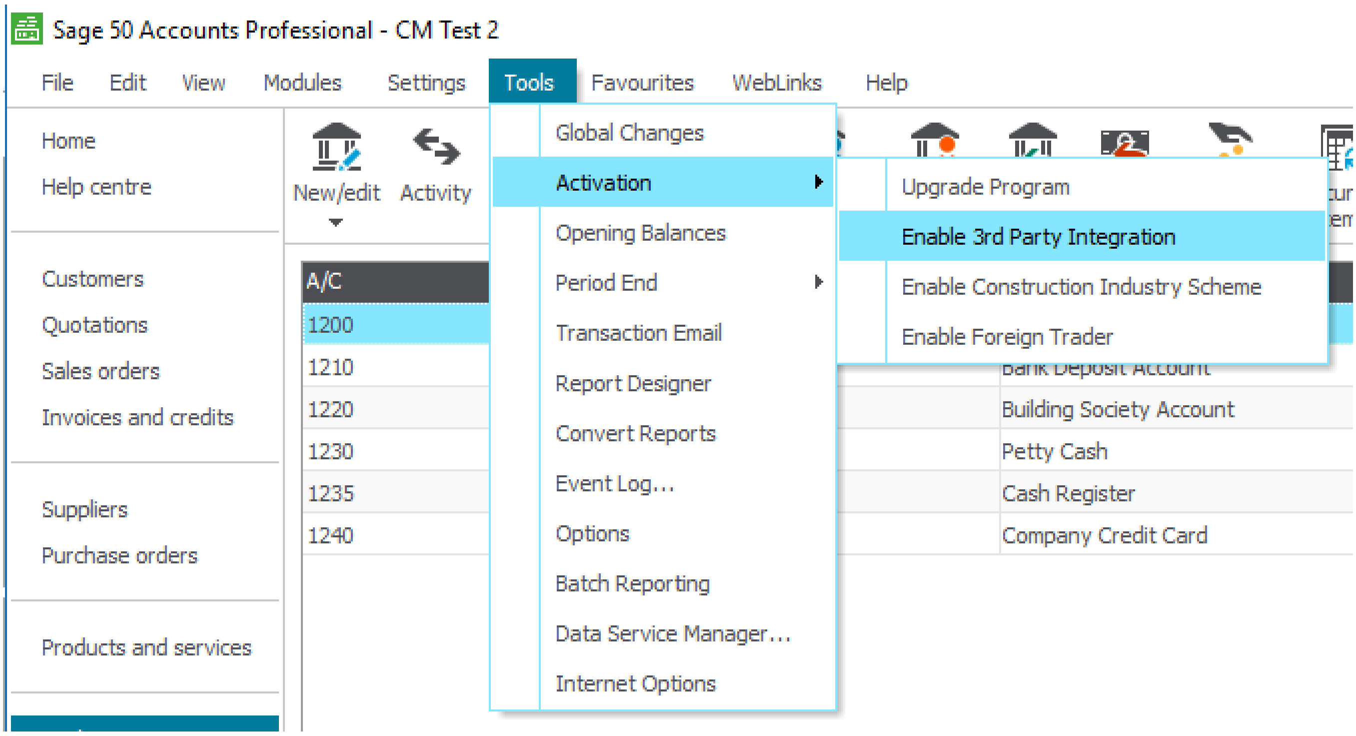

Next Sales Invoice No.
Sales Invoice Prefix

## 3rd Party Integration

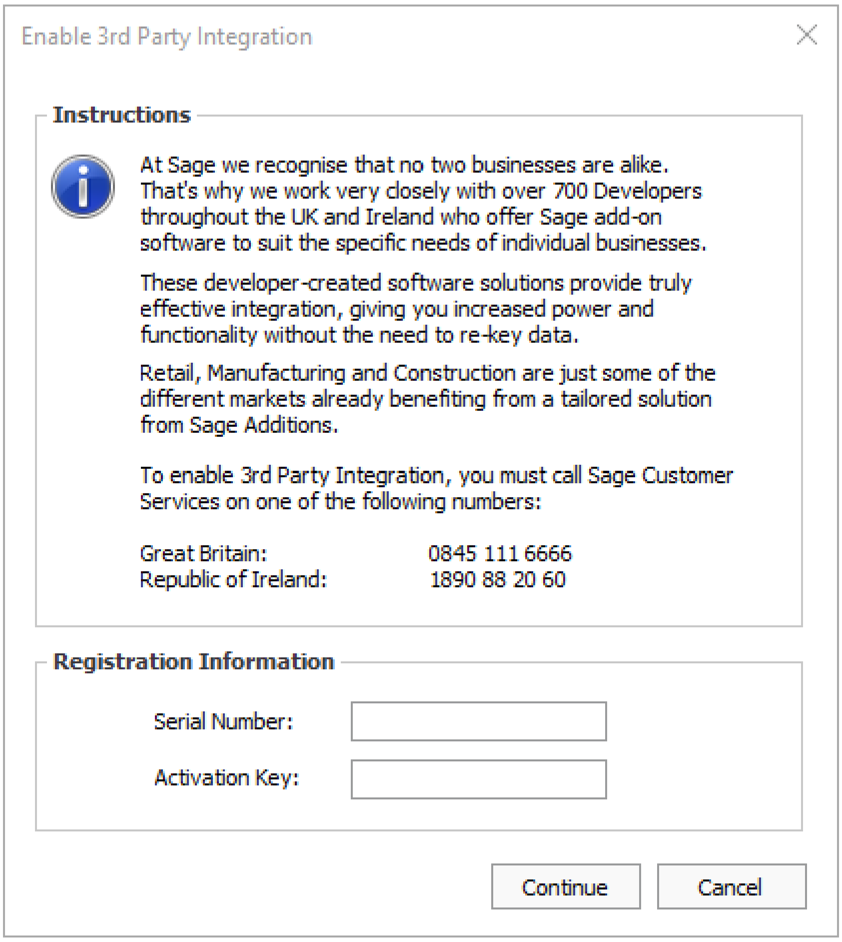
**This is only required for Sage versions up to and including v23.**

In order to complete the link to Sage 50 Accounts, it is necessary to "Enable 3rd Party Integration" within your Sage program.

Open your Sage 50 Accounts program and click on [Tools] [Activation] [Enable 3rd Party Integration]. As shown below.




This will open the "Enable 3rd Party Integration" screen. You will need to contact Sage Customer Services to obtain a Serial Number and an Activation Key to enter on this screen. **N.B. This is not the same as the Serial Number and Activation Key you have already been given by Sage when you set up the program.**




If this process is not complete you may see a warning message on your screen which says "Sage Data Objects has not been registered" and you will also not be able to post invoices to Sage Accounts.

**N.B. If you upgrade to a newer version of Sage Accounts, you will need to obtain a new 3rd Party Serial Number and Activation Key for the correct version.**

## Resident Classifications

CareMaster has a number of user-definable settings and those relating to Residents are detailed on the following pages:

Resident Categories

Resident Types

Local Authority Codes

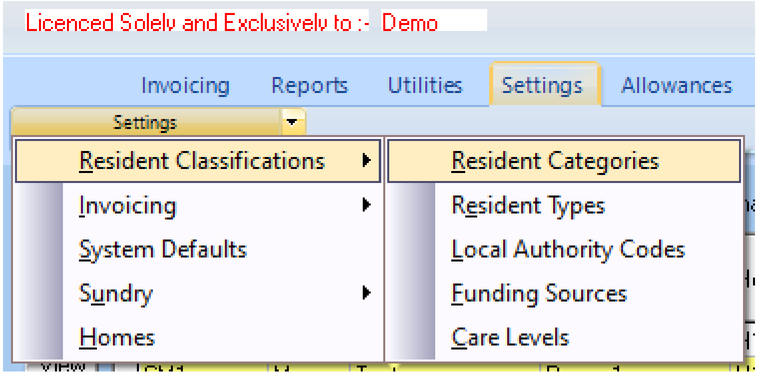
Funding Sources

Care Levels

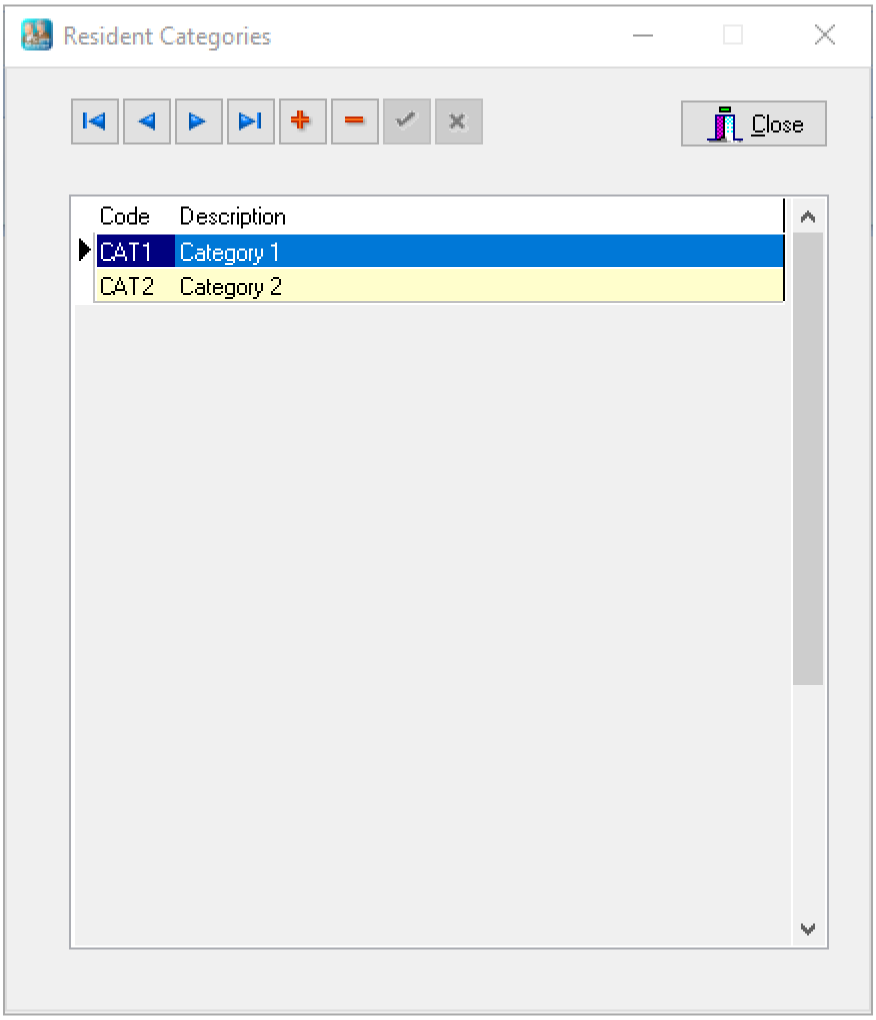
## Resident Categories

Resident Categories (along with Resident Types, Local Authority Codes and Funding Sources) is a way of grouping residents for analytical reporting purposes. (See the Reports section for further details).

Click on the "Settings" tab to bring up the list of options and then select "Resident Classifications" followed by "Resident Categories" from the menu options list.




The "Resident Categories" screen will now be displayed.

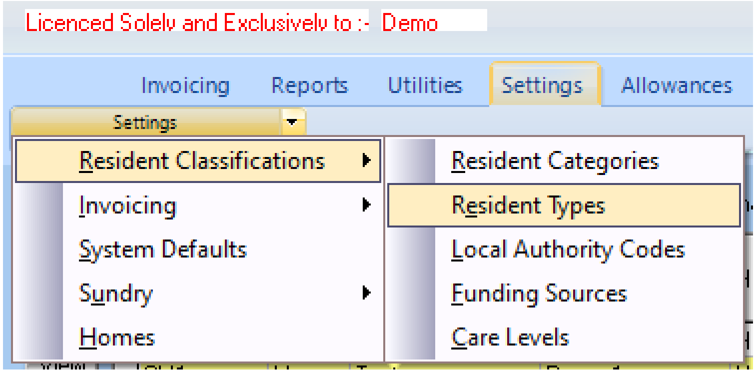



Click the "Add" button (+) to add a new record. Enter a suitable short code followed by a description, you can enter another record by using the "Tab" key to move to the next line. Finally, click the "Tick" to save the record.

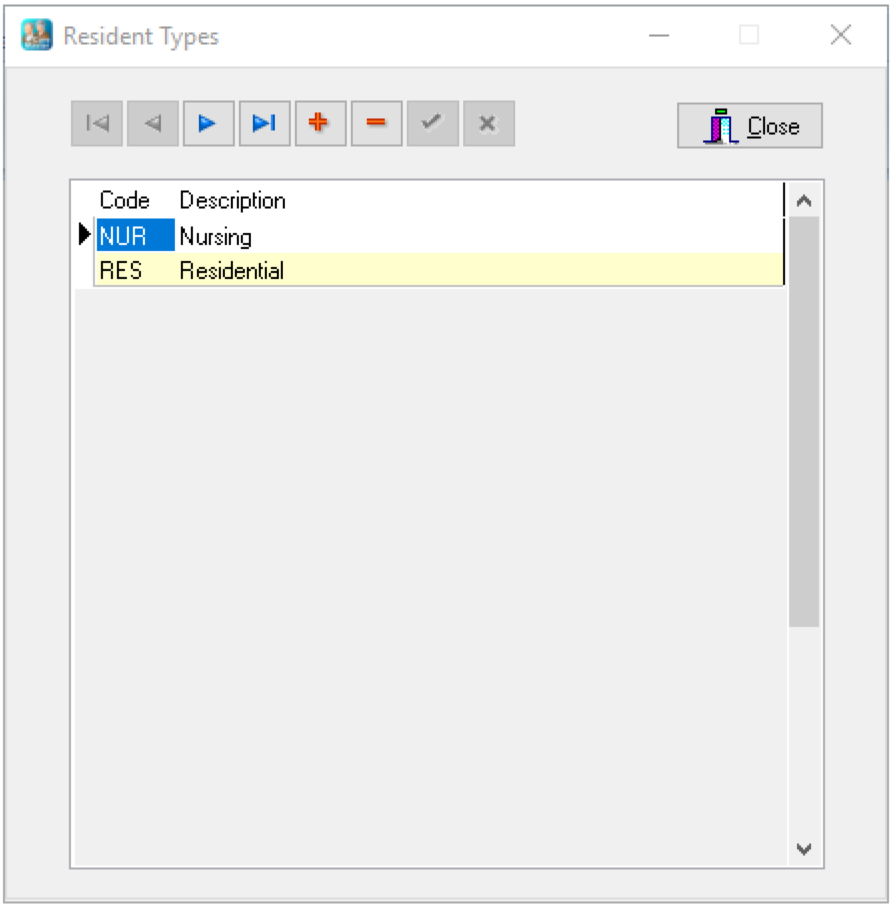
# Resident Types

Resident Types (along with Resident Categories, Local Authority Codes and Funding Sources) is a way of grouping residents for analytical reporting purposes. (See the Reports section for further details).

Click on the "Settings" tab to bring up the list of options and then select "Resident Classifications" followed by "Resident Types" from the menu options list.




The "Resident Types" screen will now be displayed.

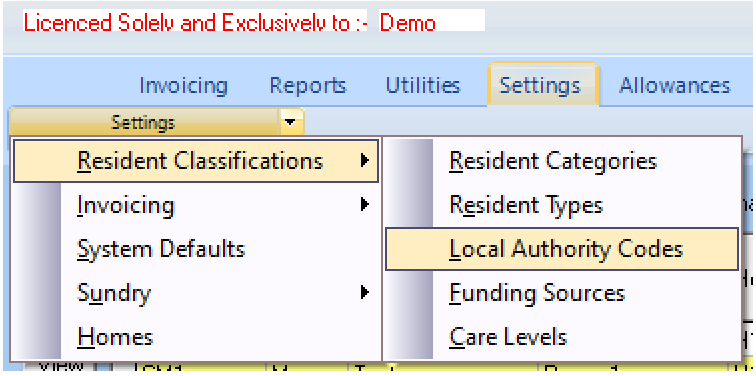



Click the "Add" button (+) to add a new record. Enter a suitable short code followed by a description, you can enter another record by using the "Tab" key to move to the next line. Finally, click the "Tick" to save the record.

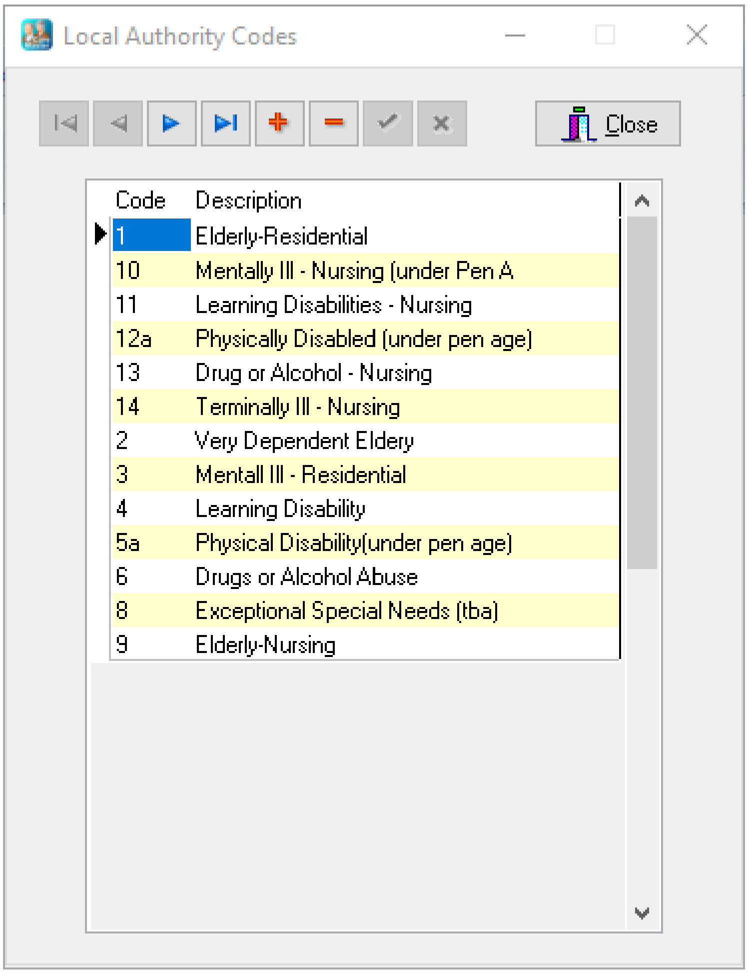
## Local Authority Codes

Local Authority Codes (along with Resident Categories, Resident Types and Funding Sources) is a way of grouping residents for analytical reporting purposes. (See the Reports section for further details).

Click on the "Settings" tab to bring up the list of options and then select "Resident Classifications" followed by "Local Authority Codes" from the menu options list.




The "Local Authority Codes" screen will now be displayed.

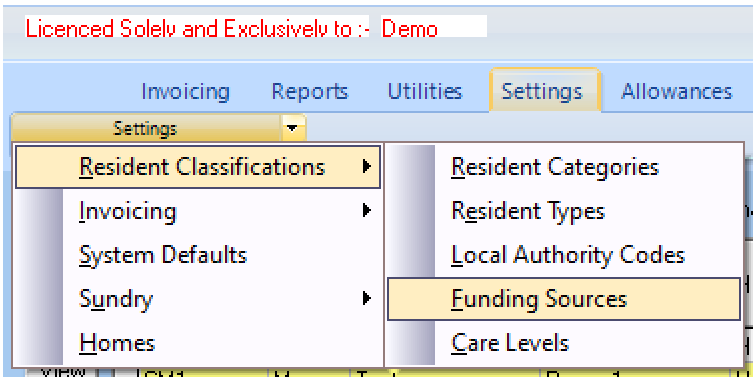



A selection of codes is already set up in the system but you can click the "Add" button (+) to add a new record. Enter a suitable short code followed by a description, you can enter another record by using the "Tab" key to move to the next line. Finally, click the "Tick" to save the record. You may also edit the existing records and again click the "Tick" to save or delete records by clicking the "Delete" button (-).

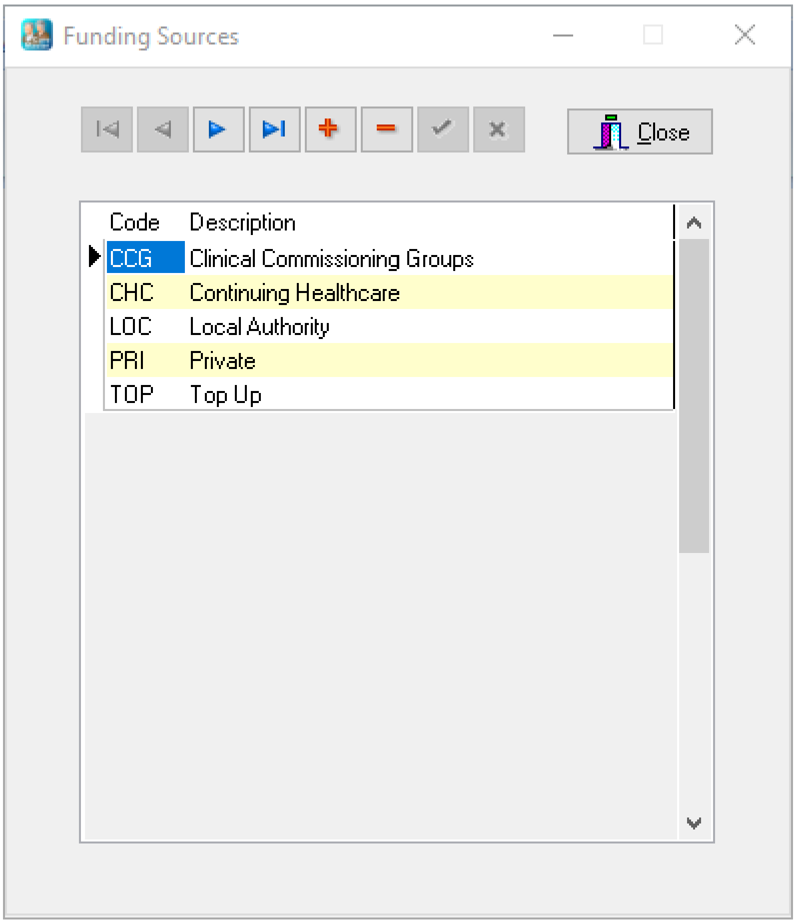
## Funding Sources

Funding Sources (along with Resident Categories, Resident Types and Local Authority Codes) is a way of grouping residents for analytical reporting purposes. (See the Reports section for further details).

Click on the "Settings" tab to bring up the list of options and then select "Resident Classifications" followed by "Funding Sources" from the menu options list.




The "Funding Sources" screen will now be displayed.

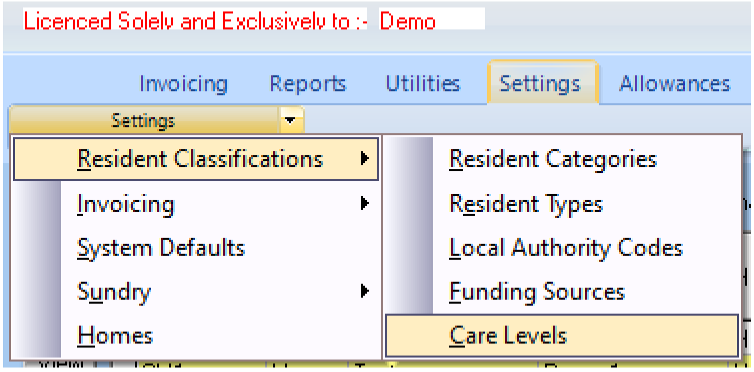



Click the "Add" button (+) to add a new record. Enter a suitable short code followed by a description, you can enter another record by using the "Tab" key to move to the next line. Finally, click the "Tick" to save the record.

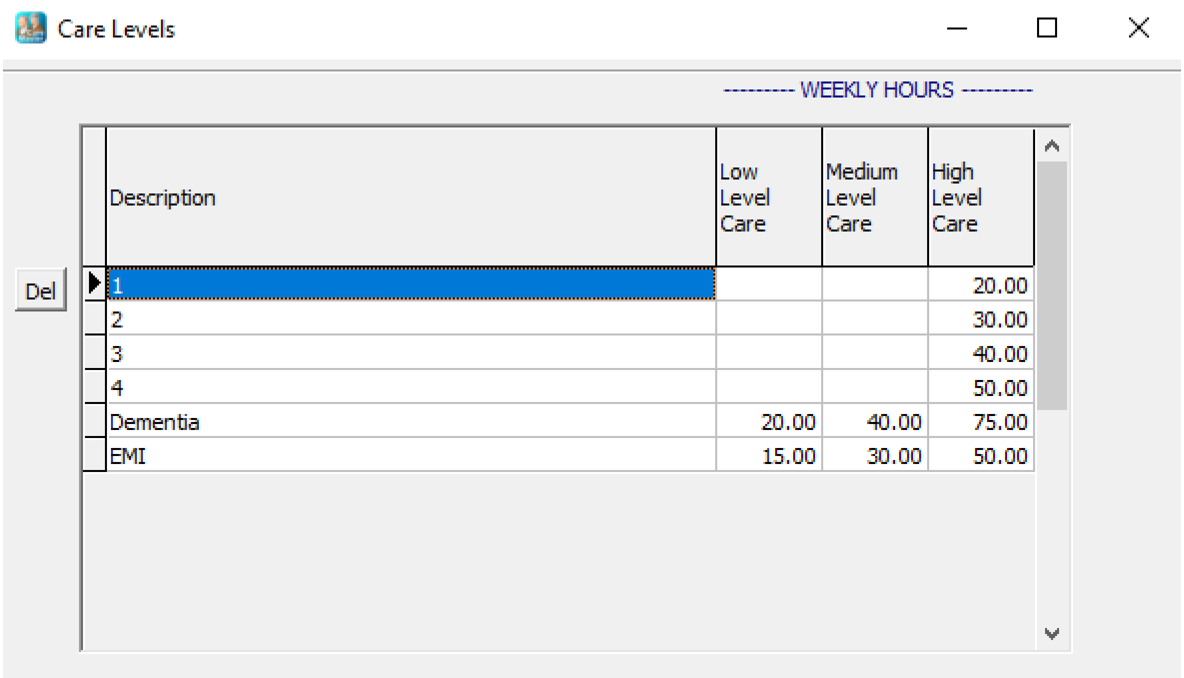
## Care Levels

The "Care Levels" classifications are used for the production of the Resident Care Schedule report. You can create different types of care and then specify the number of care hours per week that are required for Low, Medium or High Level care. On the Resident's Main Details screen you can then select the type of care and the level.

Click on the "Settings" tab to bring up the list of options and then select "Resident Classifications" followed by "Care Levels" from the menu options list.




The "Care Levels" screen will now be displayed.




Type in the description for the type of care and then enter the relevant number of hours for Low, Medium and High Level care. Use the "Tab" key to move onto the next line and continue until all the necessary entries have been created, finally use the "Tab" key again to move onto a blank line and then close the screen.

## Invoicing Settings

CareMaster has a number of user-definable settings and those relating to Invoicing are detailed on the following pages:

Invoice Charge Types

Invoicing Periods

Invoice Formats

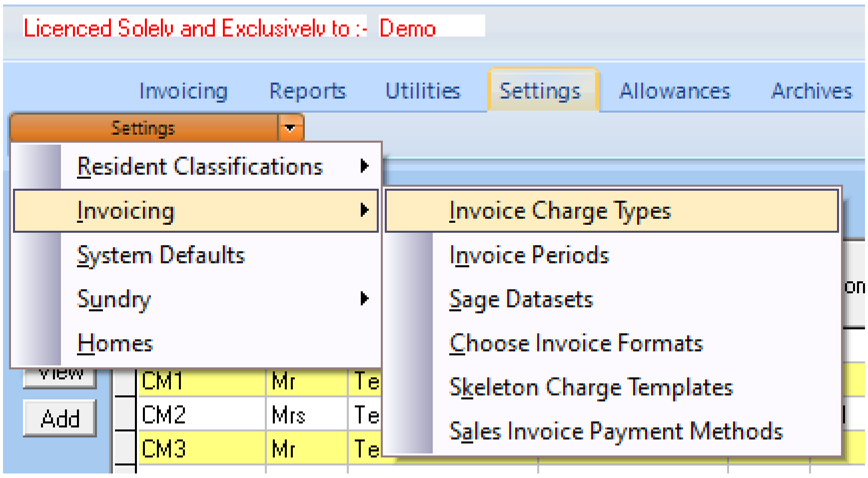
Skeleton Charge Templates

Sales Invoice Payment Methods

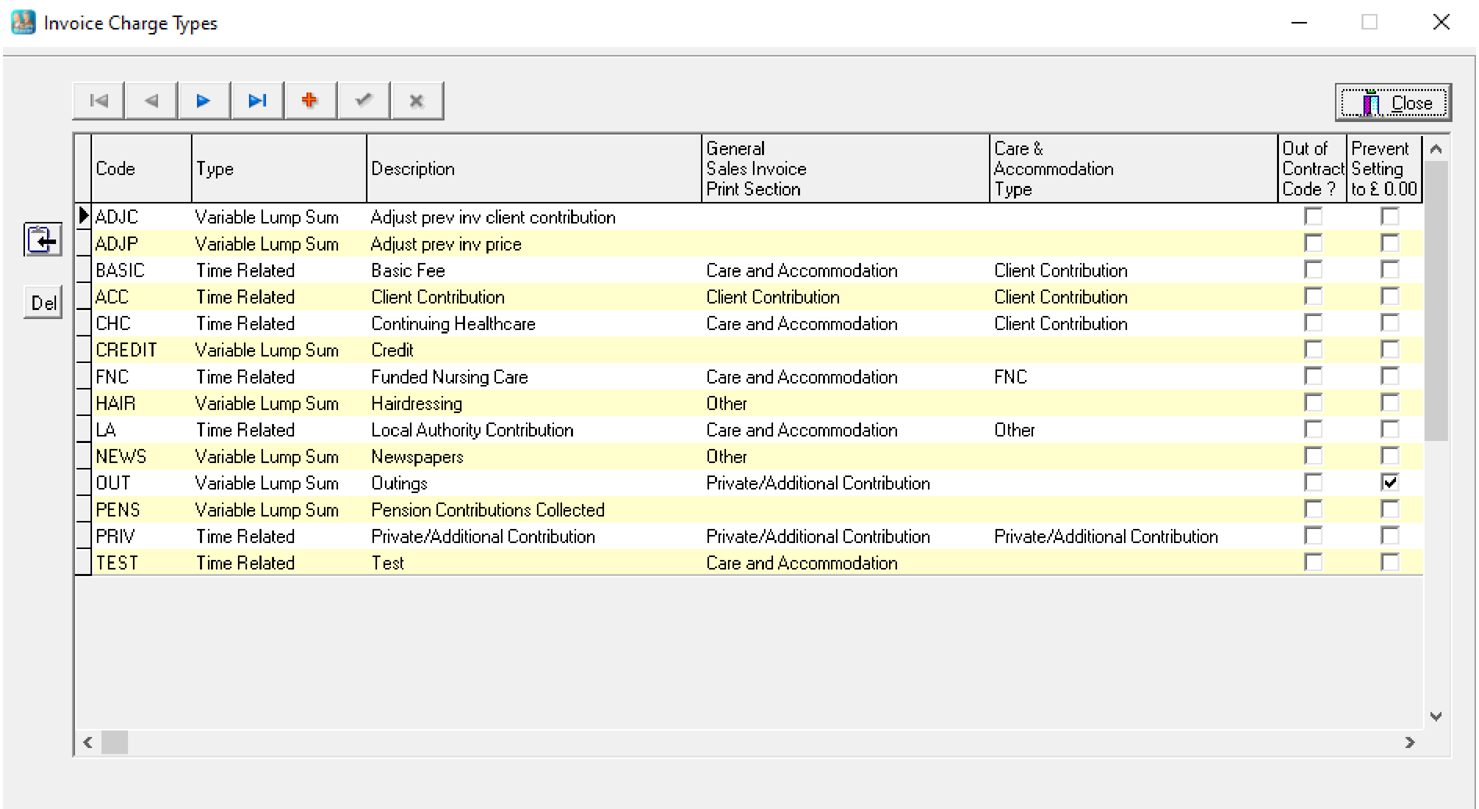
## Invoice Charge Types

This information is required for invoicing purposes. There are two types of charges - Time Related or Variable lump Sum. Charge types which vary according to the length of the period being invoiced are classed as Time Related. All other types are classed as Variable Lump Sum.

Click on the "Settings" tab to bring up the list of options and then select "Invoicing" followed by "Invoice Charge Types" from the menu options list.



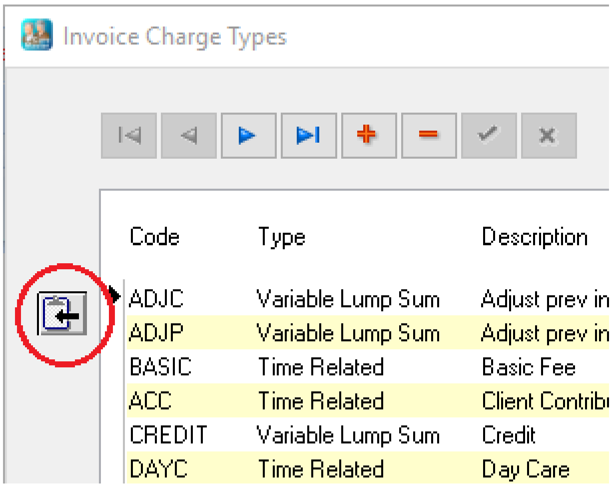

The "Invoice Charge Types" screen will now be displayed.




| Code | Type | Description | General Sales Invoice Print Section | Care & Accommodation Type | Out of Contract Code ? | Prevent Setting to £ 0.00 |
|---|---|---|---|---|---|---|
| ADJC | Variable Lump Sum | Adjust prev inv client contribution | | | ☐ | ☐ |
| ADJP | Variable Lump Sum | Adjust prev inv price | | | ☐ | ☐ |
| BASIC | Time Related | Basic Fee | Care and Accommodation | Client Contribution | ☐ | ☐ |
| ACC | Time Related | Client Contribution | Client Contribution | Client Contribution | ☐ | ☐ |
| CHC | Time Related | Continuing Healthcare | Care and Accommodation | Client Contribution | ☐ | ☐ |
| CREDIT | Variable Lump Sum | Credit | | | ☐ | ☐ |
| FNC | Time Related | Funded Nursing Care | Care and Accommodation | FNC | ☐ | ☐ |
| HAIR | Variable Lump Sum | Hairdressing | Other | | ☐ | ☐ |
| LA | Time Related | Local Authority Contribution | Care and Accommodation | Other | ☐ | ☐ |
| NEWS | Variable Lump Sum | Newspapers | Other | | ☐ | ☐ |
| OUT | Variable Lump Sum | Outings | Private/Additional Contribution | | ☐ | ☑ |
| PENS | Variable Lump Sum | Pension Contributions Collected | | | ☐ | ☐ |
| PRIV | Time Related | Private/Additional Contribution | Private/Additional Contribution | Private/Additional Contribution | ☐ | ☐ |
| TEST | Time Related | Test | Care and Accommodation | | ☐ | ☐ |

Click the "Add" button (+) to add a new record. Enter a suitable short code and then select the correct type from the drop down list. There are two types of charge, "Time Related" is used when you wish CareMaster to calculate the amount to charge from the rate entered and "Variable Lump Sum" is used if you wish to charge a fixed amount. Then enter the description you wish to appear on the printed invoices. In the next column, click on the drop down box to select which section of the printed invoice you wish this charge to appear in. The "Care and Accommodation Type" column has four options, all of these with the exception of "Other" are used in the calculation of "Average Fee rates" which can be seen by running the [Average Fee Rate] report. On the right of the screen there are two columns of tick boxes, the first column is used to mark a charge type that is not covered by a contract and is used in conjunction with the [Out of Contract] report. The last column is used in conjunction with the [Set Variable Costs to Zero] function, if there are charges that do not vary from month to month they can be left on the system by selecting this option. You can enter another record by using the "Tab" key to move to the next line. Finally, click the "Tick" to save the record.

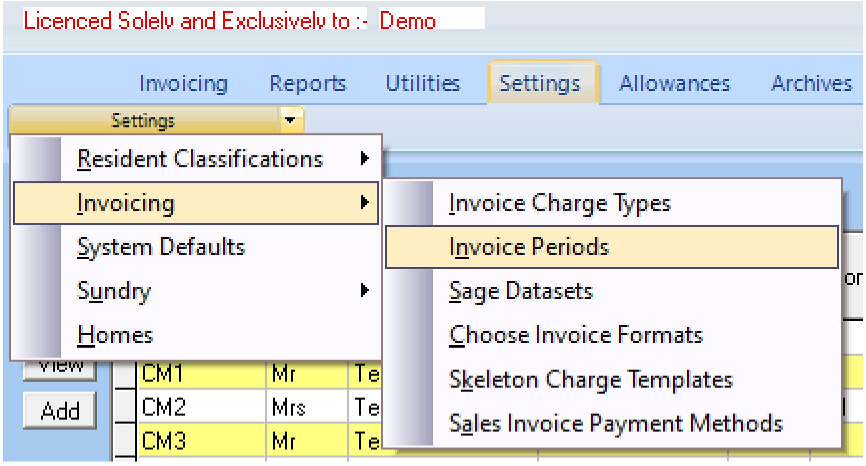
If you wish to change the "Description to Appear on Invoices" for an existing charge type, click into the relevant field, remove the existing text and type in your new description. Click on the "Tick" to save the record and then with the line still highlighted, click the "Update charge templates with this description" button to complete the process.



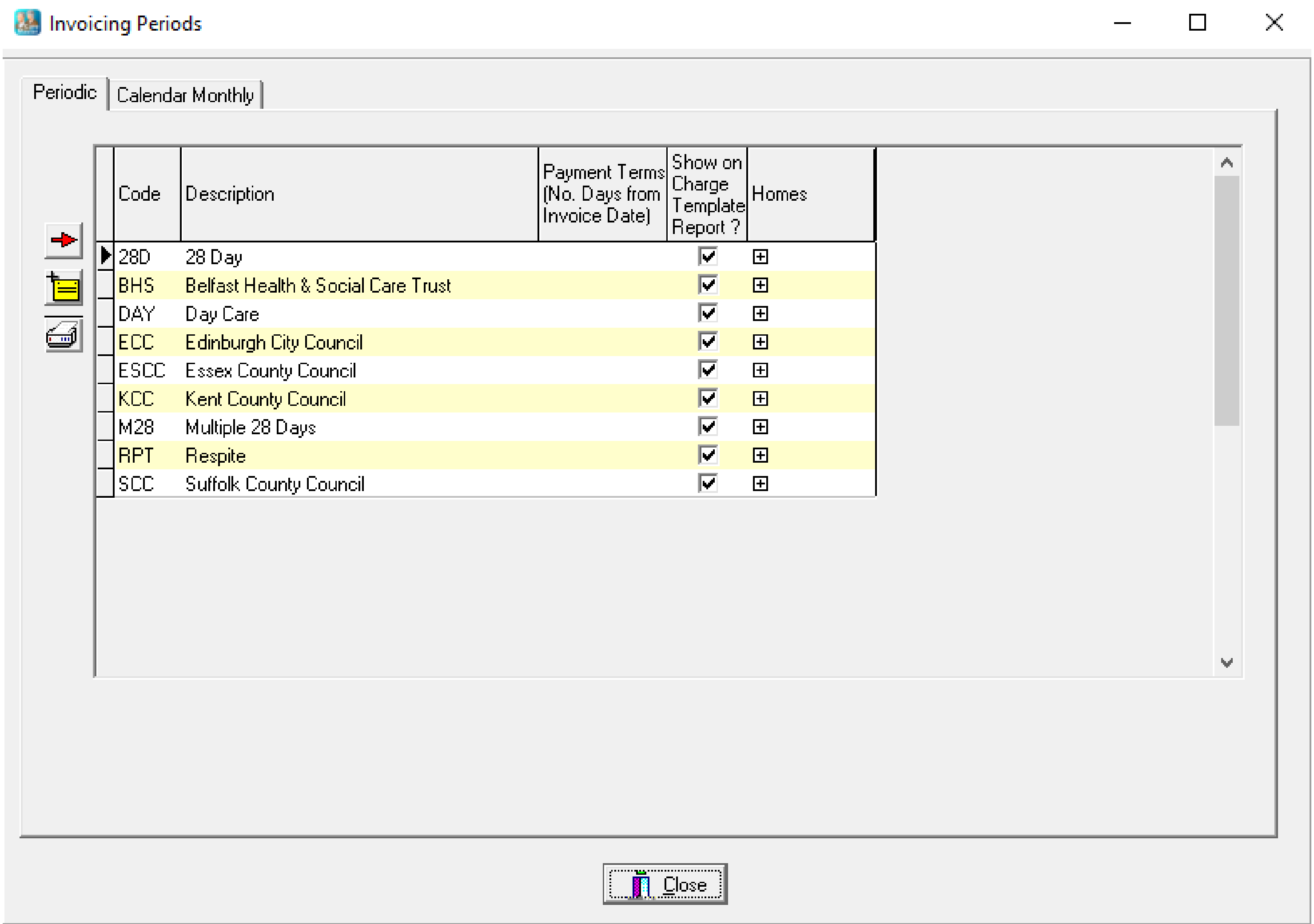
## Invoicing Periods

This screen is used to define the different frequencies that you will use when creating invoices. The system allows for any invoicing time period as long as a corresponding code is created in this table.

Click on the "Settings" tab to bring up the list of options and then select "Invoicing" followed by "Invoicing Periods" from the menu options list.



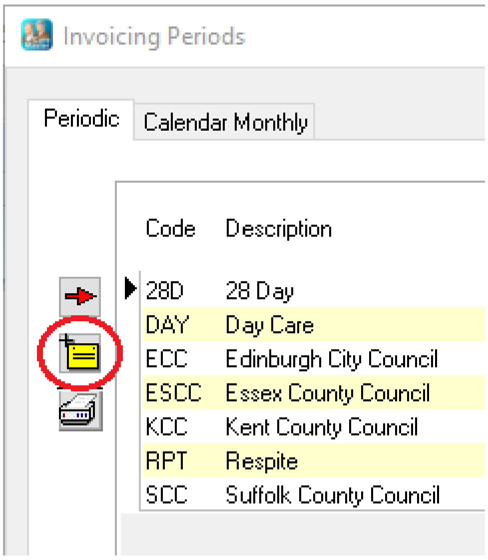

The "Invoicing Periods" screen will now be displayed.



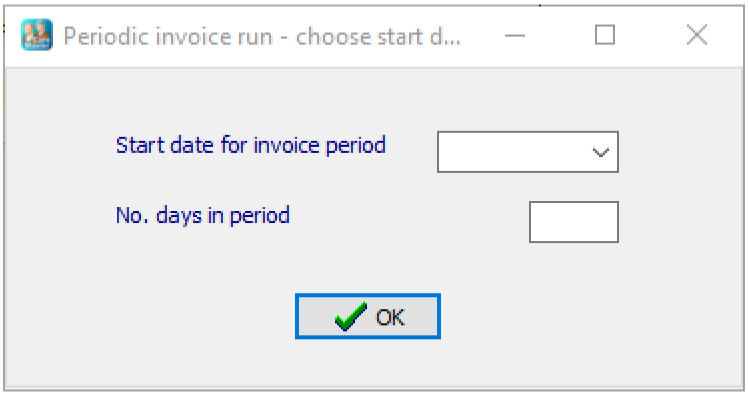
Use the mouse to click into the first available blank line on the table, enter a suitable code and then type in the description for the frequency you wish to use. Enter number of days in the "Payment Terms" column if required then use the "Tab" key to move onto the next line and continue until all the necessary codes have been created, finally use the "Tab" key again to move onto a blank line and then click on the "Close" button to save the records.

If you want charge templates that include a particular invoice period to be included in the Charge Template List report, tick the box at the end of the line.

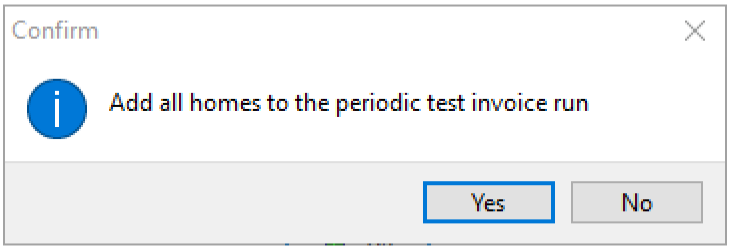
When the records have been saved highlight the first line and then click on the yellow button on the left of the screen.




The "choose start date" screen will appear.

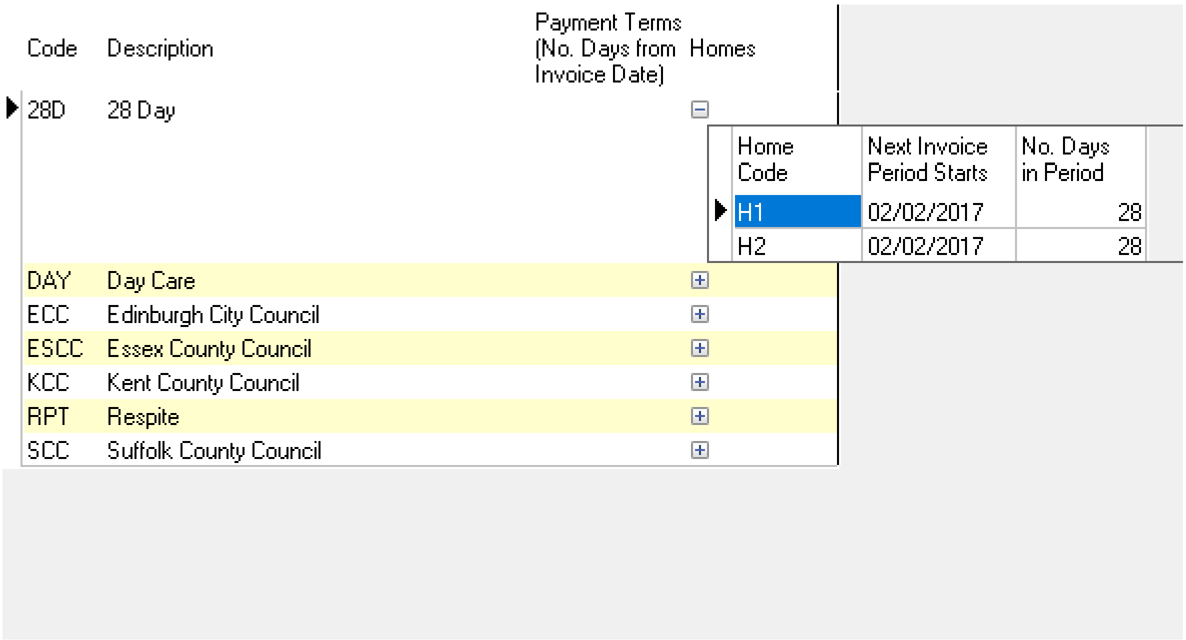



Enter the date the system should use as the starting point for this particular invoicing period and also the number of days in the period. Click on the "OK" button and you will then be asked to confirm that you want to add all homes to this invoice run.



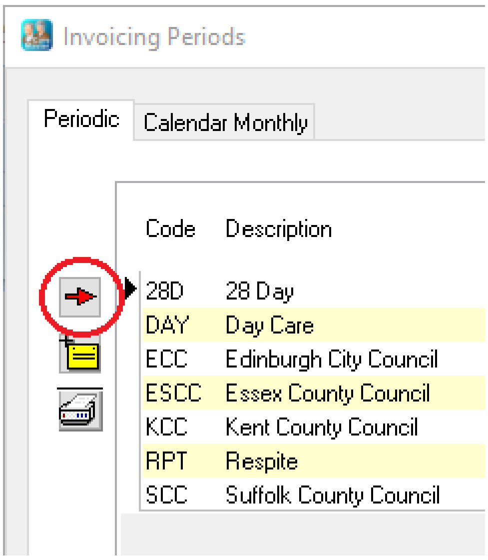

Click on "Yes" to confirm.

Now click on the small '+' sign at the right hand end of the line and a drop down will appear showing the home codes, start date and number of days in the period.




Continue until all lines have been added. The Calendar Monthly invoicing periods are created in a similar way. The only difference being that it is not necessary to enter the number of days in the period.

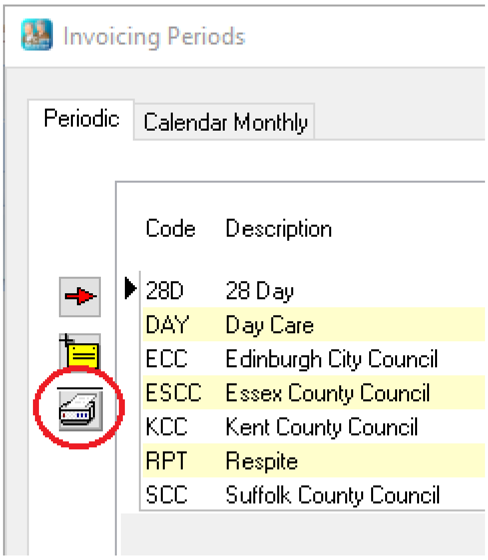
If the frequency of an invoicing period changes from "Periodic" to "Calendar Monthly", the record can be moved by highlighting the relevant line and clicking on the red arrow button on the left of the screen.



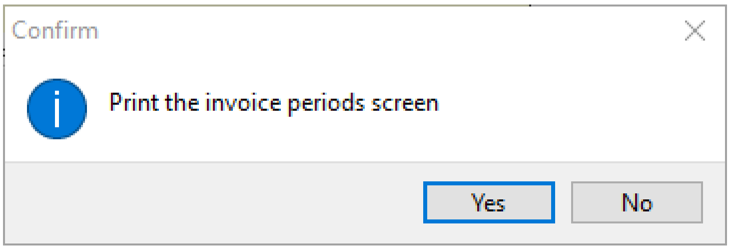

After clicking the button you will then be asked to confirm that you wish to move the invoicing period.


Click "Yes" to confirm the action or "No" if you wish to cancel the changes.

If you would like to print a list of all of the current Invoicing Periods, click the print button on the left of the screen.




You will then be asked to confirm your choice.




Click on "Yes" to proceed with the print, or "No" to cancel.

You will now see a screen preview of the Invoice Periods Report.

# CareMaster Invoice Periods

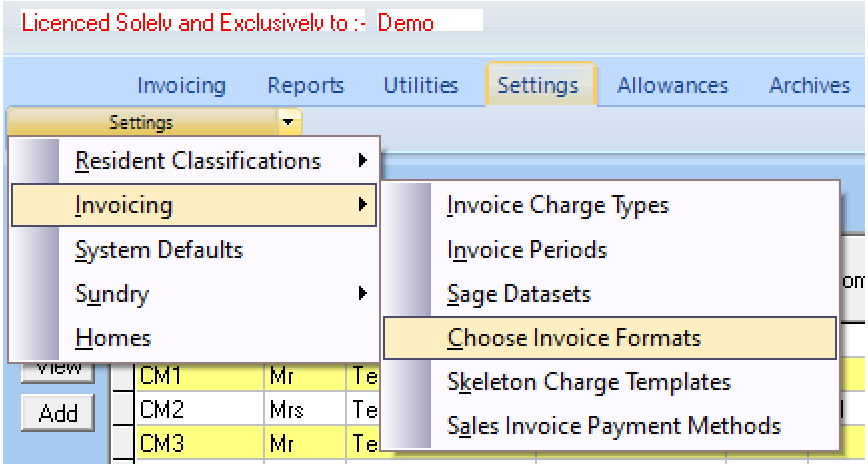
30/01/2017

| Invoice Run | | Home | Next Invoice Period Starts | No. Days in Period |
|---|---|---|---|---|
| 28D | 28 Day | | | |
| | | H1 | 02/02/2017 | 28 |
| | | H2 | 02/02/2017 | 28 |
| DAY | Day Care | | | |
| | | H2 | 12/12/2015 | 28 |
| | | H1 | 12/12/2015 | 28 |
| ECC | Edinburgh City Council | | | |
| | | H1 | 06/10/2014 | 28 |
| | | H2 | 06/10/2014 | 28 |

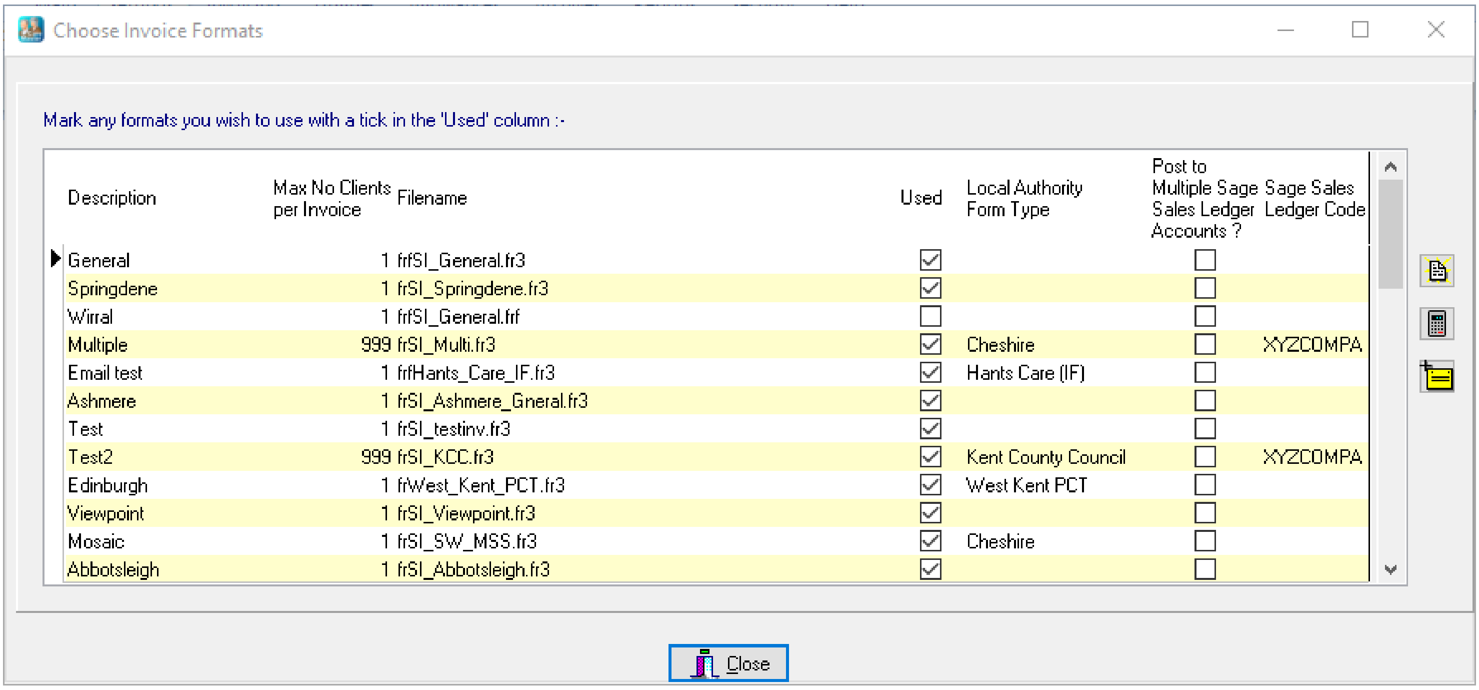
# Invoice Formats

The system includes a "General" invoice format for all non-specific requirements and also some special Local Authority formats which have been created to meet the requirements of different Local Authorities. Additional formats can be created as required using the [Design] function, if you require help with doing this please [Contact Us].

Click on the "Settings" tab to bring up the list of options and then select "Invoicing" followed by "Choose Invoice Formats" from the menu options list.

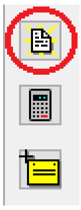



The "Choose Invoice Formats" screen will now be displayed.

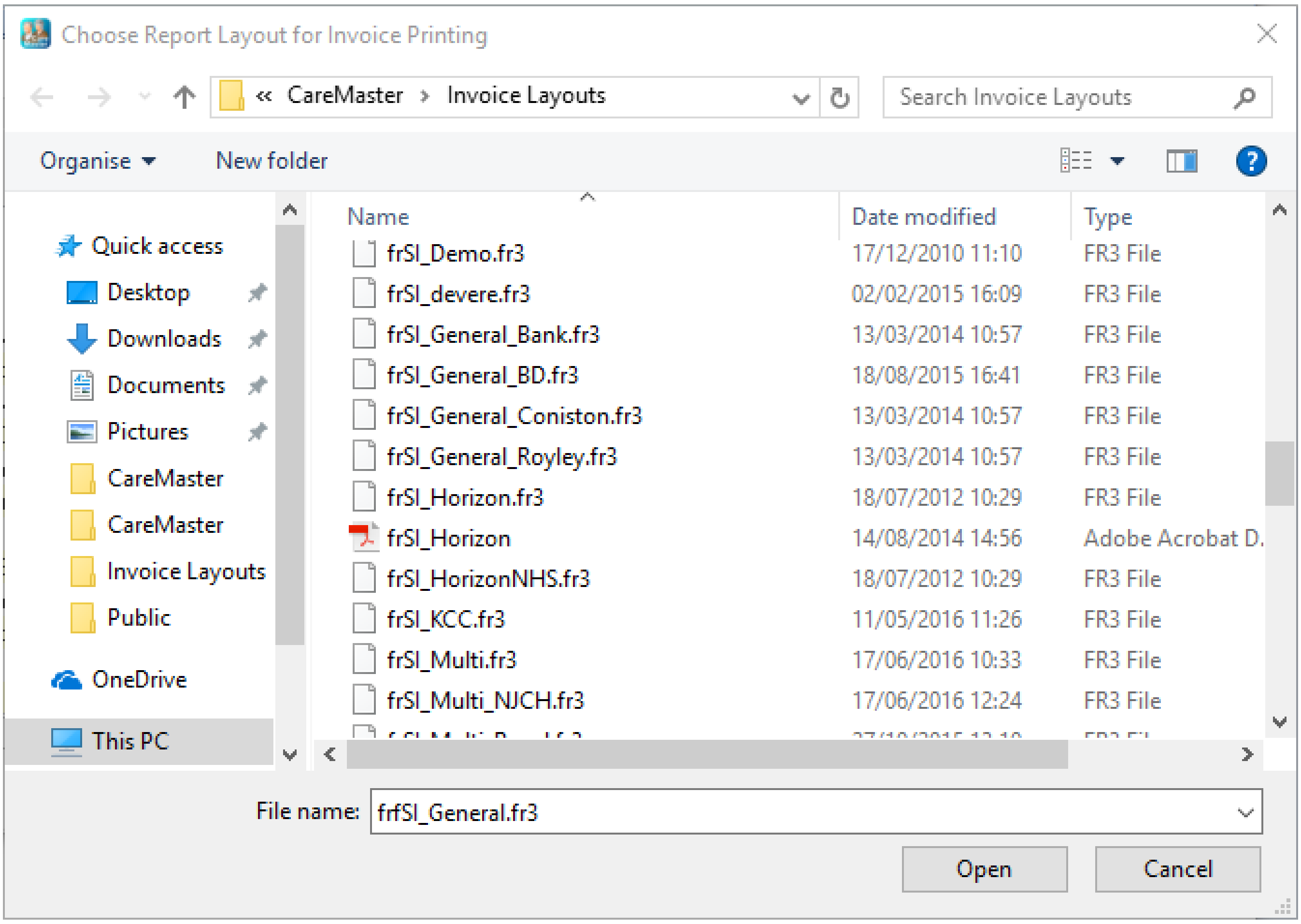



In order to make use of any existing formats, double click the tick box in the "Used" column against each Invoice Format that you wish to use, then click the "Close" button to return to the menu.

You may also create your own invoice layouts or make variations to an existing layout using the [Design] function. Once these have been created they can be added to this list by first going to a blank line and typing in a description, then in the "Max No. Clients per Invoice" column enter either "1" for a one resident per invoice type or "999" for multiple residents per invoice. Next, click on the "Choose Filename" button on the right of this screen.

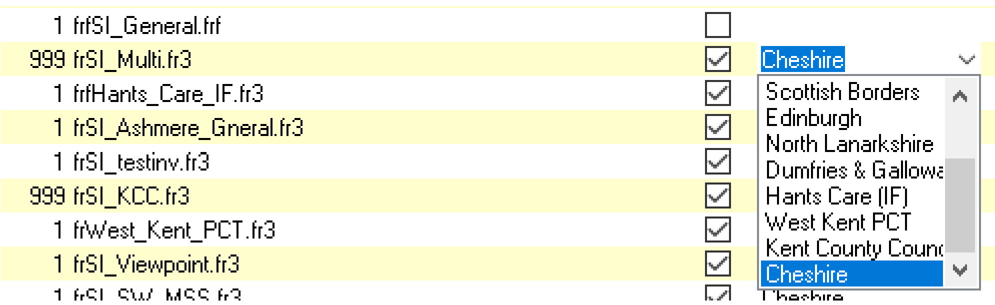


Navigate to the [CareMaster][Invoice Layouts] folder and then select the layout you wish to use.

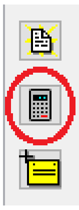



If this is a single resident per invoice type, you can click in the "Used" column and then close the screen. If it is a multiple resident per invoice type there are some further steps to be taken.

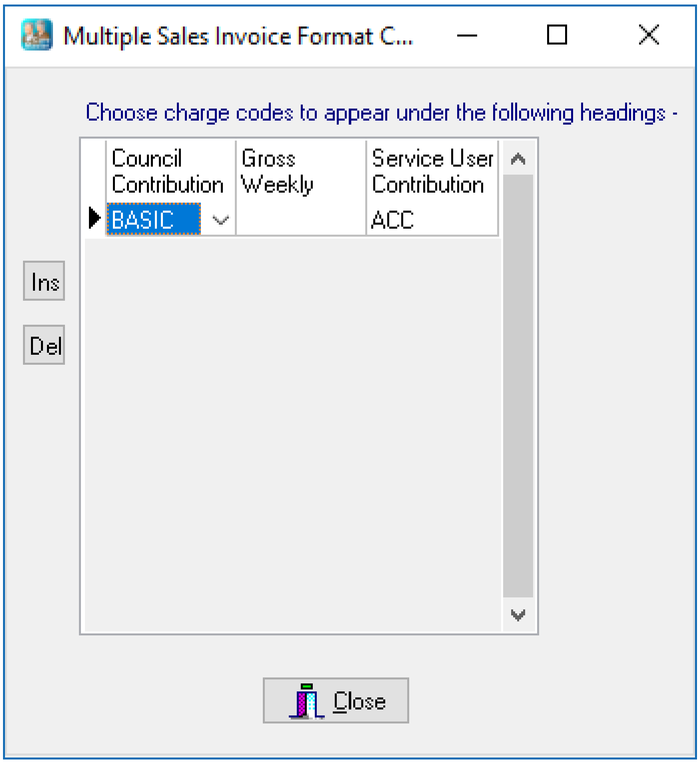
First select the "Local Authority Form Type" that this layout is based on from the drop down list.




Next, click on the "Specify Charge Types to be picked up by this Invoice Format" button on the right of the screen.

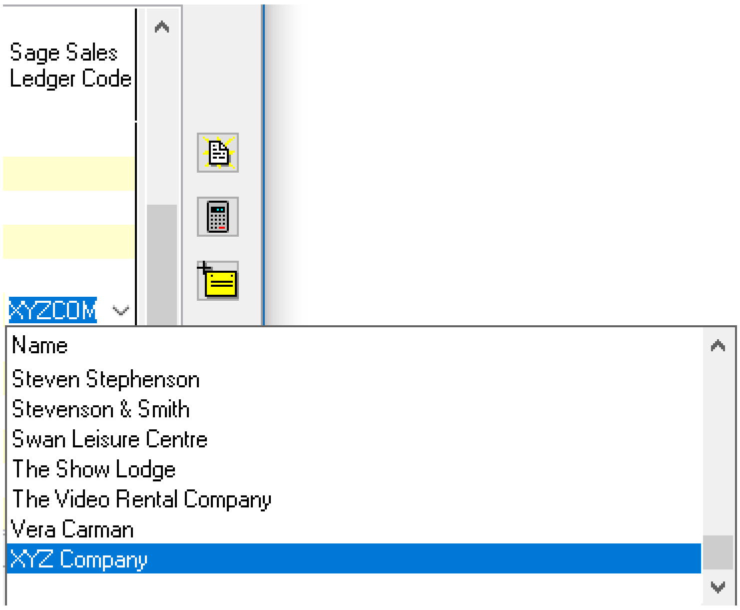


Then select the charge code you wish to use on this invoice, more than one type can be added if required.



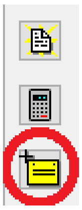

If you want each residents charges to be posted to separate Sage Customer Accounts as specified on the Charge Templates. click in the tick box in the "Post to Multiple Sage Sales Ledger Accounts?" column.


If all the resident charges on this invoice type are to be posted to a single Sage Customer Account, do not tick the box but instead select the relevant Sage Customer Account from the drop down list in the next column.

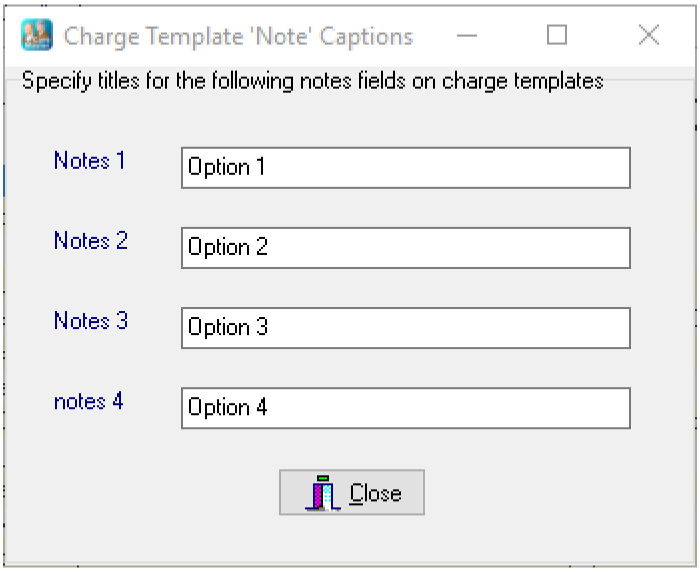



After closing and re-opening the CareMaster program, new layouts on this list can be used with Charge Templates.

One further option is available, click on the "Specify Headings for Charge Template Notes Fields" button.



The "Charge Template Note Captions" screen will appear.



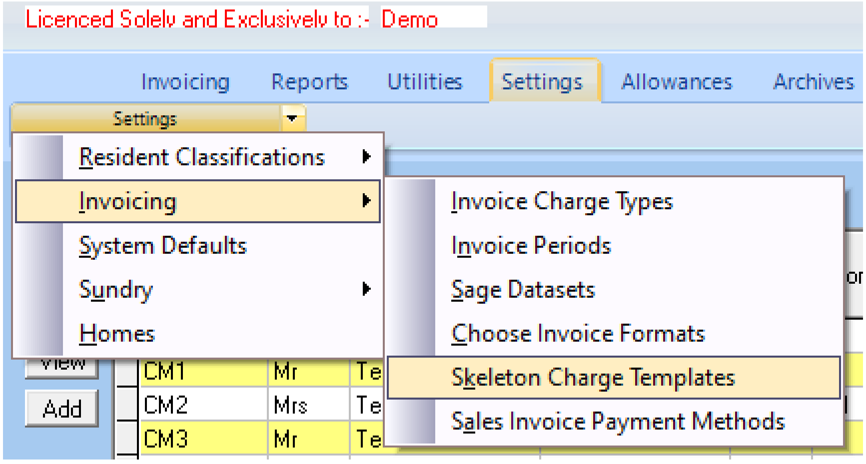

This allows the user to apply specific headings to the four notes fields at the bottom of the Charge Templates (by default these have no headings). These headings are specific to the invoice layout that has been chosen.

For information on creating and amending invoice layouts, please go to Design.

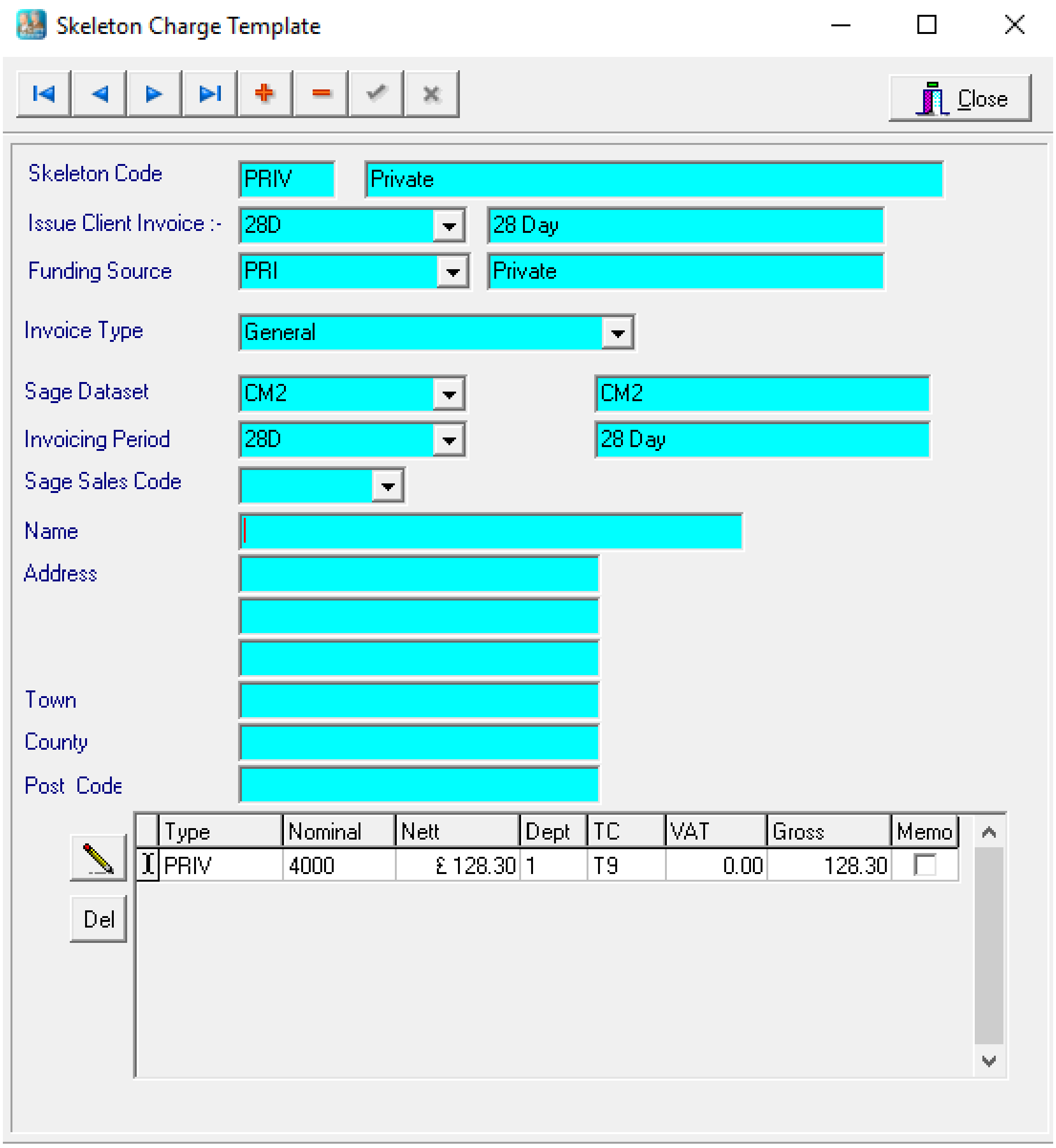
## Skeleton Charge Templates

If your home has a number of residents with a very similar charging structure, it can be worthwhile to create a Skeleton Charge Template. This will speed up the creation of the charging structures for the residents. Please refer to Creating Charge Templates for further information.

Click on the "Settings" tab to bring up the list of options and then select "Invoicing" followed by "Skeleton Charge Templates" from the menu options list.




The "Skeleton Charge Templates" screen will now be displayed.




Click on the "Add" button (+) to add a new record. Enter a suitable code and description and then select the Invoice Type from the drop down list. Next, select the Sage Dataset for the relevant company and then choose the Invoicing Period. If all of the invoices in this group are to be posted to the same Sage Sales Ledger code, you can select this now, otherwise leave this section blank. You will need to save the Skeleton at this stage.

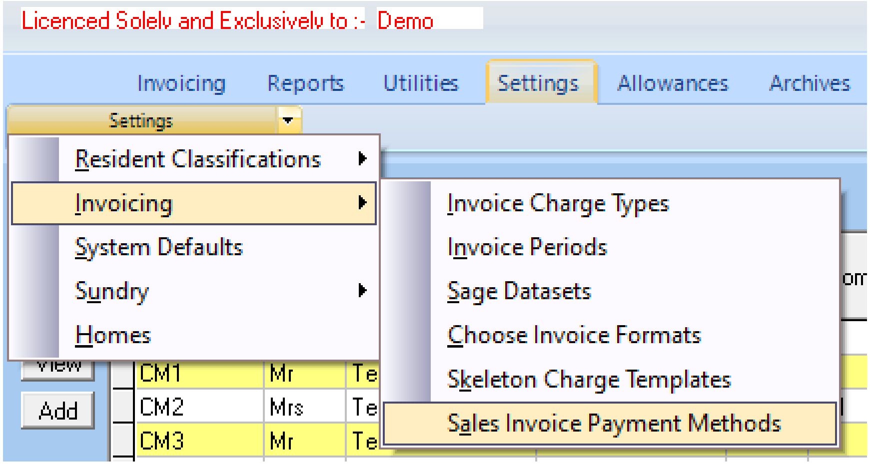
If required you can also create one or more invoice lines in the lower part of the screen. The "Type", "Nominal", "Dept" and "TC" fields are all selected from drop down lists, the "Nett" amount should be typed in and the "Gross" amount will calculate automatically. Finally click on the "Tick" again to save the record. The Skeleton will now be available if required when setting up Charge Templates.

**N.B. The "Sage Sales Code, "Nominal" and "TC" drop down lists will not be available until the Refresh Sage Data function has been run.**

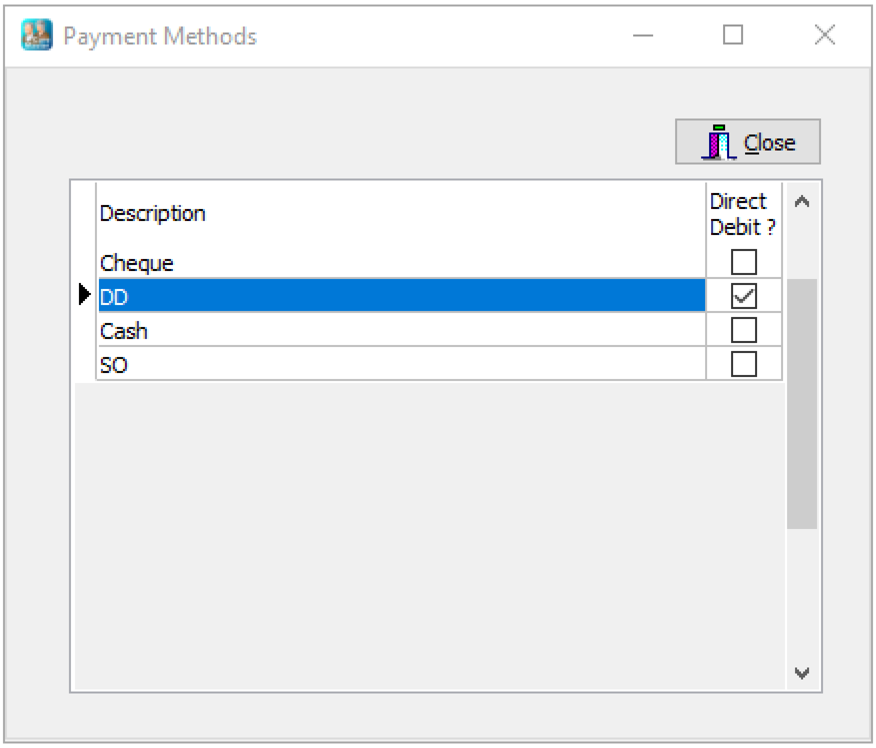
## Sales Invoice Payment Methods

The Sales Invoice Payment Methods options are used in the output of Direct Debit CSV files from the program and can also be used to group invoices by Payment Type for reporting purposes.

Click on the "Settings" tab to bring up the list of options and then select "Invoicing" followed by "Sales Invoice Payment Methods" from the menu options list.




The "Payment Methods" screen will now be displayed.




You can add as many different payment methods as required to this screen, tab to a blank line, enter the information and then use the up or down arrow keys on your keyboard to retain the data. The Description you wish to use for the Direct Debit Output function should have a tick against it in the "Direct Debit?" column.

After closing and re-opening the CareMaster program, new methods on this list can be used within Charge Templates.

## Sundry

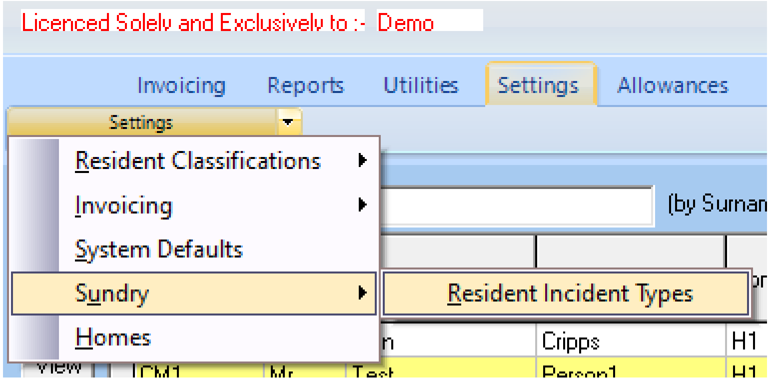
Currently there is only one option within the Sundry Settings area:

Resident Incident Types

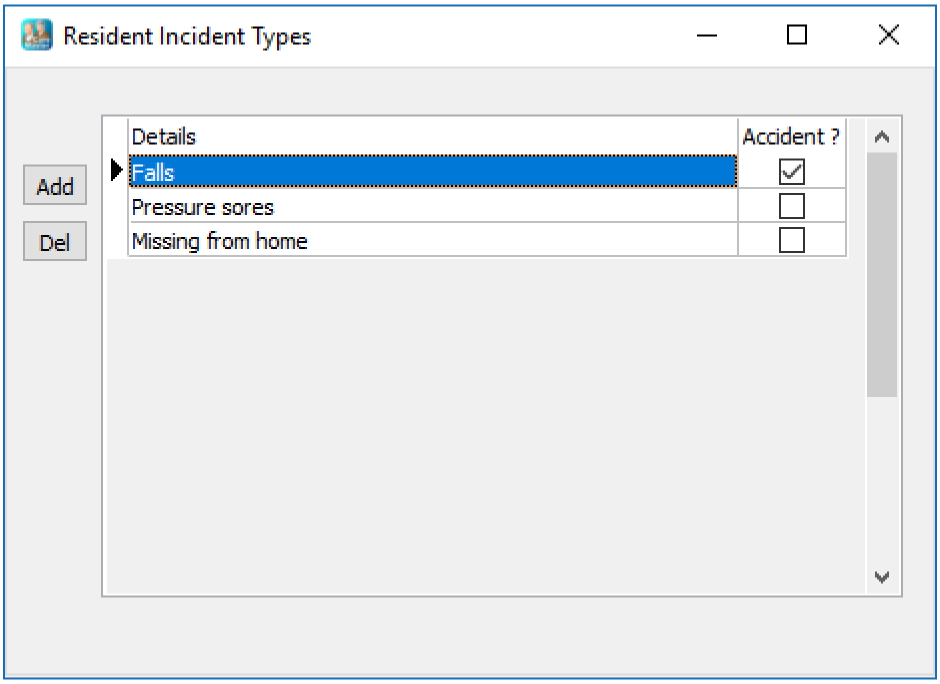
## Resident Incident Types

Resident Incident Types are used in conjunction with the "Incidents" (Accident Recording) area of the program.

Click on the "Settings" tab to bring up the list of options and then select "Sundry" followed by "Resident Incident Types" from the menu options list.




The "Resident Incident Types" screen will now be displayed.



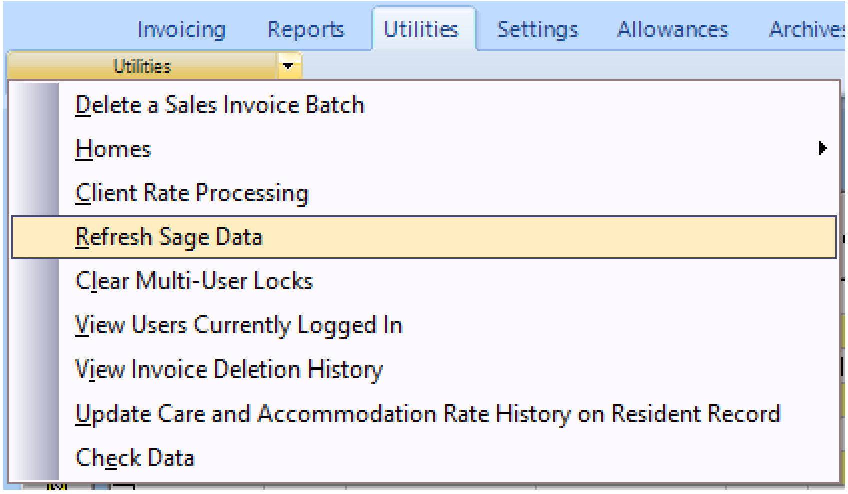

To enter a new Incident Type, click on the "Add" button on the left of the screen. Then type in the description of the incident and if you want this type to be classified as an "Accident" click the tick box on the "Accident?" column. Use the up or down arrow keys on your keyboard to retain the data.

Any types you do not wish to use can be deleted by highlighting and then clicking on the "Del" button on the left.

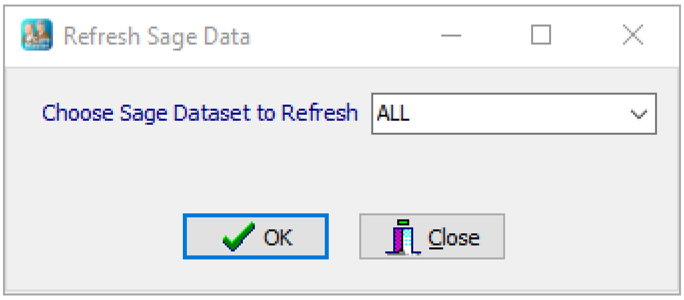
## Refresh Sage Data

This option links CareMaster to the Sage data that has been specified in the Sage Datasets screen and allows access to various areas of information from the Sage 50 Accounts database.

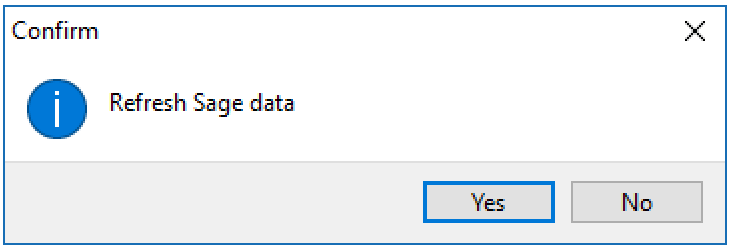
Click on the "Utilities" tab to bring up the list of options and then select "Refresh Sage Data" from the menu options list.



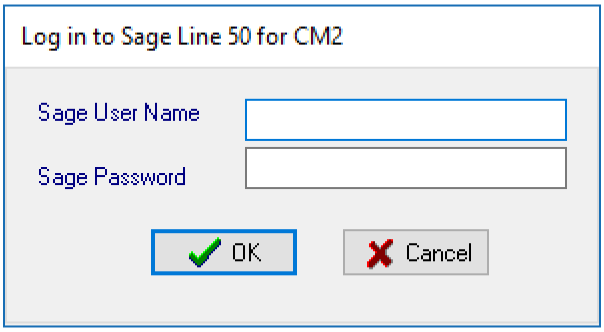

The "Refresh Sage Data" screen will now be displayed.




If you have multiple homes you now have the option of only refreshing the data for one home or for all homes, make your selection from the drop down list and then click on the "OK" button. You will then be asked to confirm your request.

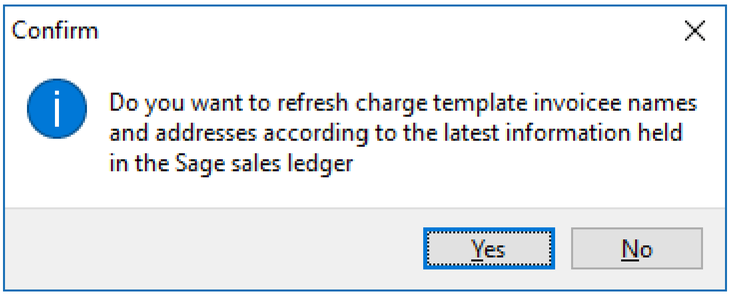



Click on "Yes" to continue or "No" to cancel the request. After clicking on "Yes", you will be presented with a Sage login screen.



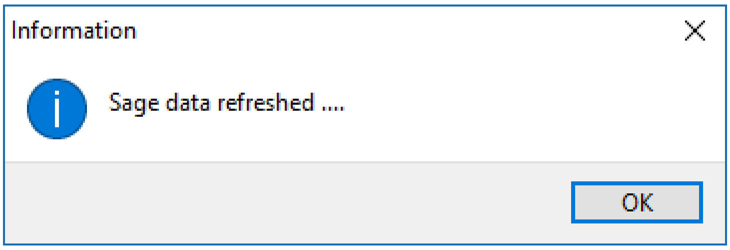

Enter your **Sage 50 Accounts** username and password and then click on the "OK" button. (**N.B. Make sure that no-one is logged into Sage 50 Accounts before running this function**).

If you have selected the option on the System Defaults "Sage" tab, then after a few moments you will see the following message.




Clicking on "Yes" will update any existing charge templates with the current name and address details from the Sage Customer Account records. Clicking on "No" will leave them as they are.

When all updates have been completed you will see the following message.




Click on "OK" to finish.

## Homes

CareMaster can be run on a single home or a multiple home basis (if you need to add a new home please Contact Us to purchase the necessary licence). Details for setting up the home and room records are found on the following two screens.

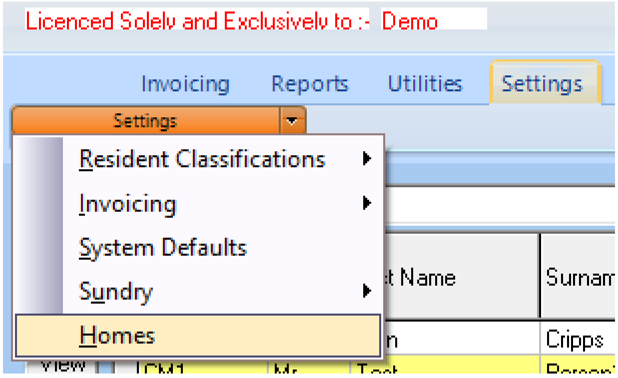
Setting up Homes

Setting up Rooms

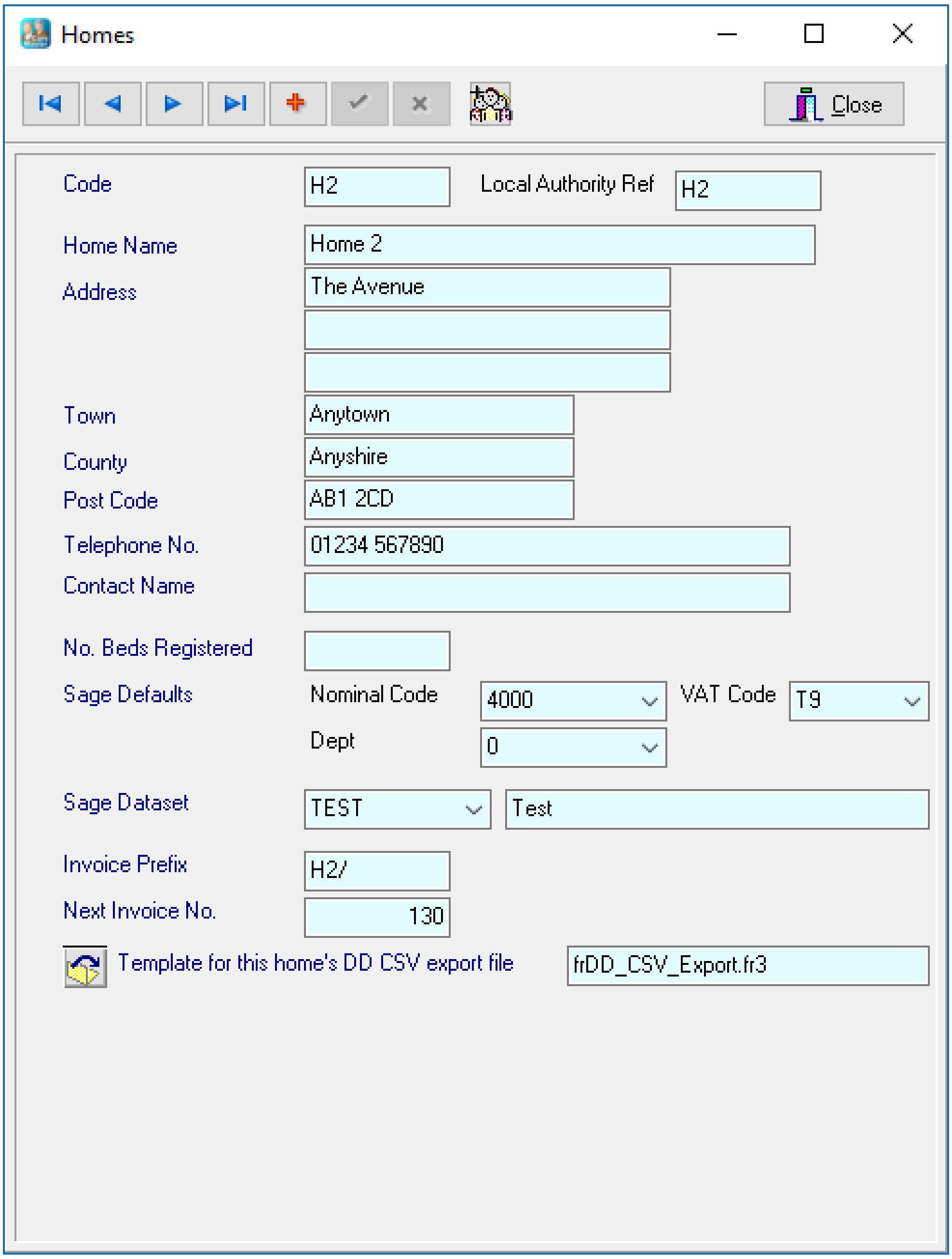
## Setting up Homes

The "Homes" screen contains information about the home or homes (if you are setting up CareMaster for multiple home operation) along with the information that the system requires to access the relevant fields from the Sage database. It also gives access to the screen for Setting up Rooms which is an essential part of occupancy analysis reporting.

Click on the "Settings" tab to bring up the list of options and then select "Homes" from the menu options list.

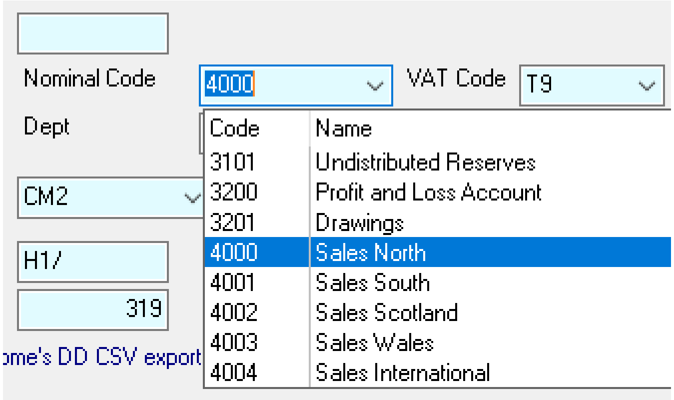



The "Homes" screen will now be displayed.



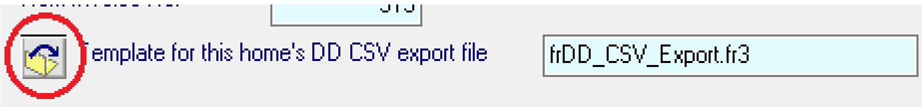

Click the "Add" button (+) to add a new record. Enter a suitable short code followed by any Local Authority reference you may have and then fill in the name, address, telephone and contact name fields. Enter the number of registered beds in the home. Select the "Sage Dataset" from the drop down list. Now enter and invoice prefix for this home and the number you wish to start invoicing from. (Depending on the option you have selected on the "Other" tab in the System Defaults screen, these fields may not be available). You will now need to click on the "Tick" to save the record before entering the rest of the information.

It is now possible to select the default "Nominal Code", "VAT Code" and "Department" from the drop down lists (the Refresh Sage Data option must be run before these lists become available).

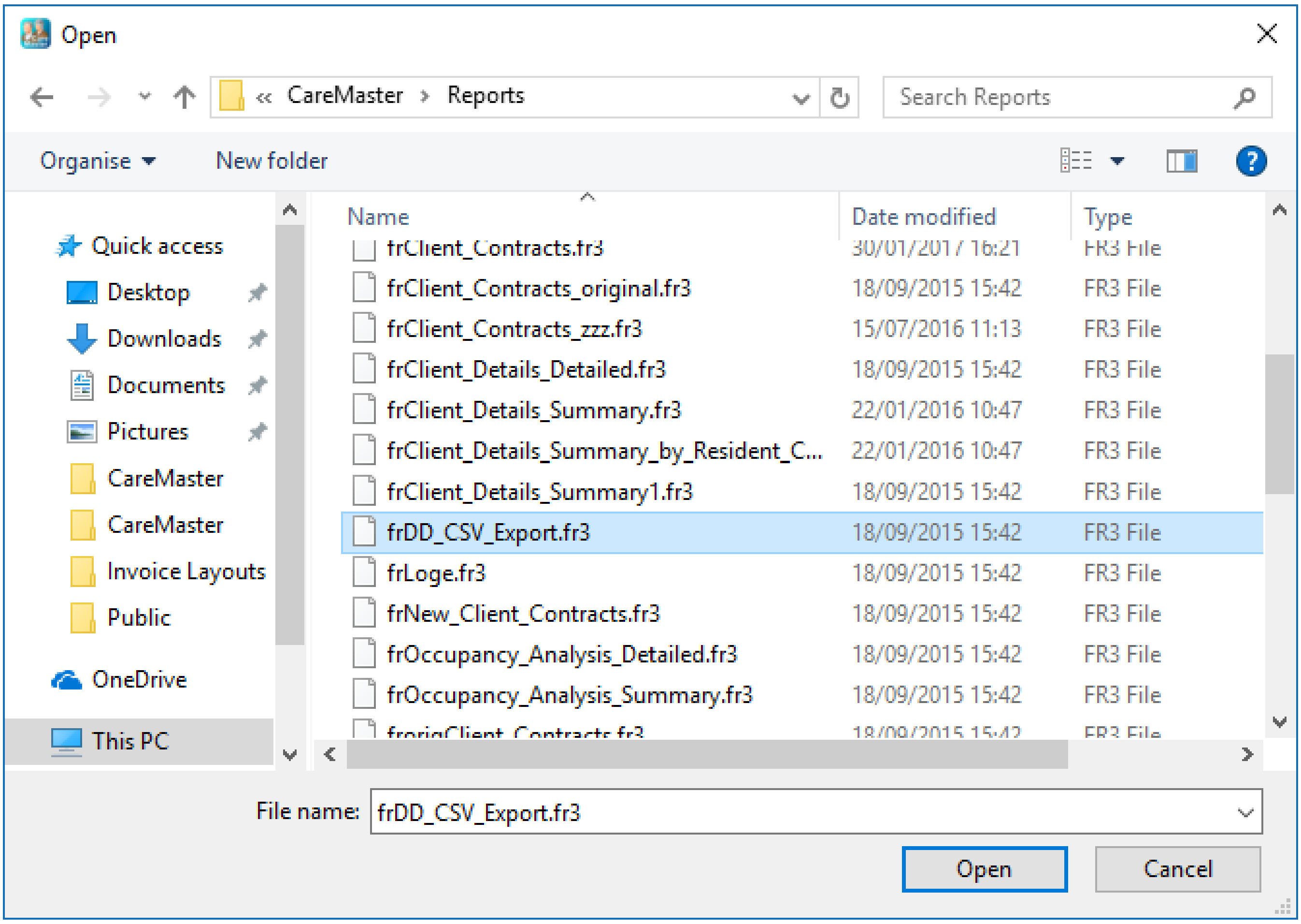



Click on the "Tick" again to save the record.

If you wish to use the Direct Debit CSV output function, you will also need to set the path to the template that defines how the data is output for this home. Click on the browse button on the left.




Navigate to the [CareMaster][Reports] folder and select the relevant file.




Click on the "Open" button and the path will then be stored in the "Homes" screen. Finally click on the "Tick" to save your settings.

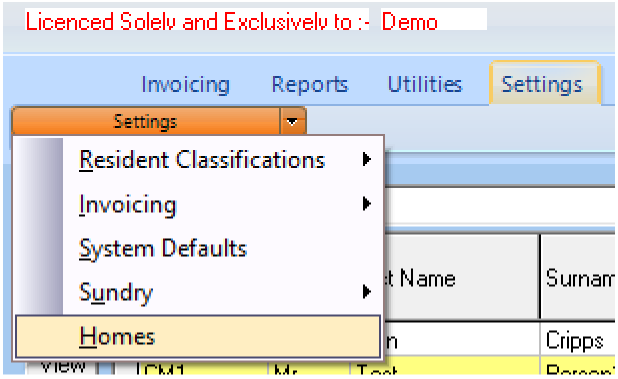
If you are setting up multiple homes you can click on the "Add" button (+) again and repeat the process detailed above.

It is now possible to move on to Setting up Rooms.

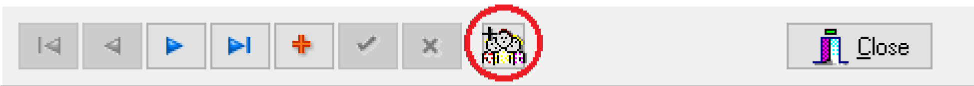
## Setting up Rooms

Each room within a home can hold information about the resident or residents that have occupied it along with dates and notes.

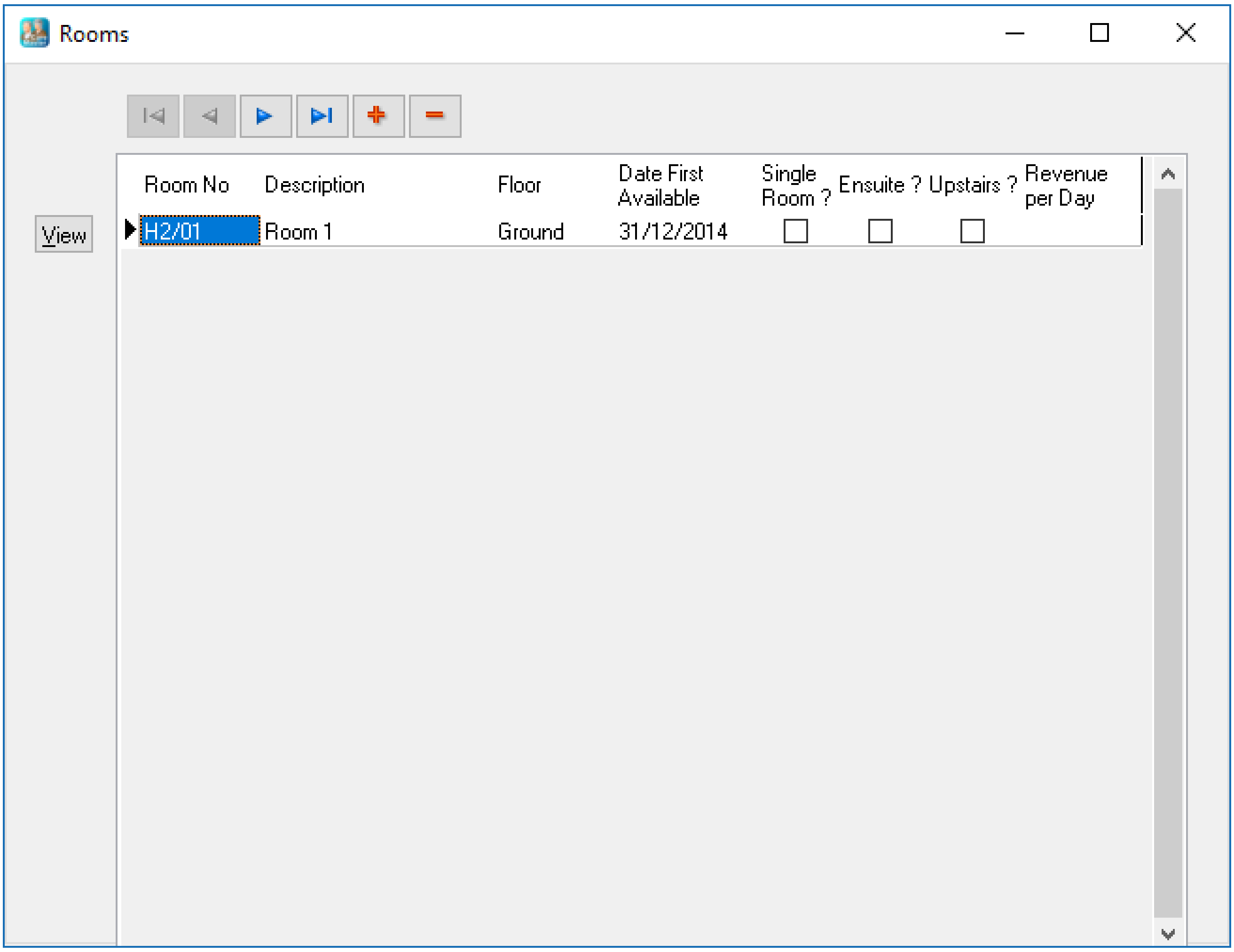
Click on the "Settings" tab to bring up the list of options and then select "Homes" from the menu options list.



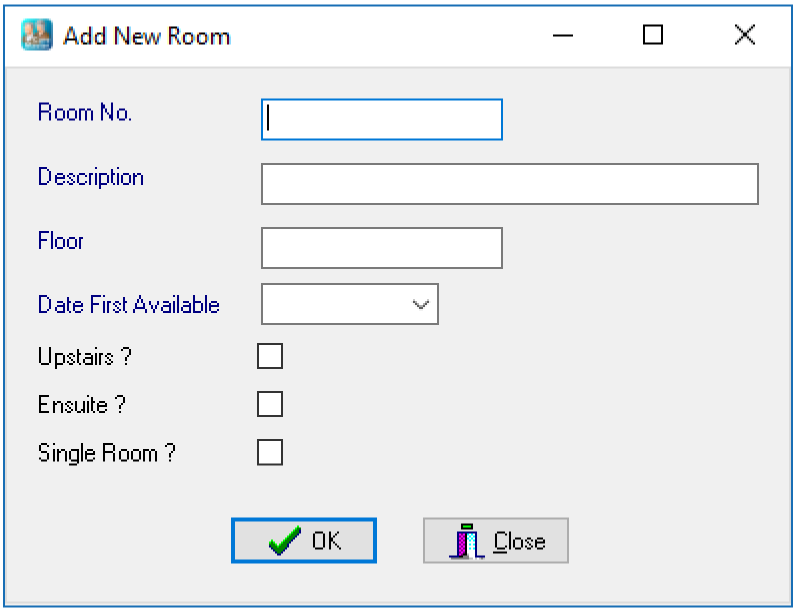

The "Homes" screen will then be displayed, now click on the "Room Occupancy" button.




The "Rooms" screen will now be displayed.



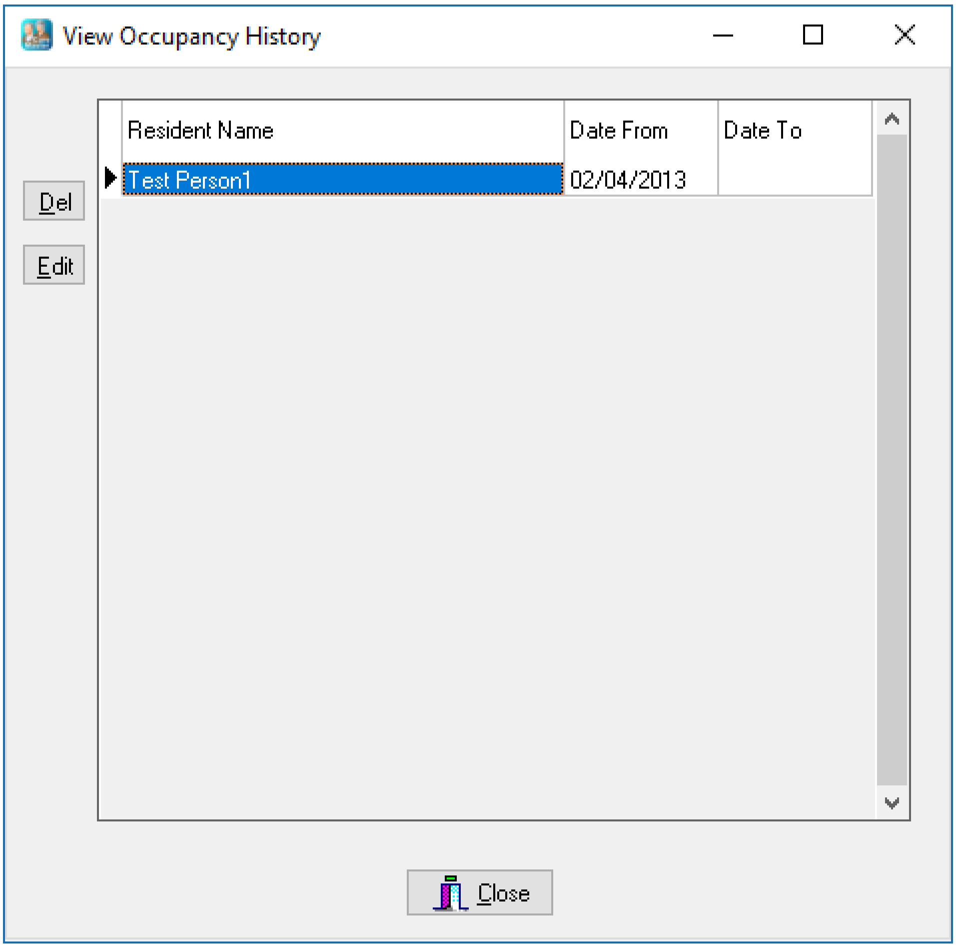
This screen displays a list of the rooms that have been created in the home. To create new rooms, click on the "Add" button (+) and the "Add new Room" screen will appear.




Enter the Room Number, Description, Floor and Date First Available in the respective fields, you may also use the tick boxes to identify Upstairs Rooms, Ensuite Rooms and Single Rooms. Click on "OK" to save the room record.

**N.B. Please note that only one resident can be assigned to a room. If you have shared rooms in your home they must be set up as two rooms (e.g. 12a and 12b).**

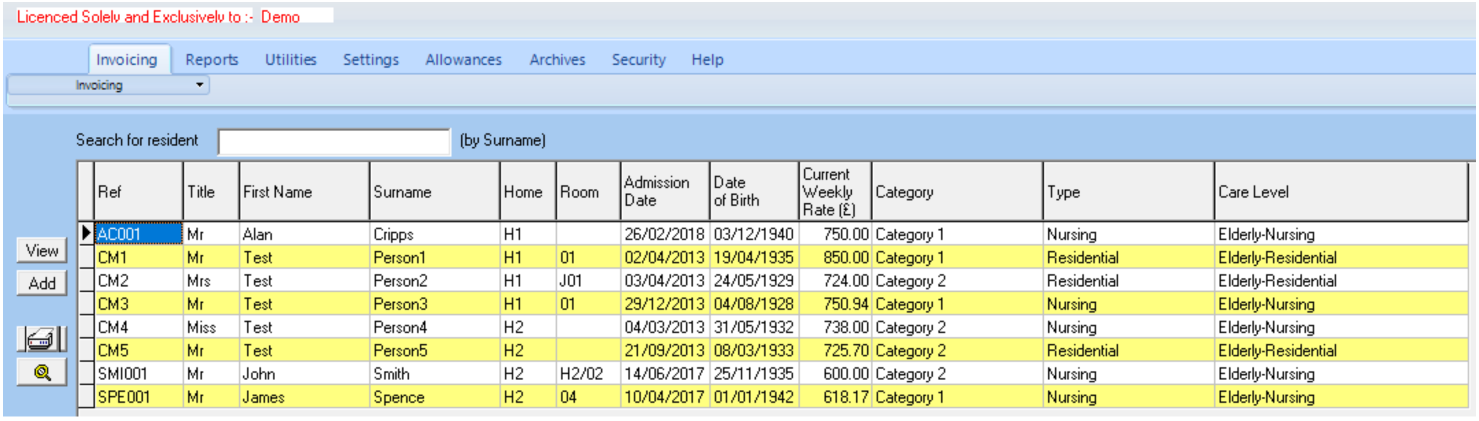
Once rooms have been created, residents can then be assigned to them. (See Move to a Room for more on how to do this). To view the occupancy history for a room, highlight the relevant room number and click on the "View" button . The "View Occupancy History" screen will then be displayed.




If an Occupancy Record has been set up in error, it can be deleted by clicking on the "Del" button. Also, if an Occupancy Record has been set up with incorrect dates these can be amended by clicking on the "Edit" button.

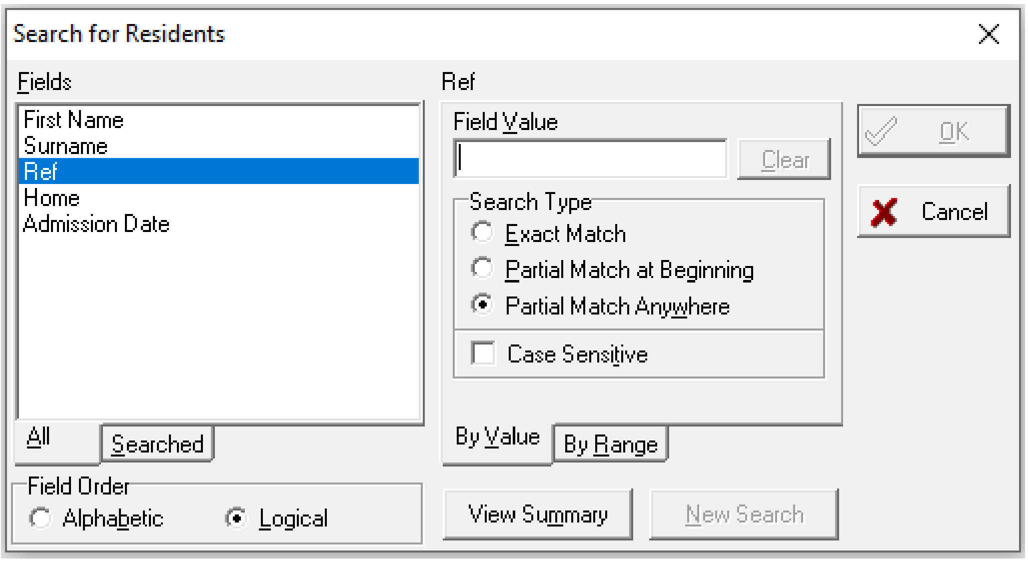
## Residents

When you log in to the CareMaster program, you will see a list of the residents.



The default view on this screen is to sort the residents by Surname and search by Surname. The Sort and Search options can be changed by clicking on the heading of each column. Once you have selected the right record, click the "View" button on the left to go to the Resident Information screen. If you are setting up a resident record for the first time or adding a new resident, click on the "Add" button to get to a blank resident information screen.

If you wish to print the resident list, click on the "Printer" button on the left of the screen. This list can also be filtered before printing, to do this click on the "Search" button on the left of the screen.



Select the column you wish to filter on from the panel on the left of the screen and then enter the search term in the "Field Value" box and click "OK". The screen will then only display the residents that match the search terms. You can enter multiple search terms if required. When you have finished searching and wish to return to the full list, click on the "Clear" button to remove the search terms and then click the "OK" button.

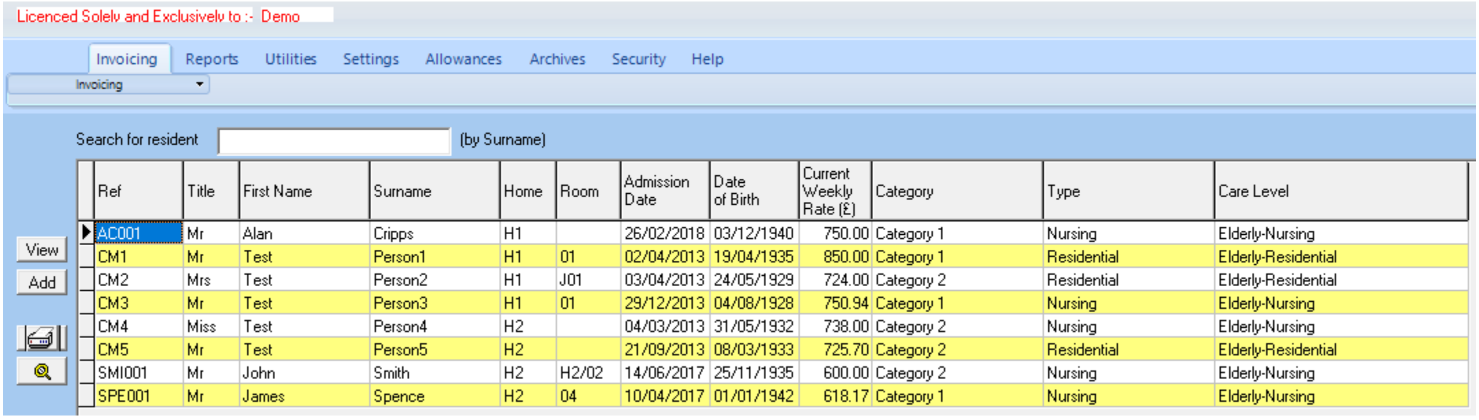
Details of the different screens and options are given on the following pages.

[Special Menu Items](#)

[Resident Information](#)

[Creating Charge Templates](#)

## Special Menu Items




Select the resident you want to look at and click the "View" button on the left.

The "Residents" screen will now appear. On the right of this screen there are a series of buttons and a tick box, the functions of these are detailed in the following pages.


[Search](#)

[Invoice History](#)

[Occupancy History](#)

[Move to a Room](#)

[Terminate Occupancy](#)

[Client Details Report](#)

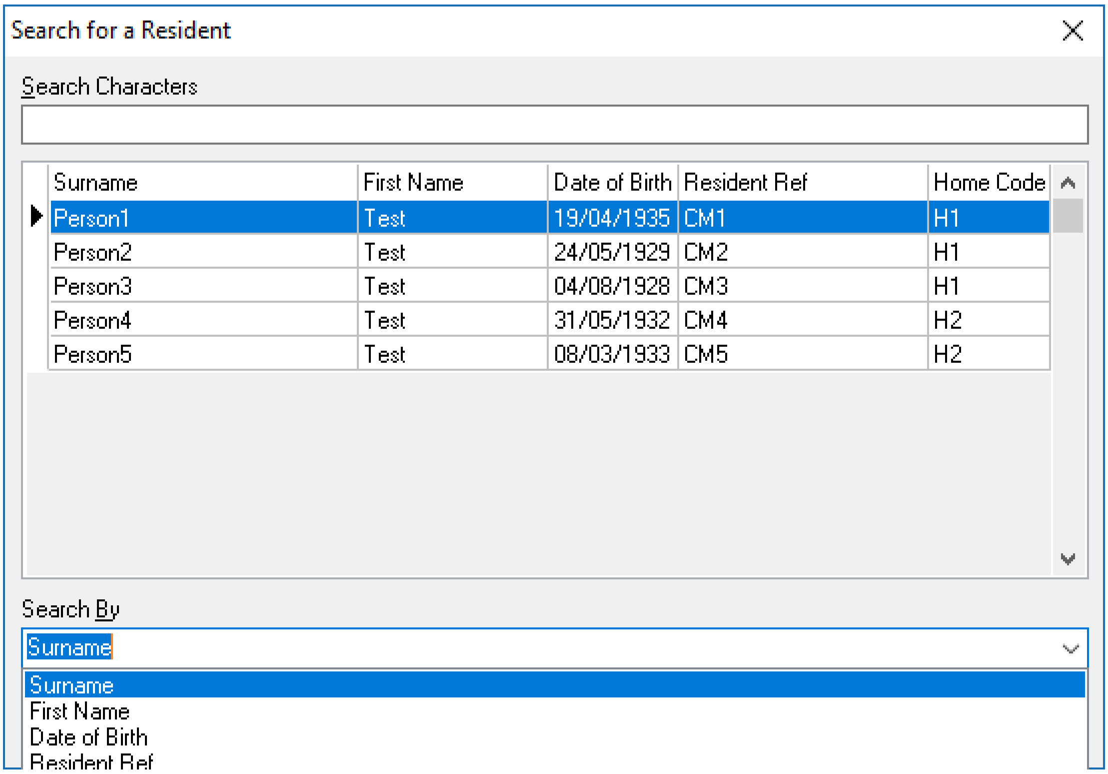
[Sort Options](#)

[Contract](#)

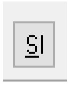
[Archive?](#)

## Search

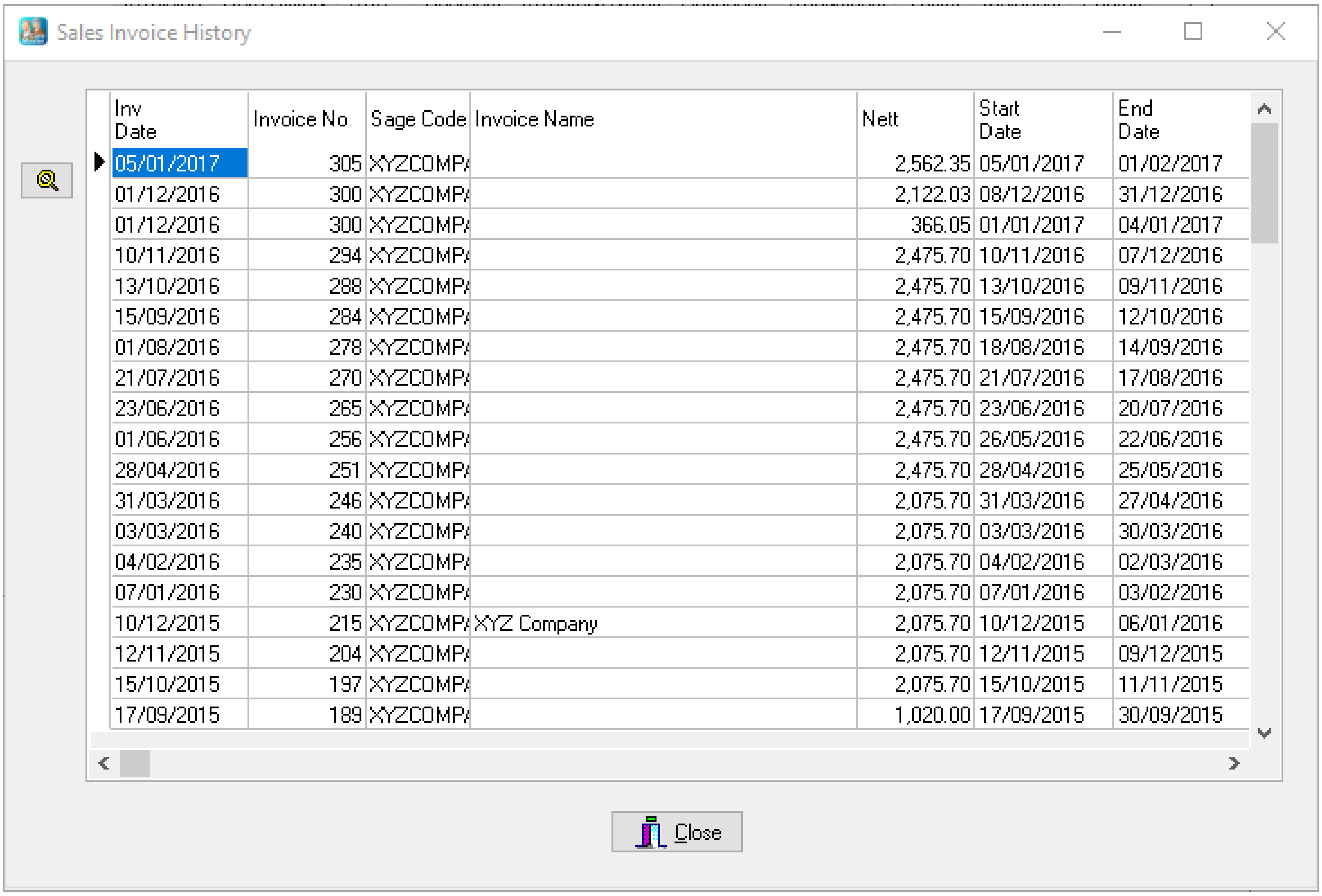
This is a search button, clicking on it will allow the user to search by Surname, First Name, Date of Birth, Resident Reference or Home Code.



## Invoice History

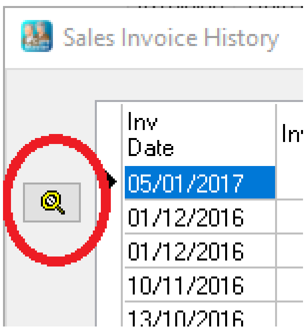



This button displays the Sales Invoice History listing for the current resident in reverse date order.

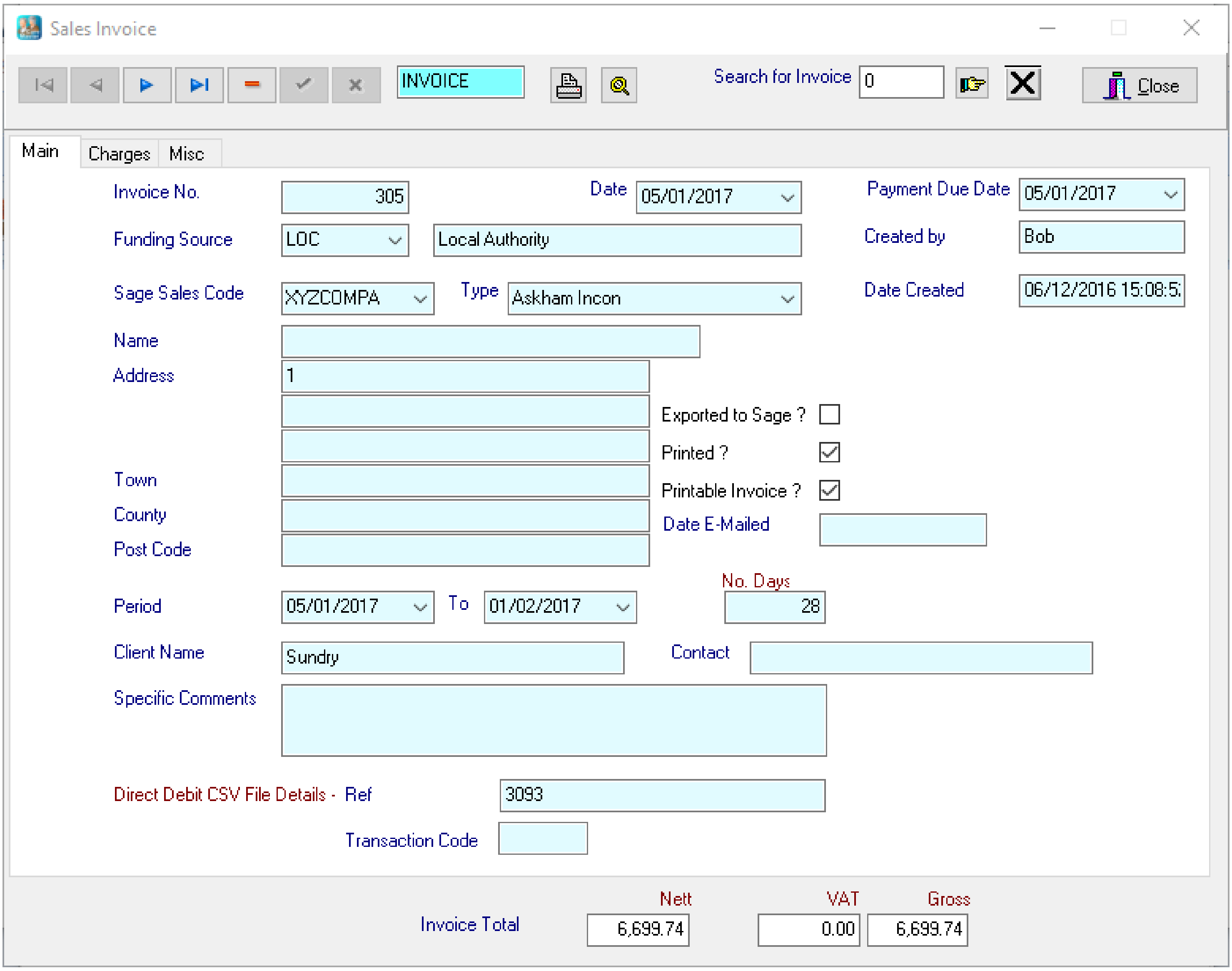



| Inv Date | Invoice No | Sage Code | Invoice Name | Nett | Start Date | End Date |
|---|---|---|---|---|---|---|
| 05/01/2017 | 305 | XYZCOMP/ | | 2,562.35 | 05/01/2017 | 01/02/2017 |
| 01/12/2016 | 300 | XYZCOMP/ | | 2,122.03 | 08/12/2016 | 31/12/2016 |
| 01/12/2016 | 300 | XYZCOMP/ | | 366.05 | 01/01/2017 | 04/01/2017 |
| 10/11/2016 | 294 | XYZCOMP/ | | 2,475.70 | 10/11/2016 | 07/12/2016 |
| 13/10/2016 | 288 | XYZCOMP/ | | 2,475.70 | 13/10/2016 | 09/11/2016 |
| 15/09/2016 | 284 | XYZCOMP/ | | 2,475.70 | 15/09/2016 | 12/10/2016 |
| 01/08/2016 | 278 | XYZCOMP/ | | 2,475.70 | 18/08/2016 | 14/09/2016 |
| 21/07/2016 | 270 | XYZCOMP/ | | 2,475.70 | 21/07/2016 | 17/08/2016 |
| 23/06/2016 | 265 | XYZCOMP/ | | 2,475.70 | 23/06/2016 | 20/07/2016 |
| 01/06/2016 | 256 | XYZCOMP/ | | 2,475.70 | 26/05/2016 | 22/06/2016 |
| 28/04/2016 | 251 | XYZCOMP/ | | 2,475.70 | 28/04/2016 | 25/05/2016 |
| 31/03/2016 | 246 | XYZCOMP/ | | 2,075.70 | 31/03/2016 | 27/04/2016 |
| 03/03/2016 | 240 | XYZCOMP/ | | 2,075.70 | 03/03/2016 | 30/03/2016 |
| 04/02/2016 | 235 | XYZCOMP/ | | 2,075.70 | 04/02/2016 | 02/03/2016 |
| 07/01/2016 | 230 | XYZCOMP/ | | 2,075.70 | 07/01/2016 | 03/02/2016 |
| 10/12/2015 | 215 | XYZCOMP/ | XYZ Company | 2,075.70 | 10/12/2015 | 06/01/2016 |
| 12/11/2015 | 204 | XYZCOMP/ | | 2,075.70 | 12/11/2015 | 09/12/2015 |
| 15/10/2015 | 197 | XYZCOMP/ | | 2,075.70 | 15/10/2015 | 11/11/2015 |
| 17/09/2015 | 189 | XYZCOMP/ | | 1,020.00 | 17/09/2015 | 30/09/2015 |

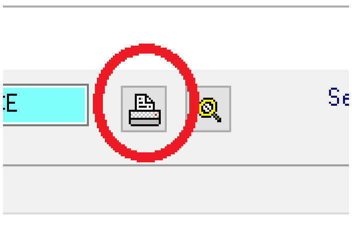
There is also the option to reprint an invoice from this screen. Highlight the required invoice and then click on the "View Selected Invoice" button at the top left hand side of the screen.



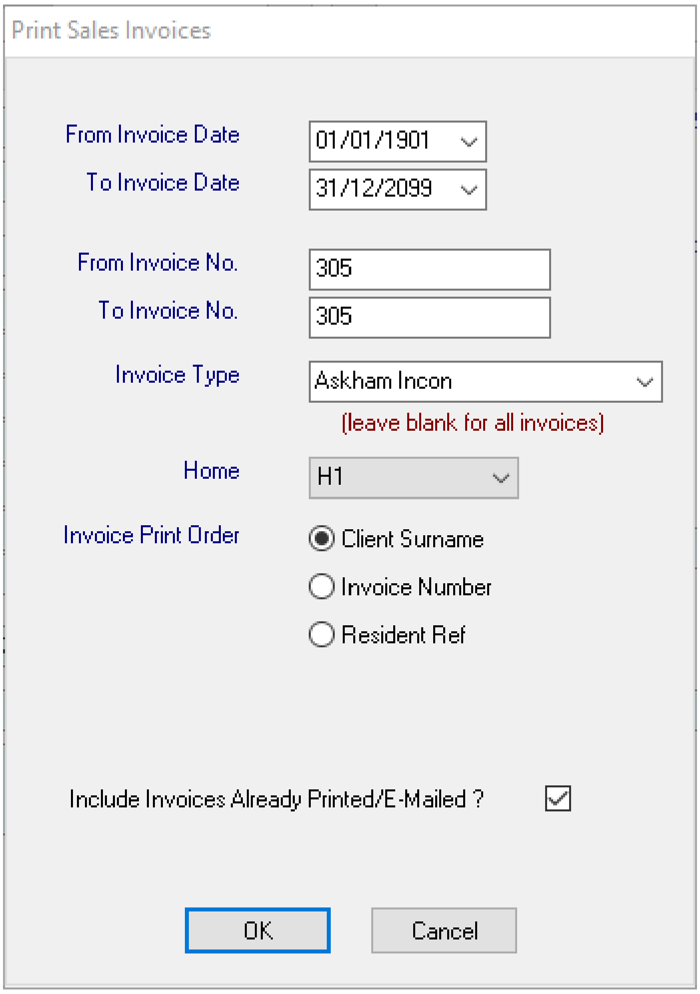

The "Sales Invoice" detail screen will now appear.



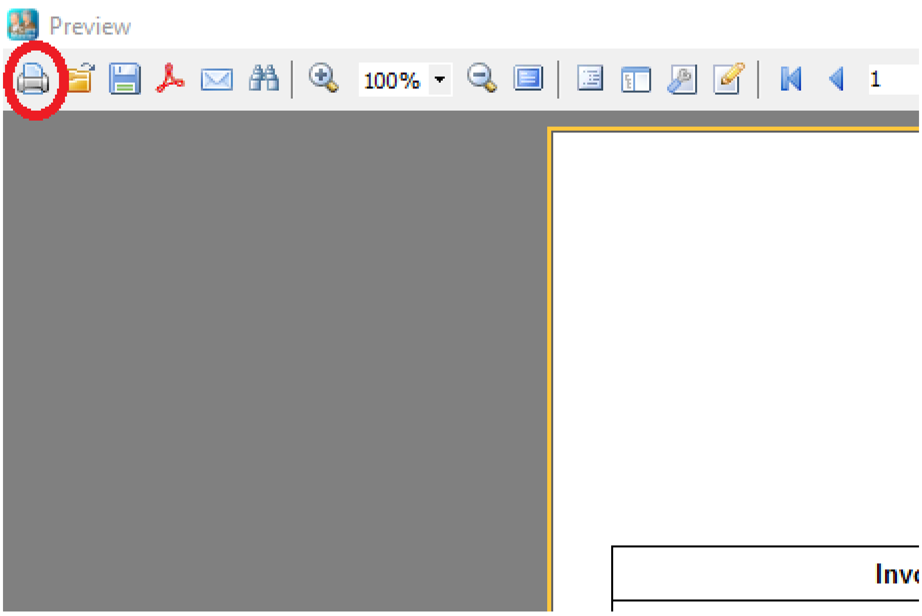

To print off a copy of the invoice, click on the "Print this Invoice/Credit" button at the top of the screen.



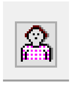
The "Print Sales Invoices" screen will now appear with the relevant details already entered. **N.B. If this is a reprint, remember to tick the "Include Invoices already Printed" box.**



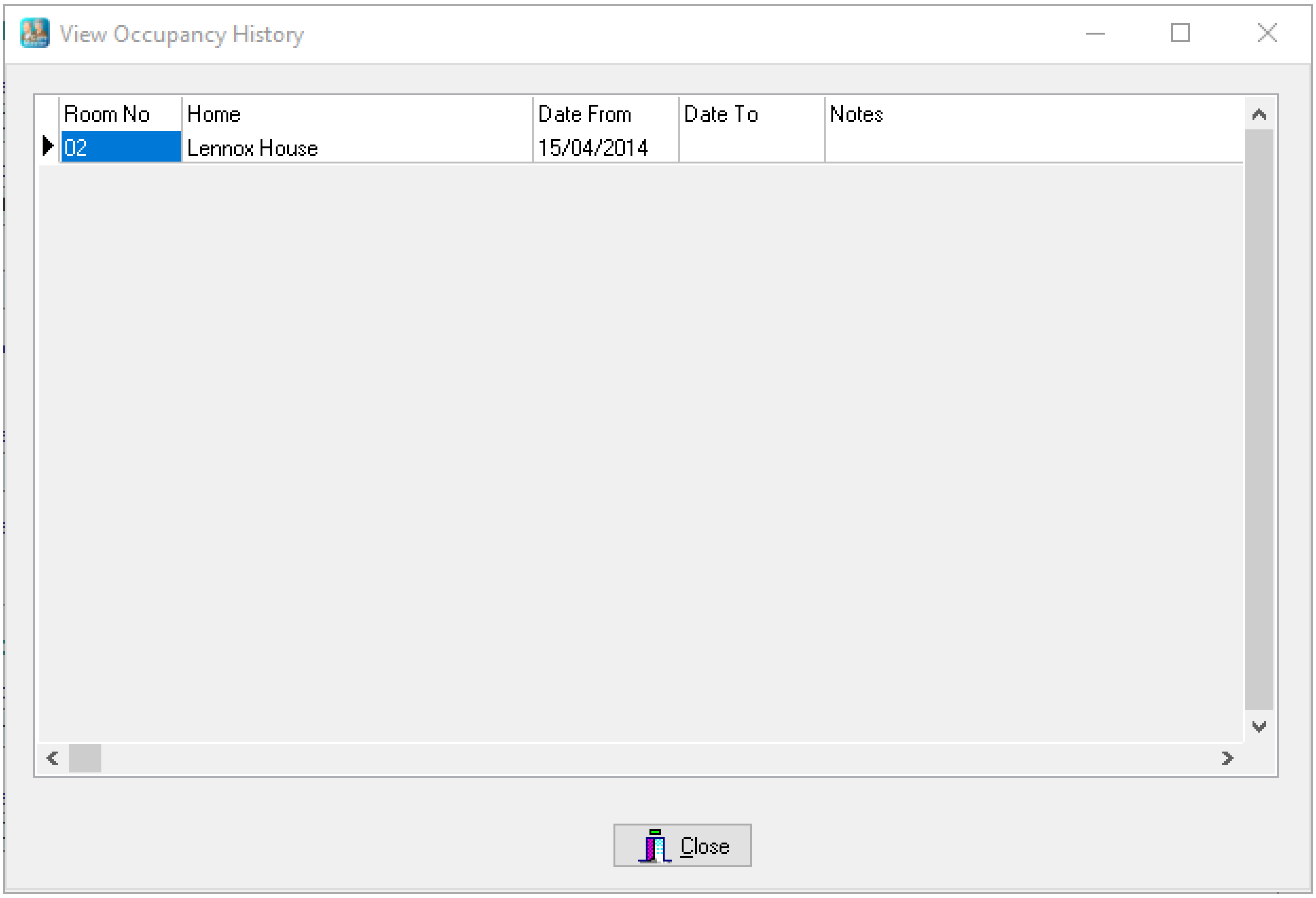

Click the "OK" button to bring up a preview screen, you can then continue to send the invoice to the printer if required by clicking on the "Printer" button at the top left of the preview screen..



## Occupancy History

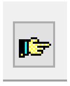


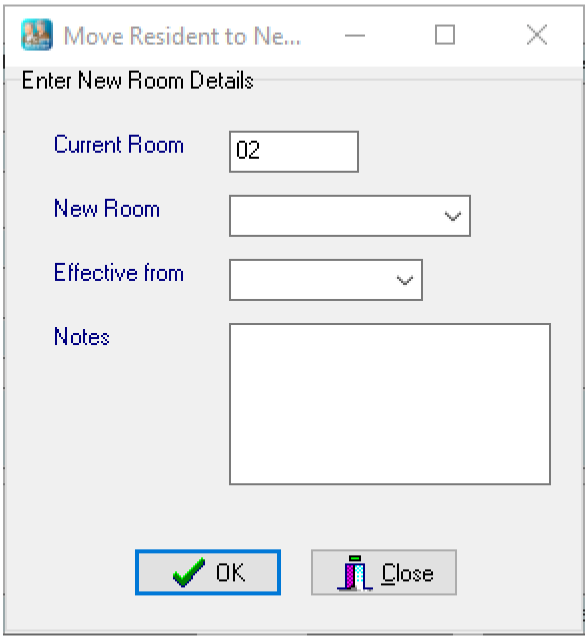
This button displays an occupancy history for the current resident.



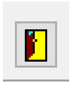

If the resident has been moved between rooms the screen will show the different periods of occupancy with the relevant dates.

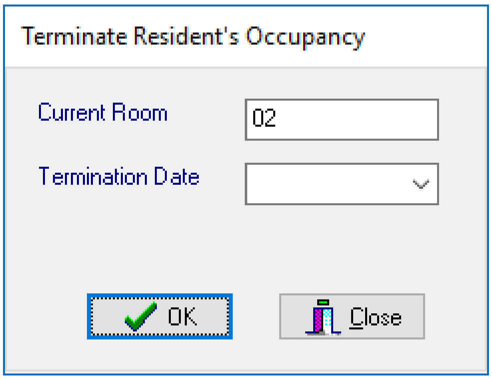
## Move to a Room

 This button opens the "Move Resident to a New Room" screen. This can be used to allocate a resident to room for the first time (in which case the "Current Room" field will display "None") or to move an existing resident from one room to another. An "Effective Date" must be entered and there is also space for notes to be added if required. **N.B. Please note that only one resident can occupy a room on any given day, if residents are being moved from one room to another, the new room must have been emptied on the previous day. (This only applies to occupancy and has no effect on the amounts to be invoiced).**



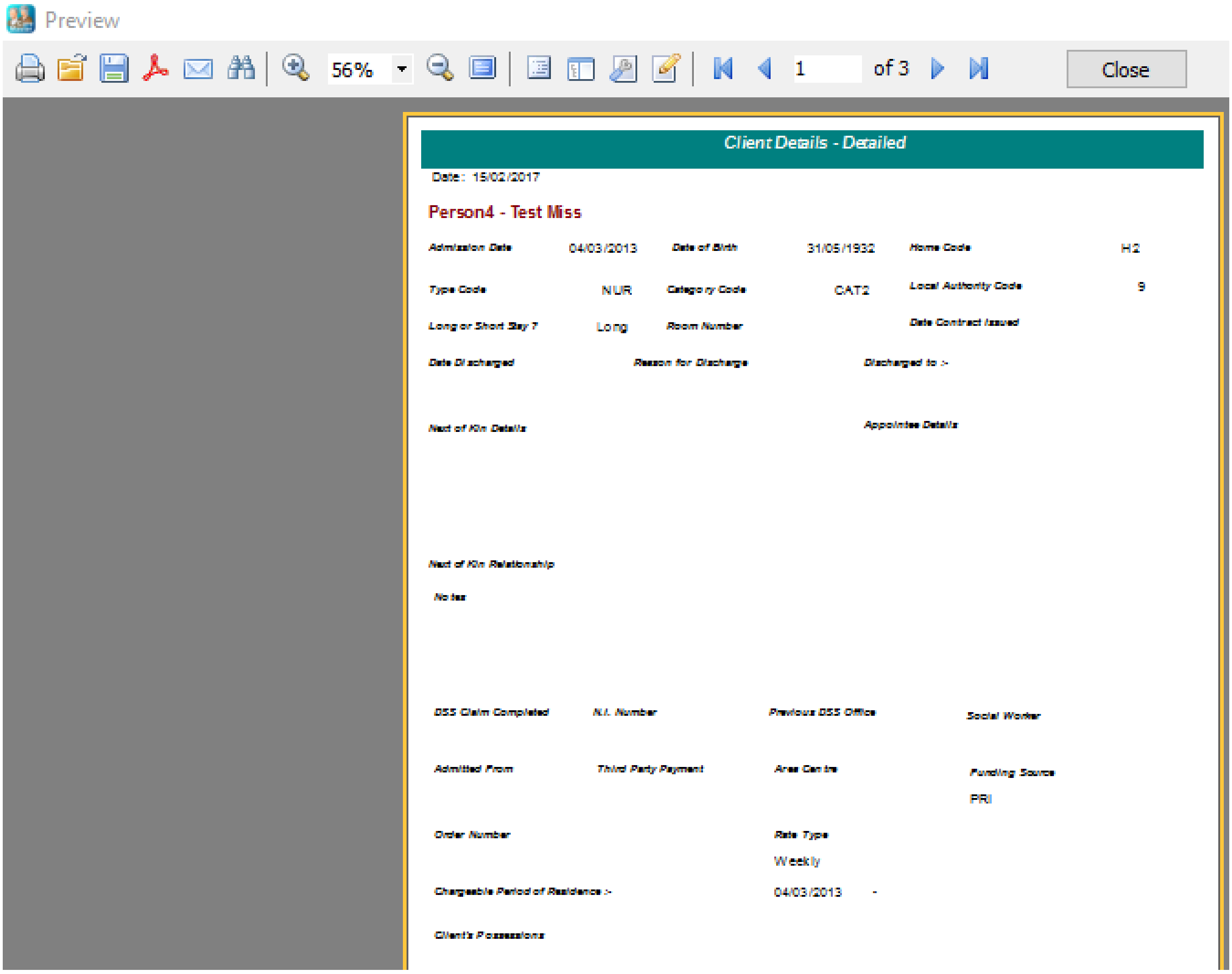
## Terminate Occupancy


This button allows a resident's occupancy of a room to be ended thereby making the room available for a new occupant. Enter the relevant date and click on "OK" to save.



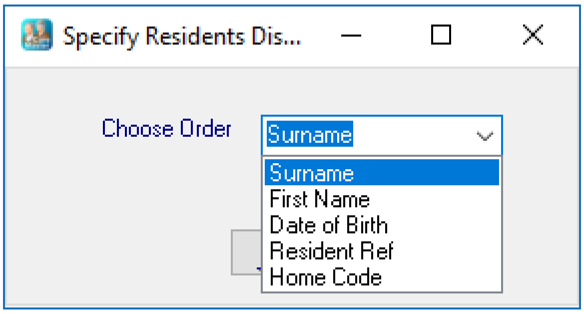
## Client Details Report

This button allows the user to print a one-page report showing details that have been entered for the current resident. This report can also be run from the [Reports](Reports) menu for for all residents.



## Sort Options

This button allows the user to change the order in which the Resident records are displayed (the default setting is Surname order). The options are - Surname, First Name, Date of Birth, Resident Reference and Home Code.

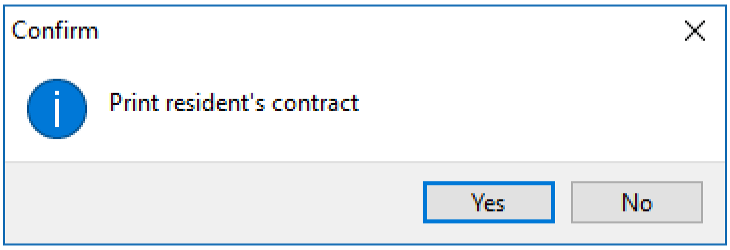



**N.B. When you close the program it will revert to Surname order.**

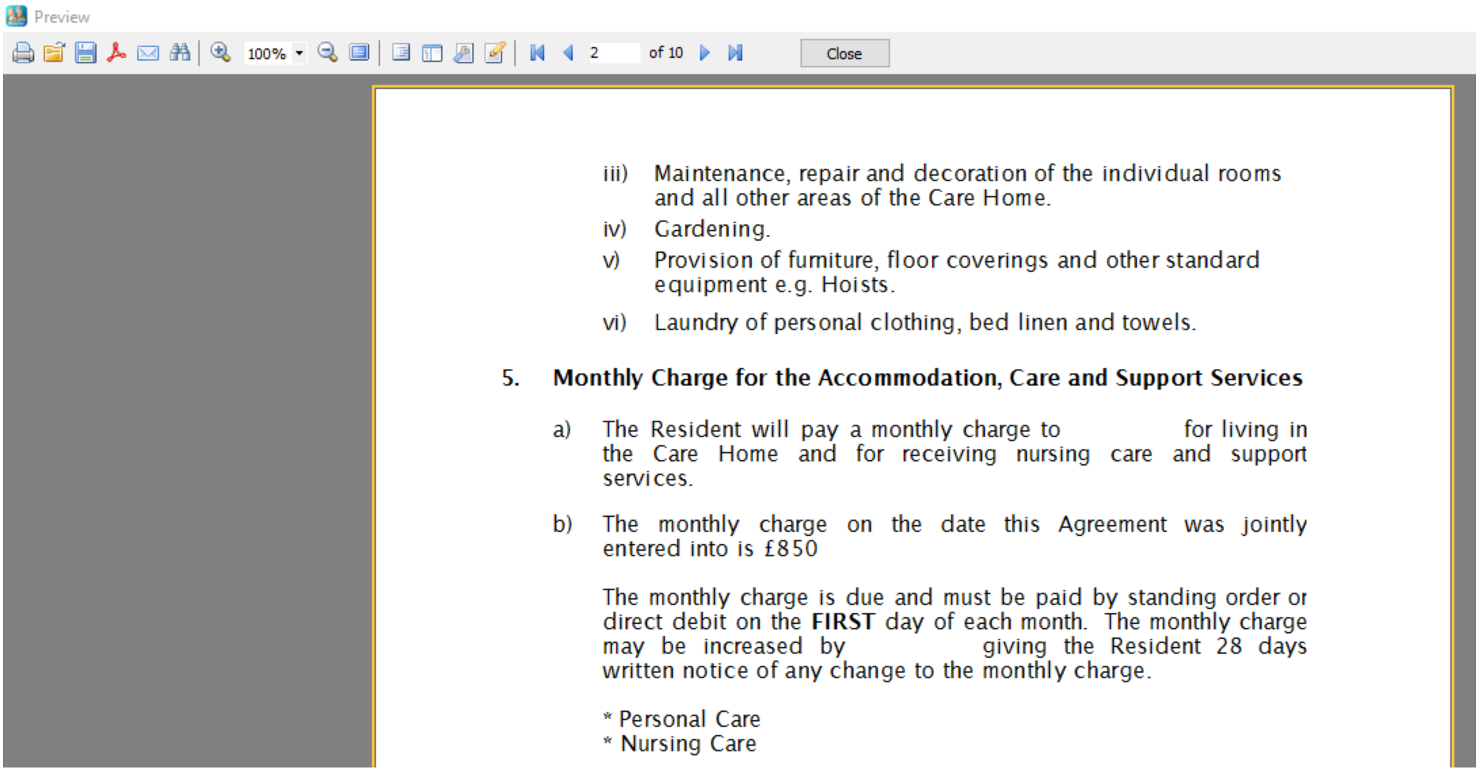
# Contract


This button allows the user to print out a pre-defined document that includes details from the Resident record. Please Contact Us for details on setting up Contract documents and what can be included.

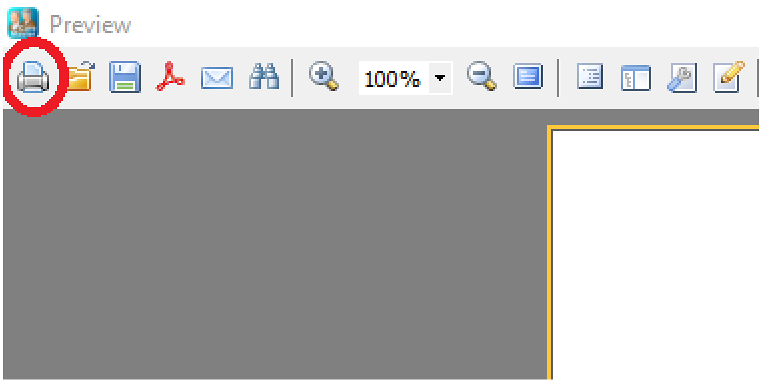
Clicking on the button will open the "Print Resident's Contract" screen.




Click on "Yes" to confirm that you wish to print. The Contract preview screen will then be displayed.



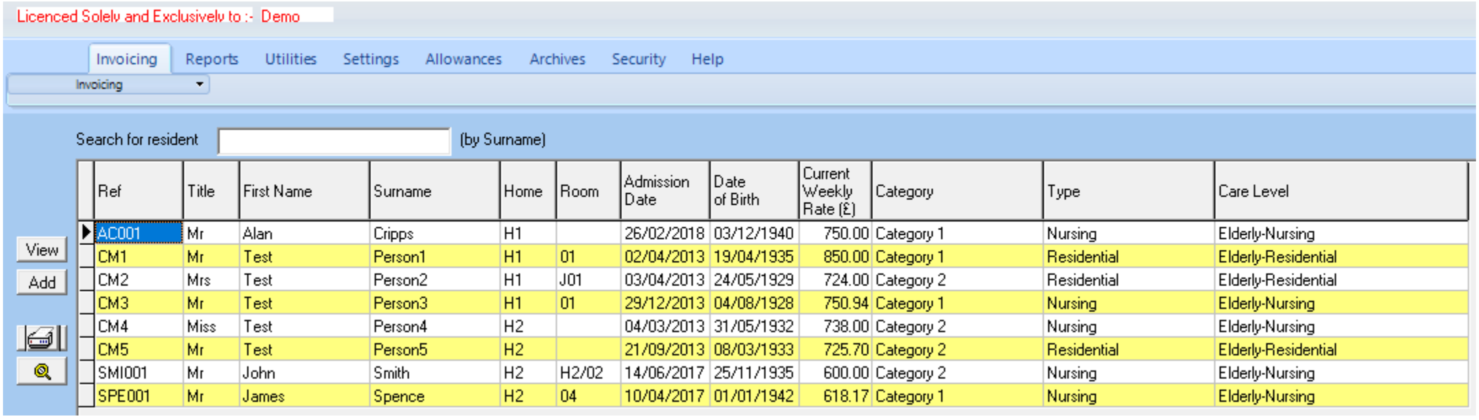

If you wish to print out the document, click on the "Printer" button at the top left of the screen.



## Archive?


When a resident has left the home and all necessary functions have been carried out, the resident record can be archived. To do this, click in the tick box to select it and then click on the green "Tick" at the top of the screen to save. The resident record along with all of it's associated data and invoices will be moved to the Archives area of the program.

# Resident Information




| Ref | Title | First Name | Surname | Home | Room | Admission Date | Date of Birth | Current Weekly Rate (£) | Category | Type | Care Level |
|---|---|---|---|---|---|---|---|---|---|---|---|
| AC001 | Mr | Alan | Cripps | H1 | | 26/02/2018 | 03/12/1940 | 750.00 | Category 1 | Nursing | Elderly-Nursing |
| CM1 | Mr | Test | Person1 | H1 | 01 | 02/04/2013 | 19/04/1935 | 850.00 | Category 1 | Residential | Elderly-Residential |
| CM2 | Mrs | Test | Person2 | H1 | J01 | 03/04/2013 | 24/05/1929 | 724.00 | Category 2 | Residential | Elderly-Residential |
| CM3 | Mr | Test | Person3 | H1 | 01 | 29/12/2013 | 04/08/1928 | 750.94 | Category 1 | Nursing | Elderly-Nursing |
| CM4 | Miss | Test | Person4 | H2 | | 04/03/2013 | 31/05/1932 | 738.00 | Category 2 | Nursing | Elderly-Nursing |
| CM5 | Mr | Test | Person5 | H2 | | 21/09/2013 | 08/03/1933 | 725.70 | Category 2 | Residential | Elderly-Residential |
| SMI001 | Mr | John | Smith | H2 | H2/02 | 14/06/2017 | 25/11/1935 | 600.00 | Category 2 | Nursing | Elderly-Nursing |
| SPE001 | Mr | James | Spence | H2 | 04 | 10/04/2017 | 01/01/1942 | 618.17 | Category 1 | Nursing | Elderly-Nursing |

If you wish to add a new resident record, click on the "Add button" on the left. This will open a blank resident information screen ready for you to enter the data. Or, if you wish to view an existing resident record select the relevant record and then click the "View" button on the left to go to the Resident Information screen.

The "Residents" screen will now appear. Across this screen are a series of tabs, the following pages give details of the information to be entered on each of these tabs.


[Main Details]

[Invoicing]

[Rate History]

[DSS]

[Contacts]

[Inventory/Notes]

[Absences]

[Documents]

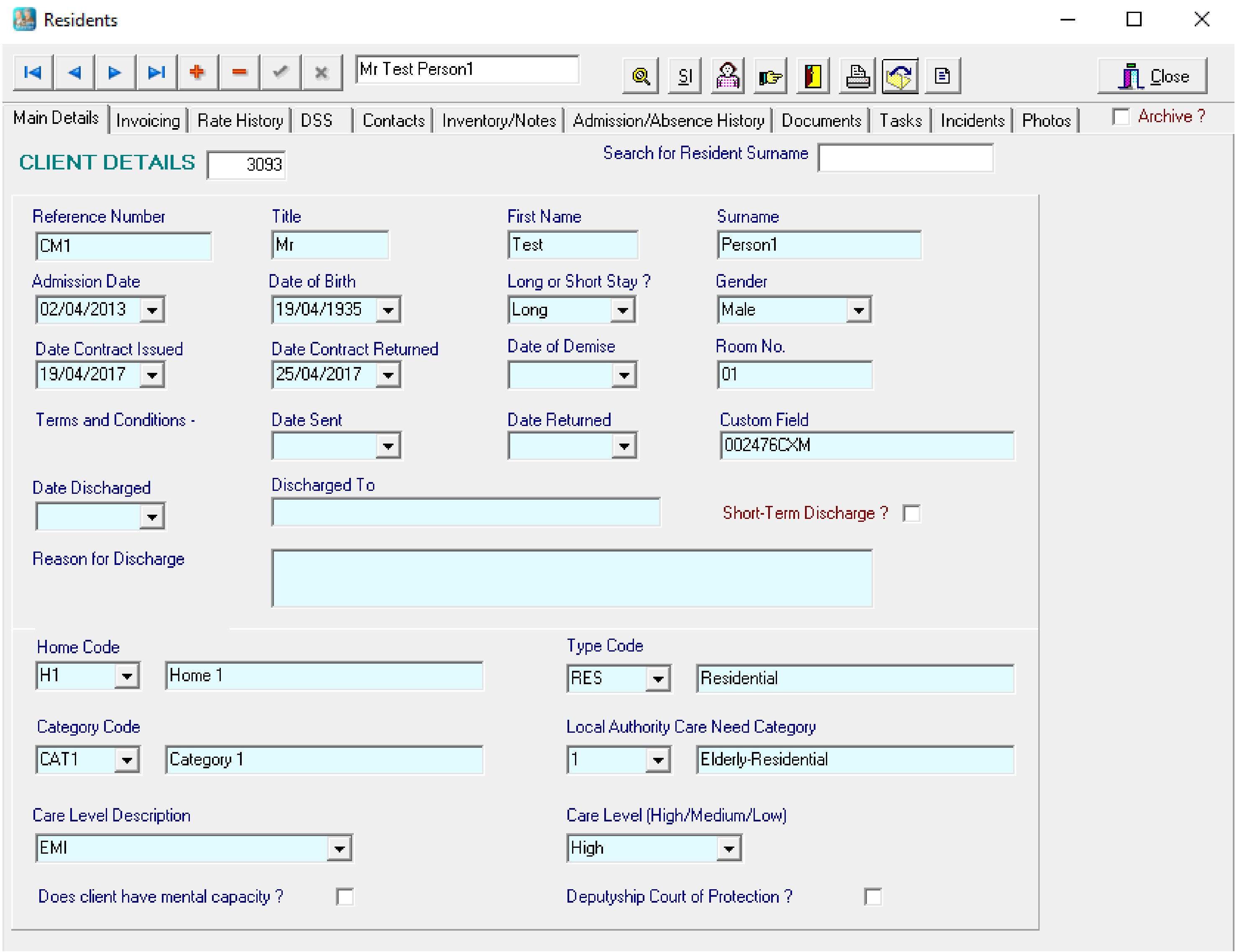
[Tasks]

[Incidents]

[Photos]

## Main Details

The first screen you will see is the Residents "Main Details" screen. Some of the fields on this screen are compulsory, the image below shows all of the compulsory fields entered.




The number in the box to the right of the "Client Details" heading is a system generated reference.

Reference Number: This is an alpha-numeric field and you can enter any reference of you choice with the proviso that it must be unique (alternatively you can ask the system to generate a code for you, see System Defaults for how to activate this feature). Once entered, this field should never be changed.

Title, First Name, Surname: Fill in the relevant details for each resident.

Admission Date: The date the resident arrived in the home (not necessarily the date that invoicing starts).

Date of Birth: Enter the resident's date of birth.

Long or Short Stay? This is selected from the drop down box.

Gender: Select Male or Female from the drop down box.

Date Contract Issued: This is a memo field for keeping track of the dates related to client contracts.

Date Contract Returned: As above.

Date of Demise: This field is used to record the date that a resident has died (not necessarily the date that invoicing stops). **N.B. Entering a date in this field will activate a pop-up screen to remind the user of the other actions that are required when a resident is no longer in the home.**

Room No: This field will be populated automatically when the resident has been allocated to a room (Move to a Room) and will show the last room that the resident has been allocated to.

Terms & Conditions - Date Sent: This is a memo field for keeping track of the dates related to terms and conditions.

Terms & Conditions - Date Returned: As above.

(The two previous fields can be used in conjunction with the Terms & Conditions not Returned report.)

Custom Field: This field can be used for any purpose you wish and the label can be changed on the System Defaults "Main" tab.

Date Discharged: The date that the resident leaves the home (not necessarily the date that invoicing stops). **N.B. Entering a date in this field will activate a pop-up screen to remind the user of the other actions that are required when a resident is no longer in the home.**

Discharged To: Where the resident has moved to (e.g. to a hospital or another care home).

Short Term Discharge: This is used in conjunction with the special invoice layout for Hampshire County Council. If you need further information on this please Contact Us.

Reason for Discharge: This is a general notes field where any relevant information can be entered.

In the lower part of the screen there are four classification fields, these are selected from drop down boxes and this data can be configured by the user. The "Home" code is created from the Homes screen, in the case of a multi-home installation there will be a choice of homes. The other three are created by going to the "Settings" menu and using the following options, Type Code - Resident Types, Category Code - Resident Categories, and Local Authority Care Need Category - Local Authority Codes.

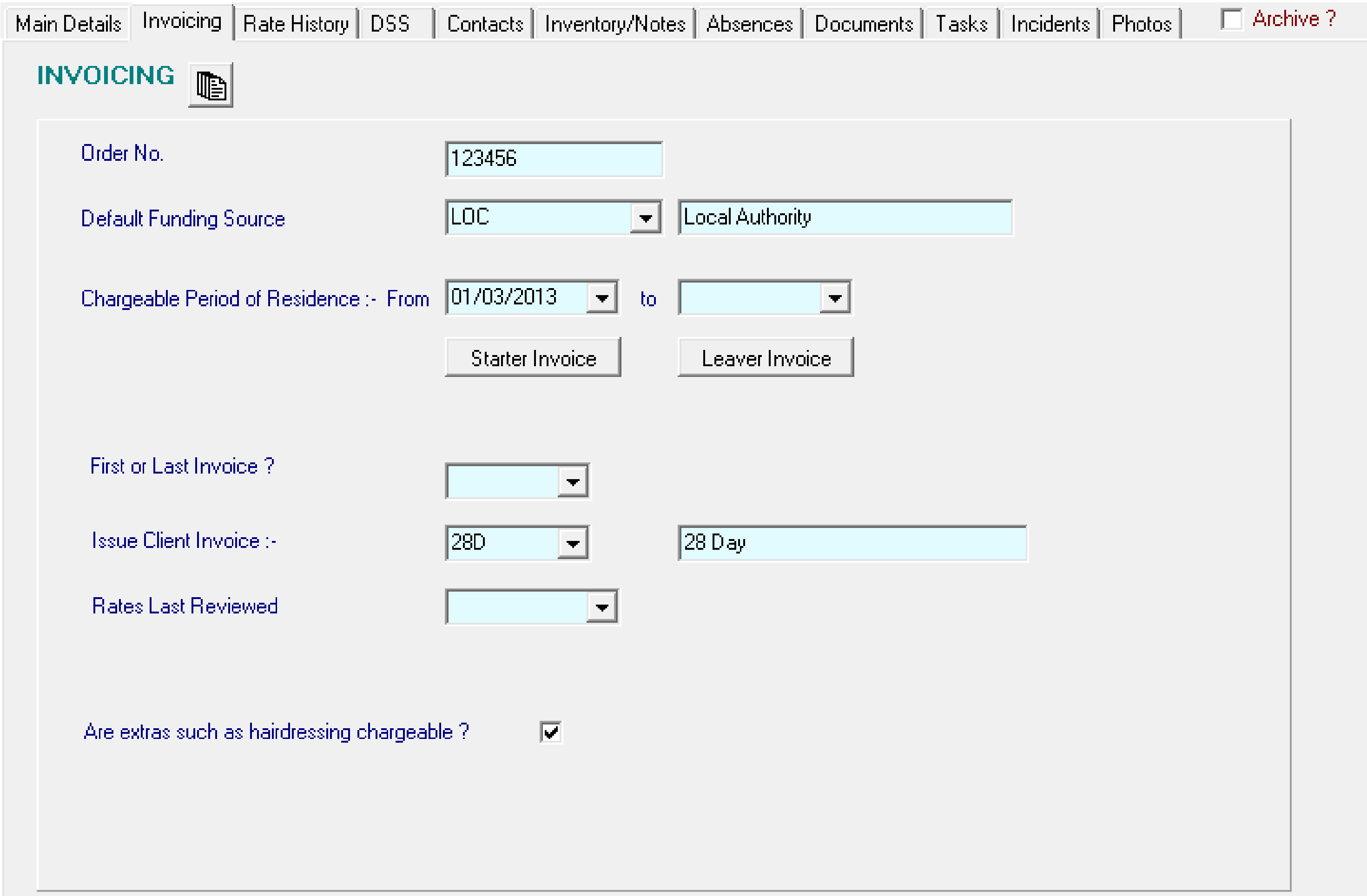
Below the classification fields are two fields for recording the Care Description and the Care Level. Click on the drop-down button on each field ion turn to select the required value. (These are set up in the Care Levels screen within the Resident Classifications area.

Finally, at the bottom of the screen there are two tick boxes to provide a visual reminder of whether the resident has mental capacity or not and whether or not the resident comes under Deputyship Court of Protection..

## Invoicing

The second tab on the Residents screen is headed "Invoicing". This screen holds the basic default information about how fees are calculated and the frequency of billing. It also gives access to the Charge Templates where all of the individual charges and invoicing frequencies are set up.

Some of these fields are compulsory, the image below shows all of the compulsory fields entered.




Order No: If a reference is required to be shown on the invoice, it can be entered in this field.

Default Funding Source: Each resident can have multiple funding sources on their Charge Templates but this field holds the default for each resident (normally the source of the largest proportion of the fees). This is selected from the drop down box, the options for this field are created by going to the "Settings" menu, selecting "Resident Classifications" and choosing Funding Sources.

Chargeable Period of Residence: These two fields define when the invoicing starts and ends, by default the "From" date is the same as the "Date of Admission" but this can be edited if required. The "To" date is left blank until invoicing is required to end.

You can read more information about Starter Invoice and Leaver Invoice by clicking on the following links:

Starter Invoice

Leaver Invoice

First or Last Invoice? Some Local Authorities require the home to specify whether an invoice is the first or last of an annual contract, this drop down box gives that facility.

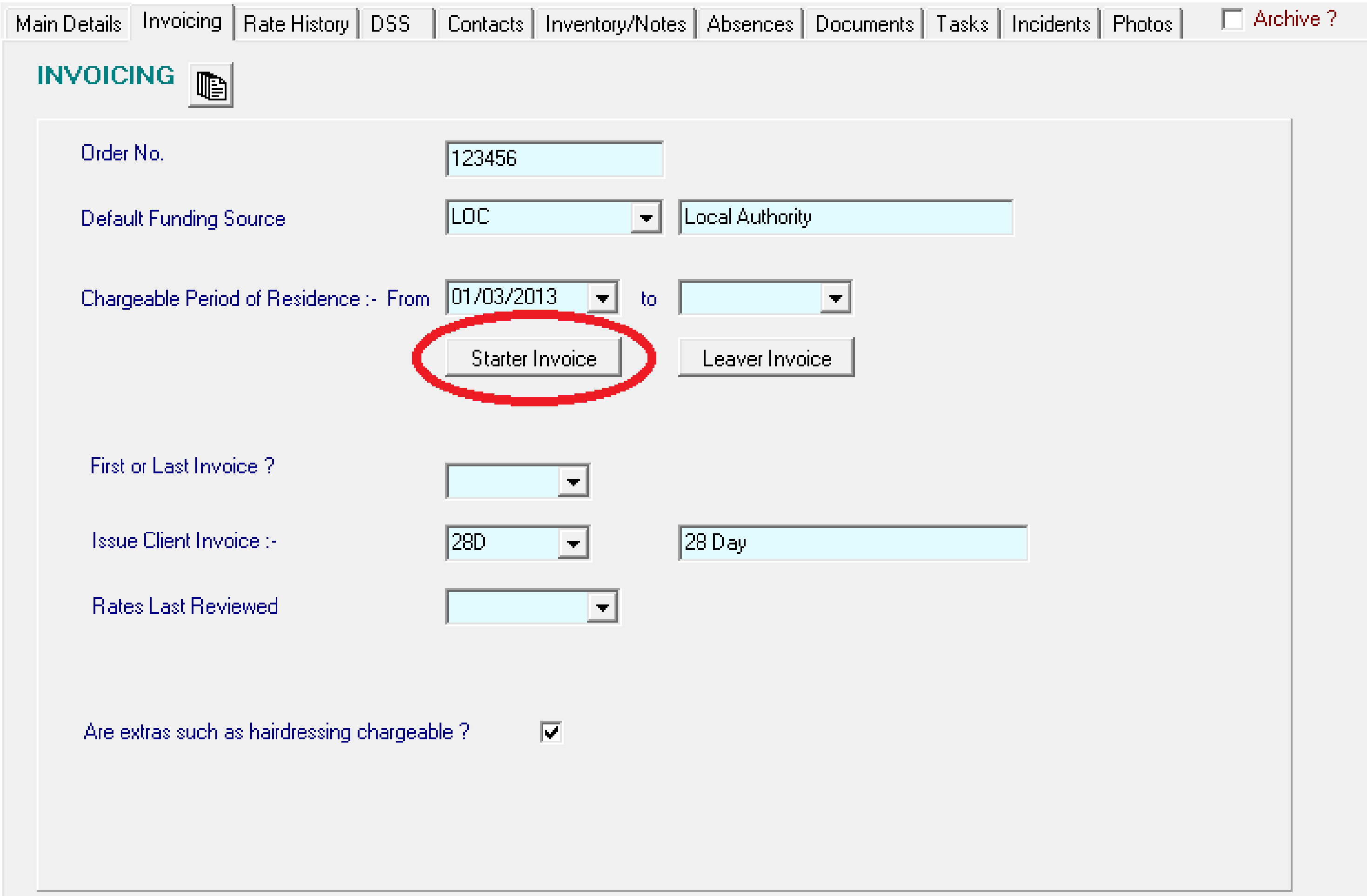
Issue Client Invoice: This field defines the default invoicing frequency for this resident. It is selected from the drop down box and the options for this field are created by going to the "Settings" menu, selecting "Invoicing" and choosing Invoicing Periods.

Rates Last Reviewed: This is a memo field to be used as required.

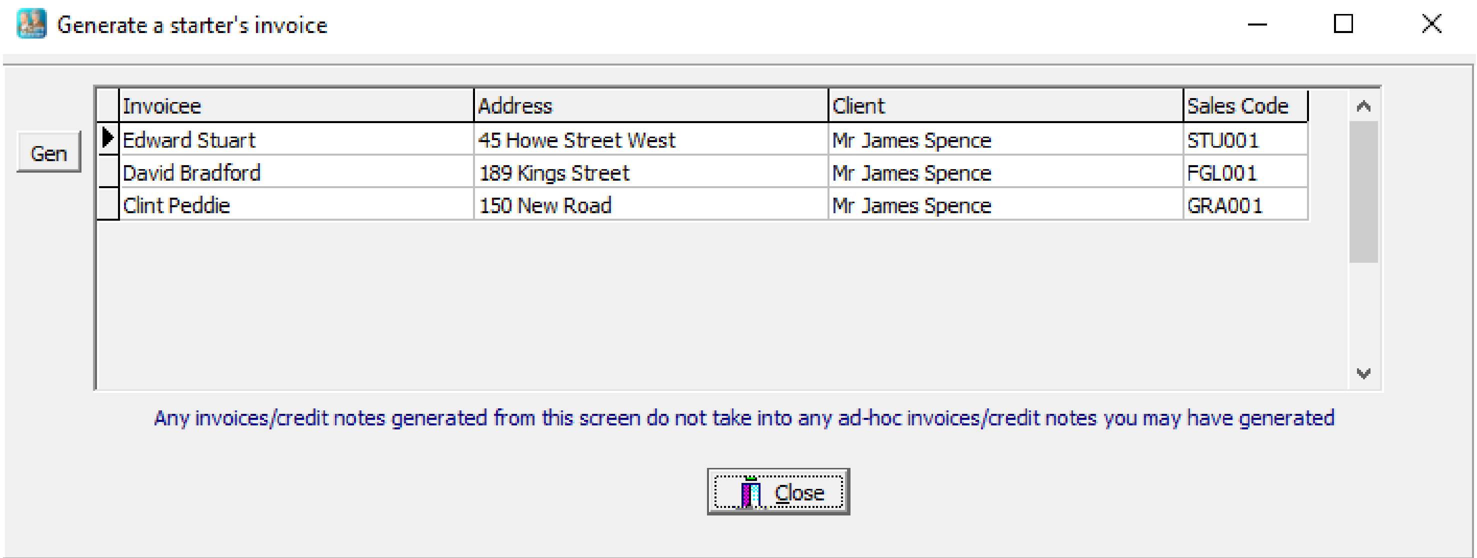
If your home charges for extras (hairdressing, chiropody, newspapers, etc) then tick the box at the bottom of the screen.

## Starter Invoice

This function can be used if you have already run your invoices for any given accounting period and then a new resident enters the home during that period. You should set up all of the relevant information and charges for that resident and then click on the "Starter Invoice" button.

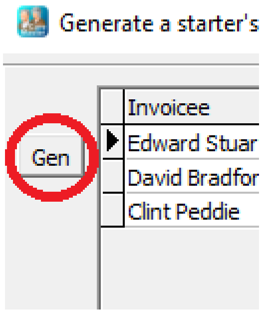



You will now see the "Generate a Starter's Invoice" screen.

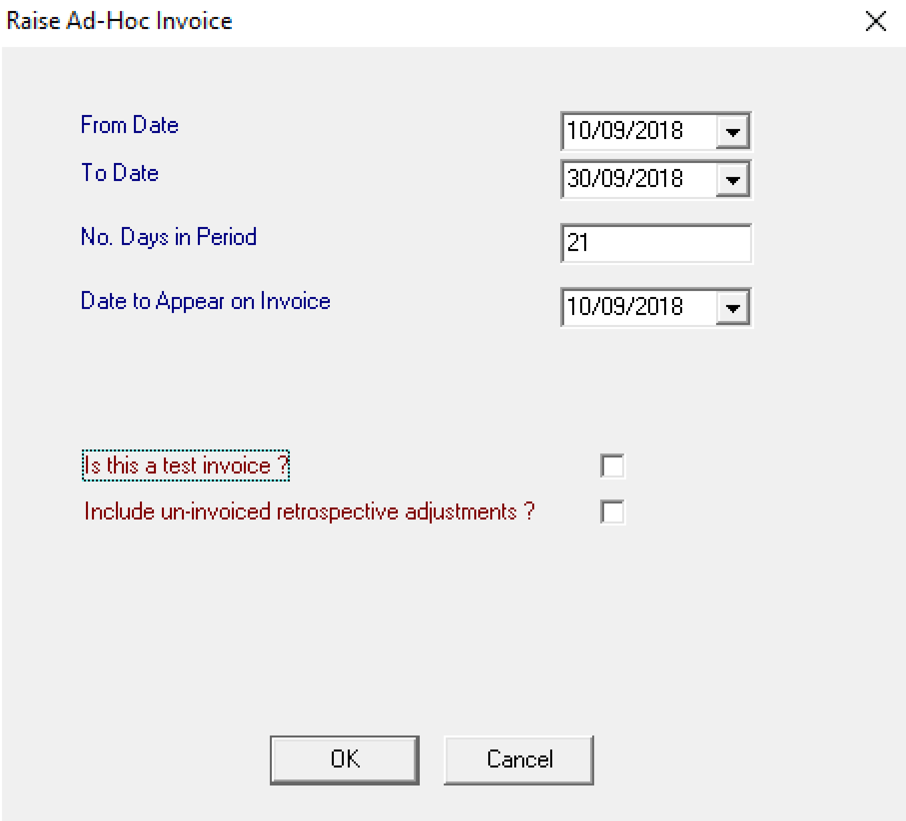



**N.B.** Note the comment at the bottom of this screen. If you have already created an invoice using the Ad-Hoc Invoice function, using this procedure could result in a duplicate invoice.

In the example shown above there are three different funding sources for the resident. Highlight the particular charge that you want to work with and then click the "Generate" button on the left.



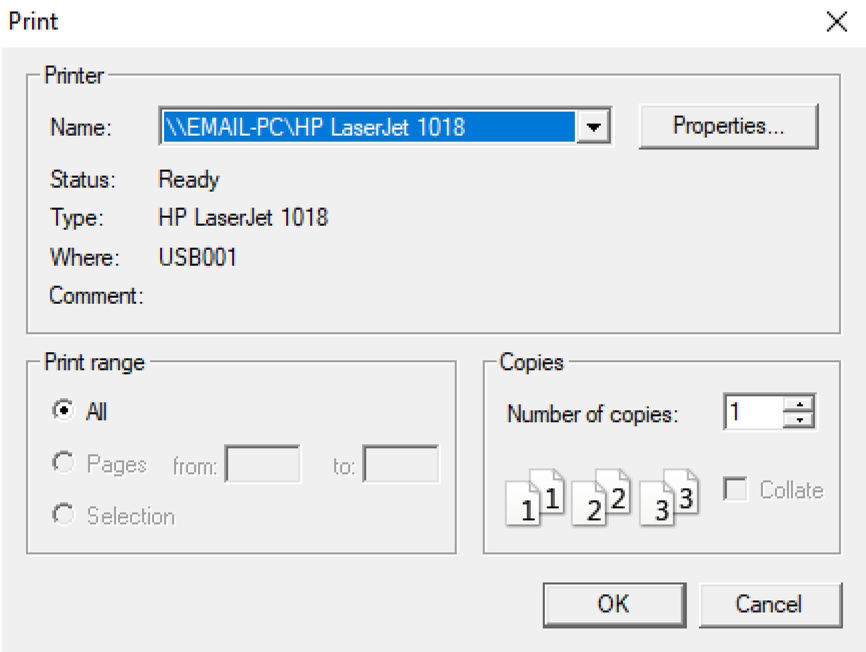

You will then see the following screen which is very similar to that used for creating Ad-Hoc invoices.




The "From Date" and "To Date" fields will already be filled in. The "From Date" will be the new residents admission date and the "To Date" will be the date to which invoicing has already been done. There is the option of running this as a "Test Invoice" if you would like to try it out before committing to a real transaction. This will create a short-period invoice to bring this new resident up to date with everyone else on the same invoice period.

**N.B.** There is no "Credit Note" option on this screen, the system will create a credit note if one is required.

Check that the dates are correct and then click the "OK" button. You will then be asked to confirm your printer selection.

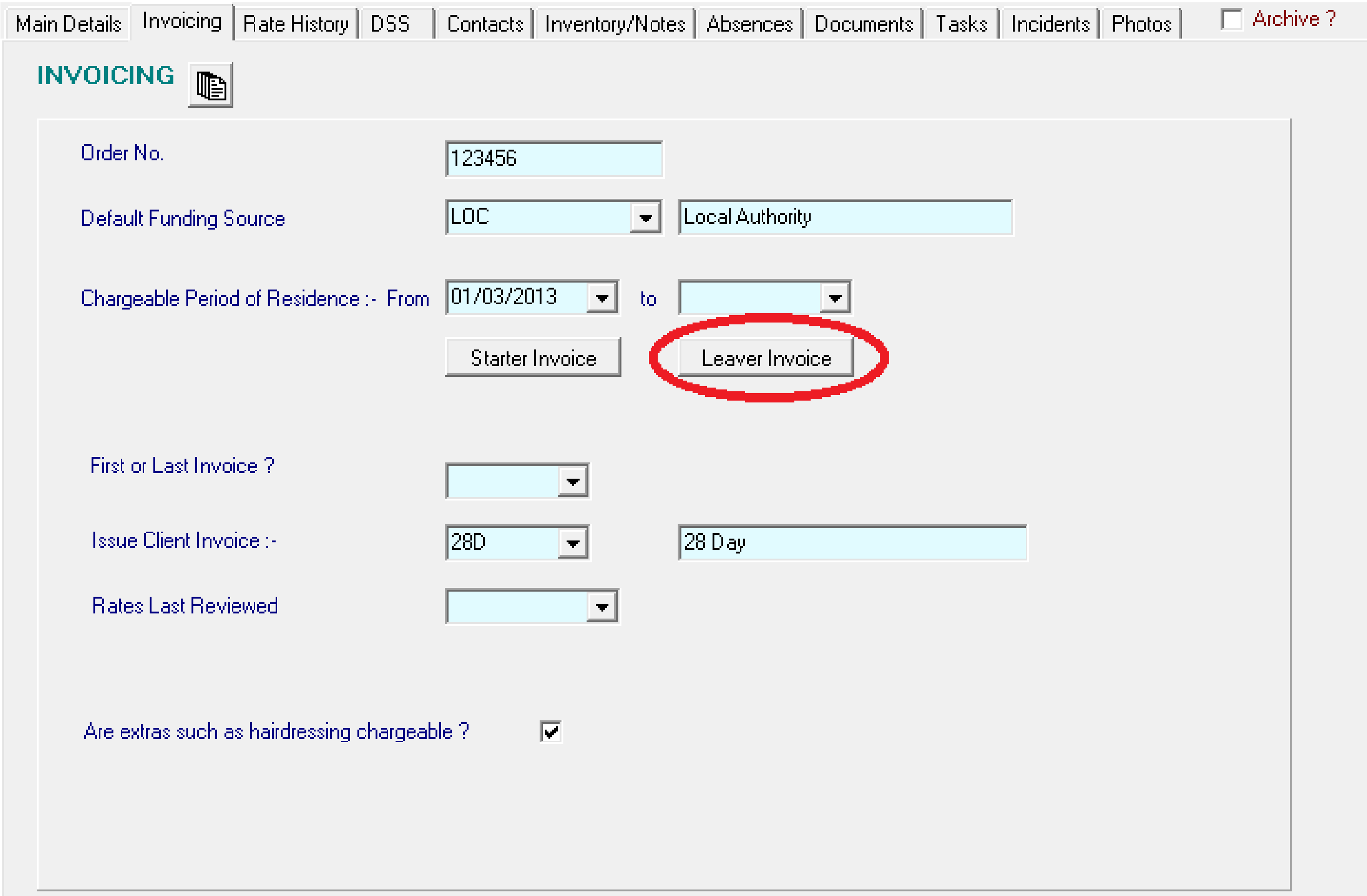



Click "OK" to display the invoice on screen. You will then have the option of printing the invoice if required.

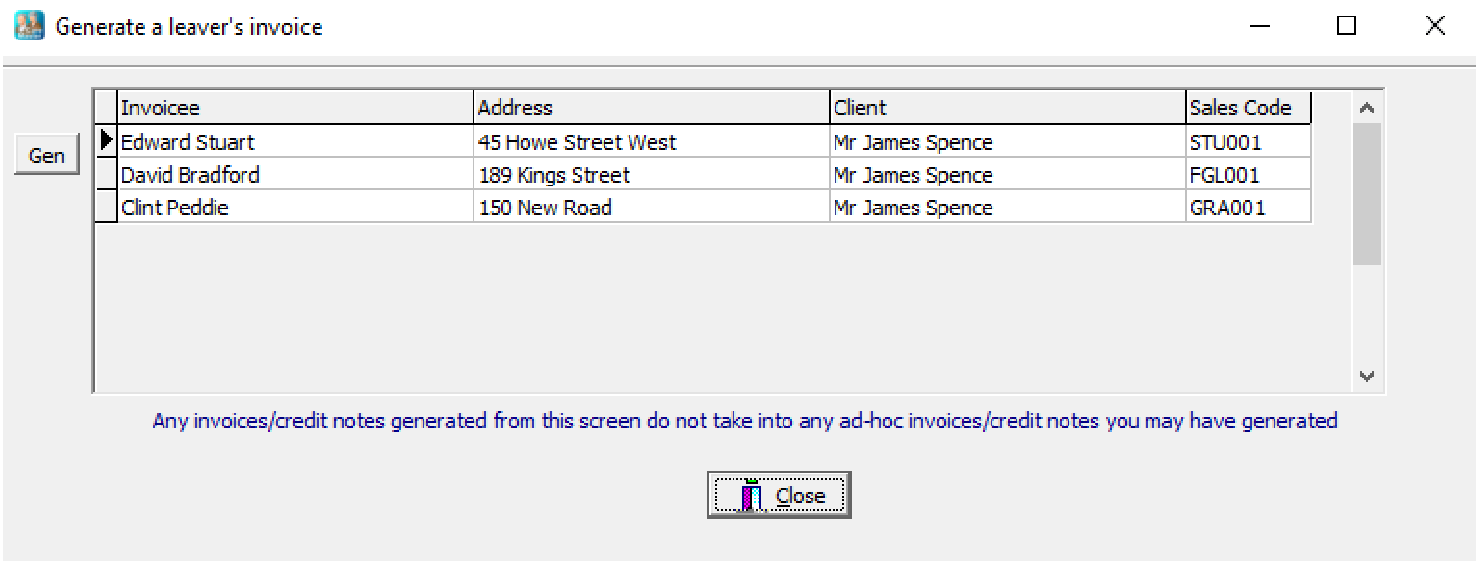
Close the preview screen and then repeat the process for any other charges.

## Leaver Invoice

This function can be used if you have already run your invoices for any given accounting period and then a resident leaves the home during that period. Enter the final date for invoicing in the "Chargeable Period of Residence: To" field and then click the "Leaver Invoice" button.

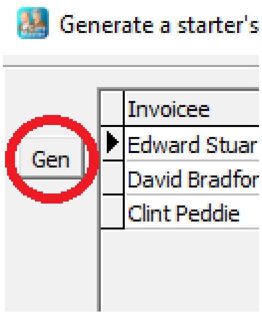



You will now see the "Generate a Leaver's Invoice" screen.

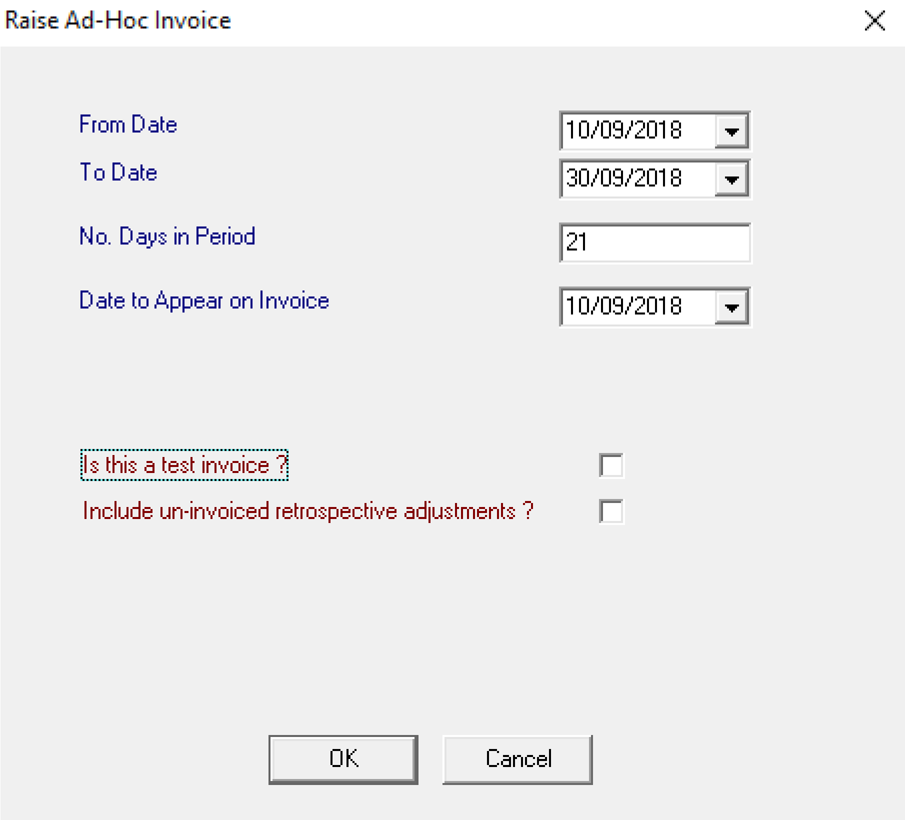



**N.B.** Note the comment at the bottom of this screen. If you have already created an invoice or credit note using the Ad-Hoc Invoice function, using this procedure could result in a duplicate.

In the example shown above there are three different funding sources for the resident. Highlight the particular charge that you want to work with and then click the "Generate" button on the left.



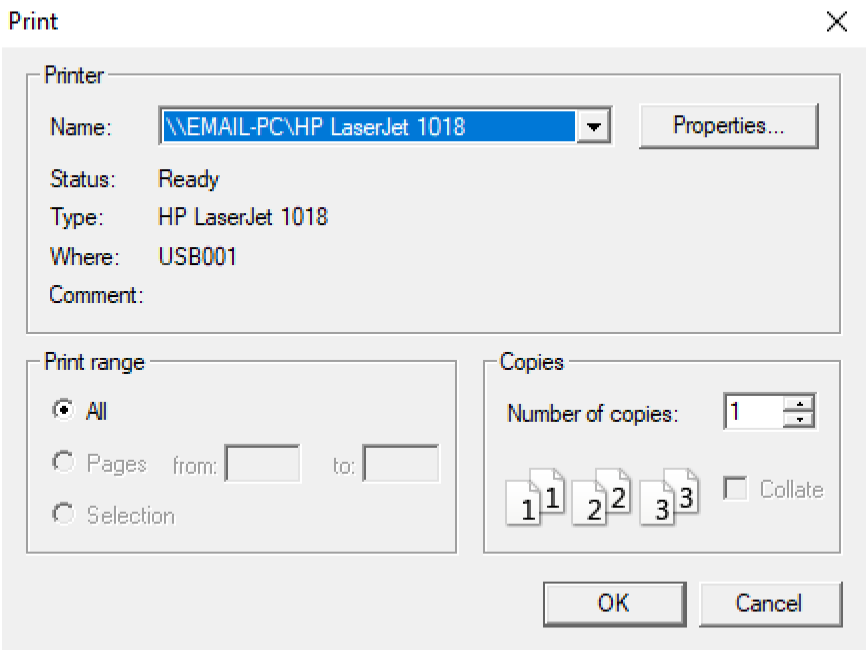

You will then see the following screen which is very similar to that used for creating Ad-Hoc invoices.




The "From Date" and "To Date" fields will already be filled in. The "From Date" will be the residents leaving date and the "To Date" will be the date to which invoicing has already been done. There is the option of running this as a "Test Invoice" if you would like to try it out before committing to a real transaction. This will create a short-period credit note to refund the charges after their leaving date..

**N.B.** There is no "Credit Note" option on this screen, the system will create a credit note if one is required.

Check that the dates are correct and then click the "OK" button. You will then be asked to confirm your printer selection.

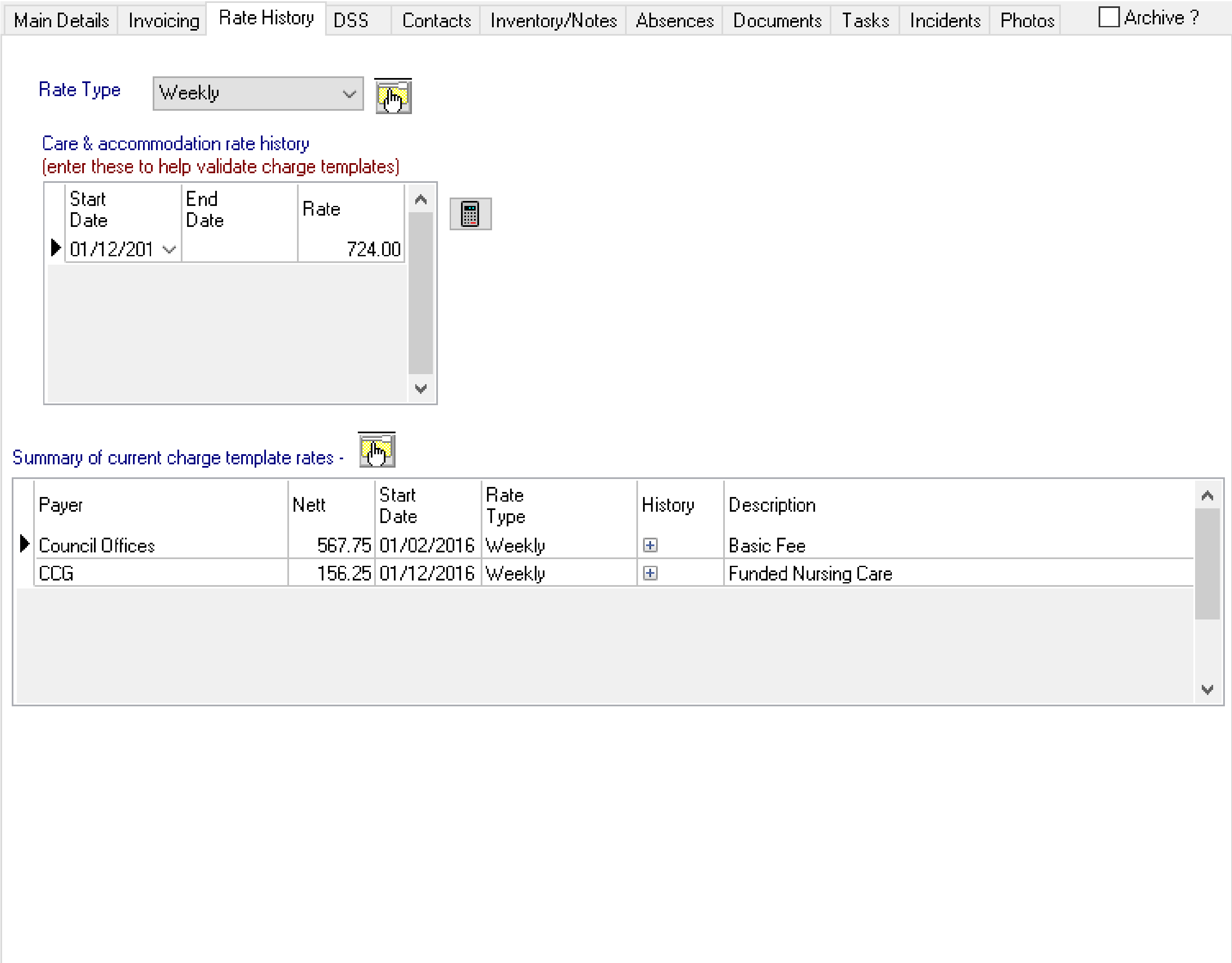



Click "OK" to display the invoice on screen. You will then have the option of printing the invoice if required.

Close the preview screen and then repeat the process for any other charges.

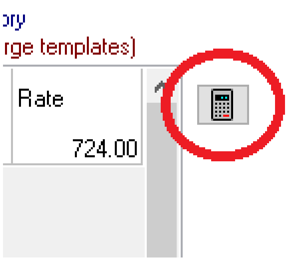
## Rate History

The third tab on the Residents screen is headed "Rate History". The "Rate Type" field at the top is compulsory, select the appropriate variant for your organisation from the drop down list. (Most homes use 'weekly' fees as their basis for calculation).

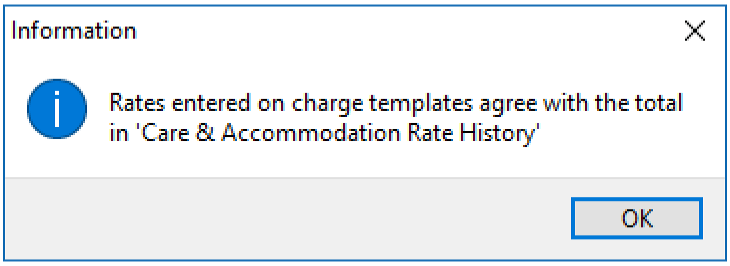



When a new resident record is created, select the rate type you use from the drop down list at the top and click on the "Tick" to save. In the "Care and Accommodation Rate History" fields enter the Start Date (usually the same as the Date of Admission) and in the "Rate (£)" box enter the total fee for the period selected. This information provides a control to check the values on the Charge Templates against.

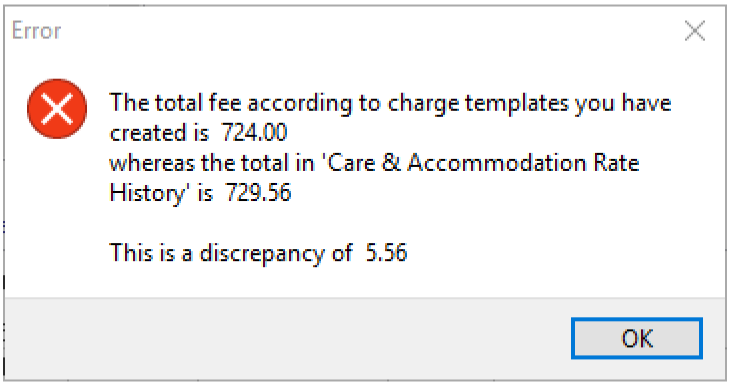
When the Charge Templates for the resident have been created, data will appear in the summary box at the bottom of the screen. To check that the templates that have been created will actually generate the correct charges based on the total fee entered, click on the "Validate" button.



If the charge template values have been entered correctly, the following message will appear.



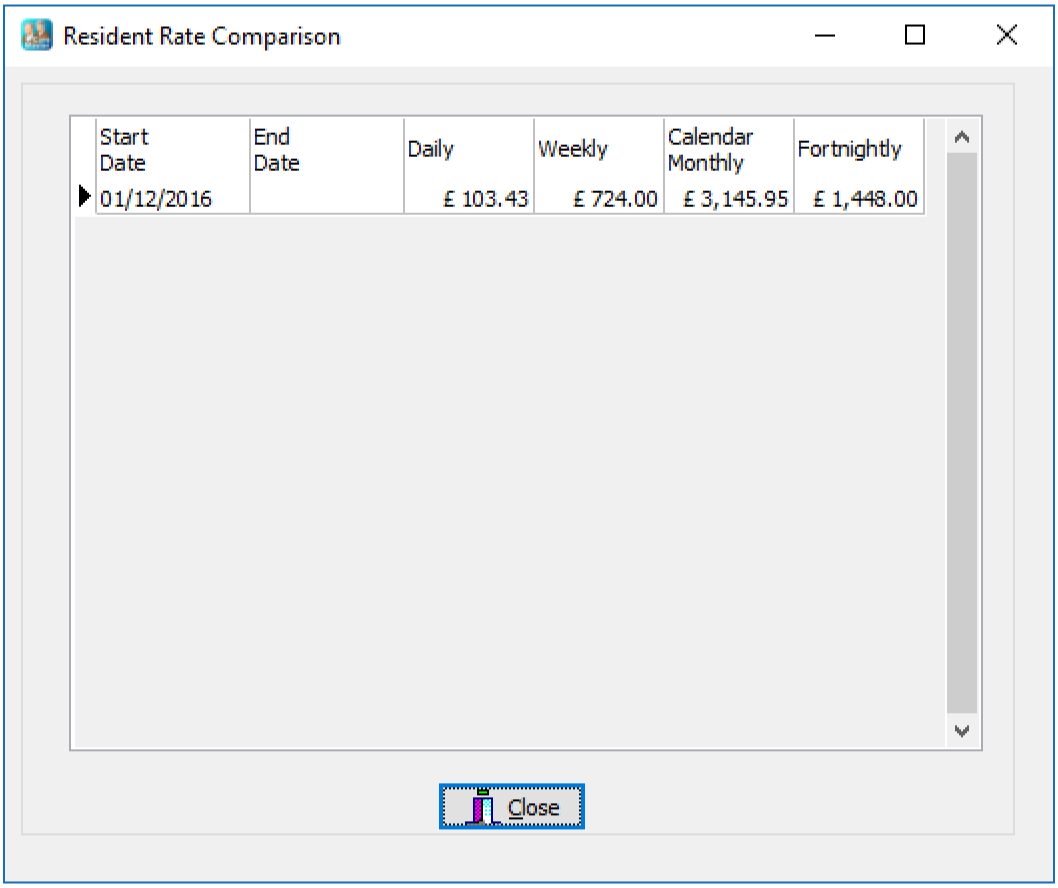

If there are discrepancies, you will see a message similar to the following.




If you get a message like this you should return to the charge templates and make corrections.

Also on this screen there are two "Periodic Rate Equivalents" buttons.

The first one is next to the "Rate Type" box at the top of the screen. This one will display the Daily, Weekly, Calendar Monthly and Fortnightly equivalents of the total fee entered.

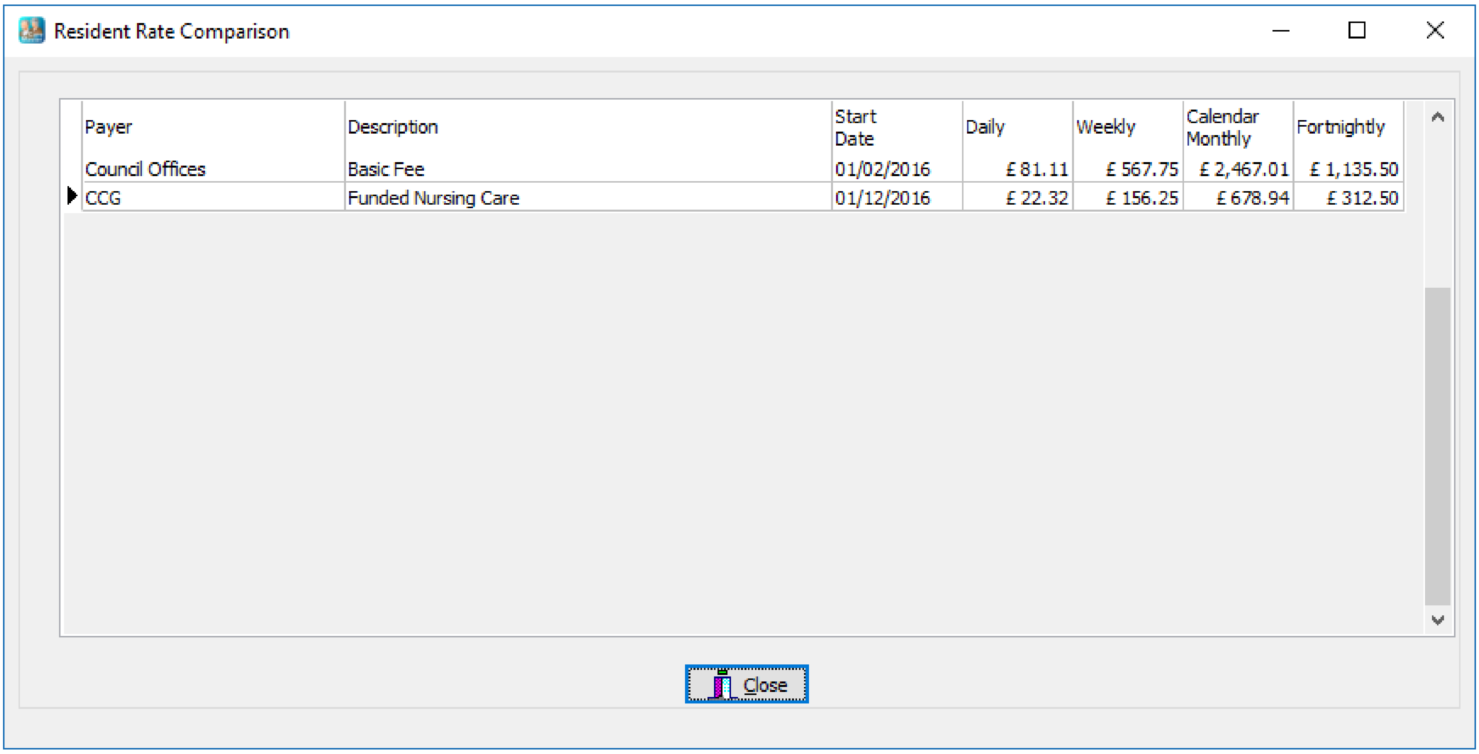


Resident Rate Comparison

| Start Date | End Date | Daily | Weekly | Calendar Monthly | Fortnightly |
|---|---|---|---|---|---|
| 01/12/2016 | | £ 103.43 | £ 724.00 | £ 3,145.95 | £ 1,448.00 |

Close

The second one just above the summary box at the bottom of the screen gives a similar breakdown but in this case of the individual charges for the resident.



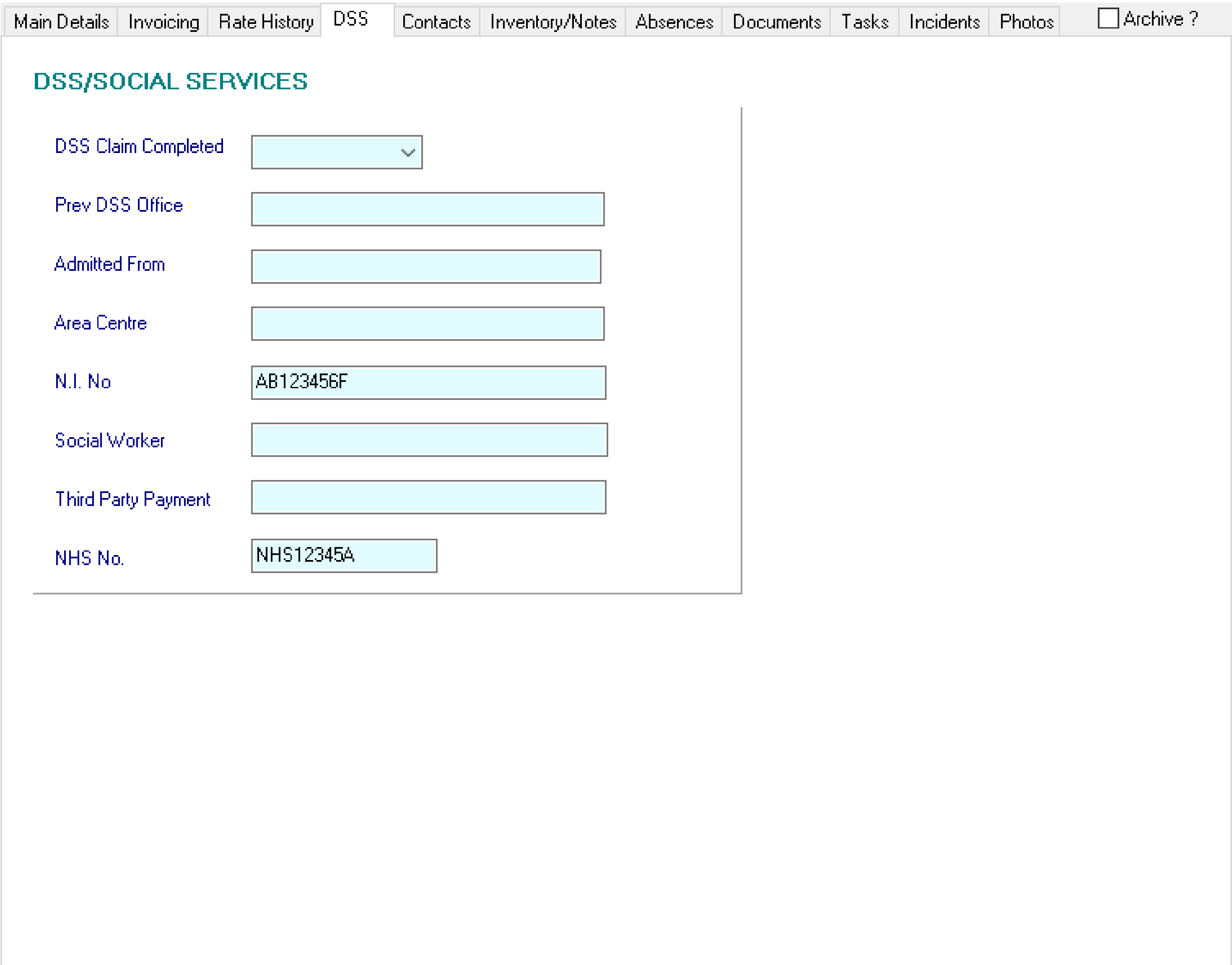
Resident Rate Comparison

| Payer | Description | Start Date | Daily | Weekly | Calendar Monthly | Fortnightly |
|---|---|---|---|---|---|---|
| Council Offices | Basic Fee | 01/02/2016 | £ 81.11 | £ 567.75 | £ 2,467.01 | £ 1,135.50 |
| CCG | Funded Nursing Care | 01/12/2016 | £ 22.32 | £ 156.25 | £ 678.94 | £ 312.50 |

Close

# DSS

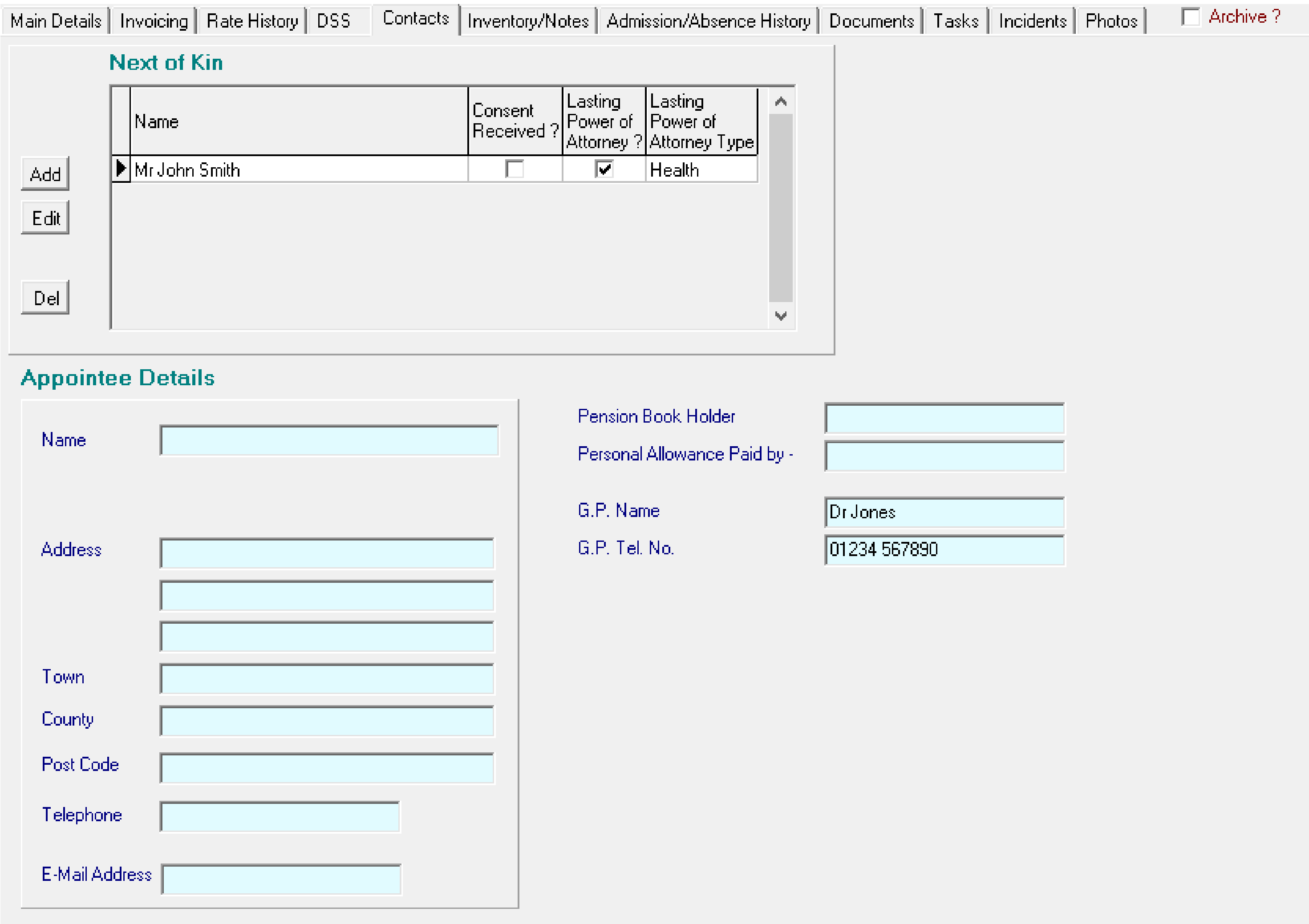
The fourth tab on the residents screen is headed "DSS". This screen holds information relating to any Social Services involvement with the resident. (None of these fields are compulsory).



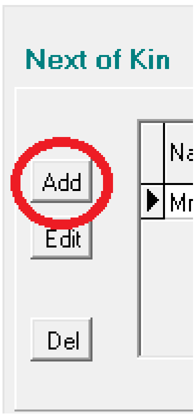

In some instances it is now a requirement that Residents names are not shown on invoices and that another form of identifier should be used. Both the "NI Number" and the "NHS No" field along with the "Order Number" field on the [Invoicing](#) screen can be shown on invoices. Please [Contact Us](#) if you need help with this.

## Contacts

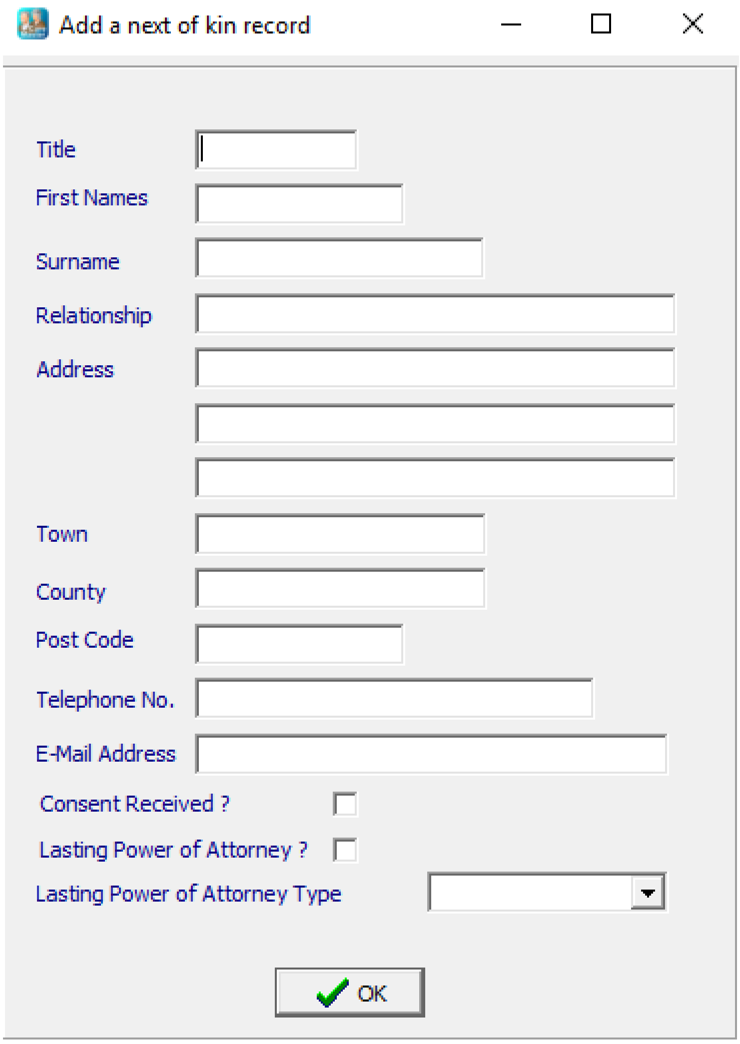
The fifth tab on the Residents screen is headed "Contacts". This screen allows the user to enter Next of Kin and GP information and also information relating to an appointee if required. (None of these fields is compulsory).




Multiple Next of Kin records can be added if required. To create a new record click the "Add" button.




Fill in all of the relevant fields on the screen.




If you have received consent to use this data under the GDPR regulations, click the "Consent Received" box. You can also record whether this individual holds a "Lasting Power of Attorney" for the resident - this may be "Health", "Finance" or "Both".

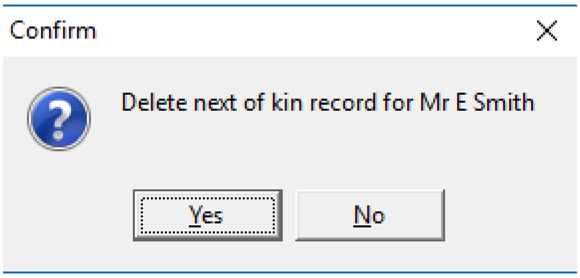
Then click the "OK" button to save the record.

To edit an existing record, highlight the relevant record and then click the "Edit" button.


Make the required changes and then click the "OK" button to save the amended record.

To remove a record completely, highlight the relevant item and then click the "Del" button.


You will then be asked to confirm your choice.



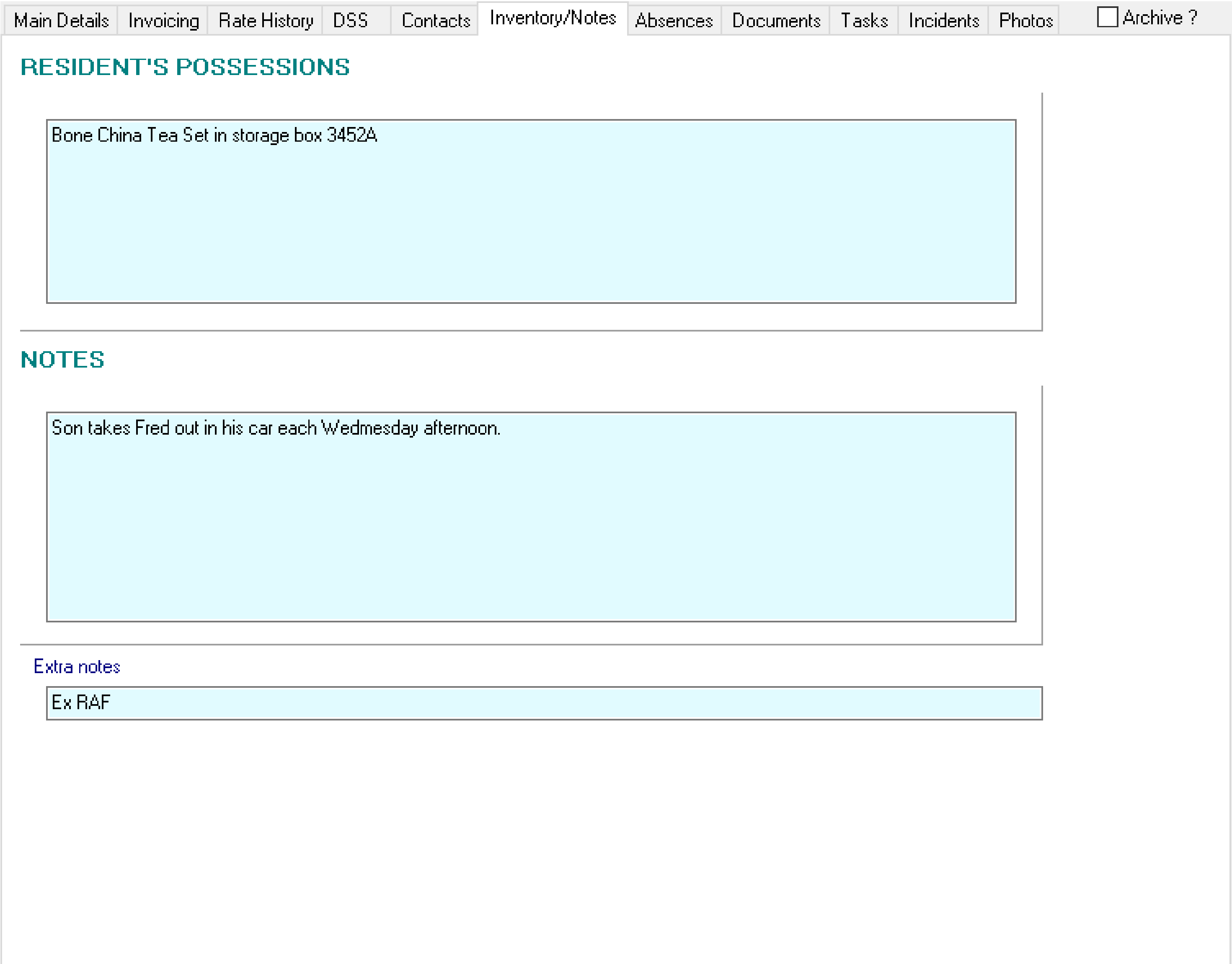

Click on "Yes" to confirm deletion or "No" to cancel.

Data can be entered directly to any of the other fields on the screen and saved by clicking on the green "Tick" button.

A list of all "Next of Kin" records can be printed by running the Next of Kin List report. This also gives the option of outputting the data to a CSV file which can then be used for mail merge if you want to create labels or letters.

## Inventory/Notes

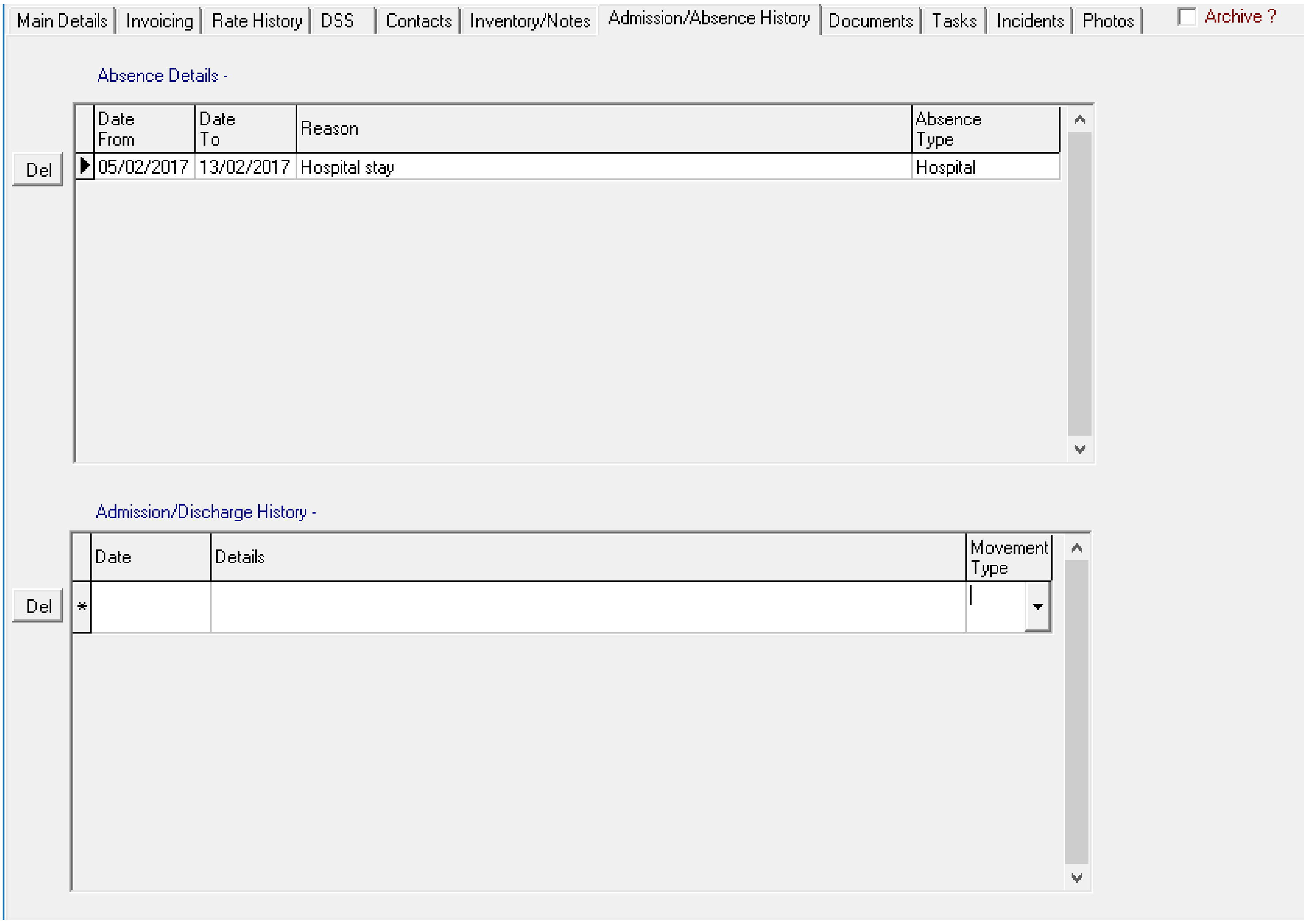
The sixth tab on the Residents screen is headed "Inventory/Notes". This screen allows the user to record details of any items that are being held on behalf of the resident and also any general notes that are required. The fields on this screen are "free text" and are not restricted.




At the bottom of the screen there is an "Extra Notes" field, any data entered here will show on the List Residents (show extra notes) report.

## Admission/Absence History

The seventh tab on the Residents screen is headed "Admission/Absence History". Some Local Authorities require the home to keep records of any occasions when the resident is absent from the home along with reasons. The information can be entered on the upper part of this screen and if required can be shown on specific local authority invoices.



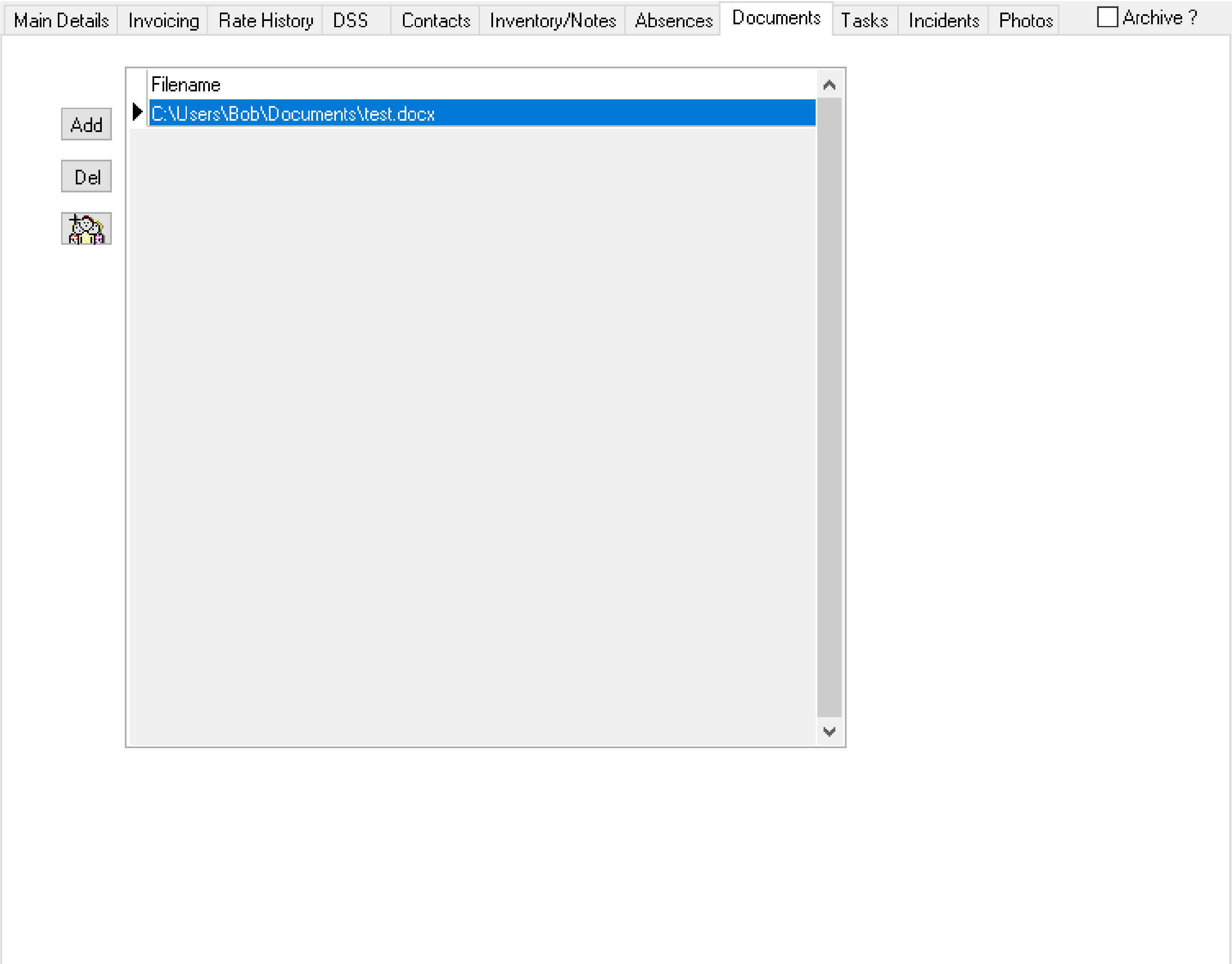

Absence records can be removed by clicking on the "Del" button on the left of the screen.

Absences entered on this screen will be shown on the Absence Report.

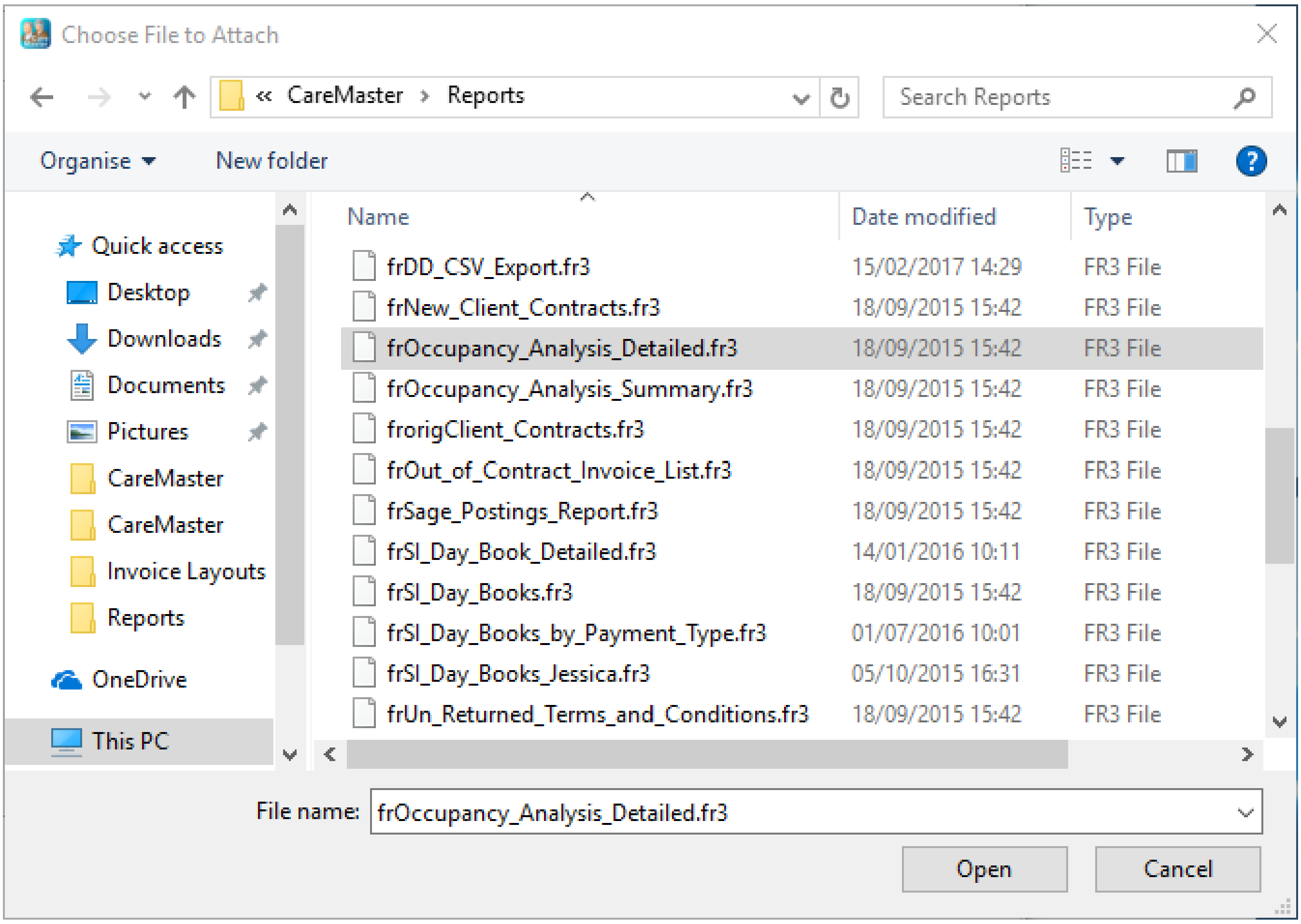
The lower part of the screen allows the recording of multiple admissions and discharges, this could occur if a client came into the home for a period or respite care on a number of different occasions. Enter the "Date", "Details" and "Movement Type" (this is either an "Admission" or a "Discharge").

## Documents

The eighth tab on the Residents screen is headed "Documents", this allows the user to attach documents to the resident record. These documents may be stored on the same computer or on a network, they can be any type of file and could consist of letters or forms relating to the resident or spreadsheets, PDF files or graphic files.

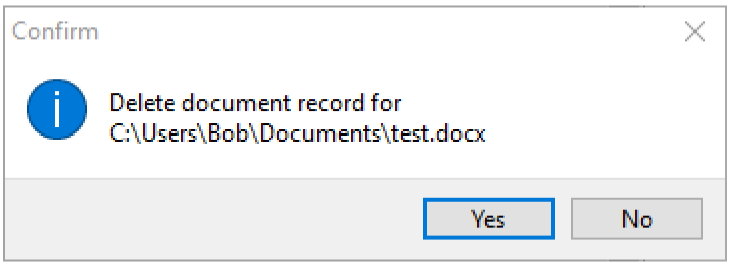



To add a new document to the list, click on the "Add" button on the left of the screen, a standard file explorer screen will open.



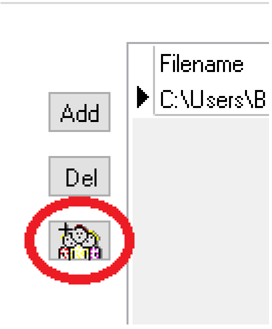

Use this screen to find the file you wish to attach to the list, highlight it and then click on the "Open" button. The file will then be added to list .

If you no longer need a particular file attached to the list you can remove it by highlighting the relevant line and then clicking on the "Del" button on the left of the screen. You will then be asked to confirm that you wish to continue with the deletion.




Click on "Yes" to continue or "No" to cancel. **N.B. This process only removes the file from the list in the resident record, it does not delete the file from it's original location.**

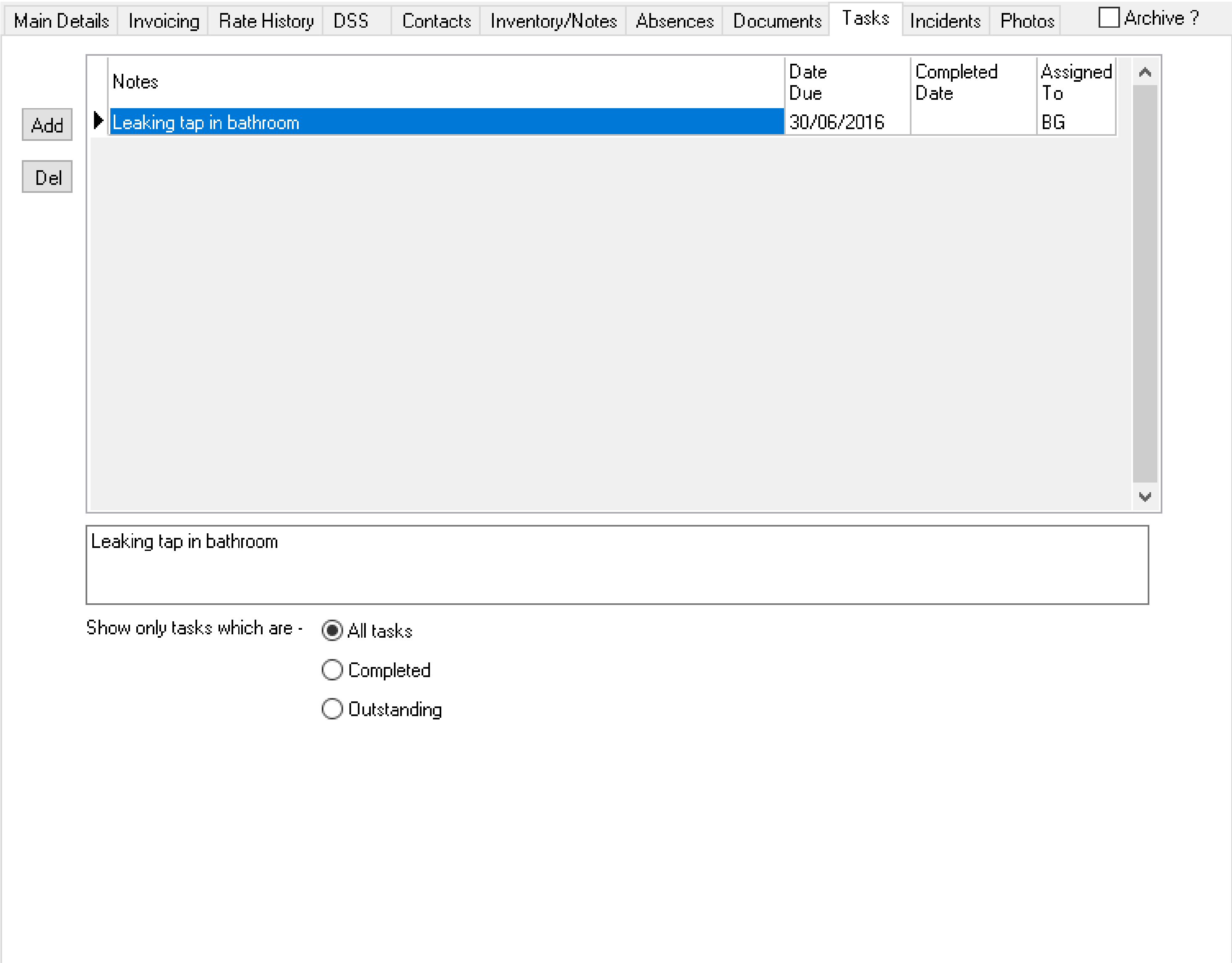
To view a file, highlight the relevant line on the list and then click on the "View Attached Document" button on the left of the screen.




As long as the relevant program is installed on the computer, the document will open for viewing and editing.

## Tasks

The ninth tab on the Residents screen is headed "Tasks", this allows the user to set up tasks relating to each resident, give them a due date and assign to an individual. You can then keep track of whether jobs have been completed or not using the radio buttons at the bottom of the screen or by running the Print Resident Notes report.



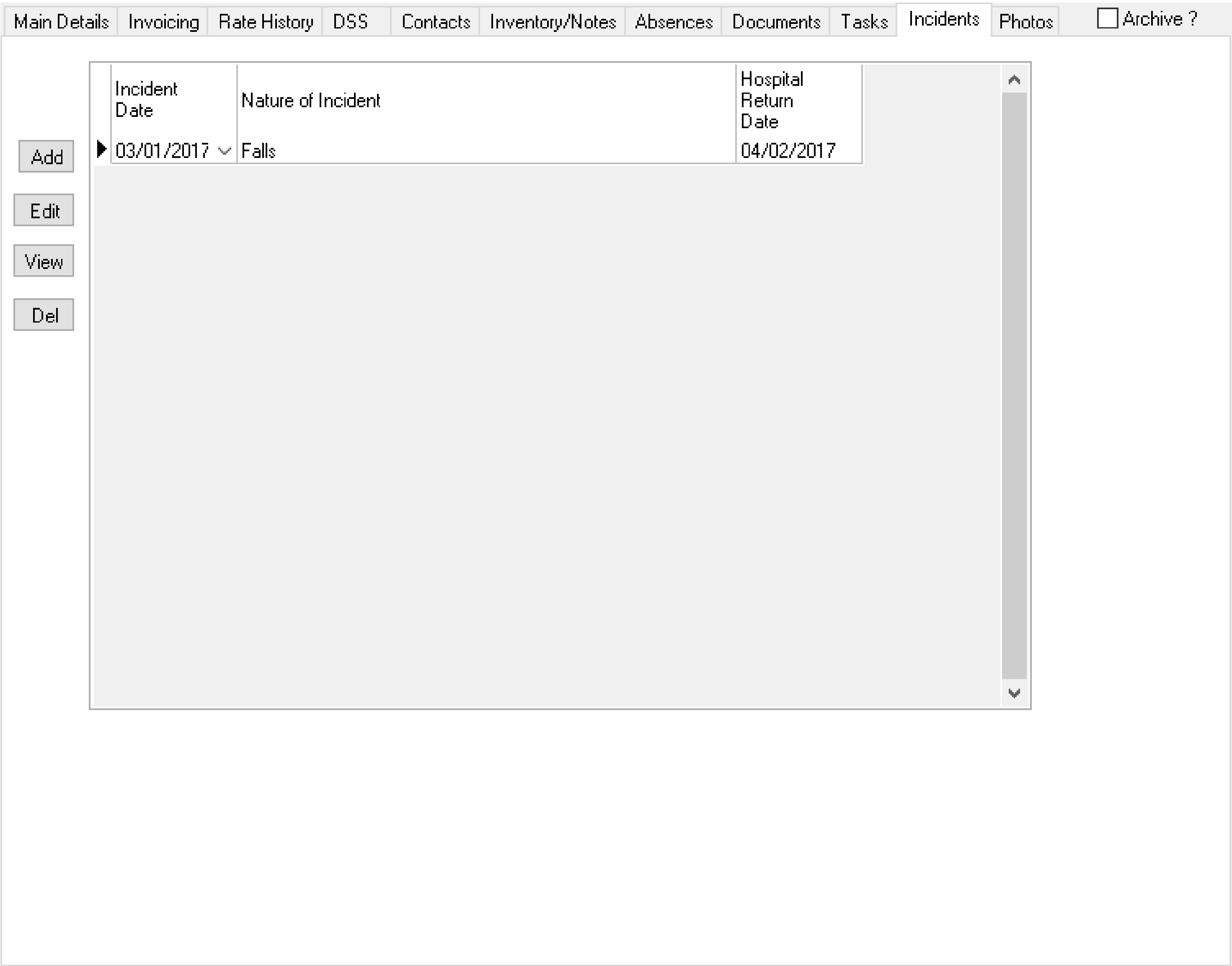

To add a new task, click on the "Add" button on the left of the screen and type in the details, when it is due and the initials of who it is assigned to. Once the task has been completed a completion date can be added.

To delete an existing task, highlight the relevant line and click on the "Del" button on the left of the screen.

The radio buttons at the bottom of the screen allow you to filter the data to show "All tasks", "Completed Tasks" or "Outstanding Tasks". You can also run reports detailing tasks by going to Print Resident Notes in the Reports menu.

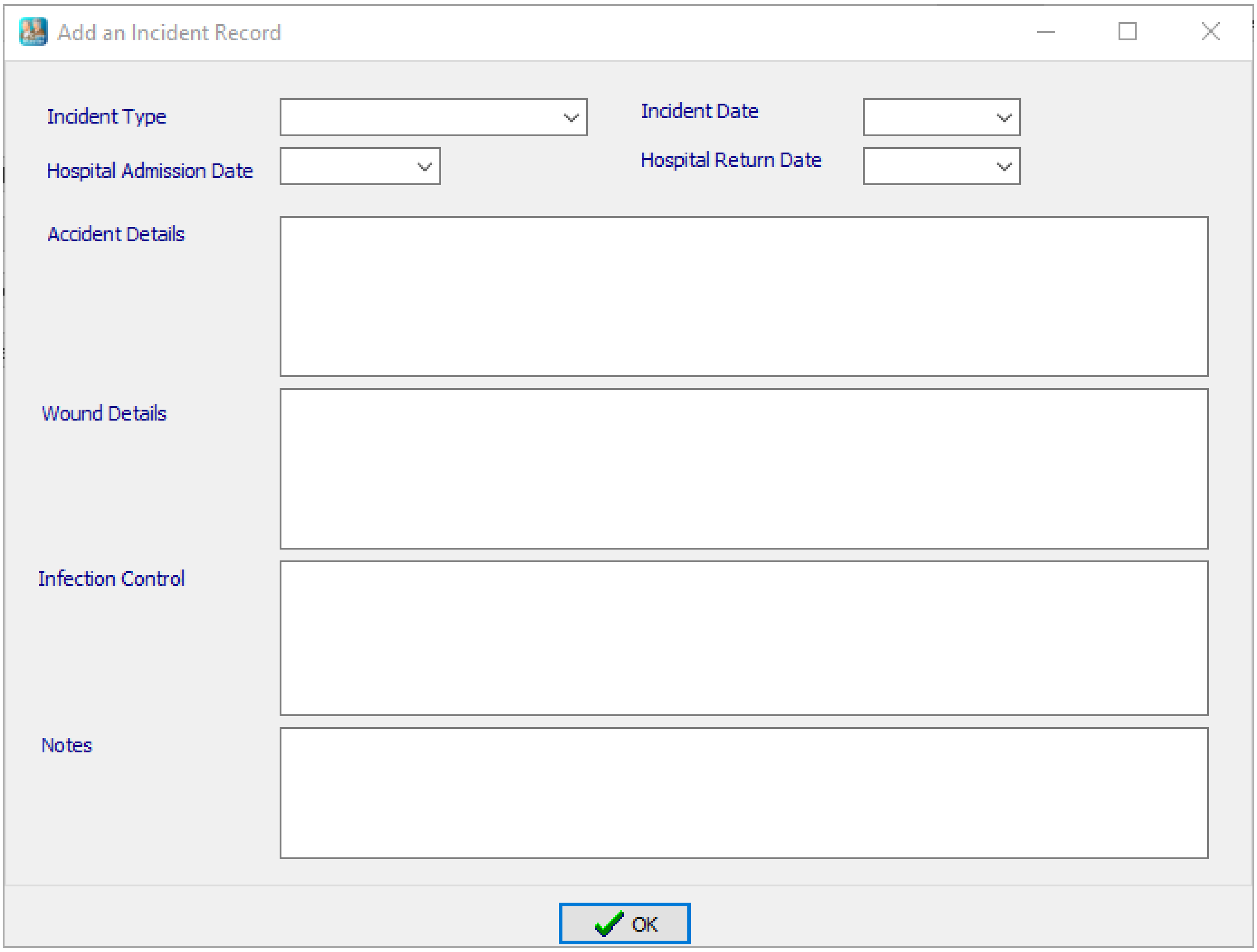
## Incidents

The tenth tab on the Residents screen is headed "Incidents", this allows the user to record any accidents or incidents that have occured for each resident in the home and to report on them.




Before entering any data on this screen you should first create some incident types. To do this, go to the "Settings" menu and click on "Sundry" followed by Resident Incident Types.

To add a new record, click on the "Add" button on the left, the "Add an Incident Record" screen will appear.

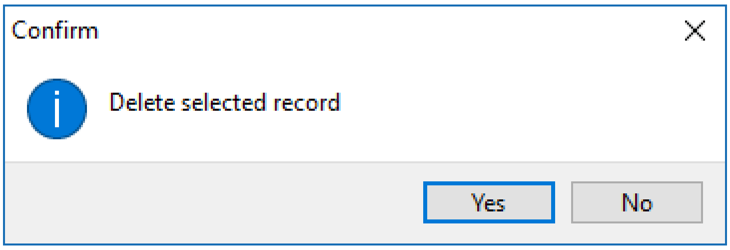



Click on the drop down button to select an Incident Type and then move across to the Incident Date field. Clicking on the drop down button will display a calendar so that you can select a date, or if you wish, you can type the date directly into the field. If a hospital visit was required enter the Admission Date. The Hospital Return Date may be added later if necessary. There are four text boxes on the screen headed "Accident Details", "Wound Details", "Infection Control" and "Notes", data can be entered in any or all of these fields as required. When you have finished entering information click on "OK" to save the record.

If you wish to edit an existing record, highlight the relevant line and click the "Edit" button, when you have finished adding or amending data, click on "OK" to save the record.

If you wish to view an existing record, highlight the relevant line and click the "View" button. (N.B. The View screen is not editable).

If you wish to delete an existing record, highlight the relevant line and click the "Del" button. You will be asked to confirm your choice.

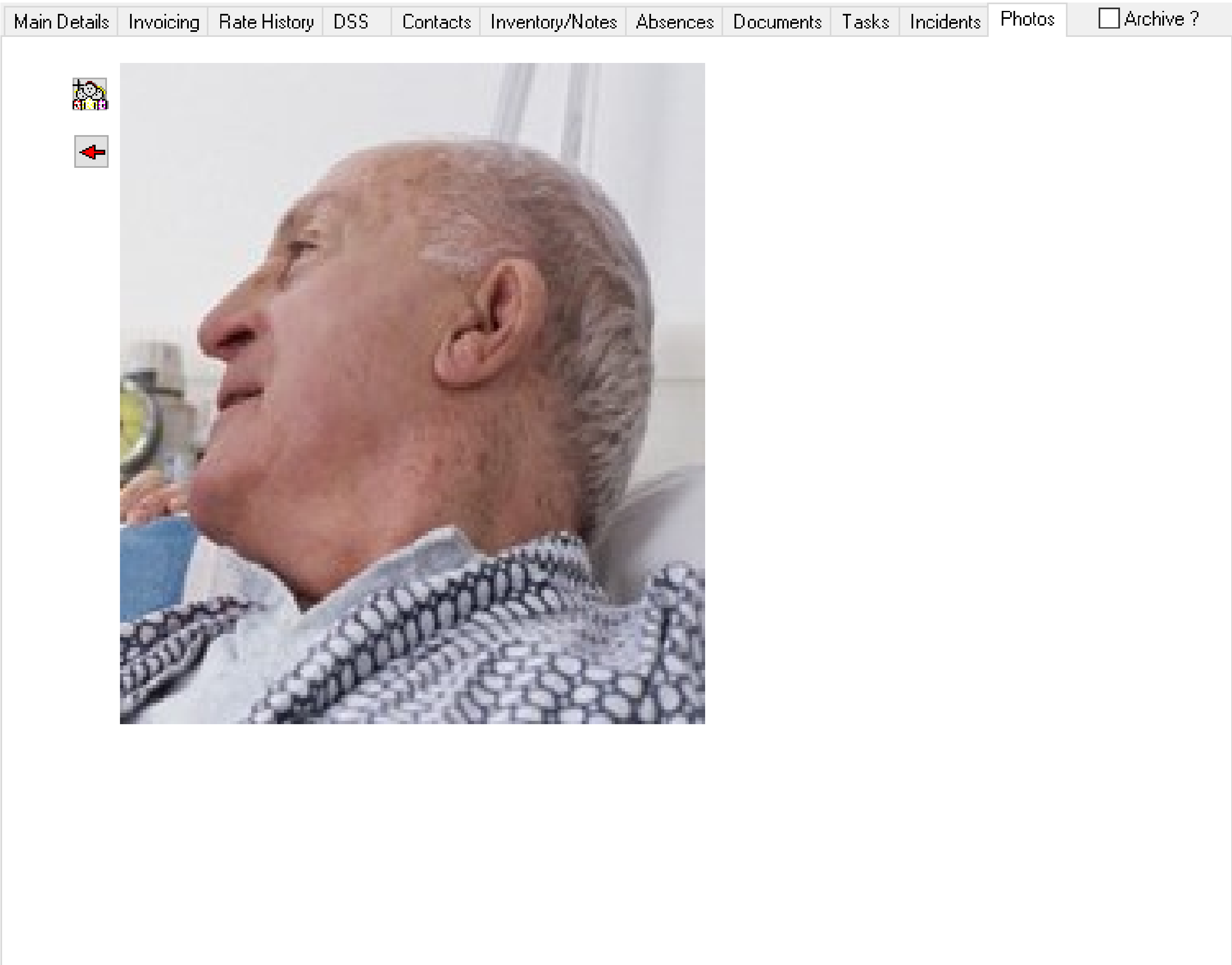



Click on "Yes" to confirm the deletion or "No" to cancel.

You can run reports detailing incidents by going to Resident Incident Report on the Reports menu.

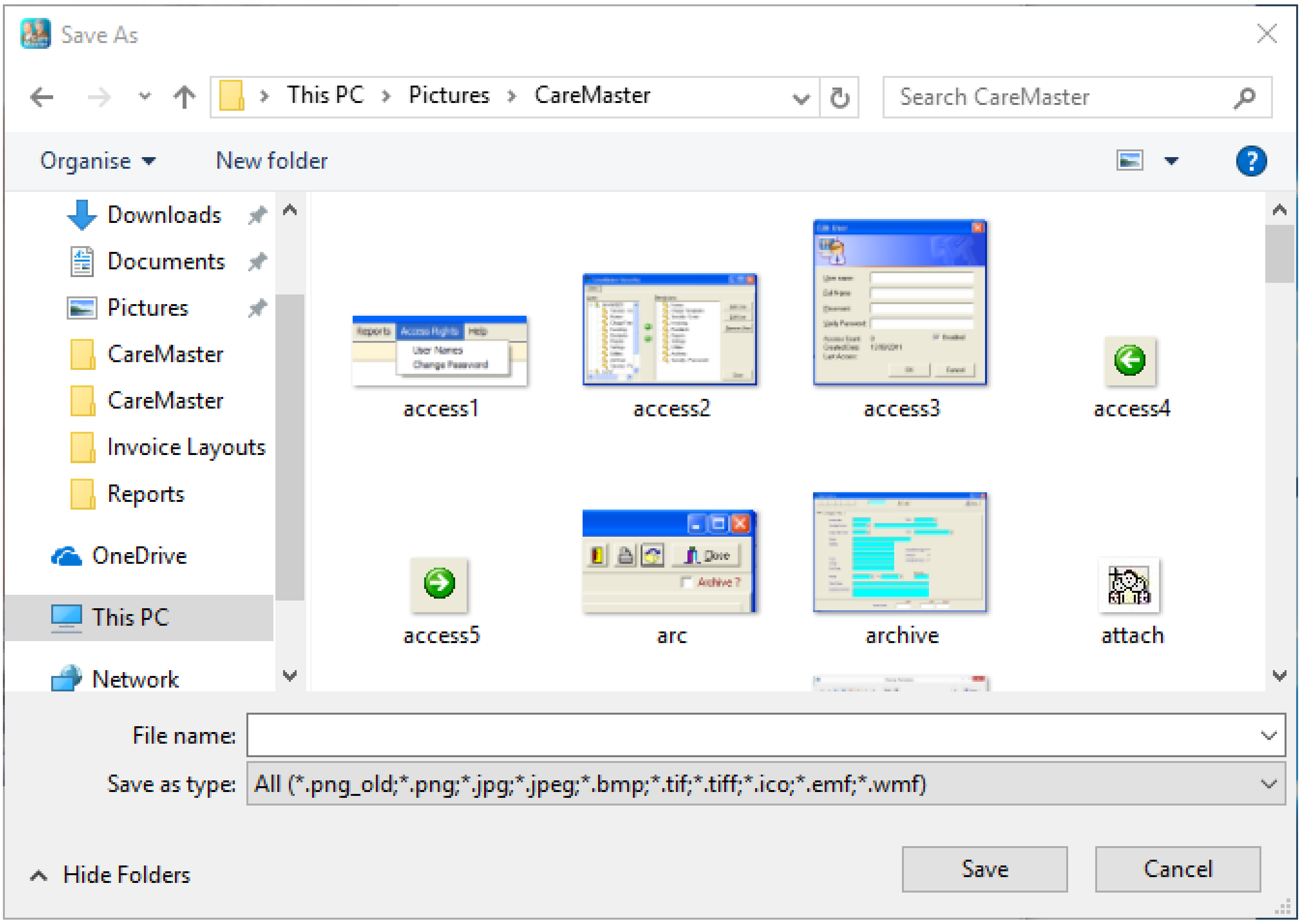
## Photos

The eleventh tab on the Residents screen is headed "Photos", this allows the user to add a picture of the resident to each record.




To add a picture to a resident record, click on the "Attach a Photograph" button on the left of the screen.

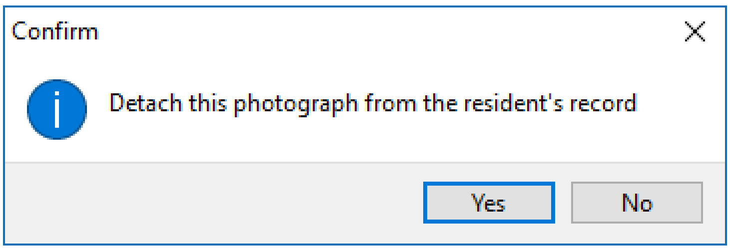
A standard file explorer screen will open.




Use this screen to find the graphic you wish to display, highlight it and then click on the "Open" button. The photo will now be displayed on the screen in the resident record. (Most of the common graphical file formats are accepted).

If you need to remove the photo from the resident record, click on the "Detach this Photo" button on the left of the screen.

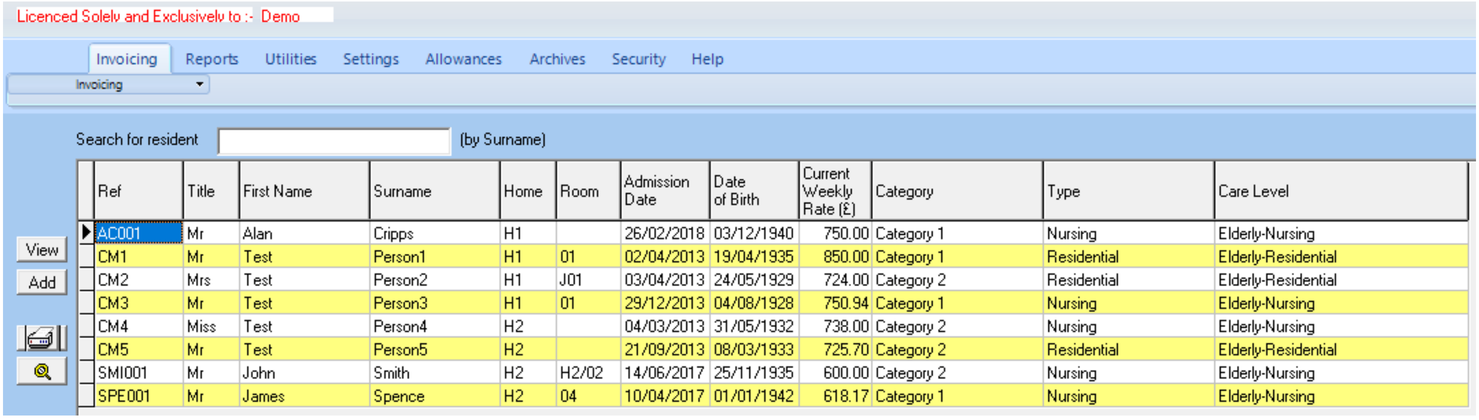
You will then be asked to confirm your choice.




Click on "Yes" to continue with removing the photo or "No" to cancel.

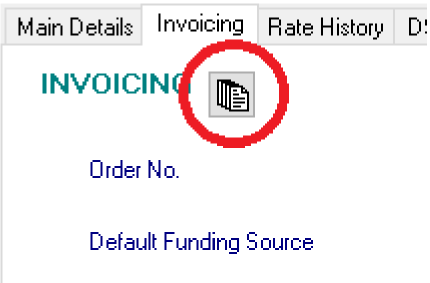
## Creating Charge Templates

Charge Templates are used to define the invoicing structure for each funding source in every resident's record. If you have a number of residents with the same or similar invoicing structure you can use Skeleton Charge Templates to speed up the process of creating these records.




Select the record you want to work with and then click the "View" button on the left to go to the Resident Information screen.

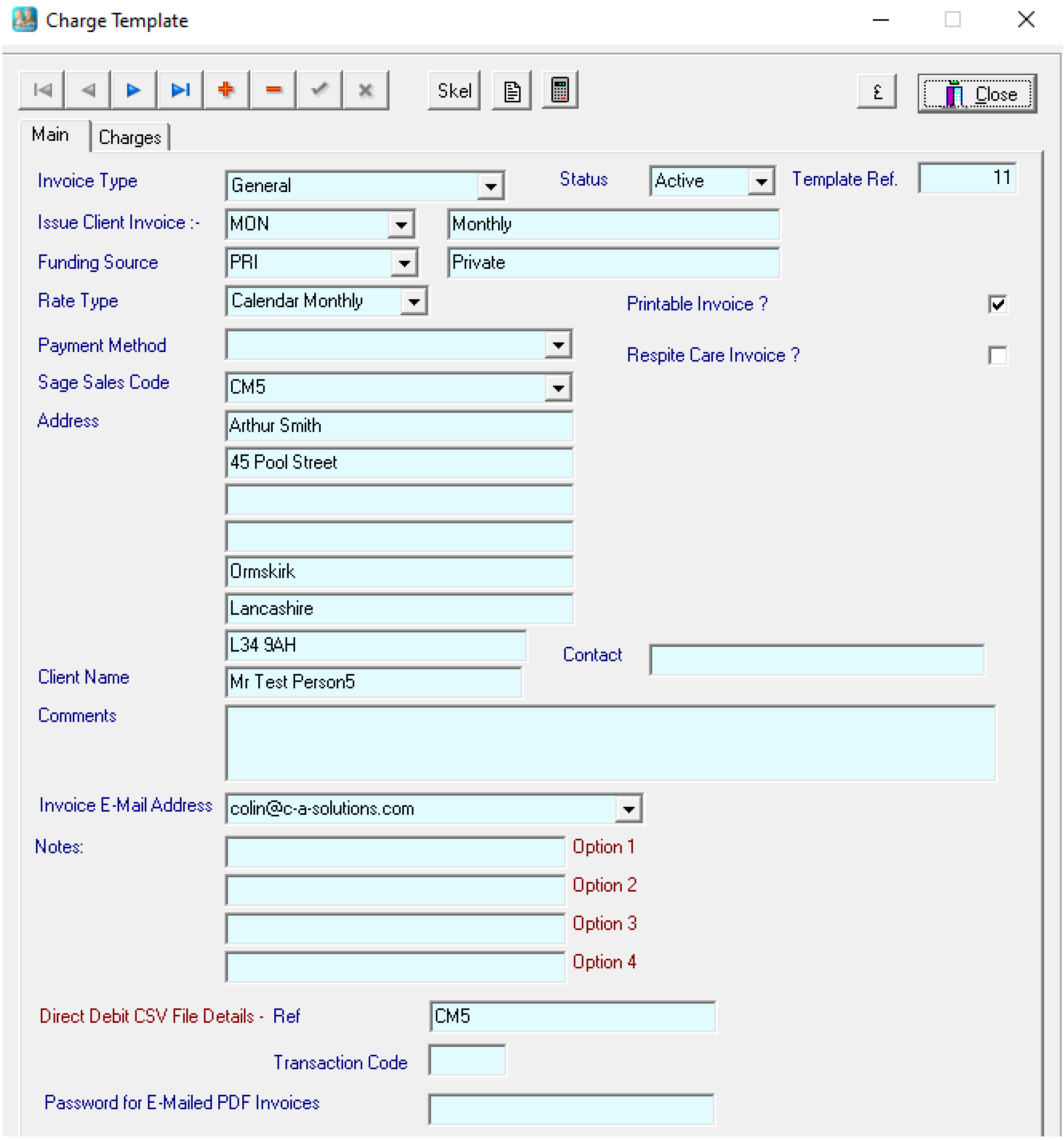
Go to the "Invoicing" tab and click on the "Charge Templates" button.




The Charge Template screen has two tabs, Main and Charges. Please see the following pages for details on each of these.

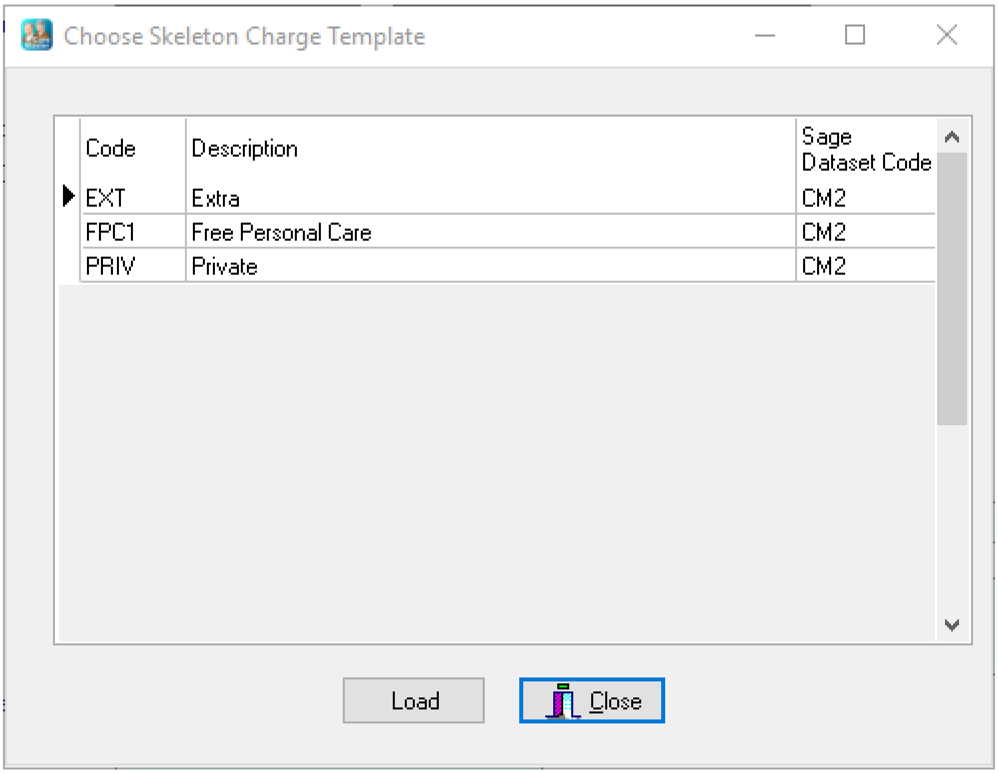
## Main

This screen is used to define the type and frequency of the invoice, where it is to be sent and whether it is required to be printable or not.




Charge Templates can be created in two ways, manually or by using Skeleton Charge Templates. If you wish to make use of a previously created "Skeleton", click on the "Skel" button.


The "Choose Skeleton Charge Template" screen will appear.




Highlight the Skeleton you wish to use and click the "Load" button. This will add the predefined data to the Charge Template you can then add or edit the data as required. For more information on adding and editing please see the section below on manual creation of Charge Templates.

To create a new Charge Template manually click on the "Add" button (+) and then work through the fields as described below.

Select the "Invoice Type" from the drop down list, this is the list of different invoice layouts that have been set up in the Invoice Formats screen. The "Status" should be set to "Active" unless you do not want this Charge Template to be included in your invoice runs in  which case change it to "Ignore". The "Issue Client Invoice" field defines the invoice cycle that is to be used and is selected from the list created in the Invoicing Periods screen. The "Funding Source" field defines which type of organisation or individual will pay for this invoice and is selected from the list created in the Funding Sources screen. The "Rate Type" field defines how the charge rate is to be calculated (i.e. on a weekly basis or daily basis, etc) this picks up the default rate that was set on the Resident Rate History screen but can be amended if necessary. The "Payment Method" field defines how this invoice is to be paid and is selected from the list created in the  Sales Invoice Payment Methods screen.

The "Template Ref" field is automatically populated and is used in the process of Importing Variable Costs from Excel.

If you want invoices created from this Charge Template to be printable click in the "Printable Invoice?" box. If this box is not ticked invoices created from this template will not be printed out but invoice transactions will still be created and included in the posting to Sage 50 Accounts.

If you want this to be a Respite Care type of charge, the "Respite Care Invoice?" box must be ticked.

The "Sage Sales Code" field is linked to the list of Customer Account Codes in Sage 50 Accounts. Data in this drop down list will not be available until the Refresh Sage Data option has been run. When a Sage Sales Code is selected, any name and address information that is held in the Sage customer record will appear in the boxes below. **N.B. If this needs to be amended it can be overwritten directly on this screen but it is better to correct the data in Sage 50 Accounts and then run the "Refresh Sage Data" option again to update the record.**

Information typed into the "Comments" box will appear in the Comments section of any invoices created from this template.

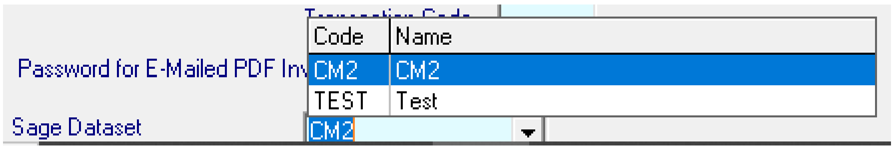
If you wish to be able to email invoices created from this template, an email address must be selected from the drop down list (these email addresses must have been entered into the Sage Customer Account records). You will also need to set up the relevant information on the "Invoice Emailing" tab of the System Defaults screen. For information on the process of emailing invoices go to Send Invoices by E-mail.
In addition, you may wish to password protect the PDF invoice files that you email. If so, enter the password in the "Password for Emailed PDF Invoices" box at the bottom of the screen. You will need to let the client know the password so that they can view the invoices they receive.

The four "Notes" fields are 'free text' and can be used to record any information you wish.

The two "Direct Debit CSV File Details" fields are used in conjunction with the Direct Debit File Output function. The "Ref" field is used to enter the reference you wish to use to identify your DD transaction (by default this will be the internal CareMaster reference number for the resident but this can be overwritten if required). The "Transaction Code" field is for the DD collection code (e.g. '17' is the code for a regular collection).

When all of the required data has been entered click on the green "Tick" to save the record and then move on to the Charges tab.

**N.B.** If you have selected the "Allow individual sales invoices to be posted to separate Sage datasets instead of homes" option on the System Defaults "Sage Invoice Posting" tab, another field will appear at the bottom of this screen.




You must select the relevant Sage dataset for this charge template in order to be able to select Sage Customer Codes, Nominal Codes, Department Code and VAT Codes.

There are two other buttons at the top of this screen:

The "Ad-Hoc Invoice/Credit Note" button.

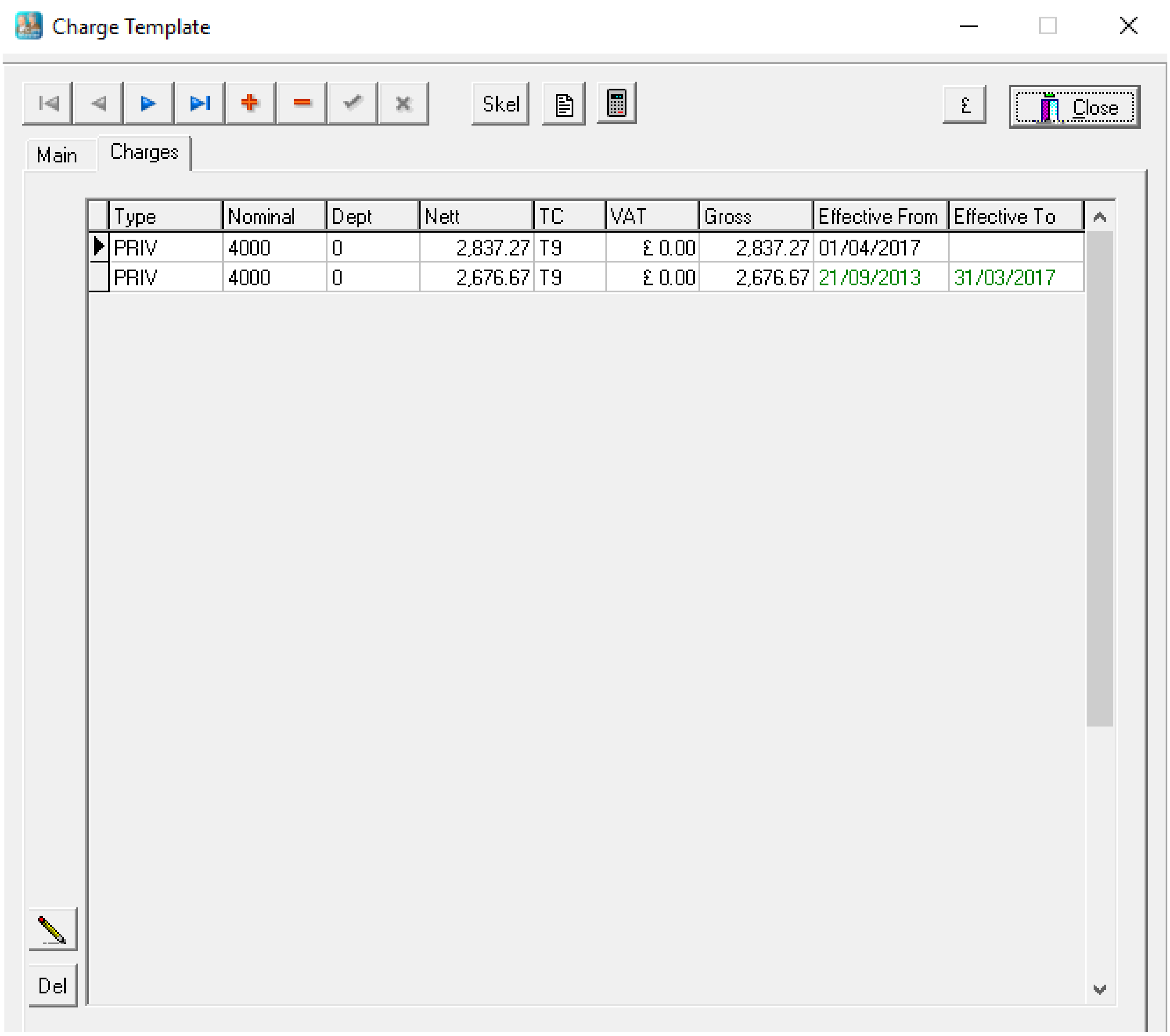

For information on this go to the Ad-Hoc Invoices page.

The "Convert a Rate" button.


Go to the Charges page for more information on this button.

## Charges

This screen is used to define the actual charges for each funding source.




Click on the drop-down button in the "Type" field to select the type of charge required, this list is created in the Invoice Charge Types screen. The default Nominal Code and Department Code will automatically be picked from the Home record although these can be amended for each Charge Template as required. Both of these fields are linked to the relevant tables in the Sage 50 Accounts database and this data will not be available until the Refresh Sage Data option has been run.

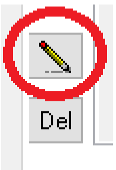
**N.B. If a credit amount is required on a Charge Template, a minus sign (-) should be entered before the Nett Value. The data on the line will change to red as a visual reminder that this is a credit line. (See Credit Notes for further information).**

The "Tax Code" field will default to the value on the Home record but this can be amended if required, this field is also linked to Sage 50 Accounts.

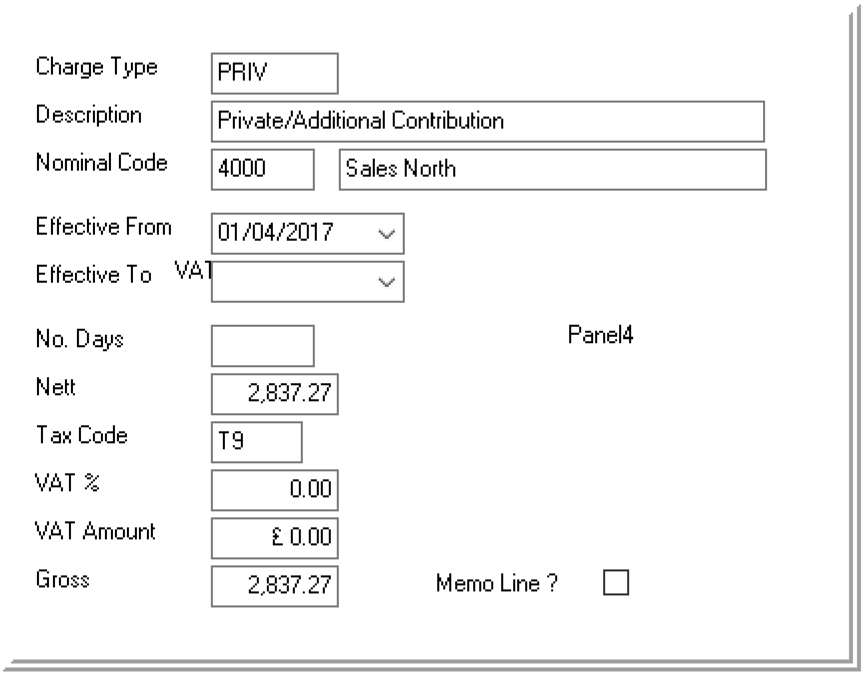
The "Effective From" date is the date that this particular charge will start being used on invoices, it will continue to be used until a date is entered in the "Effective To" field. As rates are updated this screen will build up a history of past rates for reference purposes. For more information on updating rates and effective dates please go to Client Rate Processing.

Multiple lines can be entered on each charge template, to do this just use the "Tab" key on your keyboard to move on to the next line.

If you wish to edit an existing line, highlight it and click on the "Edit button.

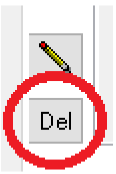



The following screen will now open.

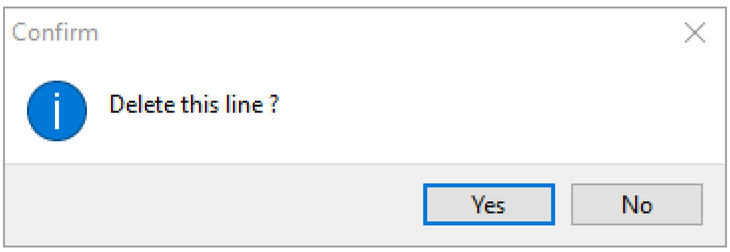



You can make any changes required and then  click on the "Edit" button again to return to the Charges screen. Click on the "Tick" at the top to save your changes.

If you wish to delete a line from a charge template, highlight it and click on the "Del" button.




You will then be asked to confirm your choice.

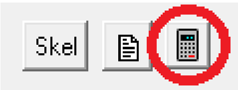



Click on "Yes" to confirm the deletion or "No" to cancel.

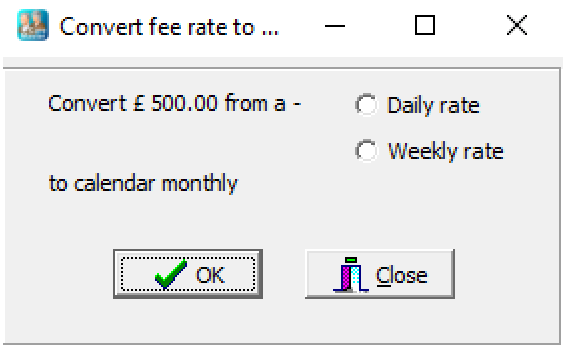
At the top of the screen next to the "Skel" button there are two further buttons:

"Produce Ad-Hoc Invoice/Credit Note", for information on Ad-hoc invoices and credits please go to Ad-Hoc Invoices.

"Convert a Rate" button.




This button will automatically convert a rate entered as a daily or weekly amount into the monthly equivalent.

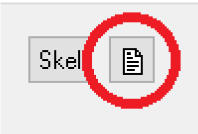



Select the rate type entered and then click on "OK" to convert the value.

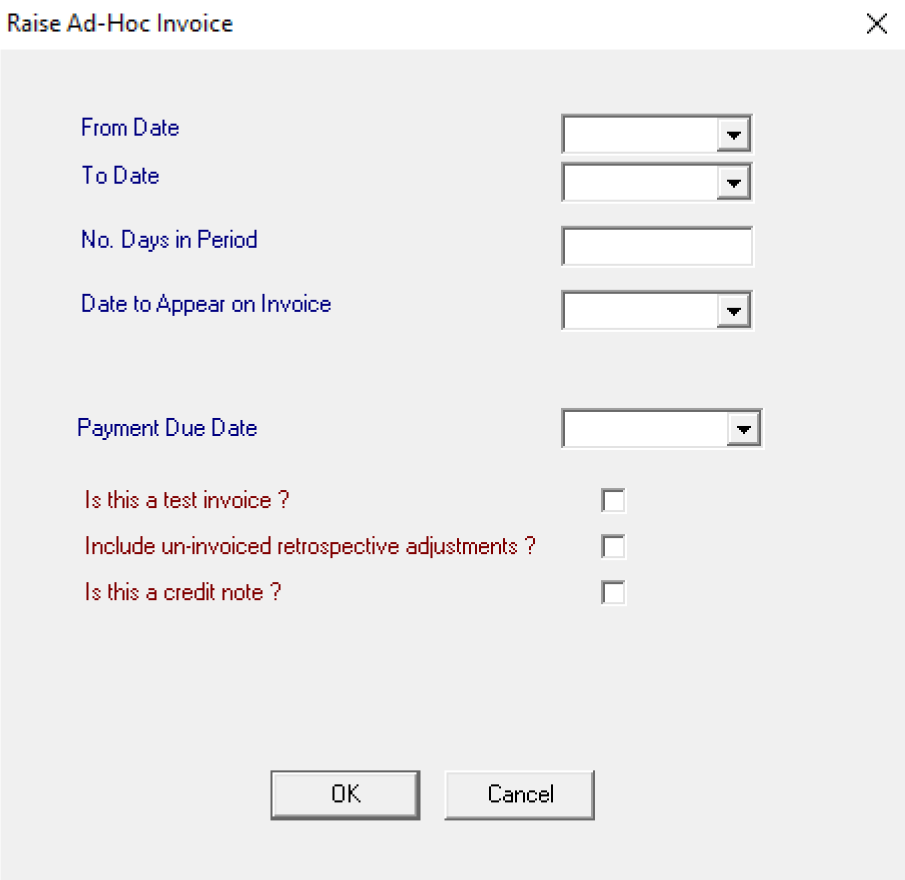
## Ad-Hoc Invoices

This function allows the creation of "one-off" invoices or credit notes based on an existing charge template but outside of the normal invoicing cycle. It is normally used to create a transaction for a time period that is different to the normal period for the template, for example, if the invoicing for a particular period has already been processed and a new resident arrives part way through the period it would be necessary to create an Ad-Hoc invoice to catch up.

It is accessed by clicking on the "Produce Ad-Hoc Invoice/Credit Note" button at the top of the Charge Template screen.




The "Raise Ad-Hoc Invoice" screen will then appear.




Enter the "From Date" and "To Date" that are required and the "No. Days in Period" will automatically be calculated. Then enter the "Date to Appear on Invoice". (**N.B. This is the date that will be used when the invoice is posted to Sage 50 Accounts**). You may also enter a "Payment Due Date" if this is required, please note that this requires an amendment to the Invoice layout.

At the bottom of the screen there are three tickbox options:

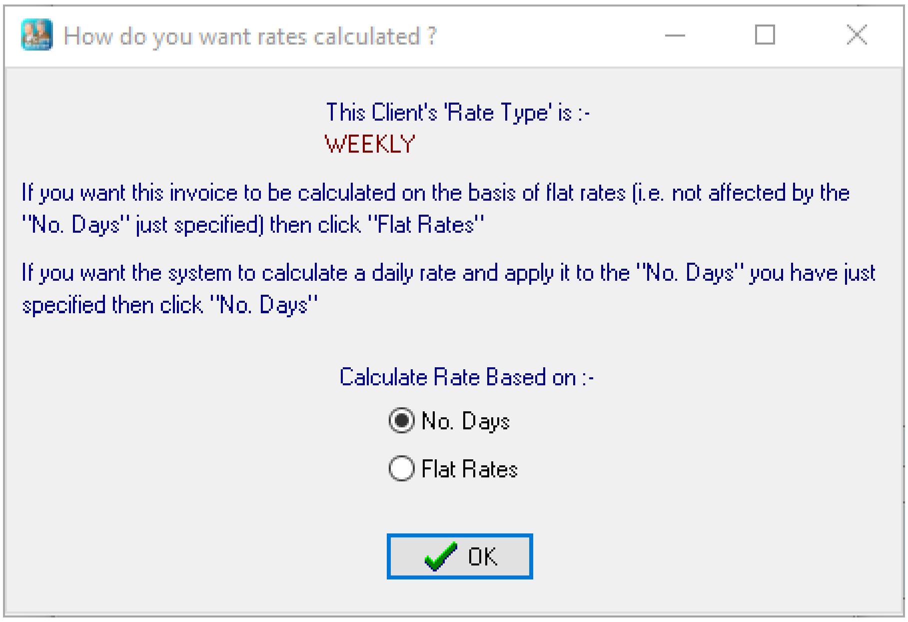
"Is this a test invoice?" - selecting this option allows the user to see the effect of the data entered on the screen without actually creating an invoice transaction. If you are not sure about the values or dates you have entered this option will allow you to try it out before creating an actual invoice or credit note.

"Include un-invoiced retrospective adjustments?" - This option is related to "Create Retrospective Adjustments" in the Client Rate Processing section. If a retrospective adjustment has been created on the current charge template you can choose to include it on the invoice/credit note you are creating or leave it for the next regular invoice run.

"Is this a credit note?" - selecting this option will create a credit note rather than an invoice. See Credit Notes for more information.

Clicking on "OK" will take you to the printer dialog box and you can then preview the document on screen and print it out if desired. **N.B. If the "Printable Invoice?" box has not been ticked or if the "Invoice Type" selected is a 'multiple' type you will not be able to view the document but it will still create the transaction which will show in the Invoice History screen and also in the View/Modify Invoices screens.**

In the case of a template based on a Calendar Monthly cycle, an additional screen will appear after the "Raise Ad-Hoc Invoice" screen.



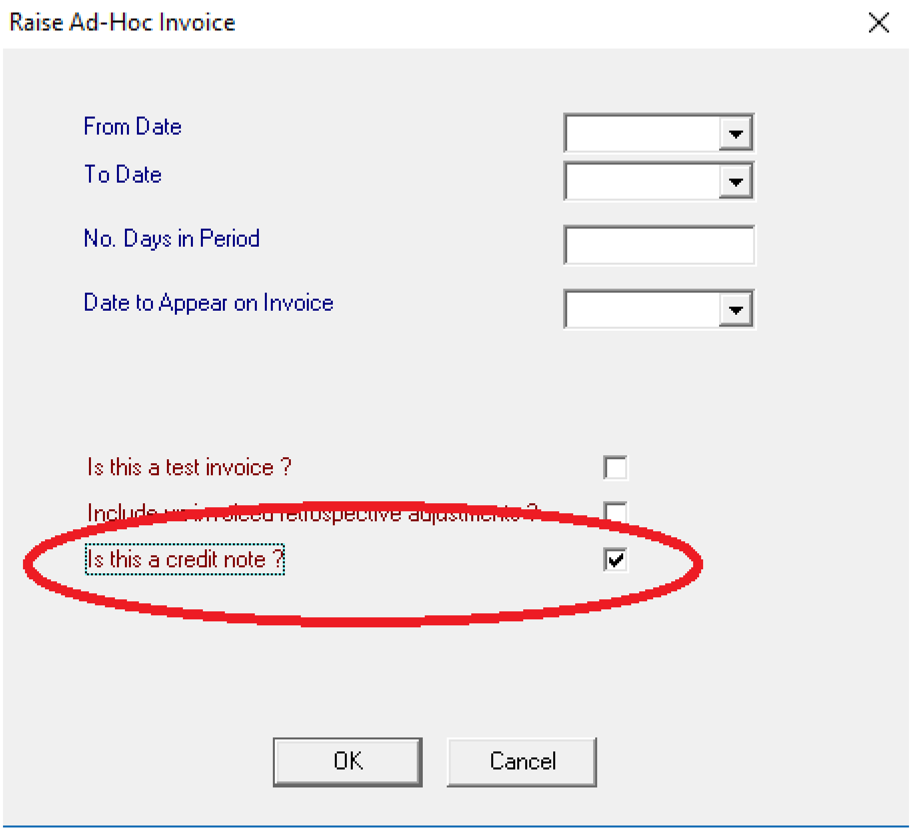

This allows the selection of either "Number of Days" or "Flat Rate". The first option will calculate a daily rate multiplied by the number of days specified on the previous screen. The second option will charge the flat rate from the original charge template.

Once the process is finished the invoice/credit note will then appear in the Invoice History and the View/Modify Invoices section from where it can be printed and posted to Sage 50 Accounts.

# Credit Notes

This function allows the creation of "one-off" credit notes based on an existing charge template but outside of the normal invoicing cycle. It is normally used to create a transaction for a time period that is different to the normal period for the template, for example, if the invoicing for a particular period has already been processed and a resident then leaves part way through the period it would be necessary to raise a credit note for the excess days.

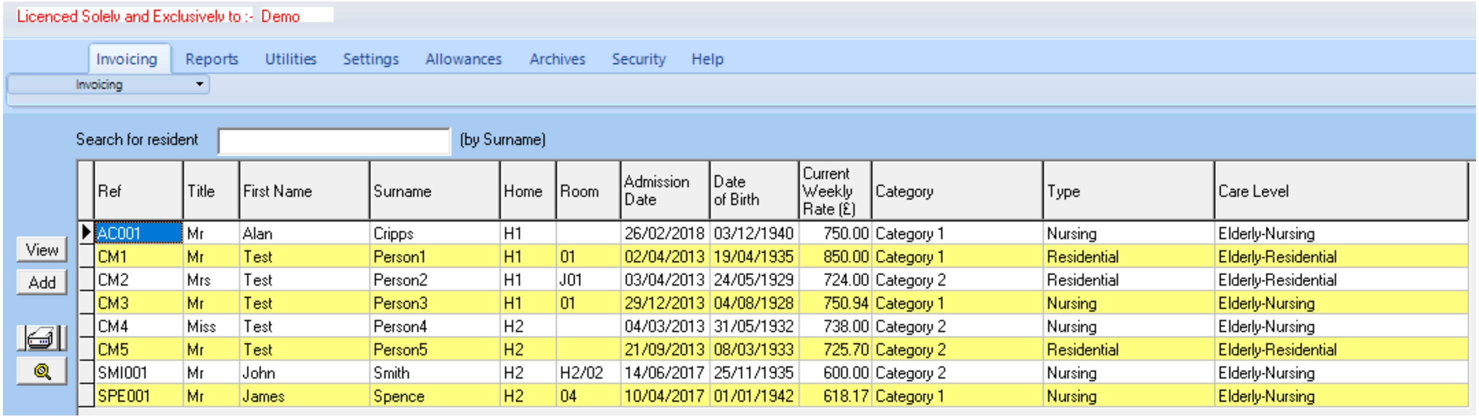
Credit Notes are created in exactly the same way as [Ad-Hoc Invoices](#) except that the "Is this a credit note?" box must be ticked.



# Move Resident to a new Home

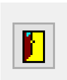
In a multiple home situation it is sometimes necessary to move a resident from one home to another. This page outlines the steps that should be taken to achieve this.

Before moving a resident to a new home it is important to check that any invoices/credit notes relating to their stay in the current home have been raised. If this has not already been done it should be completed now (see Ad-Hoc Invoices and Credit Notes for further information).




| Ref | Title | First Name | Surname | Home | Room | Admission Date | Date of Birth | Current Weekly Rate (£) | Category | Type | Care Level |
|---|---|---|---|---|---|---|---|---|---|---|---|
| AC001 | Mr | Alan | Cripps | H1 | | 26/02/2018 | 03/12/1940 | 750.00 | Category 1 | Nursing | Elderly-Nursing |
| CM1 | Mr | Test | Person1 | H1 | 01 | 02/04/2013 | 19/04/1935 | 850.00 | Category 1 | Residential | Elderly-Residential |
| CM2 | Mrs | Test | Person2 | H1 | J01 | 03/04/2013 | 24/05/1929 | 724.00 | Category 2 | Residential | Elderly-Residential |
| CM3 | Mr | Test | Person3 | H1 | 01 | 29/12/2013 | 04/08/1928 | 750.94 | Category 1 | Nursing | Elderly-Nursing |
| CM4 | Miss | Test | Person4 | H2 | | 04/03/2013 | 31/05/1932 | 738.00 | Category 2 | Nursing | Elderly-Nursing |
| CM5 | Mr | Test | Person5 | H2 | | 21/09/2013 | 08/03/1933 | 725.70 | Category 2 | Residential | Elderly-Residential |
| SMI001 | Mr | John | Smith | H2 | H2/02 | 14/06/2017 | 25/11/1935 | 600.00 | Category 2 | Nursing | Elderly-Nursing |
| SPE001 | Mr | James | Spence | H2 | 04 | 10/04/2017 | 01/01/1942 | 618.17 | Category 1 | Nursing | Elderly-Nursing |

Select the right record and click the "View" button on the left to go to the Resident Information screen. Then click on the Terminate Occupancy button.



Follow the procedure as described in the Terminate Occupancy section. This will move the resident out of the room they have been occupying.

Now go to the "Home Code" field on the Main Details screen and select the code for the home that the resident is being moved to. Once this has been done the resident can be allocated to a room in the new home. Click on the Move to a Room button and select the relevant room number and the date of moving.

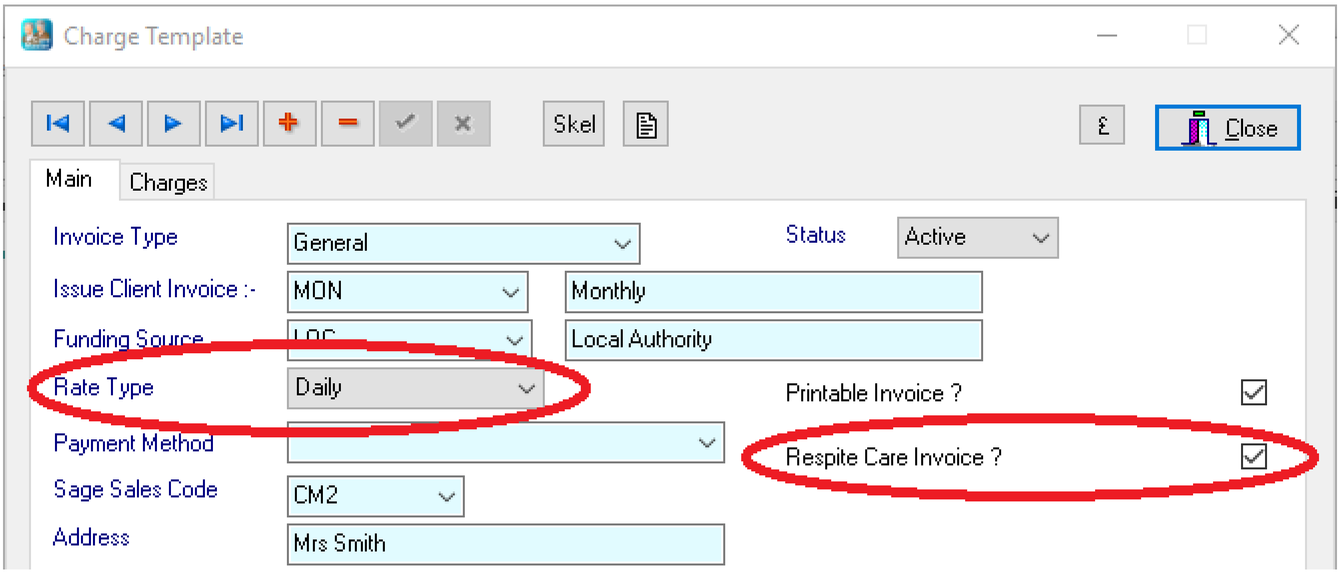
This completes the process of moving a resident from one home to another. However, you may also need to make changes to the Charge Templates for this resident before creating any further invoices.

## Respite Care

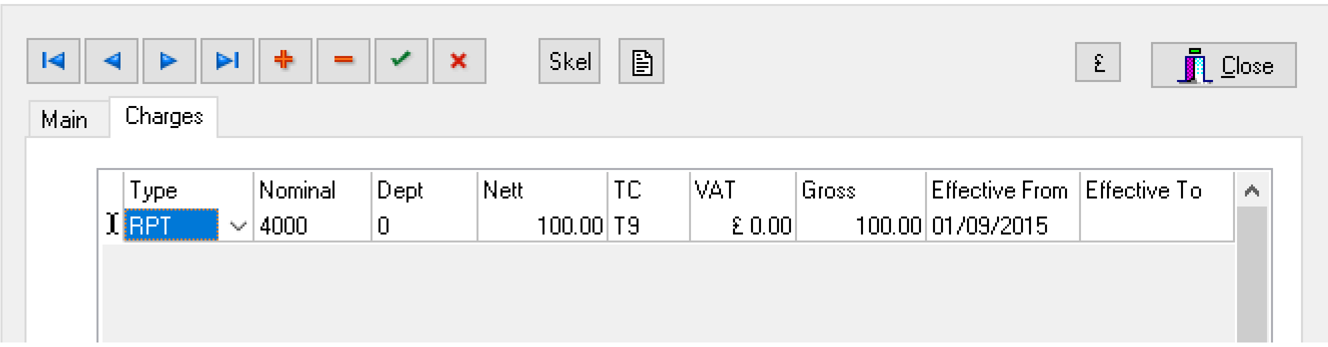
Homes that operate Respite Care may need to invoice for just a single day or a few days within an invoicing period. Rather than setting up a number of different invoicing cycles to deal with this, respite days can be included in any cycle by following this procedure.

Firstly, create a suitable Invoice Charge Type to use for this purpose (e.g. RPT for Daily Respite Care).

Next, go to the Resident record and create a Charge Template for respite. Set the "Rate Type" field to "Daily" and tick the "Respite Care Invoice?" box as shown below.



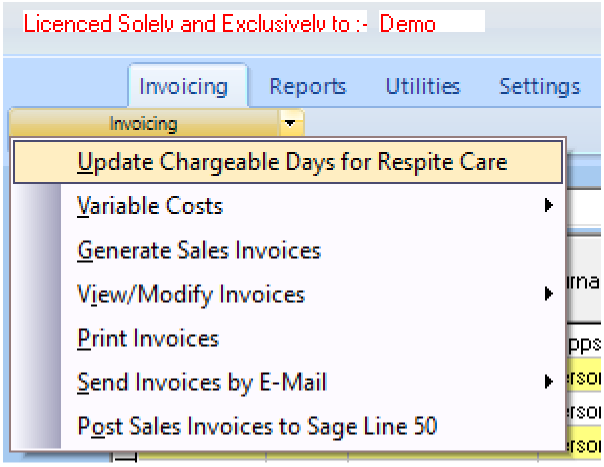

On the "Charges" tab of the charge template enter the Respite charge line with the relevant daily rate.



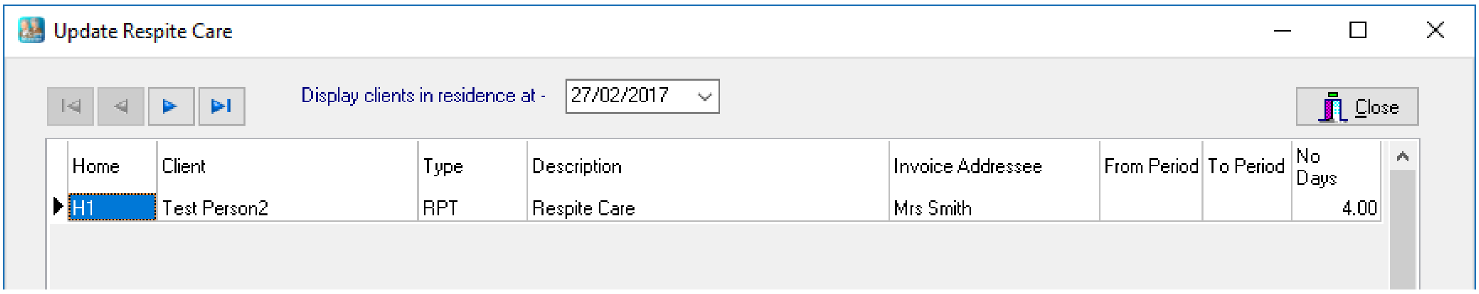

Save the Charge Template and you are now ready to go to Update Chargeable Days.

# Update Chargeable Days

This is accessed from the "Invoicing" tab at the top of the screen.




Select the option from the drop down list and the "Update Respite Care" screen will appear.




All charge template lines that have been designated as "Respite Care" from all resident records will appear on this screen. You may now fill in the number of days you wish to charge for in the "No. Days" column on the right. You may also enter the dates that the charges relate to although if you want these dates to appear on the invoice an amendment to the invoice layout is required. An invoice for the specified number of days will now be produced on the next invoice run.

## Invoicing

The following pages will guide you through the routines of charging for "extras" and also the invoicing process.

Charging for "extras" starts with Variable Costs.

The invoicing process starts with Generate Sales Invoices.

## Variable Costs

Many care and nursing homes wish to charge for "extras" such as Hairdressing, Chiropody, etc. This is achieved through setting up Variable Costs.

The required Variable Costs are set up in the Invoice Charge Types screen and assigned as "Variable Lump Sum" in the "Type" column. A Charge Template can then be created for each resident who is to be charged or alternatively, the charges can be added to an existing charge template if required. Multiple lines can be added to charge templates if several different charges are required. **N.B. The "Nett" field for these charges should be left as "0.00".**

Once a Variable Cost template has been created, a charge line will appear in the Update Variable Costs screen where the values to be charged are entered.

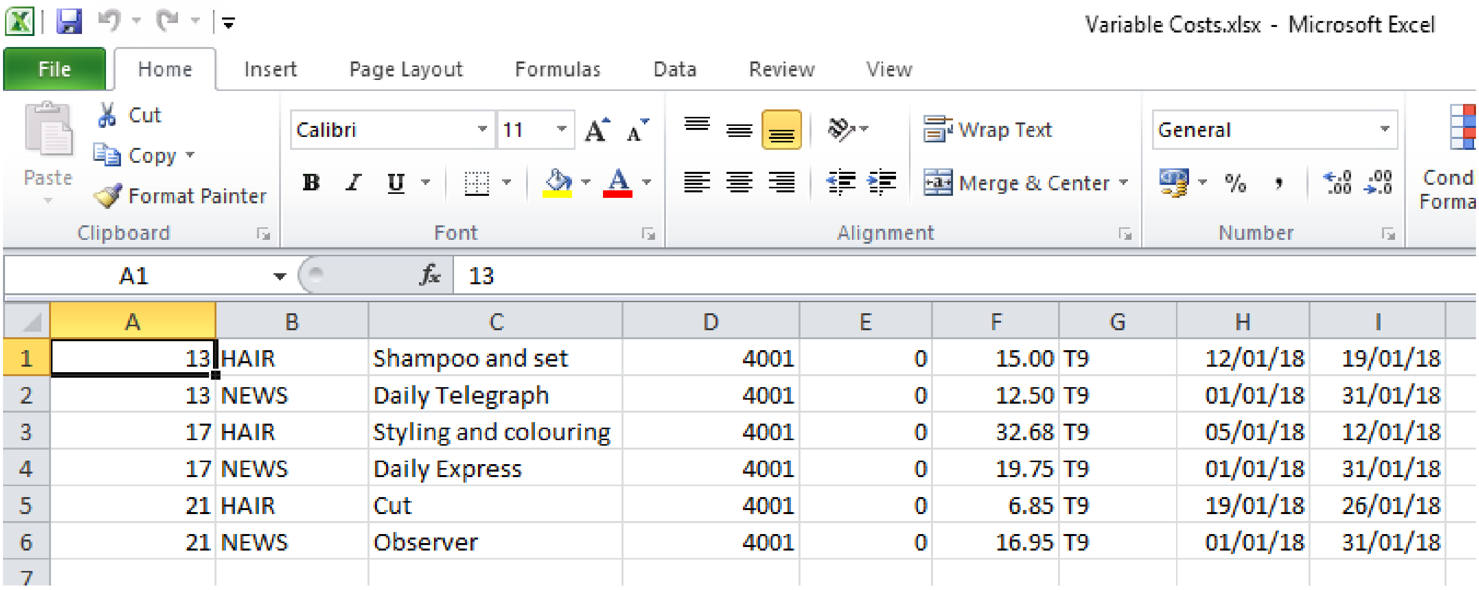
As an alternative to entering the values manually, they can be imported from a spreadsheet, Import Variable Costs from Excel Workbook gives details on this.

When the invoicing run for these costs has been completed they can be reset to zero by using the Set Variable Costs to Zero option.

## Import Variable Costs from Excel Workbook

If you wish to import variable items from a spreadsheet, please Contact Us to ask for a copy of the spreadsheet template or you can set one up yourself as shown below.

The import file must be named "Variable Costs.xlsx" and must be saved in the "Excel Import" folder within the "CareMaster" folder. An example of the layout of the data is shown below.




| | A | B | C | D | E | F | G | H | I |
|---|---|---|---|---|---|---|---|---|---|
| 1 | 13 | HAIR | Shampoo and set | 4001 | 0 | 15.00 | T9 | 12/01/18 | 19/01/18 |
| 2 | 13 | NEWS | Daily Telegraph | 4001 | 0 | 12.50 | T9 | 01/01/18 | 31/01/18 |
| 3 | 17 | HAIR | Styling and colouring | 4001 | 0 | 32.68 | T9 | 05/01/18 | 12/01/18 |
| 4 | 17 | NEWS | Daily Express | 4001 | 0 | 19.75 | T9 | 01/01/18 | 31/01/18 |
| 5 | 21 | HAIR | Cut | 4001 | 0 | 6.85 | T9 | 19/01/18 | 26/01/18 |
| 6 | 21 | NEWS | Observer | 4001 | 0 | 16.95 | T9 | 01/01/18 | 31/01/18 |
| 7 | | | | | | | | | |

Column A is the Charge Template reference, this can be found in the top right hand corner of each Charge Template and an example can be seen by viewing the Charge Template - Main page. Make sure that you have entered the correct reference for the Charge Template that you want to import into. You can print a list of the charge template references for each resident buy going to Charge Template List in the "Reports" menu.

Column B is the Charge Type. A list of these can be seen by viewing the Invoice Charge Types page. **N.B. You can only import for Charge Types that are of the "Variable Lump Sum" type.**

Column C is the description, this is a free text field.

Column D is the Nominal Code you want this charge to be posted to in Sage Accounts.

Column E is the Department Code you want this charge to be posted to in Sage Accounts. (if you do not use the Departments in Sage, leave this as "0").

Column F is the amount of the charge.

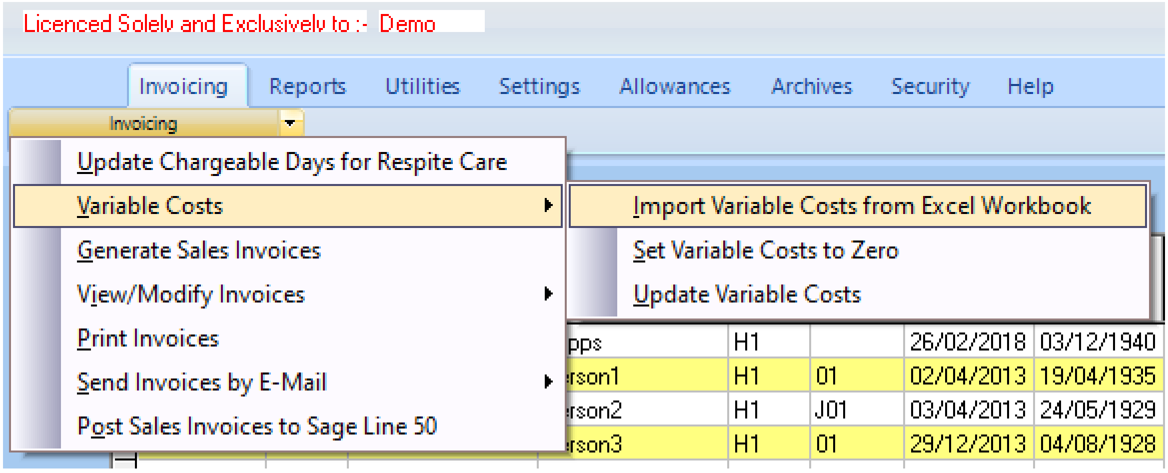
Column G is the Sage Tax Code.

Column H is the "From Date" for the charge.

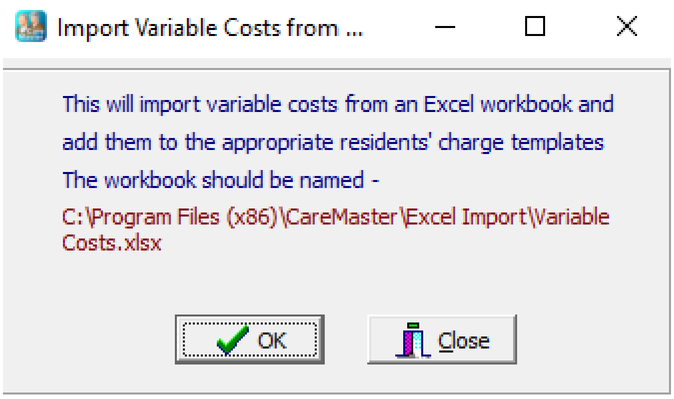
Column I is the "To Date" for the charge.

Once you have entered all of the required data, save the file with the filename and location mentioned above.

Click on the "Invoicing" tab to bring up the list of options and then select "Variable Costs" followed by "Import Variable Costs from Excel Workbook" from the menu options list.

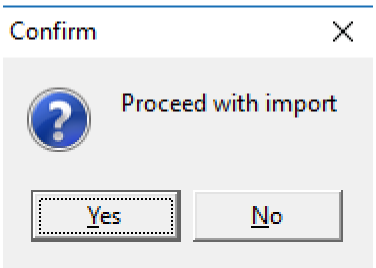



The "Import Variable Costs" screen will now appear.



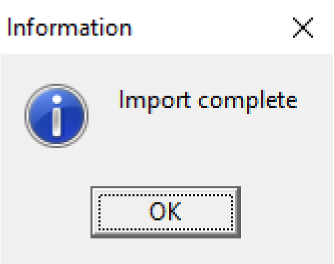

If you are happy that all is correct, click on "OK" to continue. If not, click on "Close" to cancel.

If you continue with the process you will be asked to confirm your choice.




Click on "Yes" to go ahead or "No" to cancel.

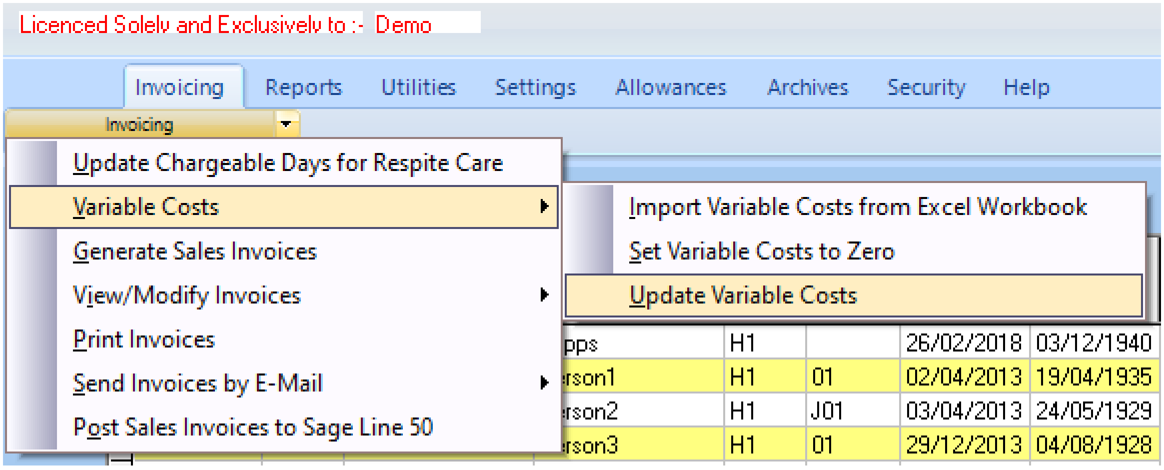
Finally, you will see the "Import Complete" dialog box. Click on "OK" to end.



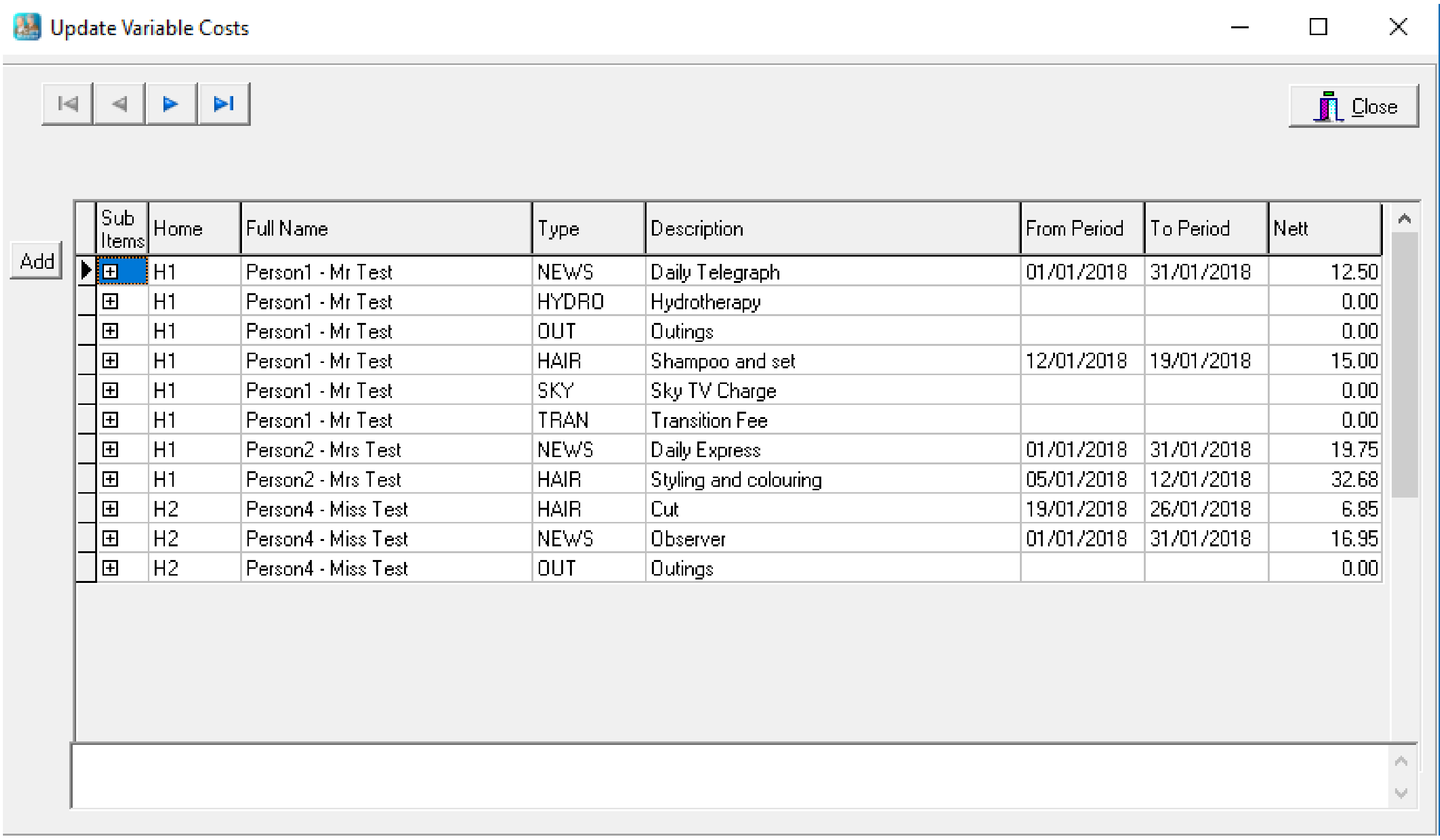
If you want to review the data you have imported you can go to Update Variable Costs or if you want to go ahead and create invoices you can go to Generate Sales Invoices. The charges you have imported will be included when the particular invoicing period cycle is next run.

## Update Variable Costs

Click on the "Invoicing" tab to bring up the list of options and then select "Variable Costs" followed by "Update Variable Costs" from the menu options list.



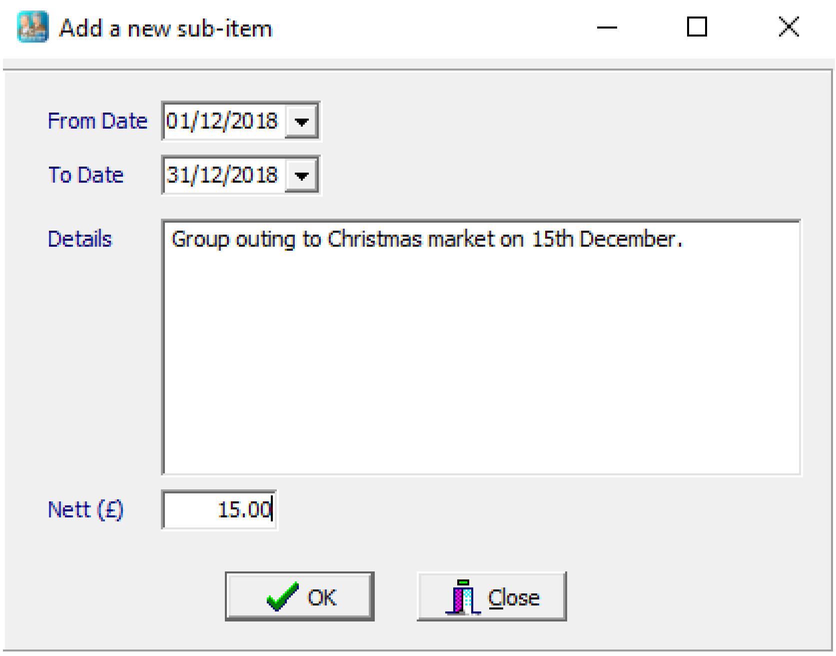

The "Update Variable Costs" screen will now appear.




All Variable Costs that have been set up will be listed on this screen and all of the various charges can be entered in one place. The "Description" field can be added to or overwritten and a date range added for each charge, the total amount to be charged is entered in the "Nett Amount" field. Invoices will only be generated for lines that have a value in the "Nett Amount" column, all other lines are ignored.

**N.B. Clicking on "Type" at the column head will sort the table by that column making data entry simpler.**

It is also possible to enter sub-items. To do this, click on the "Add" button on the left of the screen shown above. This will open the "Add a new sub-item" screen.




Enter the dates, description and the value of the charge and then click on "OK" to save the item. You can add multiple sub-items to one line on the Variable Costs screen, these sub-item lines will be shown individually on the invoice but with a total value for the charge type. **N.B. This requires a special invoice layout, Contact Us for details.**

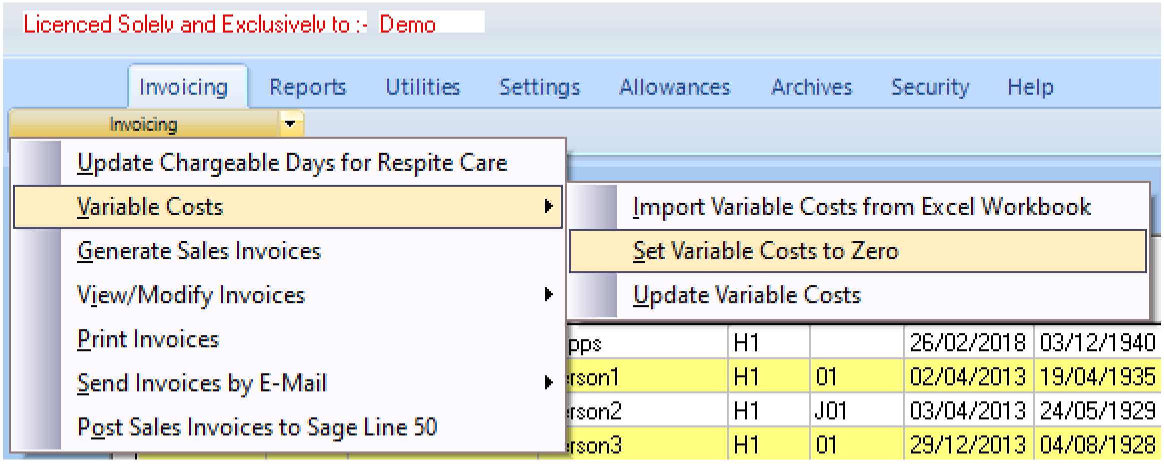
When all necessary details have been entered, close the screen and the charges will be included when the particular invoicing period cycle is next run.

## Set Variable Costs to Zero

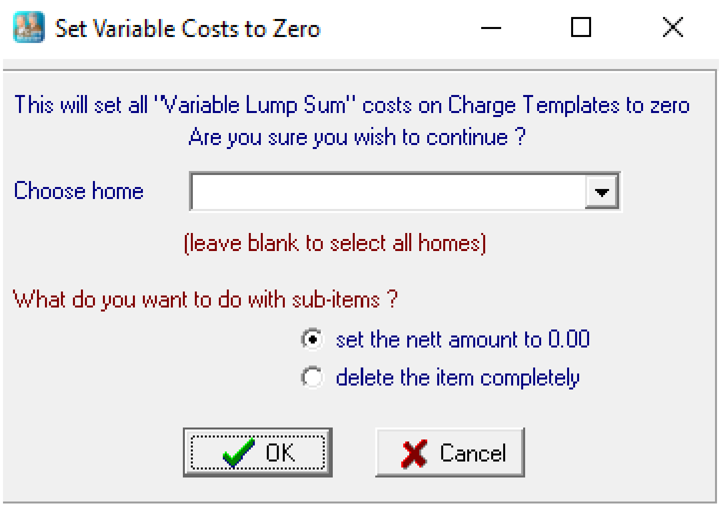
When the invoicing run has been completed, it is good practice to clear all of the Variable Costs so that the same services are not charged for again.

N.B. It may be that there are some charges that you want to invoice regularly but do not change from period to period. If you wish to exclude these from the process of setting to zero you can mark these charge types on the Invoice Charge Types screen.

Click on the "Invoicing" tab to bring up the list of options and then select "Variable Costs" followed by "Set Variable Costs to Zero" from the menu options list.

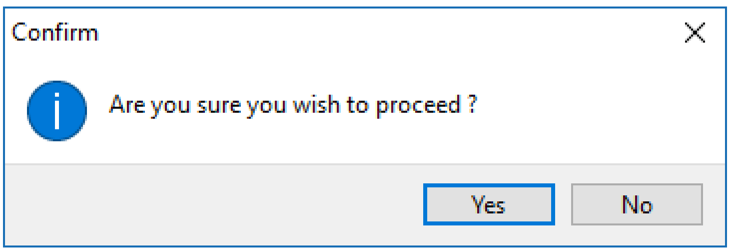



The "Set Variable Costs to Zero" screen will appear.




If you have more than one home you can choose to zero the entries for a single home or for all homes. Also if you have sub-items set up these can either be set to zero or deleted.

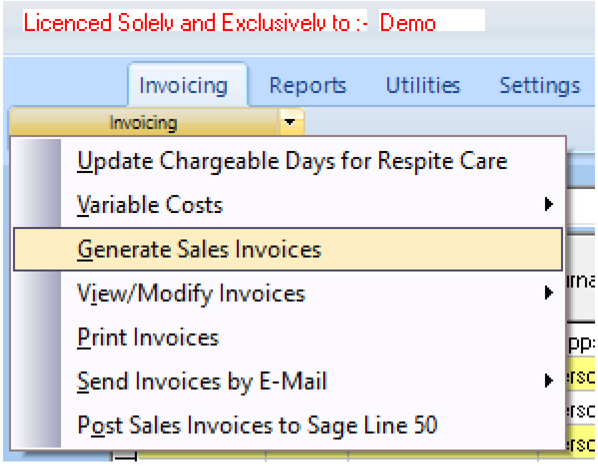
Click on "OK" to proceed, you will then be asked to confirm your choice.



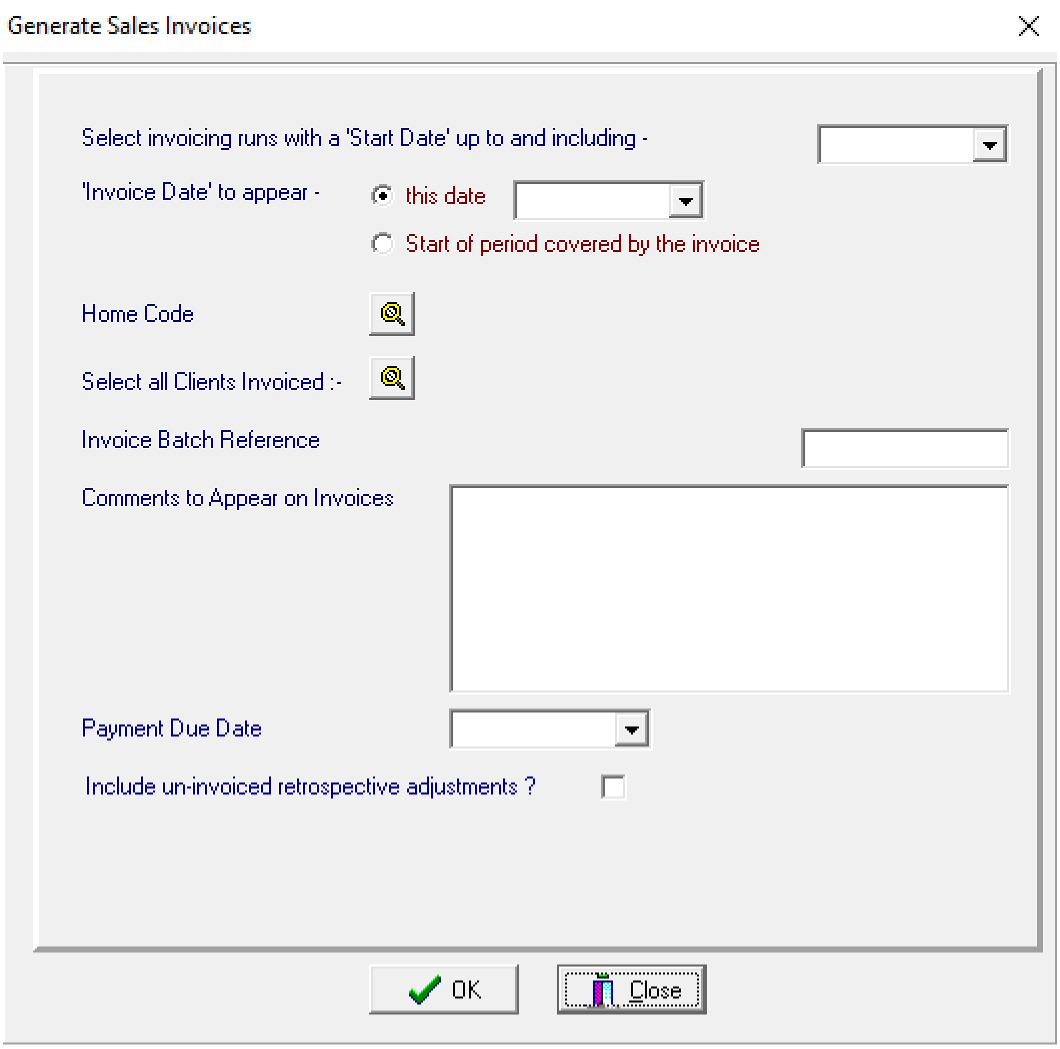
Click on "Yes" to finish.

## Generate Sales Invoices

Click on the "Invoicing" tab to bring up the list of options then select "Generate Sales Invoices" from the menu options list.



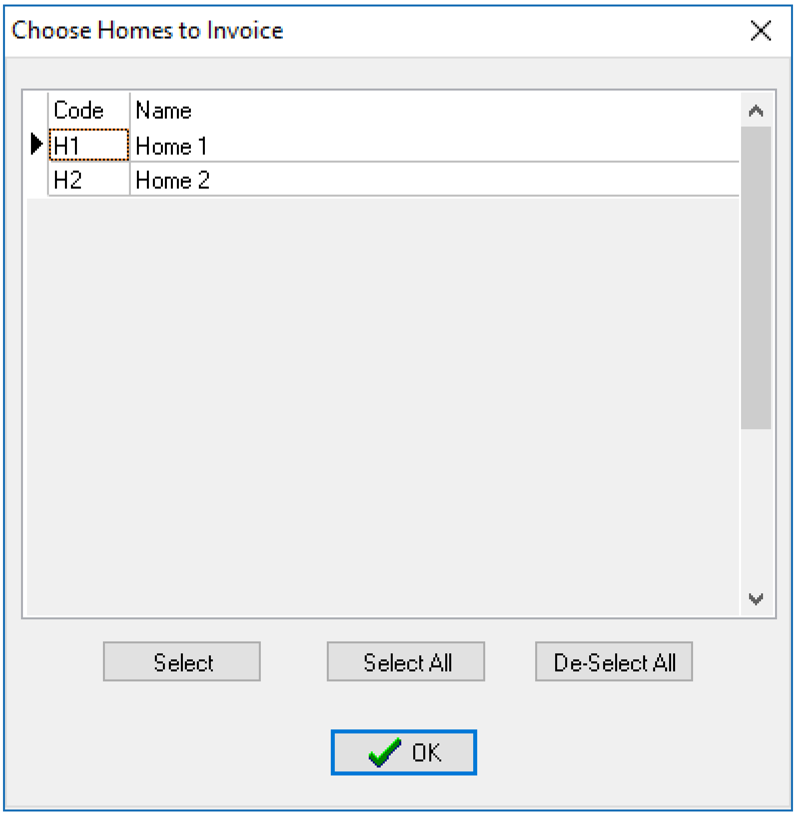

The "Generate Sales Invoices" screen will now appear.




Enter a date in the "Select invoicing runs due up to and including" field. This should be the start date of the latest Invoicing Period you wish to include, then select an option for the "Invoice Date to appear", this can either be a date you select from the calendar or the start date of the specified invoicing period. **N.B. This date will appear as the "Invoice Date" on all invoices generated from this run and will also be the Sage Posting Date**

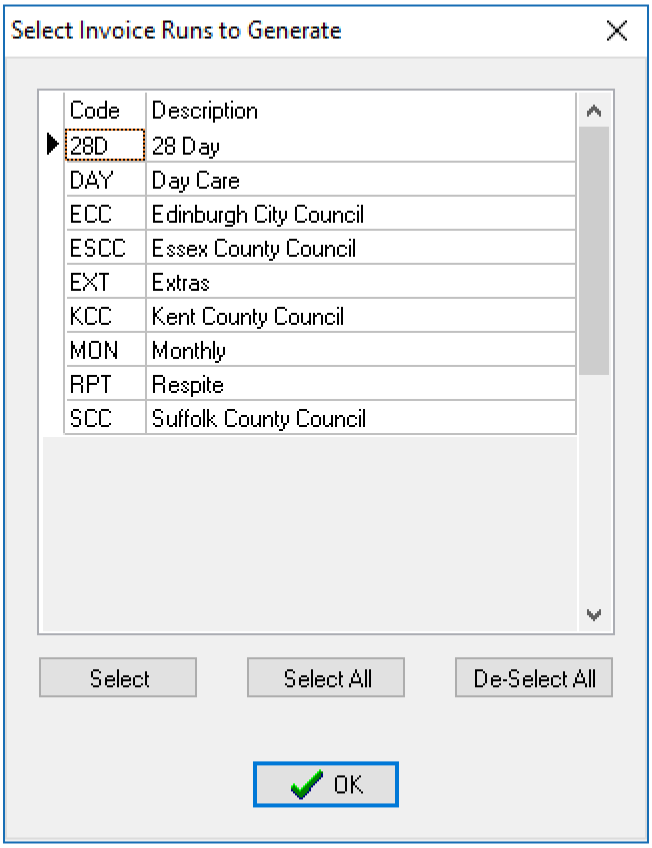
**unless you have selected the "Post sales invoices to Sage over multiple accounting periods?" option on the System Defaults screen.**

Next, click on the "Home Code" button and the "Choose Homes to Invoice" screen will appear.




In the case of a single home, highlight the code and click on the "Select" button. In the case of multiple homes the selection can be either all homes (click on the "Select All" button) or one or more from the list. Individual homes can be selected by highlighting and clicking on the "Select" button for each one. When you have completed your selection click on the "OK" button.

Now click on the "Select all Clients Invoiced" button and the "Select Invoice Runs to Generate" screen will appear.




This screen lists all of the different periods that have been created in Invoicing Periods. They can be selected in the same manner as the Homes selection above. When you have completed your selection click on the "OK" button.

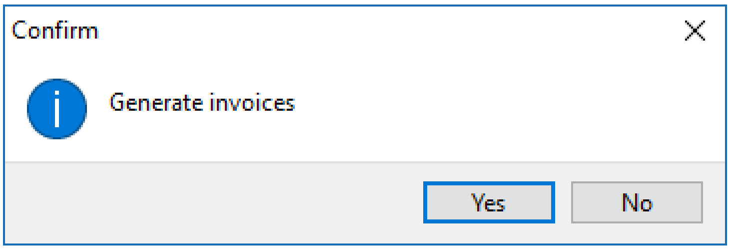
Now enter a reference in the "Invoice Batch Reference" field. This can be alpha/numeric but **must be unique**. If you need to delete a batch of invoices you will need this reference. For more information on rolling back batches of invoices go to Delete a Sales Invoice Batch.

If you wish to add a comment to your invoices, this may be entered in the "Comments to appear on invoices" box. **N.B. The comment will only appear on invoices within this particular batch.**

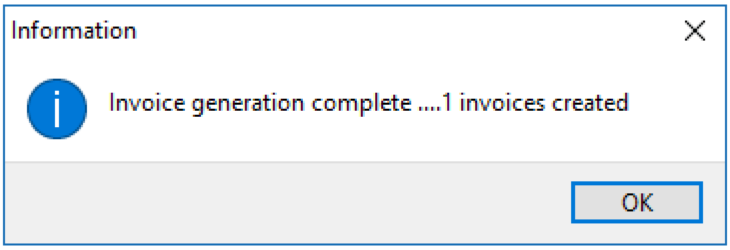
If you have selected the "Specify Sales Invoice Due Date when Generating Invoices" option from the System Defaults "Main" tab, a box will appear here so that you can enter the Due Date for all invoices in the batch.

If you have created any Retrospective Adjustments and you wish to include them in this batch of invoices, tick the "Include un-invoiced retrospective adjustments?" box.

Finally, click on the "OK" button. You will the  be asked to confirm whether you wish to proceed with invoice generation.




Click on "Yes" to continue. When the process has finished you will see an information screen that will also give you the number of invoices generated in the batch.

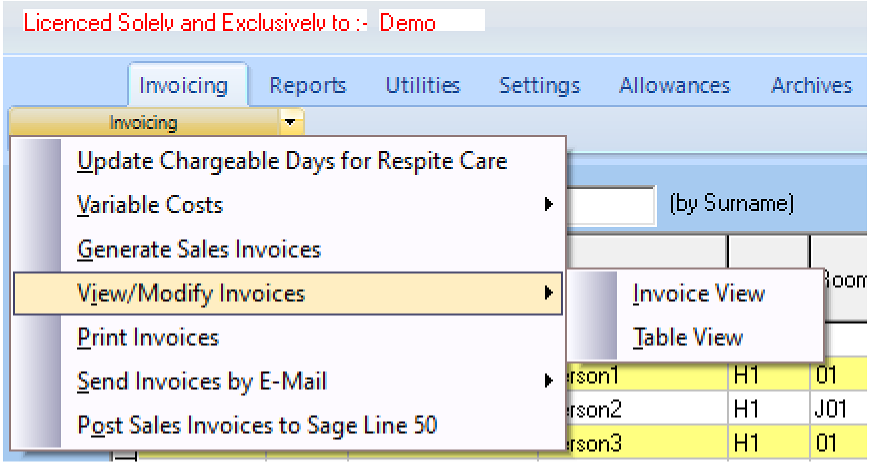



Click on "OK" to end.

The invoices that have been generated can now be viewed by looking at View/Modify Invoices.

## View/Modify Invoices

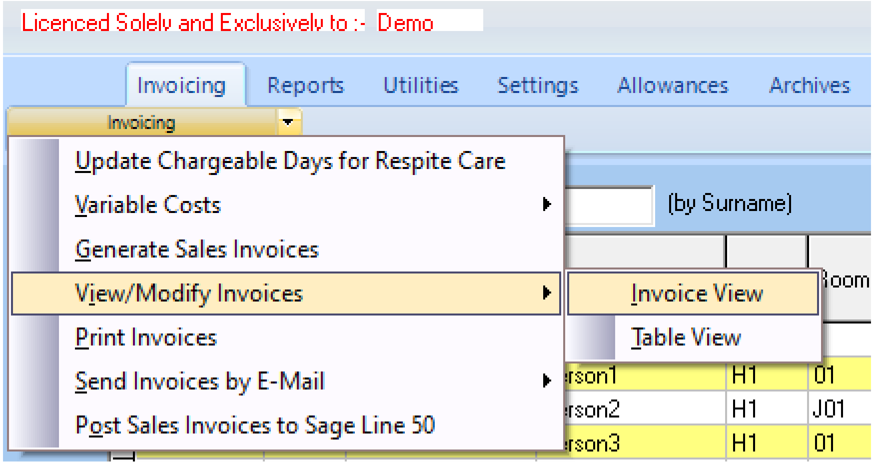
Click on the "Invoicing" tab to bring up the list of options and then select "View/Modify Invoices" from the menu options list.



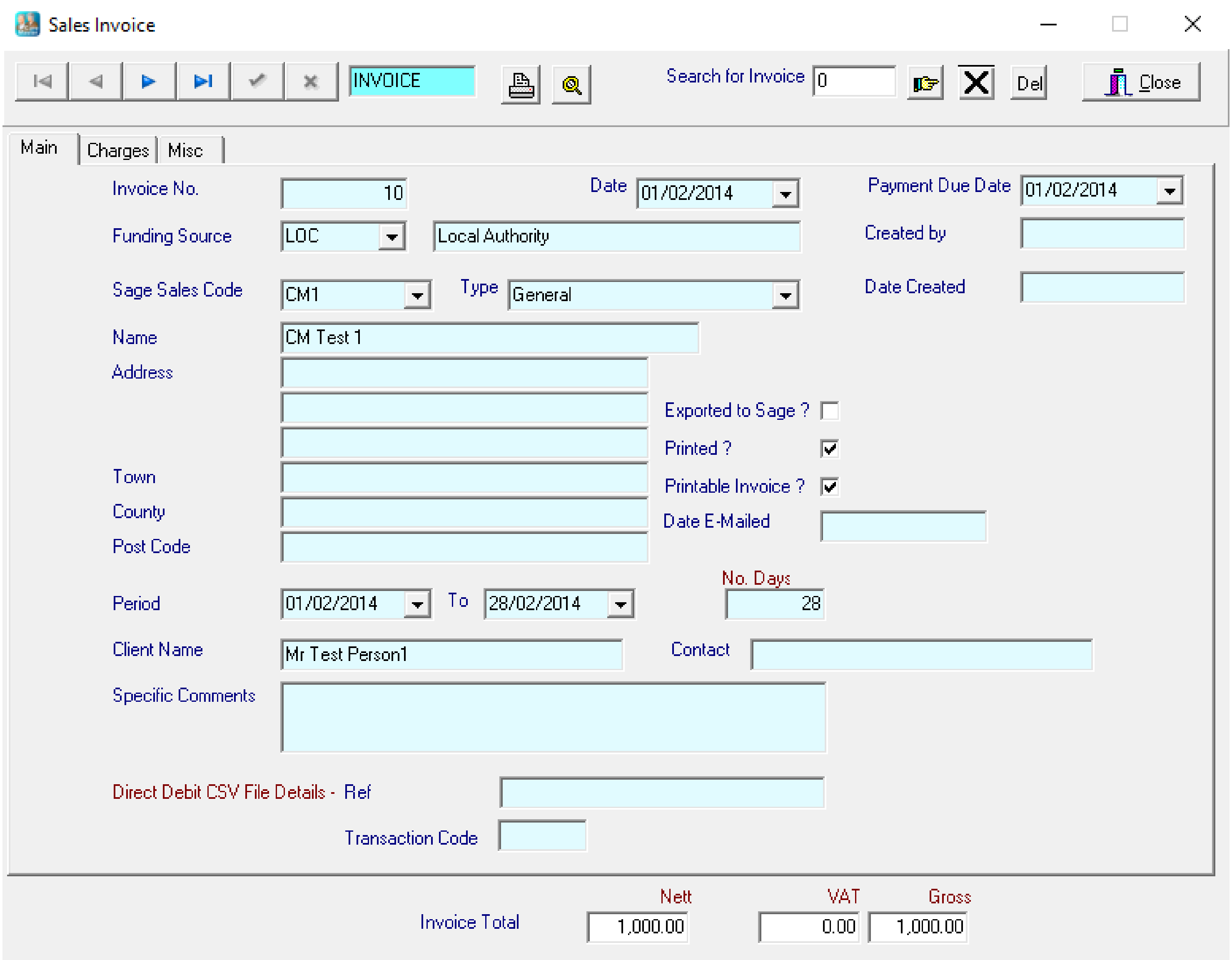

There are two options within the View/Modify section, these are Invoice View and Table View and they are discussed on the following two pages.

# Invoice View

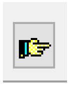
Click on the "Invoicing" tab to bring up the list of options and then select "View/Modify Invoices" followed by "Invoice View".



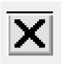

The following screen will appear showing the earliest invoice created.



The required invoice can be found by either scrolling through the invoices using the "Next" button (see Navigation Bar for details), or by using one of the "Search" facilities. If you know the number of the invoice you require, you can use the "Quick Search" option. Enter the number in the "Search for invoice" field and then click on the "Pointer" button to the right of the field.

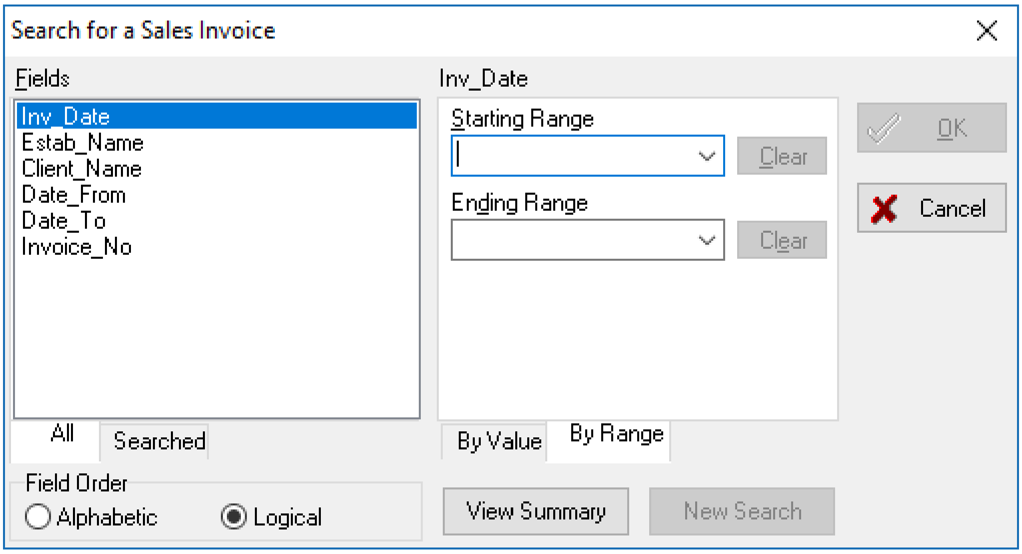


You can cancel the search by clicking on the button with the black cross.



Alternatively, you can open the comprehensive "Search" facility by clicking on the "Search" button.

This will open the "Search for a Sales Invoice" screen.

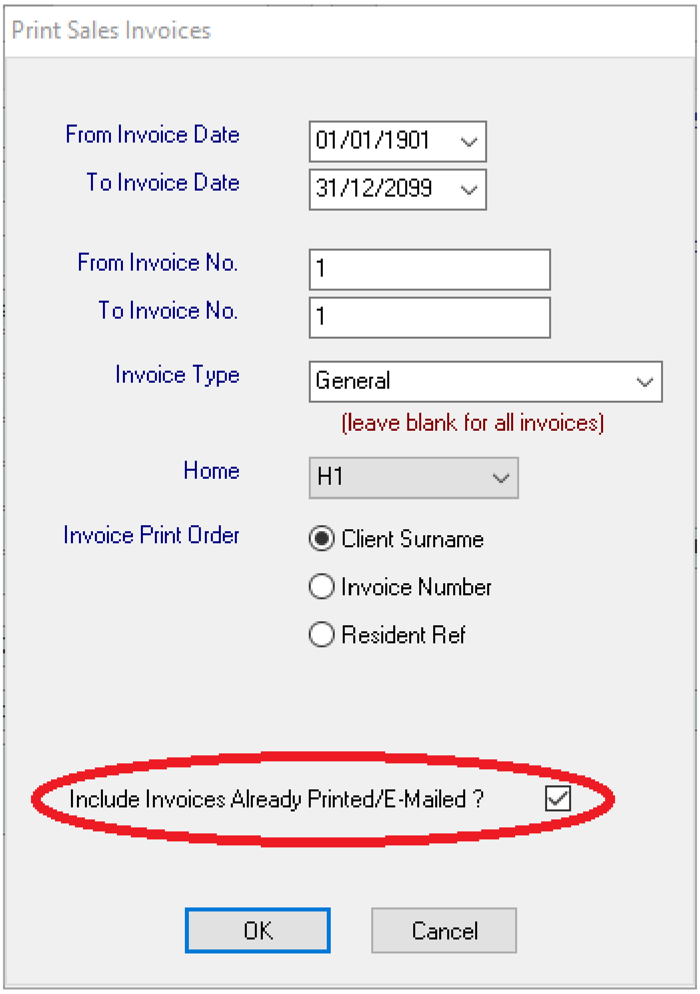



There are six different search criteria available: Invoice Date, Home Name, Client Name, Date From, Date To and Invoice Number. Select the required option from the list on the left and then fill in the "Starting Range" and "Ending Range" boxes, then click on "OK" to display the requested invoice.
**N.B. You can use more than one search criteria if required - e.g. you may want to search for all invoice for a specific "Client Name" within a date range ("Date From" and "Date To").**

The "Main" tab on the invoice screen shows the basic information about the invoice along with tick boxes that indicate whether the invoice is printable, whether it has been printed and whether it has been posted to Sage 50 Accounts. If you are using the Send Invoices by E-mail option you will also see the date and time that the invoice was emailed out. In the top right corner of the screen is a field showing the "Payment Due Date", this is calculated from the "Payment Terms" field on the Invoicing Periods screen. Below this field are two further fields, if you are using the Security facility you will be able to see the Username of the person who created this invoice and the date that it was created.

If you wish to print a copy of this invoice, click on the "Print" button at the top of the screen.

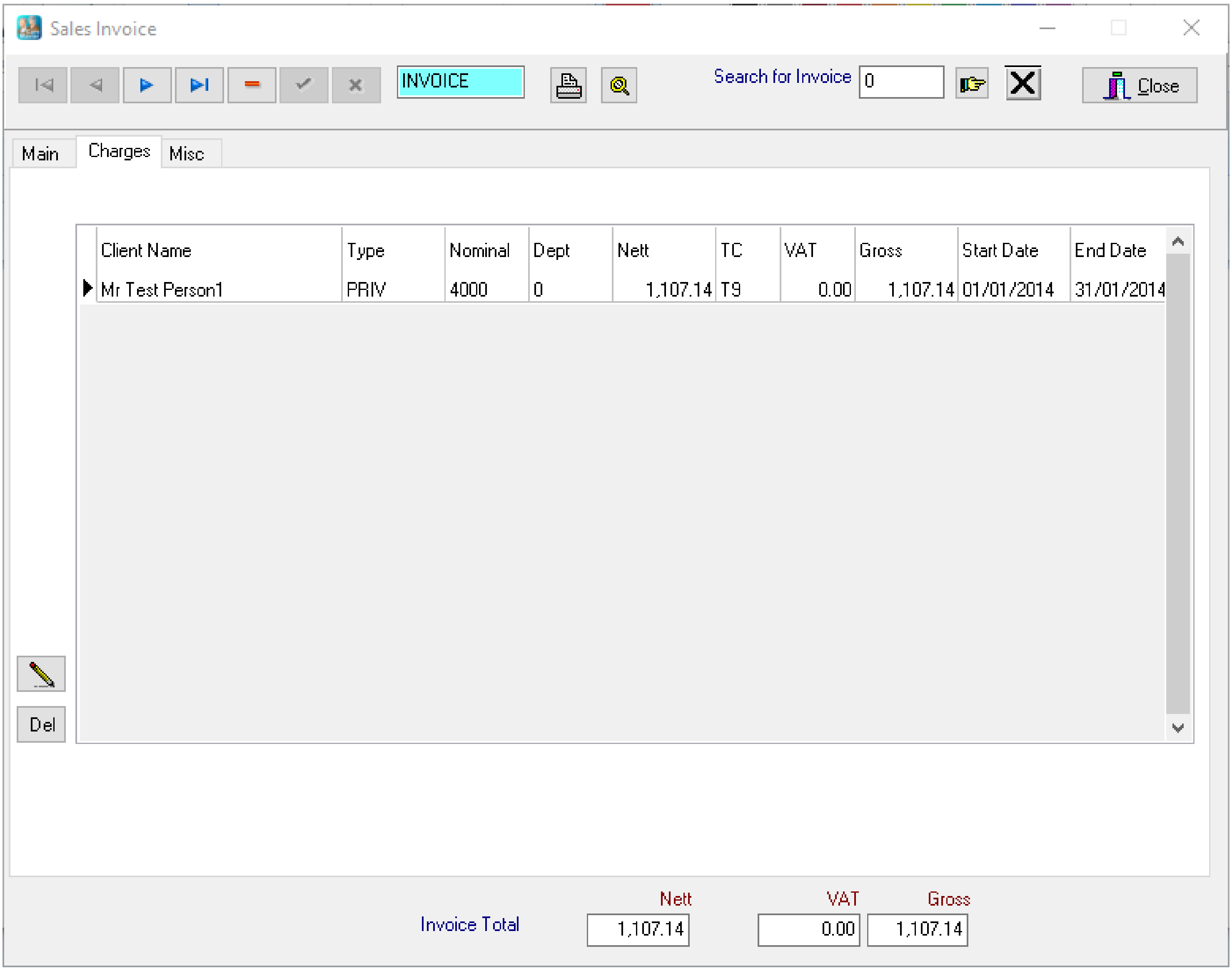
If this is a reprint, remember to click the "Include invoices already printed" option on the "Print Sales Invoices" screen.




If you wish to delete the invoice permanently then click on the "Del" button. **N.B. This process is not reversible and will result in a gap in your invoice numbers. It should be used with extreme caution. The use of this button is controlled via the Security settings for each user.**

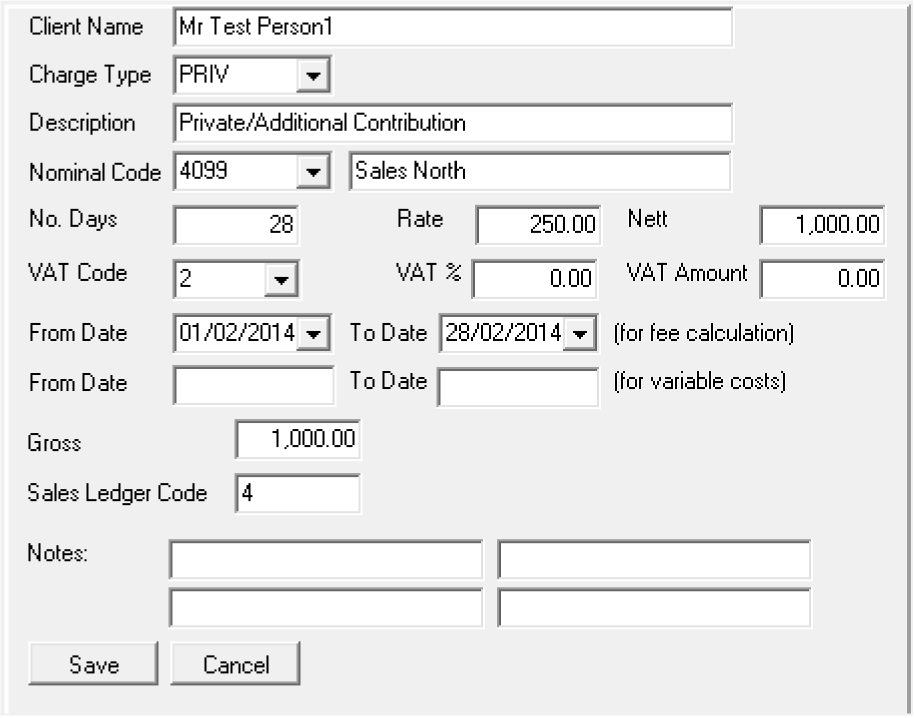
Much of the information shown on the three tabs of the Sales Invoice screen can be amended if required. **N.B. Any amendments made will only apply to the current invoice. If permanent changes are required, these should be made on the Charge Templates.**

The "Charges" tab shows the financial information for the invoice as defined by the Charge Template.




This can be amended as follows: the currently highlighted line can be edited or deleted by clicking on the relevant button on the lower left of the screen.

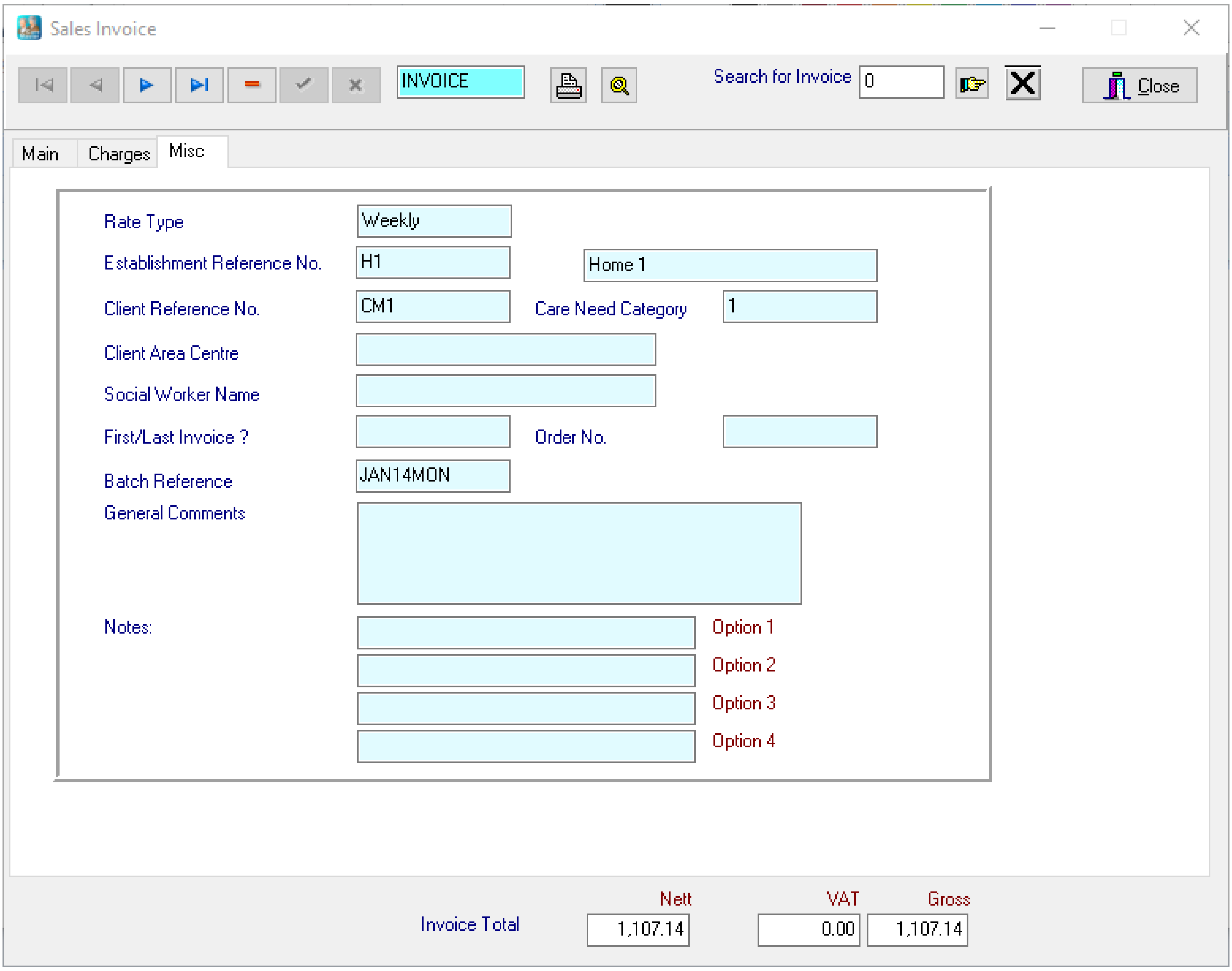

The upper button is the "Edit" button. Clicking on it will open the following screen.




Make amendments in the various fields as required and then click on "Save" to save your changes and update the invoice or click "Cancel" to ignore any changes. This must also be confirmed by clicking on the "Tick" when you return to the "Charges" screen.

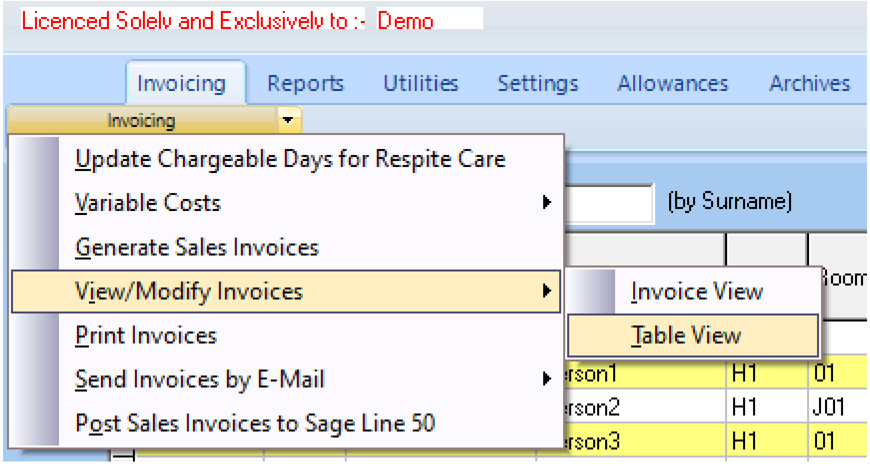
To delete a highlighted line, click on the lower "Del" button.

The "Misc" tab holds further information on the client and the invoice as shown in the image below.

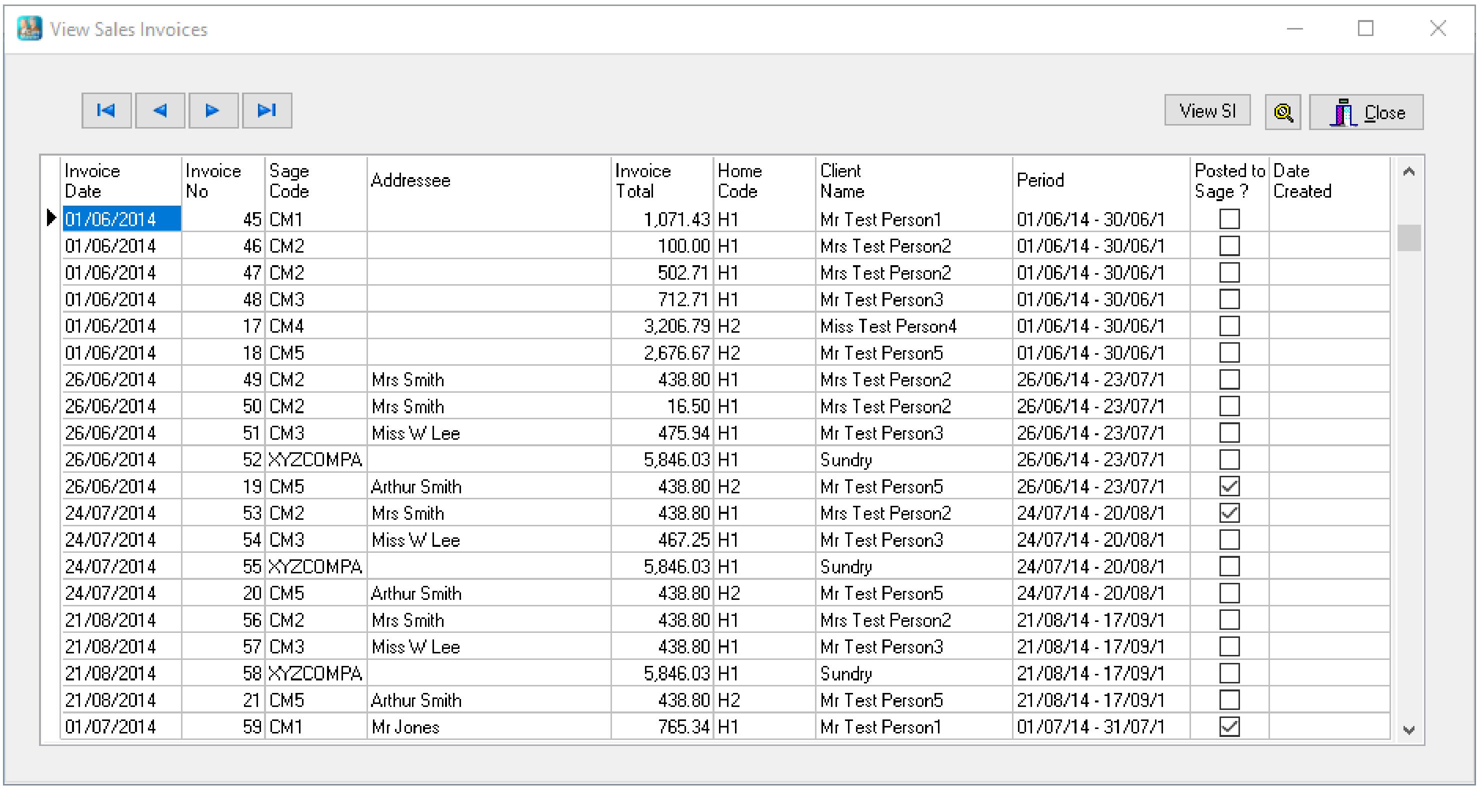

Sales Invoice
INVOICE
Search for Invoice
0
Close
Main
Charges
Misc
Rate Type
Weekly
Establishment Reference No.
H1
Home 1
Client Reference No.
CM1
Care Need Category
1
Client Area Centre
Social Worker Name
First/Last Invoice ?
Order No.
Batch Reference
JAN14MON
General Comments
Notes:
Option 1
Option 2
Option 3
Option 4
Nett
VAT
Gross
Invoice Total
1,107.14
0.00
1,107.14

## Table View

Click on the "Invoicing" tab to bring up the list of options and then select "View/Modify Invoices" followed by "Table View".




The following screen will then be displayed.




| Invoice Date | Invoice No | Sage Code | Addressee | Invoice Total | Home Code | Client Name | Period | Posted to Sage ? | Date Created |
|---|---|---|---|---|---|---|---|---|---|
| 01/06/2014 | 45 | CM1 | | 1,071.43 | H1 | Mr Test Person1 | 01/06/14 - 30/06/1 | ☐ | |
| 01/06/2014 | 46 | CM2 | | 100.00 | H1 | Mrs Test Person2 | 01/06/14 - 30/06/1 | ☐ | |
| 01/06/2014 | 47 | CM2 | | 502.71 | H1 | Mrs Test Person2 | 01/06/14 - 30/06/1 | ☐ | |
| 01/06/2014 | 48 | CM3 | | 712.71 | H1 | Mr Test Person3 | 01/06/14 - 30/06/1 | ☐ | |
| 01/06/2014 | 17 | CM4 | | 3,206.79 | H2 | Miss Test Person4 | 01/06/14 - 30/06/1 | ☐ | |
| 01/06/2014 | 18 | CM5 | | 2,676.67 | H2 | Mr Test Person5 | 01/06/14 - 30/06/1 | ☐ | |
| 26/06/2014 | 49 | CM2 | Mrs Smith | 438.80 | H1 | Mrs Test Person2 | 26/06/14 - 23/07/1 | ☐ | |
| 26/06/2014 | 50 | CM2 | Mrs Smith | 16.50 | H1 | Mrs Test Person2 | 26/06/14 - 23/07/1 | ☐ | |
| 26/06/2014 | 51 | CM3 | Miss W Lee | 475.94 | H1 | Mr Test Person3 | 26/06/14 - 23/07/1 | ☐ | |
| 26/06/2014 | 52 | XYZCOMPA | | 5,846.03 | H1 | Sundry | 26/06/14 - 23/07/1 | ☐ | |
| 26/06/2014 | 19 | CM5 | Arthur Smith | 438.80 | H2 | Mr Test Person5 | 26/06/14 - 23/07/1 | ☑ | |
| 24/07/2014 | 53 | CM2 | Mrs Smith | 438.80 | H1 | Mrs Test Person2 | 24/07/14 - 20/08/1 | ☑ | |
| 24/07/2014 | 54 | CM3 | Miss W Lee | 467.25 | H1 | Mr Test Person3 | 24/07/14 - 20/08/1 | ☐ | |
| 24/07/2014 | 55 | XYZCOMPA | | 5,846.03 | H1 | Sundry | 24/07/14 - 20/08/1 | ☐ | |
| 24/07/2014 | 20 | CM5 | Arthur Smith | 438.80 | H2 | Mr Test Person5 | 24/07/14 - 20/08/1 | ☐ | |
| 21/08/2014 | 56 | CM2 | Mrs Smith | 438.80 | H1 | Mrs Test Person2 | 21/08/14 - 17/09/1 | ☐ | |
| 21/08/2014 | 57 | CM3 | Miss W Lee | 438.80 | H1 | Mr Test Person3 | 21/08/14 - 17/09/1 | ☐ | |
| 21/08/2014 | 58 | XYZCOMPA | | 5,846.03 | H1 | Sundry | 21/08/14 - 17/09/1 | ☐ | |
| 21/08/2014 | 21 | CM5 | Arthur Smith | 438.80 | H2 | Mr Test Person5 | 21/08/14 - 17/09/1 | ☐ | |
| 01/07/2014 | 59 | CM1 | Mr Jones | 765.34 | H1 | Mr Test Person1 | 01/07/14 - 31/07/1 | ☑ | |

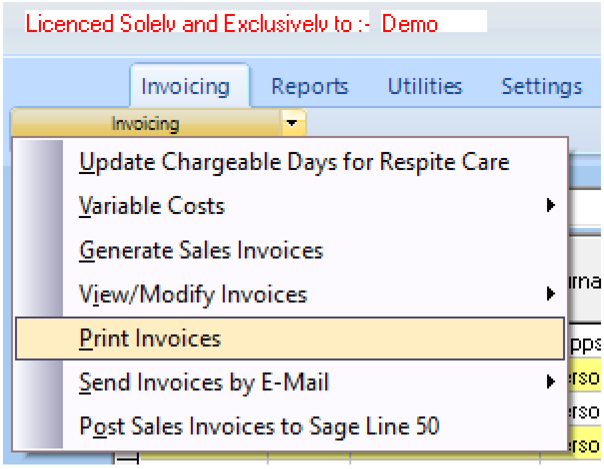
This displays all of the invoices that have been created in tabular format with one invoice per line, as in the "Invoice View" screen, the "Next " button can be used (see Navigation Bar for details), or the "Search" button can be used (see Invoice View for details).

If you want to see more information about a specific invoice, highlight the relevant line and then click the "View SI" button in the top right corner to display the details of the invoice for editing or printing. Follow the instructions given in Invoice View for this.

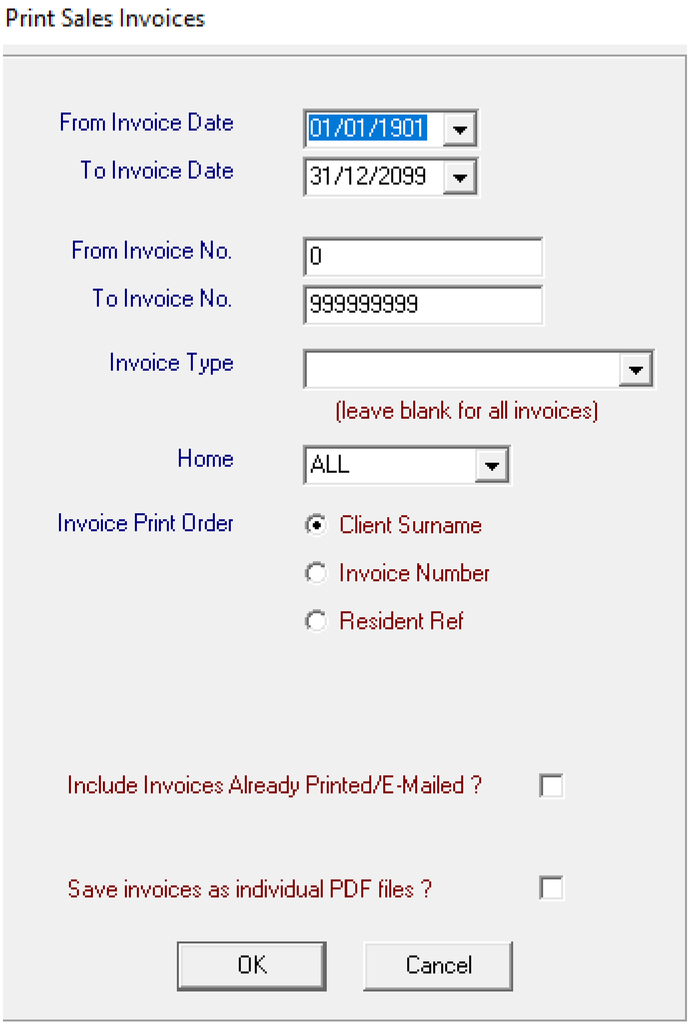
## Print Invoices

Once the invoices have been previewed and checked or modified if required, they can be printed out (only "Printable" invoices will be included in the print run).

Click on the "Invoicing" tab and then select "Print Invoices" from the menu options list.

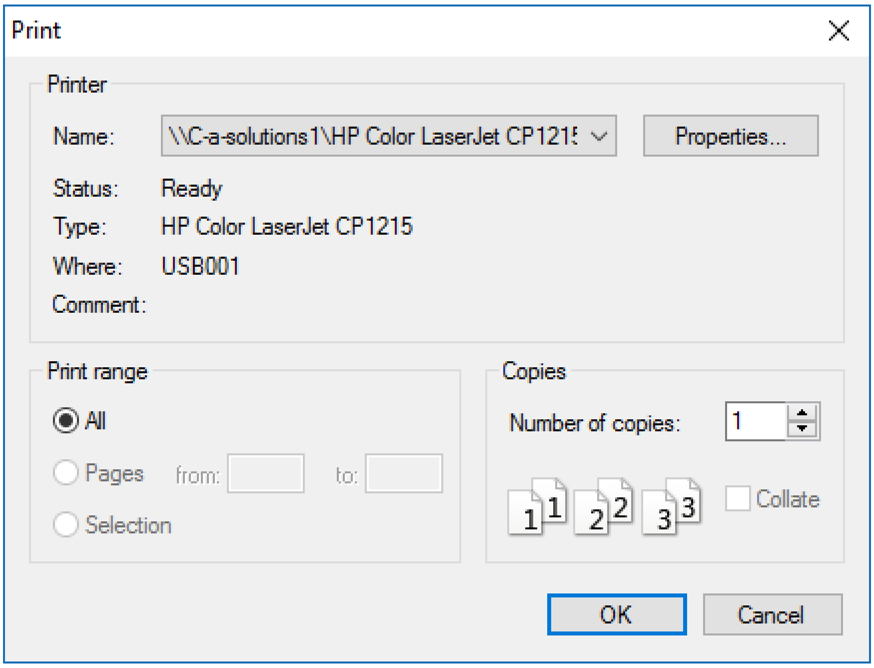



The "Print Sales Invoices" screen will then appear.

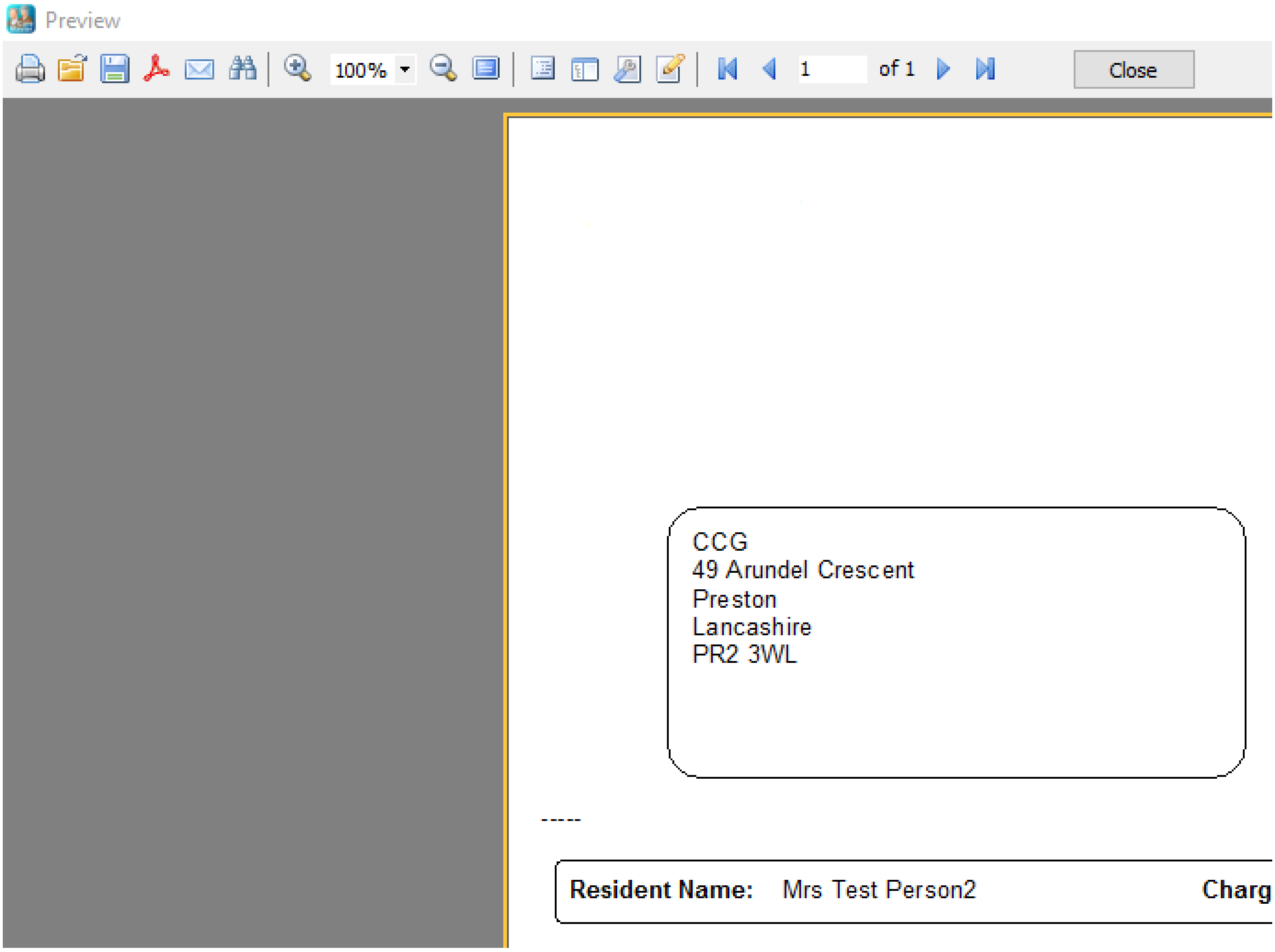



On this screen a date range can be selected for the invoices required or if only a small number or even a single invoice is required then and invoice number range can be entered instead. Select the "Invoice Type" from the drop down list or leave blank for all invoice types, similarly select a "Home" from the next drop down list or again leave blank for all homes. The invoices can be printed out in Client Surname order, Invoice Number order or Resident Reference order, make your selection by clicking the relevant radio button. If you are reprinting invoices that have already been printed, remember to click the "Include Invoices already Printed?" box. Instead of printing paper copies you can also choose to create individual PDF copies of invoices, if you wish to do this click the "Save invoices as individual PDF files" box. (Any PDF invoices produced will be saved in the "PDF_Invoices" folder within the "CareMaster" folder. Now click on "OK".

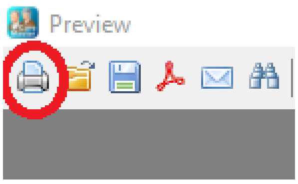
The Printer dialog box will now be displayed to allow the user to select which printer to send the invoices to.



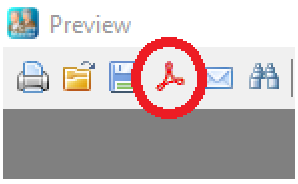

A print preview will now be displayed allowing a final check before printing.



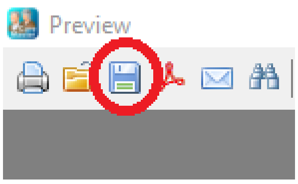

If you wish to print the invoice, click on the "Print" button at the top of the screen.




You can also create a 'PDF' copy of the invoice by clicking on the "Acrobat" button.




Or you can also export a copy in 'RTF' or 'Spreadsheet' format by clicking on the "Export" button.

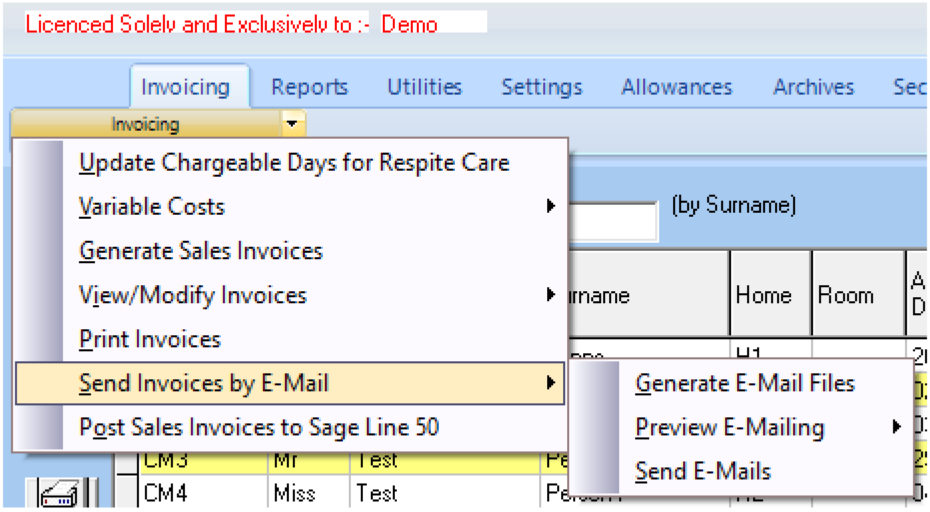



When you have finished, click the "Close" button.

## Send Invoices by E-mail

CareMaster has the capability of sending PDF copies of invoices out by email saving postage and administration costs. In order to use this facility you must first enter all the required information on the "Invoice E-Mailing" tab in System Defaults. You will also need to select an email address on the Main tab of each Charge Template that you wish to be able to email invoices from.

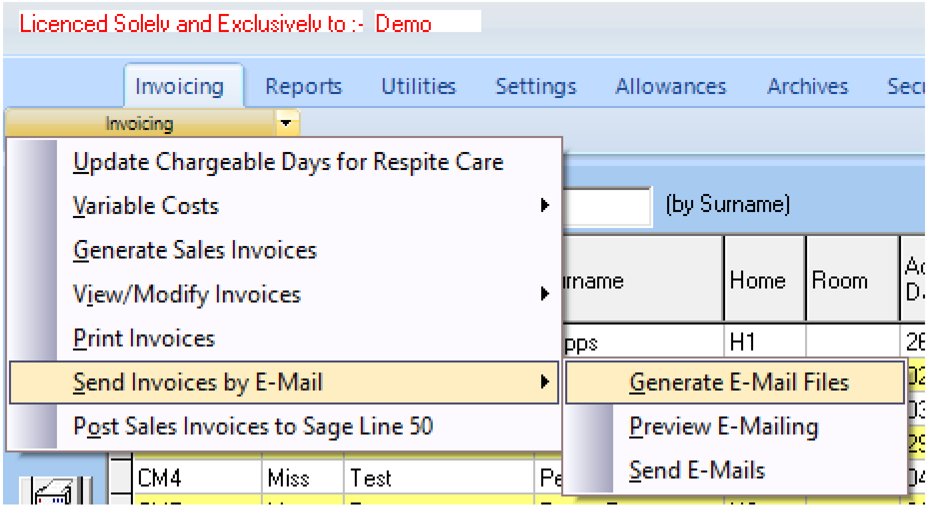
Click on the "Invoicing" tab to bring up the list of options and then select "Send Invoices by E-mail".



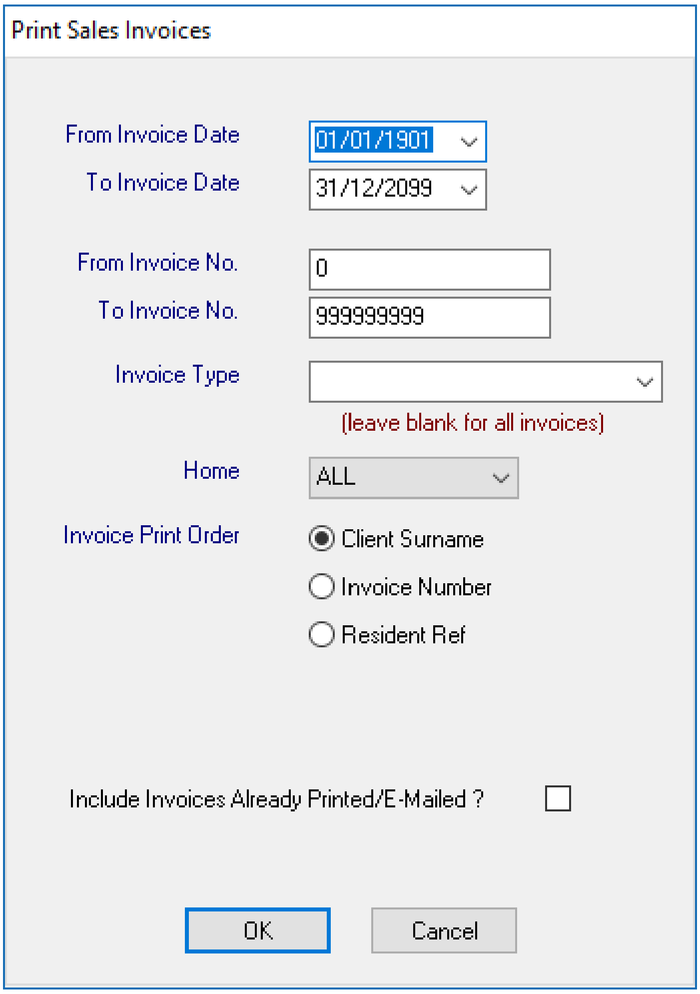

There are three stages in the process of emailing invoices. These are Generate E-mail Files, Preview E-mailing and Send E-mails. These stages are discussed in the three following pages.

## Generate E-mail Files

Click on the "Invoicing" tab to bring up the list of options and then select "Send Invoices by E-mail", followed by "Generate E-mail files".




This will open a "Print Sales Invoices" screen.



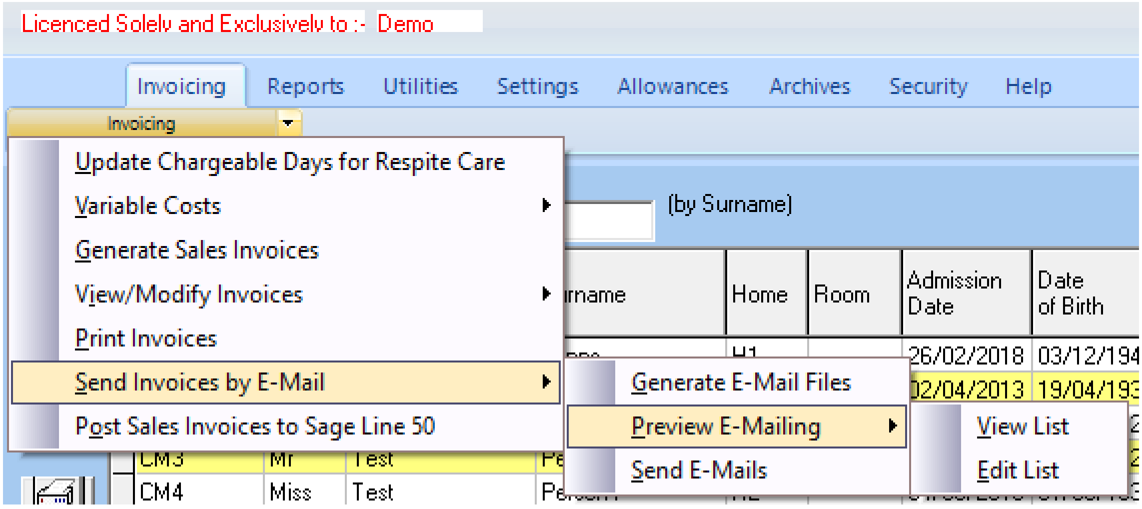

You can now select a date range and/or and invoice number range. Any invoices that have an email address associated with their charge template will be included in the run. You can also select a particular invoice type from the drop down list or leave blank for all types. Similarly, you can also select a home from the drop down list or leave it on "All". You can choose the order the emails will be generated in by clicking the appropriate radio button. If the range you have selected includes invoices that have been previewed or printed you should also tick the "Include invoices already printed/e-mailed?" box to make sure that everything is included.

When you have made your selections, click on "OK". When the process has competed the screen will close automatically.

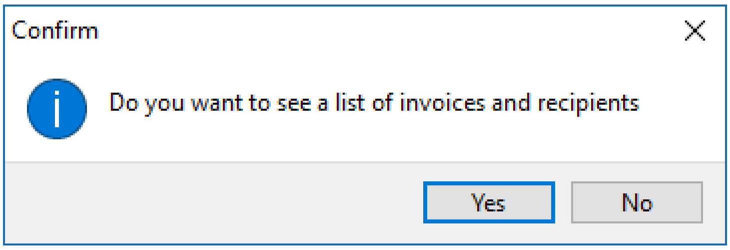
You can now move on to the second stage of the process - Preview E-mailing.

## Preview E-mailing

Click on the "Invoicing" tab to bring up the list of options and then select "Send Invoices by E-mail", followed by "Preview E-Mailing".

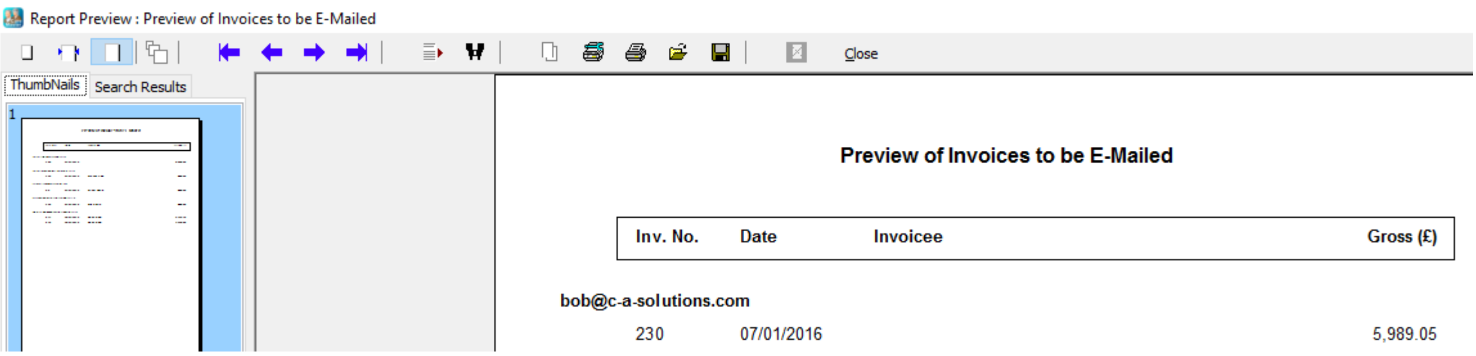



You will now have two options, "View List" or "Edit List". If you choose the first option you will then be asked to confirm your choice.



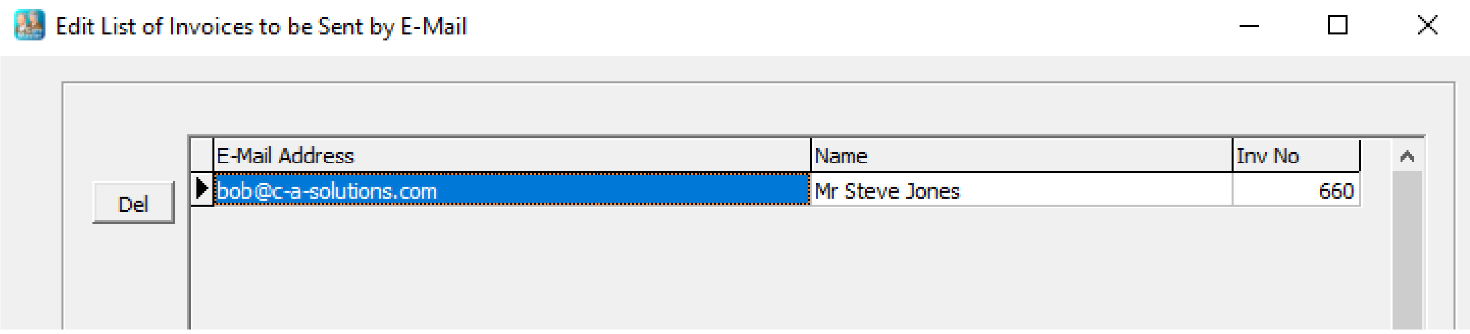

Click on "Yes" to continue or "No" to cancel.

If you click on "Yes" you will then see a report showing details of the email files that were generated in the Generate E-mail Files process.




This report lists the email addresses that will be used along with the invoice number, invoice date and invoice value.

If there are any problems highlighted by the report you can go back and make corrections and then start again from the first step (Generate E-mail Files), or alternatively you can choose the "Edit List" option.

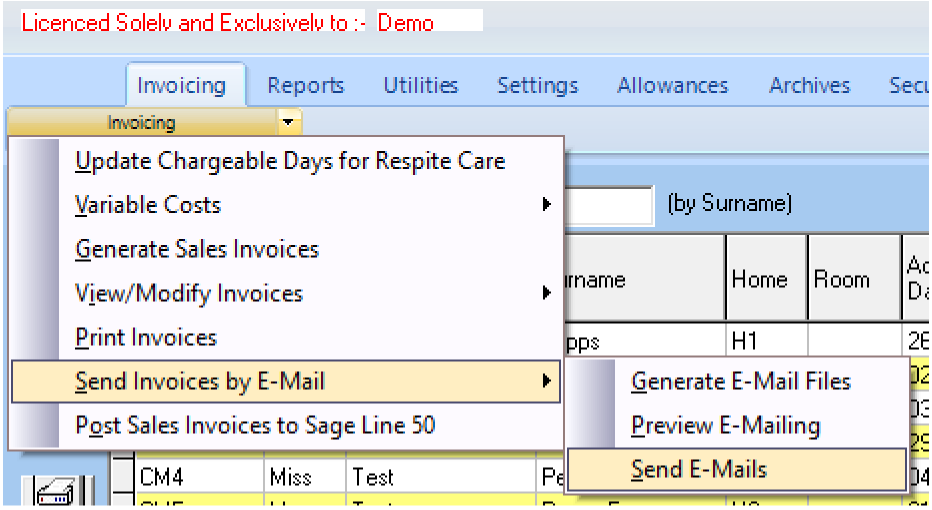



If there are any invoices listed that you do not wish to include in the email run, they can be removed from the list. Highlight the relevant line and then click the "Del" button on the left.

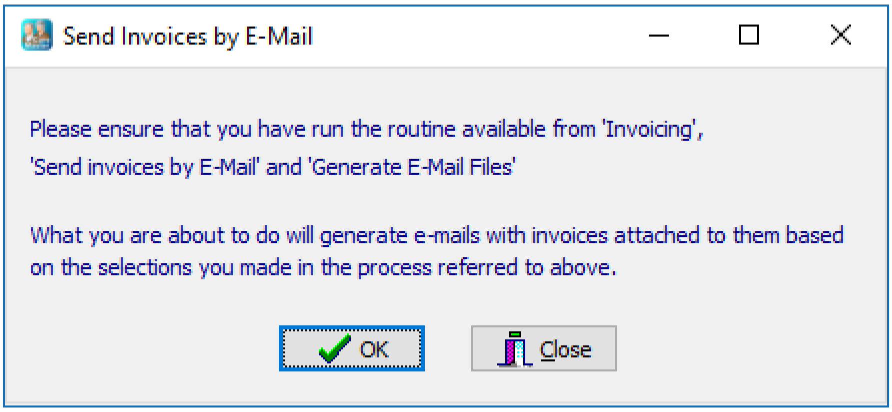
When you are sure that everything is correct you can move on to the third stage - Send E-mails.

## Send E-mails

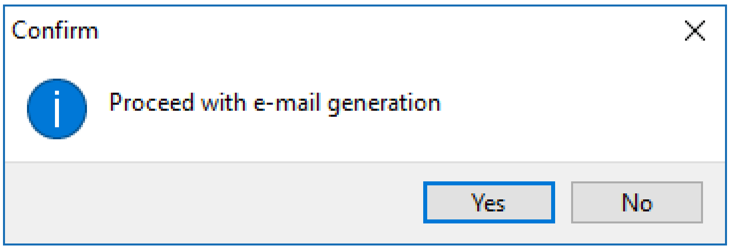
Click on the "Invoicing" tab to bring up the list of options and then select "Send Invoices by E-mail", followed by "Send E-Mails".



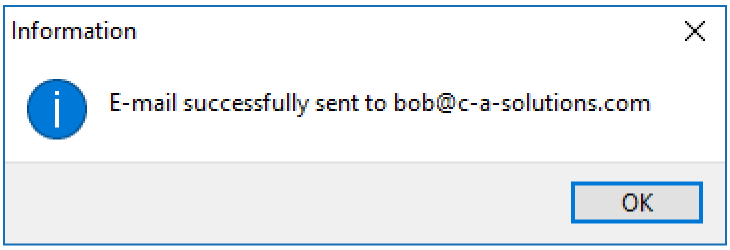

You will then see the following information screen.



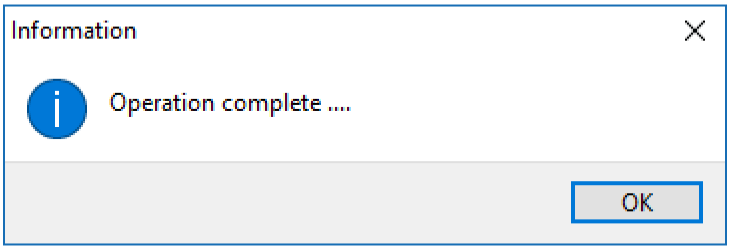

If you are happy to continue then click on "OK", otherwise click "Close" to cancel. When you click on "OK" you will then be asked to confirm that you want to continue with sending out the emails.




Click on "Yes" to proceed or "No" to cancel. Once you have clicked on "Yes", the process of sending out the emails begins, as each email is sent you will see a confirmation screen.



Click on "OK" and repeat until all emails have been sent. When all the emails have been processed you will see the following screen.

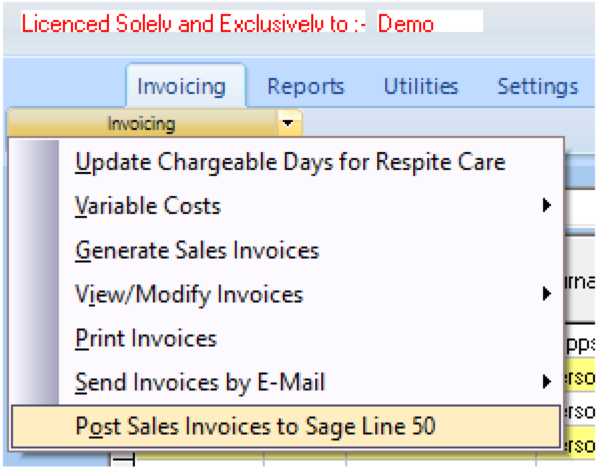



Click on "OK" to end.

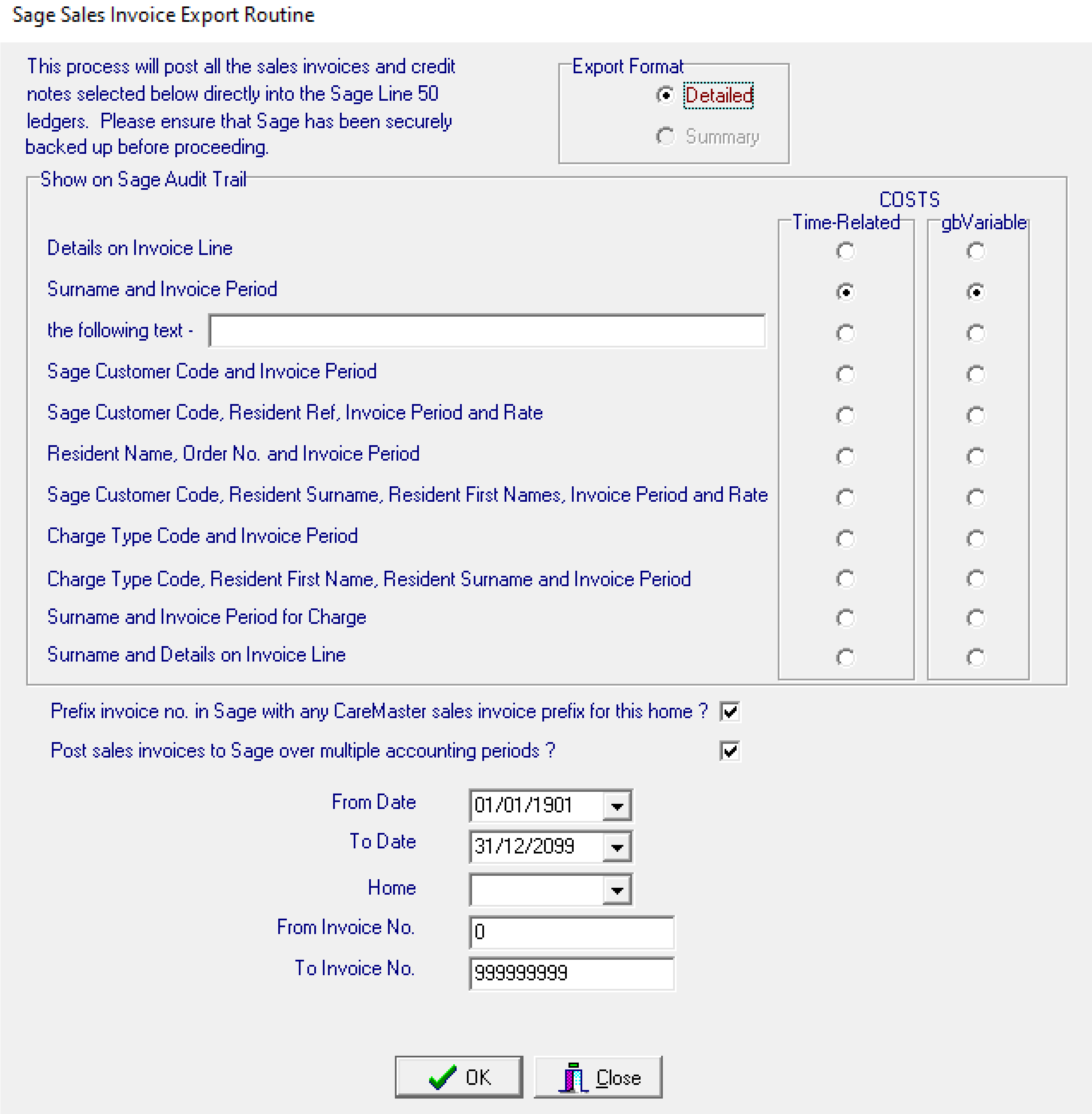
# Post Invoices to Sage

This is the final stage in the CareMaster invoicing process.

Click on the "Invoicing" tab to bring up the list of options and then select "Post Sales Invoices to Sage Line 50" from the menu options list.




The "Sage Sales Invoice Export Routine" screen will now appear.




For normal use we recommend the "Detailed" export format. There are several options for the data that will appear on the Sage audit trail as follows:

• Details on Invoice Line - The data that appears on the CareMaster invoice will appear in Sage in the same format.
• Surname and Invoice Period - This will display the Resident surname and the period that has been invoiced for.
• the follwoing text: - this allows you to enter a line of text which will appear on all transactions posted to Sage. This is only used in conjunction with the "Summary" posting option. (See System Defaults "Sage Invoice Posting" tab.)
• The word 'CareMaster' - self-explanatory.
• Sage Customer Code and Invoice Period - This will display the Sage Customer Account code that was selected on the charge template along with the period that has been invoiced for.
• Sage Customer Code, Resident Ref, Invoice Period and Rate - This will display the Sage Customer Account code that was selected on the charge template, the data entered in the 'Reference No' field on the Main Details screen, the period that has been invoiced for and the weekly rate that has been charged.
• Resident Name, Order No and Invoice Period - This will display the Resident surname, any 'Order No' that has been entered on the Invoicing screen and the period that has been invoiced for.

• Sage Customer Code, Resident Surname, Resident First Name, Invoice Period and Rate - This will display the Sage Customer Account code that was selected on the charge template, the Resident's surname and first name, the period that has been invoiced for and the weekly rate that has been charged.
• Charge Type Code and Invoice Period - This will display the Charge Type Code that was selected on the Charges tab of the Charge Template and the period that has been invoiced for.

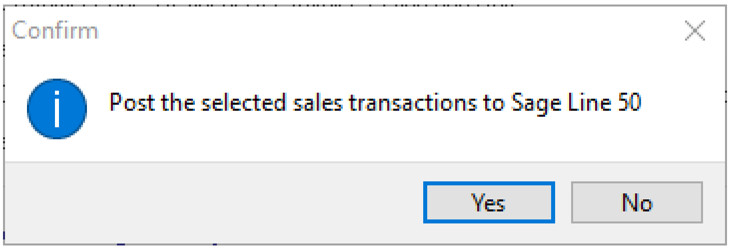
If you wish the Invoice Prefix Code that was entered on the Setting up Homes screen to be displayed in Sage, tick the "Prefix Invoice Number in Sage with any invoice prefix for this home?" box. This can be set as the default option in the System Defaults "Sage Invoice Posting" tab.

If you have selected the option to "Post sales invoices to Sage over multiple accounting periods" in the System Defaults "Sage Invoice Posting" tab, then this tick box will also appear on the screen. You can disable this option **for this posting only**, by unticking the box. You can also set the system to display a warning before posting if required, this is turned on from the System Defaults "Sage Invoice Posting" tab.

Select the date range for the posting and the Home that you wish to post, or select the Home and the Invoice Number range that you wish to post.

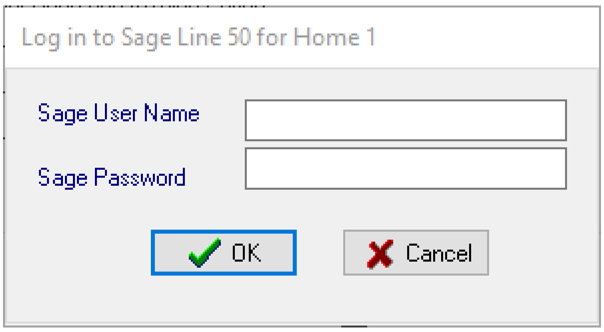
**N.B. If you have selected the "Include Invoices Already Exported" option from the "Sage Invoice Posting" tab on the System Defaults screen, this will allow invoices which have already been posted to Sage to be re-posted.The should only be used in exceptional circumstances, for example if Sage data has been lost and it is necessary to recreate sales information. If used in other circumstances it could result in the duplication of sales data in Sage 50 Accounts.**

Click on the "OK" button to proceed. Then click on "Yes" to confirm the process or "No" if you wish to cancel.



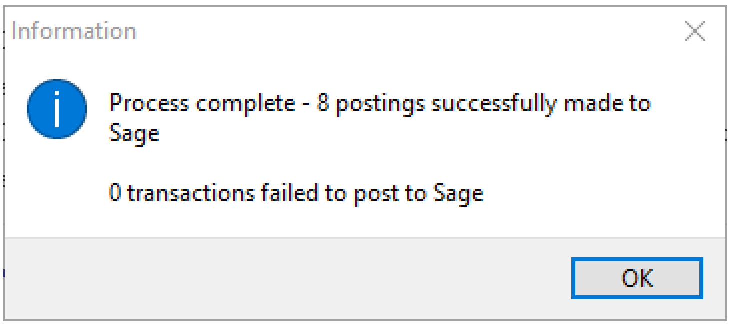

A Sage login is required to complete the posting process. We recommend that an alternative username is used when posting from CareMaster. e.g. if your usual username is "John" your CareMaster posting username could be "JohnCare".

**N.B. It is good practice to back up your Sage data and log out of Sage Accounts before attempting to post invoices from CareMaster.**




Enter your Sage username and password and then click on "OK" to continue.

A dialog box will be displayed to confirm the number of invoice lines posted.




If a transaction fails to post an error message will be displayed giving the number of the invoice so that it can be checked and amended. (This is usually caused by the failure to use a valid Sage Customer Code or Nominal Code).

**N.B. This problem can be avoided by running the Validate Charge Templates report or the Check Data process before generating invoices and correcting any anomalies found.**

## Utilities

The following pages give details on the various Utilities that are included with CareMaster.

Delete a Sales Invoice Batch

Delete a Home

Change Home Code

Client Rate Processing

Refresh Sage Data

Clear Multi-User Locks

View Users Currently Logged In

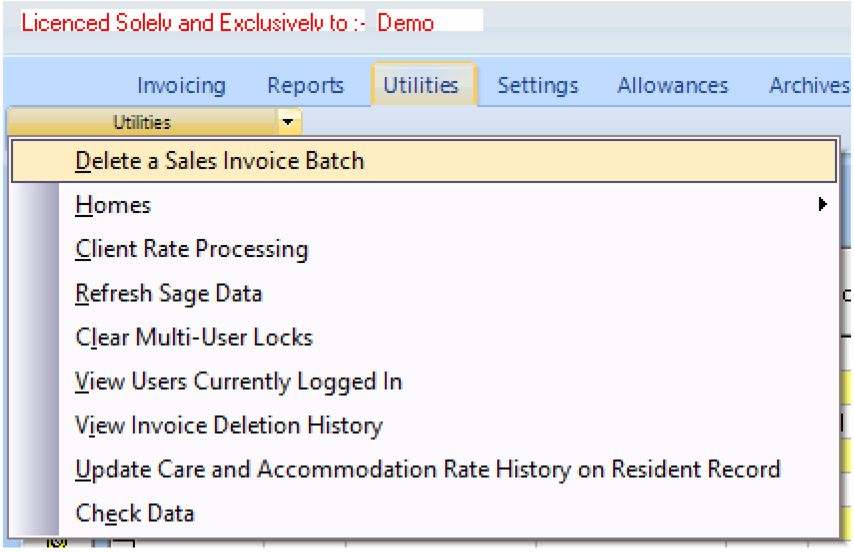
View Invoice Deletion History

Update Rate History

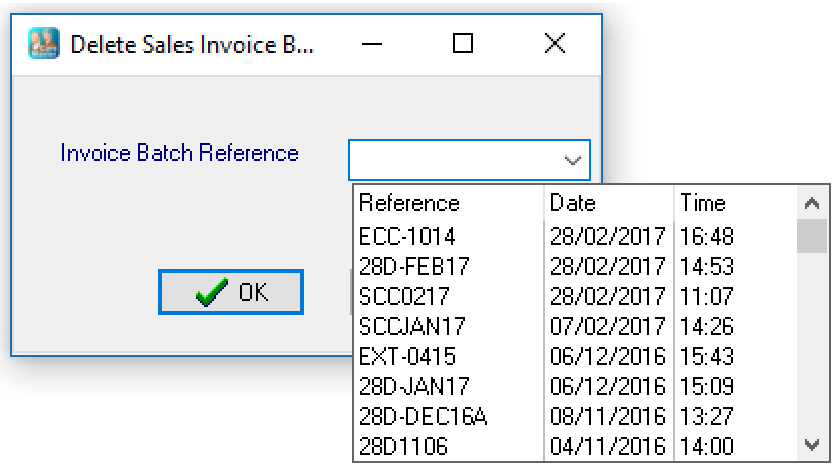
Check Data

## Delete a Sales Invoice Batch

Click on the "Utilities" tab to bring up the list of options and then select "Delete a Sales Invoice Batch" from the menu options list.



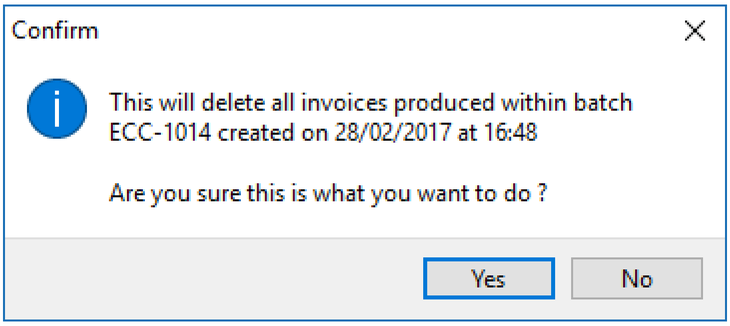

The "Delete Sales Invoice Batch" screen will now appear.




Clicking on the drop-down button will show a list of all invoice batches that have been created in "latest first" order. Although it is possible to delete any of the batches in the list, it is not advisable to delete any except the last one that was created. Ignoring this can result in gaps in your invoice number sequence and can also require the re-configuring of specific items in the settings menu. If you need to delete earlier batches please Contact Us.

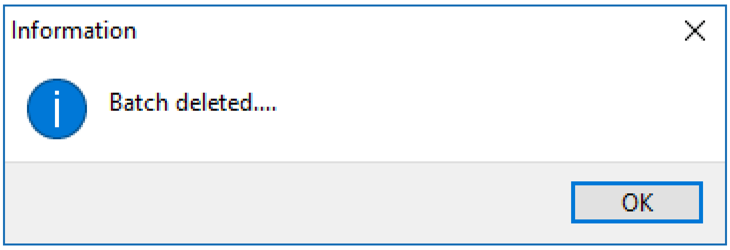
Select the last batch created and then click the "OK" button to continue.

You will then see a confirmation screen showing the details of the batch.




If you are sure that this is what you want to do, click on "Yes", otherwise click on "No".

After clicking on "Yes" you will then see the following screen.

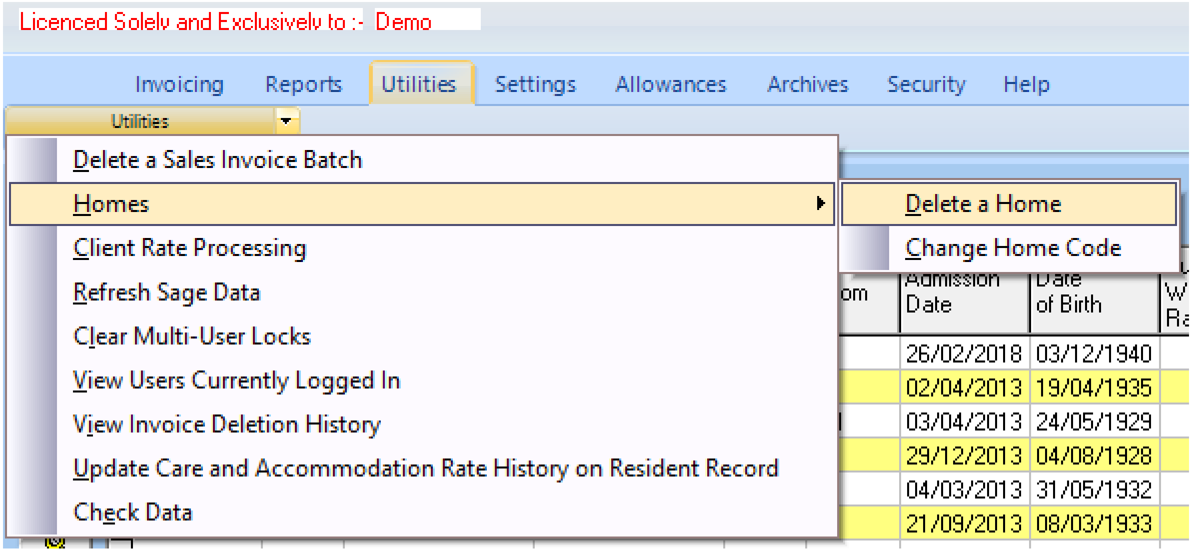



Click on "OK" to finish.

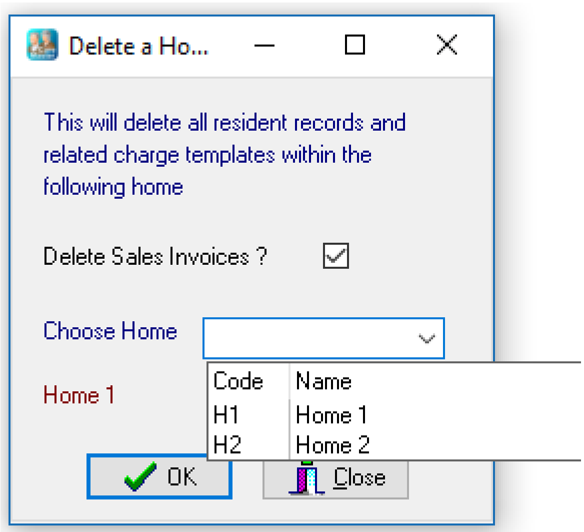
All invoices in the batch will have been deleted, the invoice numbers will have been rolled back and the date of the invoice period will also have been rolled back. **N.B. This will not necessarily be the case if you have deleted any batches other than the latest one.**

## Delete a Home

Click on the "Utilities" tab to bring up the list of options and then select "Homes" followed by "Delete a Home" from the menu options list.



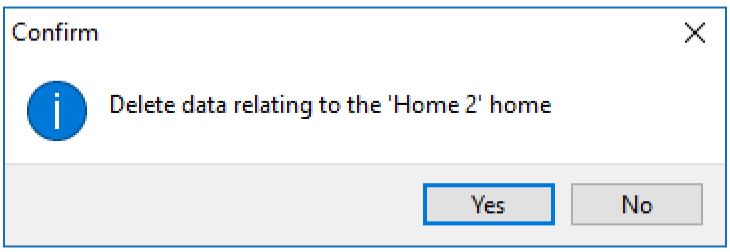

The "Delete a Home" screen will now appear.




You can now select which home you wish to delete and also whether you wish to delete the associated invoices as well. Once you have made your selection, click on "OK" to continue.

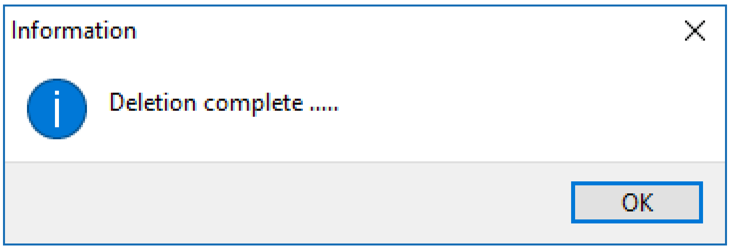
**N.B. This process is NOT reversible and should only be run if a Home has been disposed of and there is no longer any requirement to keep the records. The use of this option is controlled from the Security settings for each username.**

You will then be asked to confirm your choice.



Click on "Yes" to continue or "No" to cancel.

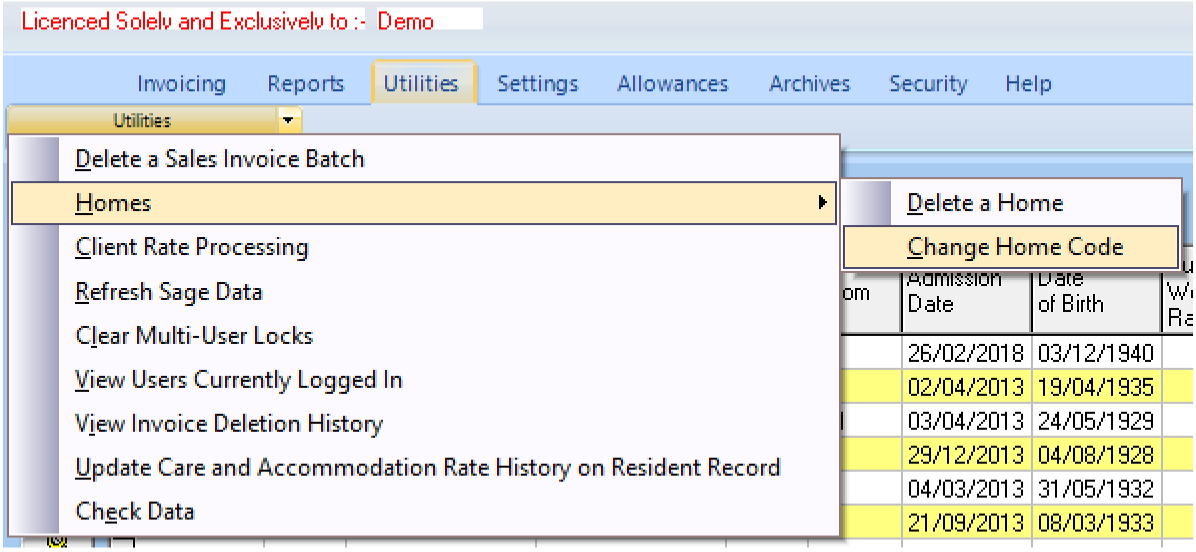
When the process is complete you will see the following screen.



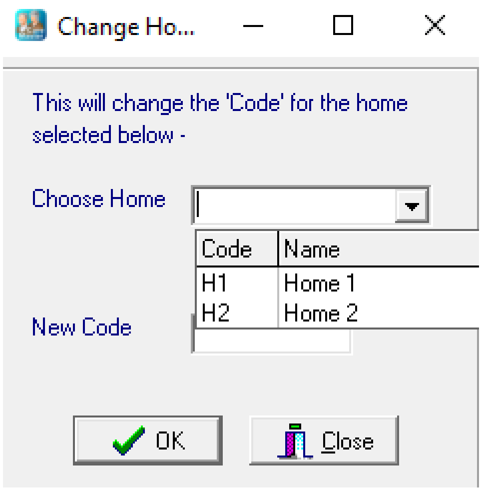

Click on "OK" to finish.

## Change Home Code

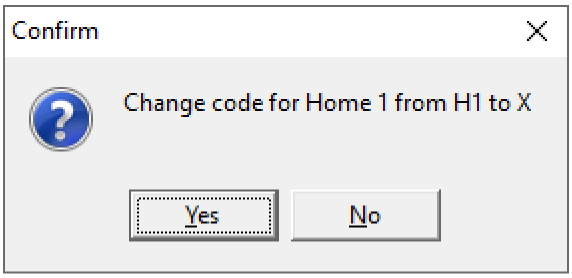
If a Home within your organisation has been renamed it may also be necessary to change the code used to identify that home. Click on the "Utilities" tab to bring up the list of options and then select "Homes" followed by "Change Home Code" from the menu options list.



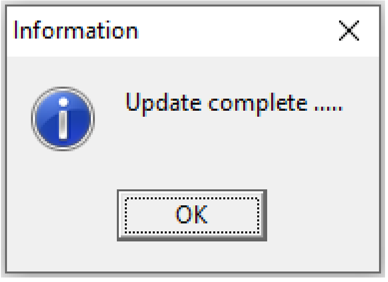

The "Change Home Code" screen will now appear.




Select the Home Code you wish to change from the drop down list in the first box, then enter the new code in the second box and click on "OK" to continue. You will then be asked to confirm your choice.




Click on "Yes" to confirm the change or "No" to cancel. When the process has finished you will see the following confirmation screen.

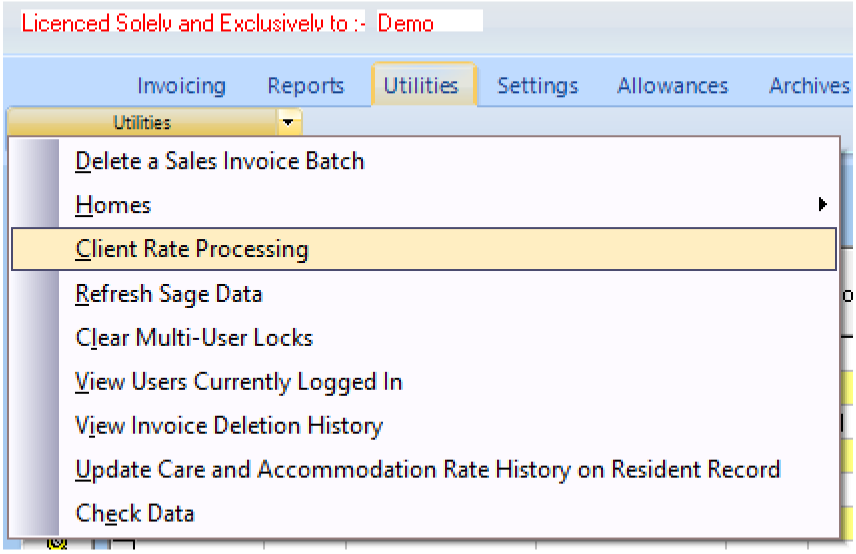



Click on "OK" to finish.

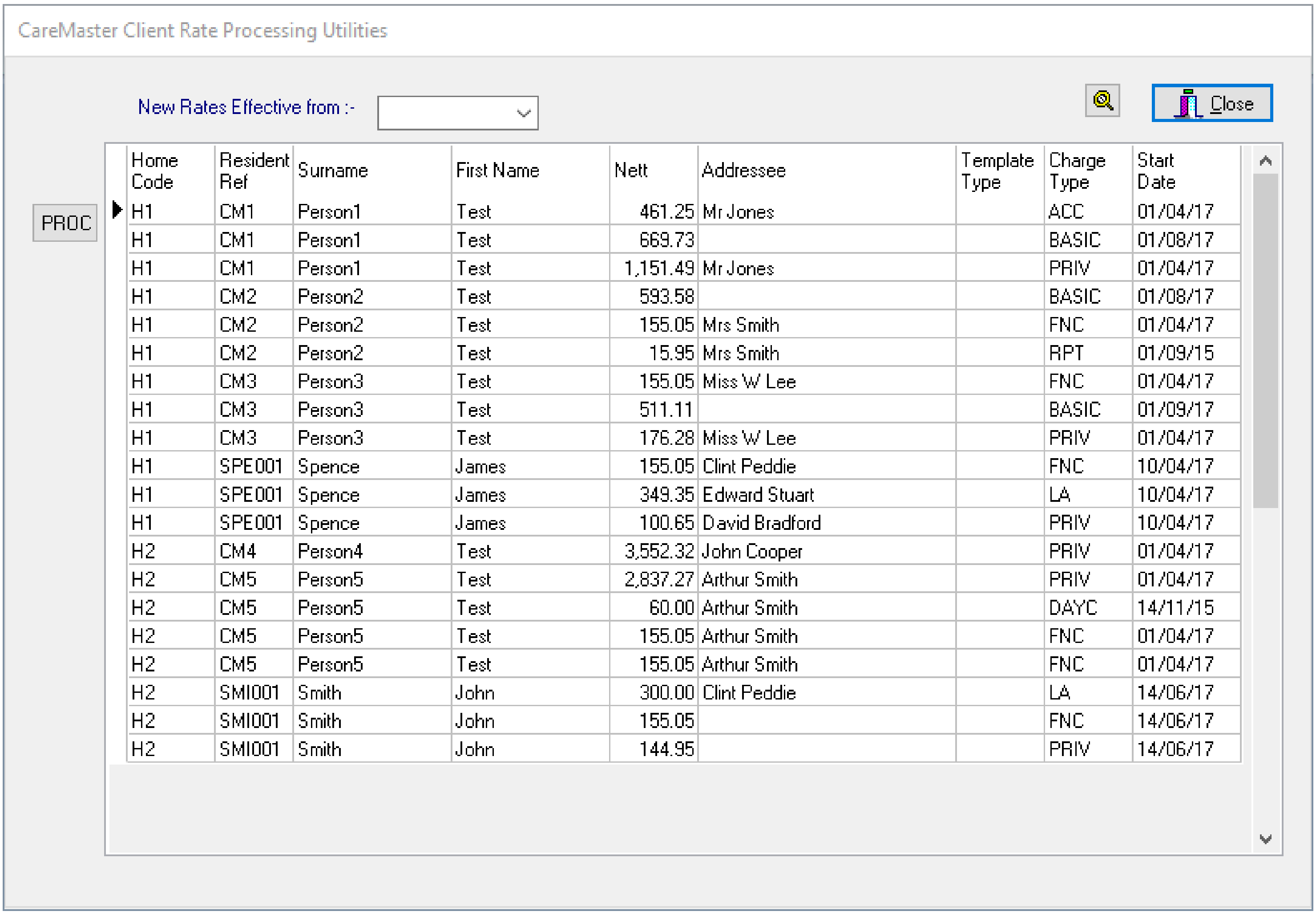
## Client Rate Processing

This utility is used to globally update the charge rates for all residents or a subset of residents and can be done in advance based on the "Effective Date". Individual Charge Templates will continue to use the original rate until the "Effective Date" is reached and will then switch to the new rate. If this change occurs part way through an invoicing period, CareMaster will calculate the correct number of days at each rate and invoice accordingly.

Click on the "Utilities" tab to bring up the list of options and then select "Client Rate Processing" from the menu options list.



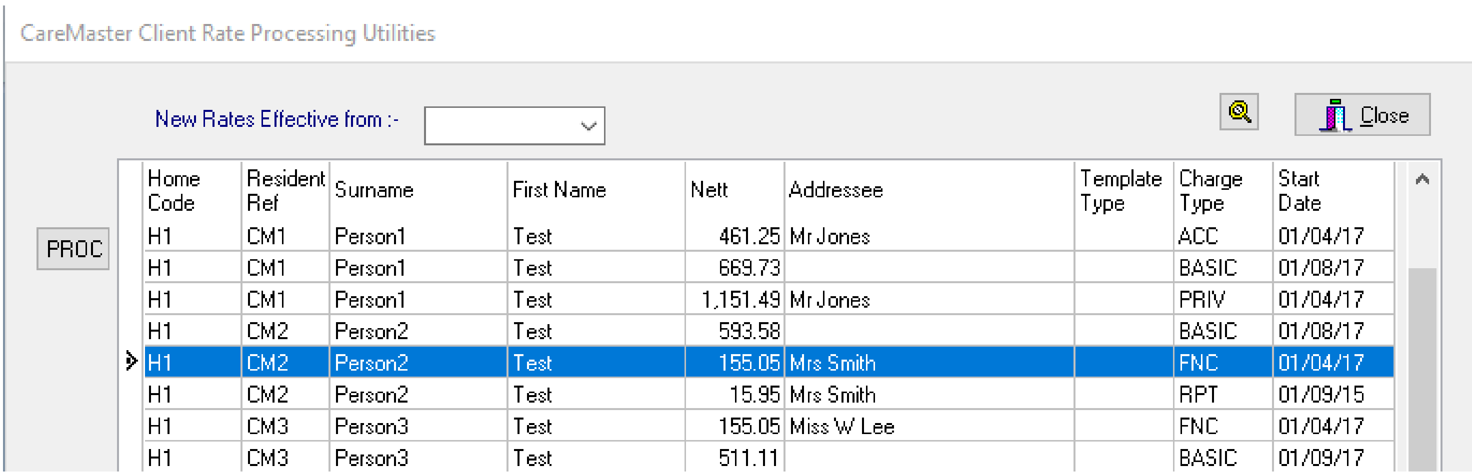

The "Client Rate Processing" screen will now appear.




| Home Code | Resident Ref | Surname | First Name | Nett | Addressee | Template Type | Charge Type | Start Date |
|---|---|---|---|---|---|---|---|---|
| H1 | CM1 | Person1 | Test | 461.25 | Mr Jones | | ACC | 01/04/17 |
| H1 | CM1 | Person1 | Test | 669.73 | | | BASIC | 01/08/17 |
| H1 | CM1 | Person1 | Test | 1,151.49 | Mr Jones | | PRIV | 01/04/17 |
| H1 | CM2 | Person2 | Test | 593.58 | | | BASIC | 01/08/17 |
| H1 | CM2 | Person2 | Test | 155.05 | Mrs Smith | | FNC | 01/04/17 |
| H1 | CM2 | Person2 | Test | 15.95 | Mrs Smith | | RPT | 01/09/15 |
| H1 | CM3 | Person3 | Test | 155.05 | Miss W Lee | | FNC | 01/04/17 |
| H1 | CM3 | Person3 | Test | 511.11 | | | BASIC | 01/09/17 |
| H1 | CM3 | Person3 | Test | 176.28 | Miss W Lee | | PRIV | 01/04/17 |
| H1 | SPE001 | Spence | James | 155.05 | Clint Peddie | | FNC | 10/04/17 |
| H1 | SPE001 | Spence | James | 349.35 | Edward Stuart | | LA | 10/04/17 |
| H1 | SPE001 | Spence | James | 100.65 | David Bradford | | PRIV | 10/04/17 |
| H2 | CM4 | Person4 | Test | 3,552.32 | John Cooper | | PRIV | 01/04/17 |
| H2 | CM5 | Person5 | Test | 2,837.27 | Arthur Smith | | PRIV | 01/04/17 |
| H2 | CM5 | Person5 | Test | 60.00 | Arthur Smith | | DAYC | 14/11/15 |
| H2 | CM5 | Person5 | Test | 155.05 | Arthur Smith | | FNC | 01/04/17 |
| H2 | CM5 | Person5 | Test | 155.05 | Arthur Smith | | FNC | 01/04/17 |
| H2 | SMI001 | Smith | John | 300.00 | Clint Peddie | | LA | 14/06/17 |
| H2 | SMI001 | Smith | John | 155.05 | | | FNC | 14/06/17 |
| H2 | SMI001 | Smith | John | 144.95 | | | PRIV | 14/06/17 |

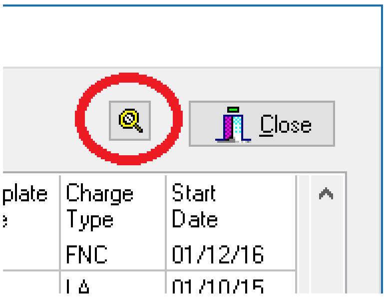
This screen displays a line for every current charge template line that has been created for all residents. Lines can be selected by holding down the "CTRL" key on the keyboard and then clicking on the line, this selection process is suitable when either a single line or only a few lines need to be updated.

Selected lines will appear as in the image below:

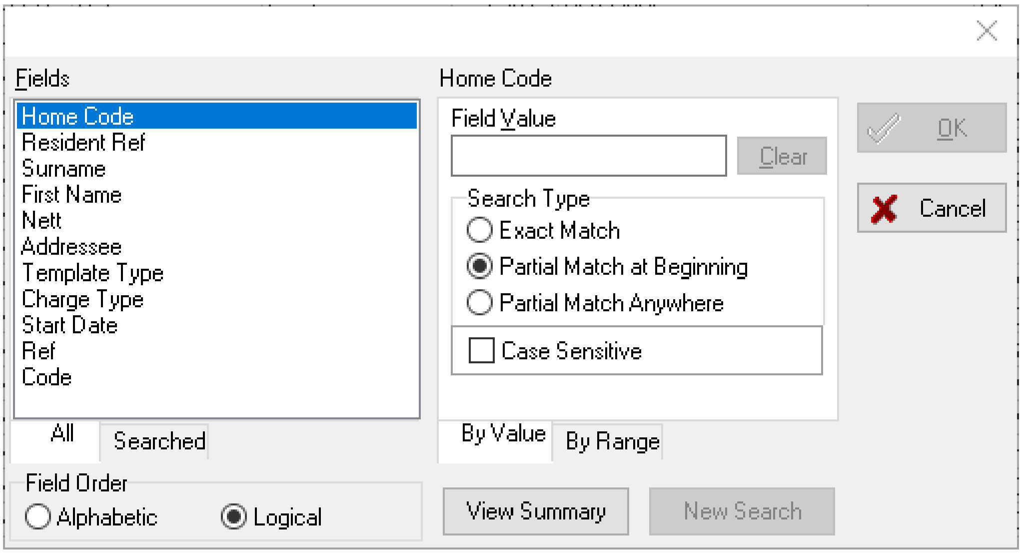



| Home Code | Resident Ref | Surname | First Name | Nett | Addressee | Template Type | Charge Type | Start Date |
|---|---|---|---|---|---|---|---|---|
| H1 | CM1 | Person1 | Test | 461.25 | Mr Jones | | ACC | 01/04/17 |
| H1 | CM1 | Person1 | Test | 669.73 | | | BASIC | 01/08/17 |
| H1 | CM1 | Person1 | Test | 1,151.49 | Mr Jones | | PRIV | 01/04/17 |
| H1 | CM2 | Person2 | Test | 593.58 | | | BASIC | 01/08/17 |
| H1 | CM2 | Person2 | Test | 155.05 | Mrs Smith | | FNC | 01/04/17 |
| H1 | CM2 | Person2 | Test | 15.95 | Mrs Smith | | RPT | 01/09/15 |
| H1 | CM3 | Person3 | Test | 155.05 | Miss W Lee | | FNC | 01/04/17 |
| H1 | CM3 | Person3 | Test | 511.11 | | | BASIC | 01/09/17 |

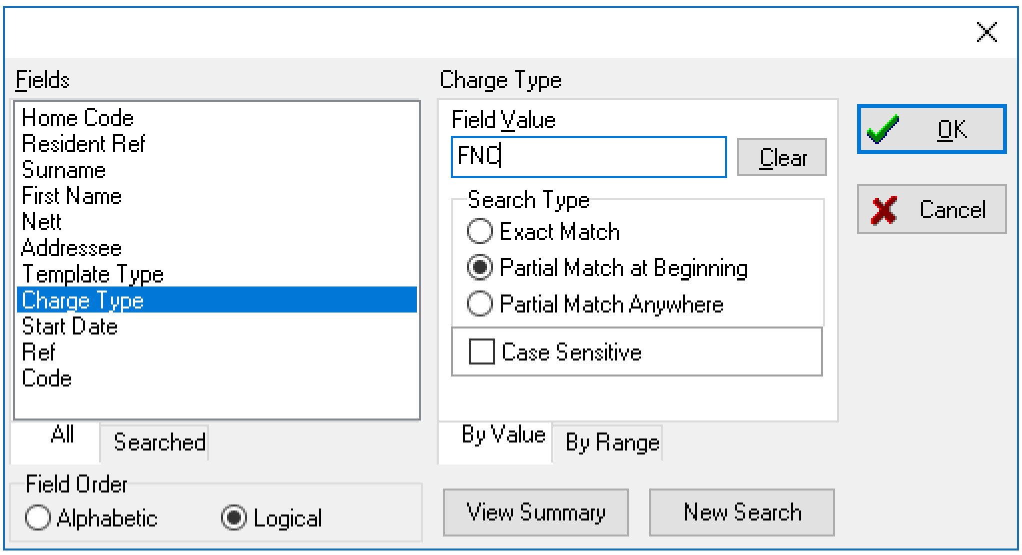
Alternatively, a subset of lines can be created by using the "Search" option. To do this click on the "Search" button at the top right of the screen.



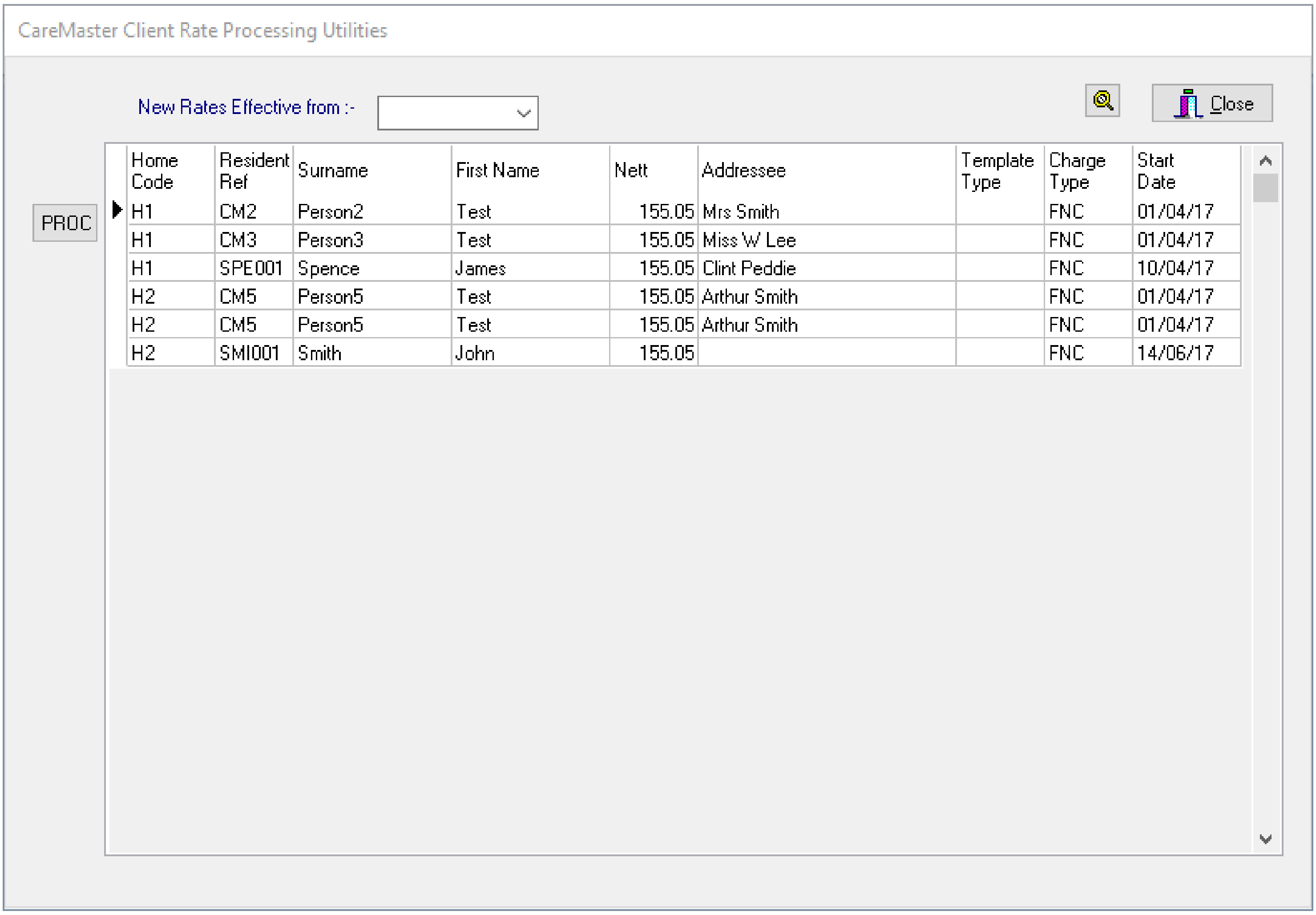

The "Search Criteria" screen will now be displayed.




Select the search criteria from the list on the left and then enter the value in the "Field Value" box and click "OK". (e.g. If it is required to update all charge templates relating to Funded Nursing Care, select "Charge Type" from the list and then enter the relevant code on the "Field Value" box - in this case "FNC").

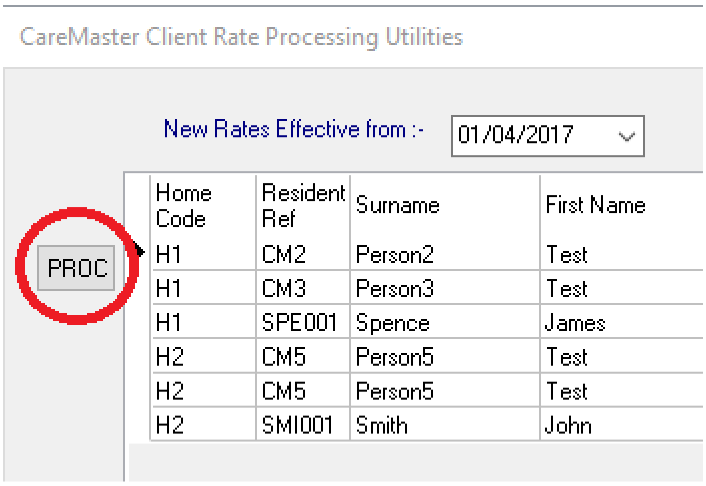



After clicking on "OK" the screen will now only display the lines that fit the selected criteria.

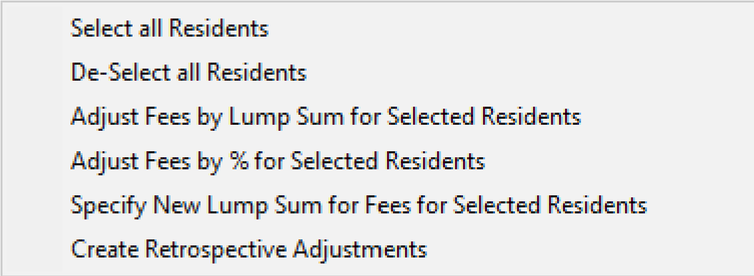



If required, several different criteria can be combined to narrow down the list.

Once the correct subset is displayed, enter the "Effective Date" that you wish to apply to your changes and then click on the "PROC" button.

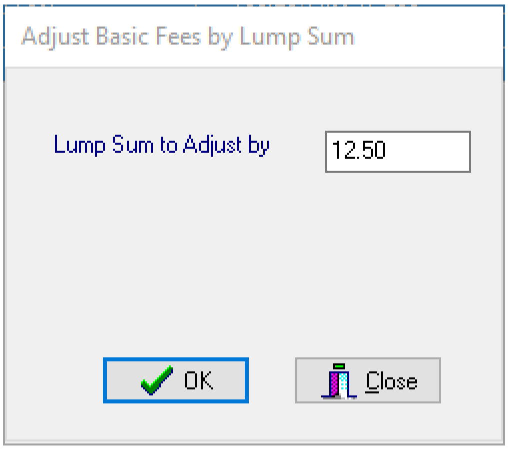



This will display the list of options available.



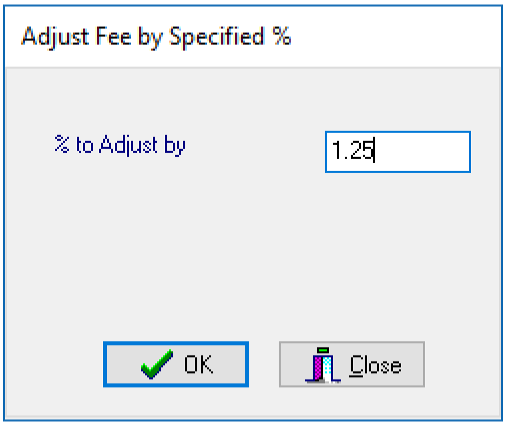

Firstly, click on "Select all Residents", this will highlight all of the lines in the subset. Now click on the "PROC" button again and choose the update option required. These are as follows:

Adjust Fees by Lump Sum:



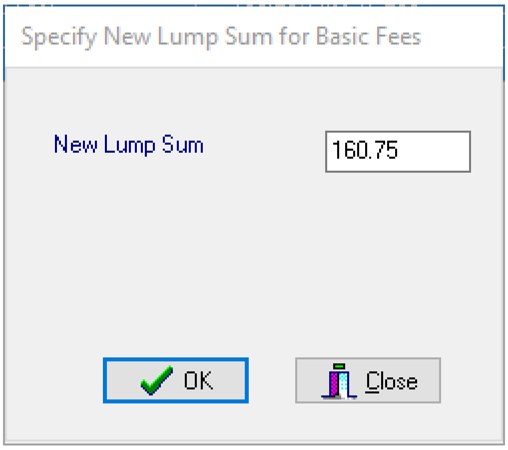

Enter the required value and then click on "OK", this will add the value entered to all of the existing amount sin the selected charge templates and create a new charge line with the new rate. If you need to reduce the values, put a minus sign (-) in front of the value.

Adjust Fees by Percentage:



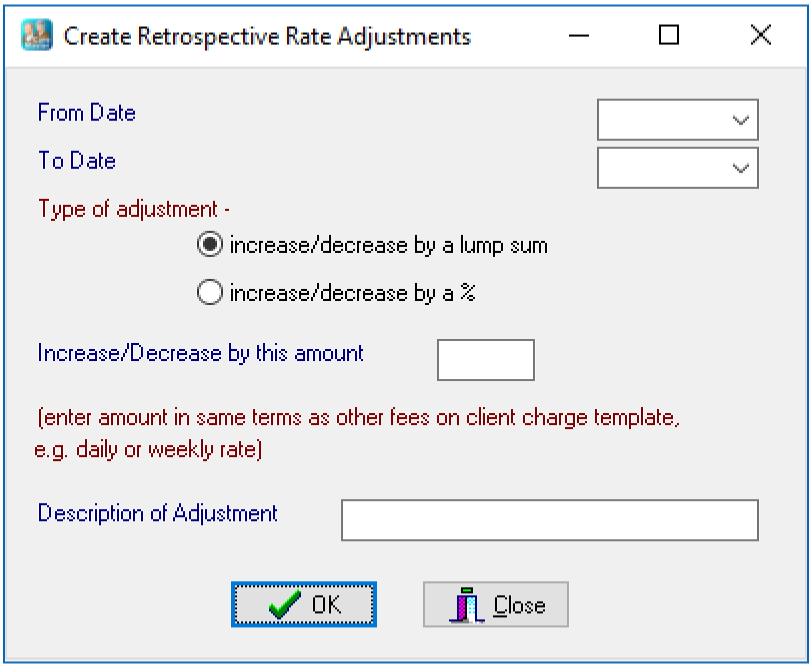

Enter the required percentage value in the box and then click on "OK", this will increase all of the existing amounts in the selected charge templates by the given percentage and create new charge lines with the new rate. Again, if you need to reduce the value by a percentage, put a minus sign (-) in front of the value.

Specify New Lump Sum:




Enter the new amount required in the box and then click "OK", this will create a new charge line for all selected residents using the specified lump sum amount.

Create Retrospective Adjustments:




Enter the "From" and "To" dates for the period covered by the adjustment. (The "To" date will usually be the last date invoiced up to). Select the type of adjustment you wish to make, either a "Lump Sum" or a "Percentage". Enter the amount of the adjustment in the same terms as the existing fees on the charge template, e.g. if the Rate Type on the charge template is "Weekly" the figure entered should be the weekly equivalent amount. If the change is a decrease, the figure should be entered with a minus sign (-) in front of it. You may also enter a short description to appear on the invoice line.

CareMaster will create a 'one-off' additional charge to cover the retrospective adjustment. **N.B. The original charge line should now be amended so that future invoices will be for the correct value.**

In order to include Retrospective Adjustments in your invoice runs you must remember to tick the "Include Un-invoiced Retrospective Adjustments" box on the Generate Sales Invoices screen.

When finished processing your changes, click on the "PROC" button again and then click on "De-select all Residents". Finally click on the "Search" button again and remove any criteria you have set to return the list to it's original state.

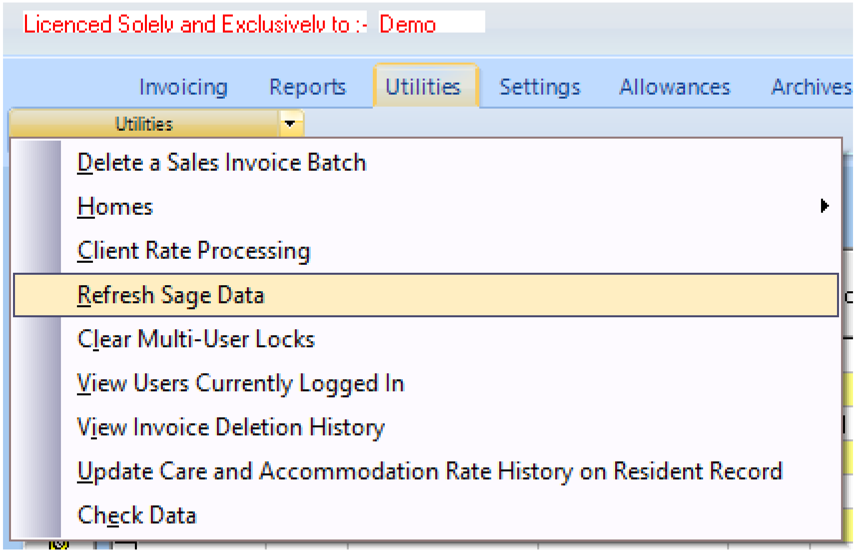
## Refresh Sage Data

There are a number of links between CareMaster and Sage 50 Accounts. The following data tables are available within CareMaster:

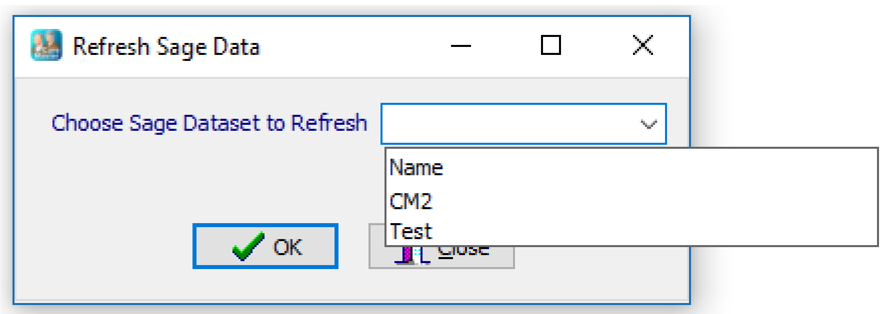
Sage Customer Accounts
Sage Nominal Codes
Sage Departments Codes
Sage VAT Codes

If any of these areas in Sage 50 Accounts have been changed or added to (e.g. the creation of a new customer account or the change of bank details), it is necessary to run the "Refresh Sage Data" option.

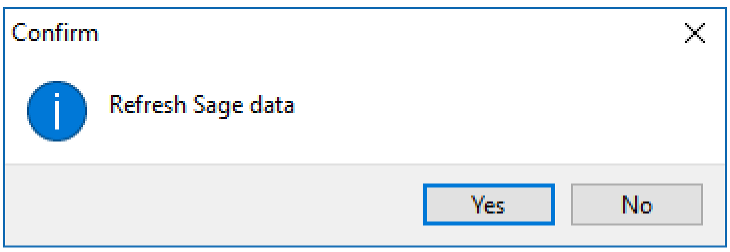
Click on the "Utilities" tab to bring up the list of options and then select "Refresh Sage Data" from the menu options list.




The "Refresh Sage Data" screen will then be displayed.



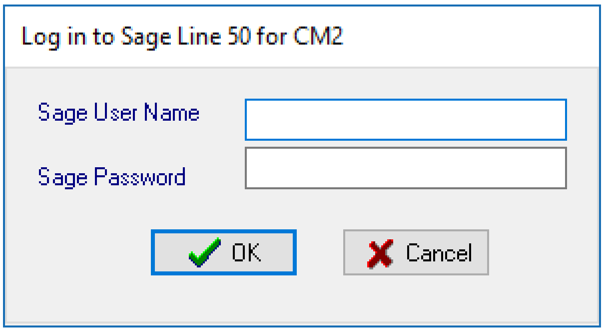

If you have created more than one Sage Dataset, you will be given the choice of selecting a specific dataset or refreshing all. Make your choice and then click on "OK". You will then be asked to confirm that you want to continue.



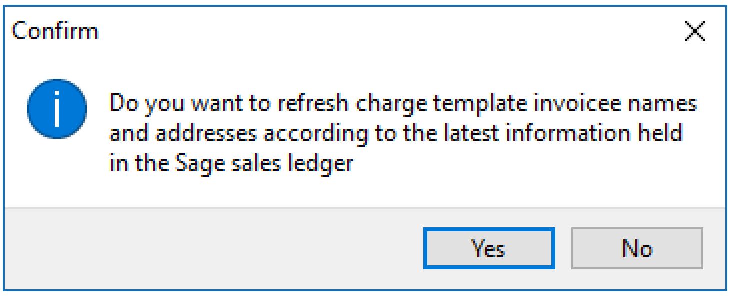
Click on "Yes" to continue or "No" to cancel.

If you click on "Yes" you will then be presented with a Sage login screen. A Sage login is required to complete the process. We recommend that an alternative username is used when refreshing CareMaster. e.g. if your usual username is "John" your CareMaster refresh username could be "JohnCare".

**N.B. It is good practice to log out of Sage Accounts before attempting to refresh Sage data.**

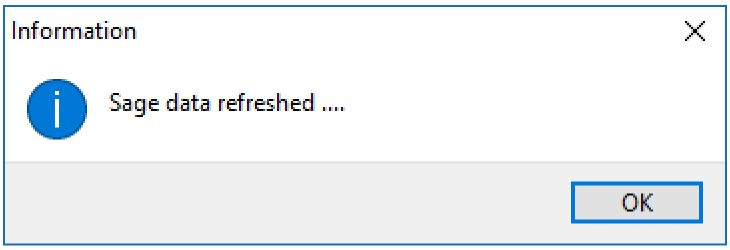



Enter your Sage username and password and then click on "OK" to continue. If you have selected the option to "Update Charge Templates when Sage names and addresses change" on the "Sage" tab of the System Defaults screen, you will then be asked if you want o perform this secondary update.




Click on "Yes" to continue or "No" to end.

When all updates have been run you will see the following screen.



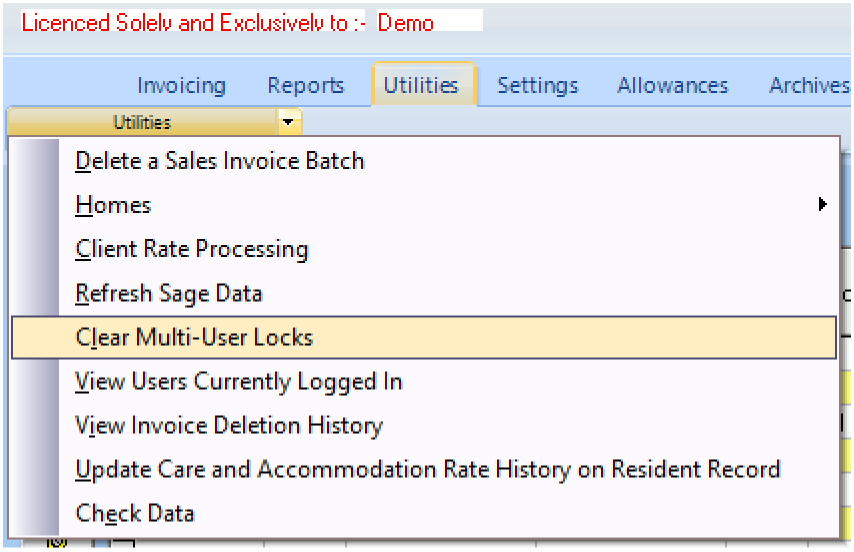

Click on "OK" to finish.

## Clear Multi-User Locks

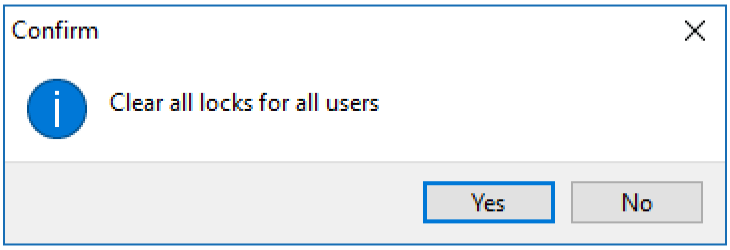
In a multi-user environment you may occasionally find that a particular area of the program is inaccessible. This usually happens when a user doesn't exit the program correctly. If this happens the following error message will appear: **"Cannot do this - another user is currently performing this task"**.

This problem can be resolved by using the following procedure.

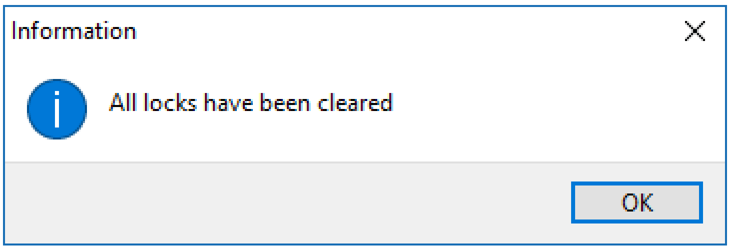
Click on the "Utilities" tab to bring up the list of options and then select "Clear Multi-User Locks" from the menu options list.




A confirmation screen will appear.



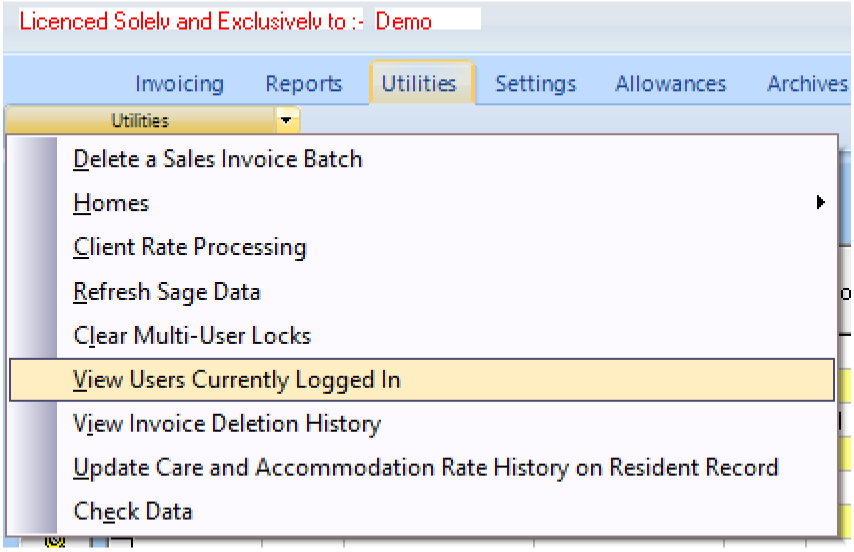

Click on "Yes" to continue or "No" to cancel. If you proceed with this option you will then see the following screen.



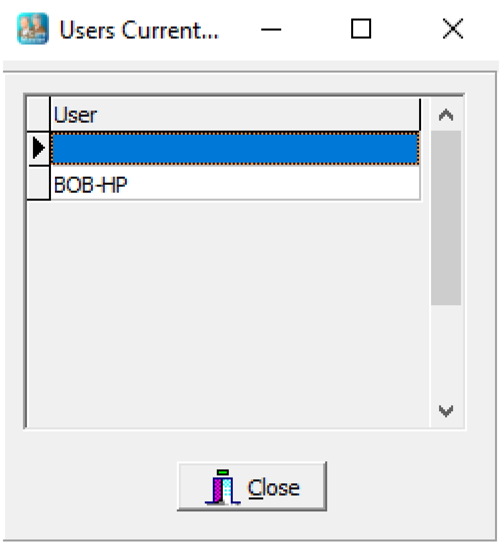

Click on "OK" to finish, you will now be able to access the previously locked area of the program.

## View Users Currently Logged In

You may wish to know whether any other users are currently using the program. To do this, click on the "Utilities" tab to bring up the list of options and then select "View Users Currently Logged In" from the menu options list.

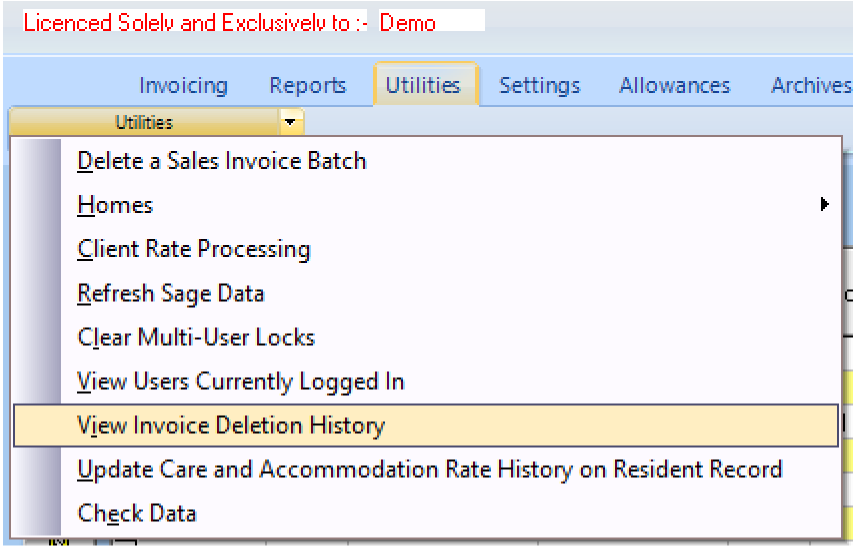



You will then see the following screen which shows the names of any computers on the network that are currently accessing the program.

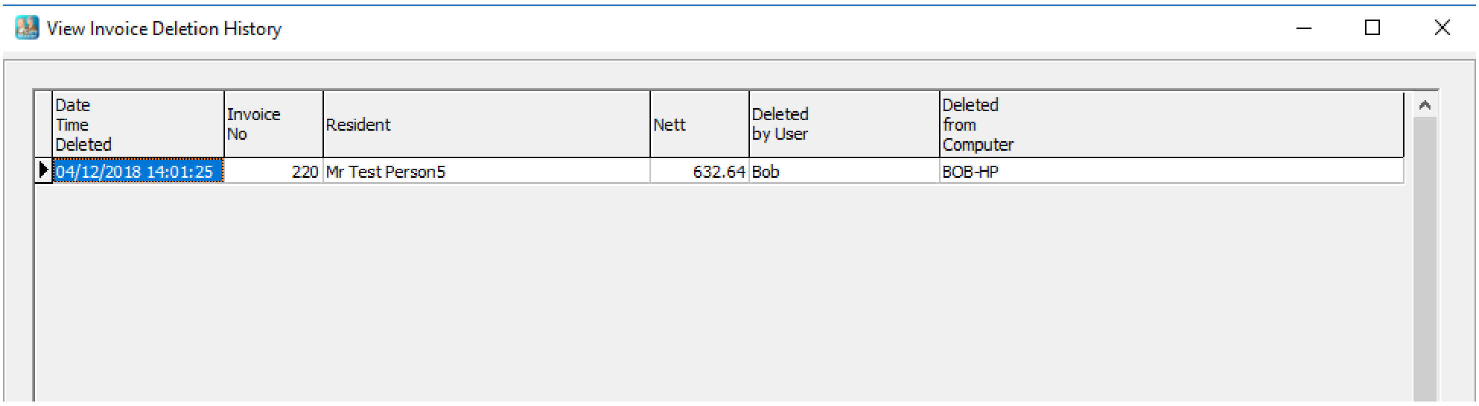


## View Invoice Deletion History

Click on the "Utilities" tab to bring up the list of options and then select "View Invoice Deletion History" from the menu options list.




This will open the following screen which will show any invoices that have been deleted from the system.



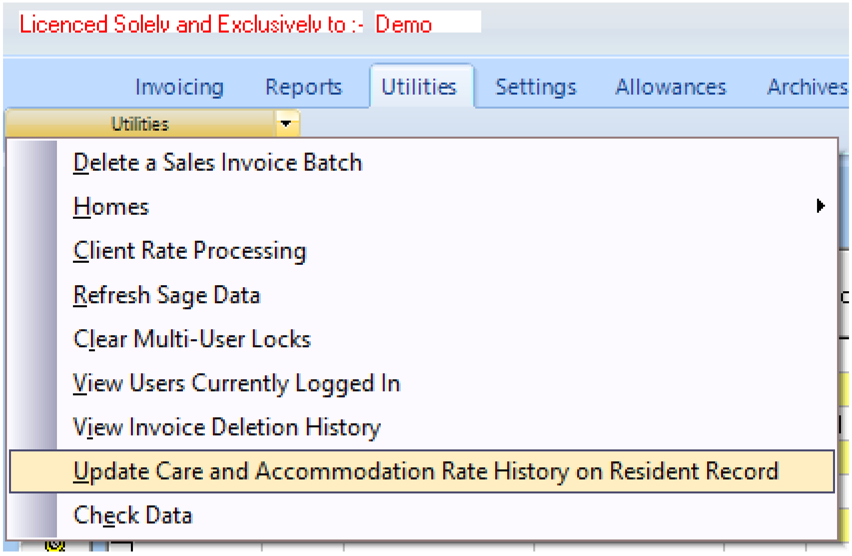

The following information about each deletion will be displayed:

Date & time
Invoice No.
Resident Name
Value of invoice
Who deleted it (this will only be displayed if you have set up users using the Security option).
Which computer was the deletion run from.

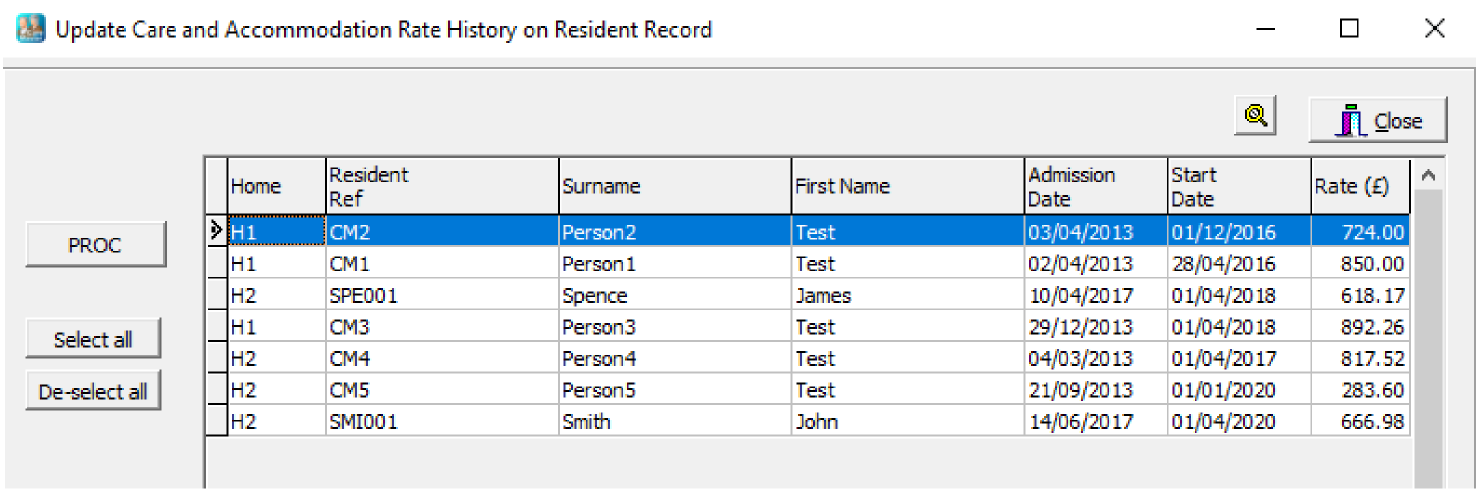
# Update Rate History

This function allows you to easily update the "Total Fee" for each resident that was originally entered on the residents Rate History screen. It works in a very similar way to the Client Rate Processing function, in that either individual residents or subsets of residents can be updated with out having to navigate to the resident record.

Click on the "Utilities" tab to bring up the list of options and then select "Update Care and Accommodation Rate History on Resident Record" from the menu options list.

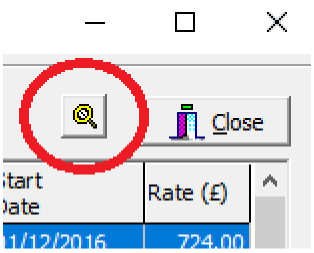



The "Update Care and Accommodation Rate History on Resident Record" screen will now appear.

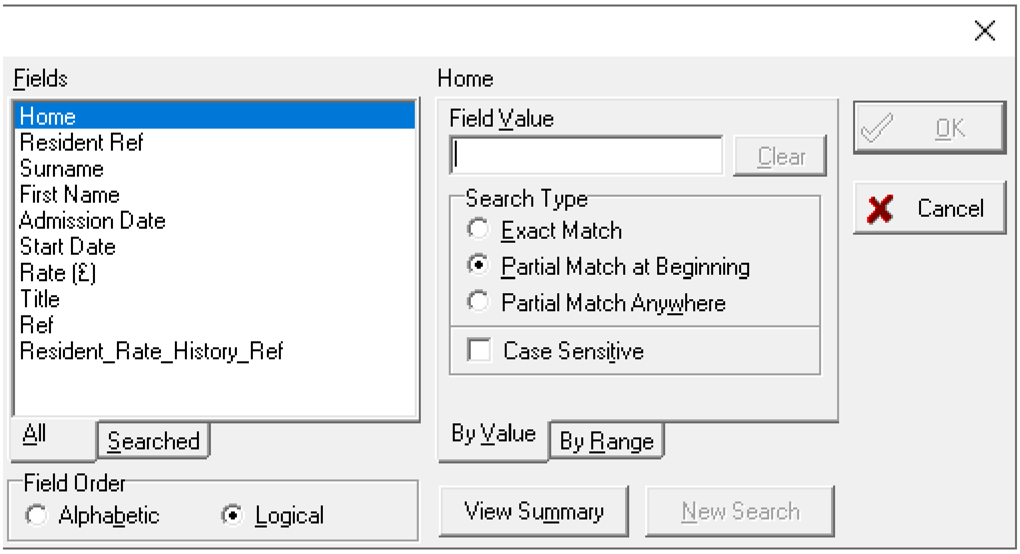



This screen lists the current "Total Fee" for each resident. Lines can be selected by holding down the "CTRL" key or the "SHIFT" key on the keyboard and then clicking on the line, this selection process is suitable when either a single line or only a few lines need to be updated. Selected lines will be highlighted in blue and a small arrow symbol will appear at the left end of the line as shown in the image above.

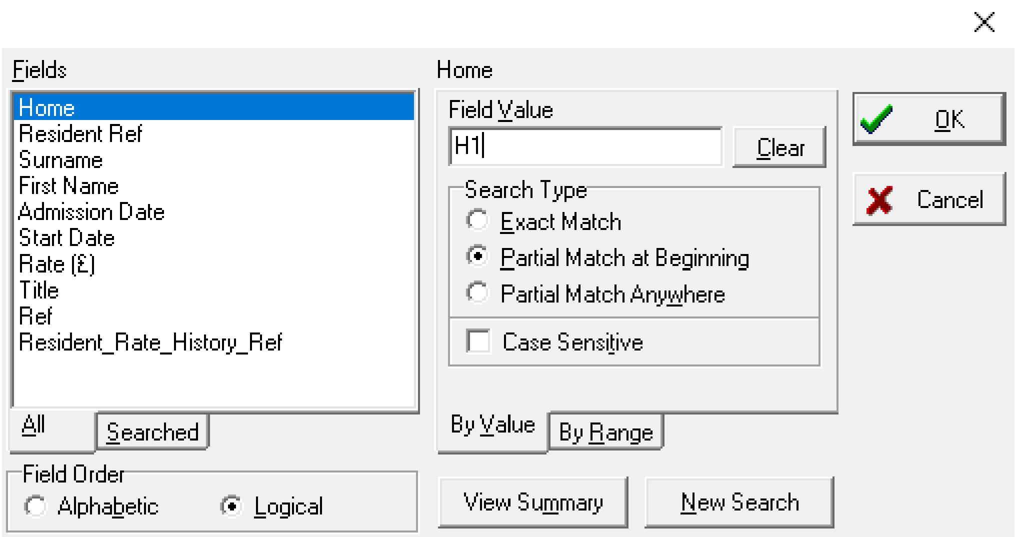
Alternatively, a subset of lines can be created by using the "Search" option. To do this click on the "Search" button at the top right of the screen.



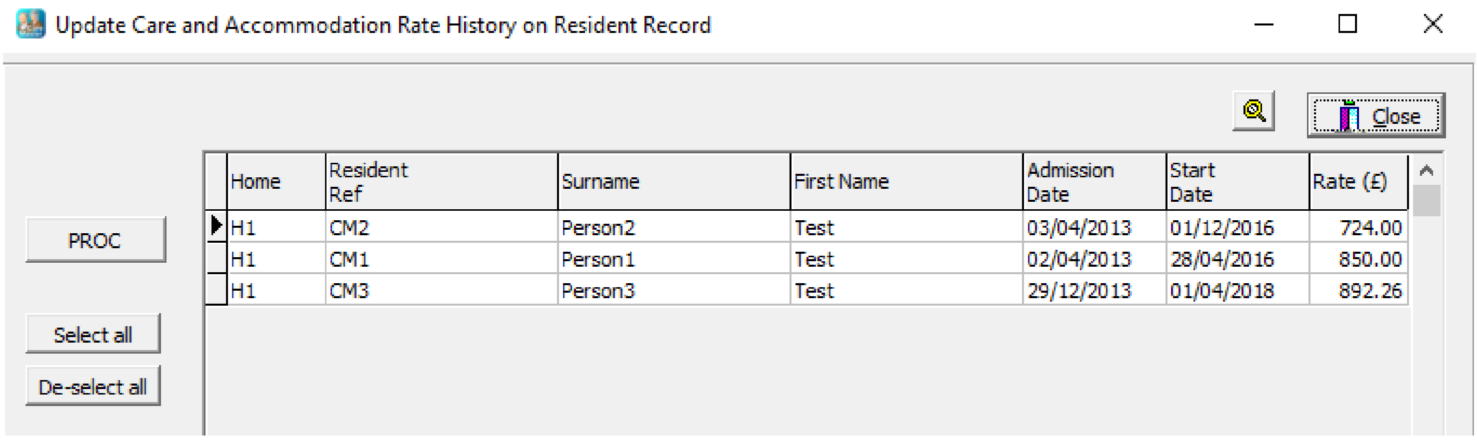

The "Search Criteria" screen will now be displayed.




Select the search criteria from the list on the left and then enter the value in the "Field Value" box and click "OK". (e.g. If it is required to update all records within a particular home, select "Home" from the list and then enter the relevant code in the "Field Value" box - in this case "H1").

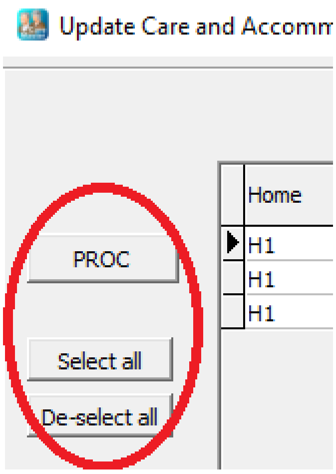



After clicking on "OK" the screen will now only display the lines that fit the selected criteria.

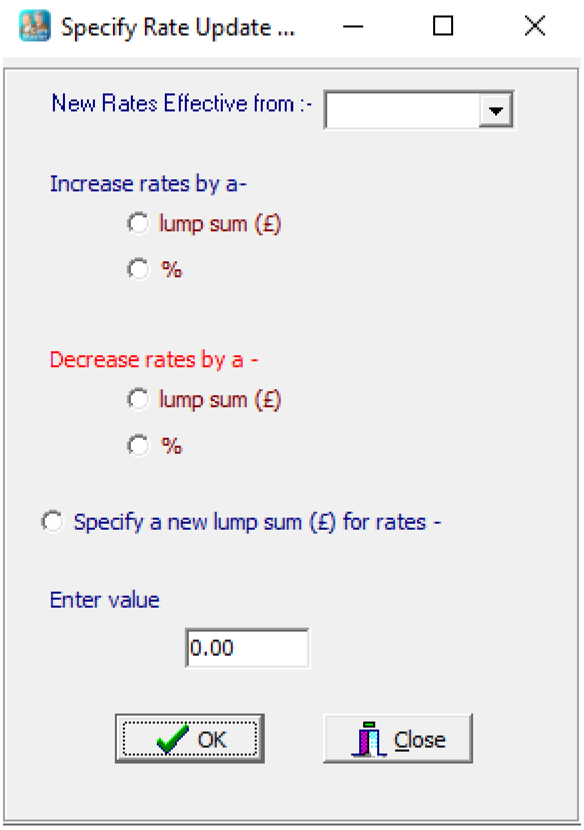



If required, several different criteria can be combined to narrow down the list.

Once the correct subset is displayed, click on the "Select All" button and then click on the "PROC" button.




The "Specify Rate Update" screen will now be displayed.

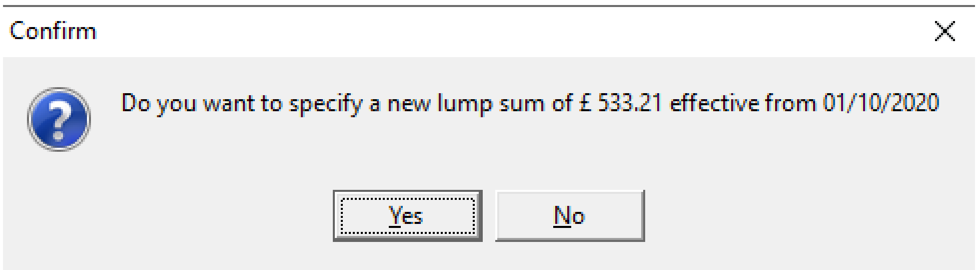



First, enter the date that you want the new rates to come into effect from. Then choose the type of change that you want to make - there are three choices and the first two have two different options:

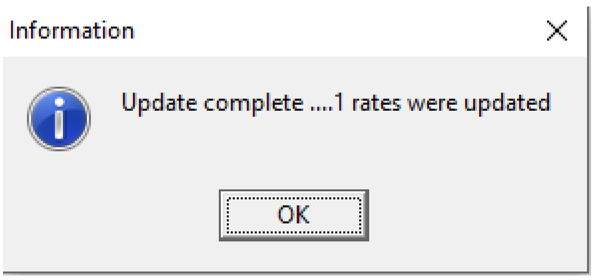
• Increase rates by a lump sum or a percentage.
• Decrease rates by a lump sum or a percentage.
• Specify a new lump sum.

Select the option you wish to use and then enter the value in the bottom box, either a £ value or a percentage rate depending on the choices you have made. Then click on the "OK" button.

You will then be asked to confirm your choices.




Click on "Yes" to continue or "No" to cancel. If you selected "Yes" you will now see the "Update Completed" message.

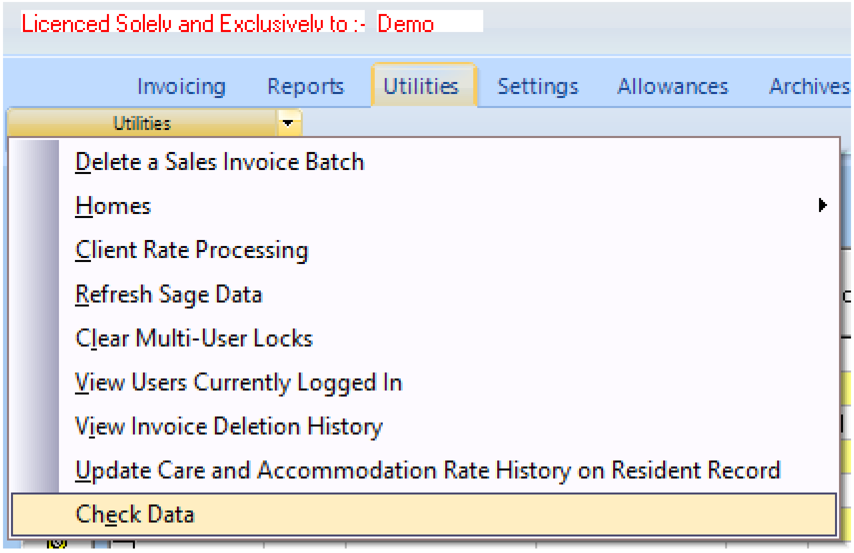


Click on "OK" to finish.

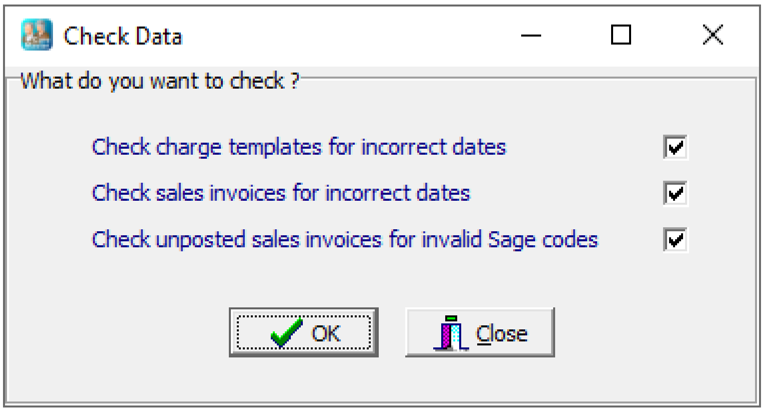
# Check Data

This option allows you to check your data for any anomalies that may prevent the program from producing invoices correctly.

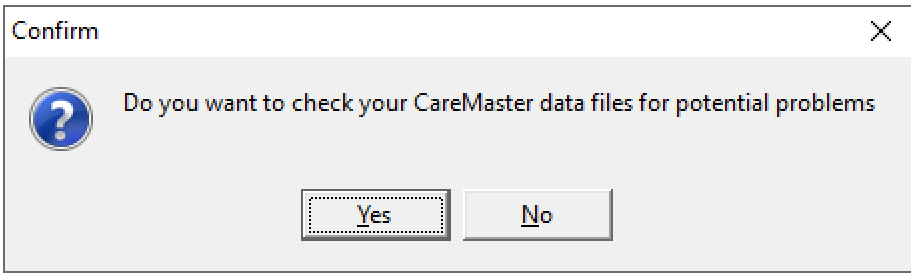
Click on the "Utilities" tab to bring up the list of options and then select "Check Data" from the menu options list.




You will now see a screen which allows you to choose the areas you wish to check.

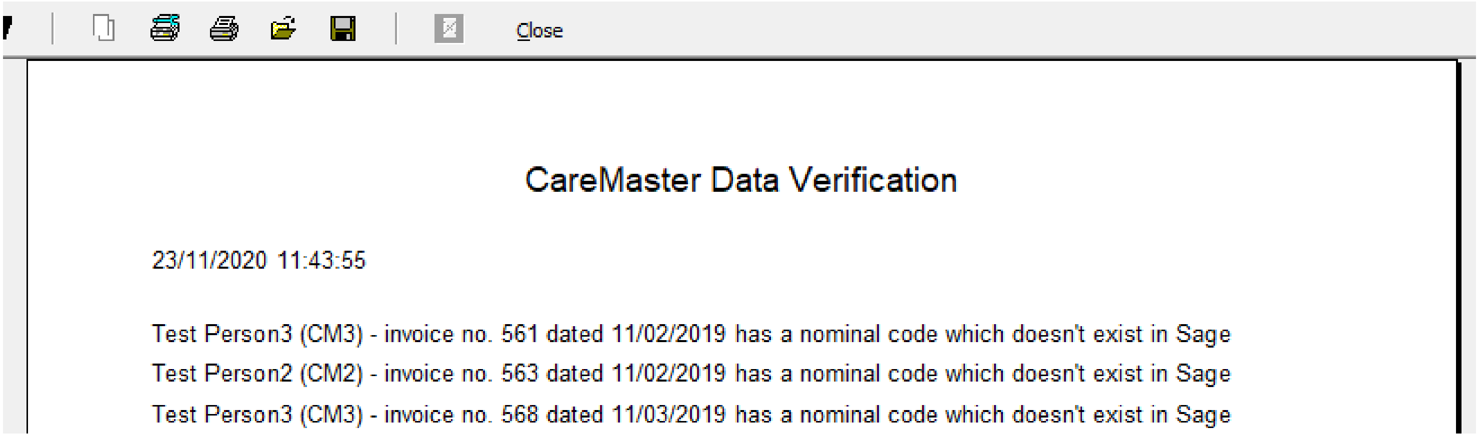



Make your selection by ticking or unticking the relevant boxes, then click on the "OK" button.




Continue by clicking "Yes" or click "No" to cancel.

You will then see a report on screen which will list any anomalies found.




CareMaster Data Verification

23/11/2020 11:43:55

Test Person3 (CM3) - invoice no. 561 dated 11/02/2019 has a nominal code which doesn't exist in Sage
Test Person2 (CM2) - invoice no. 563 dated 11/02/2019 has a nominal code which doesn't exist in Sage
Test Person3 (CM3) - invoice no. 568 dated 11/03/2019 has a nominal code which doesn't exist in Sage

You can use this report as a guide to find any entries in the system that need correcting.

## Prospective Clients

This function allows the user to record some details of a person who may be interested in moving into the home or homes in the future. In a multi-home scenario you can also record which home or homes the prospect may be interested in.

If the prospect eventually becomes a resident, you can then convert the prospect record to a resident record without having to re-enter the data.

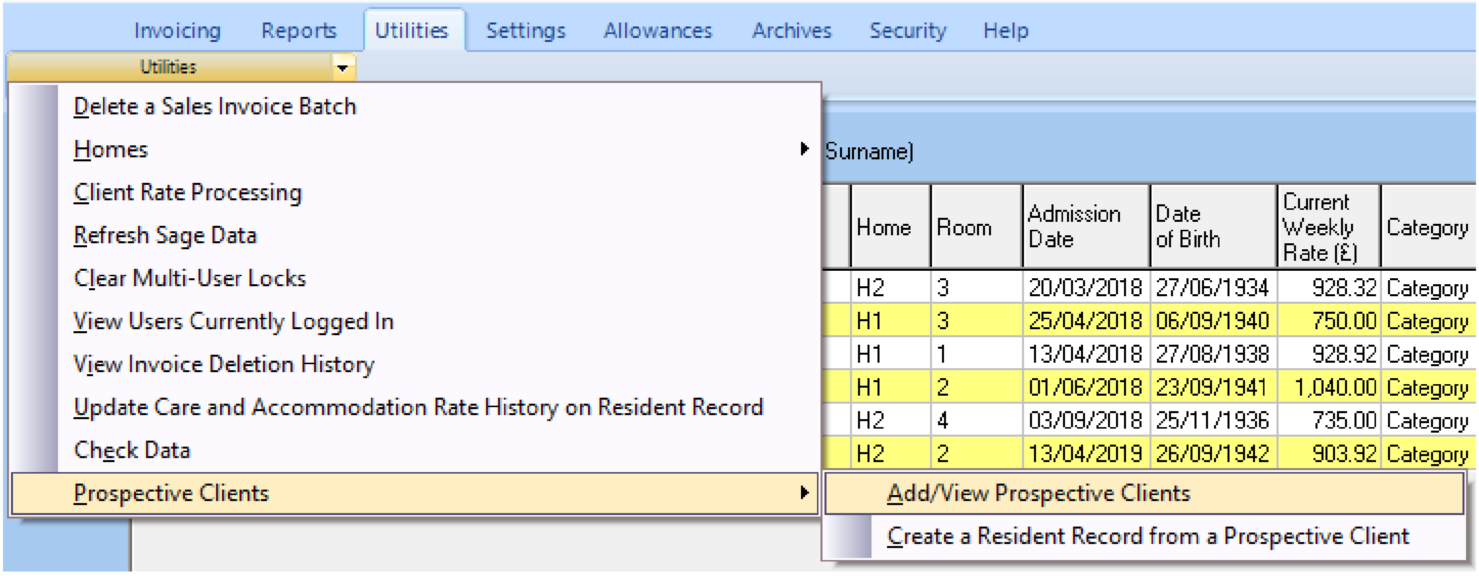
[Add/View Prospective Clients]

[Create a Resident Record from a Prospective Client]

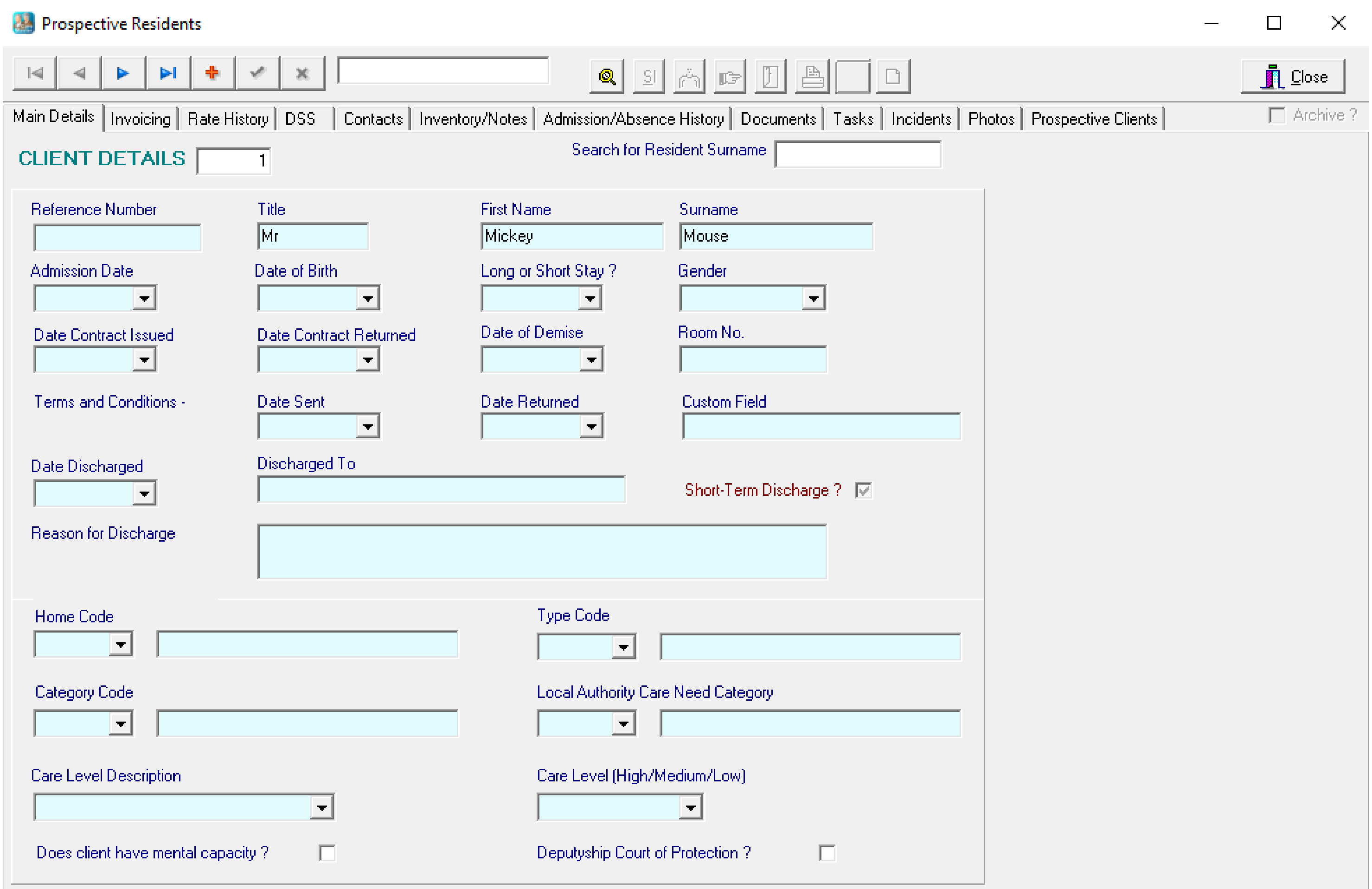
## Add/View Prospective Clients

This option allows you to enter some information about a prospective client who may be interested in becoming a resident in the future.

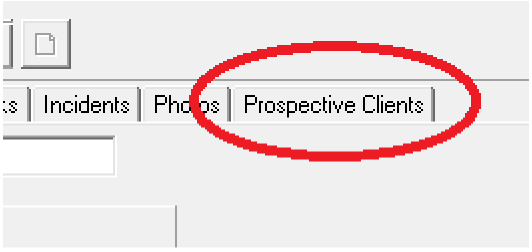
Click on the "Utilities" tab to bring up the list of options and then select "Prospective Clients" and then "Add/View Prospective Clients" from the menu options list.



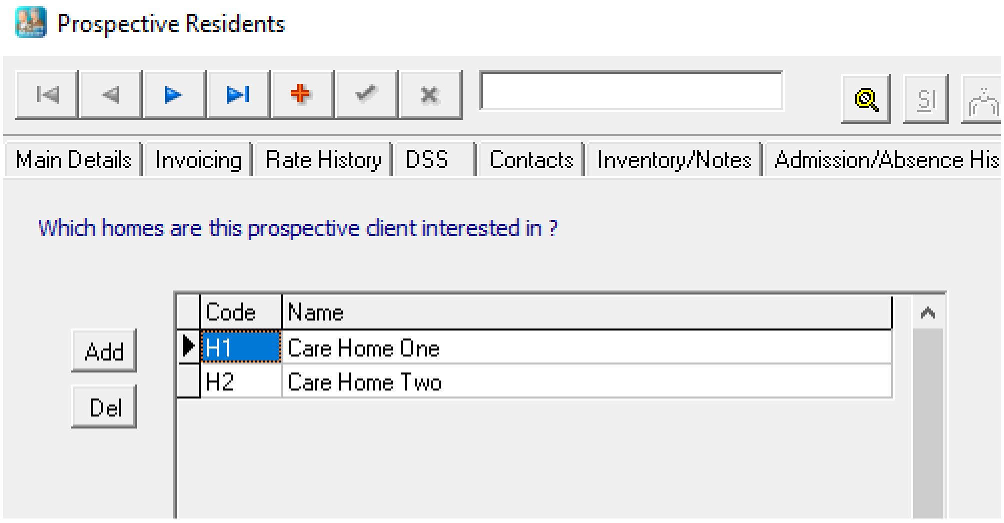

You will now see the "Prospective Residents" screen.



You can now enter basic information about this prospect and then click on the "Prospective Clients" tab on the right.




On this screen you can now select which home or homes the prospect is interested in.

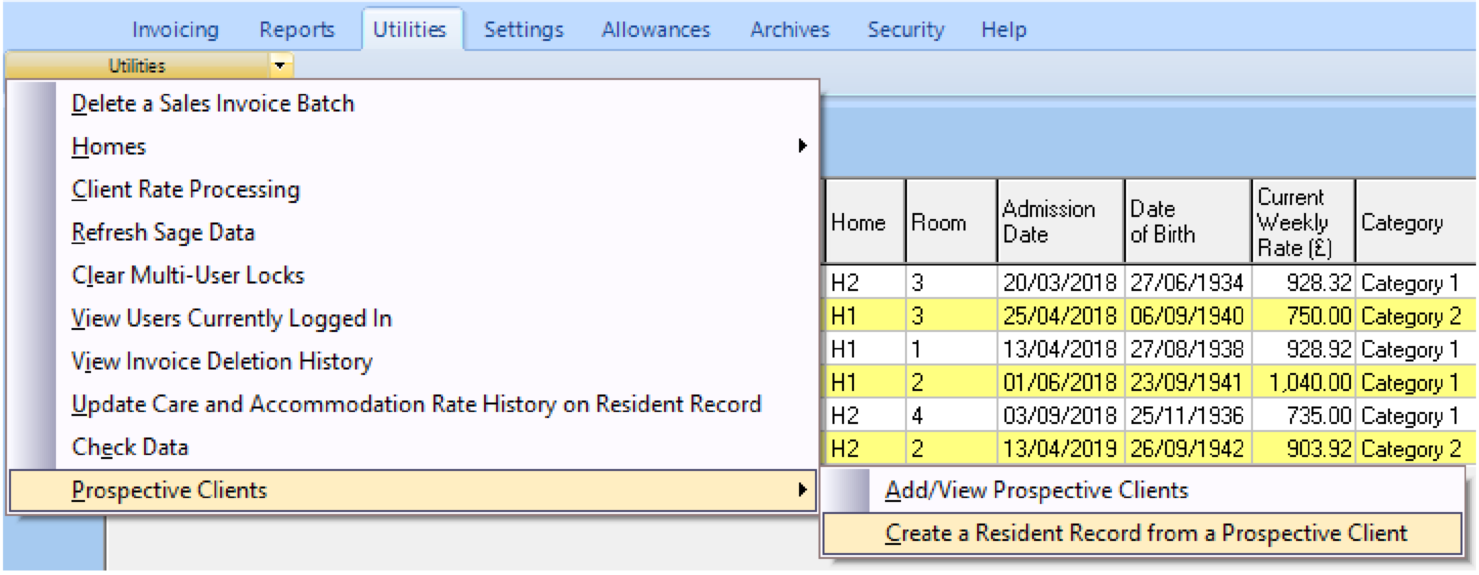



If you wish to see a list of the prospective clients and which homes they are interested in, you can view the Prospective Client Module report.

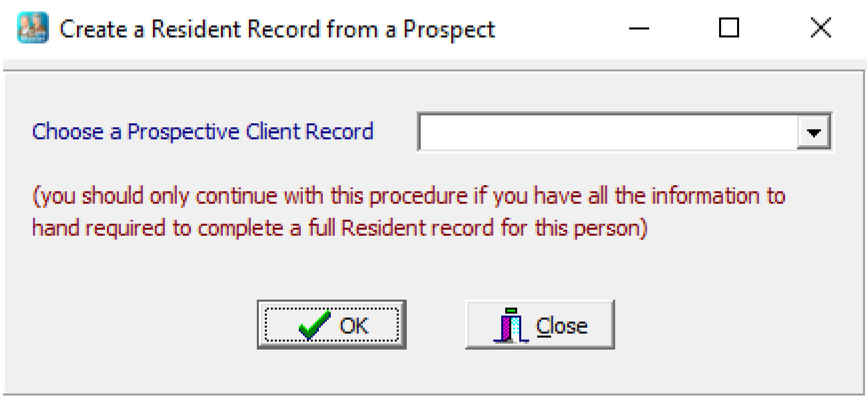
## Create a Resident Record from a Prospective Client

This option allows you to convert a prospective client record into a resident record.

Click on the "Utilities" tab to bring up the list of options and then select "Prospective Clients" and then "Create a Resident Record from a Prospective Client" from the menu options list.

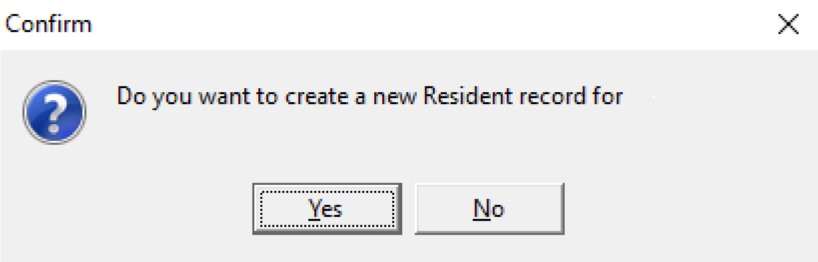



You will now see the "Create Resident Record from a Prospect" screen.

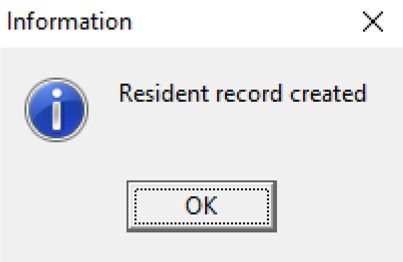



Click the drop down button and select the record that you wish to convert and then click the "OK" button.

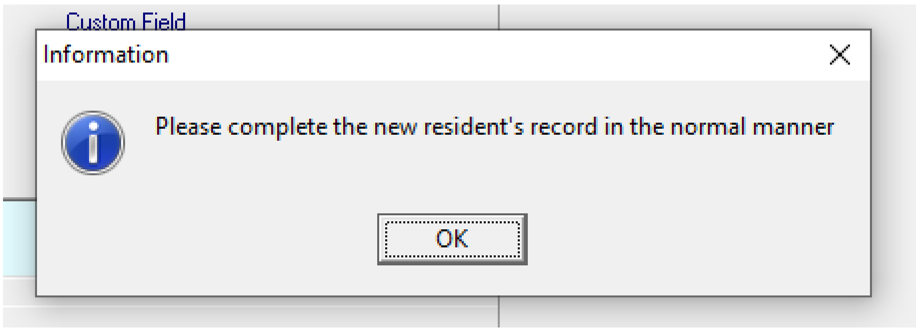
You will now be asked to confirm your choice.




Click "Yes" to continue or "No" to cancel. If you selected "Yes", you will now see the "Record Created" confirmation screen, click "OK" to finish.




You will now be taken to the Resident Record screen and will see the following reminder.




Click on "OK" to continue. For more information on completing a Resident Record, go to Resident Information.

## Backing Up

We recommend that CareMaster be installed on a server and that the data files are included in a regular automated backup procedure. If this is not possible, please Contact Us for information on alternative ways of backing up the data.

**Please note that the security of your data is your responsibility.**

## Archives

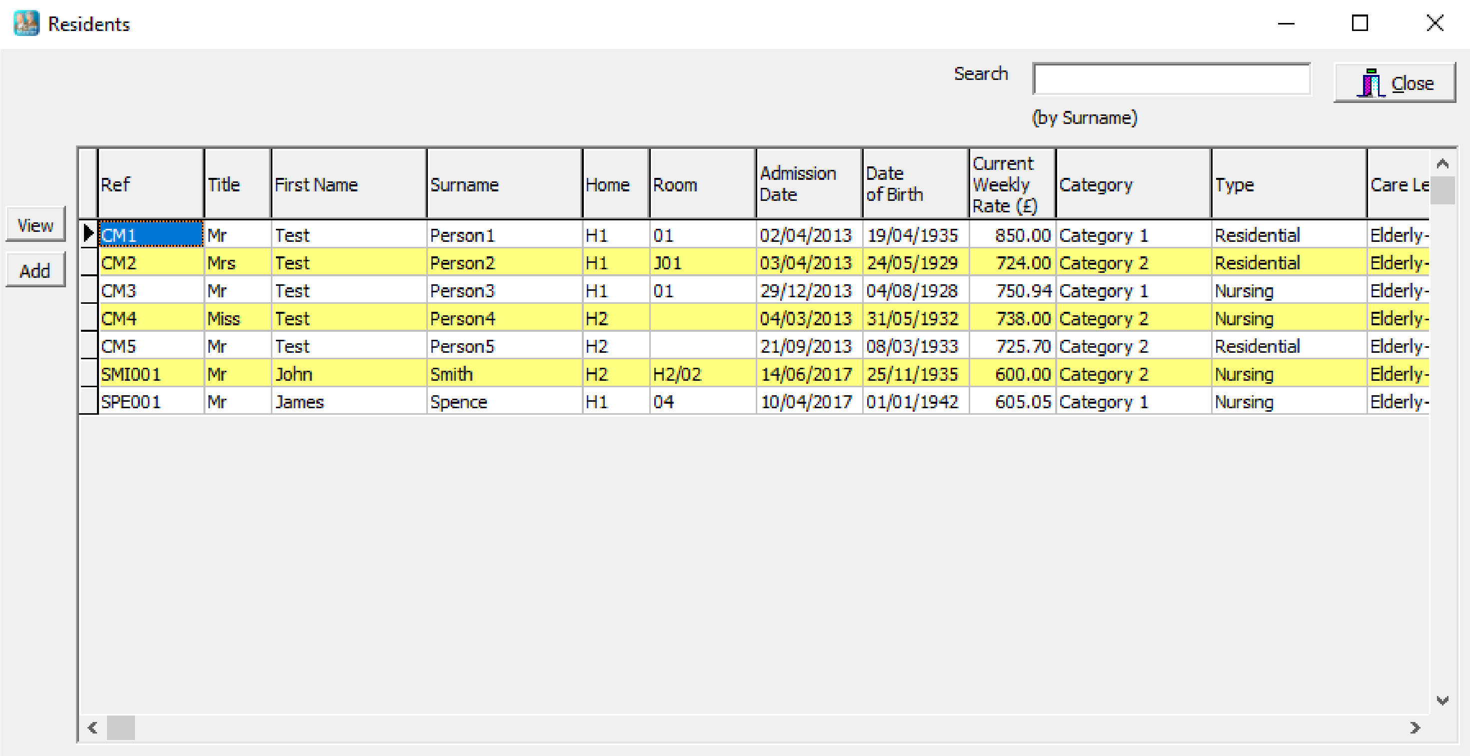
There are four Archive areas within CareMaster, these are Archiving Residents, Send Invoices to Archive File, Delete Archived Residents and Delete Archived Sales Invoice Records

Details for these four areas are discussed in the following pages.

# Archiving Residents

Non-active Resident records can be archived to remove them from the main work area of CareMaster but without losing any of the record's data or associated invoices.

To archive a Resident, find the correct record on the Resident List screen.




| Ref | Title | First Name | Surname | Home | Room | Admission Date | Date of Birth | Current Weekly Rate (£) | Category | Type | Care Le |
|---|---|---|---|---|---|---|---|---|---|---|---|
| CM1 | Mr | Test | Person1 | H1 | 01 | 02/04/2013 | 19/04/1935 | 850.00 | Category 1 | Residential | Elderly- |
| CM2 | Mrs | Test | Person2 | H1 | J01 | 03/04/2013 | 24/05/1929 | 724.00 | Category 2 | Residential | Elderly- |
| CM3 | Mr | Test | Person3 | H1 | 01 | 29/12/2013 | 04/08/1928 | 750.94 | Category 1 | Nursing | Elderly- |
| CM4 | Miss | Test | Person4 | H2 | | 04/03/2013 | 31/05/1932 | 738.00 | Category 2 | Nursing | Elderly- |
| CM5 | Mr | Test | Person5 | H2 | | 21/09/2013 | 08/03/1933 | 725.70 | Category 2 | Residential | Elderly- |
| SMI001 | Mr | John | Smith | H2 | H2/02 | 14/06/2017 | 25/11/1935 | 600.00 | Category 2 | Nursing | Elderly- |
| SPE001 | Mr | James | Spence | H1 | 04 | 10/04/2017 | 01/01/1942 | 605.05 | Category 1 | Nursing | Elderly- |

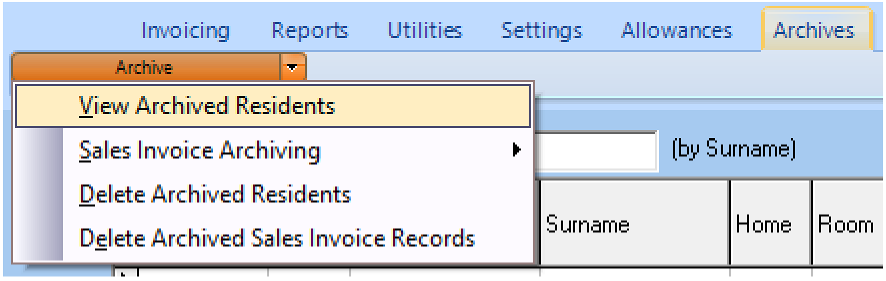
Once you have selected the right record, click the "View" button on the left to go to the Resident Information screen.

On the far right of the Residents screen, tick the "Archive" box and then click on the "Tick" to save.

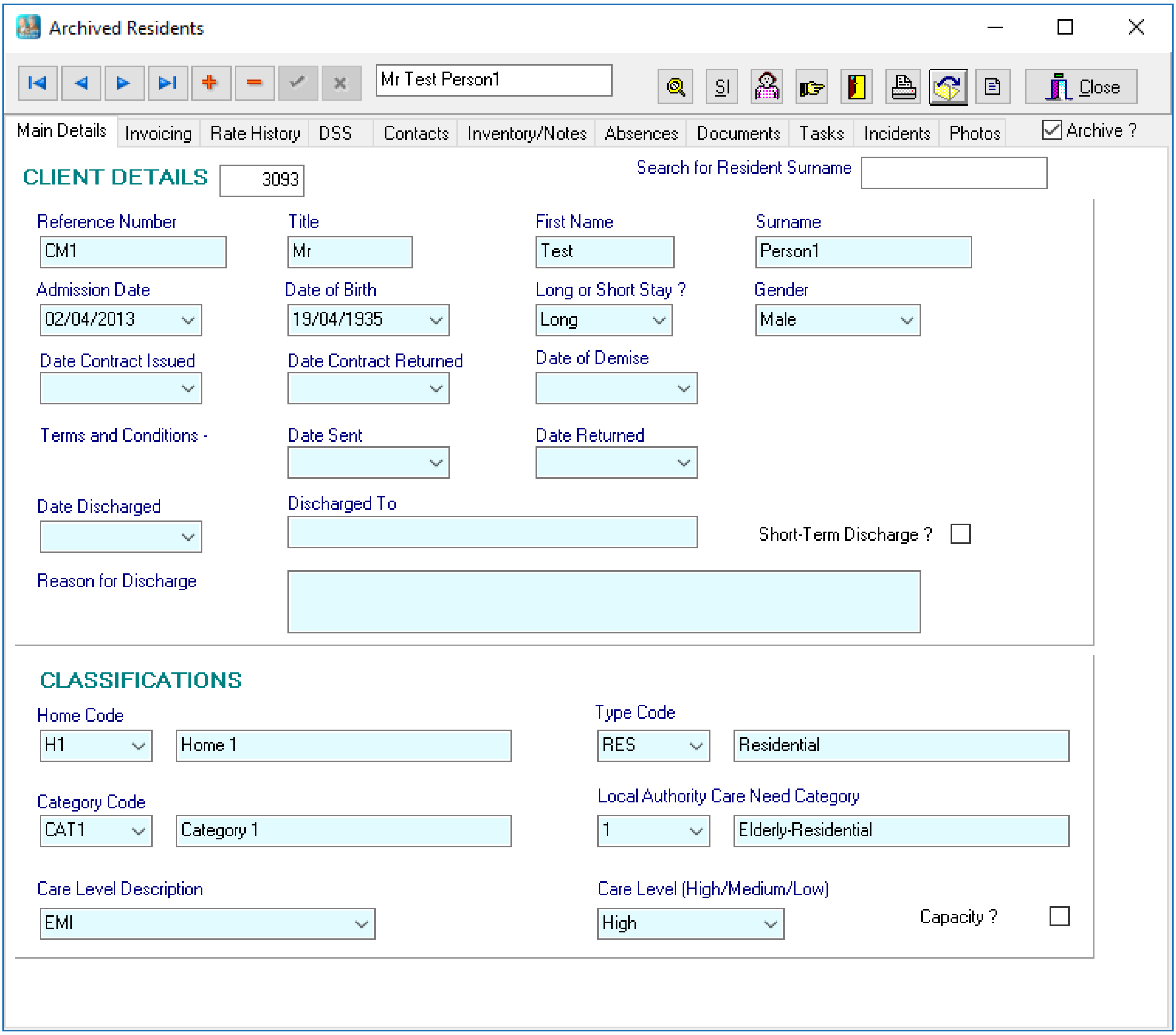

This record will be moved to the Archive area of CareMaster, please go to View Archived Residents for information on both viewing and returning archived residents to the main work area.

## View Archived Residents

Click on the "Archives" tab to bring up the list of options and then select "View Archived Residents" from the menu options list.

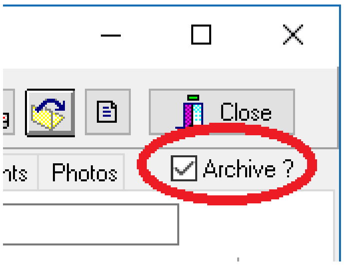



The "Archived Residents" screen will appear.



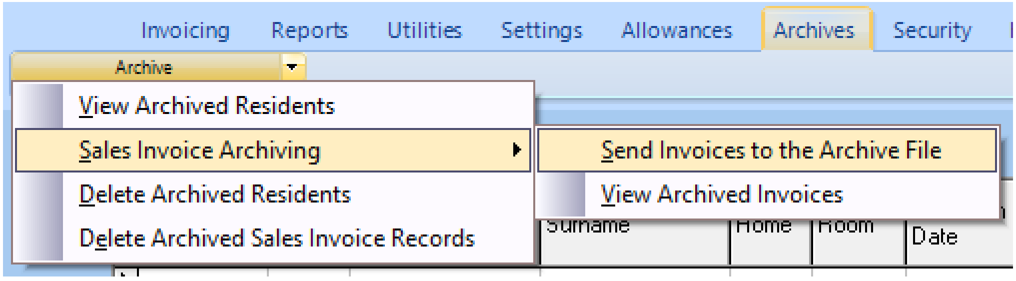

This screen can be navigated in the same way as the original Residents screen.

If you wish to return a Resident record from the Archive to active use, deselect the "Archive" box and then click on the "Tick" to save.



## Send Invoices to Archive File

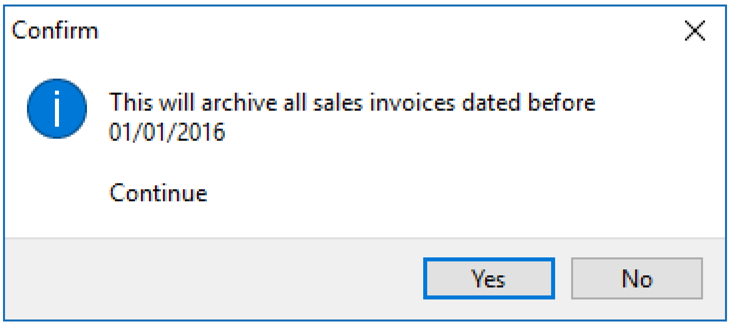
Click on the "Archives" tab to bring up the list of options and then select "Sales Invoice Archiving" followed by "Send Invoices to Archive File" from the menu options list.




The "Archive Sales Invoice Records" screen will appear.

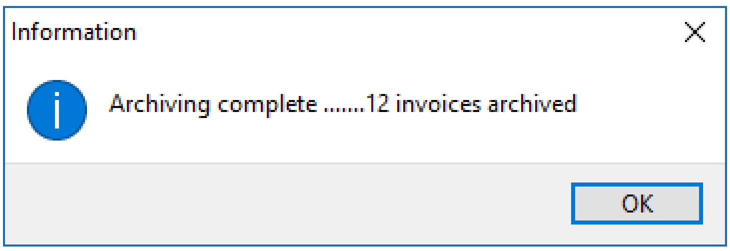

Click on the drop down button to select a date from the calendar. CareMaster will archive all invoices before the specified date, E.g. if you wish to archive all invoices up to and including 31/12/2015, the date entered should be 01/01/2016.

Click on the "OK" button to continue. You will then be asked to confirm your choice.




Click on "Yes" to confirm or "No" to cancel.

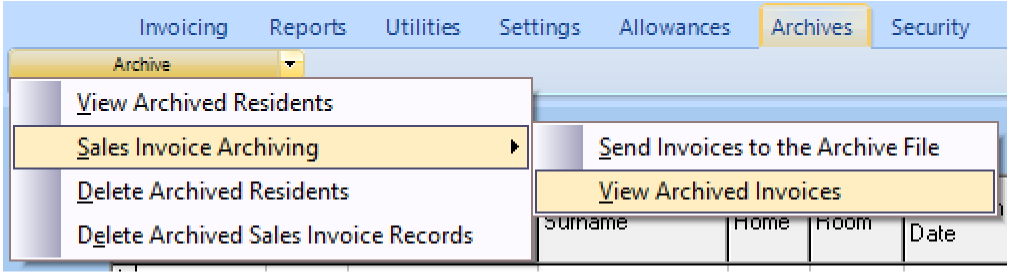
When the archiving process has finished you will see the following screen.



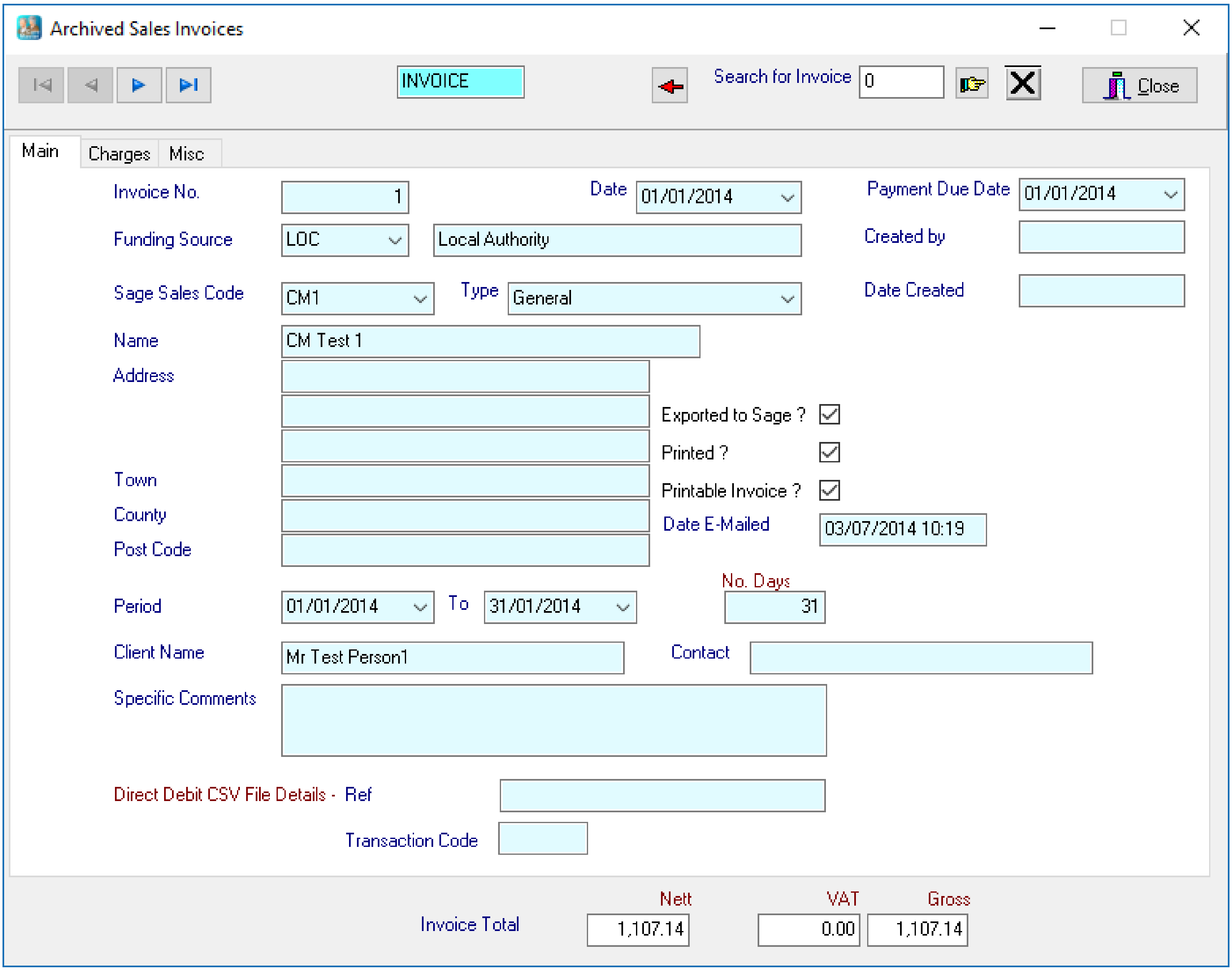

Click on "OK" to end.

## View Archived Invoices

Click on the "Archives" tab to bring up the list of options and then select "Sales Invoice Archiving" followed by "View Archived Invoices" from the menu options list.




The Archived Sales Invoices screen will appear.



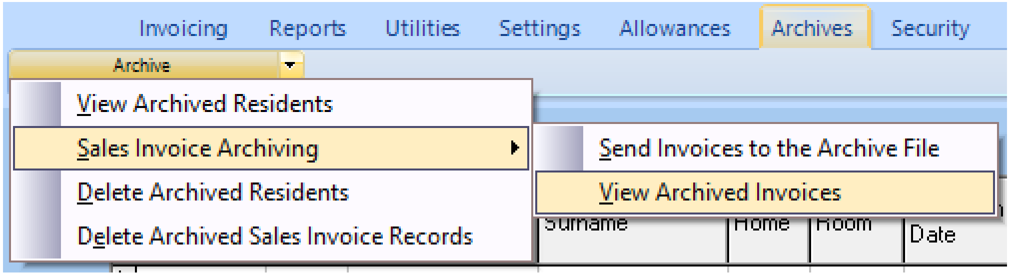

Archived invoices can be navigated and searched in the same way as current invoices, please see Invoice View for details.

For information on reprinting archived invoices, please go to Reprinting Archived Invoices.

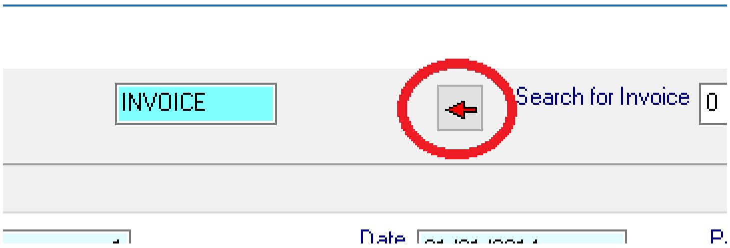
## Reprinting Archived Invoices

On occasion it may be necessary to reprint a copy invoice when the original has been archived.

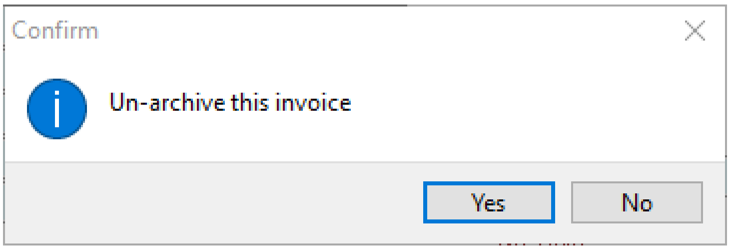
Click on the "Archives" tab to bring up the list of options and then select "Sales Invoice Archiving" followed by "View Archived Invoices" from the menu options list.




The Archived Sales Invoices screen will appear. Locate the invoice you wish to reprint and then click on the "Unarchive This Invoice" button (the red 'arrow' button) at the top of the screen.

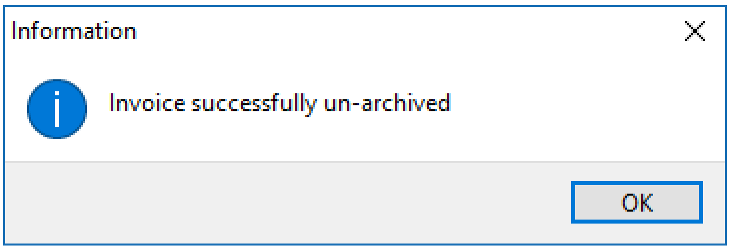



You will then be asked to confirm your choice.




Click on "Yes" to continue or "No" to cancel.

When the process is complete you will see the following screen.

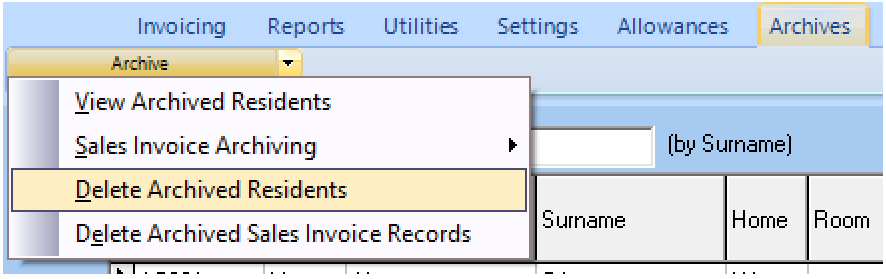



The invoice will now have been returned to the active invoice file. This invoice can now be reprinted as usual (see Invoice View for details).

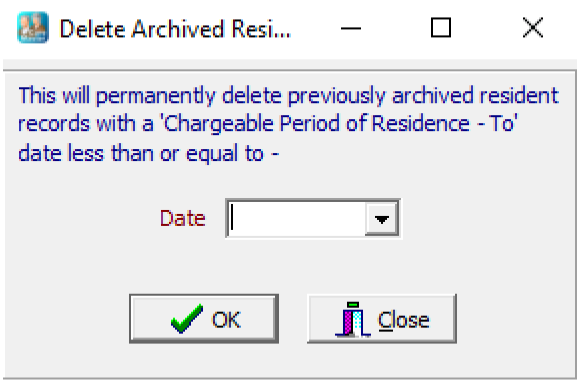
When the invoice has been printed it can be re-archived if necessary (see Send Invoices to Archive File for details).

## Delete Archived Residents

Click on the "Archives" tab to bring up the list of options and then select "Delete Archived Residents" from the menu options list.



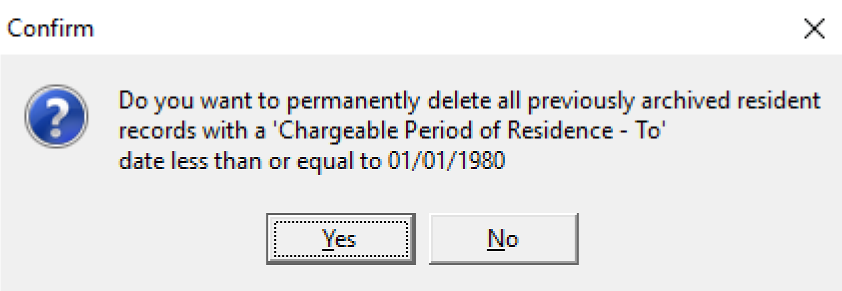

The "Delete Archived Residents" screen will appear.




This deletion is done on a date basis. Any archived resident with a "Chargeable Period of Residence - To" date which is earlier than or equal to the date entered will be deleted. (For more information on this date please go to the Resident Information [Invoicing] page.)

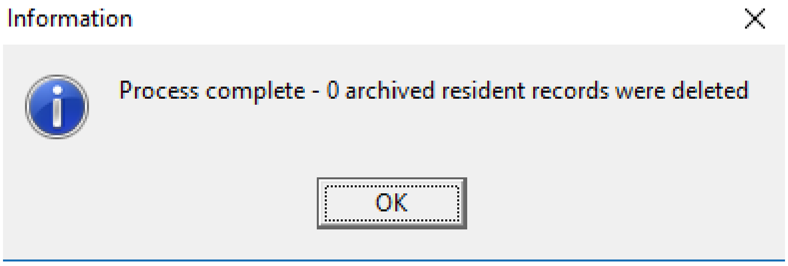
Click on "OK" to continue.

You will then be asked to confirm your choice.




Click on "Yes" to continue or "No" to cancel.

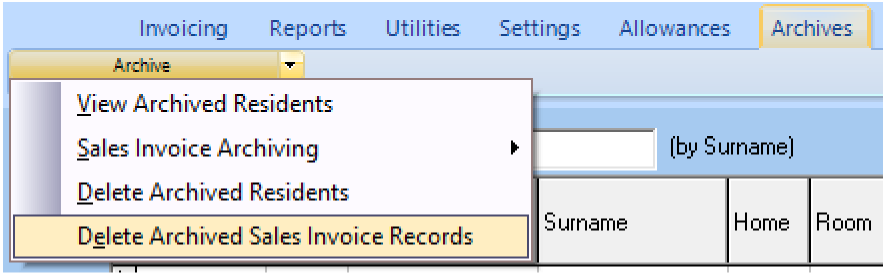
If you selected "Yes", you will then see a screen confirming that the deletion has been completed.



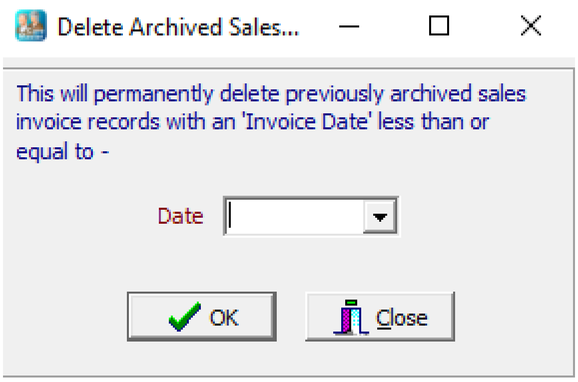

Click on "OK" to finish.

## Delete Archived Sales Invoice Records

Click on the "Archives" tab to bring up the list of options and then select "Delete Archived Sales Invoice Records" from the menu options list.



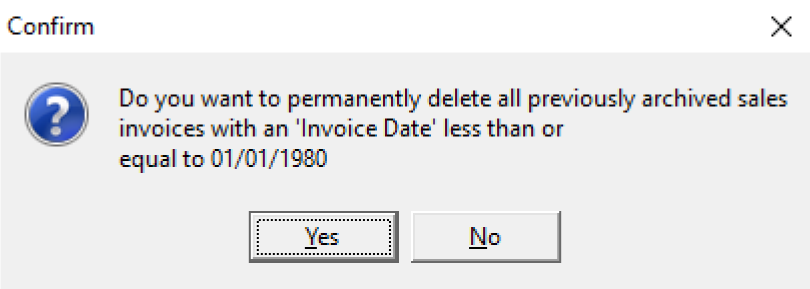

The "Delete Archived Sales Invoice Records" screen will appear.




This deletion is done on a date basis. Any archived sales invoice with an "Invoice Date" which is earlier than or equal to the date entered will be deleted. (**N.B. The "Invoice Date" is not necessarily the same as the period that the invoice relates to.**)

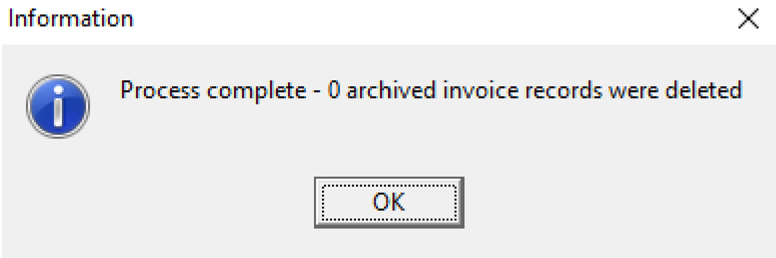
Click on "OK" to continue.

You will then be asked to confirm your choice.




Click on "Yes" to continue or "No" to cancel.

If you selected "Yes", you will then see a screen confirming that the deletion has been completed.




Click on "OK" to finish.

## Reports

There are a range of standard reports in CareMaster and these can be run using a variety of criteria. There is also a built in report writer that can be used to edit the appearance of invoice layouts etc.

The following pages give details for each of these items.

Invoicing and Financial

Resident

General

Design

## Invoicing and Financial

The following reports are included in this section:

Sales Invoice Day Book List

Invoicing Audit Check

Client Invoice History

Average Fee Rate

Sage Multi-Period Postings List

Validate Charge Templates

Actual/Expected Invoice Comparison

Expected Invoicing Report

Income by Charge Type

Sales Invoice E-mail Transmission History

Sales Invoice Direct Debit CSV File

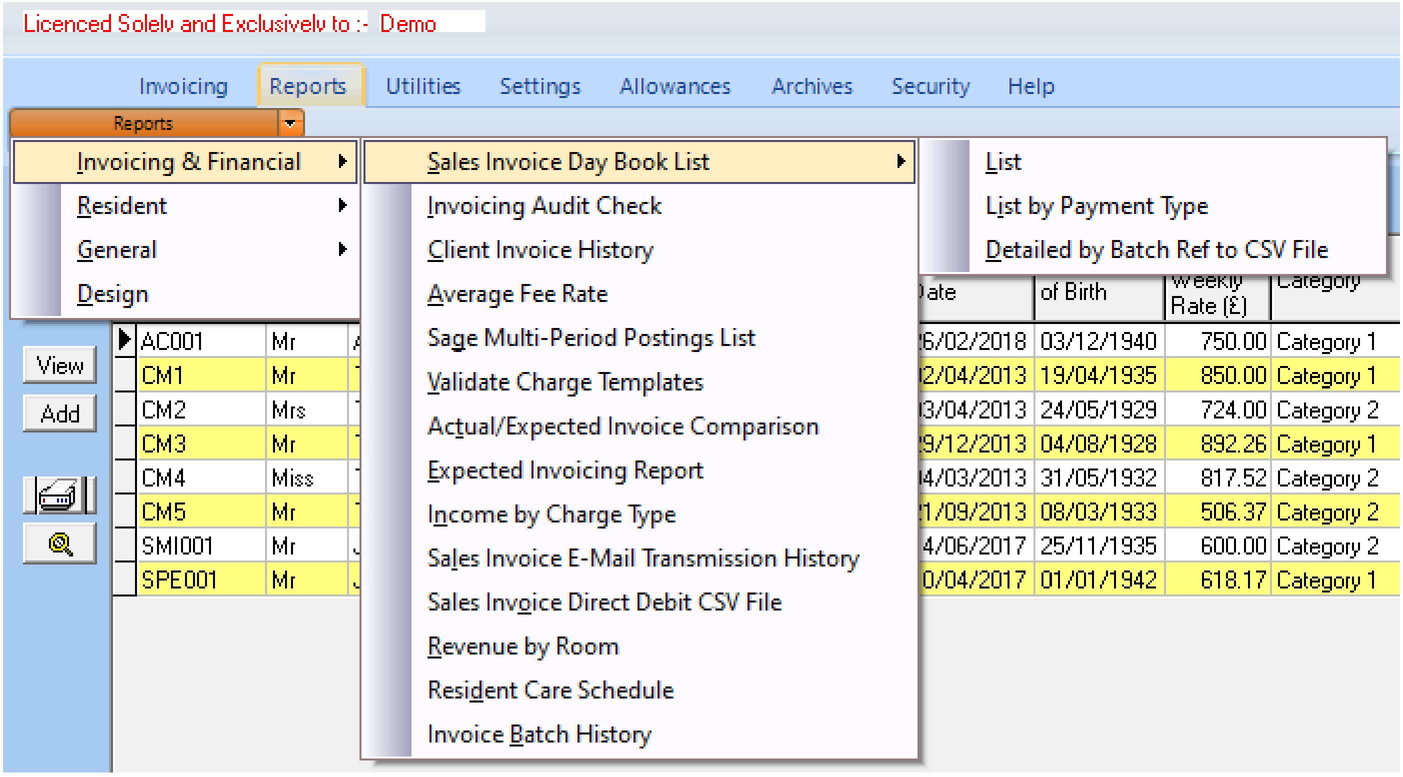
Revenue by Room

Resident Care Schedule

Invoice Batch History

## Sales Invoice Day Book List

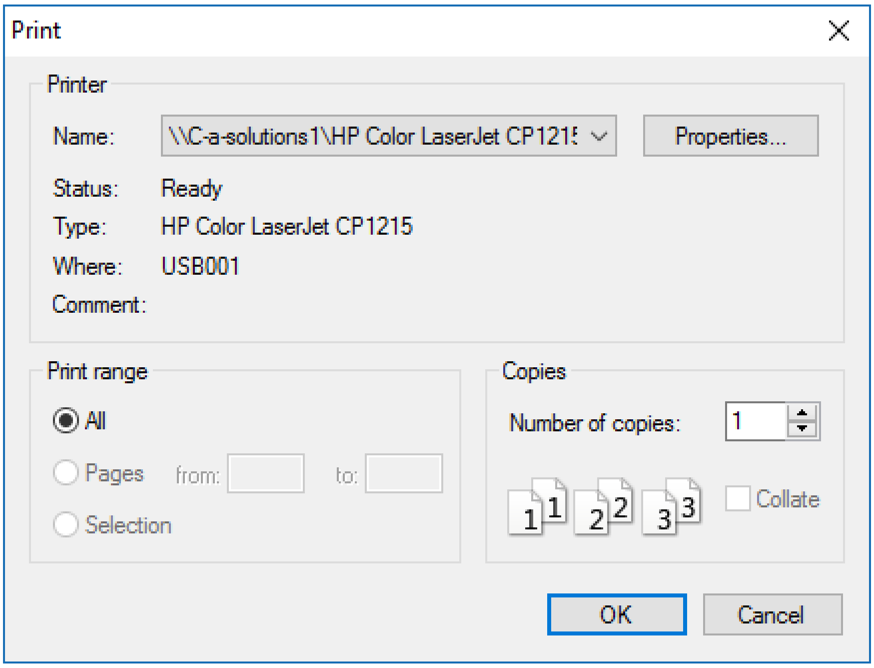
Click on the "Reports" tab to bring up the list of options and then select "Invoicing & Financial" followed by "Sales Invoice Day Book List" from the menu options list. There are three versions of this report and they are detailed below.



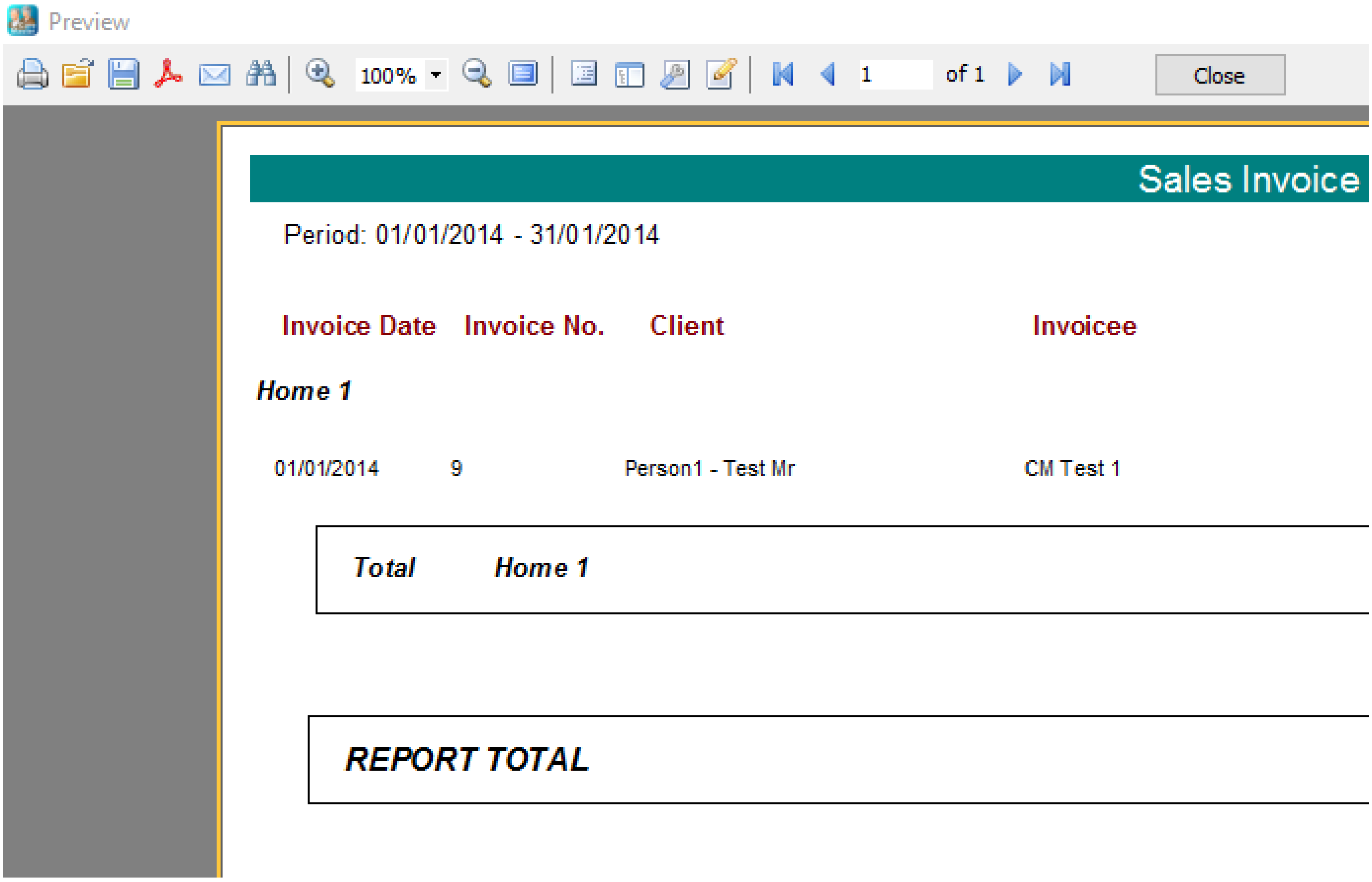

If you select the first option ("List"), the "Print Sales Invoice Day Book" screen will appear.


The report can be run for any date range or invoice number range required and in the case of a multi-home installation either for all homes or an individual home. The report can also be ordered either by Client Surname or Invoice Number. In addition there is the option of including All Invoices, Invoices Posted to Sage or Invoices Not Posted to Sage. When the relevant criteria have been selected, click on the "OK" button to continue.

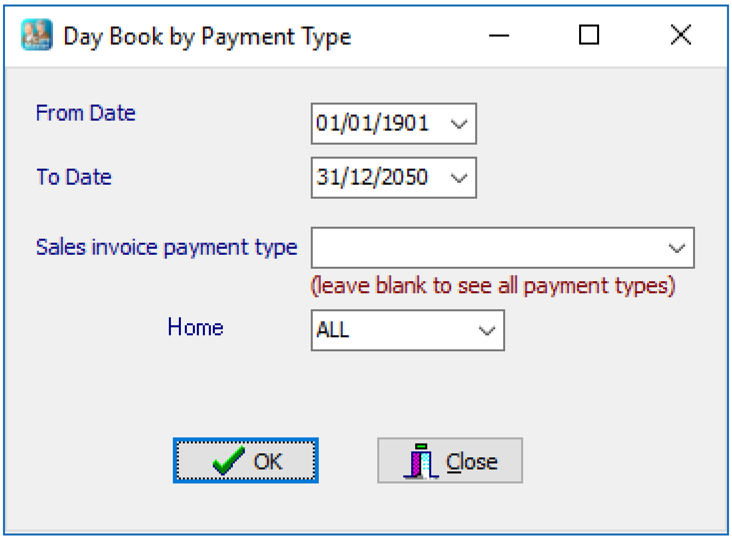
The Printer dialog box will be displayed to allow the user to select which printer to send the report to.




Select the correct printer and then click on "OK". A print preview will now be displayed allowing a final check before printing, the report can now be printed or exported from this screen.



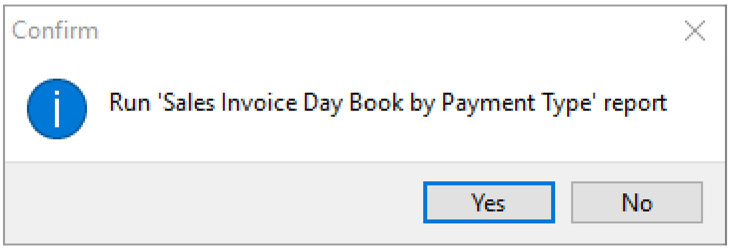

If you select the second option (List by Payment Type), the "Day Book by Payment Type" screen will appear. This report is used in conjunction with the Sales Invoice Payment Methods setting.




The report can be run for any date range and you can then select either a specific Payment Type or leave blank to list all Payment Types, and in the case of a multi-home installation either for all homes or an individual home.

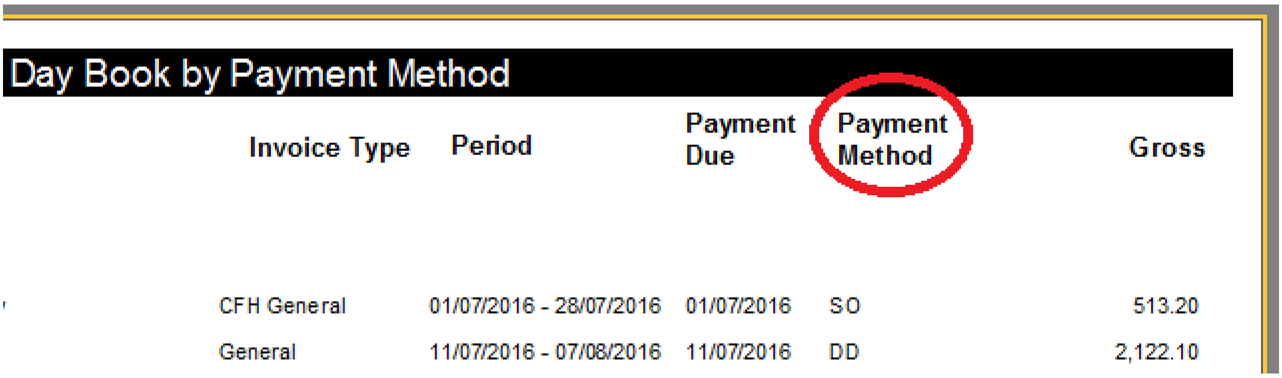
When the relevant criteria have been selected, click on the "OK" button to continue.

You will then be asked to confirm your choice.

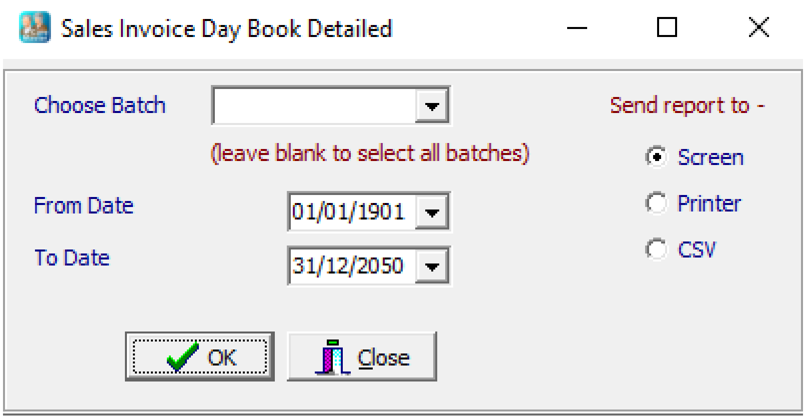



Click "Yes" to continue or "No" to cancel.

The report will now be displayed on screen and can be printed or exported. This report has an additional column to show the Payment Method.

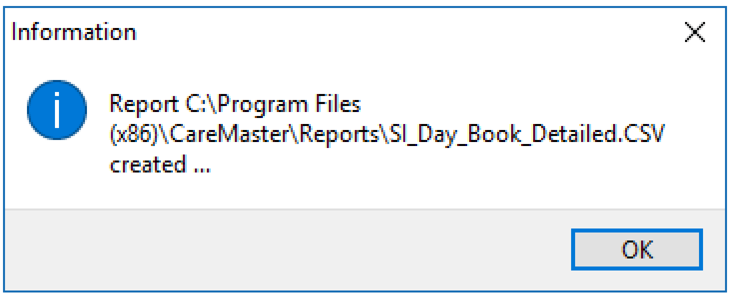



If you select the third option (Detailed by Batch Ref to CSV File), you will see the following screen.




From the drop down list select the batch you wish to report on or you can choose a date range and the report will show all batched within that range. Select the output type on the right and then click on "OK" to continue.

If you selected "Screen", you will see a preview of the report on screen, if you selected "Printer", the report will be printed on your default printer or if you selected "CSV", you will see a box giving information about the name and location of the CSV file that has been created.



Navigate to the file location and the CSV file can then be opened and viewed in an appropriate program.

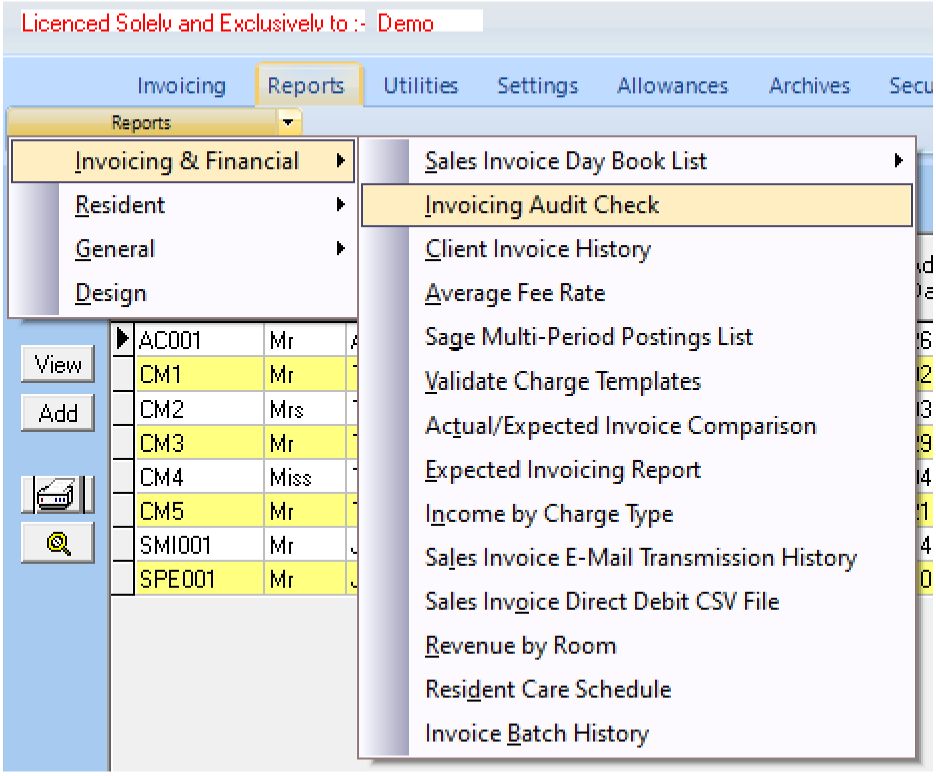
SI_Day_Book_Detailed - Notepad

File Edit Format View Help

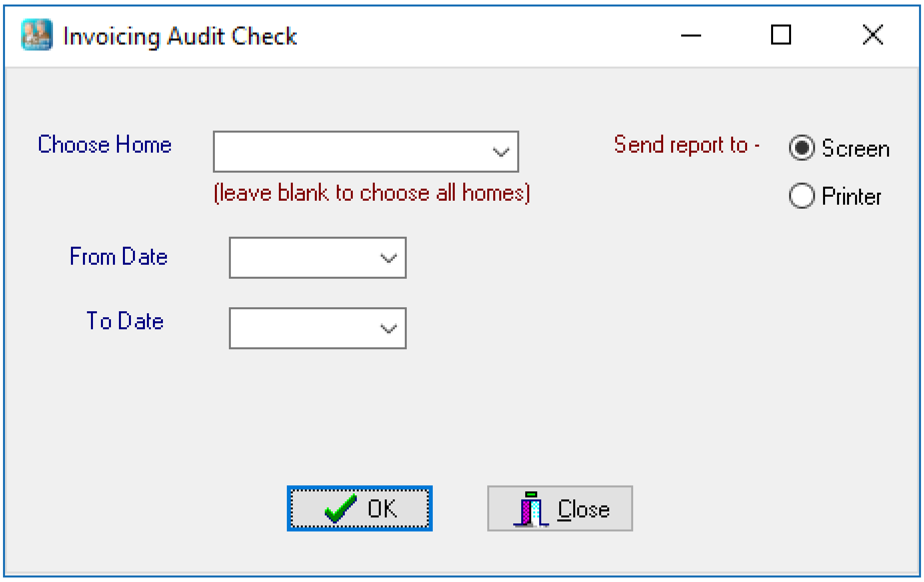
```
353,01/03/2017,CM3,02/02/2017 -01/03/2017,28,156.25,625
354,01/03/2017,CM1,02/02/2017 -01/03/2017,28,640.5874,2562.35
354,01/03/2017,CM2,02/02/2017 -01/03/2017,28,567.75,2271
354,01/03/2017,CM3,02/02/2017 -01/03/2017,28,485.52,1942.08
355,01/03/2017,OH-JA,02/02/2017 -01/03/2017,28,131.45,500
356,01/03/2017,OH-JA,02/02/2017 -01/03/2017,28,156.25,625
357,01/03/2017,OH-CD,02/02/2017 -01/03/2017,28,290.37,1161.48
358,01/03/2017,CM2,02/02/2017 -01/03/2017,28,156.25,625
147,01/03/2017,CH-MW,02/02/2017 -01/03/2017,28,156.25,625
148,01/03/2017,CM5,02/02/2017 -01/03/2017,28,156.25,625
```

## Invoicing Audit Check

This report is used to determine whether all residents have been invoiced for a given period. Click on the "Reports" tab to bring up the list of options and then select "Invoicing & Financial" followed by "Invoicing Audit Check" from the menu options list.

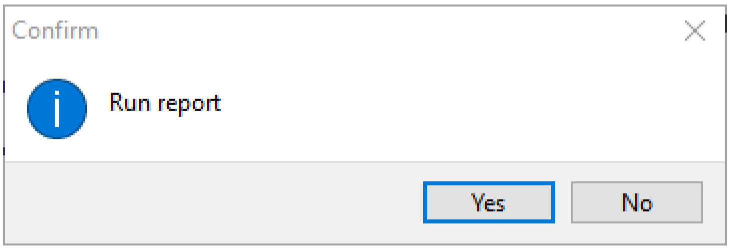



The "Invoicing Audit Check" screen will appear.



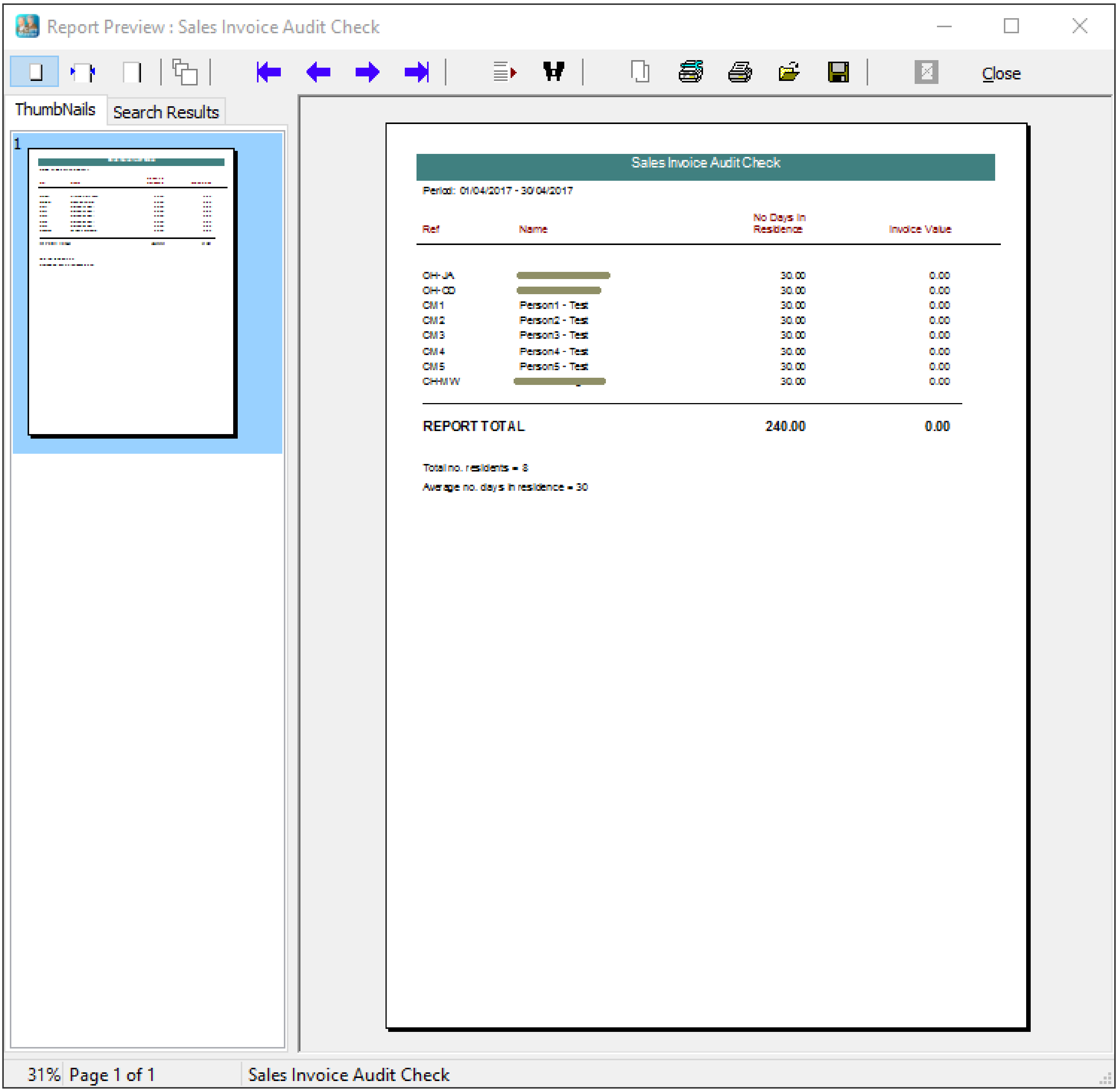

If this is a multi-home installation, choose a home or leave blank for all homes, then select the date range for the report and the output type (screen or printer). Finally, click on "OK" to produce the report.

You will now be asked to confirm your choice.



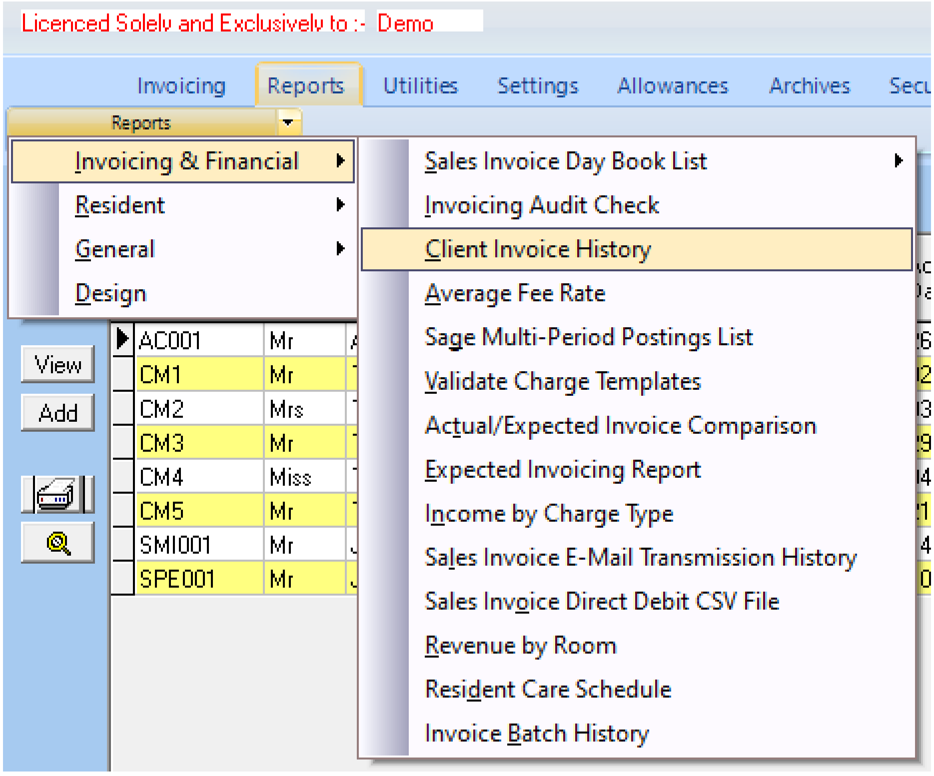

Click on "Yes" to continue.

If you chose "Screen" a print preview will now be displayed allowing a final check before printing, the report can now be printed or exported from this screen.

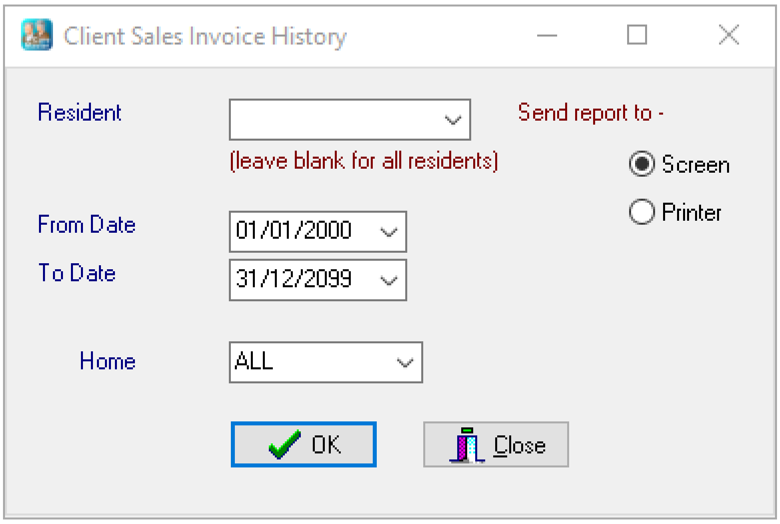


## Client Invoice History

Click on the "Reports" tab to bring up the list of options and then select "Invoicing & Financial" followed by "Client Invoice History" from the menu options list.

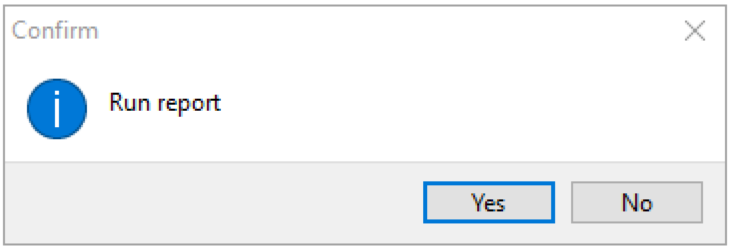



The "Client Sales Invoice History" screen will appear.



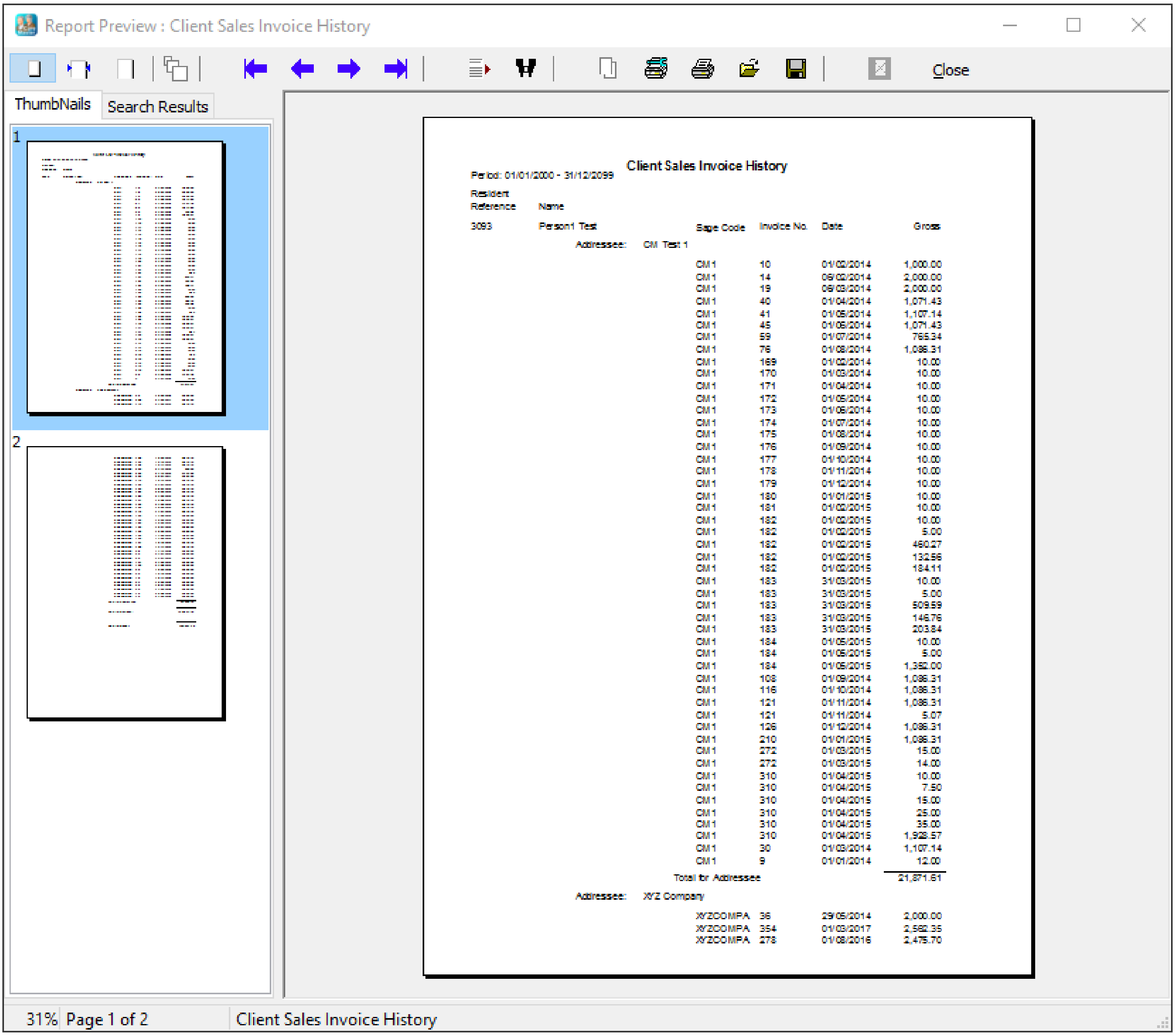

Select a resident from the drop down list or leave the filed blank for all residents. Enter a date range in the "Date From" and "Date To" boxes, choose the "Output Type" (screen or printer) and then click on "OK".

You will then be asked to confirm your choice.



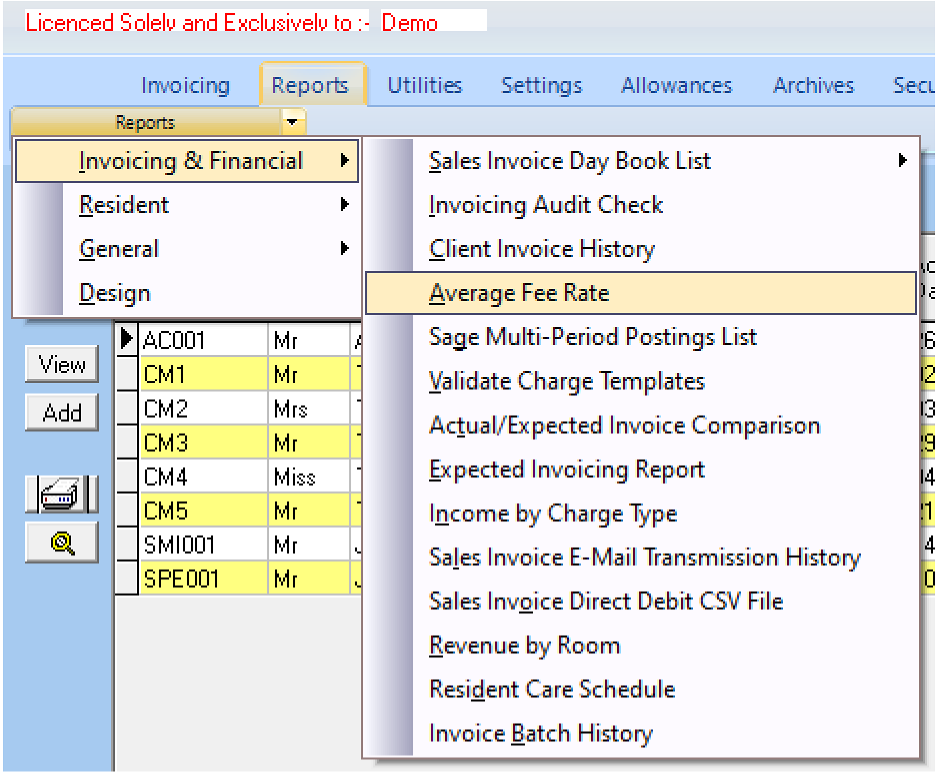

Click on "Yes" to continue or "No" to cancel.

If you chose "Screen", a print preview will now be displayed allowing a final check before printing. The report can be printed or exported from this screen.

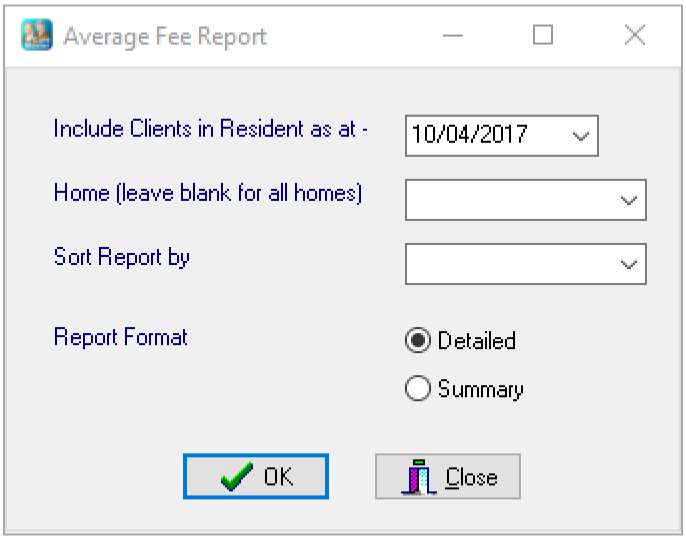


# Average Fee Rate

Click on the "Reports" tab to bring up the list of options and then select "Invoicing & Financial" followed by "Average Fee Rate" from the menu options list.



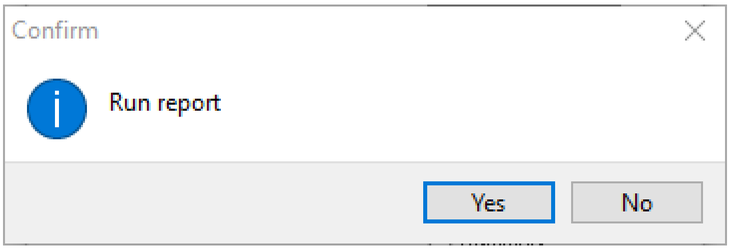

The "Average Fee Report" screen will appear.




This report calculates the average fee rates "as at" a specific date. Select the date you wish the report to be run for, then select the Home or leave blank for all homes. There is then a sort option, this report can be sorted by "Resident Type, Resident Category, Local Authority Care Need or Funding Source". There is one further choice to be made, either "Detailed" or "Summary". The Detailed version of the report lists each resident and their fees with a calculated average at the bottom of each section. The Summary version gives one line for each sort option with home and overall totals.

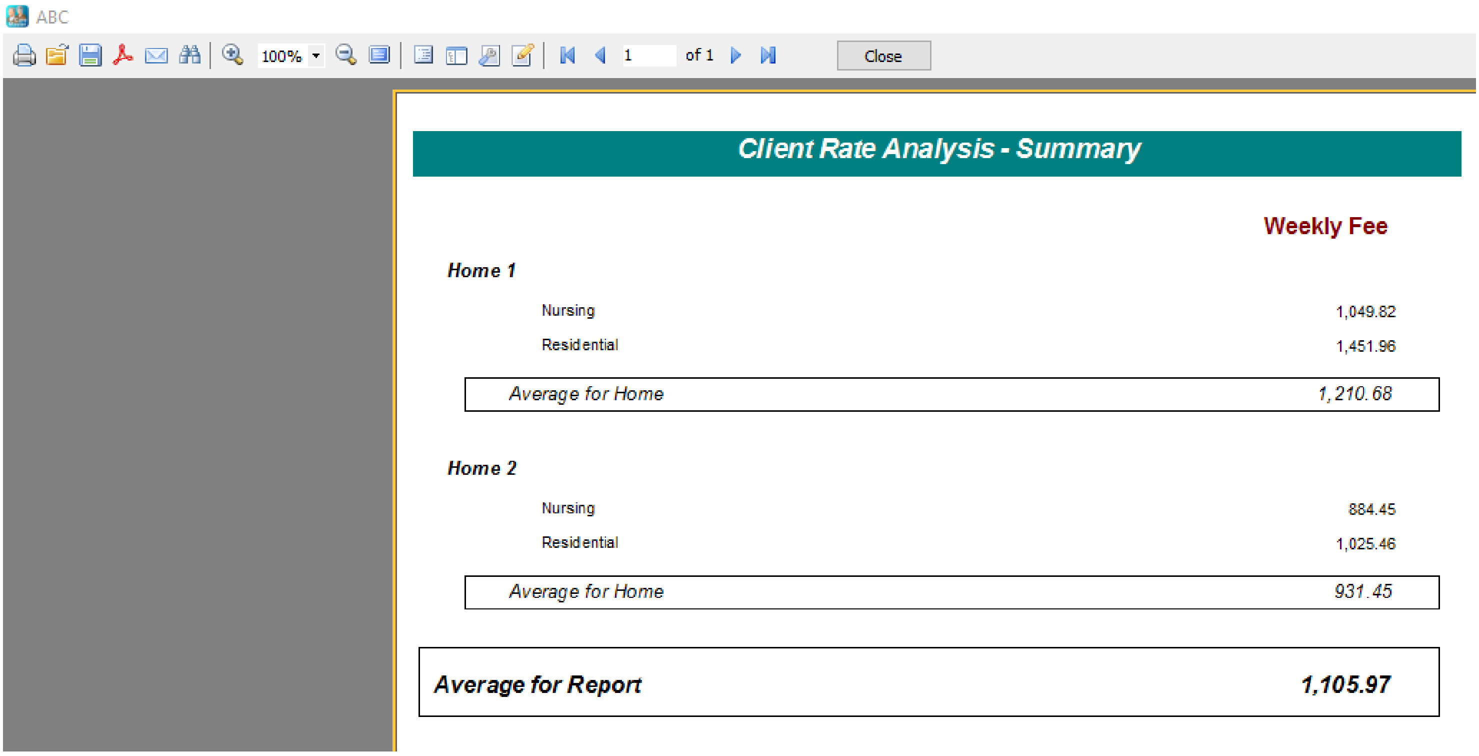
When you have made your selections, click on "OK".

You will then be asked to confirm your choice.




Click on "Yes" to continue or "No" to cancel.

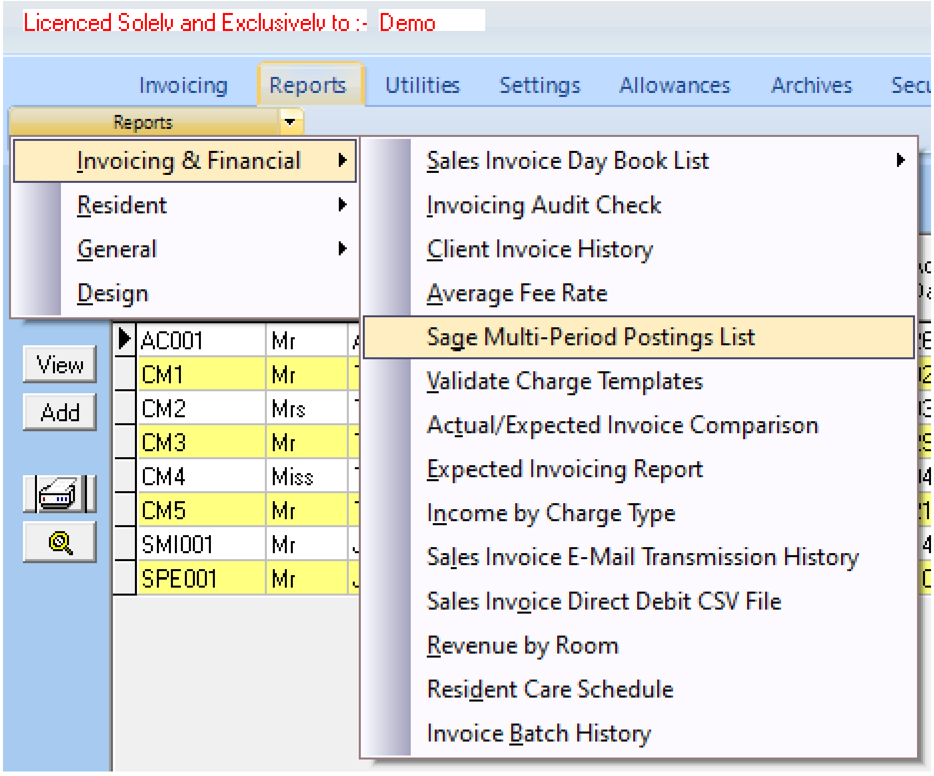
A print preview will now be displayed allowing a final check before printing, the report can be printed or exported from this screen.



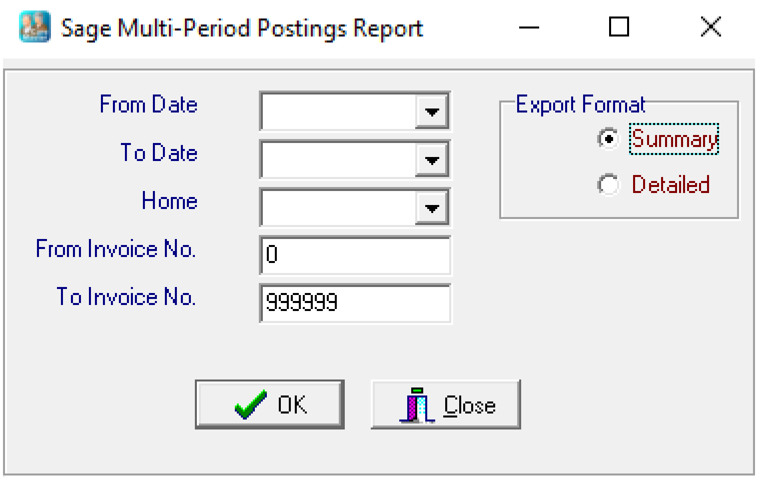
## Sage Multi-Period Postings List

If you do not wish to use the function to post invoices to Sage across multiple accounting periods this report can be helpful to speed up your month end journals by giving you a list of the relevant postings to be made.

Click on the "Reports" tab to bring up the list of options and then select "Invoicing & Financial" followed by "Sage Multi-Period Postings List" from the menu options list.

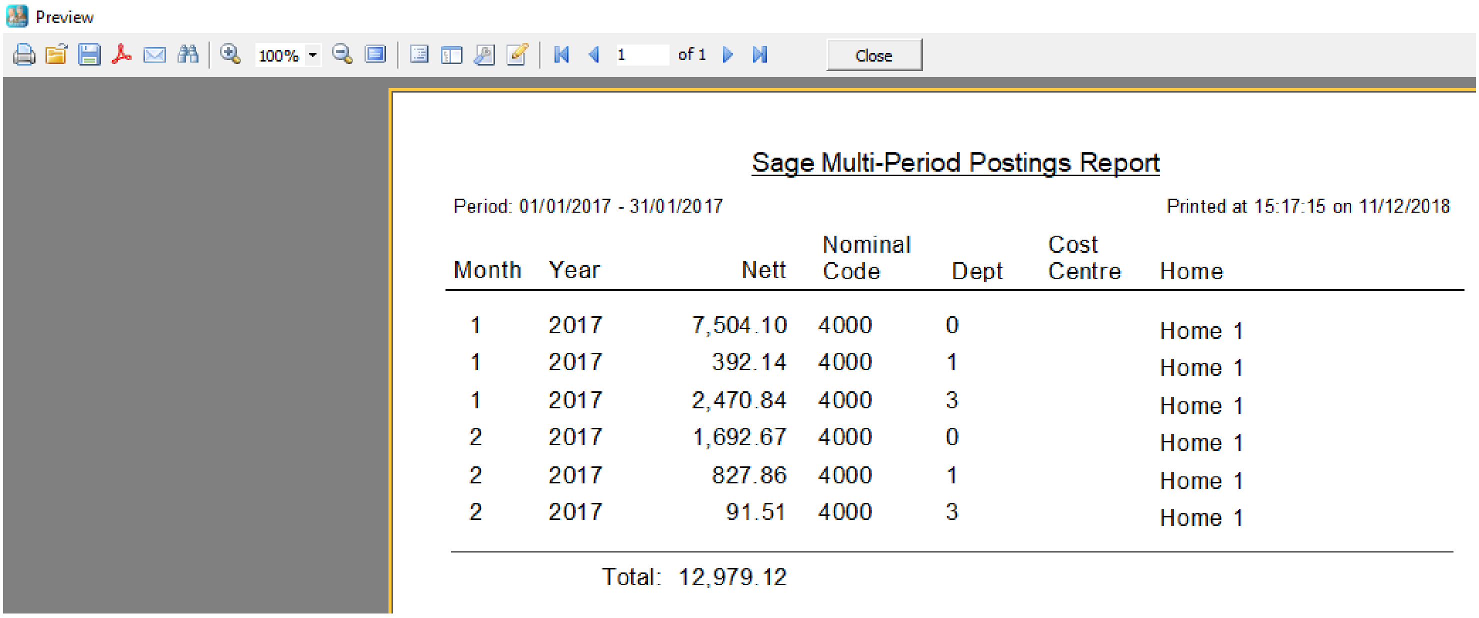



The "Sage Multi-Period Postings Report" screen will appear.




Enter the date range and home or alternatively a home and invoice number range, choose the export format and then click "OK" to run the report. If you selected "Summary" as the output format, this will give you a list of amounts to be posted per nominal code, department and accounting period.

A print preview will now be displayed allowing a final check before printing, the report can now be printed or exported from this screen.



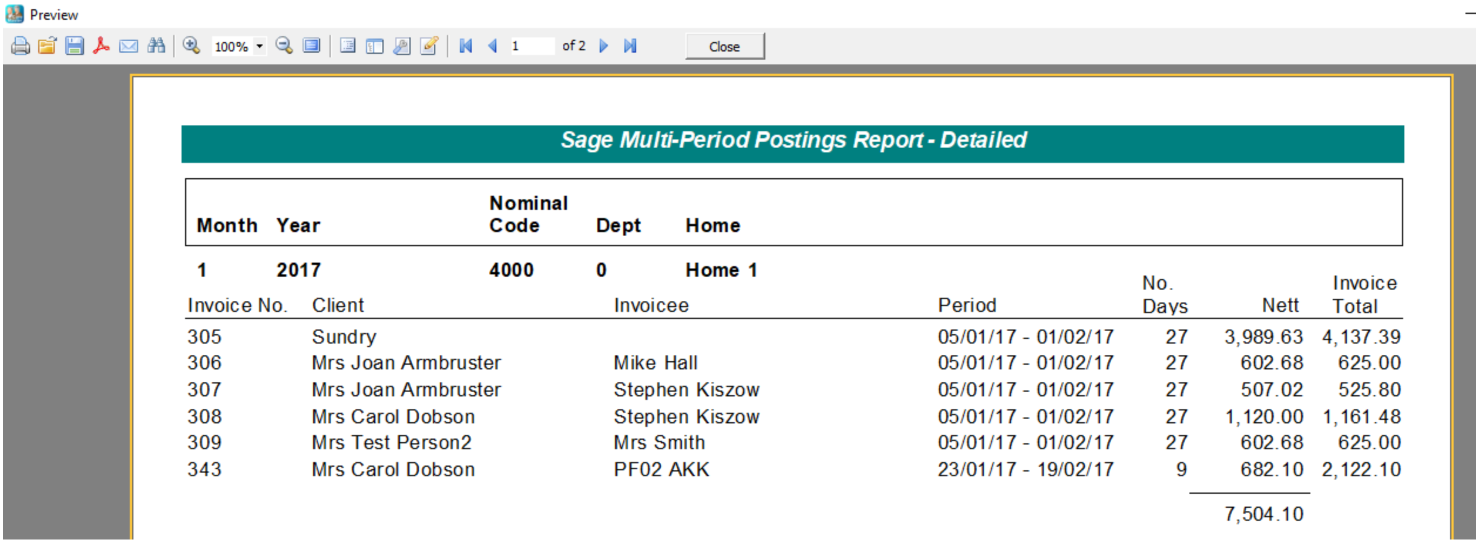
Preview

Sage Multi-Period Postings Report

Period: 01/01/2017 - 31/01/2017 Printed at 15:17:15 on 11/12/2018

| Month | Year | Nett | Nominal Code | Dept | Cost Centre | Home |
|---|---|---|---|---|---|---|
| 1 | 2017 | 7,504.10 | 4000 | 0 | | Home 1 |
| 1 | 2017 | 392.14 | 4000 | 1 | | Home 1 |
| 1 | 2017 | 2,470.84 | 4000 | 3 | | Home 1 |
| 2 | 2017 | 1,692.67 | 4000 | 0 | | Home 1 |
| 2 | 2017 | 827.86 | 4000 | 1 | | Home 1 |
| 2 | 2017 | 91.51 | 4000 | 3 | | Home 1 |
| | Total: | 12,979.12 | | | | |

Alternatively, if you select "Detailed" as the output format, you will see a report which shows the individual invoice which make up the totals.



Preview

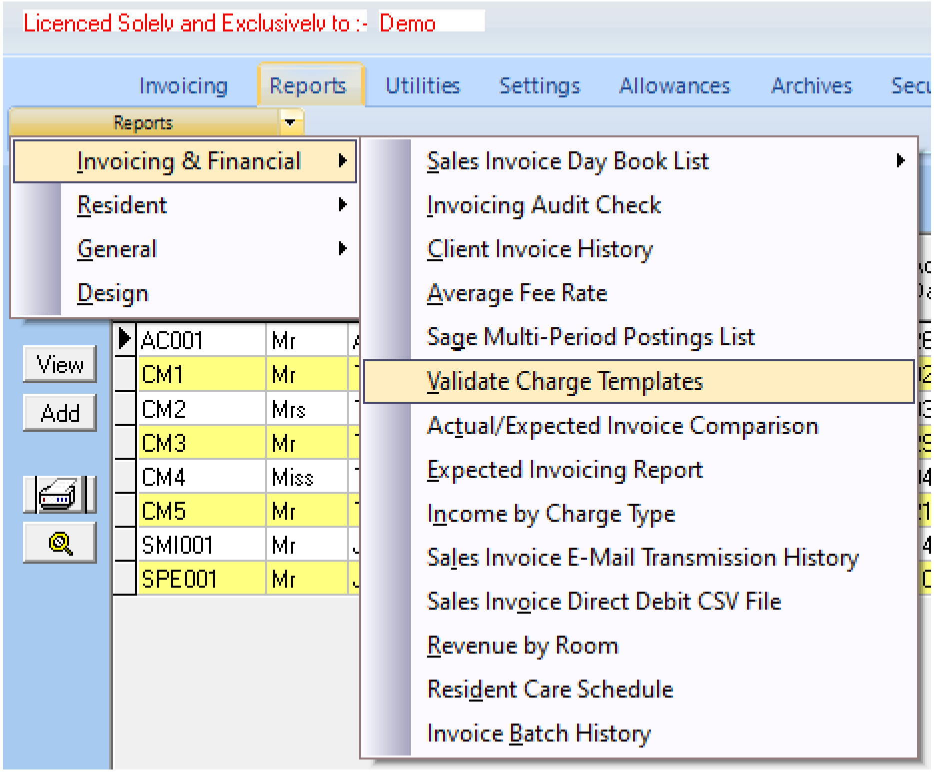
**Sage Multi-Period Postings Report - Detailed**

| Month | Year | Nominal Code | Dept | Home |
|---|---|---|---|---|
| **1** | **2017** | **4000** | **0** | **Home 1** |

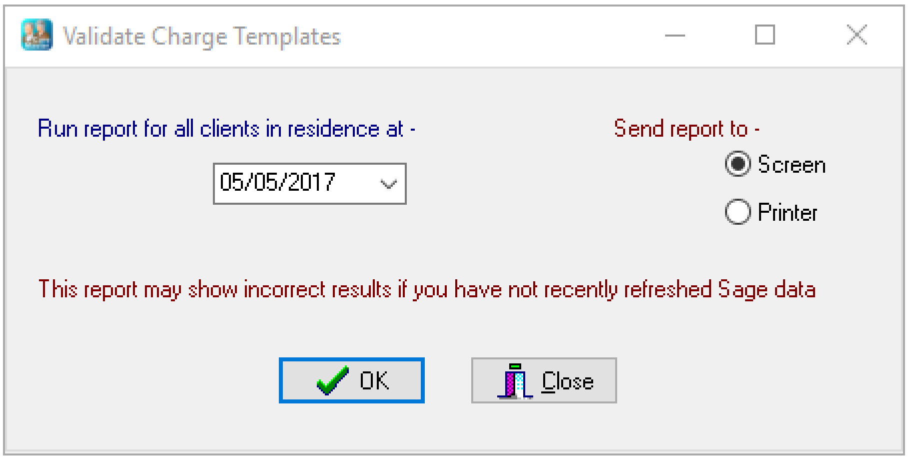
| Invoice No. | Client | Invoicee | Period | No. Days | Nett | Invoice Total |
|---|---|---|---|---|---|---|
| 305 | Sundry | | 05/01/17 - 01/02/17 | 27 | 3,989.63 | 4,137.39 |
| 306 | Mrs Joan Armbruster | Mike Hall | 05/01/17 - 01/02/17 | 27 | 602.68 | 625.00 |
| 307 | Mrs Joan Armbruster | Stephen Kiszow | 05/01/17 - 01/02/17 | 27 | 507.02 | 525.80 |
| 308 | Mrs Carol Dobson | Stephen Kiszow | 05/01/17 - 01/02/17 | 27 | 1,120.00 | 1,161.48 |
| 309 | Mrs Test Person2 | Mrs Smith | 05/01/17 - 01/02/17 | 27 | 602.68 | 625.00 |
| 343 | Mrs Carol Dobson | PF02 AKK | 23/01/17 - 19/02/17 | 9 | 682.10 | 2,122.10 |
| | | | | | 7,504.10 | |

## Validate Charge Templates

This report will produce a list of any charge templates that have been set up incorrectly (e.g. missing nominal ledger codes, etc.). Click on the "Reports" tab to bring up the list of options and then select "Invoicing & Financial" followed by "Validate Charge Templates" from the menu options list.



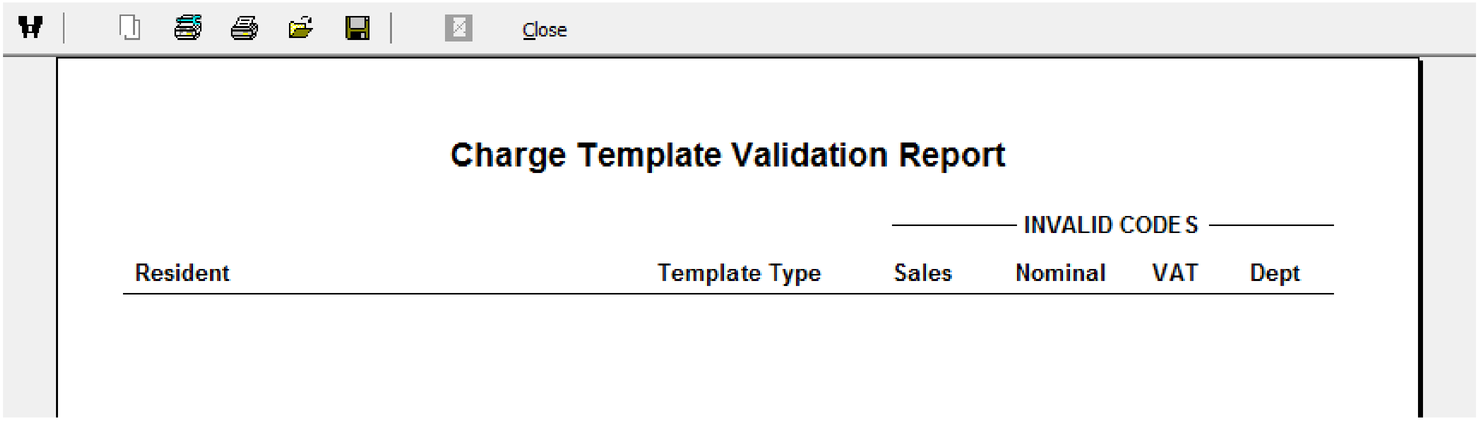

The "Validate Charge Templates" screen will appear.




Specify a date and select the output type for the report (screen or printer), then click "OK" to run the report.

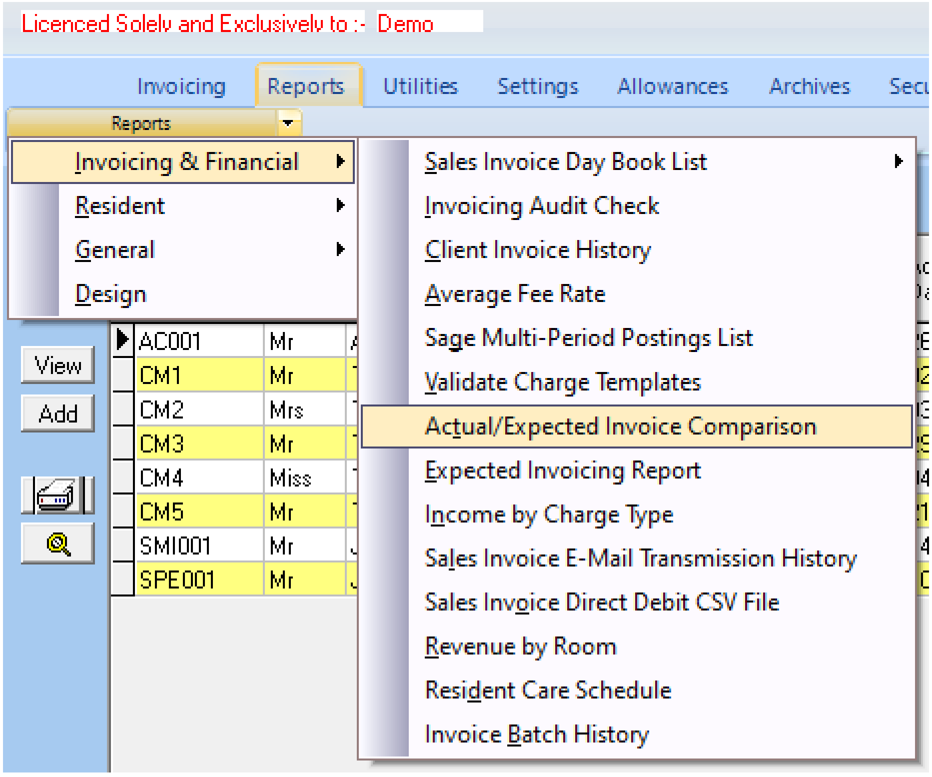
**N.B. Please take notice of the message on this screen. - "This report may show incorrect results if you have not recently refreshed Sage Data".**

If you selected the "screen" option, a print preview will now be displayed allowing a final check before printing, the report can now be printed or exported from this screen.

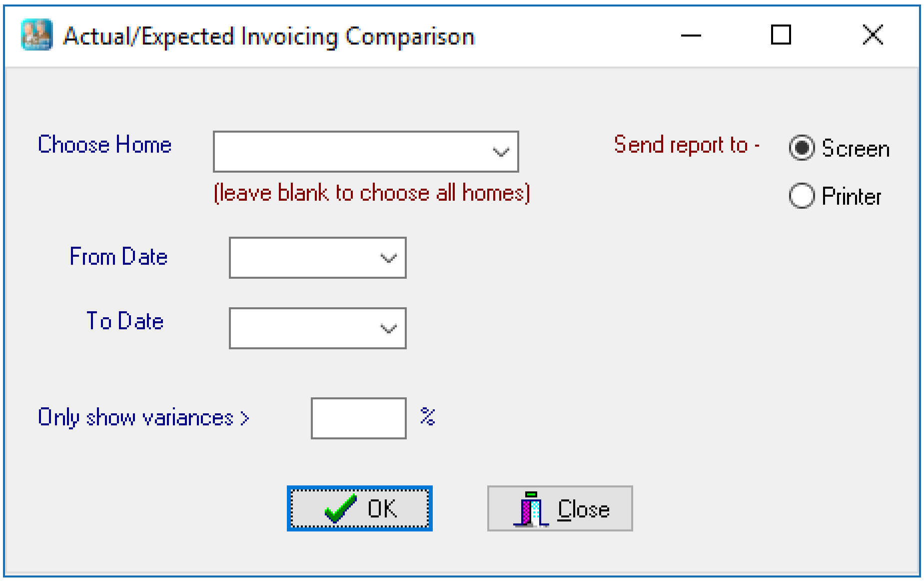

Close
Charge Template Validation Report
INVALID CODES
Resident
Template Type
Sales
Nominal
VAT
Dept

## Actual/Expected Invoice Comparison

This report will produce a list of expected invoicing for a given month (based on the charge templates that have been created) compared with what has actually been invoiced. Click on the "Reports" tab to bring up the list of options and then select "Invoicing & Financial" followed by "Actual/Expected Invoice Comparison" from the menu options list.

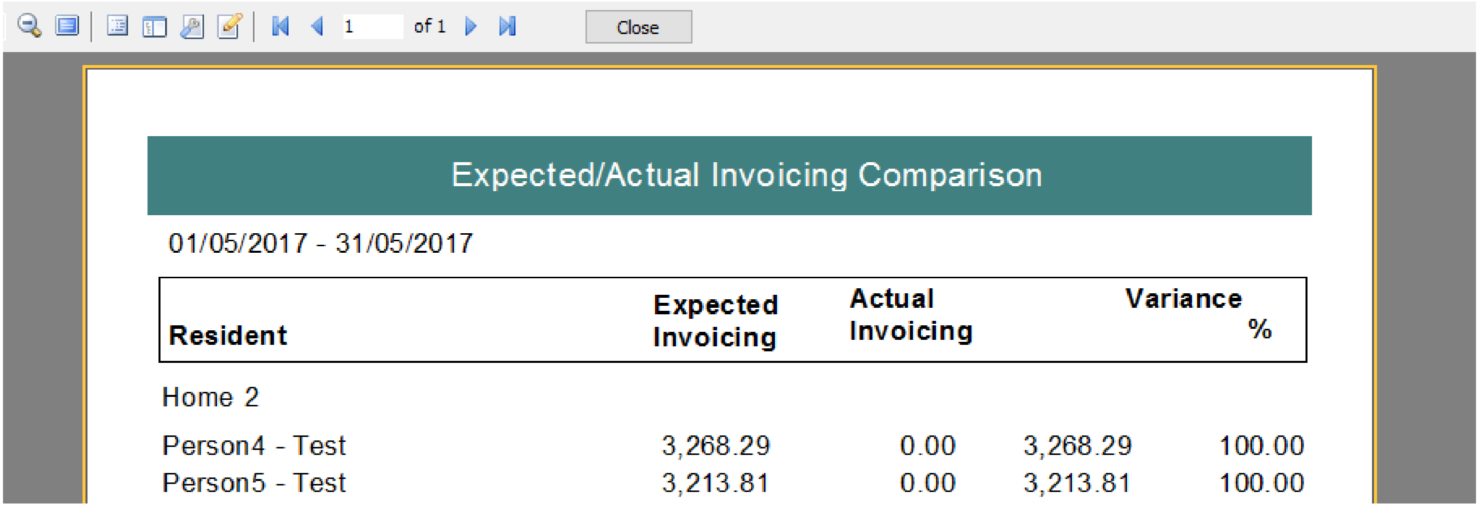



The "Actual/Expected Invoice Comparison" screen will appear.




Select the home you wish to run the report for, or leave blank for all homes. Then select a date range (**N.B. This report can only be run for complete months**). In the box below the date ranges enter a variance percentage (if you have a mixture of Calendar Monthly and Periodic Invoice Periods, there are likely to be variances because some invoice periods overlap month ends), if you want to see everything enter '0', otherwise choose a suitable figure. Finally select the output type.

If you chose 'screen', a print preview will now be displayed allowing a final check before printing, the report can now be printed or exported from this screen.



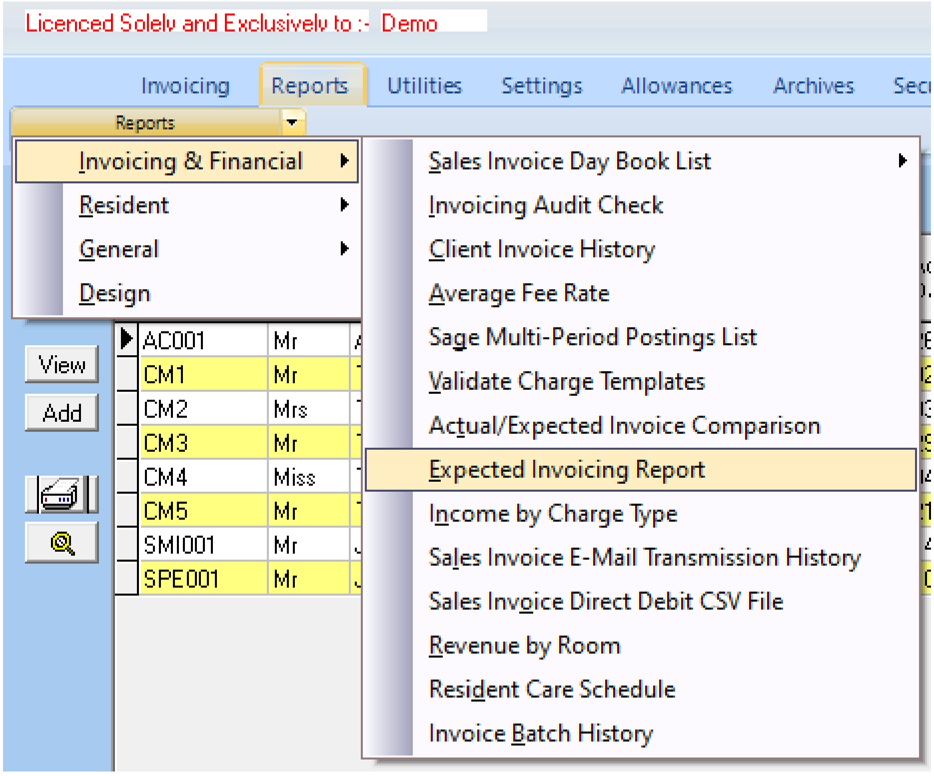

Expected/Actual Invoicing Comparison

01/05/2017 - 31/05/2017

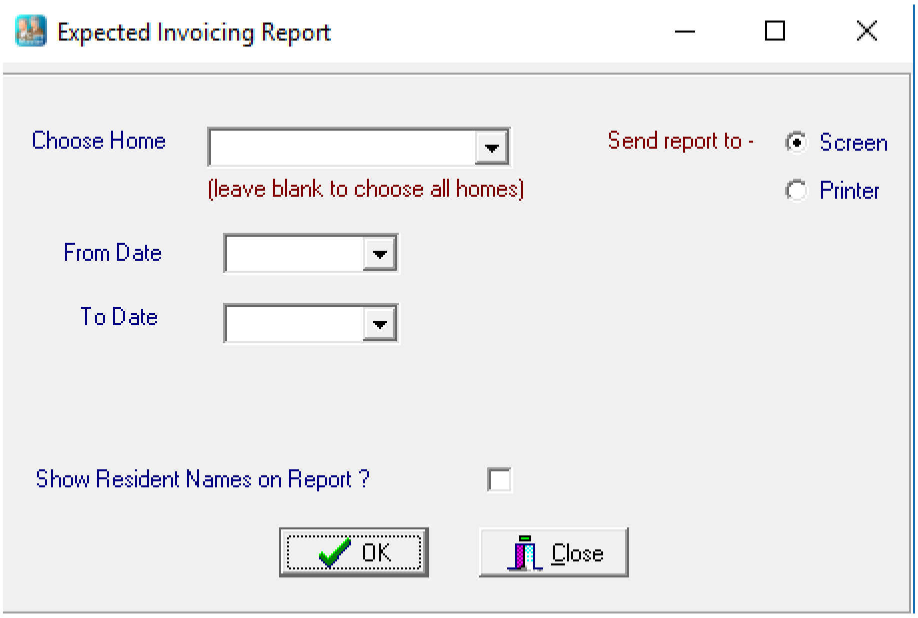
| Resident | Expected Invoicing | Actual Invoicing | Variance | % |
|---|---|---|---|---|
| Home 2 | | | | |
| Person4 - Test | 3,268.29 | 0.00 | 3,268.29 | 100.00 |
| Person5 - Test | 3,213.81 | 0.00 | 3,213.81 | 100.00 |

## Expected Invoicing Report

This report will produce a list of expected invoicing for a given month (based on the charge templates that have been created). Click on the "Reports" tab to bring up the list of options and then select "Invoicing & Financial" followed by "Expected Invoicing Report" from the menu options list.

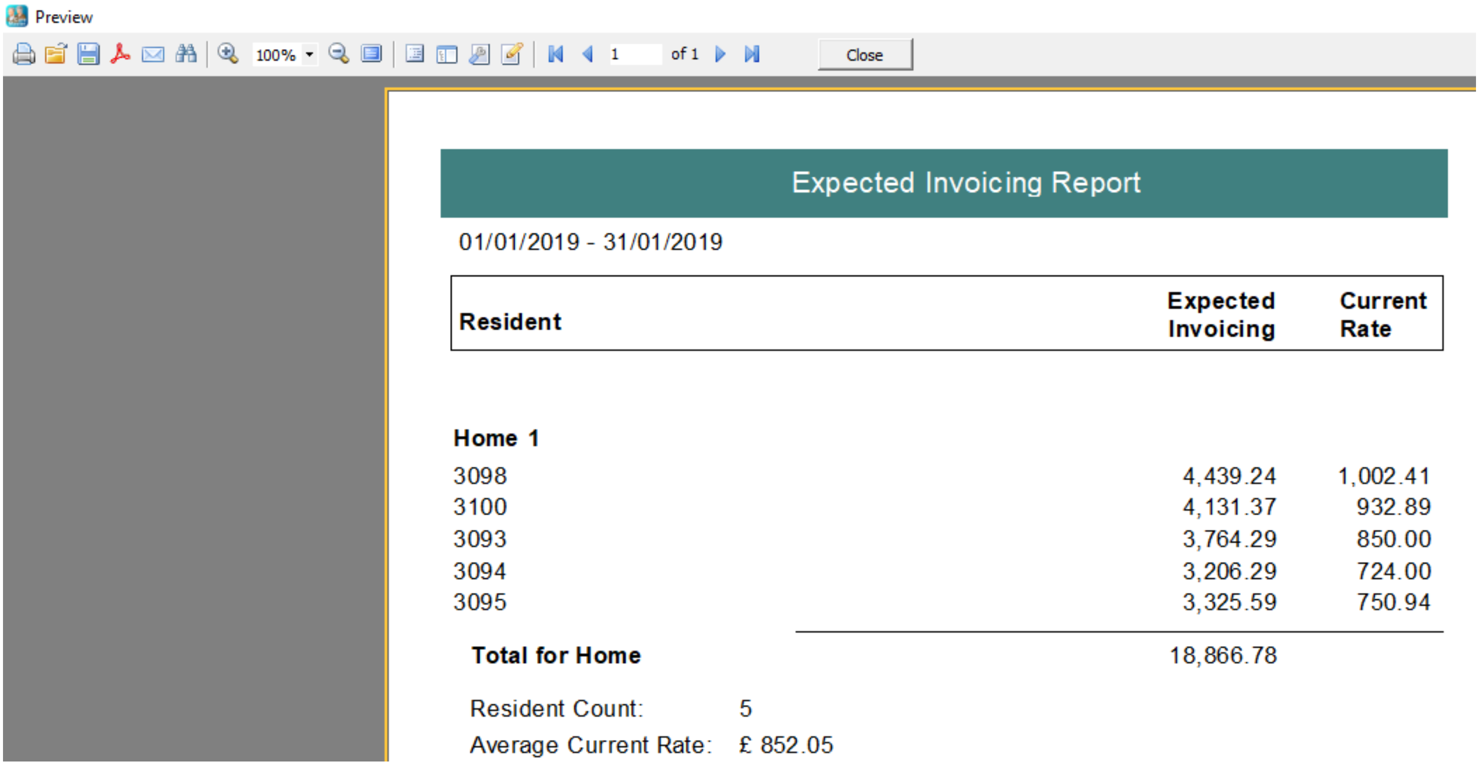



The "Expected Invoicing Report" screen will appear.




Select the home you wish to run the report for, or leave blank for all homes. Then select a date range (**N.B. This report can only be run for complete months**). If you wish the resident names to appear on the report, tick the box. Finally select the output type.

If you chose 'screen', a print preview will now be displayed allowing a final check before printing, the report can now be printed or exported from this screen.




## Expected Invoicing Report

01/01/2019 - 31/01/2019

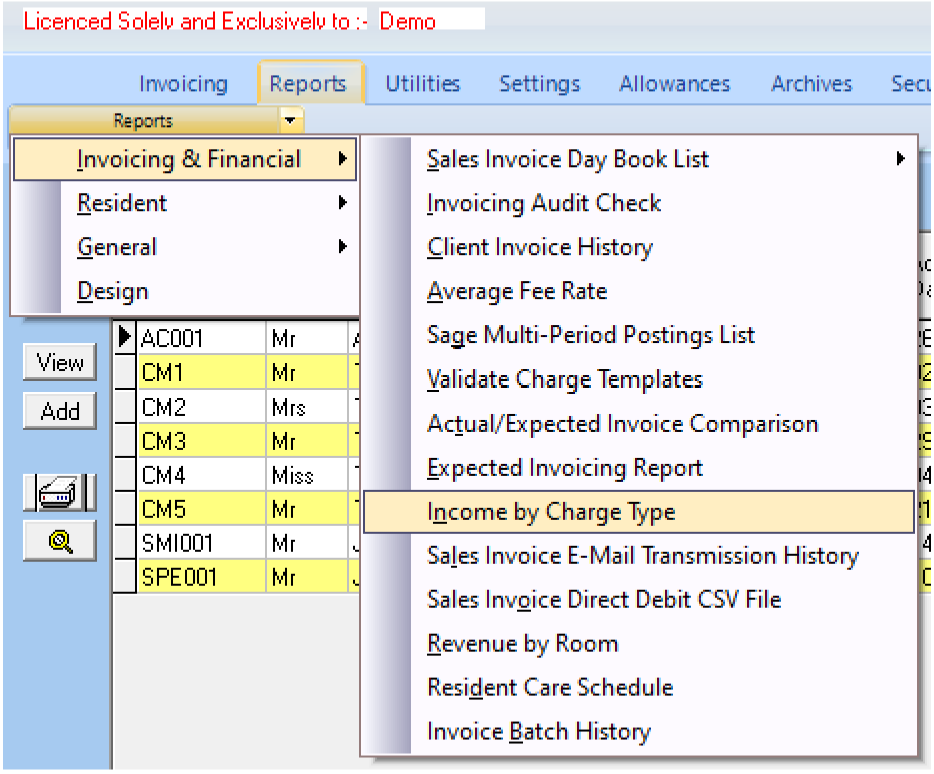
| Resident | Expected Invoicing | Current Rate |
|---|---|---|
| **Home 1** | | |
| 3098 | 4,439.24 | 1,002.41 |
| 3100 | 4,131.37 | 932.89 |
| 3093 | 3,764.29 | 850.00 |
| 3094 | 3,206.29 | 724.00 |
| 3095 | 3,325.59 | 750.94 |
| **Total for Home** | 18,866.78 | |

Resident Count: 5

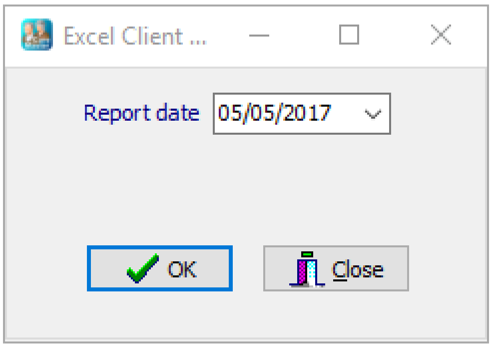
Average Current Rate: £ 852.05

## Income by Charge Type

Running this report will produce a spreadsheet listing all current residents and showing a breakdown of their fee structures from the charge templates. Click on the "Reports" tab to bring up the list of options and then select "Invoicing & Financial" followed by "Income by Charge Type" from the menu options list.

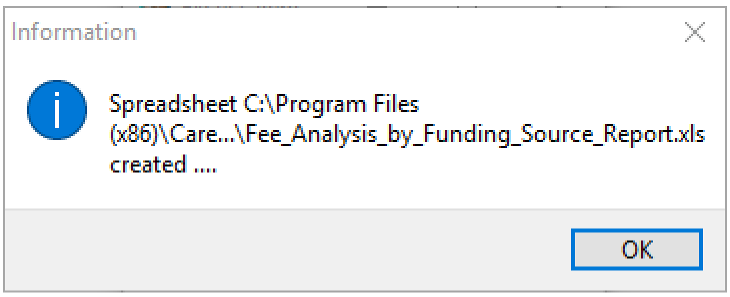



The "Income by Charge Type" screen will open.




This report is run "as at" a specific date, select the required date from the dropdown calendar and then click "OK" to continue.

The following information screen will then appear.



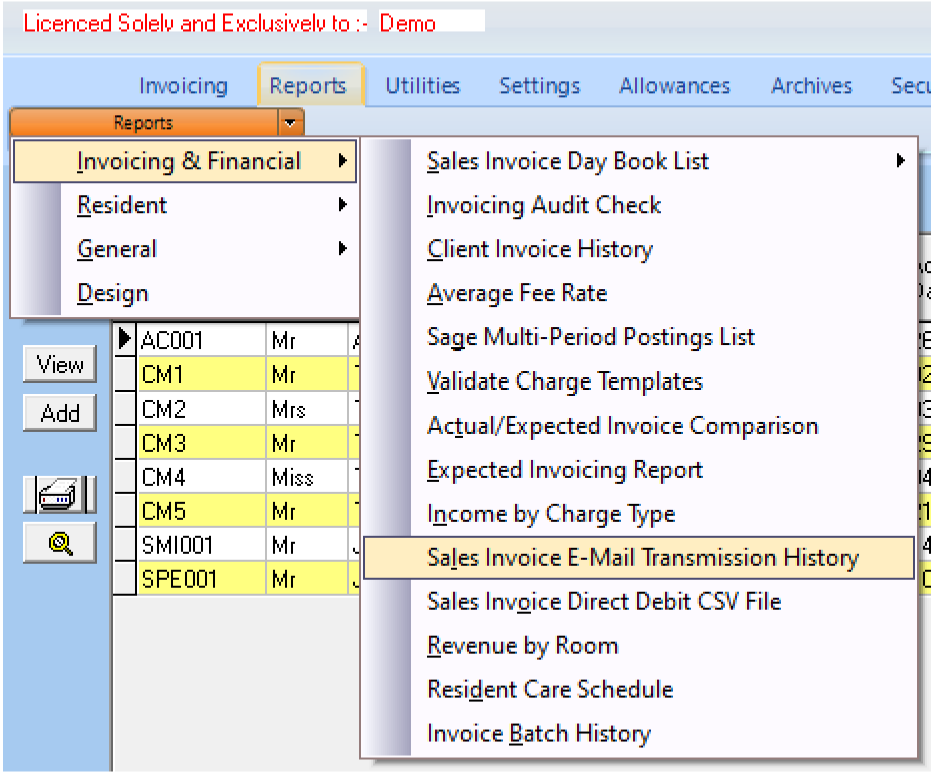
This gives the details about where the created spreadsheet file has been saved. Browse to the location given and double click the file to open.

The spreadsheet displays each resident with their fee breakdown. If you have more than one home, each home is displayed on a separate worksheet.

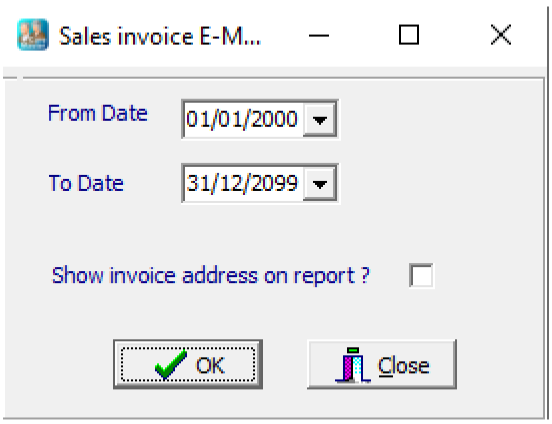
| | A | B | C | D | E | F | G | H | I | J | K | L | M |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | Ref | Room_No | Resident_Name | Home_Code | Admission_Date | Sort_Order | ACC | BASIC | DAYC | FNC | LA | PRIV | RPT |
| 2 | 3 | 01 | Mr Test Person1 | H1 | 02/04/2013 | | 461.25 | 640.59 | 0 | 0 | 0 | 265.0001 | 0 |
| 3 | 4 | 02 | Mrs Test Person2 | H1 | 03/04/2013 | | 0 | 567.75 | 0 | 155.05 | 0 | 124.338 | 700 |
| 4 | 5 | | Mr Test Person3 | H1 | 29/12/2013 | | 0 | 485.52 | 0 | 155.05 | 0 | 176.278 | 0 |
| 5 | | | | | | | | | | | | | |
| 6 | | | | | | | | | | | | | |

## Sales Invoice E-mail Transmission History

This report will give a list of all invoices that have been sent out by email within a given date range. Click on the "Reports" tab to bring up the list of options and then select "Invoicing & Financial" followed by "Sales Invoice E-mail Transmission History" from the menu options list.

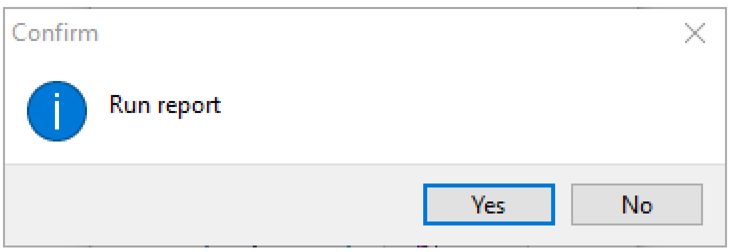



The "E-mail Transmission History" screen will open.



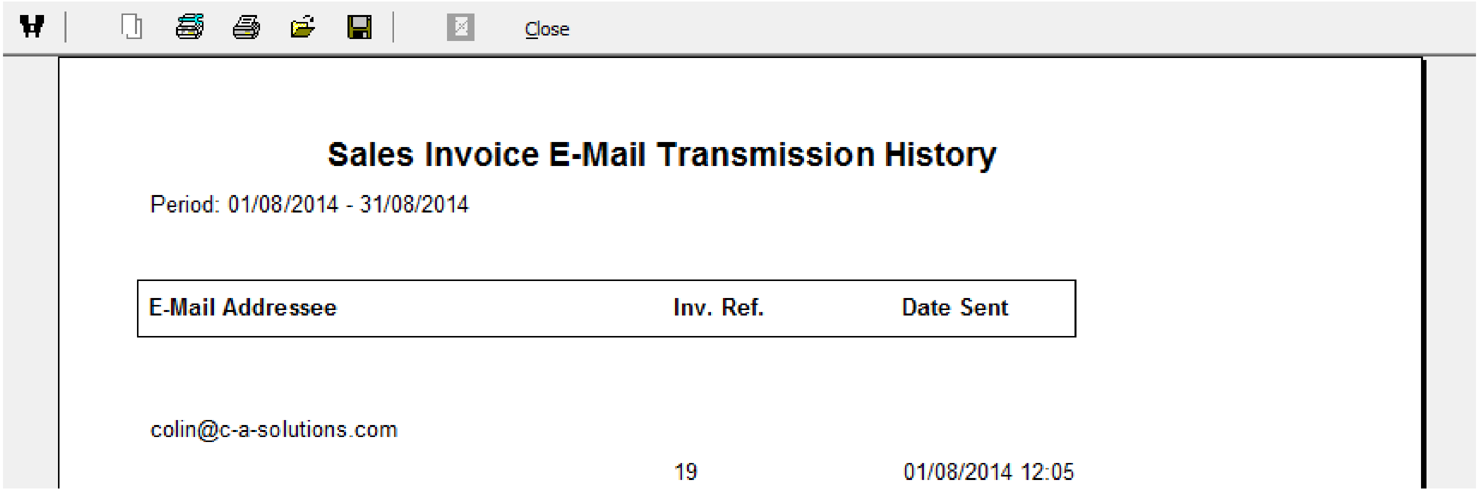

Enter the required date range for your report, you can also choose to show the invoice addresses o the report by ticking the box. Then click on "OK" to continue.

You will then be asked to confirm your choice.



Click on "Yes" to confirm.

A print preview will now be displayed allowing a final check before printing, the report can now be printed or exported from this screen.




**Sales Invoice E-Mail Transmission History**

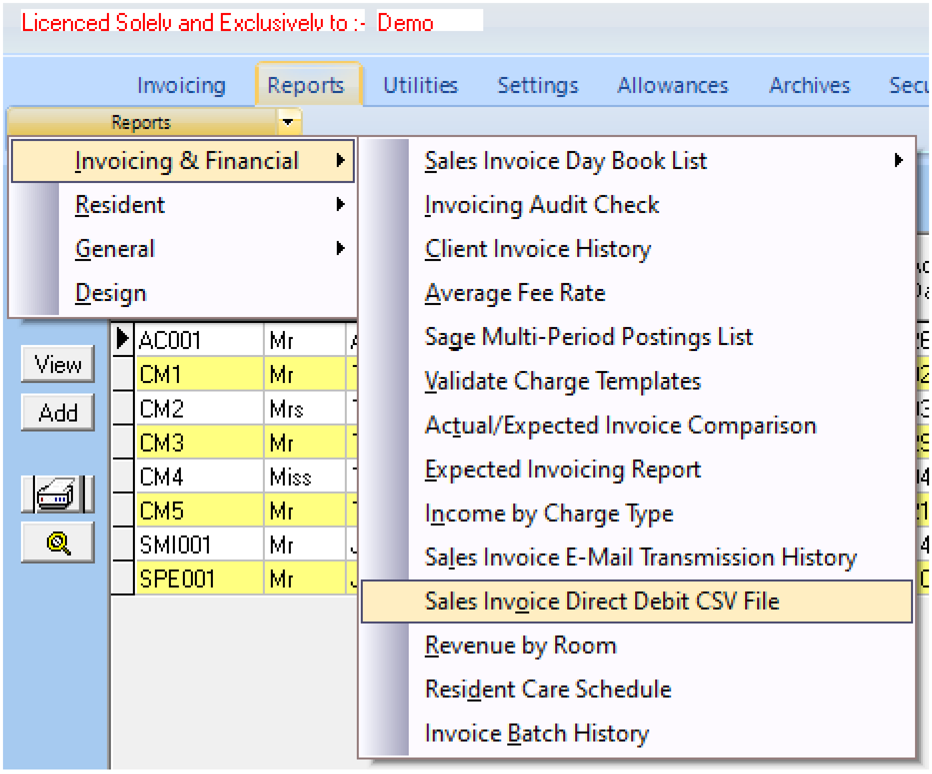
Period: 01/08/2014 - 31/08/2014

| E-Mail Addressee | Inv. Ref. | Date Sent |
|---|---|---|
| colin@c-a-solutions.com | | |
| | 19 | 01/08/2014 12:05 |

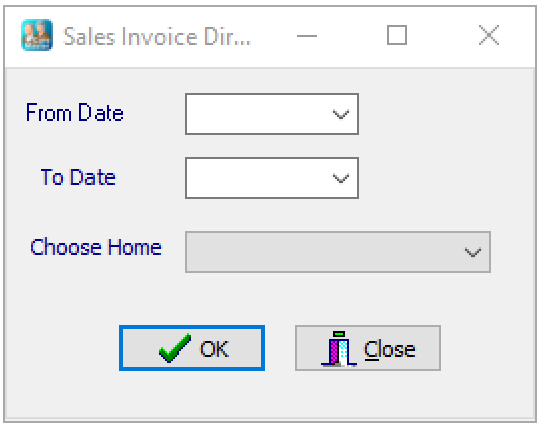
## Sales Invoice Direct Debit CSV File

If you are collecting payments from clients by Direct Debit and wish to use CareMaster to generate CSV files for uploading to your bank, you will need to follow the instructions given in Direct Debit Output and Sales Invoice Payment Methods to set up the relevant payment methods and then assign them to the specific Charge Templates you wish to include.

To run the process for creating a Direct Debit CSV file, click on the "Reports" tab to bring up the list of options and then select "Invoicing & Financial" followed by "Sales Invoice Direct Debit CSV File" from the menu options list.

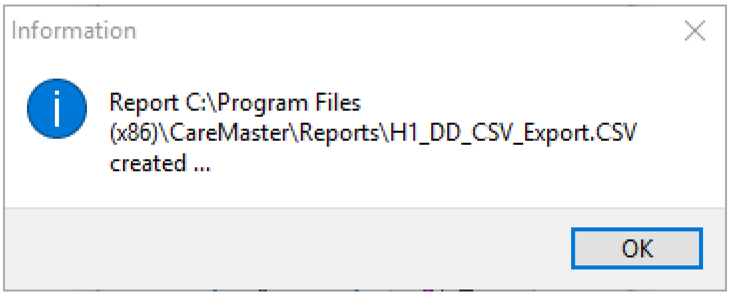



The "Sales Invoice Direct Debit CSV File" screen will open.




Enter the required date range and select the home you wish to work with, then click on "OK" to continue.

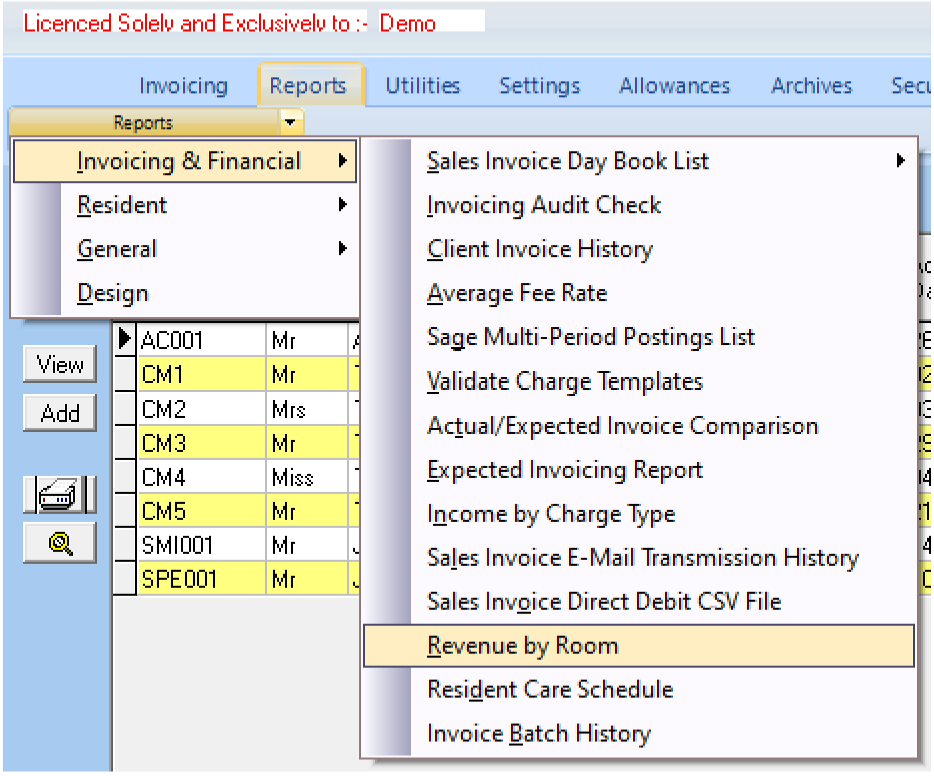
The following information screen will then appear.



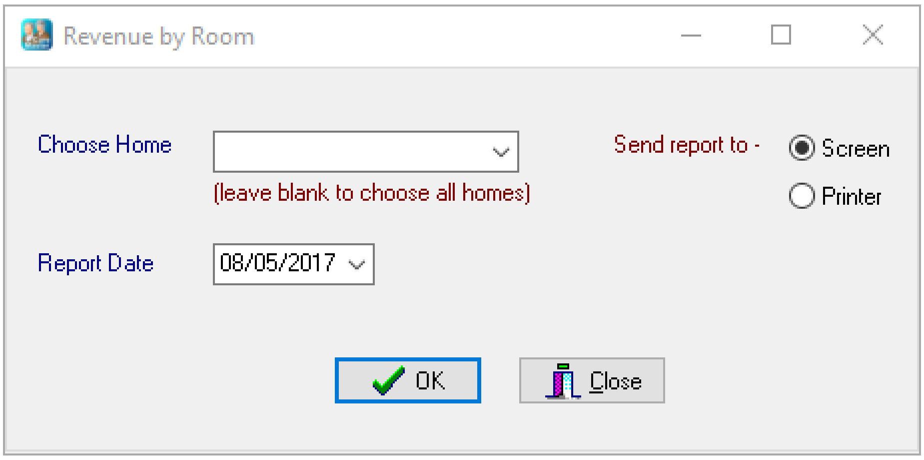

This gives the details about where the created file has been saved. Browse to the location given to find the file and upload to your bank. If the fields within the report need to be in a different order, this can be done by editing the template file in the Design function. If you are unsure about how to do this, please Contact Us.

## Revenue by Room

This report gives a summary of the weekly fees for each room broken down by Funding Source. Click on the "Reports" tab to bring up the list of options and then select "Invoicing & Financial" followed by "Revenue by Room" from the menu options list.

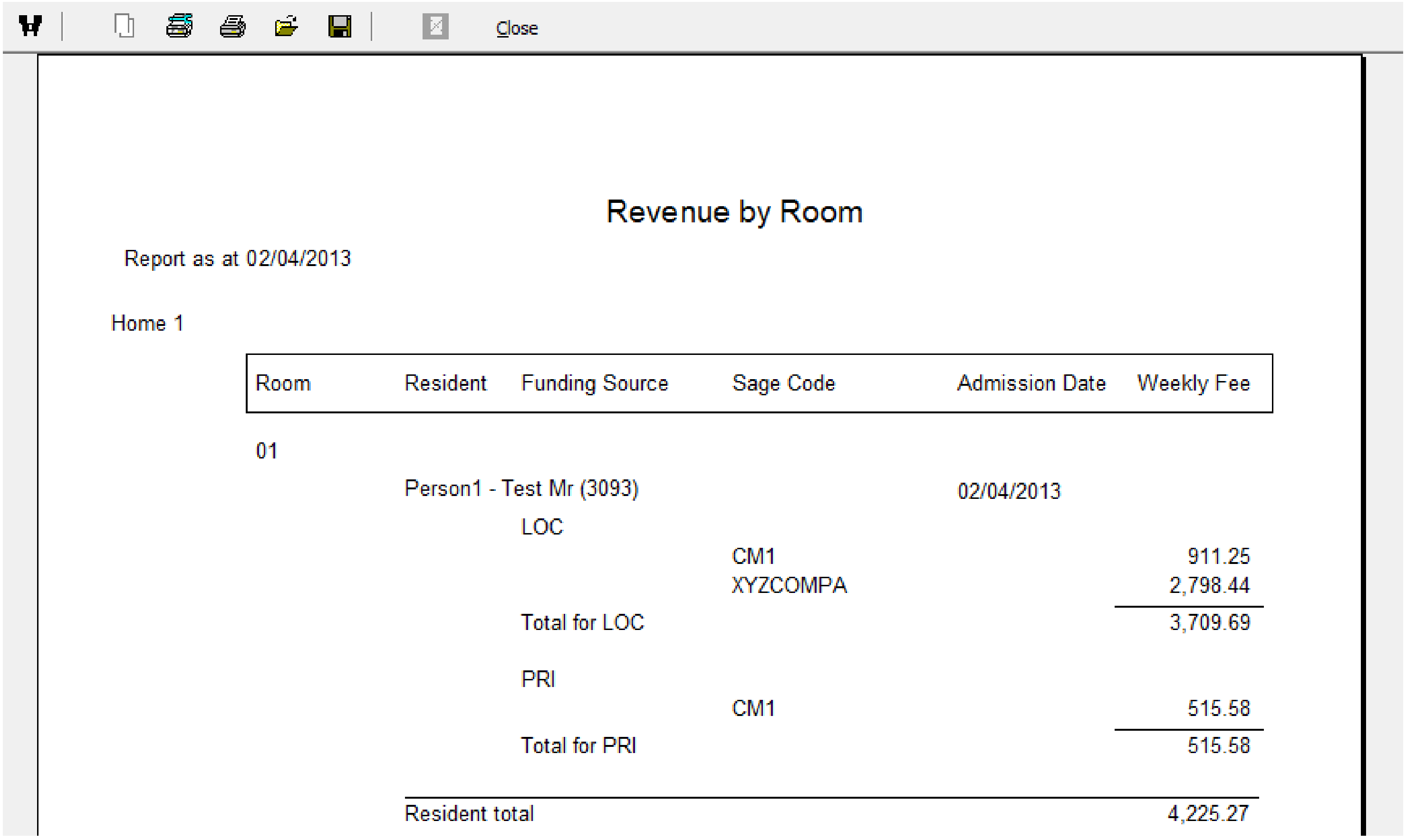



The "Revenue by Room" screen will appear.




Choose the home you wish to run the report for, or, if you want to run it for all homes leave blank. Select the date you wish to run the report at and choose an output option (screen or printer). Then click on "OK" to continue.

A print preview will now be displayed allowing a final check before printing, the report can now be printed or exported from this screen.



Close

# Revenue by Room

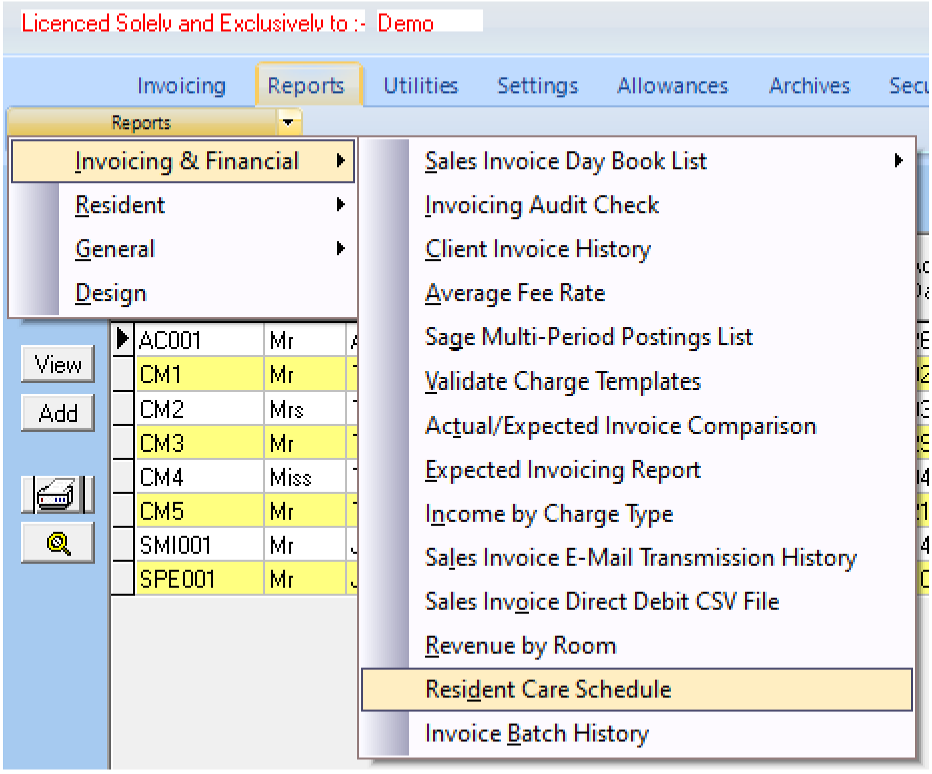
Report as at 02/04/2013

Home 1

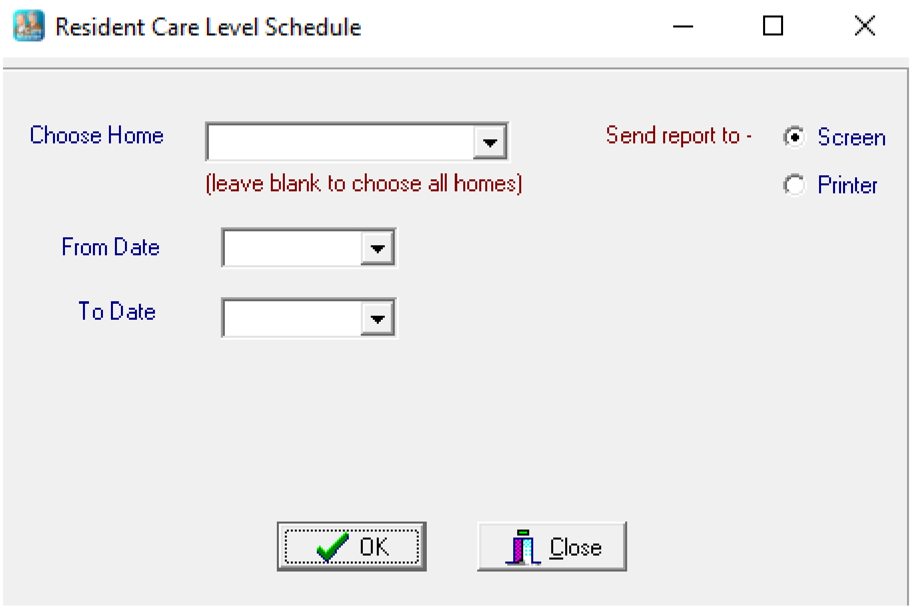
| Room | Resident | Funding Source | Sage Code | Admission Date | Weekly Fee |
|---|---|---|---|---|---|
| 01 | | | | | |
| | Person1 - Test Mr (3093) | | | 02/04/2013 | |
| | | LOC | | | |
| | | | CM1 | | 911.25 |
| | | | XYZCOMPA | | 2,798.44 |
| | | Total for LOC | | | 3,709.69 |
| | | PRI | | | |
| | | | CM1 | | 515.58 |
| | | Total for PRI | | | 515.58 |
| | Resident total | | | | 4,225.27 |

## Resident Care Schedule

This produces a spreadsheet that displays information relating to the residents as categorised through the Care Levels settings. Click on the "Reports" tab to bring up the list of options and then select "Invoicing & Financial" followed by "Resident Care Schedule" from the menu options list.




The "Resident Care Schedule" screen will appear.



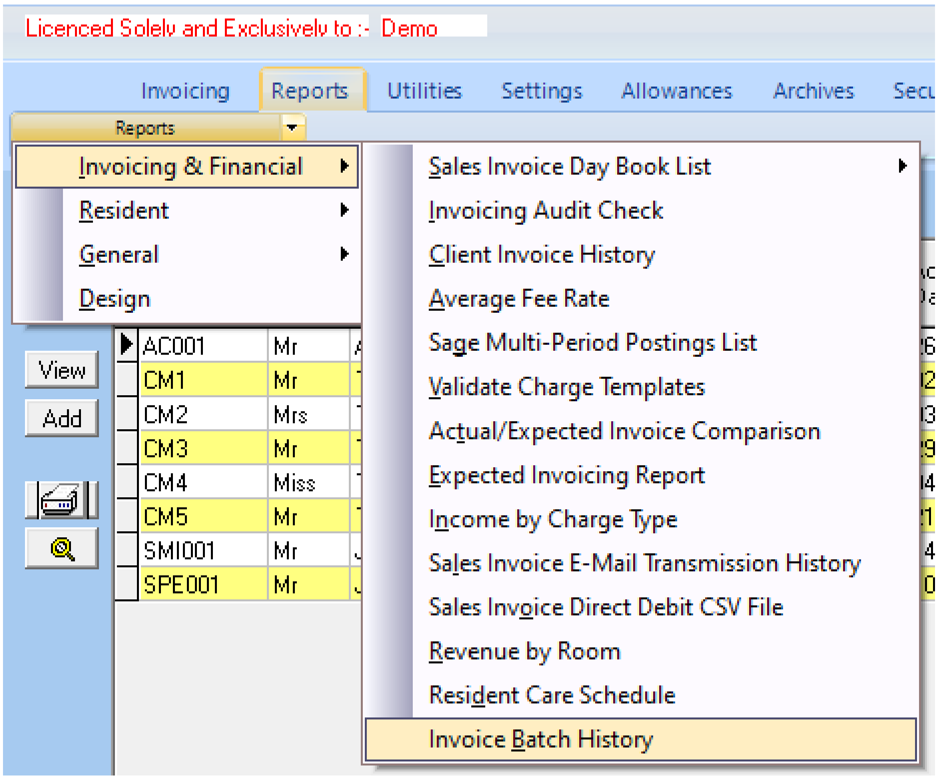

Choose the home you wish to run the report for, or, if you want to run it for all homes leave blank. Select the date you wish to run the report at and choose an output option (screen or printer). Then click on "OK" to continue. **(N.B. This report can only be run for complete weeks).**

A spreadsheet will be created containing the data selected.

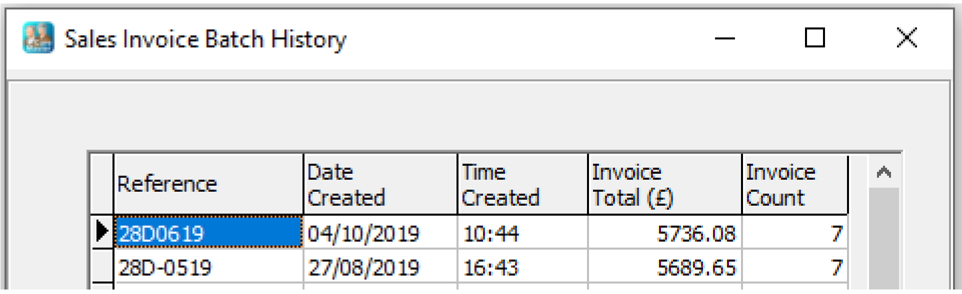
| | Ref | Home_Coc | Resident_I | Funding_S | Weekly_Rate | Daily_Rate | Target_Hours | 1_Low | 1_Medi |
|---|---|---|---|---|---|---|---|---|---|
| 6 | | | | | | | | | |
| 7 | Ref | Home_Coc | Resident_I | Funding_S | Weekly_Rate | Daily_Rate | Target_Hours | 1_Low | 1_Medi |
| 8 | 1 | H1 | Person1 - | LOC | 1440.1955 | 205.74 | 50 | | |
| 9 | 2 | H1 | Person2 - | LOC | 887.3585 | 126.77 | 20 | | |
| 10 | 3 | H1 | Person3 - | CHC | 871.4757 | 124.5 | 50 | | |
| 11 | | | | | | | | | |
| 12 | | | | | | | | | |

## Invoice Batch History

This option displays a screen that lists all of the invoice batches that have been created showing the batch reference, date and time created, the total value of the invoices in the batch and the number of invoices in the batch. Click on the "Reports" tab to bring up the list of options and then select "Invoicing & Financial" followed by "Invoice Batch History" from the menu options list.

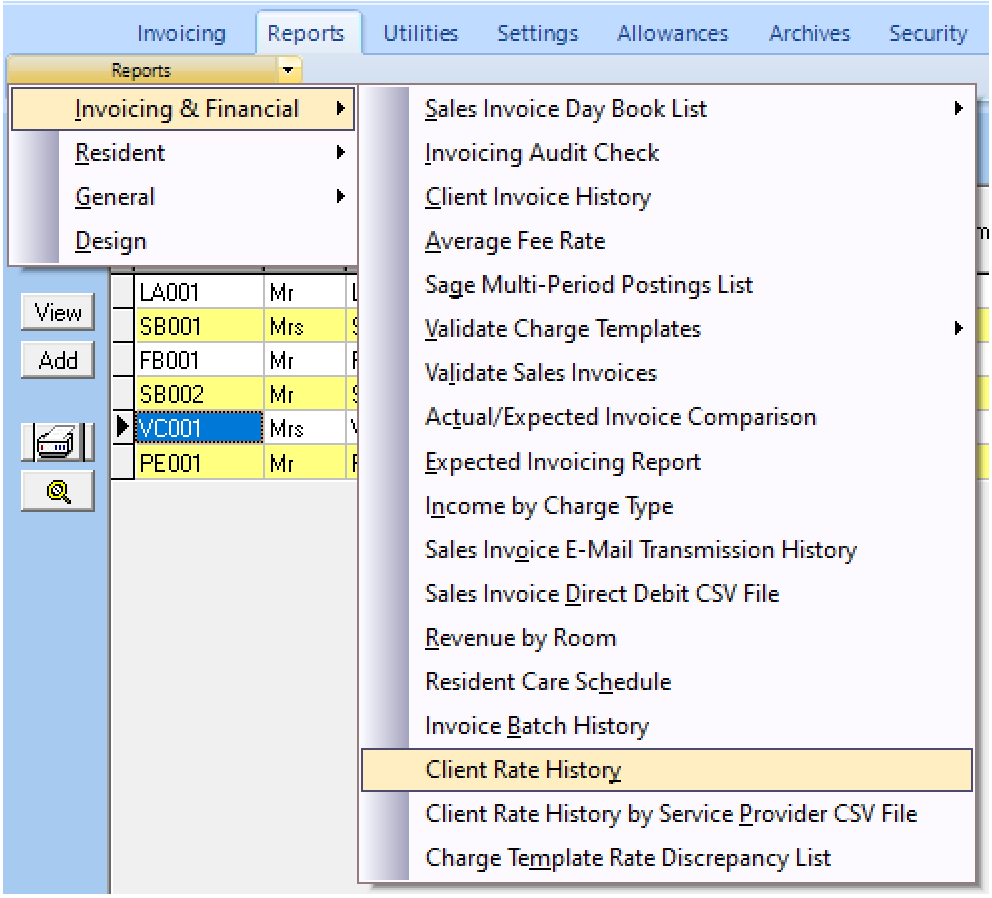



The "Sales Invoice Batch History" screen will now be displayed.

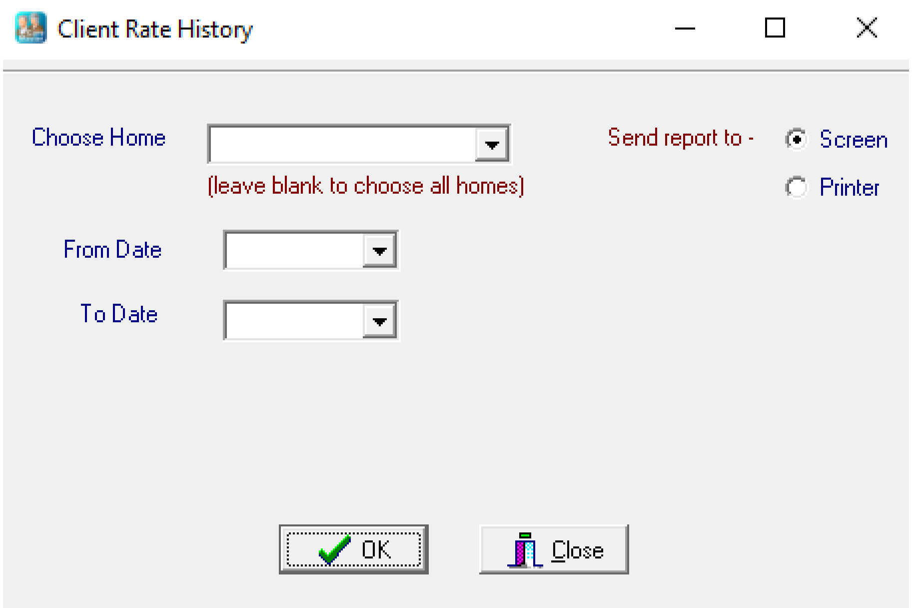


## Client Rate History

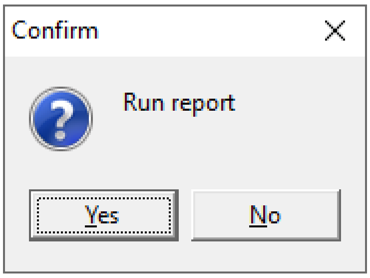
This option produces a report that shows a list of rate changes for each client within a given date range. Click on the "Reports" tab to bring up the list of options and then select "Invoicing & Financial" followed by "Client Rate History" from the menu options list.



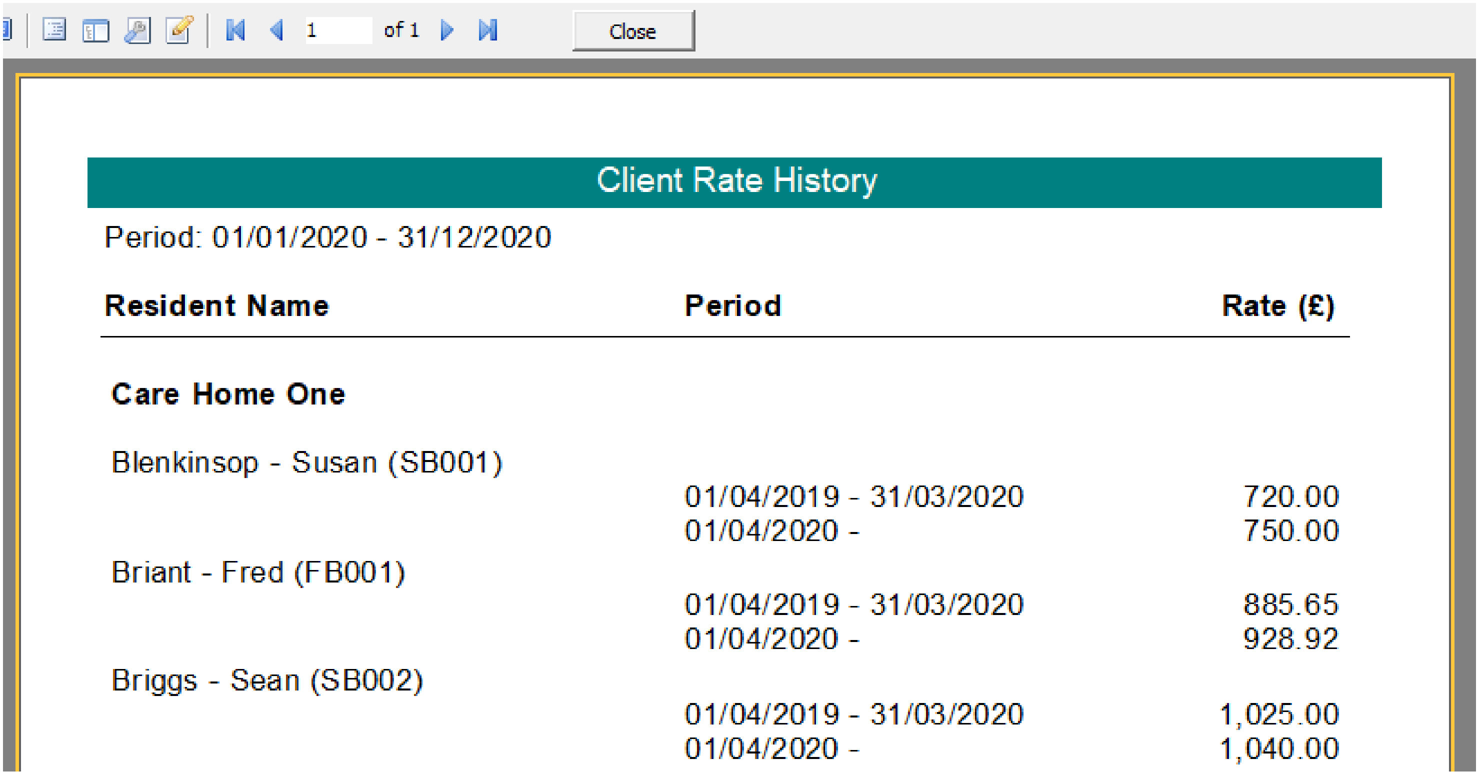

You will then see the "Client Rate History" screen.




You can select which home you want to run the report for (if you have more than one home) or leave blank for all homes. Then enter a "From Date" and "To Date", select the output - either Screen or Printer and then click on "OK".

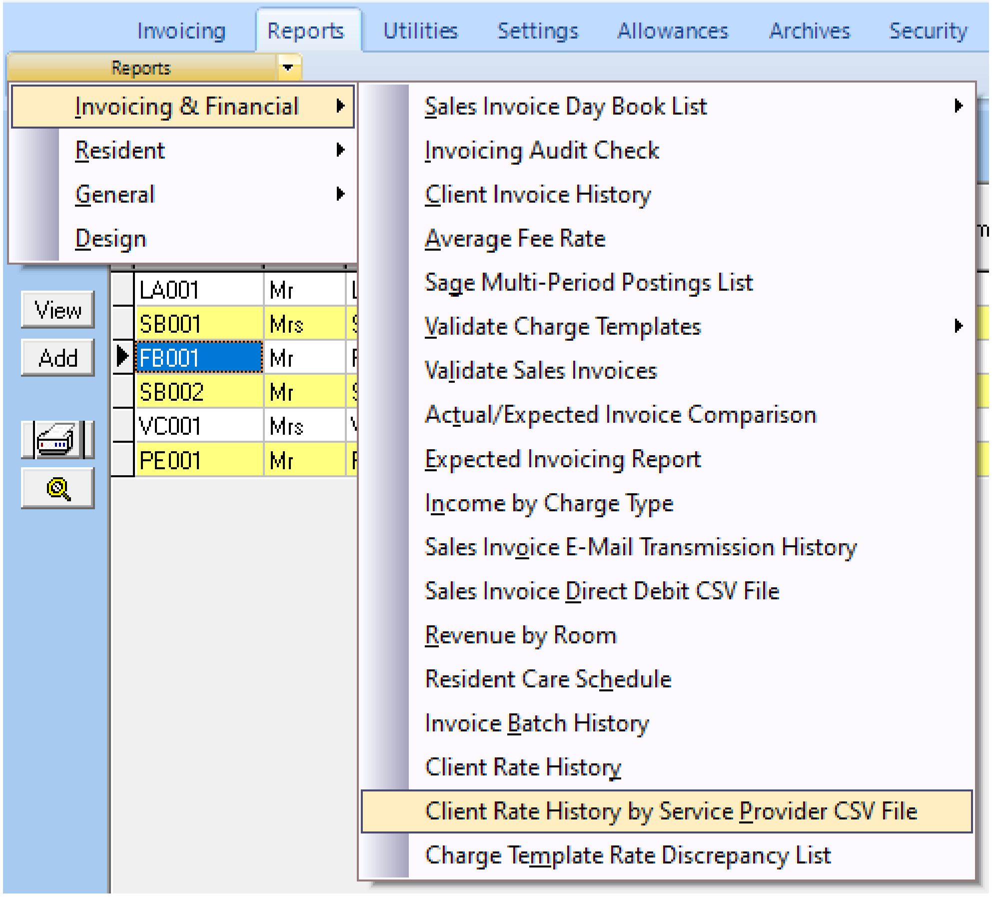



Click on "Yes" to run the report or "No" to cancel. If you chose 'Screen', a print preview will now be displayed allowing a final check before printing, the report can now be printed or exported from this screen.

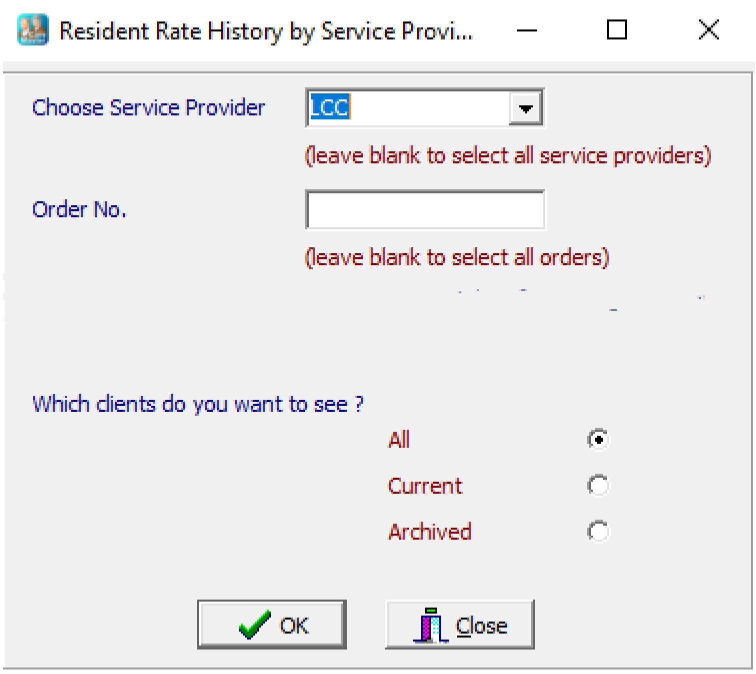


## Client Rate History by Service Provider CSV File

This option will create a CSV file of Rate History by service provider and/or Order No. Click on the "Reports" tab to bring up the list of options and then select "Invoicing & Financial" followed by "Client Rate History by Service Provider CSV File" from the menu options list.




You will then see the "Resident Rate History by Service Provider" screen.

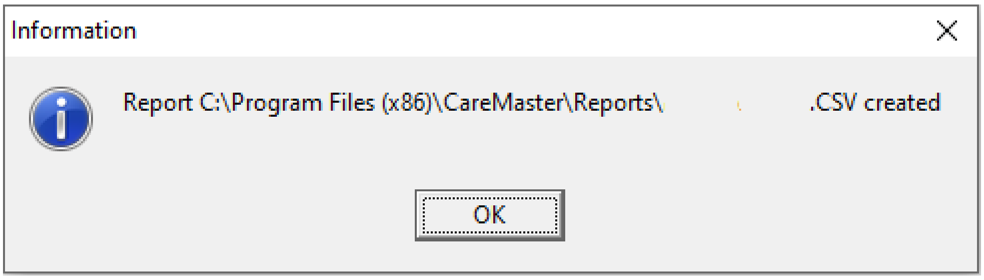



You can now choose a Service Provider from the drop down list, or leave blank for all Service Providers. If you want to run the report for a particular client, enter their Order Number in the second box. (The Order No. can be found in the next to last column on the main CareMaster screen which lists all residents and also on the "Invoicing" tab of the resident record).

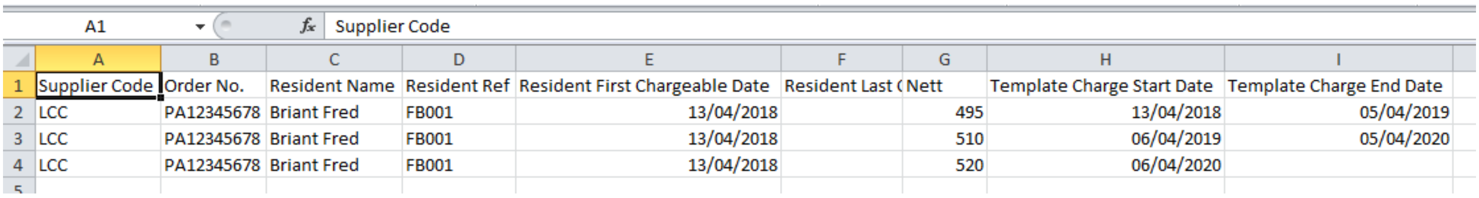
You can also choose to run the report for all Residents or only current ones or only archived ones.

Finally, click on "OK" to run the report or "Close" to cancel.

You will then see a confirmation screen which will tell you that the CSV file has been created and also the filename and location.




Click on "OK" and then go to the location displayed on the screen and you will be able to open the file.

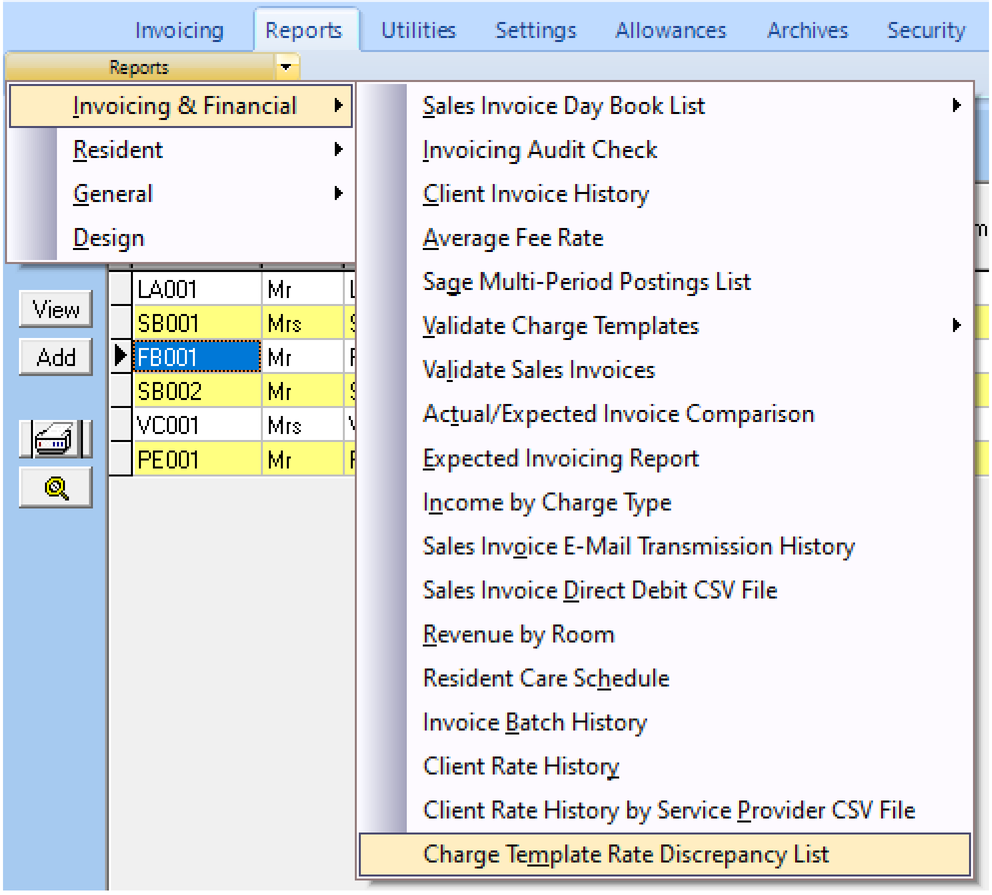


A1 Supplier Code

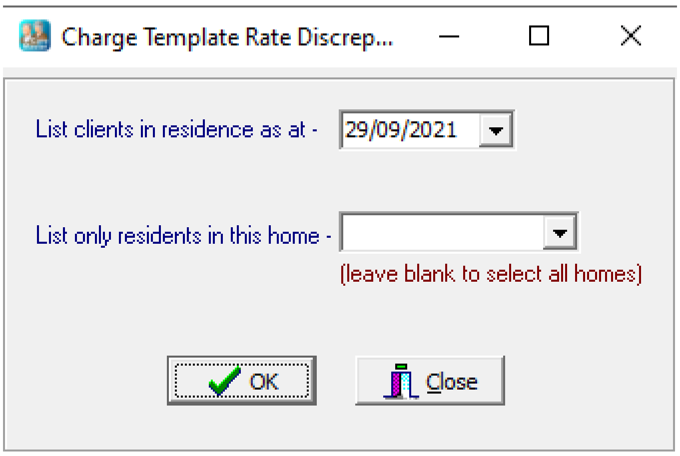
| | A | B | C | D | E | F | G | H | I |
|---|---|---|---|---|---|---|---|---|---|
| 1 | Supplier Code | Order No. | Resident Name | Resident Ref | Resident First Chargeable Date | Resident Last ( | Nett | Template Charge Start Date | Template Charge End Date |
| 2 | LCC | PA12345678 | Briant Fred | FB001 | 13/04/2018 | | 495 | 13/04/2018 | 05/04/2019 |
| 3 | LCC | PA12345678 | Briant Fred | FB001 | 13/04/2018 | | 510 | 06/04/2019 | 05/04/2020 |
| 4 | LCC | PA12345678 | Briant Fred | FB001 | 13/04/2018 | | 520 | 06/04/2020 | |
| 5 | | | | | | | | | |

## Charge Template Rate Discrepancy List

This option produces a report which lists any discrepancies between the amounts shown on the charge templates and the total weekly rate shown on the Rate History screen of the Resident record. Click on the "Reports" tab to bring up the list of options and then select "Invoicing & Financial" followed by "Charge Template Rate Discrepancy List" from the menu options list.

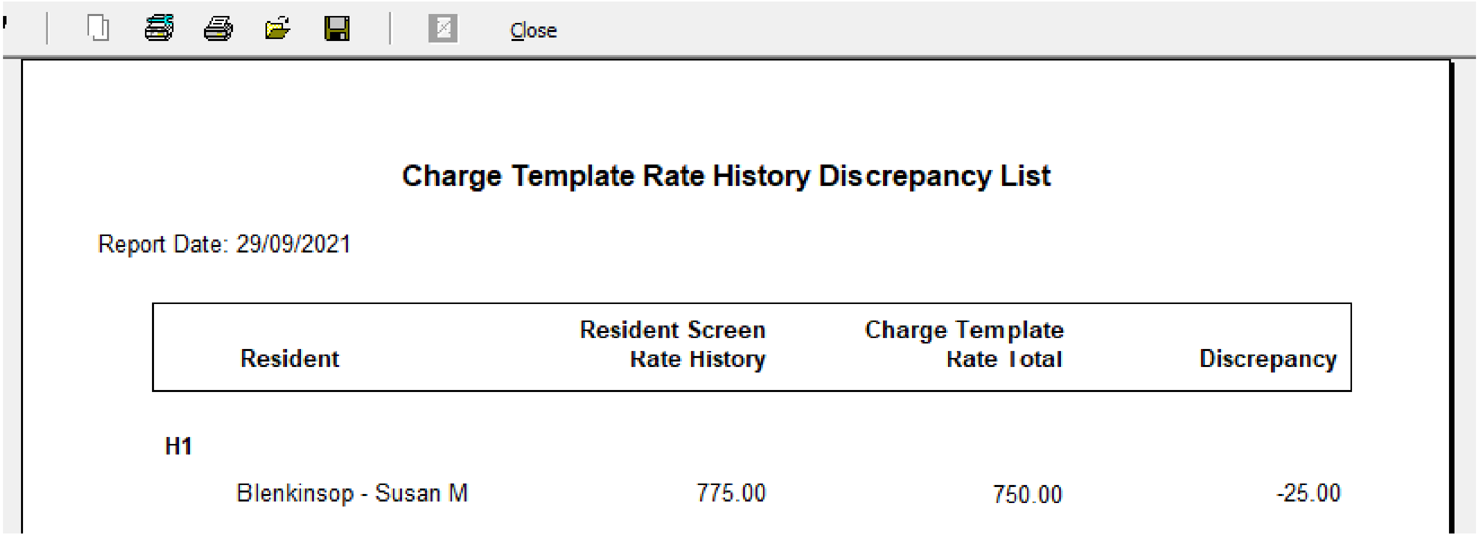



You will then see the "Charge Template Rate Discrepancy" screen.




Select the date that you wish to run the report at and then select the home name, or leave blank for all homes. Click "OK" to run the report or "Close" to cancel.

If you clicked "OK" you will then see a preview of the report on screen and you can print or export it from here.




Charge Template Rate History Discrepancy List

Report Date: 29/09/2021

| Resident | Resident Screen Rate History | Charge Template Rate Total | Discrepancy |
|---|---|---|---|
| **H1** | | | |
| Blenkinsop - Susan M | 775.00 | 750.00 | -25.00 |

## Resident

The following reports are included in this section:


Resident Details

List Residents by Date

List Residents (show extra notes)

Print Resident Notes

Resident Incident Report

Out of Contract List

Diversity Report

Terms & Conditions Not Returned

Contracts Not Returned

Allowances

- Account Balances

- Account Transactions

Absence Report

Length of Stay List

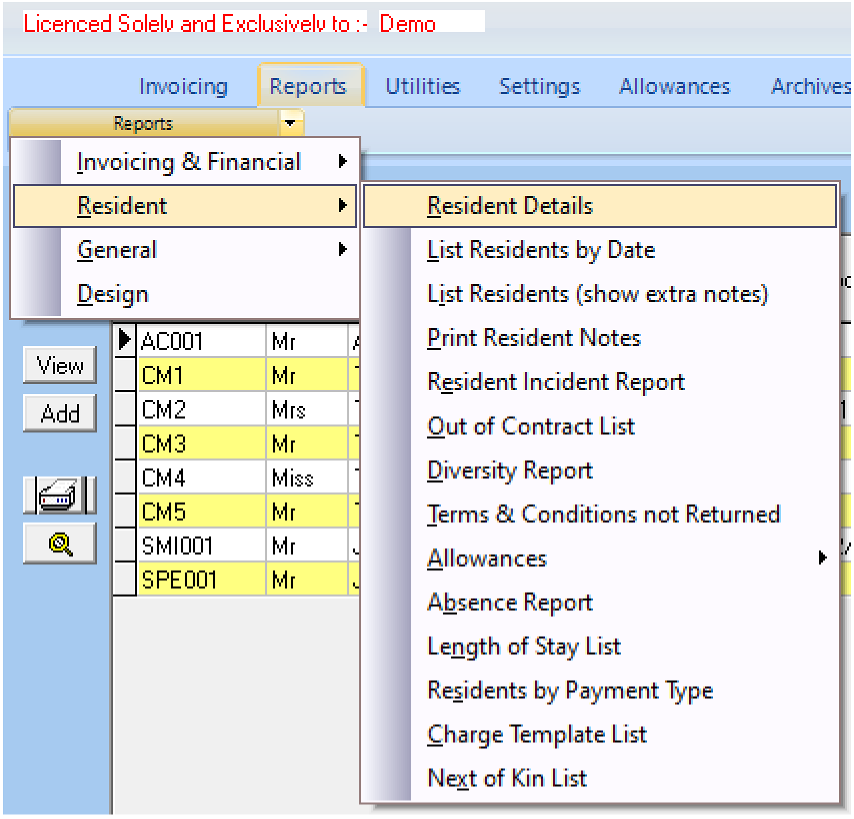
Residents by Payment Type

Charge Template List

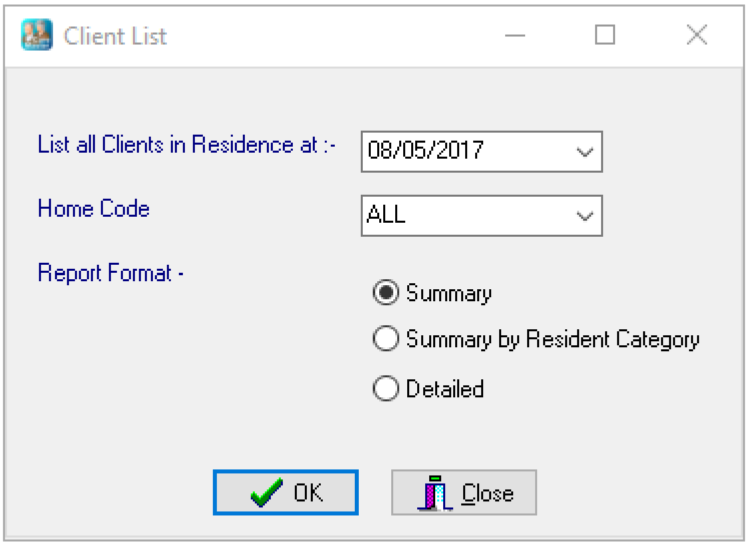
Next of Kin List

## Resident Details

Click on the "Reports" tab and then select "Resident" followed by "Resident Details" from the menu options list.



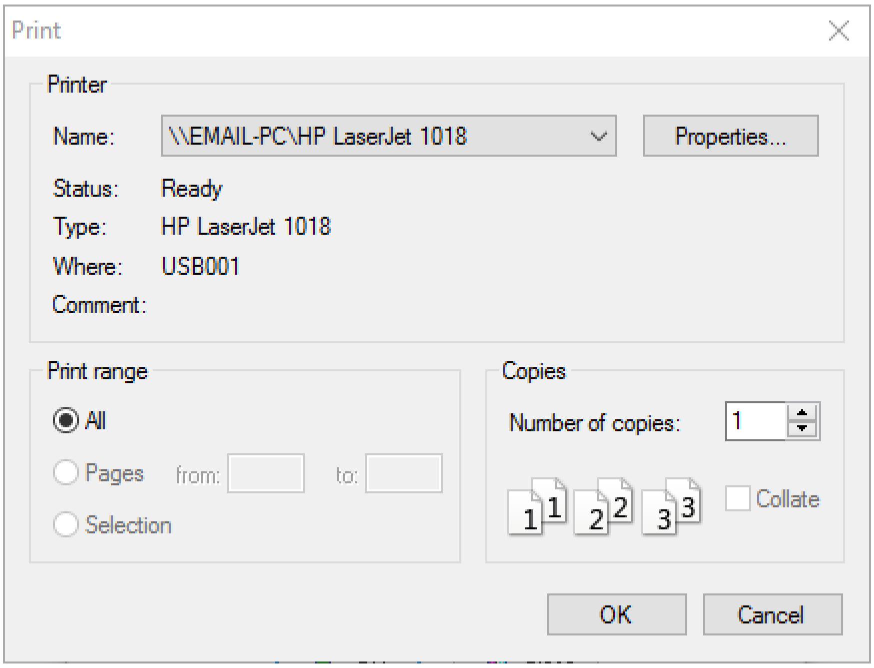

The "Client List" screen will now be displayed.




This is a "snapshot" report and will give data as at the selected date. In the case of a multi-home installation it can be run for either all homes or an individual home. The report can also be run in either "Summary", "Summary by Resident Category" or "Detailed" format, an example of each of these is given below.

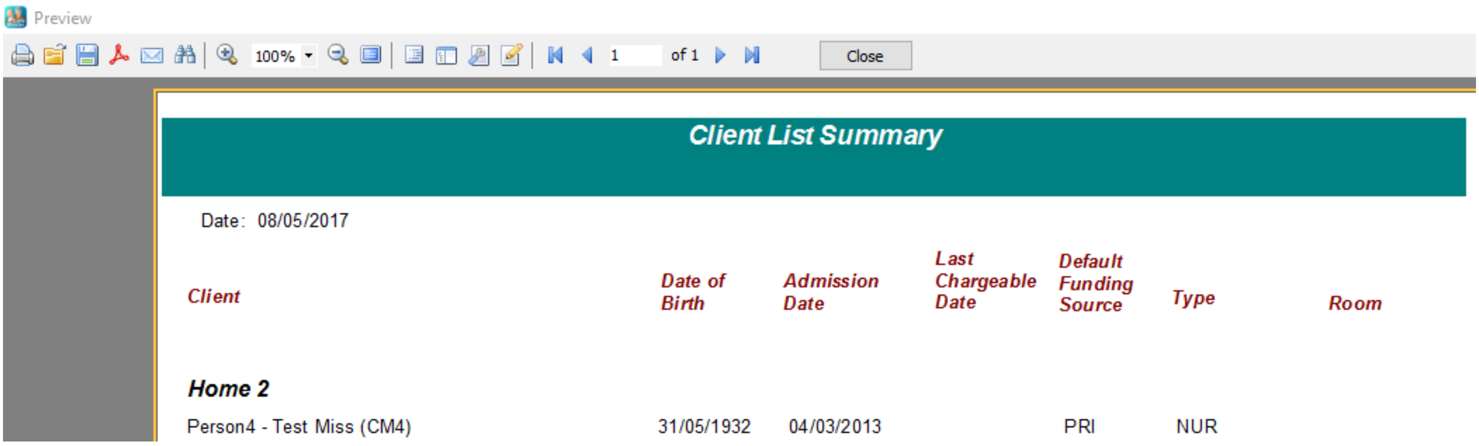
When the required criteria have been selected, click on "OK" to continue.

The printer dialog box will be displayed to allow the user to select which printer to send the report to.

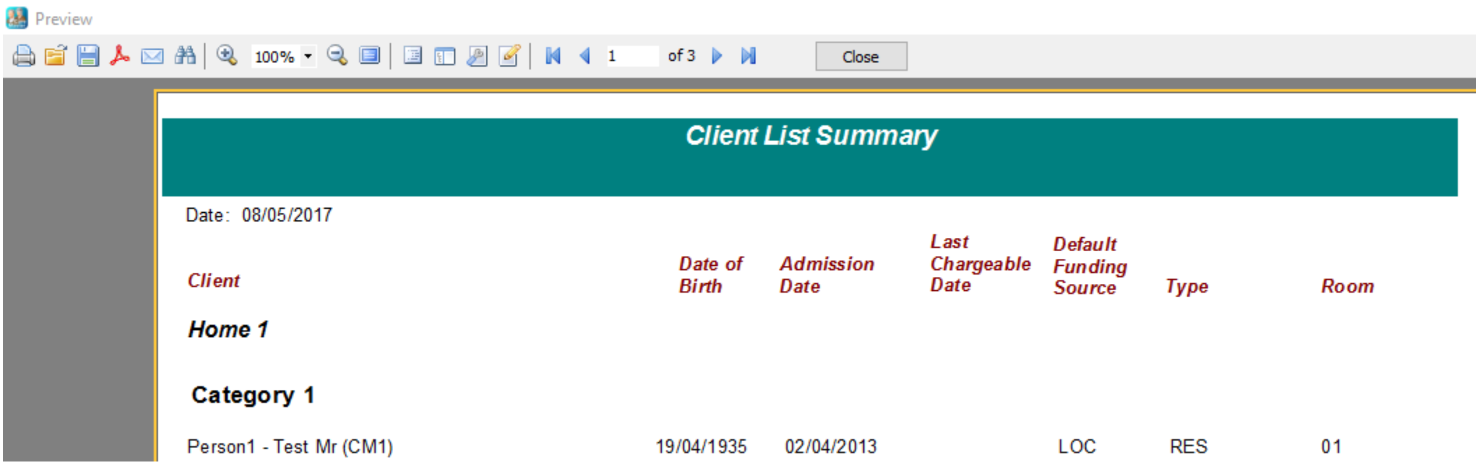



Click on "OK" to continue. A print preview will now be displayed allowing a final check before printing, the report can now be printed or exported from this screen.

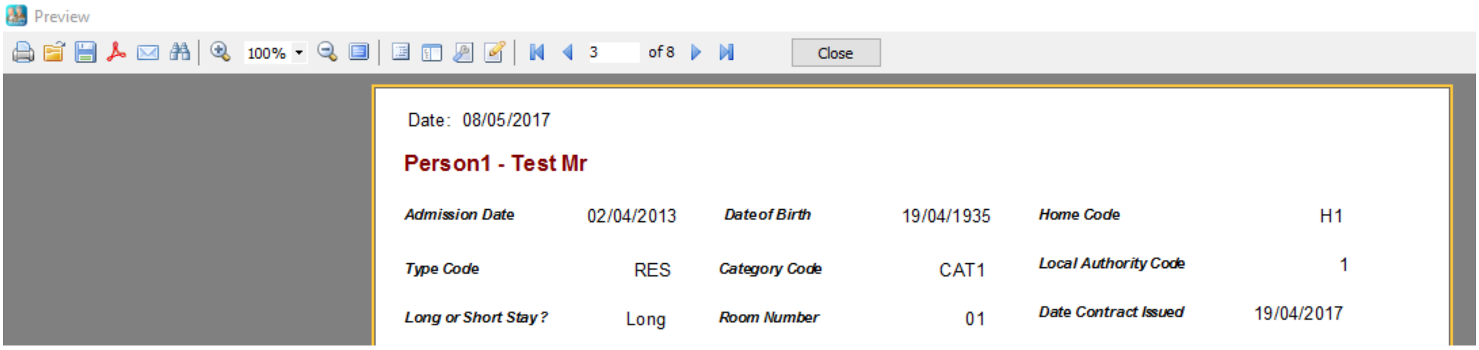
**Summary:**




**Summary by Resident Category:**

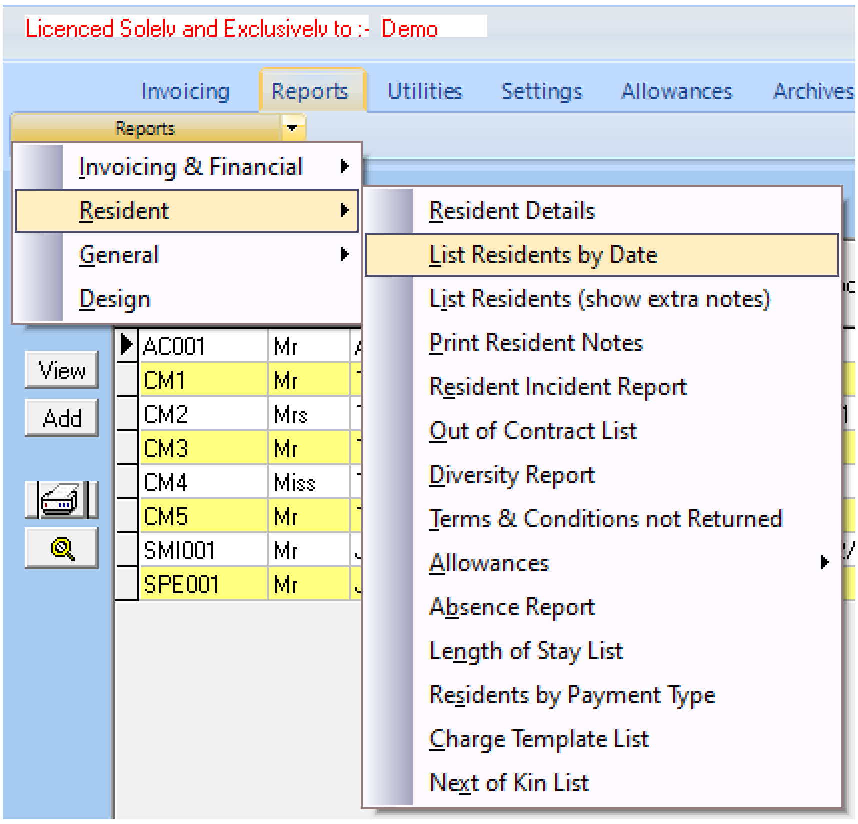



**Detailed:**

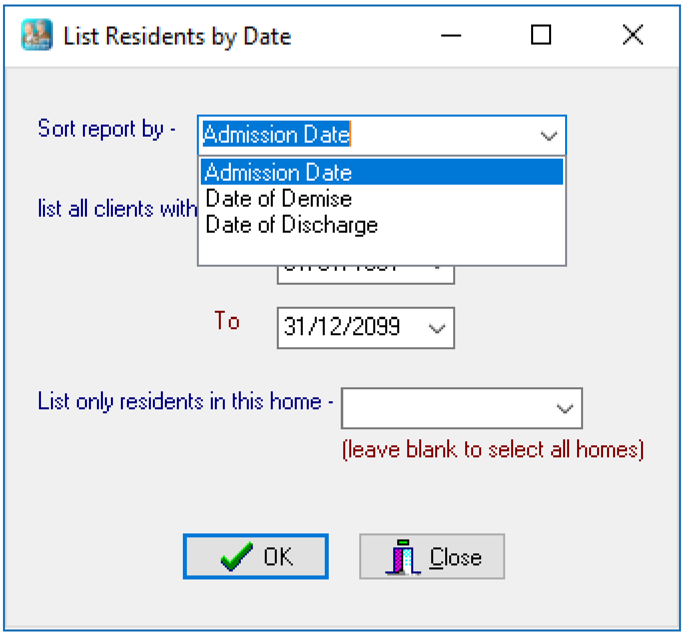

Preview
100%
3
of 8
Close
Date: 08/05/2017
Person1 - Test Mr
Admission Date
02/04/2013
Date of Birth
19/04/1935
Home Code
H1
Type Code
RES
Category Code
CAT1
Local Authority Code
1
Long or Short Stay ?
Long
Room Number
01
Date Contract Issued
19/04/2017

## List Residents by Date

This report will list all residents who were admitted, who died, or who were discharged within a date range. Click on the "Reports" tab and then select "Resident" followed by "List Residents by Date" from the menu options list.




The "List Residents by Date" screen will appear.




Select the sort option - "Admission Date", "Date of Demise" or "Date of Discharge", then select the date range required. In the case of a multi-home installation it can be run for either all homes or an individual home. Click on "OK" to continue.

A print preview will now be displayed allowing a final check before printing, the report can now be printed or exported from this screen.

Close

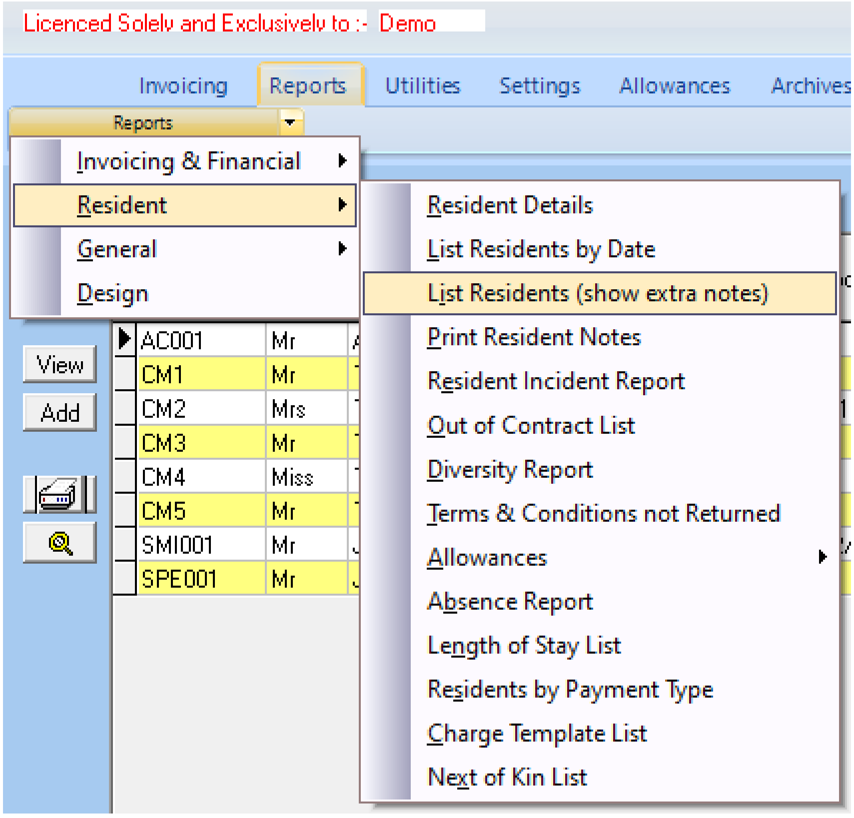
Client List by Date

List clients with an admission date between - 01/01/1901 and 31/12/2099

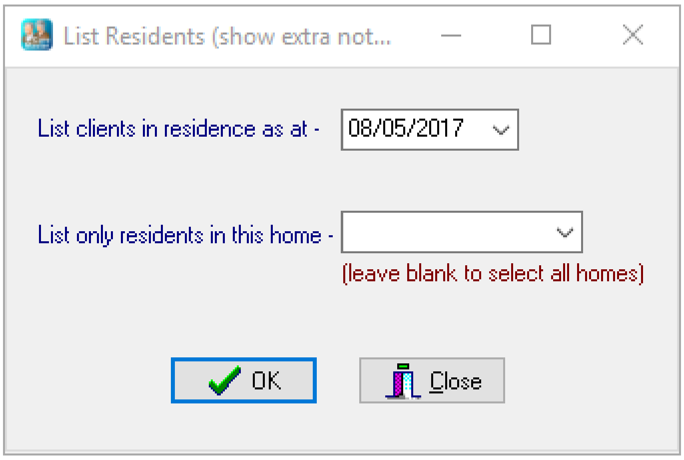
| Client Name | Admission Date | Demise Date | Discharge Date | Funding Source Code | Home |
|---|---|---|---|---|---|
| Person4 - Test | 04/03/2013 | | | PRI | H2 |
| Person5 - Test | 21/09/2013 | | | PRI | H2 |

## List Residents (show extra notes)

This report is used in conjunction with the "Extra Notes" field on the Residents Inventory/Notes screen. Click on the "Reports" tab and then select "Resident" followed by "List Residents (show extra notes)" from the menu options list.

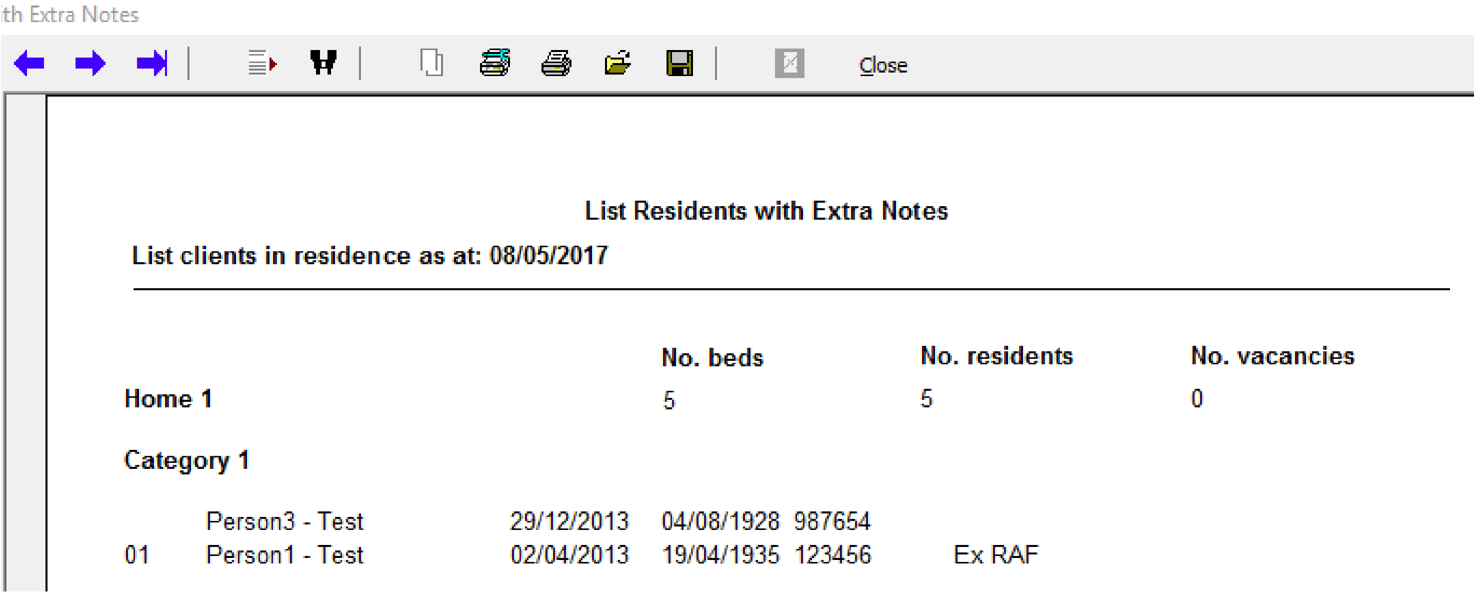



The "List Residents (show extra notes)" screen will appear.




This is a "snapshot" report and will give data as at the selected date. In the case of a multi-home installation it can be run for either all homes or an individual home. Click on "OK" to continue.

A print preview will now be displayed allowing a final check before printing, the report can now be printed or exported from this screen.




List Residents with Extra Notes

List clients in residence as at: 08/05/2017

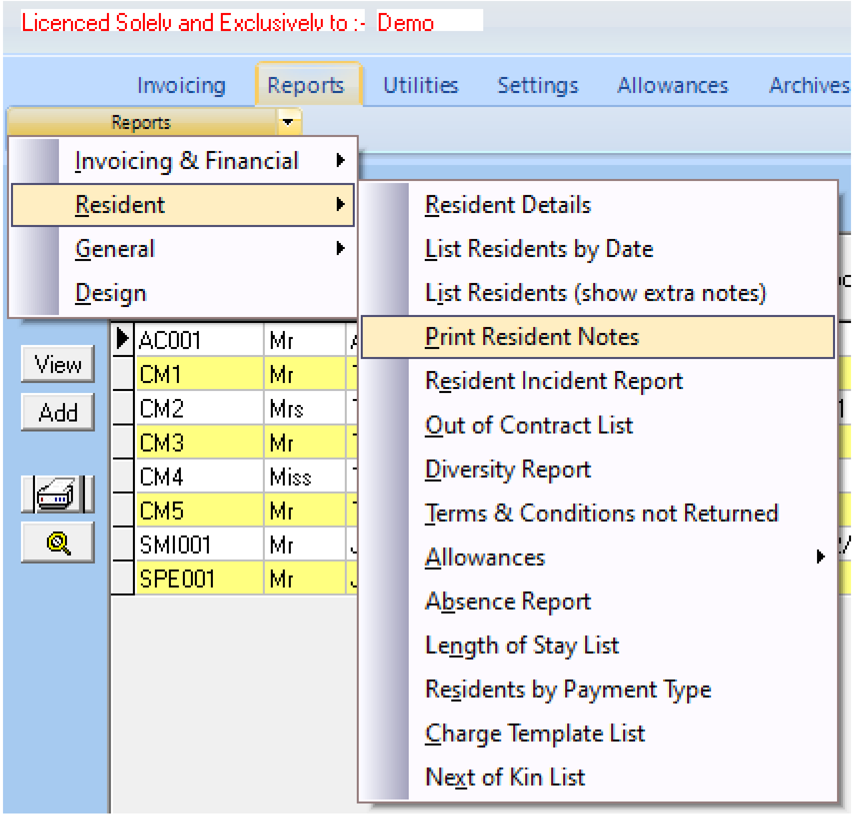
| | | | | |
|---|---|---|---|---|
| | No. beds | No. residents | No. vacancies | |
| Home 1 | 5 | 5 | 0 | |

Category 1

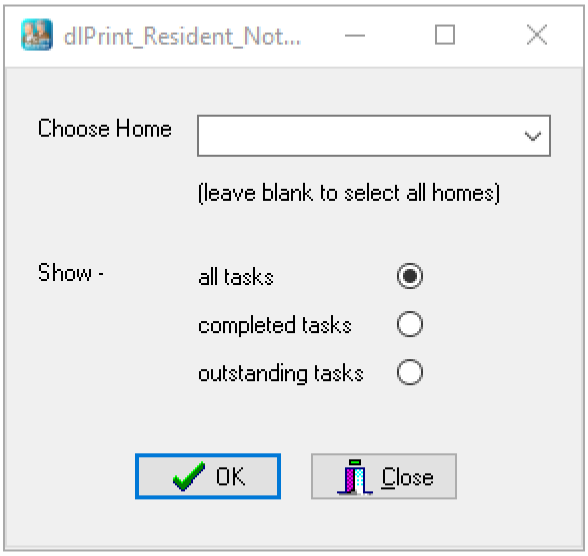
| | | | | | | |
|---|---|---|---|---|---|---|
| | Person3 - Test | 29/12/2013 | 04/08/1928 | 987654 | | |
| 01 | Person1 - Test | 02/04/2013 | 19/04/1935 | 123456 | Ex RAF | |

## Print Resident Notes

This report gives details on any data that has been entered on the Tasks screen in the Resident record. Click on the "Reports" tab and then select "Resident" followed by "Print Resident Notes" from the menu options list.

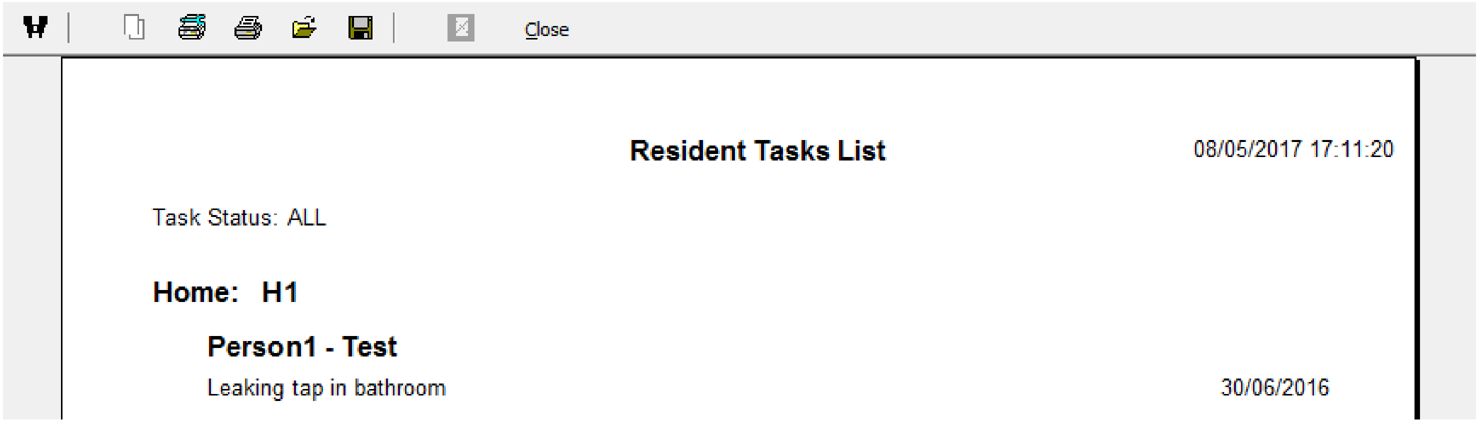



The "Print Resident Notes" screen will appear.



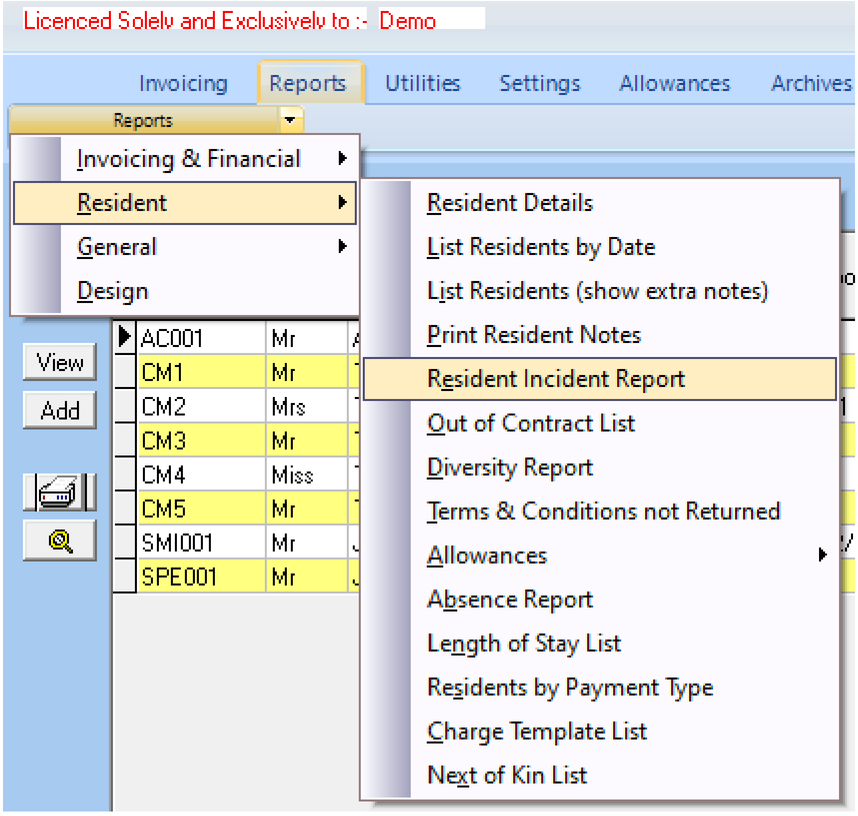

Choose the home that you wish to run the report for and then choose how you want the report to be filtered (either show "all tasks", "completed tasks" or "outstanding tasks"). Click on "OK" to continue.

A print preview will now be displayed allowing a final check before printing, the report can now be printed or exported from this screen.

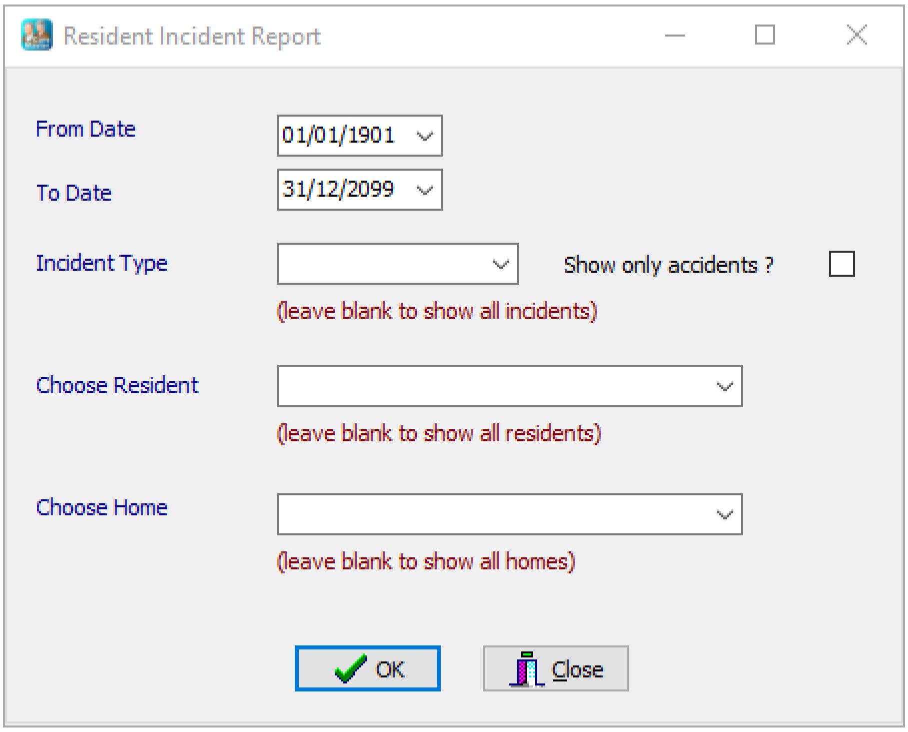

Close
Resident Tasks List
08/05/2017 17:11:20
Task Status: ALL
Home: H1
Person1 - Test
Leaking tap in bathroom
30/06/2016

## Resident Incident Report

This report will print out details that have been entered into the Incidents screen in the Resident record. Click on the "Reports" tab and then select "Resident" followed by "Resident Incident Report" from the menu options list.

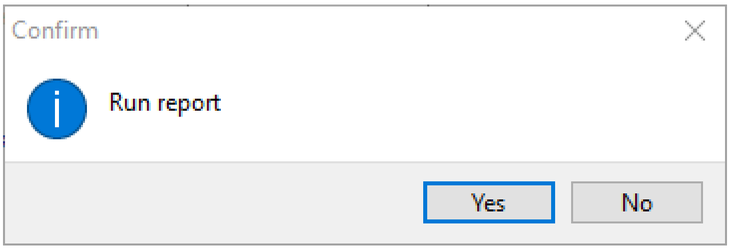



The "Resident Incident Report" screen will appear.



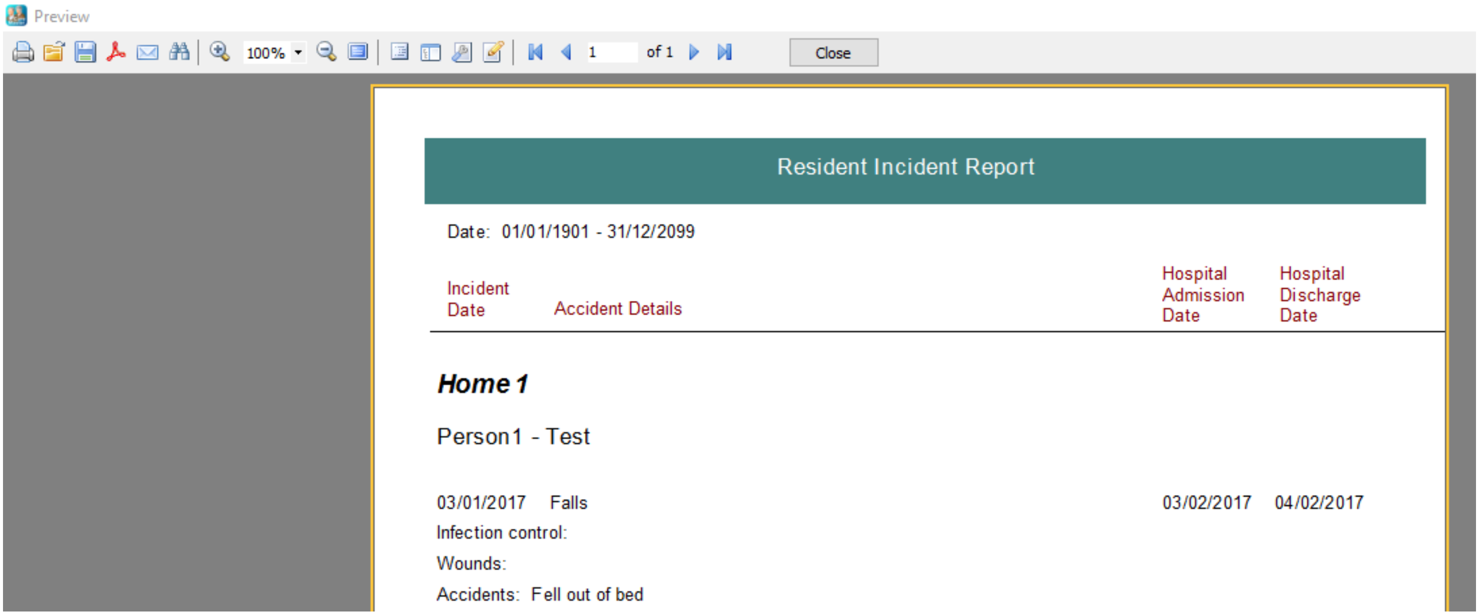

Select the required date range, then select the "Incident Type" or leave blank for all types. If you only want to report on those incidents that have been flagged as "Accidents", tick the box on the right. You can then select a specific resident or leave blank for all residents and a specific home or leave blank for all homes. Click on "OK" to continue.

You will be asked to confirm your choice.



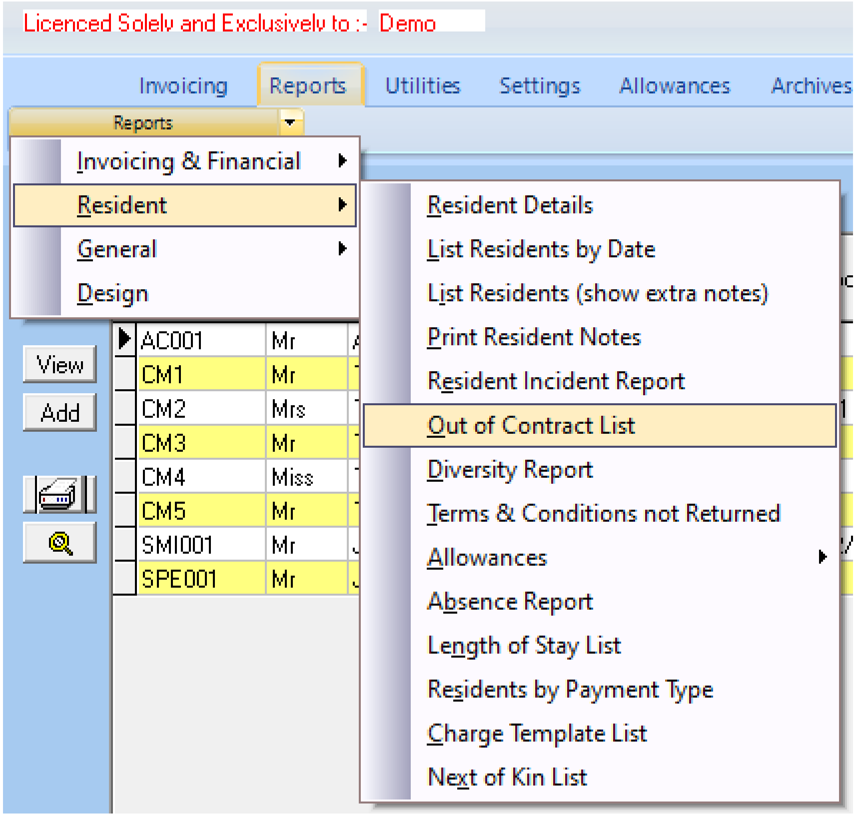

Click on "Yes" to continue or "No" to cancel.

A print preview will now be displayed allowing a final check before printing, the report can now be printed or exported from this screen.

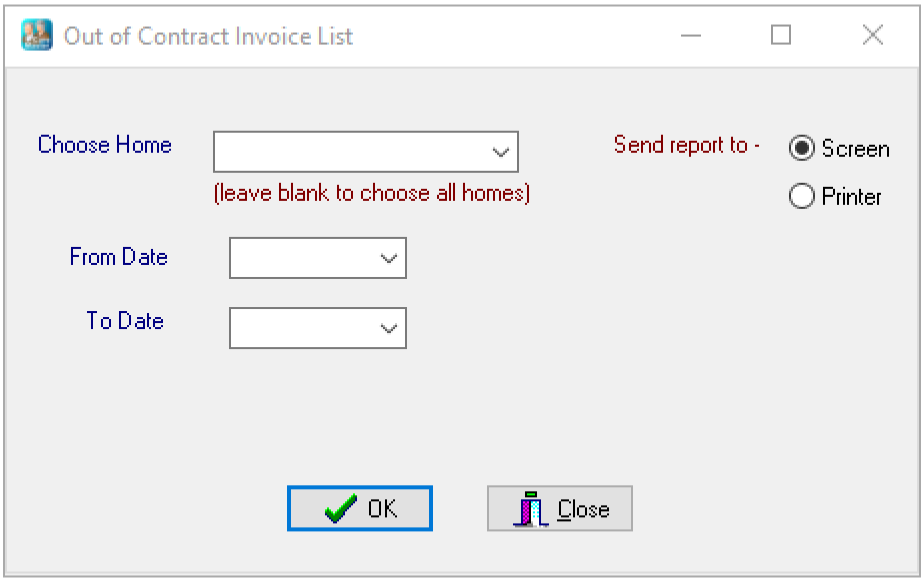


## Out of Contract List

This report is used in conjunction with the "Out of Contract Charge Code" column on the Invoice Charge Types screen. Click on the "Reports" tab and then select "Resident" followed by "Out of Contract List" from the menu options list.

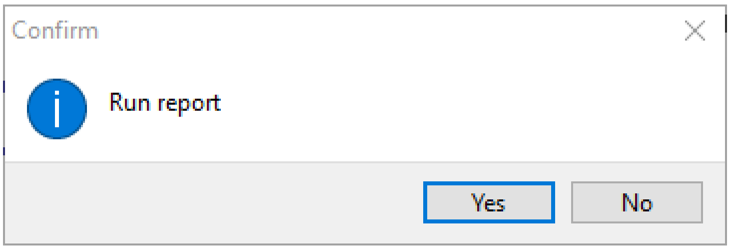



The "Out of Contract Invoice List" screen will appear.



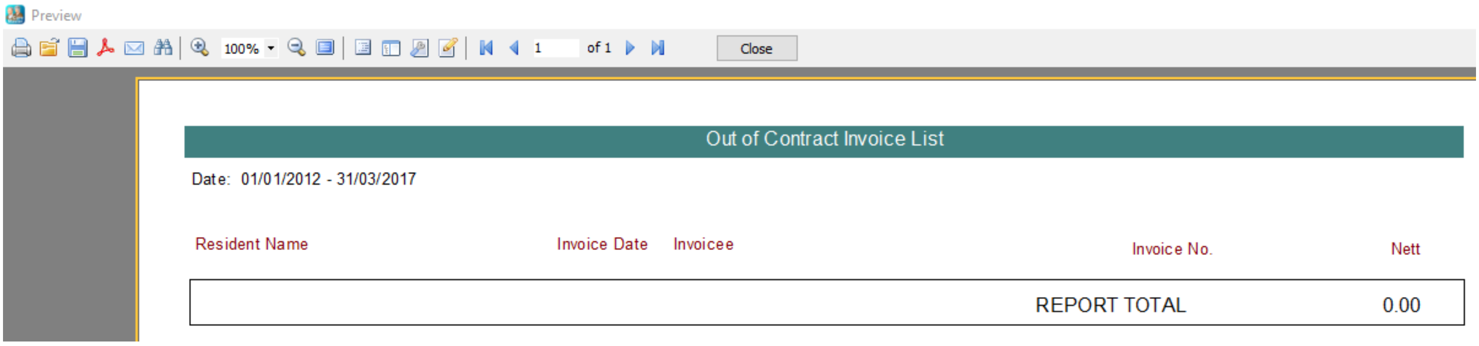

If this is a multi-home installation you can select a home or leave blank for all homes, then select a date range for the report. Then select an output option (screen or printer) and click on "OK" to continue.

You will be asked to confirm your choice.



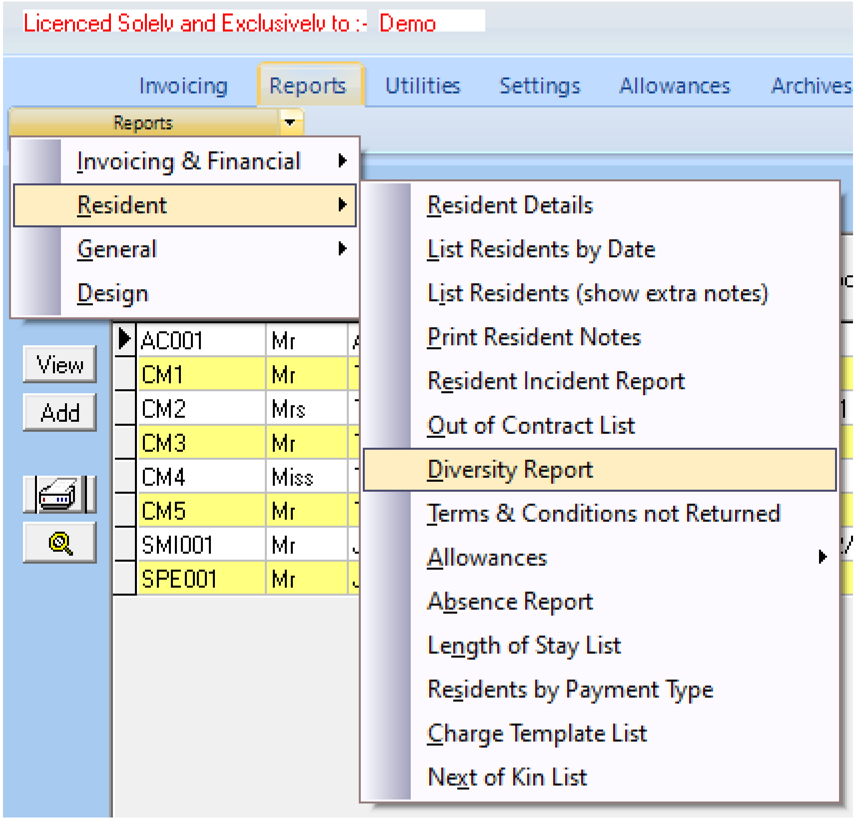

Click on "Yes" to continue or "No" to cancel.

A print preview will now be displayed allowing a final check before printing, the report can now be printed or exported from this screen.

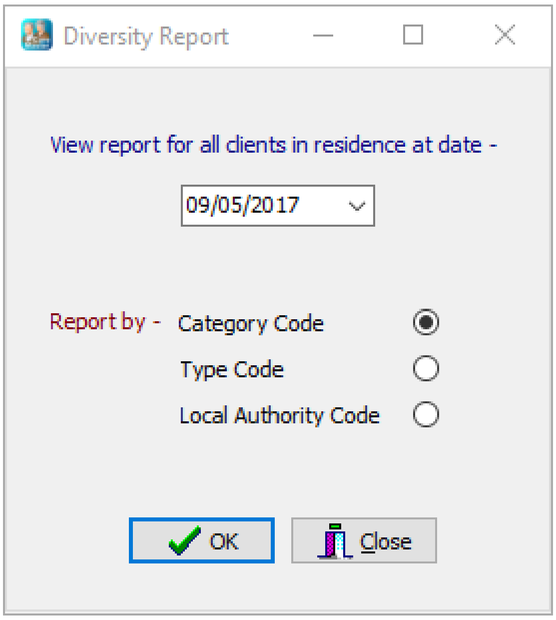


## Diversity Report

This report will produce a list of the number of male and female clients in residence at a given date, it can be produced by [Resident Categories](), [Resident Types]() or [Local Authority Codes](). Click on the "Reports" tab and then select "Resident" followed by "Diversity Report" from the menu options list.

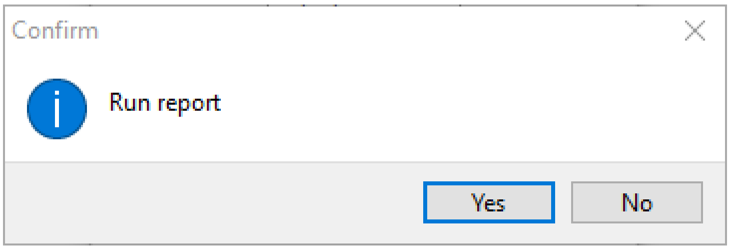



The "Diversity Report" screen will appear.



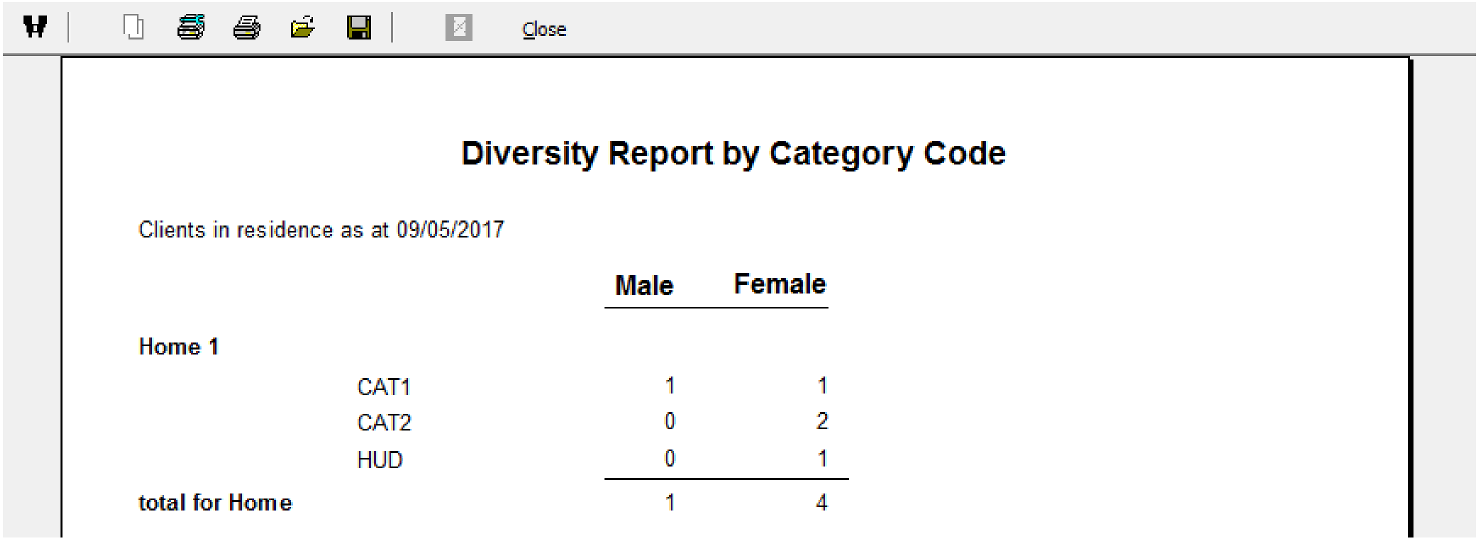

This is a "snapshot" report and will give data as at the selected date. Choose which option you wish to run the report by and then click on "OK" to continue.

You will be asked to confirm your choice.



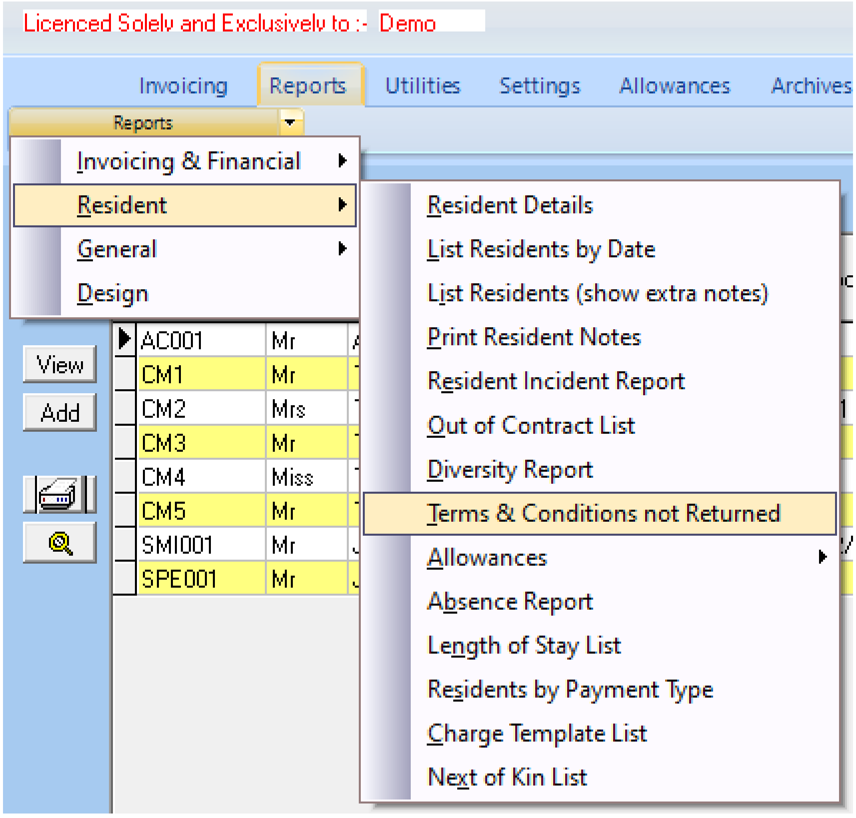

Click on "Yes" to continue or "No" to cancel.

A print preview will now be displayed allowing a final check before printing, the report can now be printed or exported from this screen.

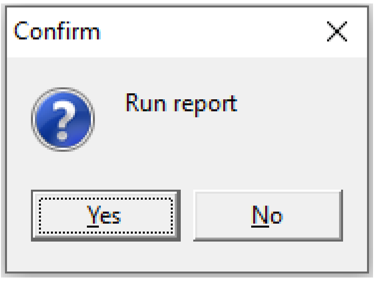


## Terms & Conditions Not Returned

This report will produce a list of clients who have no date entered in the "Terms & Conditions - Date Returned" box on the Resident Main Details screen. Click on the "Reports" tab and then select "Resident" followed by "Terms & Conditions not Returned" from the menu options list.

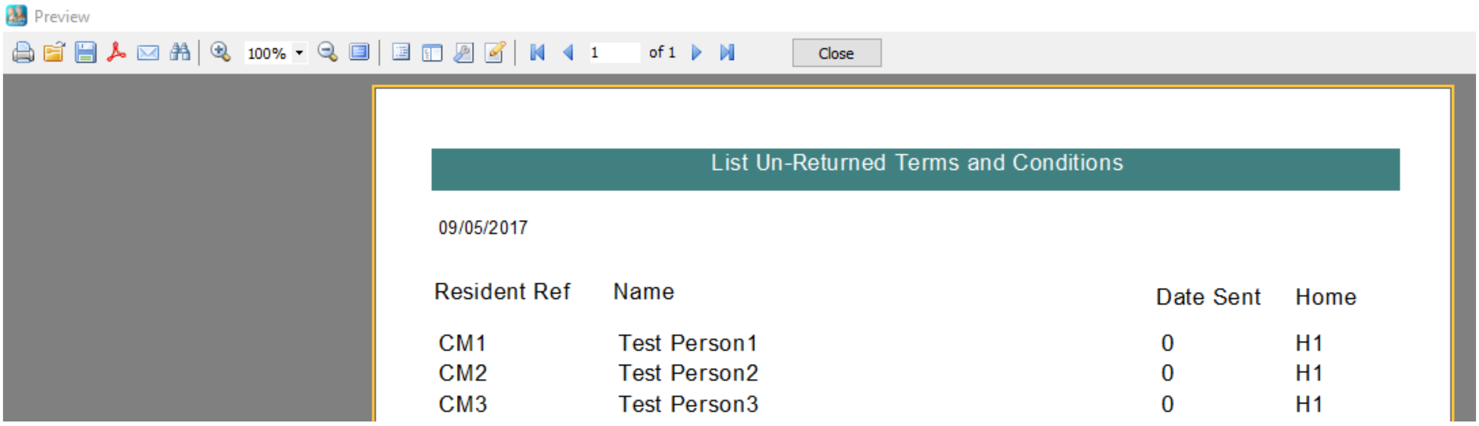



A "Run Report" screen will appear.



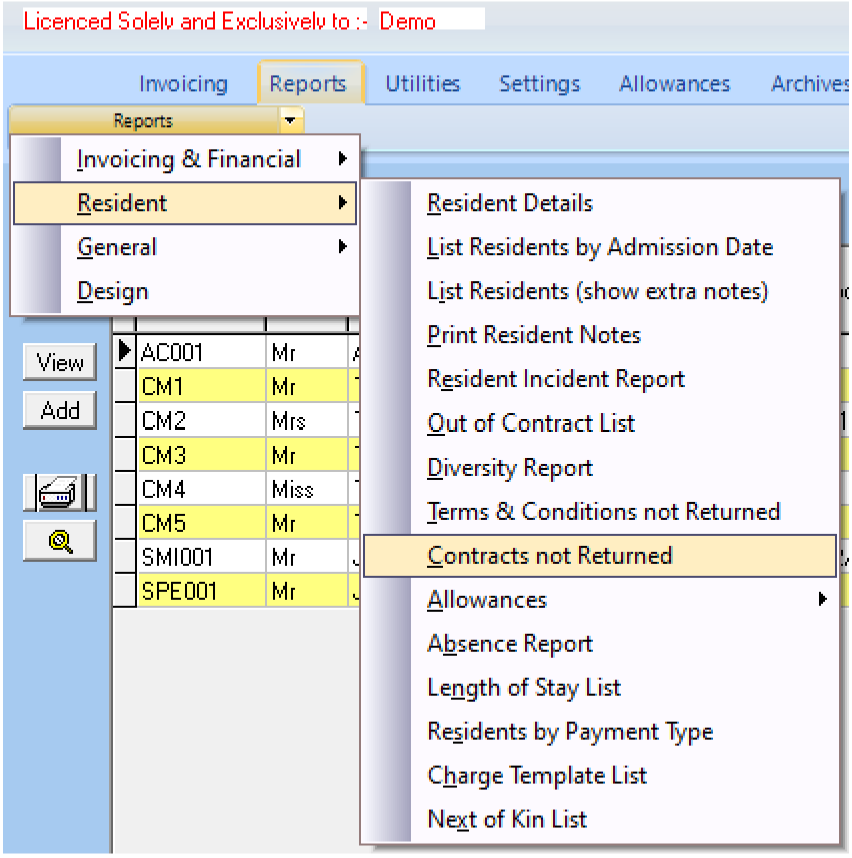

Click on "Yes" to continue or "No" to cancel.

A print preview will now be displayed allowing a final check before printing, the report can now be printed or exported from this screen.

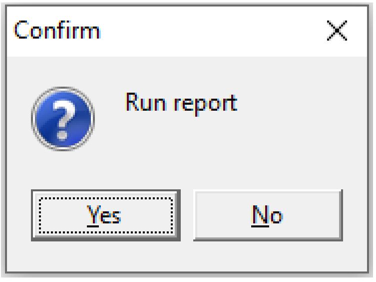

Preview
100%
1
of 1
Close
List Un-Returned Terms and Conditions
09/05/2017
Resident Ref
Name
Date Sent
Home
CM1
Test Person1
0
H1
CM2
Test Person2
0
H1
CM3
Test Person3
0
H1

## Contracts Not Returned

This report will produce a list of clients who have no date entered in the "Date Contract Returned" box on the Resident Main Details screen. Click on the "Reports" tab and then select "Resident" followed by "Contracts not Returned" from the menu options list.

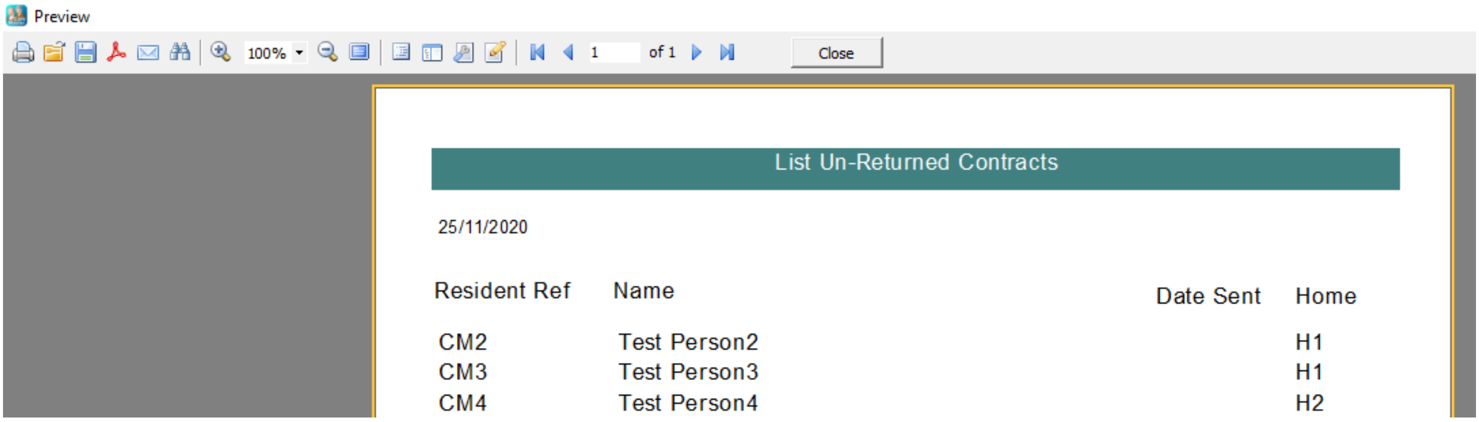



A "Run Report" screen will appear.




Click on "Yes" to continue or "No" to cancel.

A print preview will now be displayed allowing a final check before printing, the report can now be printed or exported from this screen.


Preview
100%
1
of 1
Close
List Un-Returned Contracts
25/11/2020
Resident Ref
Name
Date Sent
Home
CM2
Test Person2
H1
CM3
Test Person3
H1
CM4
Test Person4
H2

## Allowances

The Personal Allowances module is an optional extra and a further licence must be purchased before it can be used, please see Personal Allowances for further details.

There are three reports that are used in conjunction with the Personal Allowances module, these are:

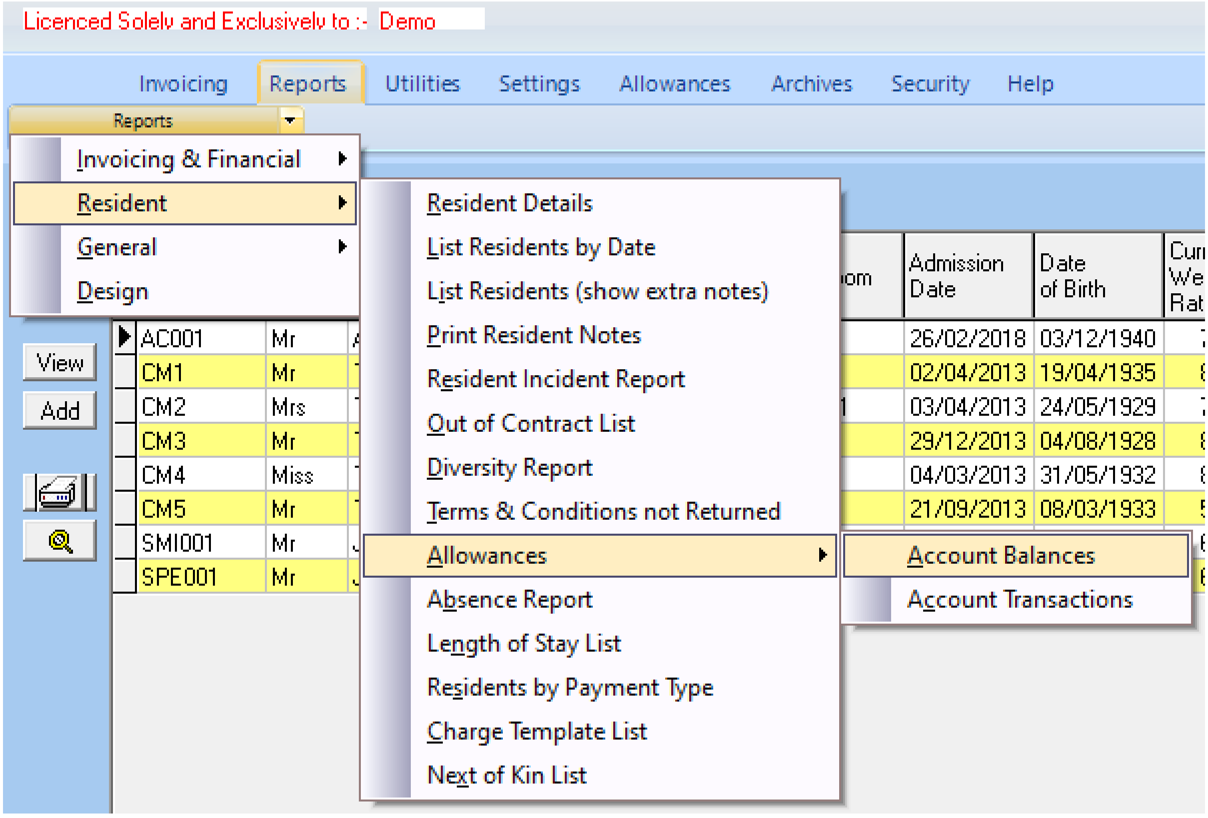
Account Balances

Account Transactions

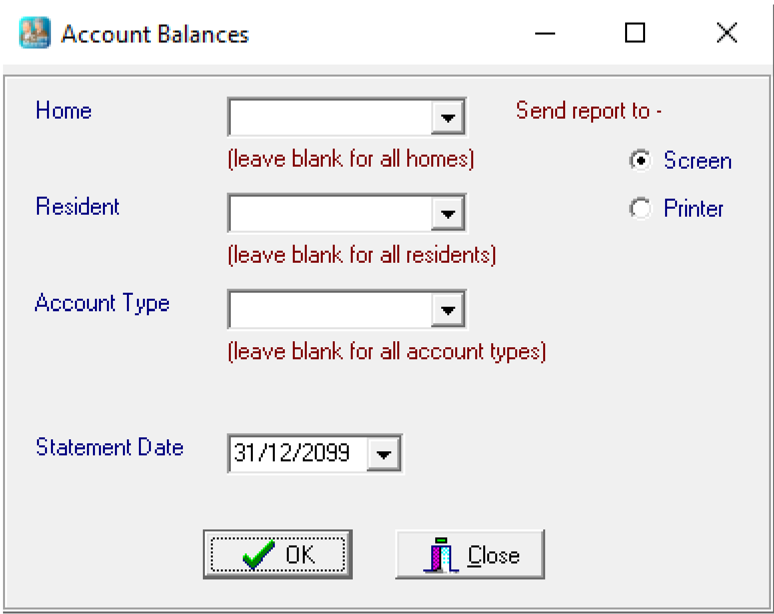
Transaction Type List

## Account Balances

This report will list the balances for all clients who are included in the Personal Allowances module. Click on the "Reports" tab and then select "Resident" followed by "Allowances" and then "Account Balances" from the menu options list.

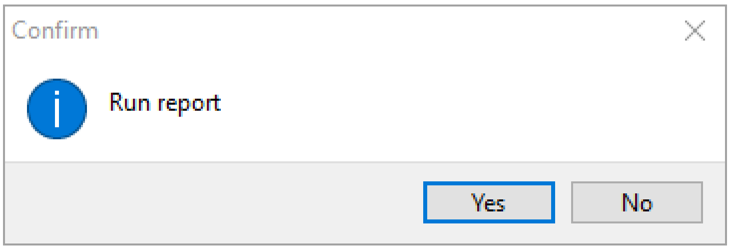



The "Account Balances" screen will appear.



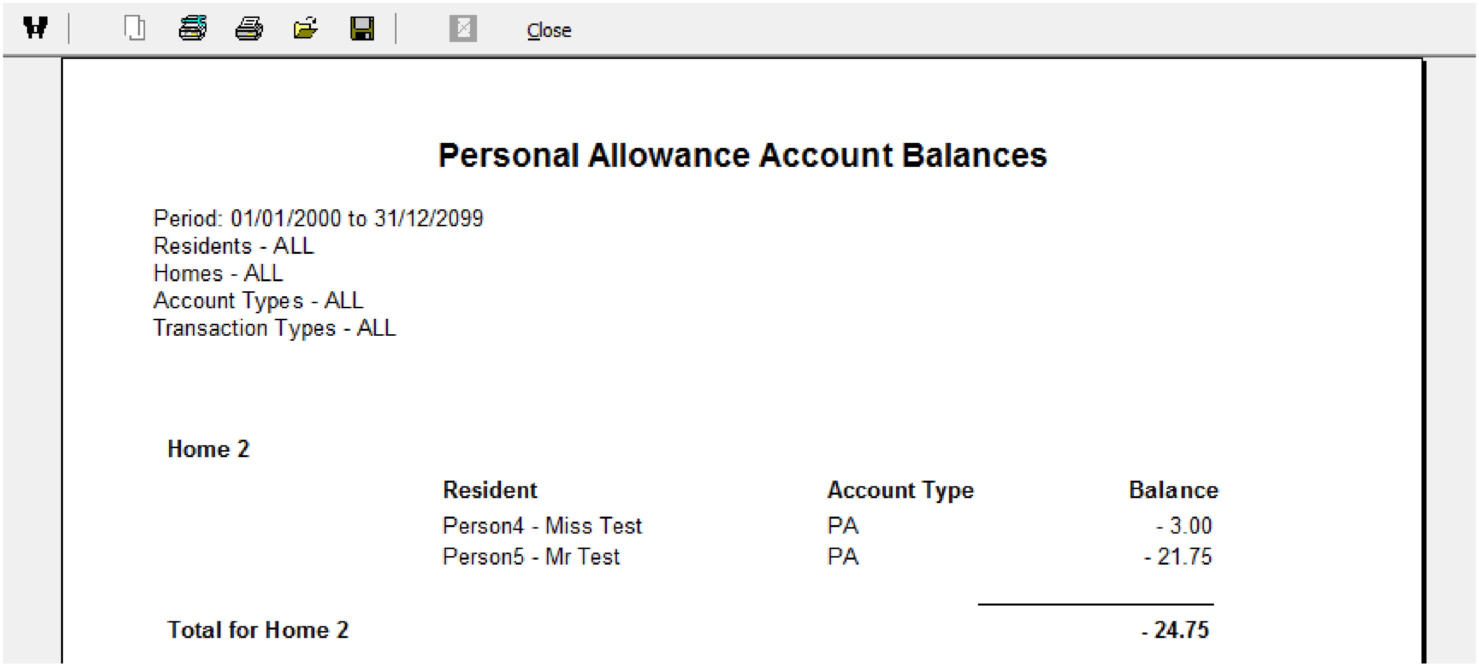

In the case of a multi-home installation, you can select a specific home or leave blank for all homes. Next, select a resident or leave blank for all residents, you also have the choice of selecting a specific "Account Type" or again you can leave blank to include all types. Choose the required date and select your output type (screen or printer). Finally click on "OK" to continue.

You will be asked to confirm your choice.




Click on "Yes" to continue or "No" to cancel.

If you selected "screen" as your output type, a print preview will now be displayed allowing a final check before printing, the report can now be printed or exported from this screen.




**Personal Allowance Account Balances**

Period: 01/01/2000 to 31/12/2099
Residents - ALL
Homes - ALL
Account Types - ALL
Transaction Types - ALL

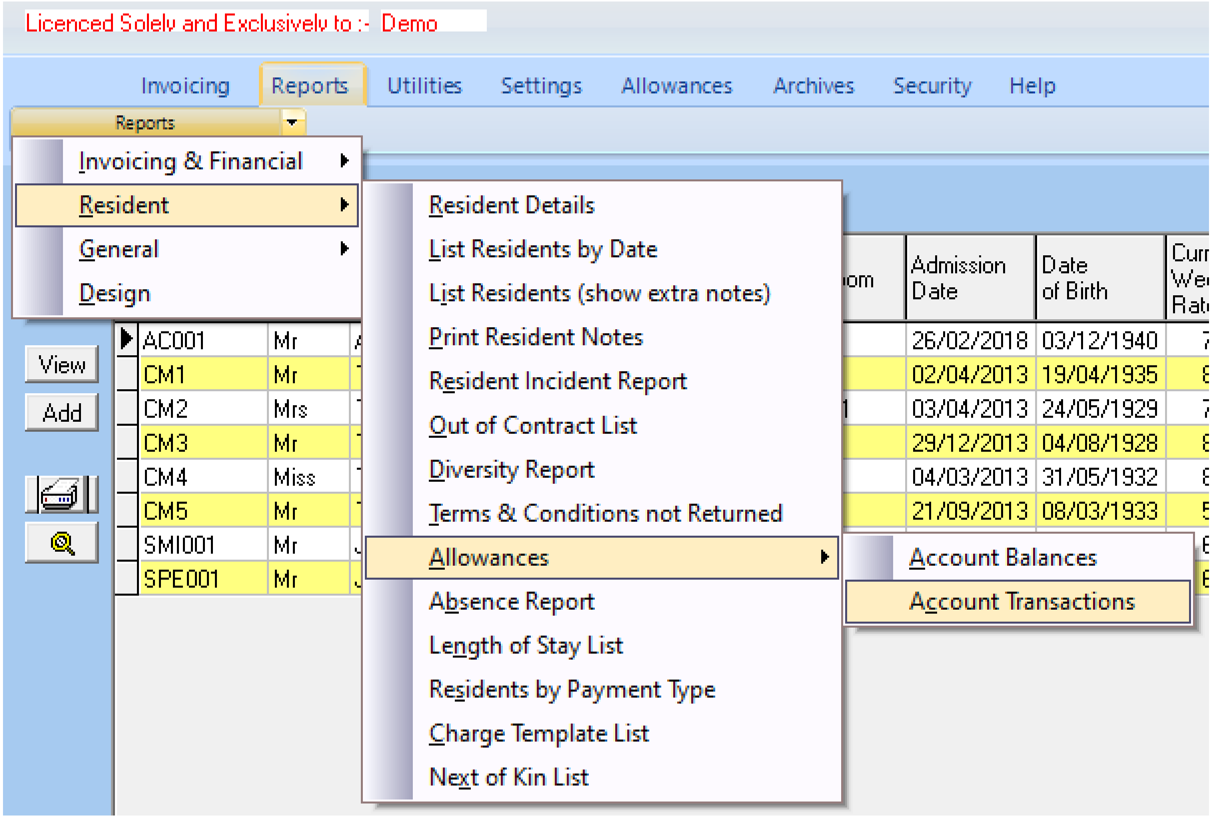
**Home 2**

| Resident | Account Type | Balance |
|---|---|---|
| Person4 - Miss Test | PA | - 3.00 |
| Person5 - Mr Test | PA | - 21.75 |

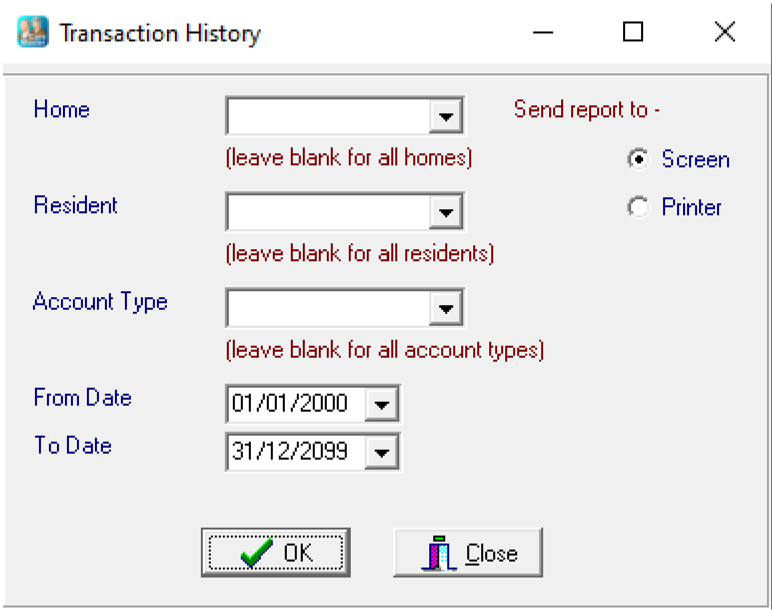
**Total for Home 2** **- 24.75**

## Account Transactions

This report will list the transactions for each client that has been included in the Personal Allowances module. Click on the "Reports" tab and then select "Resident" followed by "Allowances" and then "Account Transactions" from the menu options list.

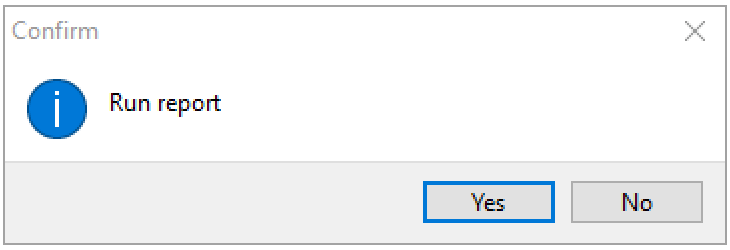



The "Transaction History" screen will appear.



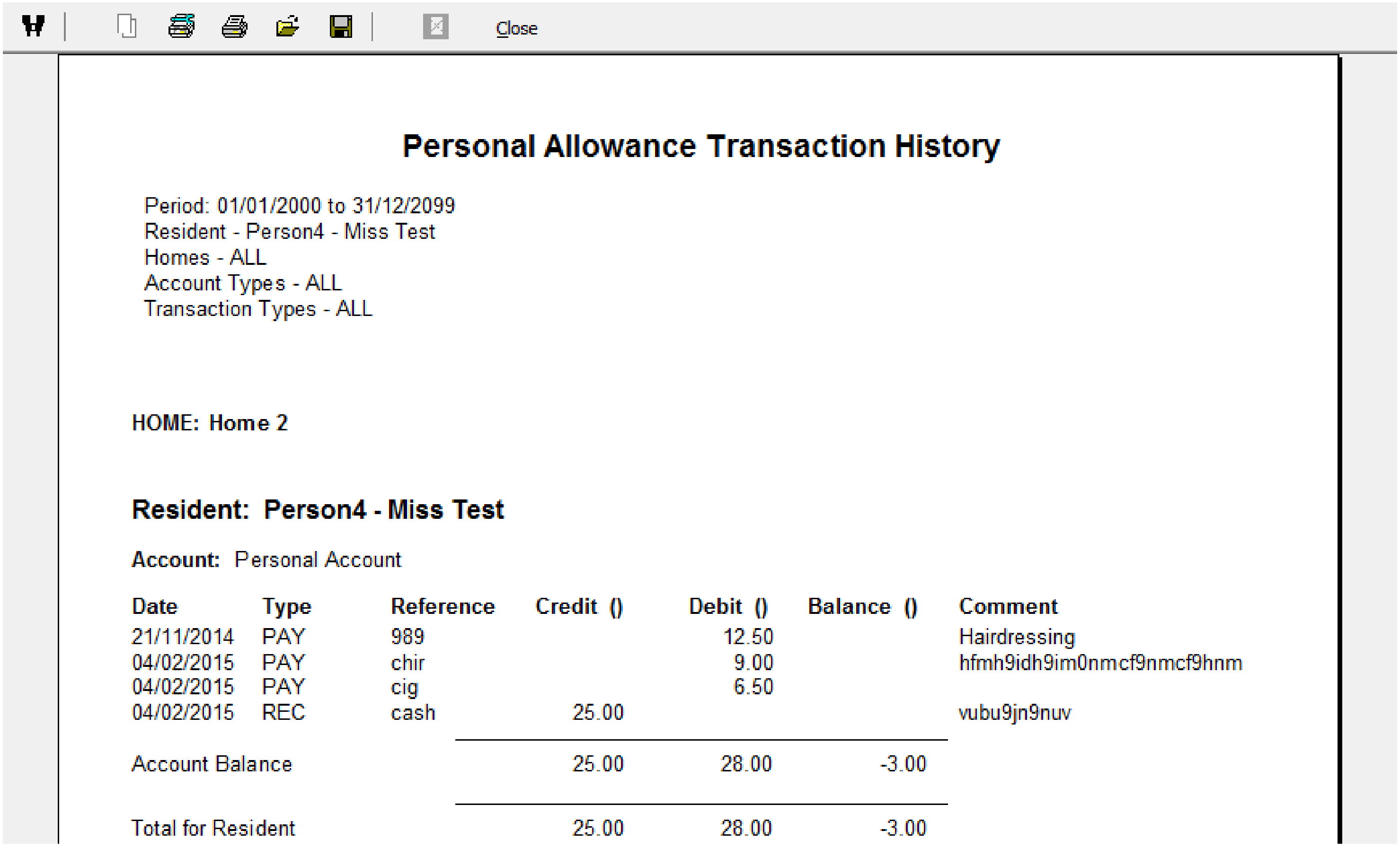

In the case of a multi-home installation, you can select a specific home or leave blank for all homes. Next, select a resident or leave blank for all residents, you also have the choice of selecting a specific "Account Type" or again you can leave blank to include all types. Choose the required date range and select your output type (screen or printer). Finally click on "OK" to continue.

You will be asked to confirm your choice.



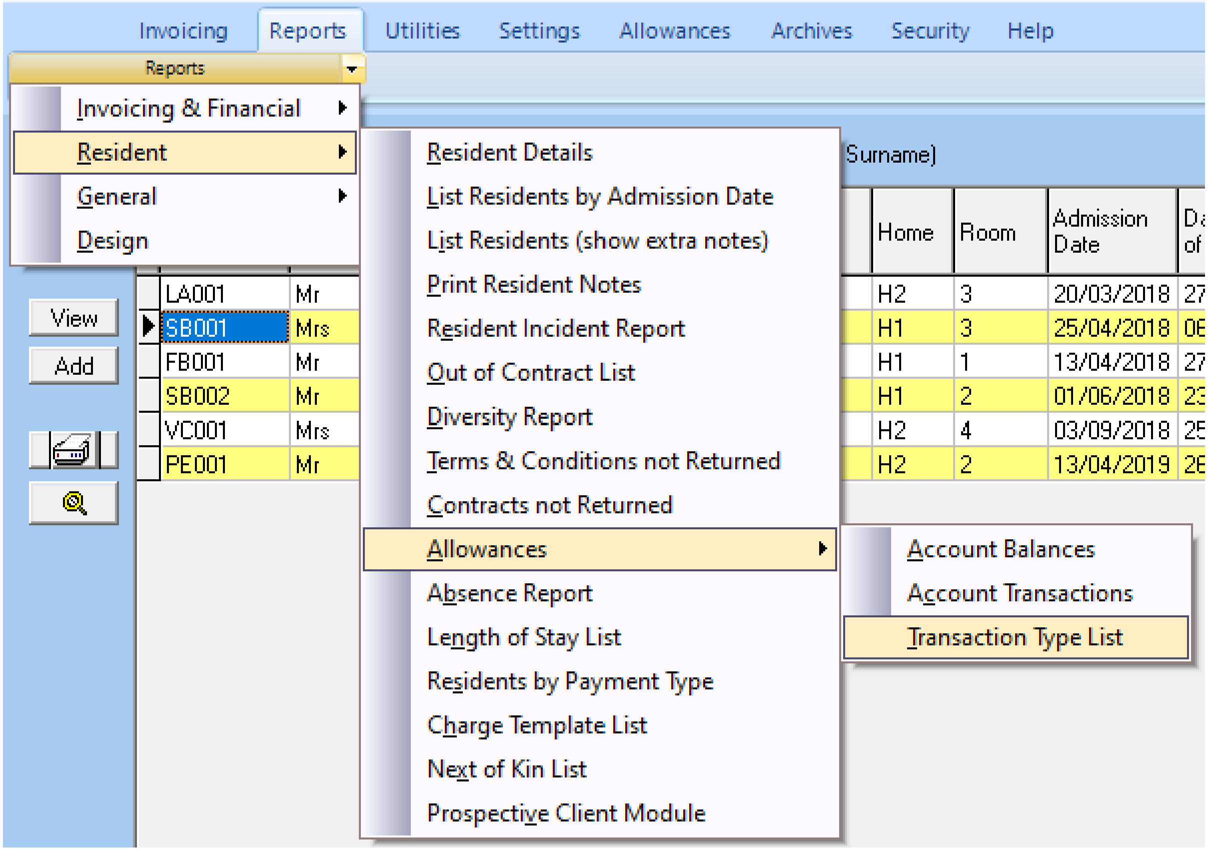

Click on "Yes" to continue or "No" to cancel.

If you selected "screen" as your output type, a print preview will now be displayed allowing a final check before printing, the report can now be printed or exported from this screen.

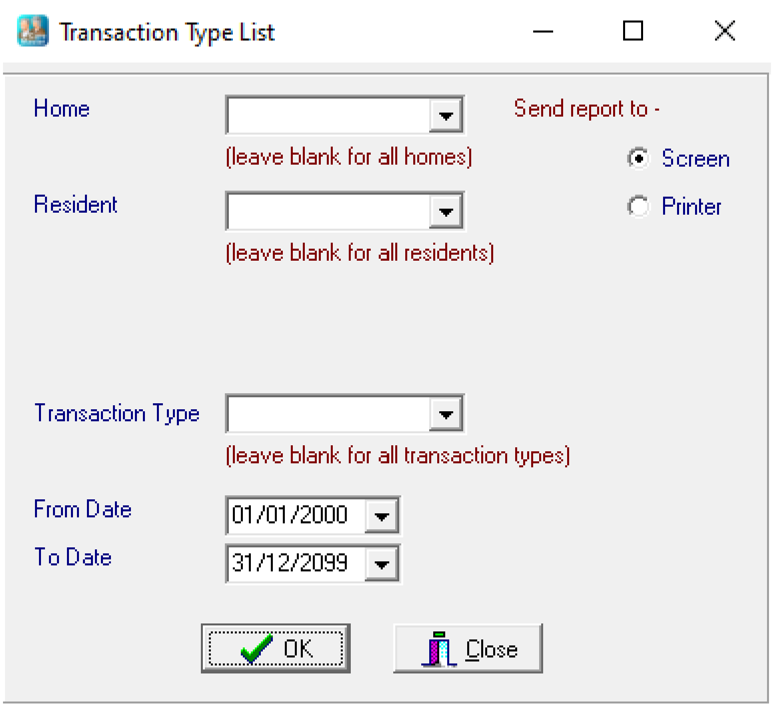


## Transaction Type List

This report will list the transactions for a selected transaction type for each client that has been included in the Personal Allowances module. Click on the "Reports" tab and then select "Resident" followed by "Allowances" and then "Transaction Type List" from the menu options list.

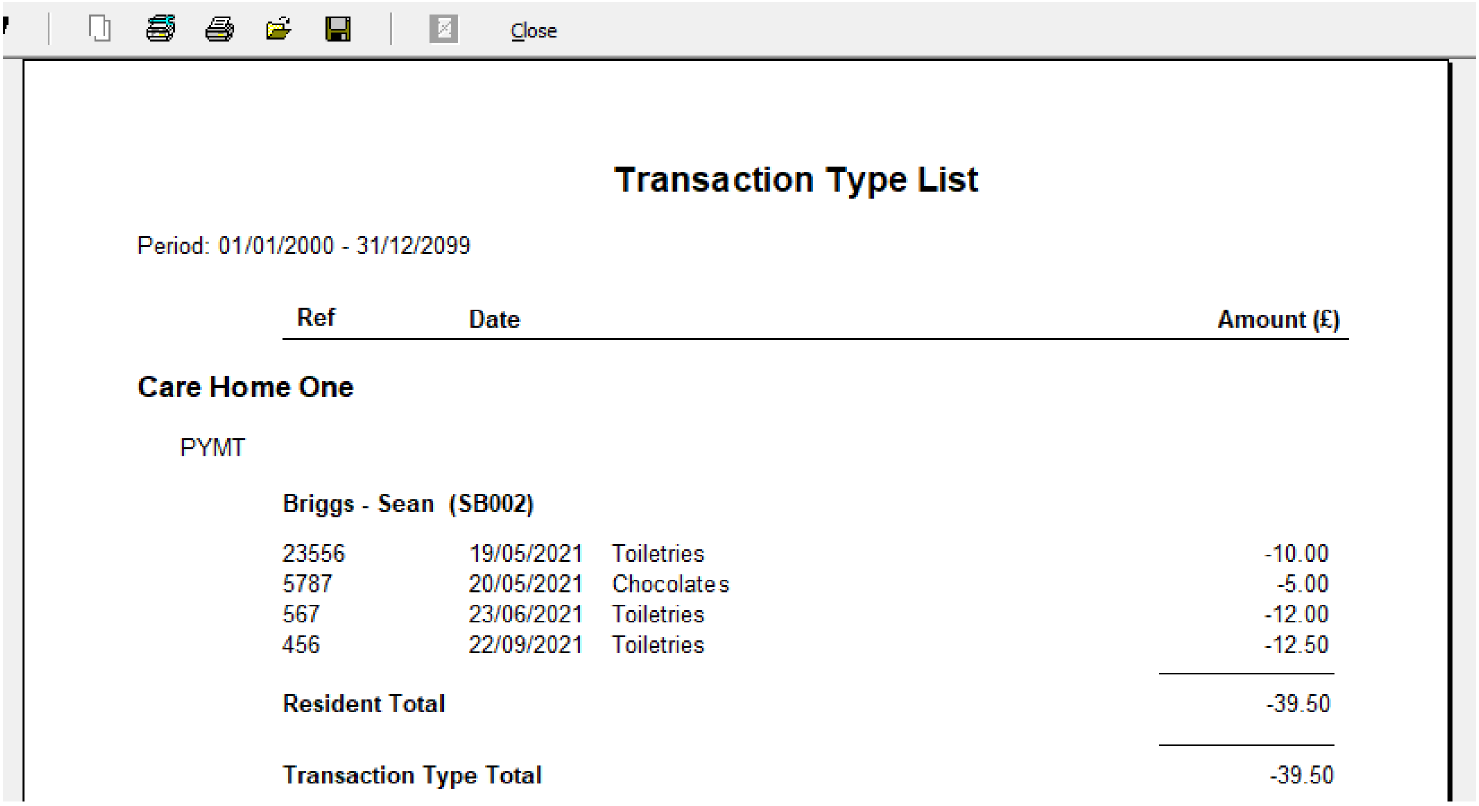



The "Transaction Type List" screen will appear.




In the case of a multi-home installation, you can select a specific home or leave blank for all homes. Next, select a resident or leave blank for all residents, you also have the choice of selecting a specific "Transaction Type" or again you can leave blank to include all types. Choose the required "From" and "To" dates and select your output type (screen or printer). Finally click on "OK" to continue.

If you selected "Screen", you will now see a preview of the report and you can print or export it from here.



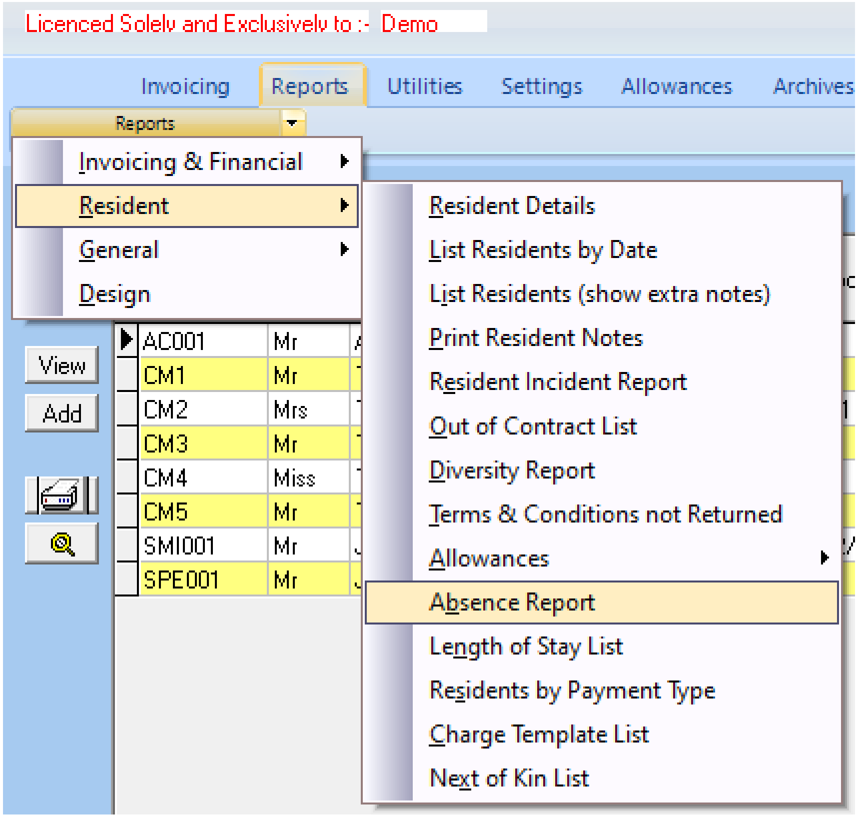

## Transaction Type List

Period: 01/01/2000 - 31/12/2099

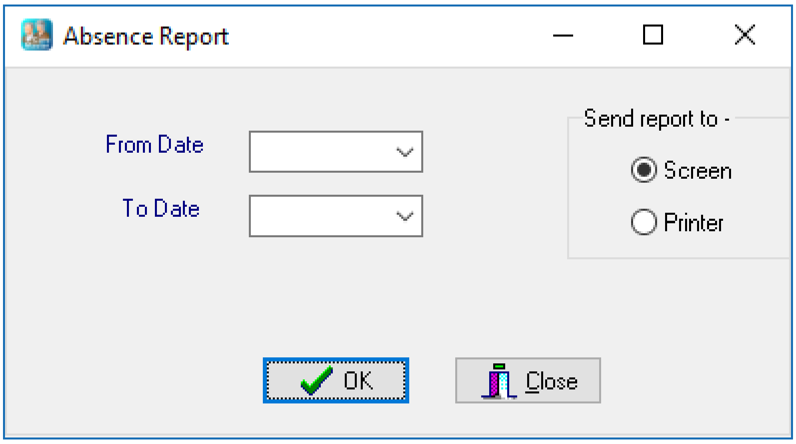
| Ref | Date | | Amount (£) |
|---|---|---|---|
| **Care Home One** | | | |
| PYMT | | | |
| **Briggs - Sean (SB002)** | | | |
| 23556 | 19/05/2021 | Toiletries | -10.00 |
| 5787 | 20/05/2021 | Chocolates | -5.00 |
| 567 | 23/06/2021 | Toiletries | -12.00 |
| 456 | 22/09/2021 | Toiletries | -12.50 |
| **Resident Total** | | | -39.50 |
| **Transaction Type Total** | | | -39.50 |

## Absence Report

This report will show any data that has been entered on the Absences screen in the Resident Record. Click on the "Reports" tab and then select "Resident" followed by "Absence Report" from the menu options list.

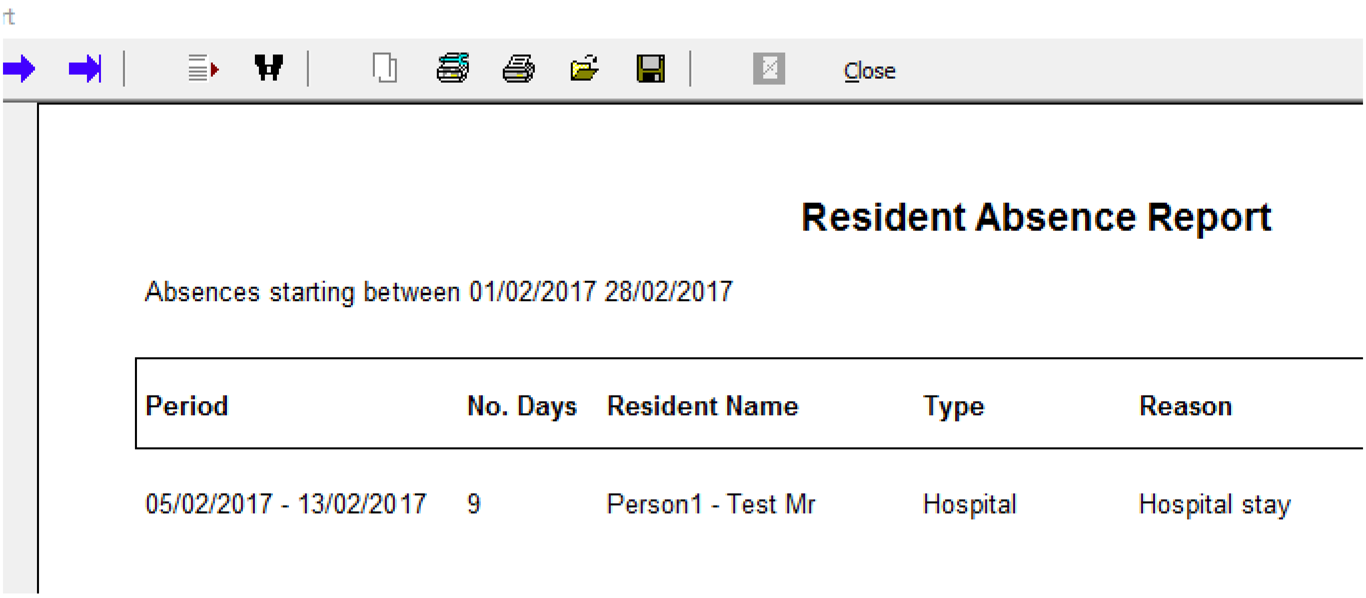



The "Absence Report" screen will appear.




Enter the required date range and then select your output option (screen or printer) and click on "OK" to continue.

If you selected "screen" as your output type, a print preview will now be displayed allowing a final check before printing, the report can now be printed or exported from this screen.



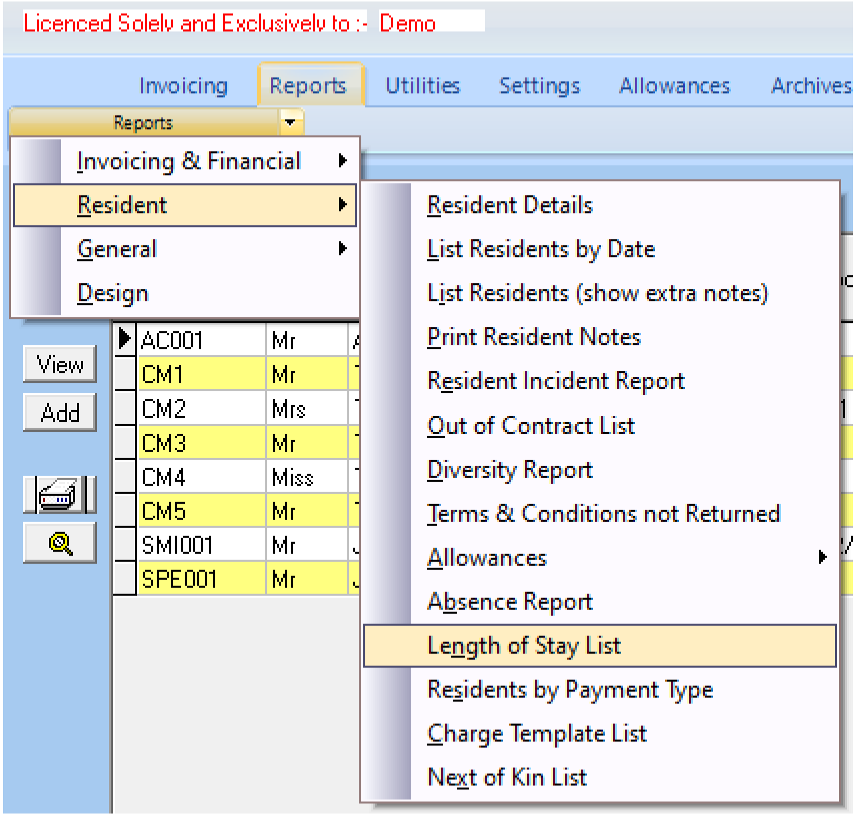

## Resident Absence Report

Absences starting between 01/02/2017 28/02/2017

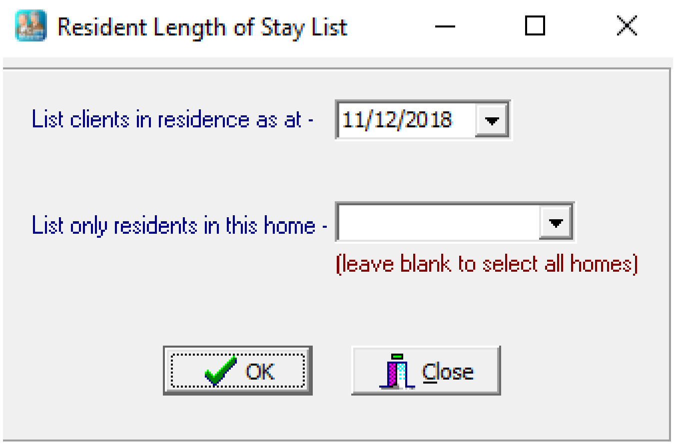
| Period | No. Days | Resident Name | Type | Reason |
|---|---|---|---|---|
| 05/02/2017 - 13/02/2017 | 9 | Person1 - Test Mr | Hospital | Hospital stay |

## Length of Stay List

This report will list all current residents and calculate the number of days they have been in the home from their admission date up to the selected date. Click on the "Reports" tab and then select "Resident" followed by "Length of Stay List" from the menu options list.




The "Resident Length of Stay List" screen will appear.




This report is run "as at" a specified date. Select the relevant date and then select a home or leave blank if you want to run the report for all homes. Click on "OK" to continue.

A print preview will now be displayed allowing a final check before printing, the report can then be printed or exported from this screen.

Close

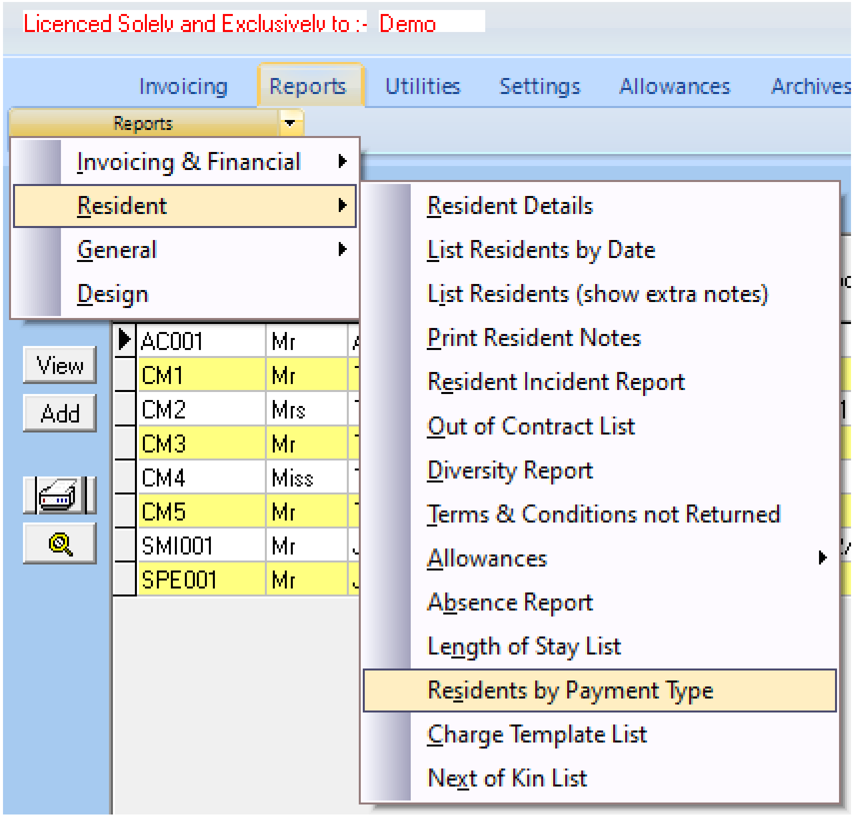
# Resident Length of Stay List

Showing clients in residence as at: 11/12/2018

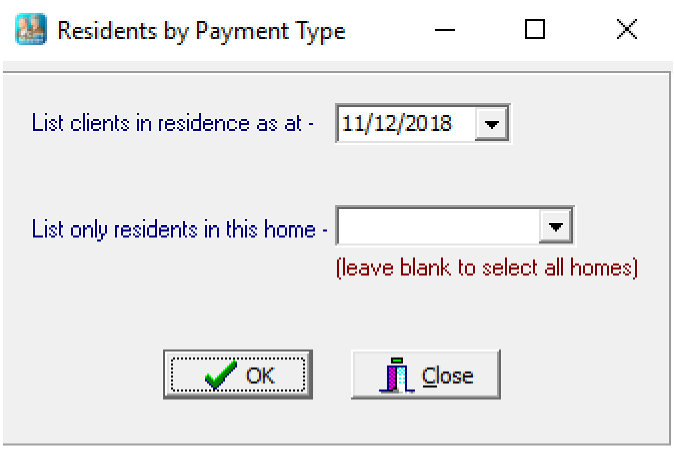
| Resident Ref | Resident Ref | Category | Type | Period of Residence From | To | Length of Stay (Days) |
|---|---|---|---|---|---|---|
| **H2** | | | | | | |
| CM4 | Person4 Test | CAT2 | NUR | 04/03/2013 | | 2109 |
| CM5 | Person5 Test | CAT2 | RES | 21/09/2013 | | 1908 |

## Residents by Payment Type

This report will give a list of residents categorised by Payment Methods. Click on the "Reports" tab and then select "Resident" followed by "Residents by Payment Type" from the menu options list.




The "Residents by Payment Type" screen will appear.




This report is run "as at" a specified date. Select the relevant date and then select a home or leave blank if you want to run the report for all homes. Click on "OK" to continue.

A print preview will now be displayed allowing a final check before printing, the report can then be printed or exported from this screen.

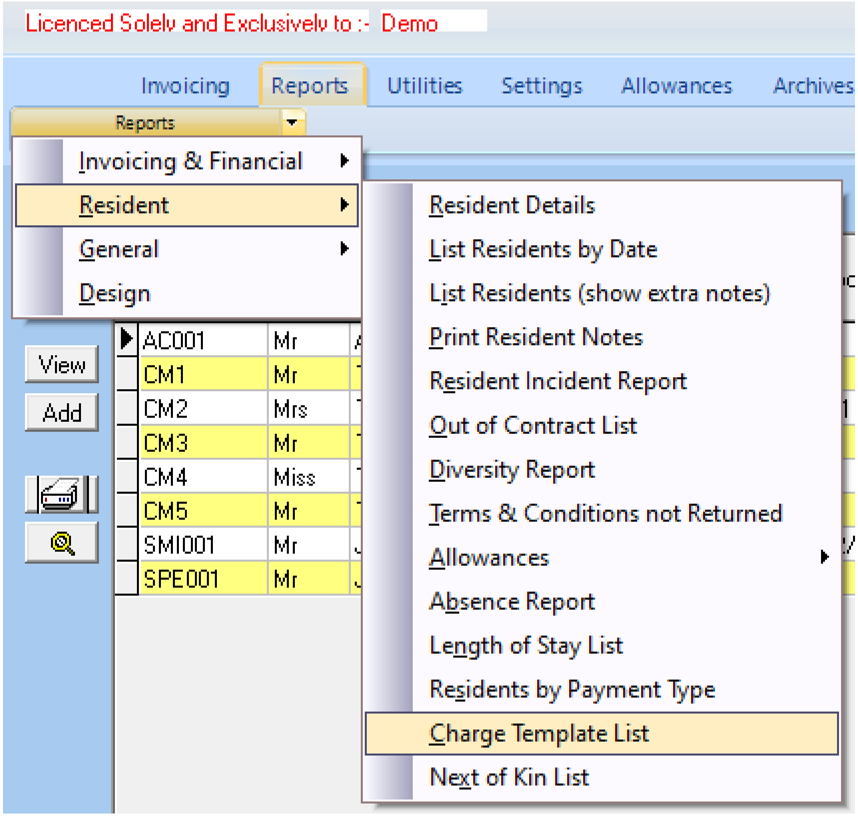

# Resident List by Payment Type

Showing clients in residence as at: 11/12/2018

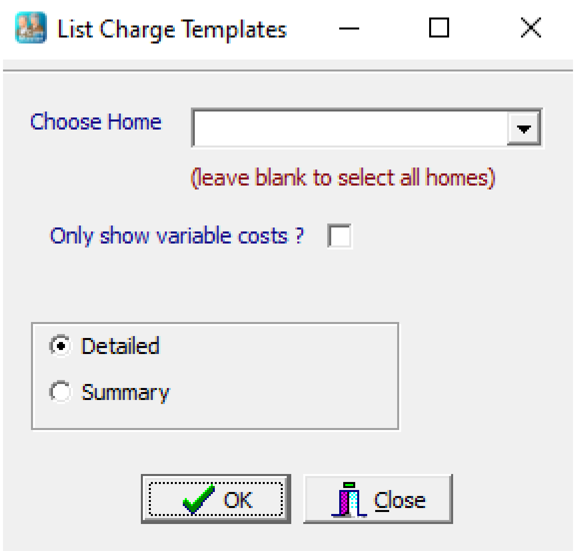
| Home | Payment Method | Resident |
|---|---|---|
| H2 | | |
| | Cheque | |
| | | Person4 - Test Miss |

## Charge Template List

This report will give a list of all of the charge templates for each resident showing the "Charge Template Reference" that is required for use in Import Variable Costs from Excel Workbook. Click on the "Reports" tab and then select "Resident" followed by "Charge Template List" from the menu options list.

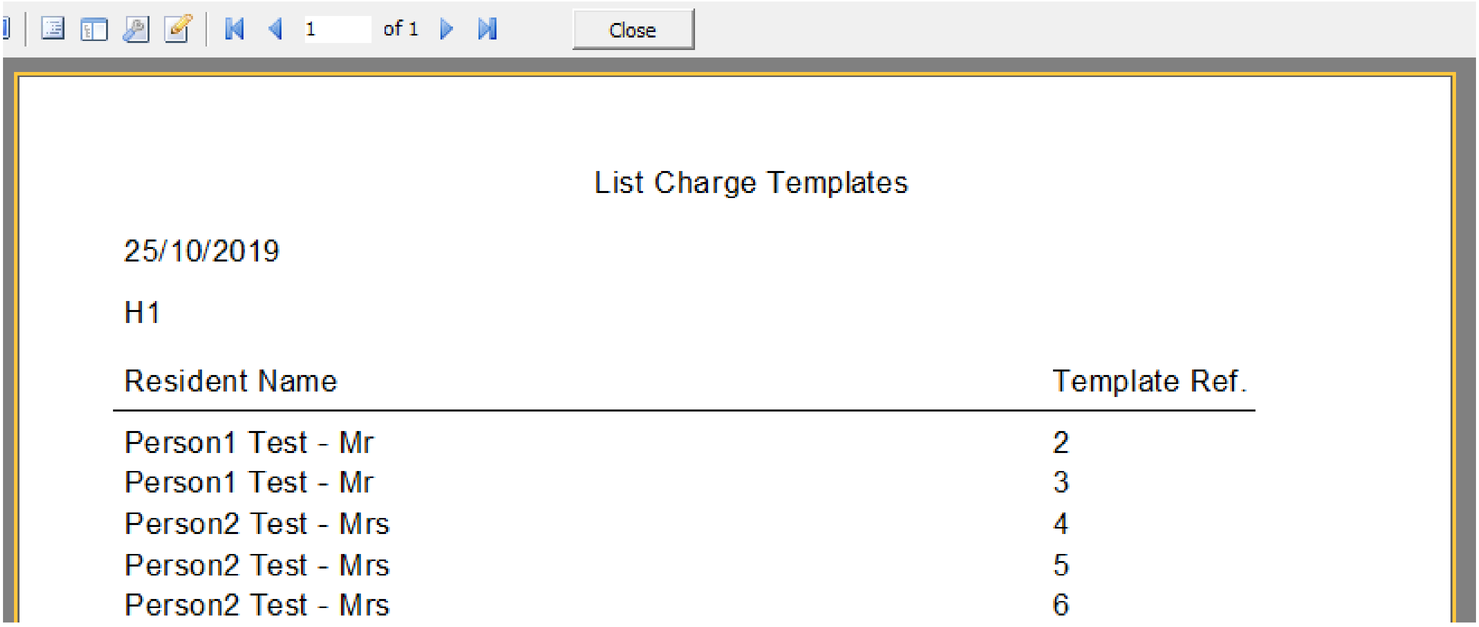



The "List Charge Templates" screen will appear.




Select a home or leave blank if you want to run the report for all homes. If you are going to use this as an aid for setting up Import Variable Costs from Excel Workbook you can also choose to only include templates with Variable Costs. There is also the option of running a summary or detailed version of the report. The summary version lists the Resident Name and the Reference/s of any charge templates related to the Resident (see example below). The detailed version also shows the Charge Type and Amount on every line on the Charge Template (including historical charges).

A print preview will now be displayed allowing a final check before printing, the report can then be printed or exported from this screen.




List Charge Templates

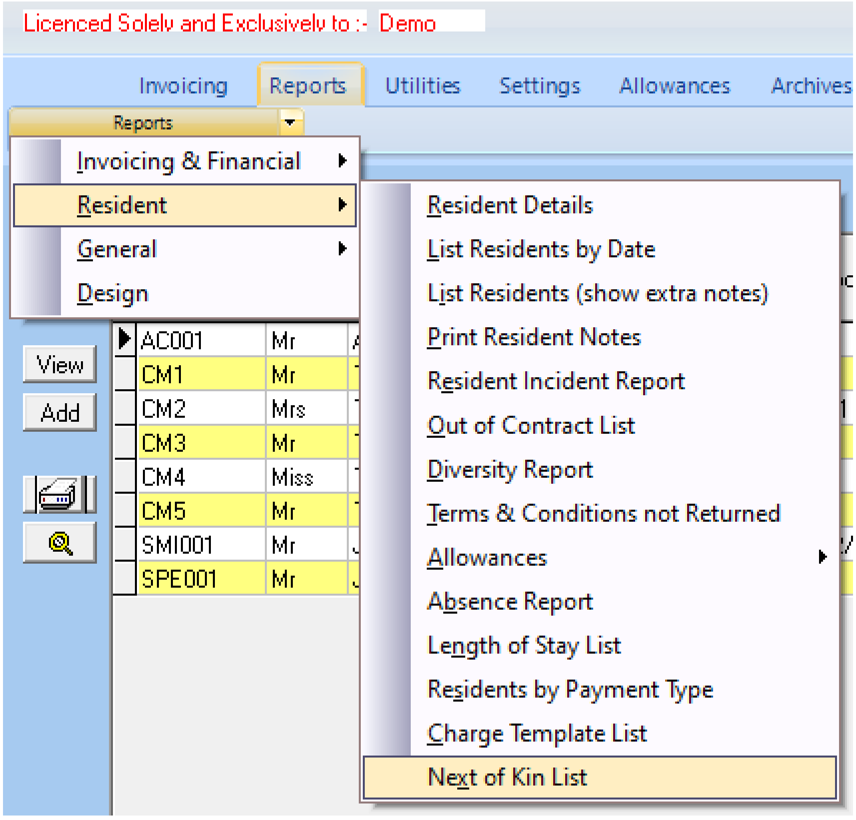
25/10/2019

H1

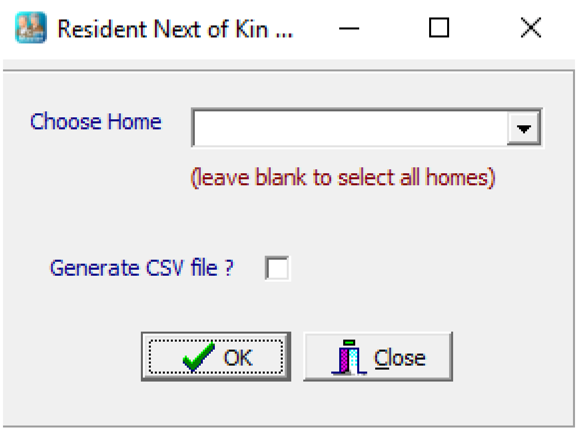
| Resident Name | Template Ref. |
|---|---|
| Person1 Test - Mr | 2 |
| Person1 Test - Mr | 3 |
| Person2 Test - Mrs | 4 |
| Person2 Test - Mrs | 5 |
| Person2 Test - Mrs | 6 |

## Next of Kin List

This report will give a list of Next of Kin addresses that have been entered through the Contacts screen. It can be output as a printed list or as a CSV file if you wish to use the data for a mail merge. Click on the "Reports" tab and then select "Resident" followed by "Next of Kin List" from the menu options list.

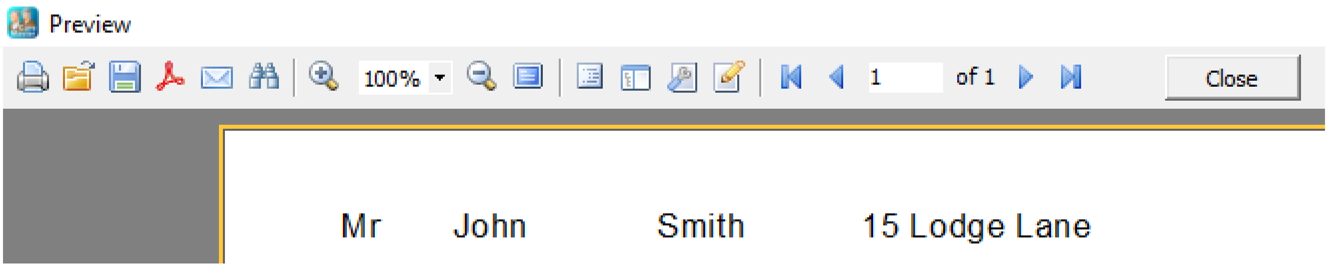



The "Next of Kin List" screen will appear.

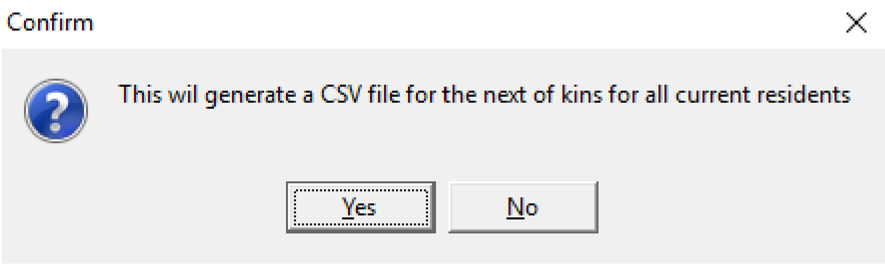



Choose the home you wish to run the report for or leave blank if you want to run it for all homes. If you want to produce a CSV file tick the box. Click on "OK" to continue.

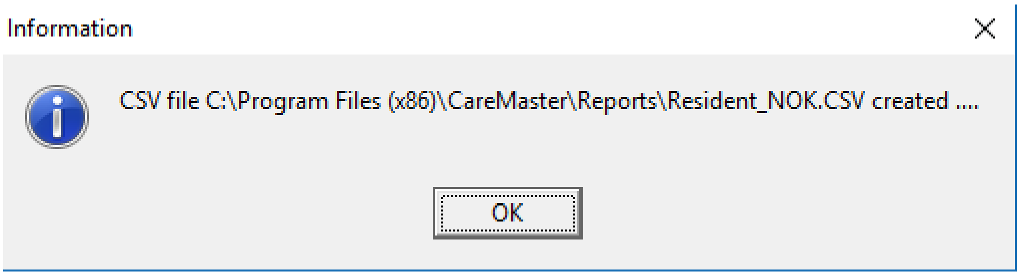
If you did not choose the CSV option you will then see the following report preview allowing a final check before printing, the report can then be printed or exported from this screen.



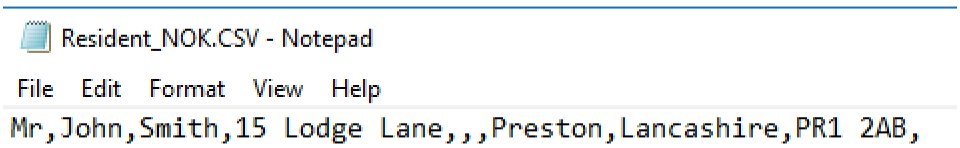

If you chose the CSV option, you will see the following screen.




Click on "Yes" if you wish to continue or "No" to cancel. If you click on "Yes" you will then see the following confirmation screen.

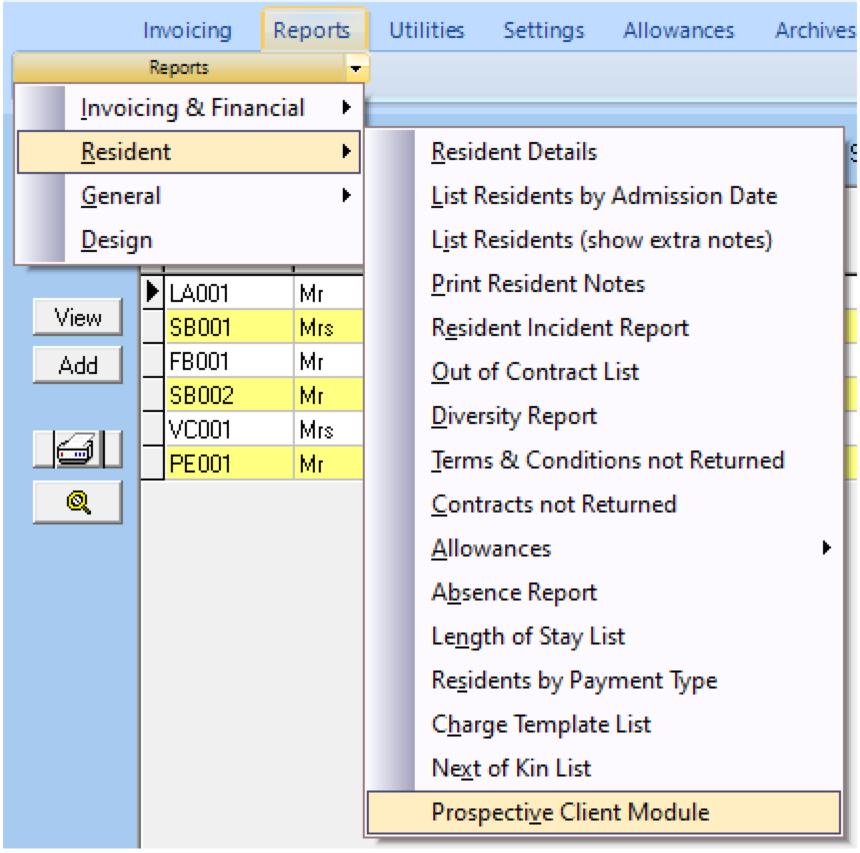



Make a note of the file location and then click on "OK" to close the screen. Navigate to the location shown and you can then view the created file with either a spreadsheet program or a text file viewer.

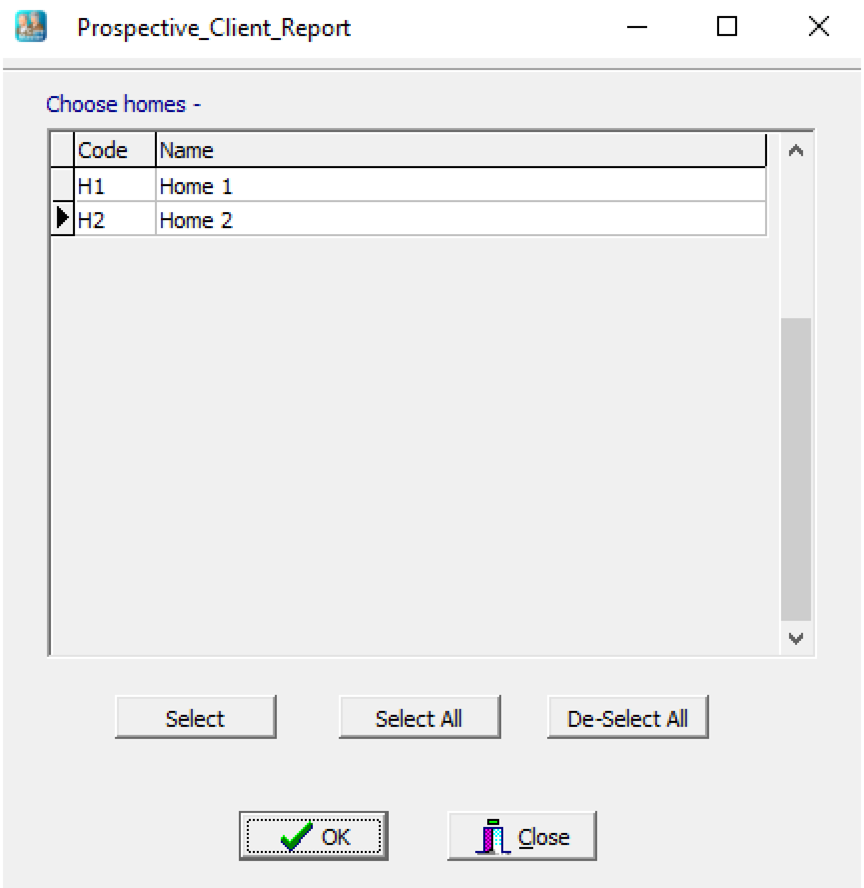


## Prospective Client Module

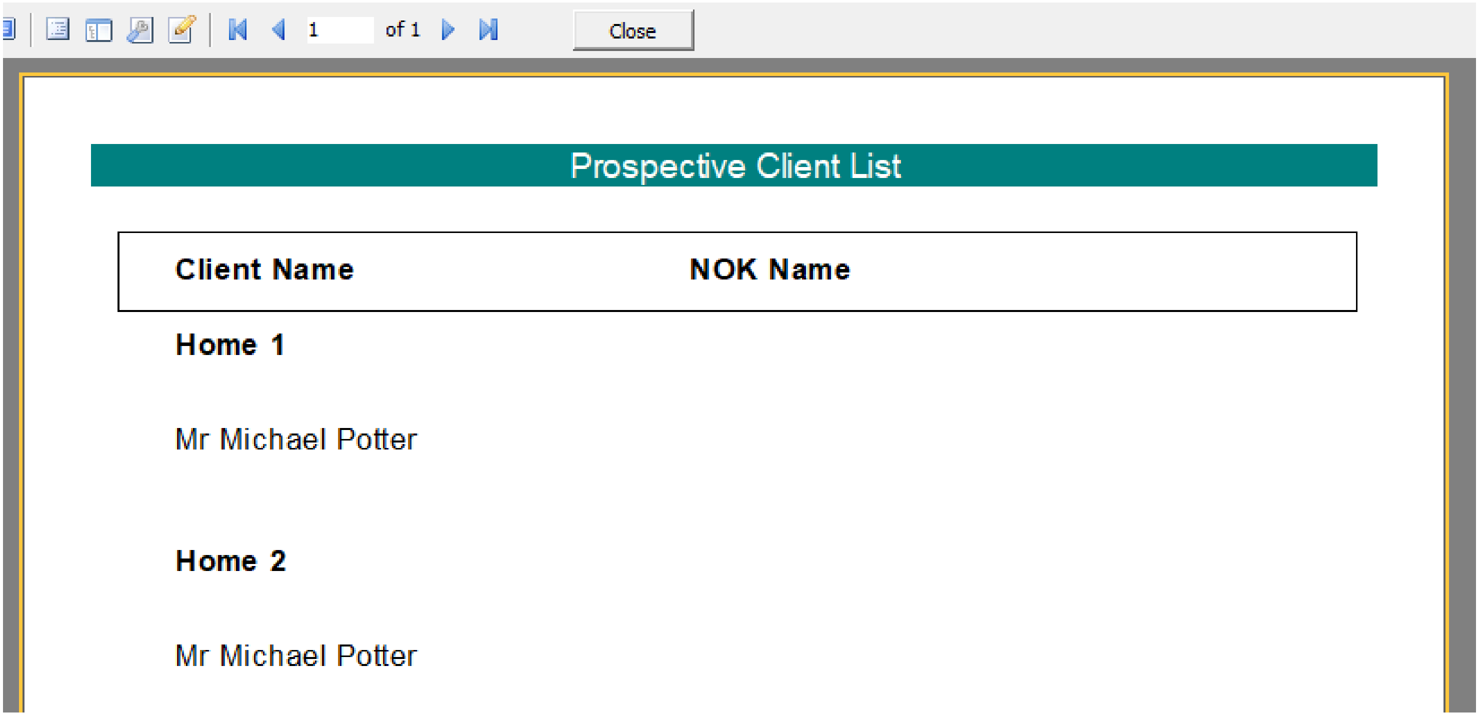
This option will produce a report that lists which prospective clients are interested in each home. Click on the "Reports" tab and then select "Resident" followed by "Prospective Client Module" from the menu options list.




You will then see the "Prospective Client Report" screen. Select one or more homes and then click "OK" to continue or "Close" to cancel.




A print preview will now be displayed allowing a final check before printing, the report can then be printed or exported from this screen.



## General

The following reports are included in this section:

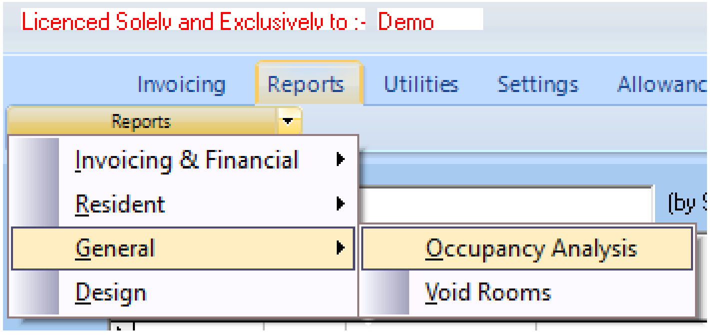

Occupancy Analysis

Void Rooms

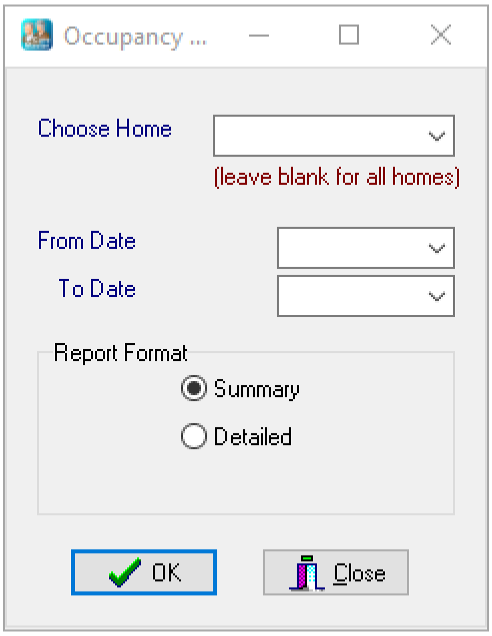
## Occupancy Analysis

In order to make use of the Occupancy Analysis report you must first set up Rooms from the Homes screen and then allocate residents to rooms using the Move to a Room option.

Click on the "Reports" tab and then select "General" followed by "Occupancy Analysis" from the menu options list.

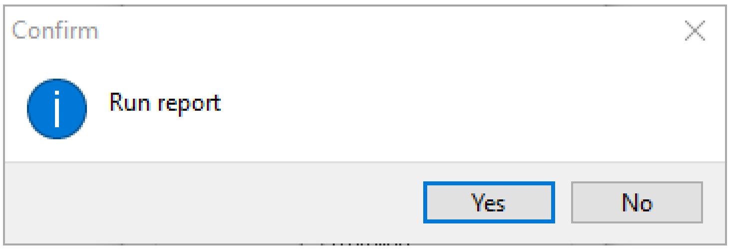



The "Occupancy Analysis" screen will appear.




In the case of a multi-home installation, you can choose a specific home or leave blank for all homes. Then select the required date range and choose the report format - Summary or Detailed (examples of each of these are shown below). Click on "OK" to continue.

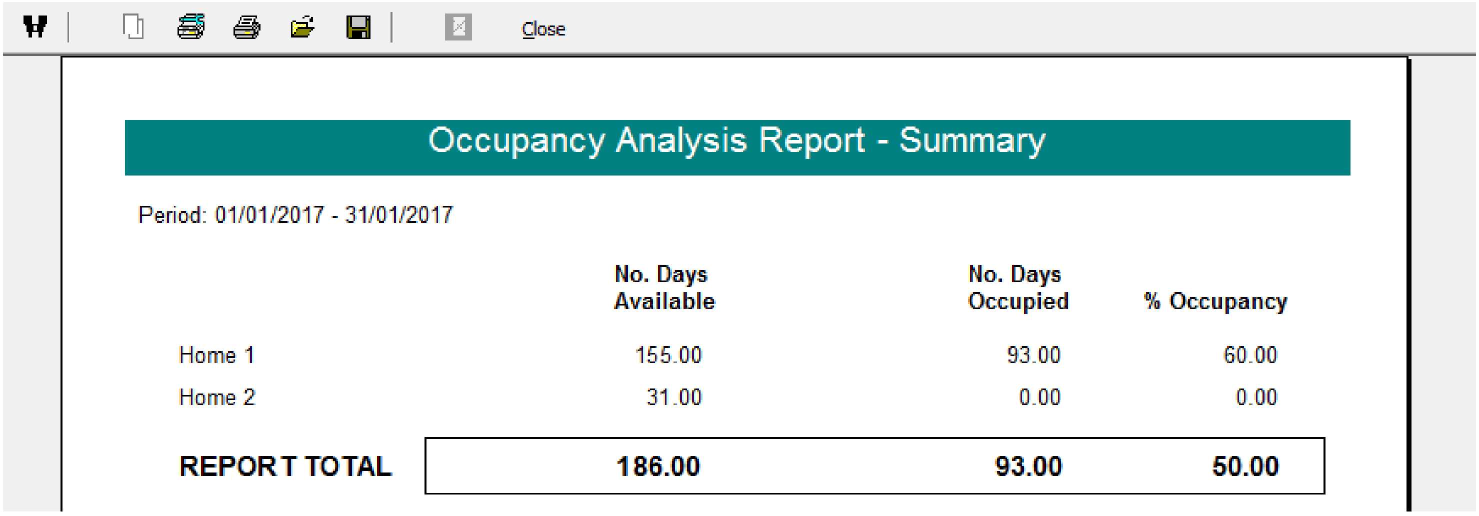
You will be asked to confirm your choice.




Click on "Yes" to continue or "No" to cancel.

A print preview will now be displayed allowing a final check before printing, the report can now be printed or exported from this screen.

**Summary:**



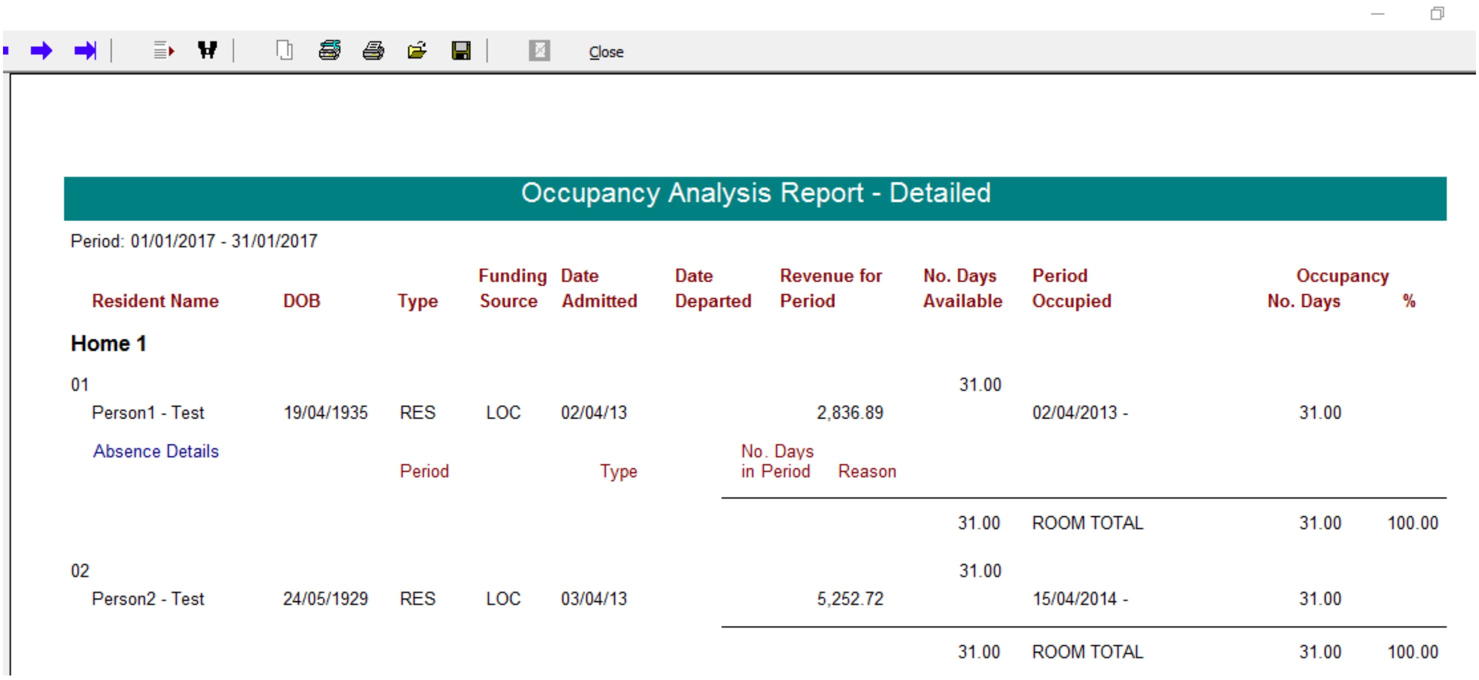
Close

Occupancy Analysis Report - Summary

Period: 01/01/2017 - 31/01/2017

| | No. Days Available | No. Days Occupied | % Occupancy |
|---|---|---|---|
| Home 1 | 155.00 | 93.00 | 60.00 |
| Home 2 | 31.00 | 0.00 | 0.00 |
| **REPORT TOTAL** | **186.00** | **93.00** | **50.00** |

**Detailed:**



Close

Occupancy Analysis Report - Detailed

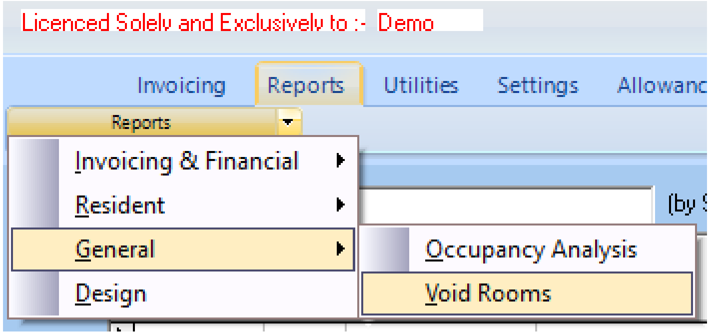
Period: 01/01/2017 - 31/01/2017

| Resident Name | DOB | Type | Funding Source | Date Admitted | Date Departed | Revenue for Period | No. Days Available | Period Occupied | Occupancy No. Days | Occupancy % |
|---|---|---|---|---|---|---|---|---|---|---|
| **Home 1** | | | | | | | | | | |
| 01 | | | | | | | 31.00 | | | |
| Person1 - Test | 19/04/1935 | RES | LOC | 02/04/13 | | 2,836.89 | | 02/04/2013 - | 31.00 | |
| Absence Details | | Period | | Type | No. Days in Period | Reason | | | | |
| | | | | | | | 31.00 | ROOM TOTAL | 31.00 | 100.00 |
| 02 | | | | | | | 31.00 | | | |
| Person2 - Test | 24/05/1929 | RES | LOC | 03/04/13 | | 5,252.72 | | 15/04/2014 - | 31.00 | |
| | | | | | | | 31.00 | ROOM TOTAL | 31.00 | 100.00 |

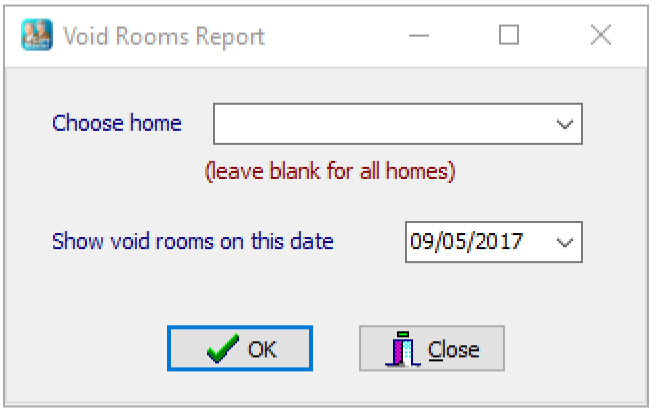
## Void Rooms

In order to make use of the Void Rooms report you must first set up Rooms from the Homes screen and then allocate residents to rooms using the Move to a Room option. This report will give a list of empty rooms as at a given date.

Click on the "Reports" tab and then select "General" followed by "Void Rooms" from the menu options list.

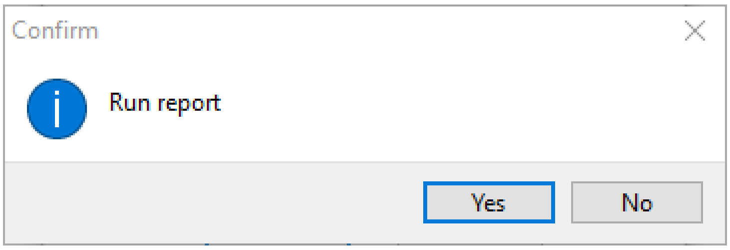



The "Void Rooms Report" screen will appear.



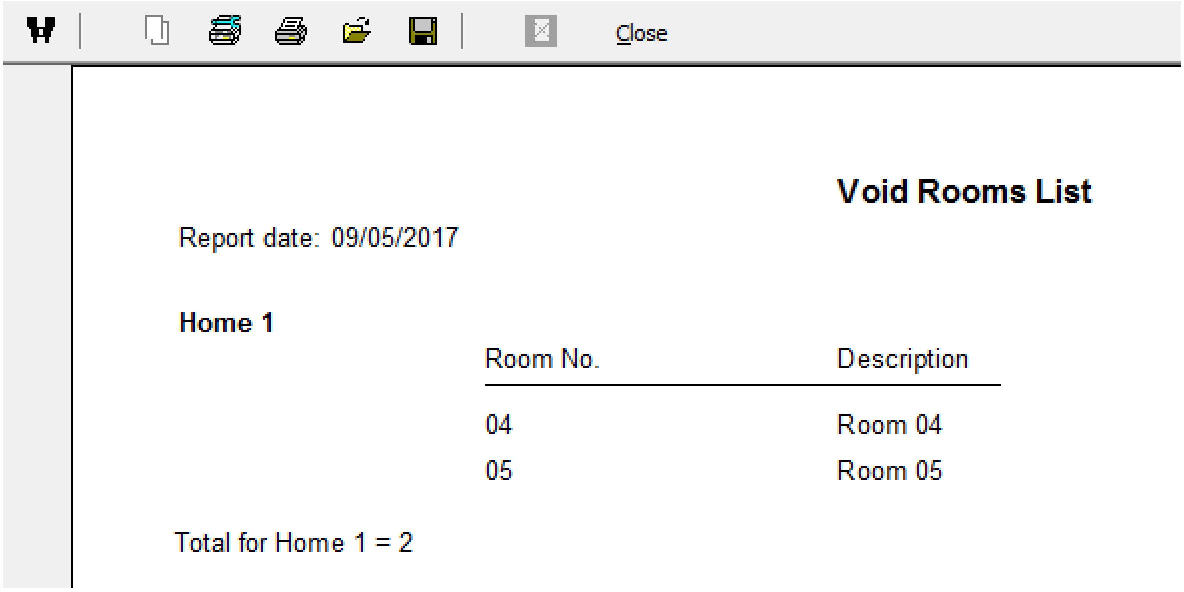

In the case of a multi-home installation, you can choose a specific home or leave blank for all homes. This is a "snapshot" report and will give data "as at" the specified date. Click on "OK" to continue.

You will be asked to confirm your choice.




Click on "Yes" to continue or "No" to cancel.

A print preview will now be displayed allowing a final check before printing, the report can now be printed or exported from this screen.



Close

**Void Rooms List**

Report date: 09/05/2017

**Home 1**

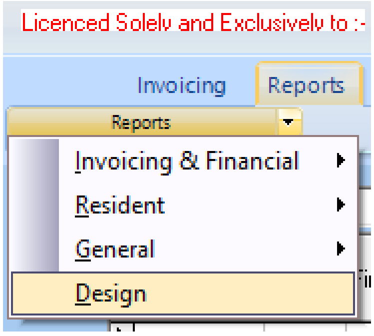
| Room No. | Description |
|---|---|
| 04 | Room 04 |
| 05 | Room 05 |

Total for Home 1 = 2

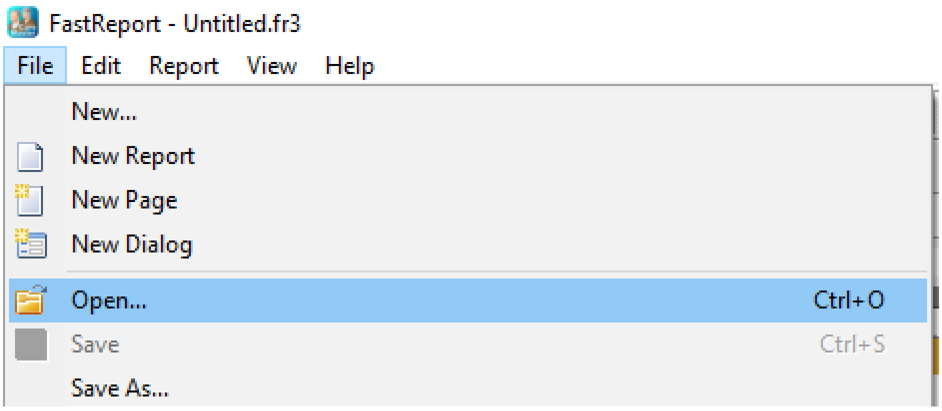
## Design

The built-in report writer can be used to amend invoice layouts etc. If you do not feel confident to make these changes please Contact Us for a quote to produce the required documents for you.

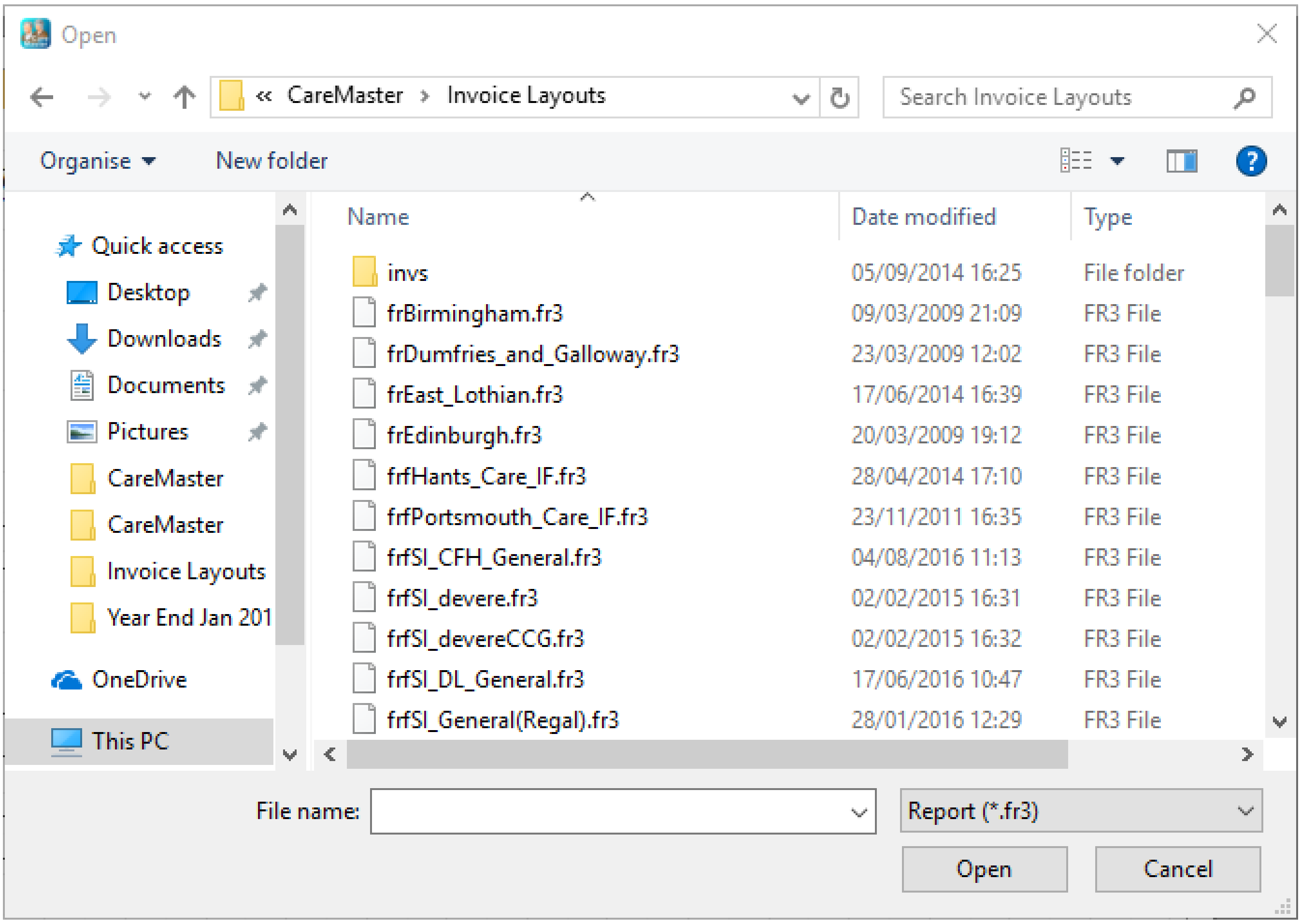
Click on the "Reports" tab to bring up the list of options and then select "Design" from the menu options list.




When the report writer has loaded, go to [File] [Open].




Then browse to the CareMaster Invoice Layouts folder (usually located at C:\Program Files (x86)\CareMaster \Invoice Layouts). The standard invoice layout is called "frSI_General.fr3".




Select the file you wish to work with and then click "Open". Various amendments can be made to this layout including changing fonts and colours and adding a logo.

**N.B. It is essential to take a copy of the invoice layout which is to be amended before making any changes.**

## Options

There are a number of options within CareMaster, as listed below. Personal Allowances is a chargeable option, if you would like to purchase this module please Contact Us.

Security

Direct Debit Output

Personal Allowances

Multiple Databases

## Security

Security allows the creation of usernames and passwords and controls which areas of the program each user has access to.

There are three options within the Security menu:

User Names

Change Password

User Restricted Access Home Codes

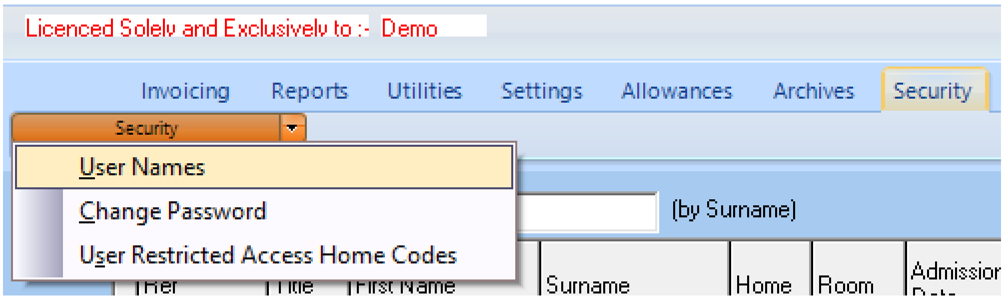
You can also go to the following link for information on signing in to the program:

Logging In

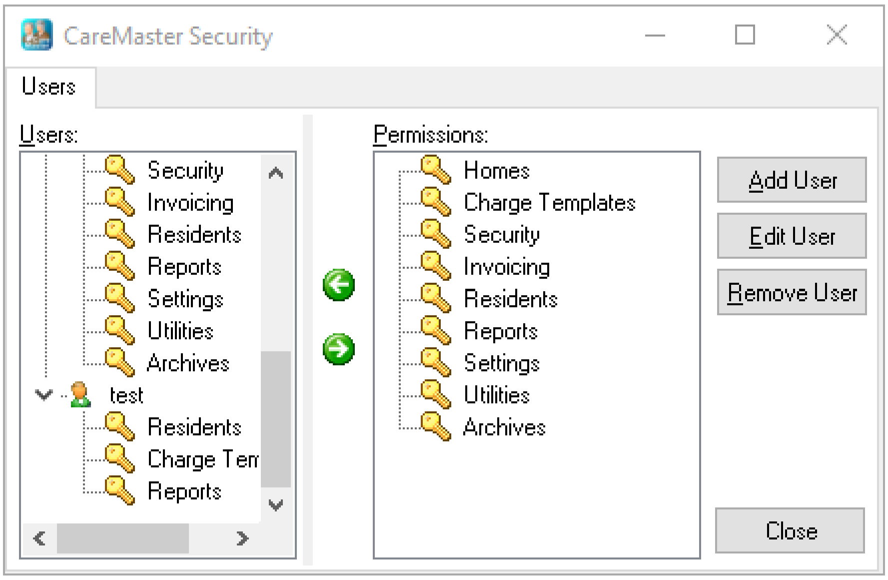
**N.B. If you wish to make use of the Security functions and the menu option is greyed out, please Contact Us to arrange for activation.**

## User Names

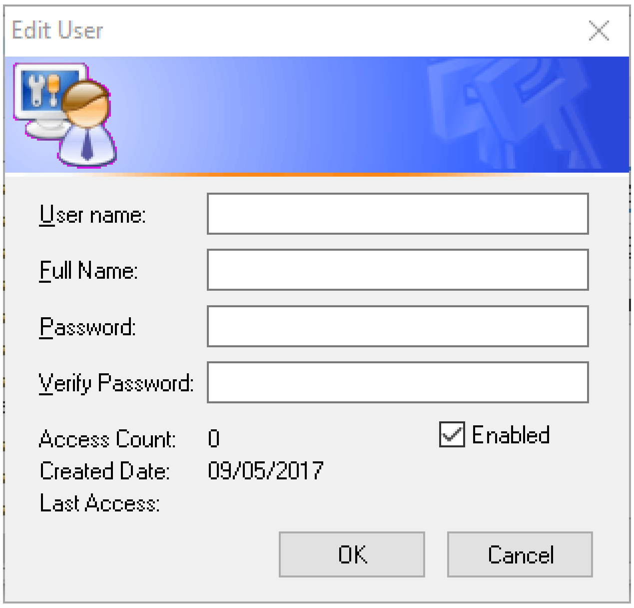
This option allows the creation of users within the program. Click on the "Security" tab and then select "User Names" from the menu options list.




The CareMaster Security screen will open. In the left hand panel of this screen the various users are listed along with their access rights, in the right hand panel are listed the available access rights.




To create a new user, click on the "Add User" button and the following screen will appear.



Enter the new user's details on this screen in the relevant boxes. Please note that both the user name and password are case sensitive, if they are not entered correctly you will not be able to log in. Once the data has been added, click on "OK" to save the new user.

The new user name will now appear on the Users screen. Access rights can now be added to the user by highlighting an item in the right hand panel and double-clicking it, or by clicking on the small green circle with an arrow pointing to the left.

If you wish to remove access rights from a user, highlight the relevant item in the left hand panel and click the small green circle with an arrow pointing to the right.

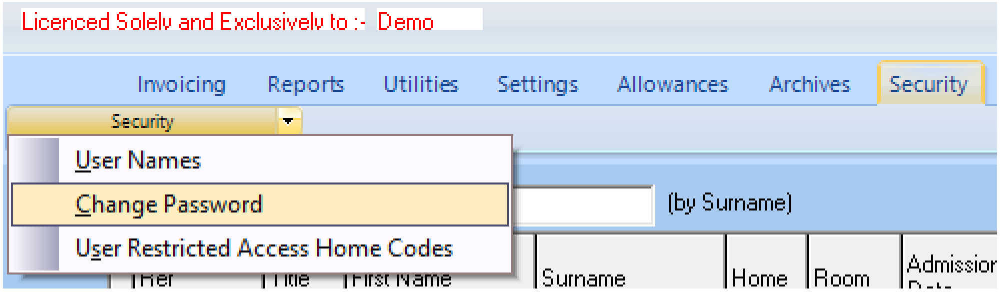
If you wish to edit an existing user, highlight the relevant name and click the "Edit User" button, you will now be able to edit the user name and the password.

If you wish to remove a user, highlight the relevant name and click the "Remove User" button.

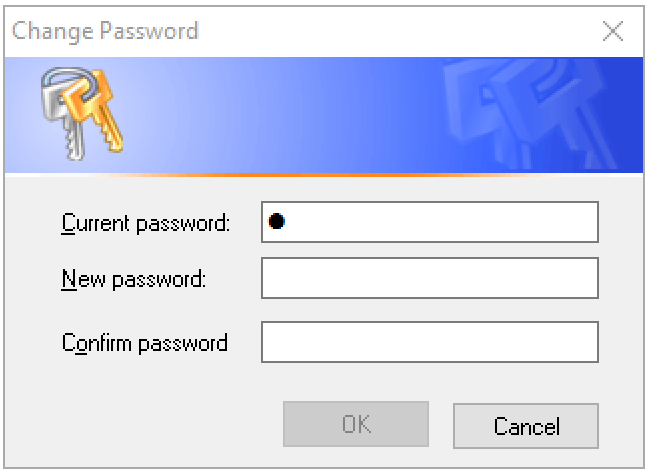
N.B. Any changes will only come into effect after CareMaster has been closed and re-opened.

# Change Password

This option allows you to change the password for the currently logged in user. Click on the "Security" tab and then select "Change Password" from the menu options list.




The "Change Password" screen will open.

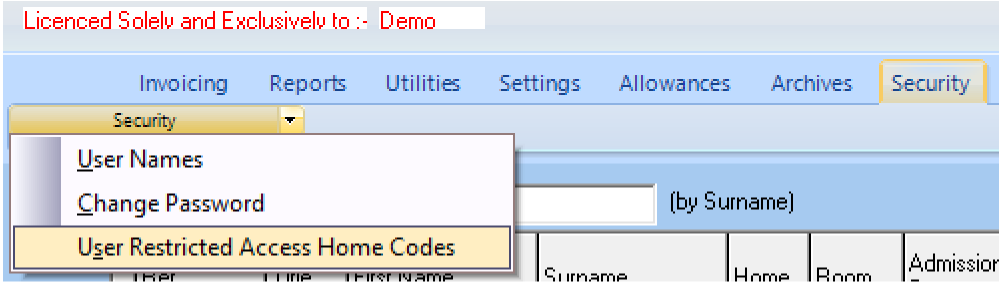



Type in the new password in the "New Password" box and then retype it in the "Confirm password" box, then click "OK.

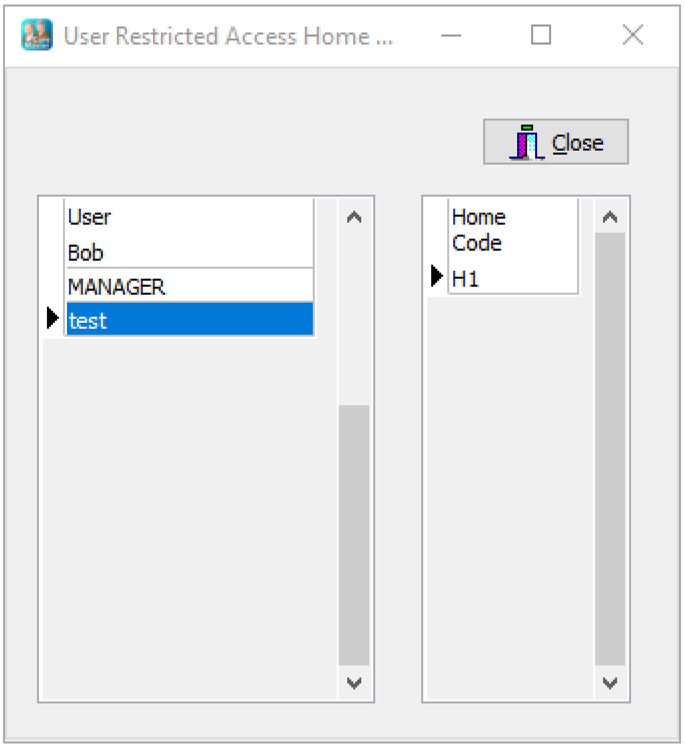
N.B. This change will only come into effect after CareMaster has been closed and re-opened.

## User Restricted Access Home Codes

In the case of a multi-user installation, you may wish to restrict access for certain users to a particular home. Click on the "Security" tab and then select "User Restricted Access Homes Codes" from the menu options list.




The "User Restricted Access Home Codes" will appear.

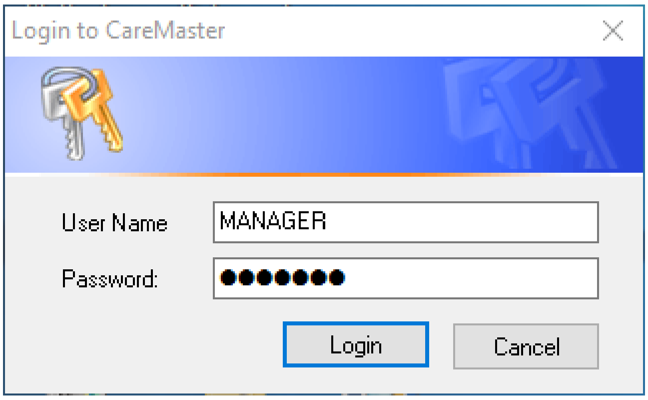



Highlight the relevant user name in the list on the left hand side of the screen and then in the right hand side select the Home Code that you want to give this user access for.

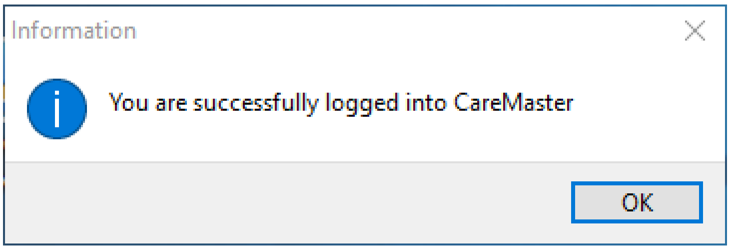
When the program has been restarted the user will now only have access to residents within the selected home.

## Logging In

When Security has been activated, the process of starting CareMaster changes. After clicking on the CareMaster icon you will now see a login screen.




Enter your user name and password, remembering that these are case sensitive and must be entered in the correct format. Then click on "Login". If the user name and password have been entered correctly you will see the following screen.




Click on "OK" to continue.

## Direct Debit Output

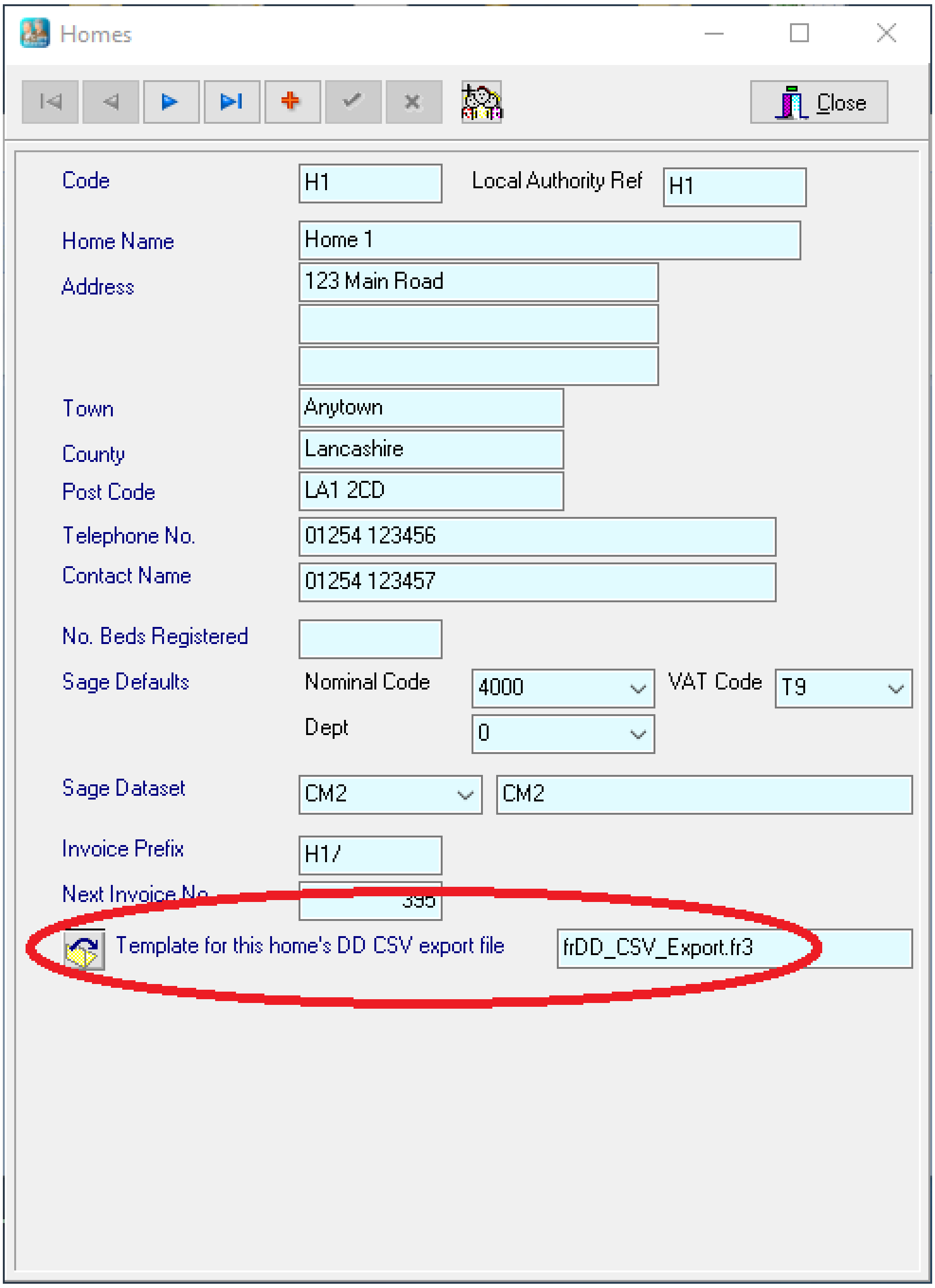
If you wish to use CareMaster to produce output files for Direct Debit collection, click on the following link.

Direct Debit CSV Output

## Direct Debit CSV Output

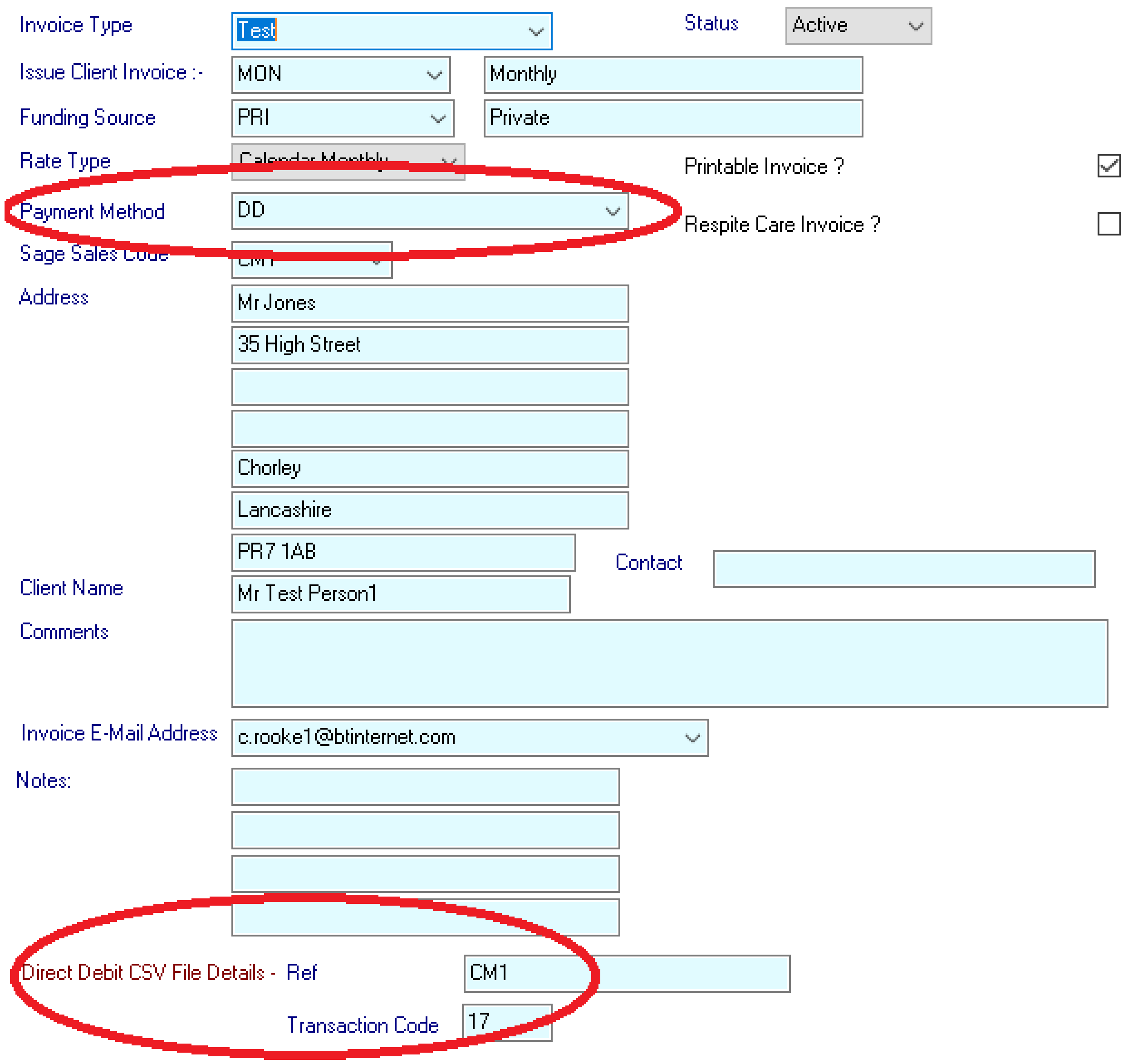
If you already have Direct Debit facilities arranged with your bank you can use this option to produce a CSV file that can be uploaded to your bank's online portal. (You will need to ask your bank for the format that they require so that the output can be amended to suit).

You will need to go to the "Homes" screen and enter the path to the DD CSV Template file for each home.




You will need to set up some Sales Invoice Payment Methods and set one of them as the 'Direct Debit' option.

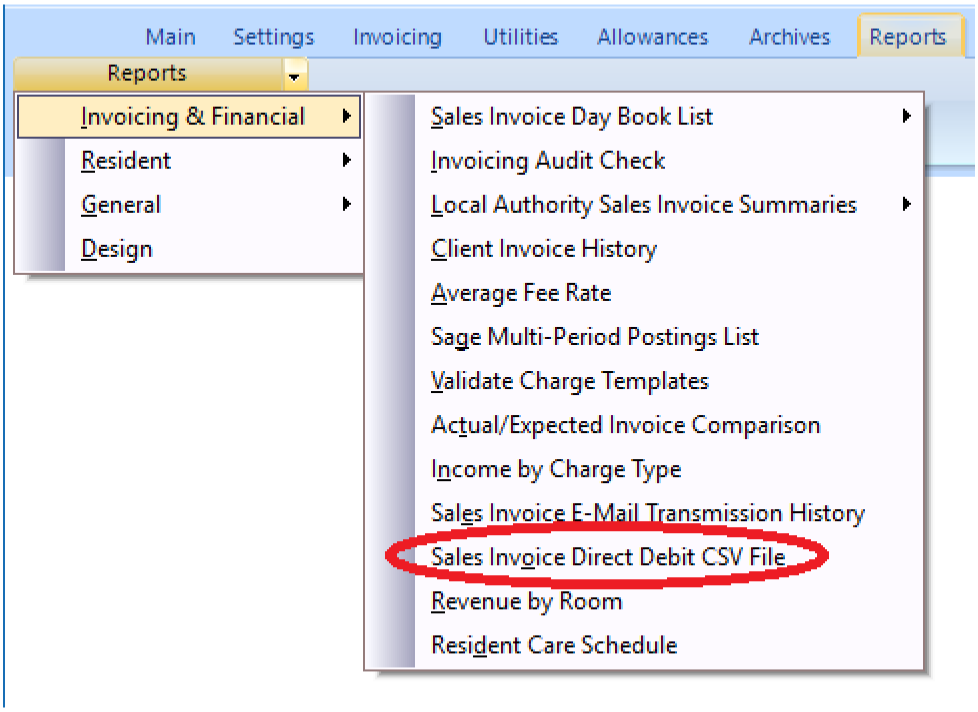
Each Charge Template that is to be included in Direct Debit Output needs to have some settings made as shown below. You will need to create the relevant Payment Methods before trying to set this up. Select the "Direct Debit" payment method and enter a Reference and Transaction Code at the bottom of the screen. (**N.B. The entries shown are only examples**).



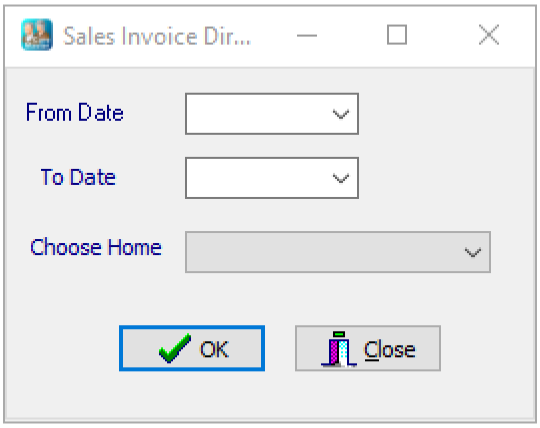

If you want to use the Sales Ledger Code as your DD reference you can either enter it manually or tick the relevant box on the System Defaults screen.

Any invoices that are generated from charge templates that have the Direct Debit Payment Method set will now be included in the CSV file output.

Click on the "Reports" tab to bring up the list of options and then select "Invoicing & Financial" followed by "Sales Invoice Direct Debit CSV File" from the menu options list.

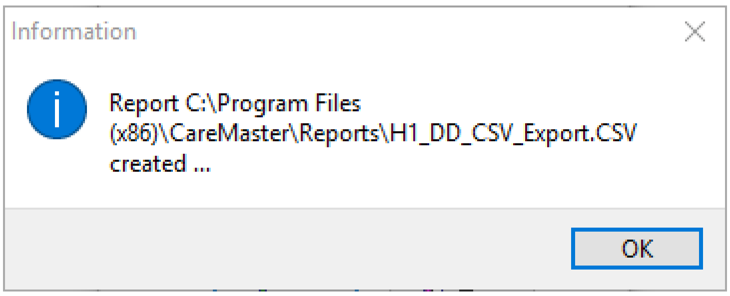



The "Sales Invoice Direct Debit CSV File" screen will open.




Enter the required date range and select the home you wish to work with, then click on "OK" to continue.

The following information screen will then appear.




This gives the details about where the created file has been saved. Browse to the location given to find the file and upload to your bank. If the fields within the report need to be in a different order, this can be done by editing the template file in the Design function. If you are unsure about how to do this, please Contact Us.

## Personal Allowances

The Personal Allowances module is an optional extra and a further licence must be purchased before it can be used. If you want to start using this module please Contact Us for costs and details.

The module allows the user to keep a record of monetary transactions for each resident outside of the usual invoiced charges. The Personal Allowances module is entirely self-contained and does not link to Sage 50 Accounts.

There are three option within Personal Allowances:

Set up Account Types

Set up Transaction Types

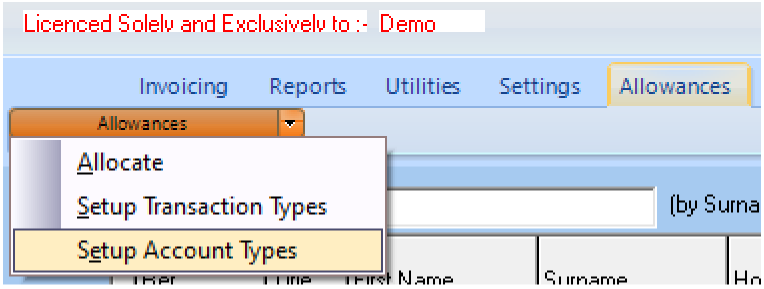
Allocate

The two set up areas must be completed before attempting to enter any transactions.

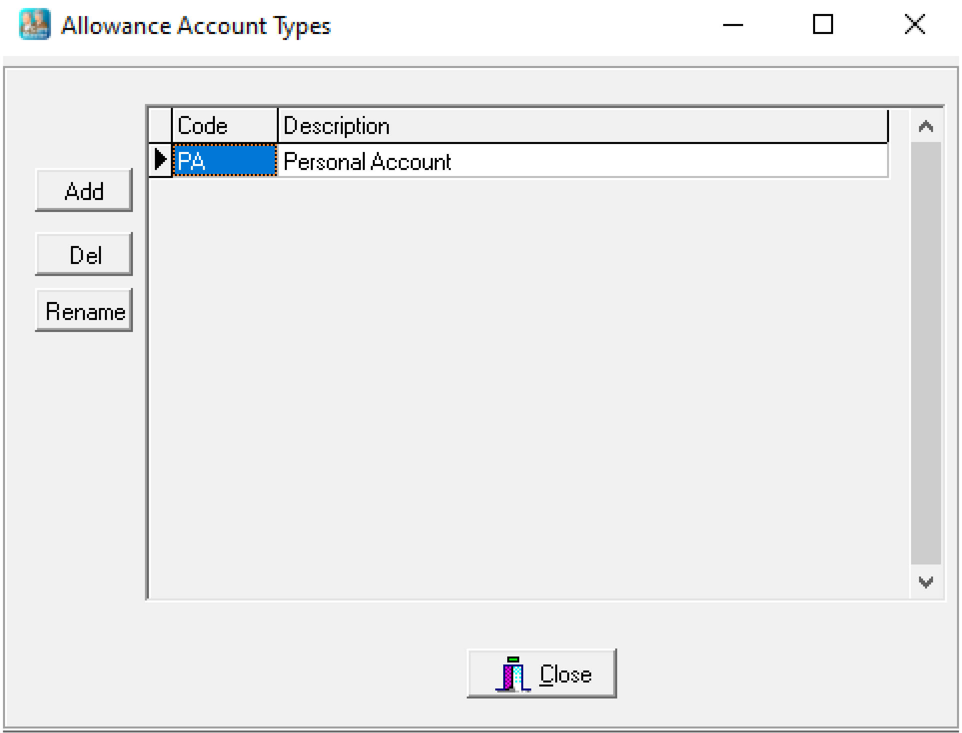
You can also run Account Balances, Account Transactions and Transaction Type List reports from the Reports section of the program.

## Set up Account Types

Click on the "Allowances" tab and then select "Setup Account Types" from the menu options list.

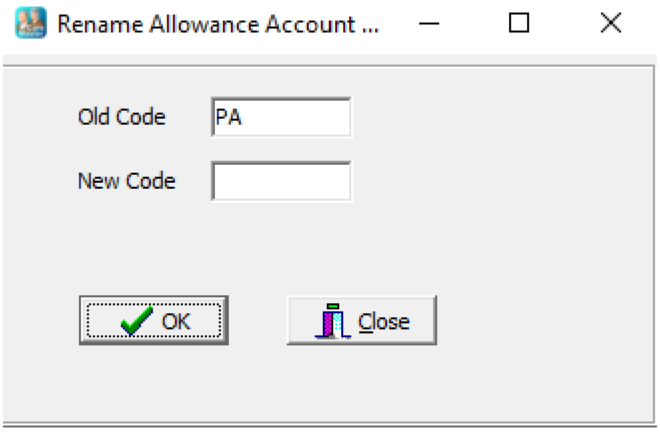



The "Allowance Account Type" screen will open.




To add a new Account Type, click on the "Add" button and enter a suitable code and description and then press the "down arrow" key on your keyboard followed by the "up arrow" key to save the record.

An Account Type can be deleted from the system by highlighting the relevant line and then clicking the "Del" button. It is also possible to change the code for an Account Type by clicking on the "Rename" button, this will open the "Rename Allowance Account" screen.



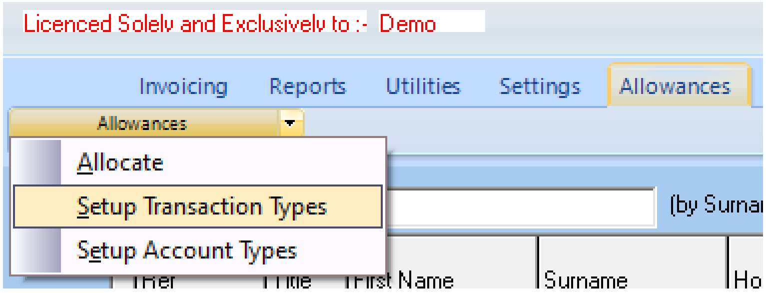

The existing code will be displayed in the "Old Code" field. Fill in the "New Code" field with the relevant data and then click on "OK" to update the Allowance Code or "Close" to cancel.

If required you can set up multiple accounts for each resident. Click the "Close" button to finish.

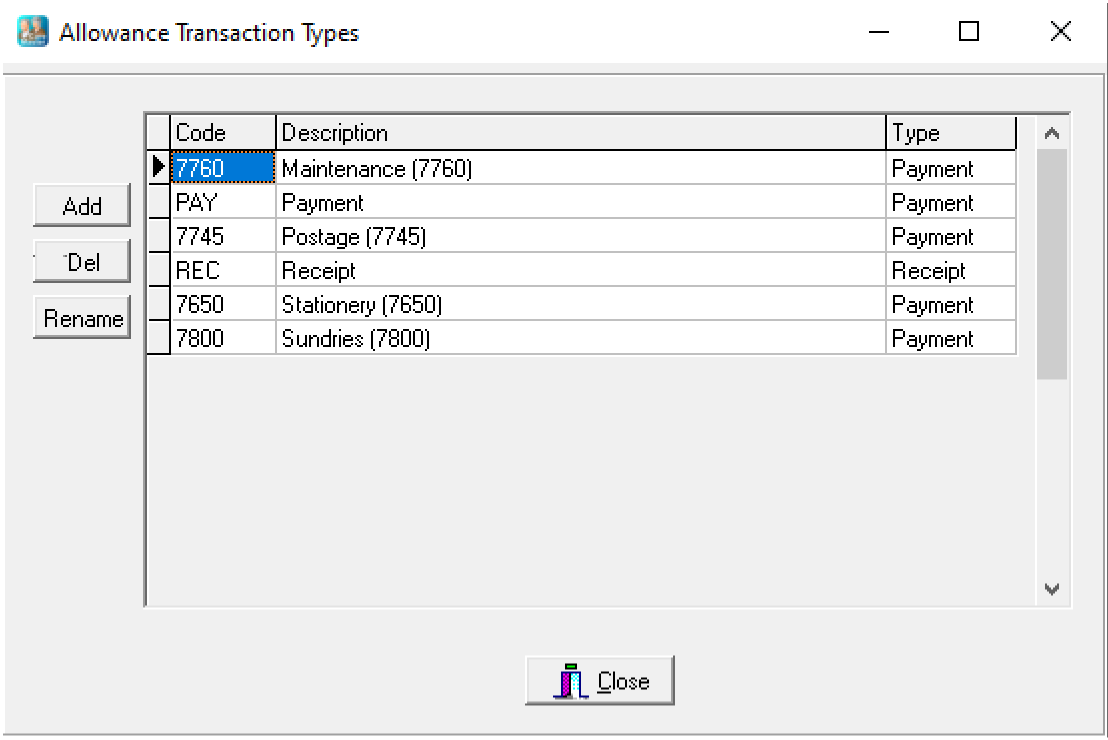
Now move on to Set up Transaction Types.

## Set up Transaction Types

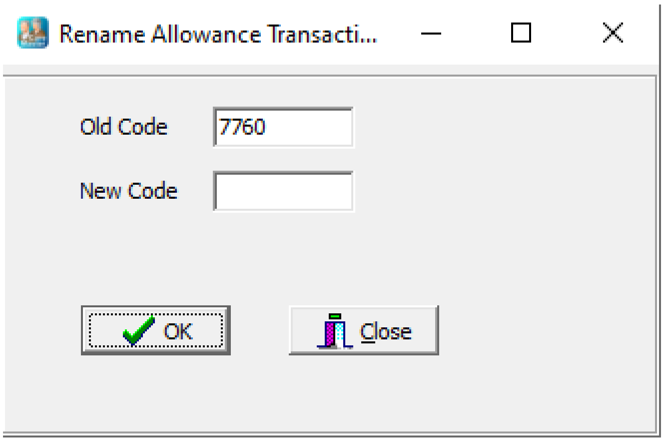
Click on the "Allowances" tab and then select "Setup Transaction Types" from the menu options list.




The "Allowance Transaction Types" screen will appear.




To add a new Transaction Type, click on the "Add" button and enter a suitable code and description and the select the type from the drop down list in the right hand column. Each transaction type will either be a "Payment" or a "Receipt". Press the "down arrow" key on your keyboard followed by the "up arrow" key to save the record. If you wish to delete a Transaction Type, highlight the relevant line and then click the "Del" button. If you wish to change and existing code, highlight the relevant line and the click the "Rename" button. The "Rename Allowance Transaction Type" screen will appear.

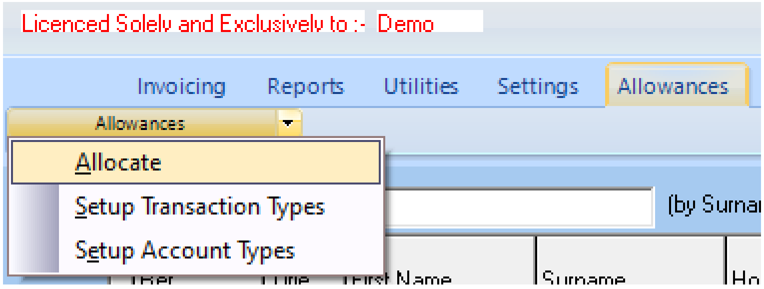



The existing code will be displayed in the "Old Code" field. Fill in the "New Code" field with the relevant data and then click on "OK" to update the Allowance Transaction Type Code or "Close" to cancel
.
Click the "Close" button to finish.

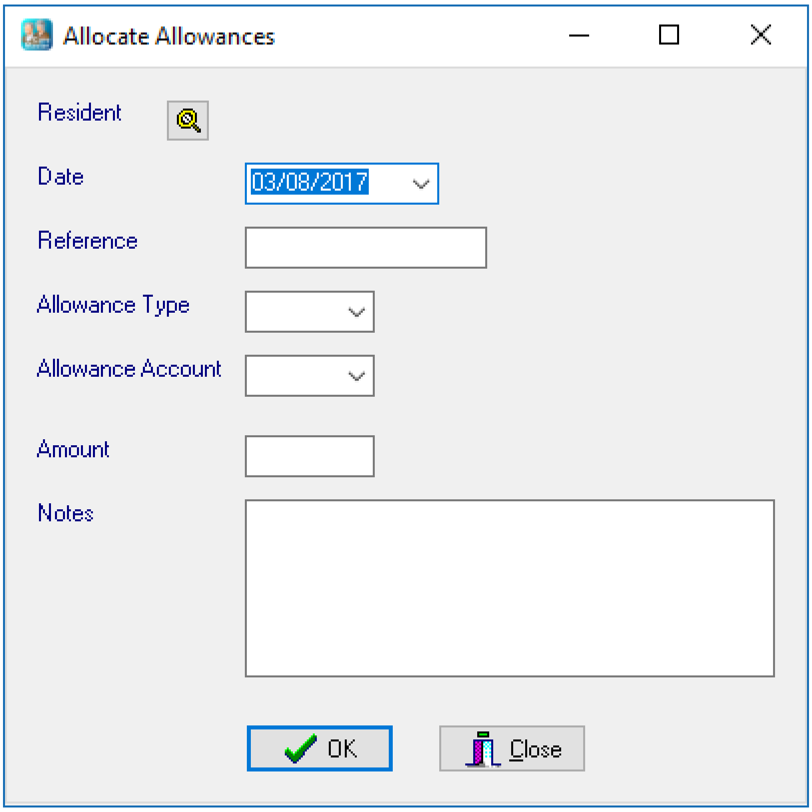
When you have created the required Transaction Types you can move on to actually Allocate transactions.

## Allocate

Click on the "Allowances" tab and then select "Allocate" from the menu options list.

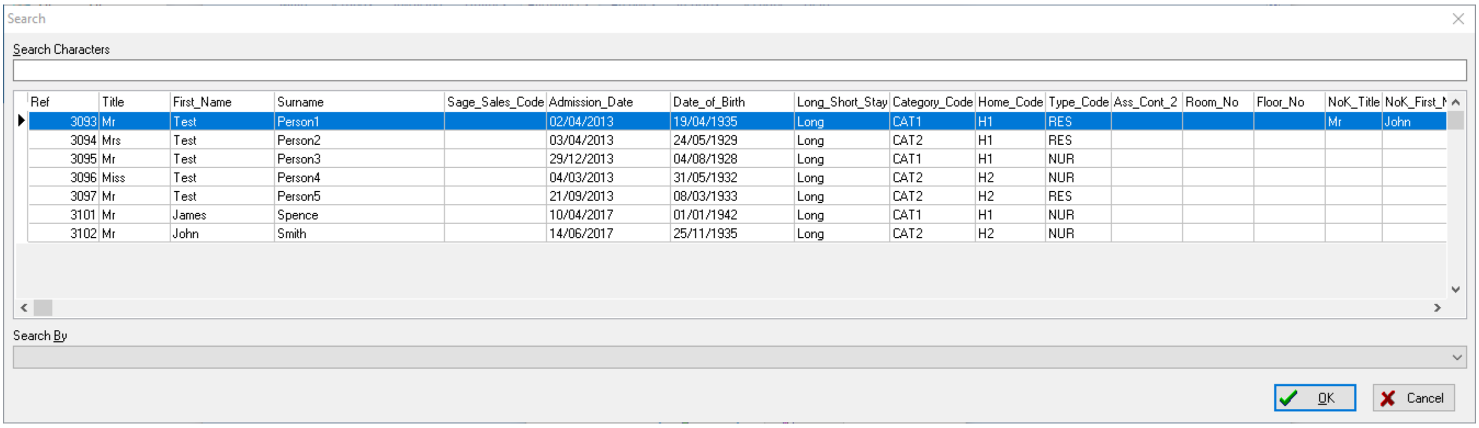



The "Allocate Allowances" screen will appear.




To start entering transactions, first select the required resident by clicking the "Search" button next to the "Resident" label at the top of the screen.

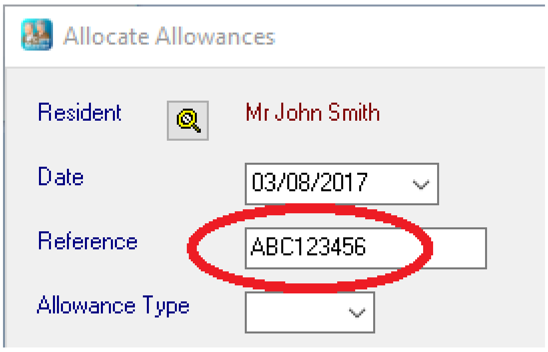

The "Search Residents" screen will appear.



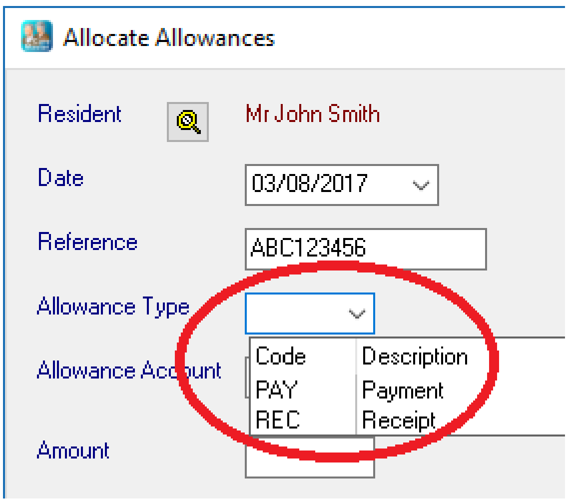

Highlight the required resident and then click the "OK" button to continue.

The selected name will now be displayed at the top of the screen.

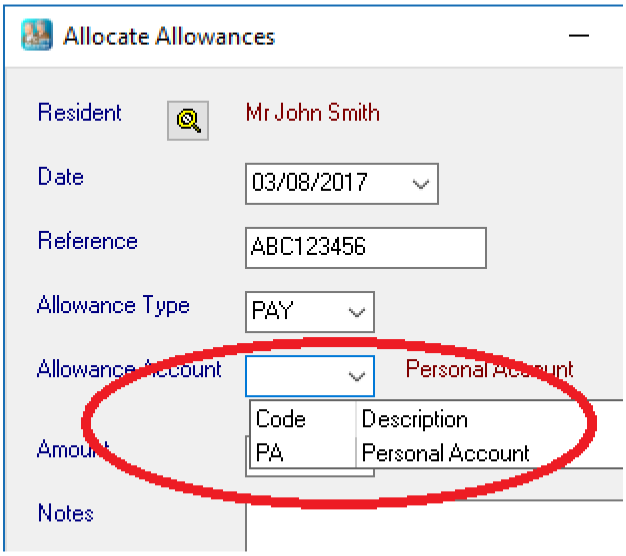

Select the required date from the calendar or type it into the "Date" box. Then type your reference into the next field.



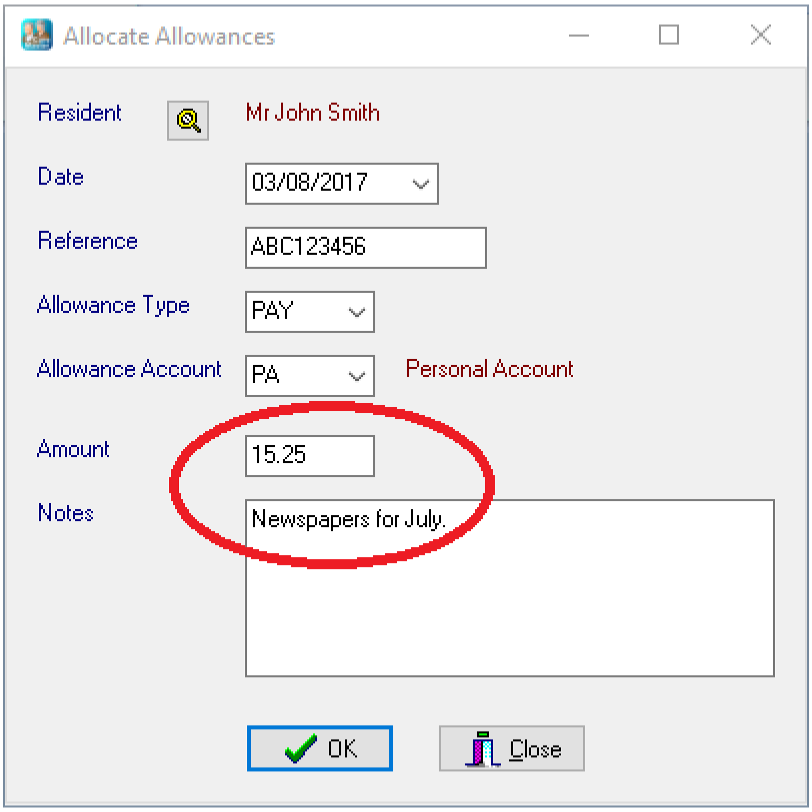

Now move on to the "Allowance Type" field and select the required option from the drop-down list.




Now move on to the "Allowance Account" field and select the account you wish to update.

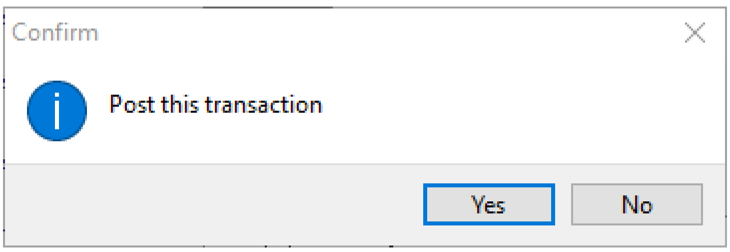



Now move on to the "Amount" field and enter the value of the transaction. You may also add a description of the transaction in the "Notes" field.



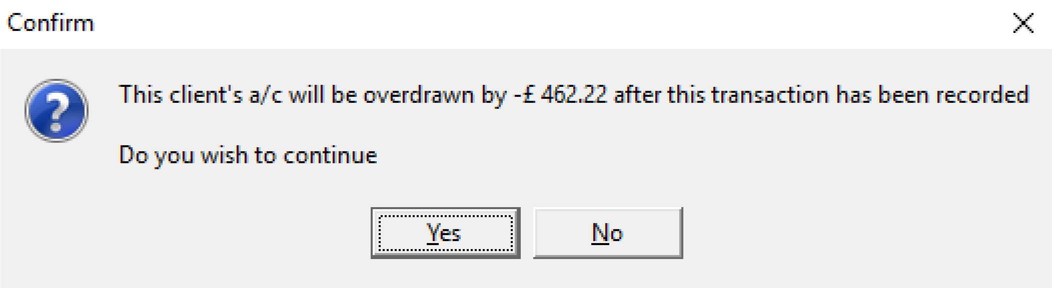

Finally, click on the "OK" button to save the transaction.

You will be asked to confirm your choice.



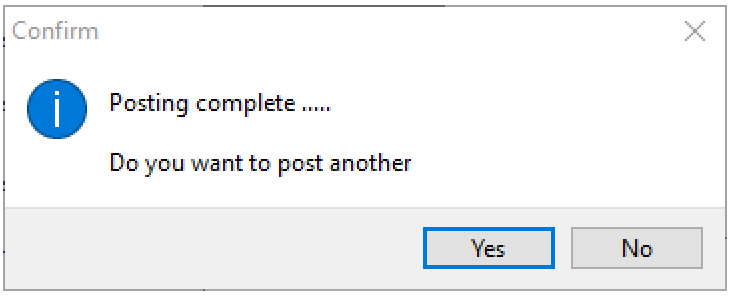
Click on "Yes" to save or "No" to cancel.

If the transaction that you are entering would result in the resident's personal account going overdrawn you will see a warning screen.




If you want to continue anyway, click "Yes" or if not click on "No" to cancel the transaction.

If you clicked "Yes", you will then see the following confirmation screen.




If you have further to transactions to post for the same resident, click on the "Yes" button, otherwise click on "No" to finish.

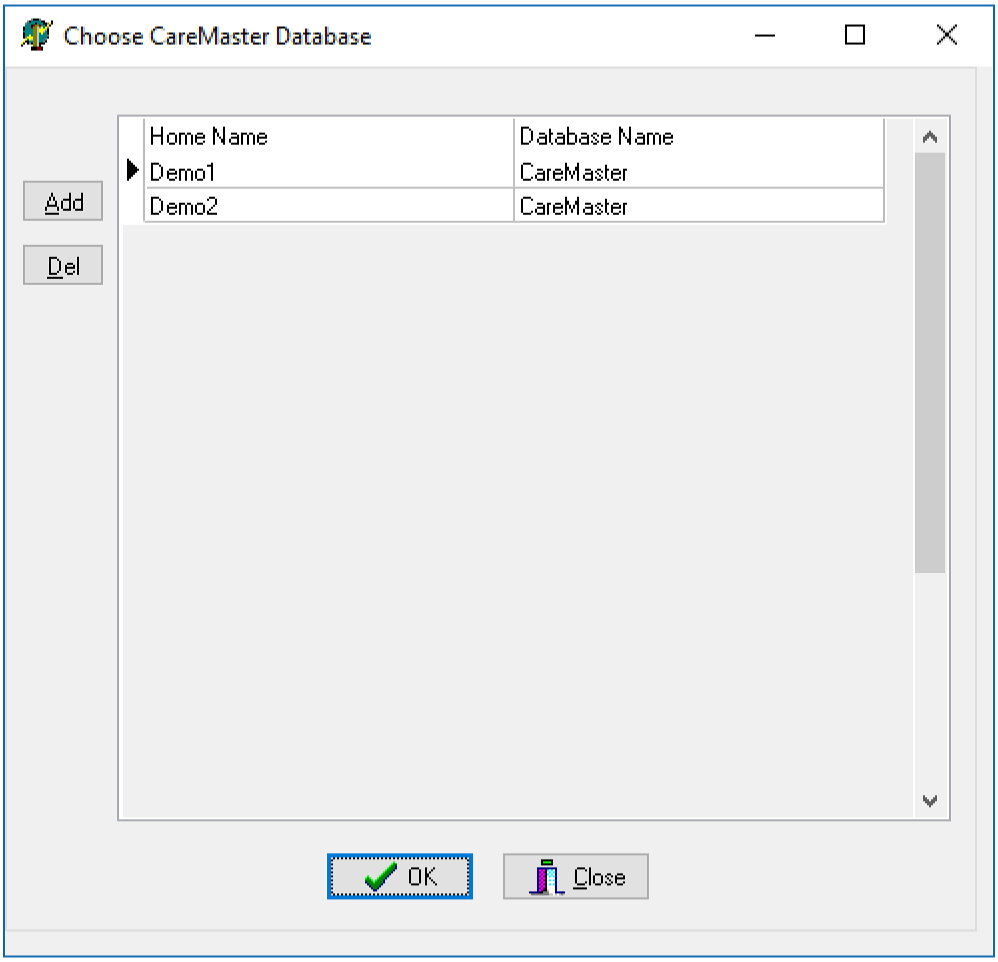
You can run Account Balances, Account Transactions and Transaction Type List reports from the Reports section of the program.

## Multiple Databases

The standard way of setting up CareMaster provides for one of more homes contained within a single database. Some users may require this to be set up differently (e.g. a company with a number of homes divided up into different regions). If so, we can create multiple databases, each one of which can contain one or more homes.

If you require this option please Contact Us.

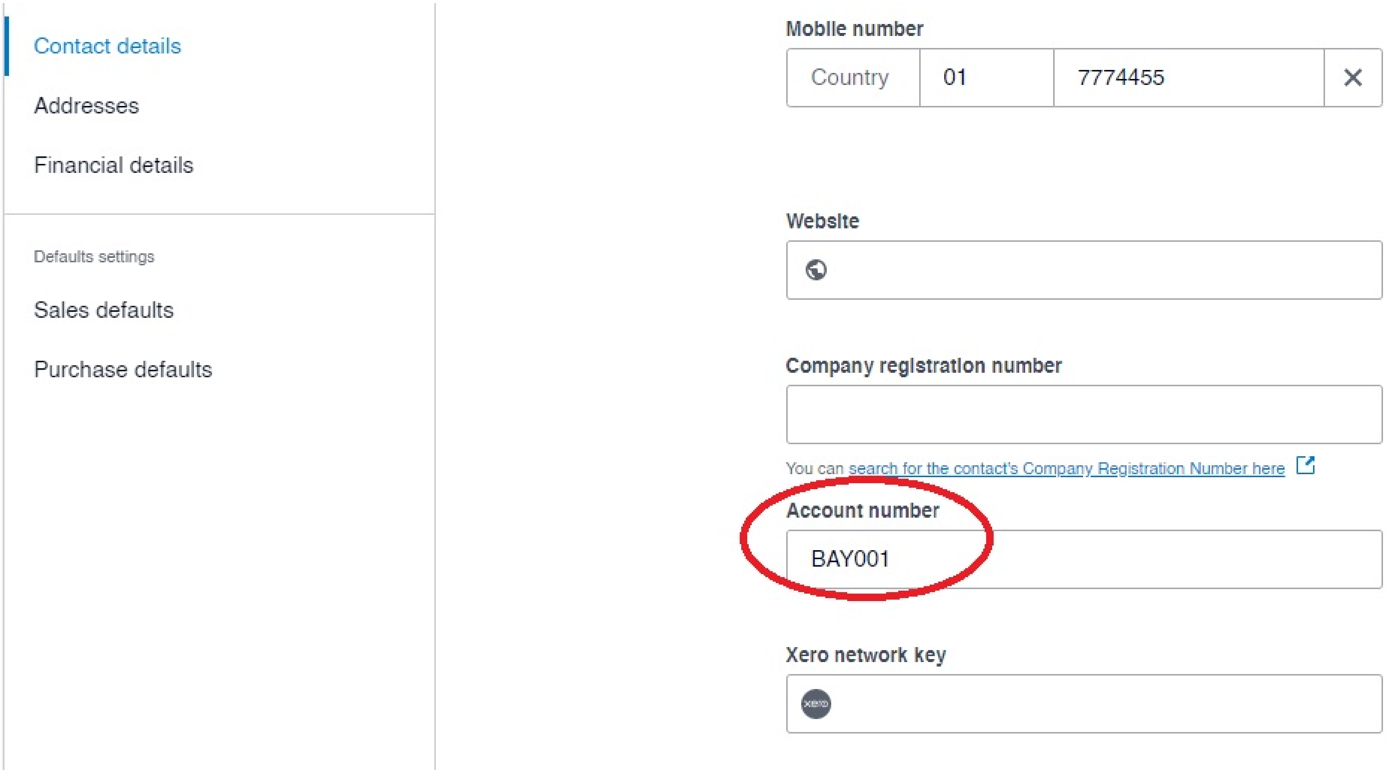
Once this option has been set up, the user will be presented with a new screen when starting up the program.




After selecting which database you wish to log in to, click on "OK" to continue.

## Xero Users

**N.B. If you wish to use CareMaster alongside Xero Accounting, you must enter an Account Number in each Customer Contact record in Xero.**




If you are using Xero Accounting rather than Sage 50 Accounts there are a number of differences in this version of the program and they are set out on the following pages.

[Xero System Defaults]

[Resident Invoicing]

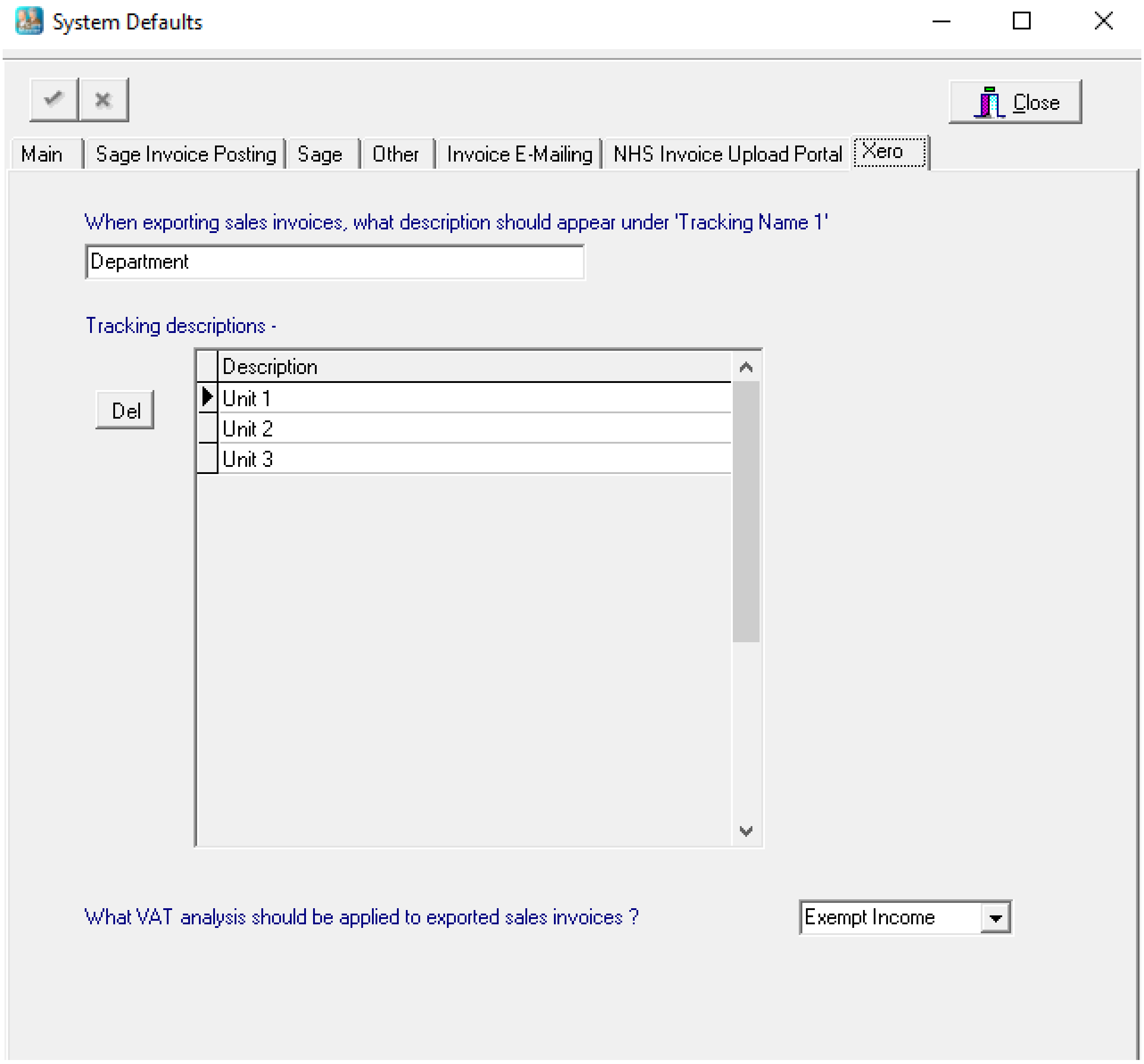
[Refresh Xero Data]

[Amend Xero Sales Ledger Bank Details]

[Create Xero Export File]

## Xero System Defaults

On the "System Defaults" screen there is an additional tab headed "Xero".



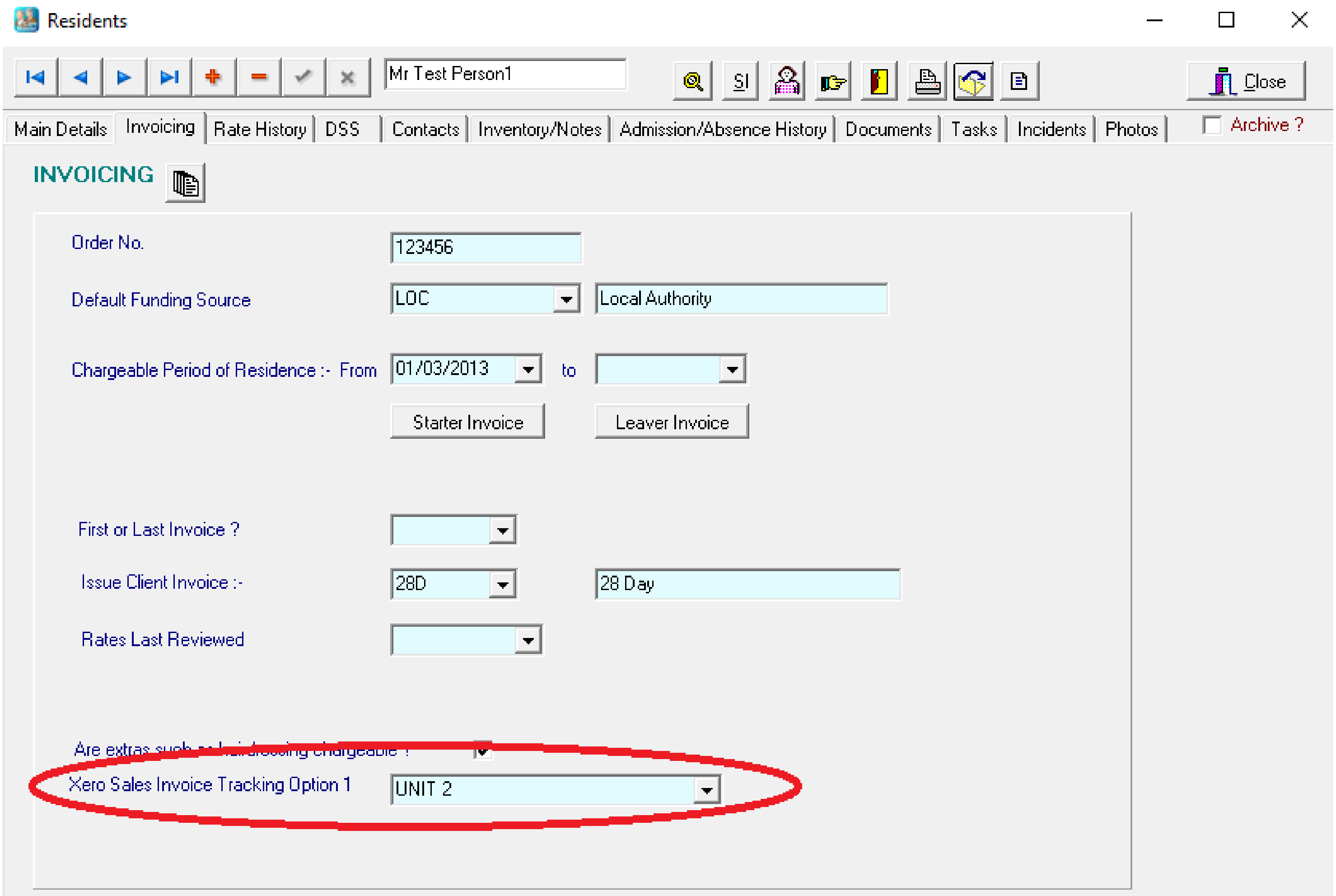

If you wish to make use of the "Tracking" feature in Xero you can define "Tracking Name 1" on this screen and then set up multiple options as shown above.

This is used in conjunction with an additional field on the Resident Invoicing screen.

At the bottom of the screen you can select which Xero VAT Analysis you wish to use, either "Exempt Income" or "No VAT".

## Resident Invoicing

On the "Invoicing" tab of the "Resident" record there is an additional field as shown below:




This allows the selection of one of the tracking options that were set up on the Xero System Defaults screen. Any invoices that are generated for this resident will be exported to Xero with the relevant "Tracking" data.

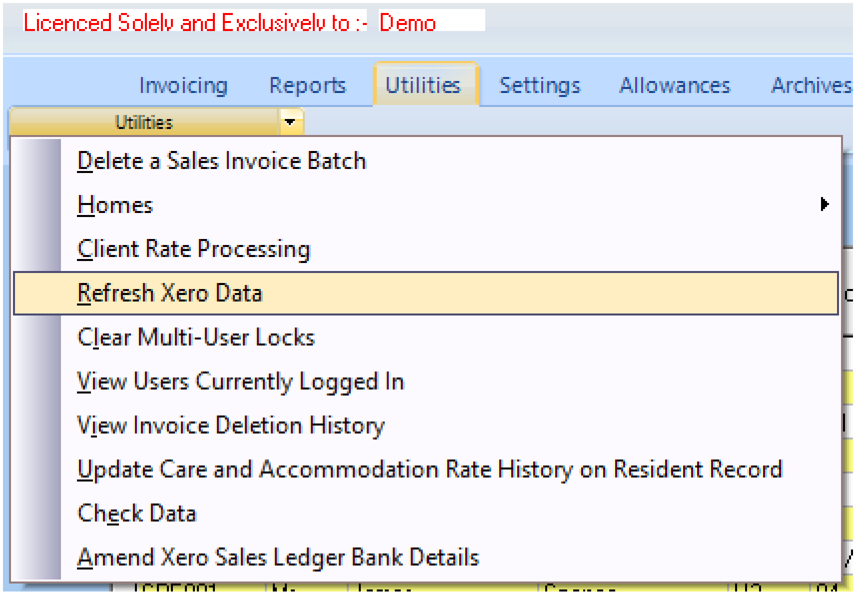
## Refresh Xero Data

This option is used to import the Customer Contact and Chart of Accounts information from Xero.

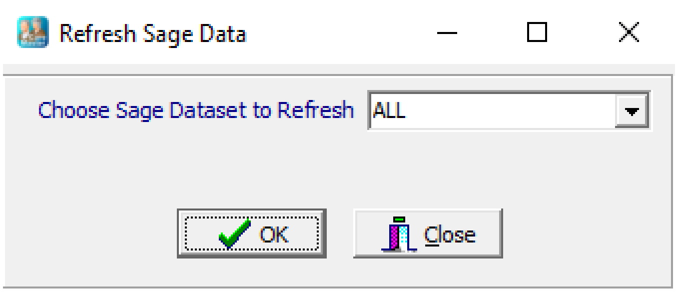
Firstly, you must export your Customer Contacts and Chart of Accounts from Xero in "CSV" format, please see the Help screens in Xero for details on how to do this. The two exported CSV files must then be saved in a folder called "Xero Imports" within the main "CareMaster" folder, they must also be renamed to include the Dataset reference and an underscore at the beginning of the filenames.

**For example, if your dataset reference is "CM1", the files should be renamed as "CM1_Contacts.csv" and "CM1_ChartOfAccounts.csv".**

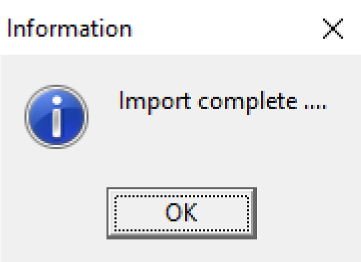
Now go the the "Utilities" menu and select "Refresh Xero Data" from the list of options.




You will then be able to select which dataset you want to refresh from the following screen. **N.B. If you have more than one dataset, make sure that you have downloaded and renamed the relevant Contacts and Chart of Accounts files from Xero before attempting to run this process.**




When you have made your selection, click the "OK" button. When the import is completed you will see the following screen.

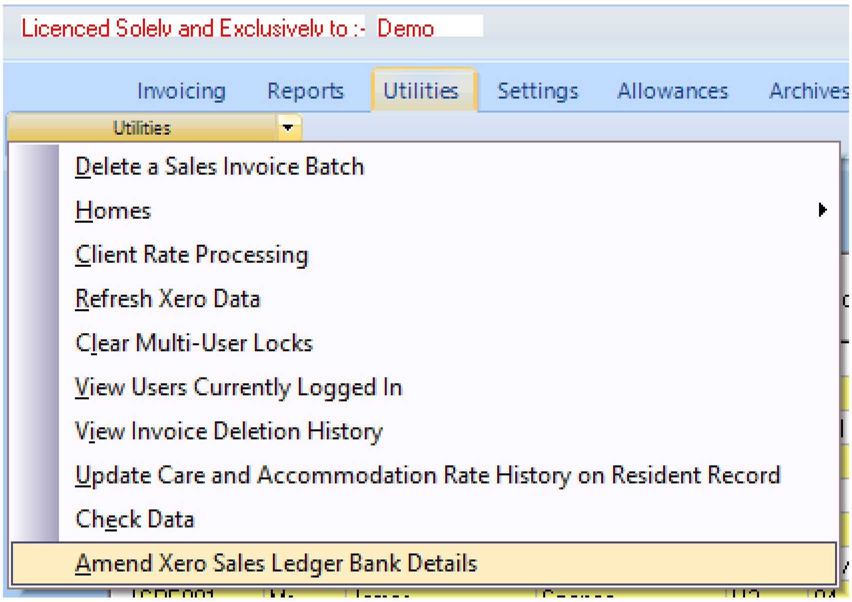


Click on "OK" to finish.

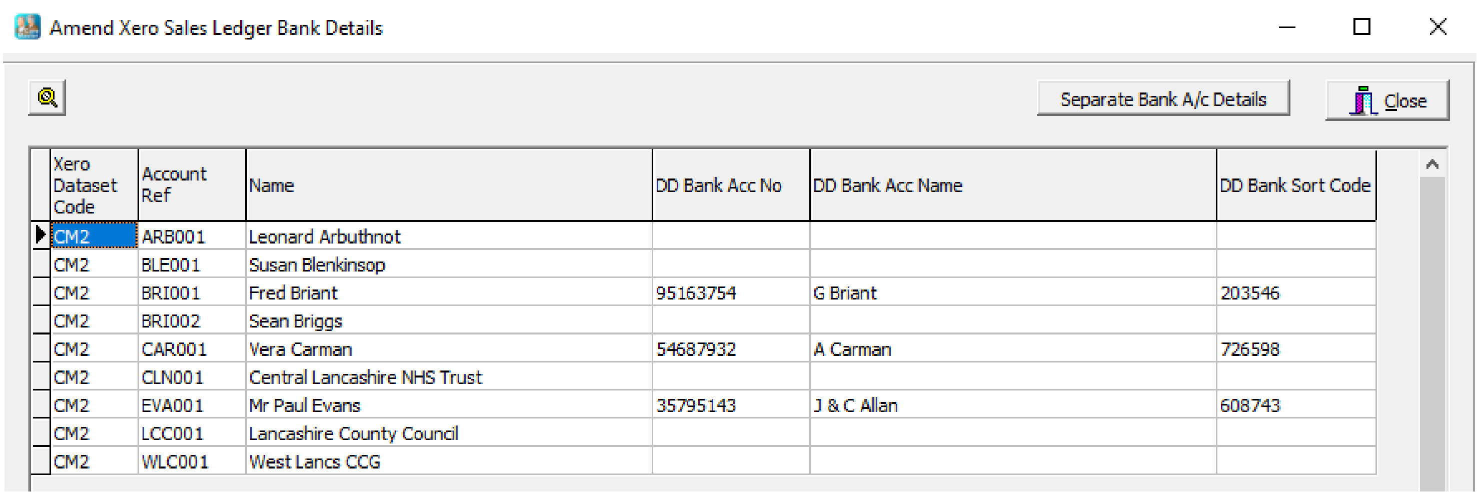
## Amend Xero Sales Ledger Bank Details

If you are a Xero Accounting user and also wish to make use of the CareMaster Direct Debit Output facility, this feature allows you to enter bank details against each Customer account manually.

Go the the "Utilities" menu and select "Amend Xero Sales Ledger Bank Details" from the list of options.

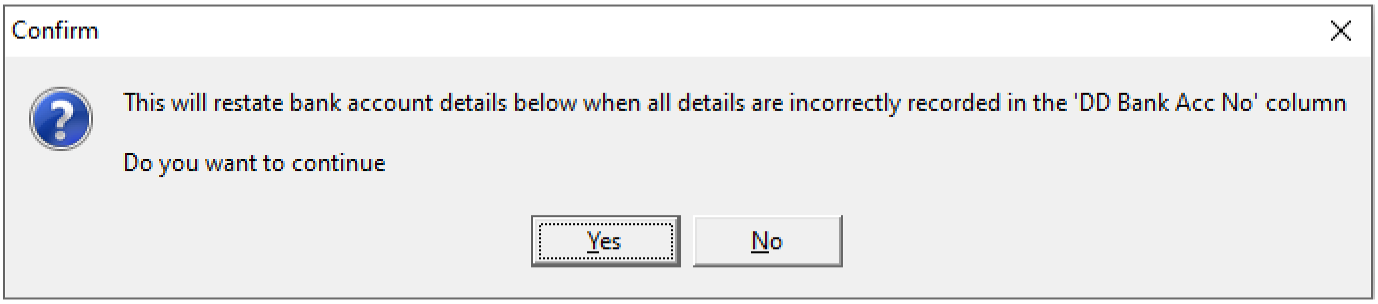



The "Amend Xero Sales Ledger Bank Details" screen will be displayed.



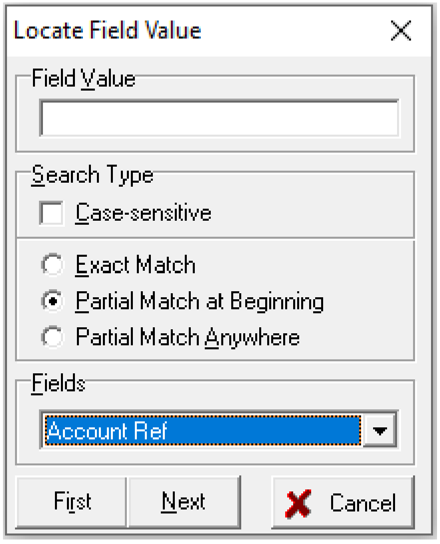

This screen displays a list of customer accounts that have been imported from Xero. There are three additional columns: "DD Bank Acc No", "DD Bank Acc Name" and "DD Bank Sort Code", enter the relevant information into each of these fields and then tab on to the next line.

Within Xero, the bank sort code and account number are held in one field. If you have entered these details into Xero they will appear in the "DD Bank Acc No" field when imported into CareMaster. To correct this, Click on the "Separate Bank A/c Details" button at the top right of the screen. You will then see the following screen.

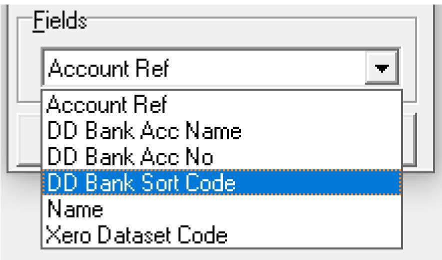



If you click on "Yes" the Sort Codes will be stripped out of the account number filed and transferred to the sort code field.

At the top left of the screen there is a "Search" button to help find a particular Customer record. Click on the button and this search screen will appear.



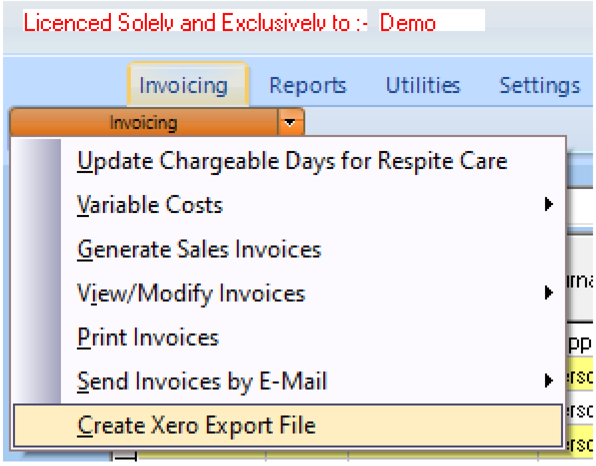

Type your search word into the "Field Value" box at the top then if it is case-sensitive tick the Search Type box. Next select whether you are looking for an "Exact Match", Partial Match at Beginning" or "Partial Match Anywhere". Finally select which field you wish to search in from the drop-down list at the bottom.



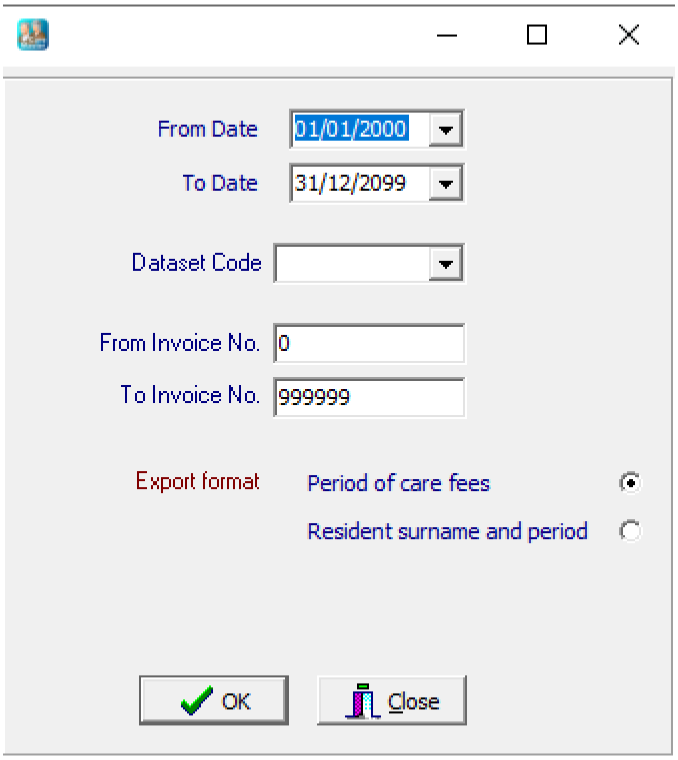

You can then use the "First" and "Next" buttons to move through any instances of a match until you find the record you are looking for.

## Create Xero Export File

At the end of the invoicing process, you can create an export file in the correct format for importing into Xero. Go to the "Invoicing" menu and select "Create Xero Export File" from the list of options.

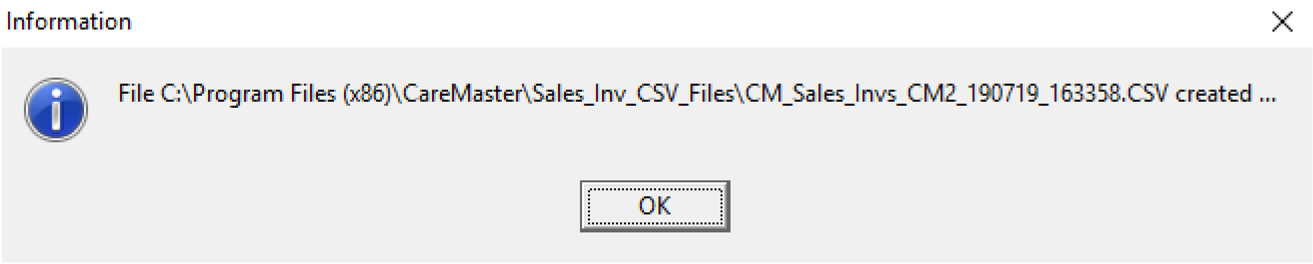



You will then see the following screen.




Make your selection from the date range and/or the Invoice Number range and then select the Dataset you are using and then select which "Export Format" you wish to use - either "Period of Care Fees" or " Resident Surname & Period", then click "OK".

You will now see a message similar to the one below.




This will tell you the name and location of the export file that has been created. This CSV file can now be uploaded to Xero. For more information on how to do this see the Help screens within Xero.