



# INVOICES & STATEMENTS

## Invoices

Invoices are static and represent a balance due at a point in time. If any changes are made during the week after the invoice has been emailed to families, these changes will not be seen until the next invoice is issued. Invoices details Fee breakdown, other charges, payments and adjustments and YTD Absences and rebate summaries

### To view an invoice:

1. Go to the families screen
2. Navigate to the Payments and Billings Tab inside that screen
3. Select the date range you are wanting to view
4. Select the Invoices tab
5. Select the Invoice you are wanting to view by placing a tick in the box and then select the ... menu on the right side and select download
6. Your Invoice will download will appear on the left side screen that you can click on to generate

For further information on Payments & Billing, visit the help page [here](#).

## Statements

Statements are fluid and typically in real-time\* (which means the statement changes as changes are made) and details:

- Daily/Weekly Sessions of care and any changes made (Account Transactions)
- Statement of Entitlements and CCS entitlements
- Attendance Summary
- Payments made
- YTD Absences
- Provider and Service information

\*Occasionally there can be a slight delay in CCS entitlements which means a portion of the statement may not always be live.

### To view a statement:

1. Go to the families screen
2. Navigate to the Payments and Billings Tab inside that screen
3. Select the date range you are wanting to view
4. Select the download arrow from on the right side of the screen
5. Your statement will appear on the left bottom side of your screen that you can click to generate.

For further information on Statements, visit the help page [here](#).