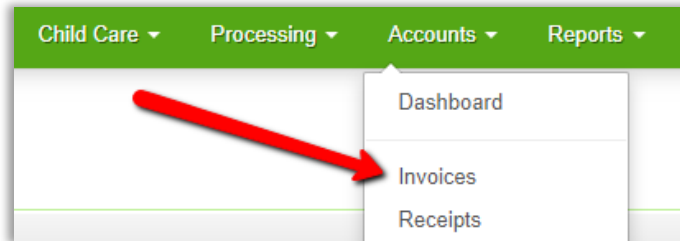


Gap Fee Waiver

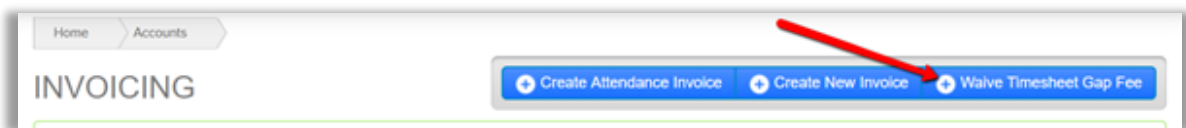
For instances where you wish to waive a Parent/Guardian's gap fee (partially or in full), a Gap Fee Waiver may be applied. A gap fee waiver will apply a credit to the outstanding invoice, reducing the Parent/Guardian's cost of care.

Creating a Gap Fee Waiver

To create a new gap fee waiver, you will need to open Invoices via the Accounts menu.



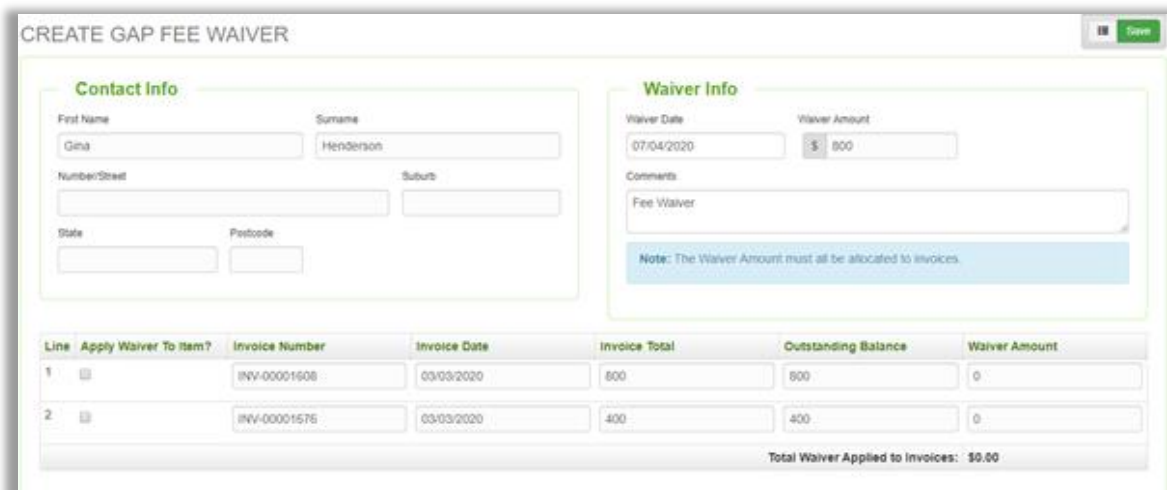
In the top left, click the **+Waive Timesheet Gap Fee** button:



Next, select the parent/guardian from the 'Contact' dropdown menu, enter the fee amount you wish to waive and click 'Select':



This will open the Create Gap Fee Waiver page, prefilled with the Parent/Guardian and waiver amount you supplied on the previous page:



The table at the bottom of the window will display the Parent/Guardian's invoices. It is important to note that only attendance invoices which have an outstanding balance will display in this list. Gap Fee Waivers may not be applied to Non-Attendance invoices, or invoices which have no outstanding balance.

To apply the waiver to an invoice, check the **'Apply Waiver to Item'** box next to the invoice and enter the **'Waiver Amount'**:

| Line | Apply Waiver To Item? | Invoice Number | Invoice Date | Invoice Total | Outstanding Balance | Waiver Amount |
|--|-------------------------------------|----------------|--------------|---------------|---------------------|-----------------|
| 1 | <input checked="" type="checkbox"/> | INV-00001608 | 03/03/2020 | 800 | 800 | 800 |
| 2 | <input type="checkbox"/> | INV-00001676 | 03/03/2020 | 400 | 400 | 0 |
| Total Waiver Applied to Invoices: | | | | | | \$800.00 |

The waiver amount may be applied to more than one invoice by repeating this process. The **'Total Waiver Applied to Invoices'** will display the total waiver amount you have currently applied to the invoice/s.

| Line | Apply Waiver To Item? | Invoice Number | Invoice Date | Invoice Total | Outstanding Balance | Waiver Amount |
|--|-------------------------------------|----------------|--------------|---------------|---------------------|-----------------|
| 1 | <input checked="" type="checkbox"/> | INV-00001608 | 03/03/2020 | 800 | 800 | 200 |
| 2 | <input checked="" type="checkbox"/> | INV-00001676 | 03/03/2020 | 400 | 400 | 400 |
| Total Waiver Applied to Invoices: | | | | | | \$600.00 |

The waiver amount must be allocated to the invoice/s in full in order to successfully create the gap fee waiver.

If the amount you have allocated to the invoice/s is less than or greater to the total waiver amount, the following error message will display:

The following errors occurred:

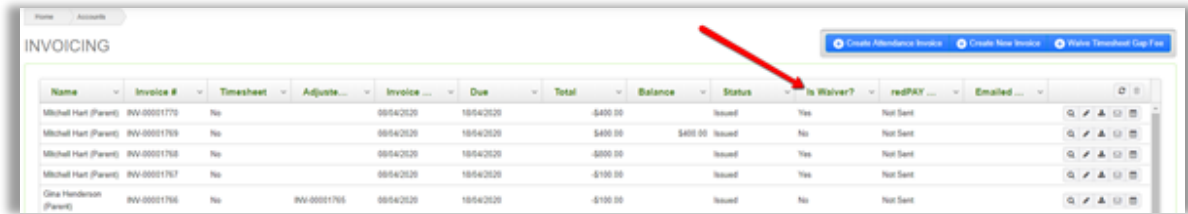
- Waiver Amount specified at the top of the page must be fully allocated to the invoices

Once the waiver amount has been allocated to the invoice/s in full, you may create the waiver by clicking the **Save** button at the top of the page. You will be redirected back to the Invoicing main page and a confirmation of your gap fee waiver invoice will display:



Viewing Gap Fee Waivers

Gap Fee Waiver Invoices may be viewed in the list of invoices. They may be identified via the **'Is Waiver'** column:

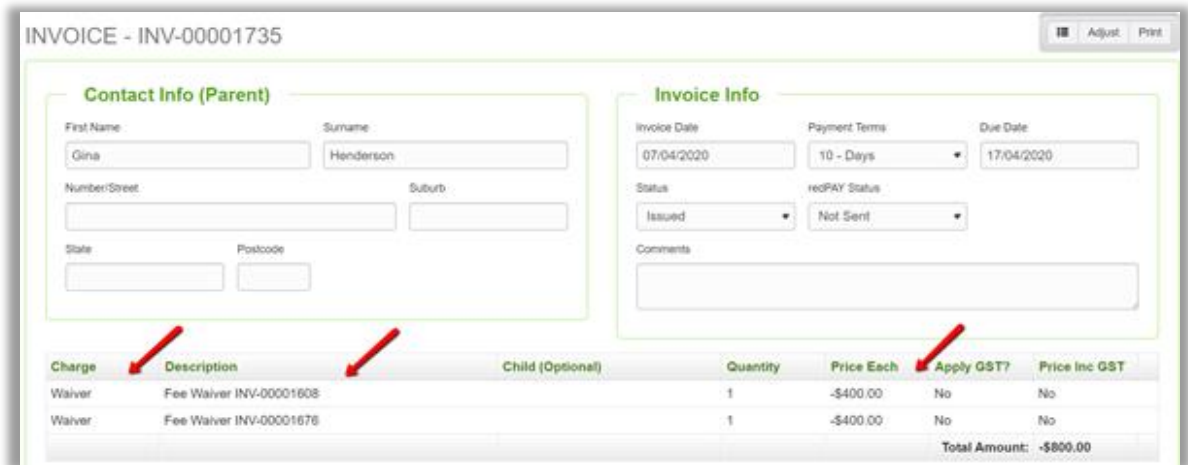


| Name | Invoice # | Timesheet | Adjust... | Invoice ... | Due | Total | Balance | Status | Is Waiver? | redPAY ... | Emailed ... |
|-------------------------|-------------|-----------|-------------|-------------|------------|----------|----------|--------|------------|------------|-------------|
| Michael Hart (Parent) | INV-0001770 | No | | 05/04/2020 | 18/04/2020 | - | \$400.00 | Issued | Yes | Not Sent | |
| Michael Hart (Parent) | INV-0001769 | No | | 05/04/2020 | 18/04/2020 | \$400.00 | \$400.00 | Issued | No | Not Sent | |
| Michael Hart (Parent) | INV-0001768 | No | | 05/04/2020 | 18/04/2020 | - | \$800.00 | Issued | Yes | Not Sent | |
| Michael Hart (Parent) | INV-0001767 | No | | 05/04/2020 | 18/04/2020 | - | \$100.00 | Issued | Yes | Not Sent | |
| Gina Henderson (Parent) | INV-0001766 | No | INV-0001765 | 05/04/2020 | 18/04/2020 | - | \$100.00 | Issued | No | Not Sent | |

Gap Fee Waiver invoices will display as **'Yes'** in the **'Is Waiver'** column. Click the view icon to view the Invoice details:

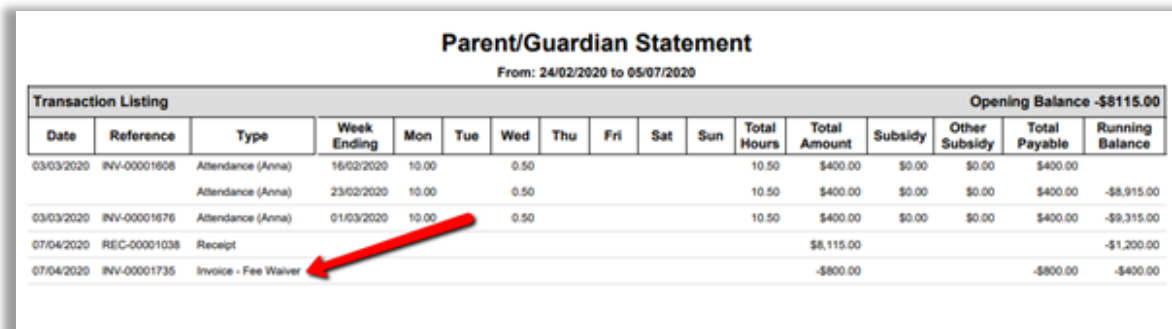


The charge type will display as **'Waiver'** and the description will display the invoice number which the waiver was applied to. The amount allocated to the invoice/s will also display:



| Charge | Description | Child (Optional) | Quantity | Price Each | Apply GST? | Price Inc GST |
|--------|-------------------------|------------------|----------|------------|------------|-------------------------|
| Waiver | Fee Waiver INV-00001608 | | 1 | -\$400.00 | No | No |
| Waiver | Fee Waiver INV-00001676 | | 1 | -\$400.00 | No | No |
| | | | | | | Total Amount: -\$800.00 |

Gap Fee Waivers will also display on the Parent/Guardian Statement report:



| Parent/Guardian Statement | | | | | | | | | | | | | | | | |
|--------------------------------|--------------|----------------------|-------------|-------|-----|------|-----|-----|-----|-----|-------------|----------------------------|---------|---------------|---------------|-----------------|
| From: 24/02/2020 to 05/07/2020 | | | | | | | | | | | | | | | | |
| Transaction Listing | | | | | | | | | | | | Opening Balance -\$8115.00 | | | | |
| Date | Reference | Type | Week Ending | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Total Hours | Total Amount | Subsidy | Other Subsidy | Total Payable | Running Balance |
| 03/03/2020 | INV-00001608 | Attendance (Anna) | 16/02/2020 | 10.00 | | 0.50 | | | | | 10.50 | \$400.00 | \$0.00 | \$0.00 | \$400.00 | |
| | | Attendance (Anna) | 23/02/2020 | 10.00 | | 0.50 | | | | | 10.50 | \$400.00 | \$0.00 | \$0.00 | \$400.00 | -\$8,915.00 |
| 03/03/2020 | INV-00001676 | Attendance (Anna) | 01/03/2020 | 10.00 | | 0.50 | | | | | 10.50 | \$400.00 | \$0.00 | \$0.00 | \$400.00 | -\$9,315.00 |
| 07/04/2020 | REC-00001038 | Receipt | | | | | | | | | | \$8,115.00 | | | | -\$1,200.00 |
| 07/04/2020 | INV-00001735 | Invoice - Fee Waiver | | | | | | | | | | -\$800.00 | | | -\$800.00 | -\$400.00 |