

# How To Clean Up Your Family Accounts

Setting up your accounts for maximum efficiency



# How To Clean Up Your Family Accounts

What is the purpose of this guide?



When you first decided to get into Early Education, I bet the thing that enticed you the most wasn't the unnecessary hours you'd spend managing CCS, direct debits or invoicing.

Yet we still see so many services setup in a way that takes them off of the floor and into the office doing admin.

Of course, nobody intends to do this. But just like de-cluttering your house - if you neglect the need to keep things in order, you'll make day-to-day life a lot more difficult.

This guide will show you how to efficiently manage your family accounts, so you can spend more time on the things that matter, and less time doing admin.

# Billing Structure & Cycle

## Billing Frequency

Services can bill families as frequently or infrequently as they choose. For best results, and to minimise debt, we recommend billing either weekly or fortnightly (weekly preferred).

Whichever billing frequency you choose, it's best to put ALL families on the same billing structure. This makes it easier to manage family accounts, as you can employ the same process for every family.

## **KEY FEATURE IN OWNNA - Tags**

You can utilise tags in OWNNA to differentiate family accounts e.g. weekly, fortnightly, fortnightly 1/2 (if you're billing families on alternative fortnights). This lets you manage families on different billing cycles if you use them.

# Invoicing & Debiting

## Debiting Day

Similarly, it is recommended to keep debiting day the same for all families. If you have different days for different families, it's likely you'll be spending your whole week dealing with families enquiries rather than devoting just one day to debit day.

## Invoicing Days

When dealing with CCS, Tuesdays are the best days. This allows you to get your submissions in, receive the funds from CCS and then invoice families correctly.

## Invoicing & Debiting

You should invoice and debit on different days. This allows you to rectify any issues before debiting families, as they could be charged the wrong amount. A good example for services using CCS is invoicing on Tuesday, then billing on Wednesdays.

# Debiting & Managing Debt

## Debit Limits

Human error happens. That's why we want to avoid the potential of charging families too much by accident. Setting a debit limit within your system helps you avoid this. We recommend calculating the gap fee, adding 20% and applying this as a debit limit.

## Outstanding Debt

When families miss more than 2 payments, make sure you get them on payment plans immediately. It's very easy to slip into significant debt. Debt collection can be used for deactivated families, but it should only be used as a last resort.

# Child Care Subsidy (CCS)

## Charging Families Before CCS Approval

Ensure all eligible families are set up before you start taking payments. Especially if you bill in advance.

In circumstances where you're waiting for approval, you should charge families the full fee. It's likely that CCS will be back-paid directly to the family, so you don't want them to be in debt straight away as it's much harder to fix.

ARE YOUR FAMILY ACCOUNTS IN ORDER?

BOOK YOUR

FREE CONSULTATION

