

# Agency Remittance Version 2 User Guide [August 2023]

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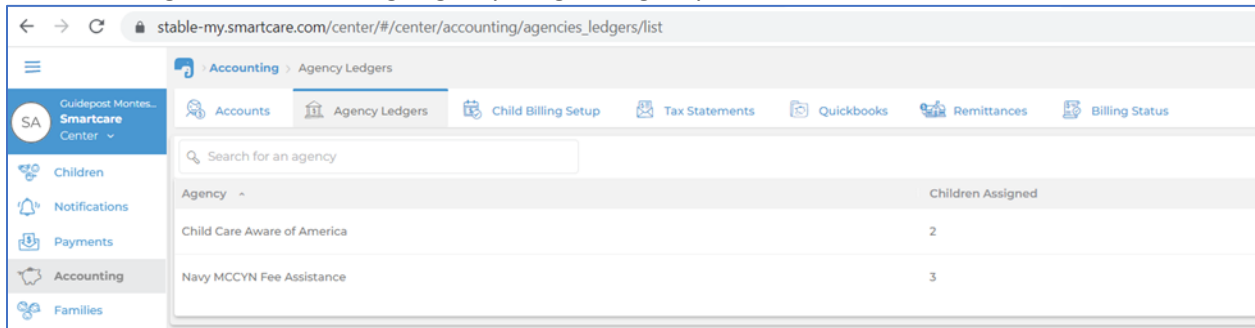
## Agency Remittance V2 Overview:

Smartcare is releasing Agency Remittance V2 to simplify the process of managing overages and shortages received from agencies. Administrators are now able to write off or apply an overage or shortage directly to a family in the Agency Remittance flow.

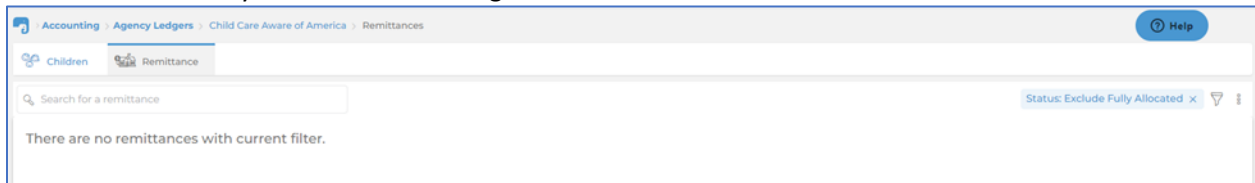
## Legacy Agency Remittance Review:

The legacy agency remittance process in Smartcare only allows exact amounts to be allocated without the ability to apply overages or shortages. Any overage or shortage must be managed through the accounting tab for each child which takes additional time and resources.

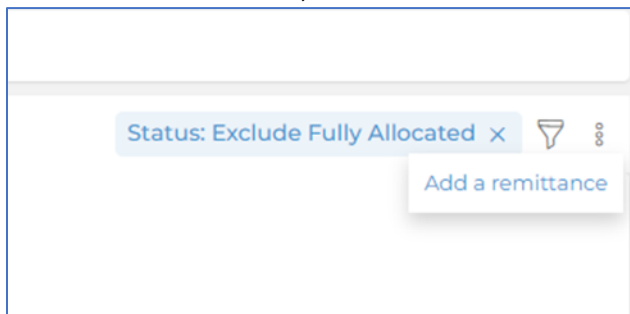
The user navigates to Accounting/ Agency Ledgers/ Agency/ Remittance.



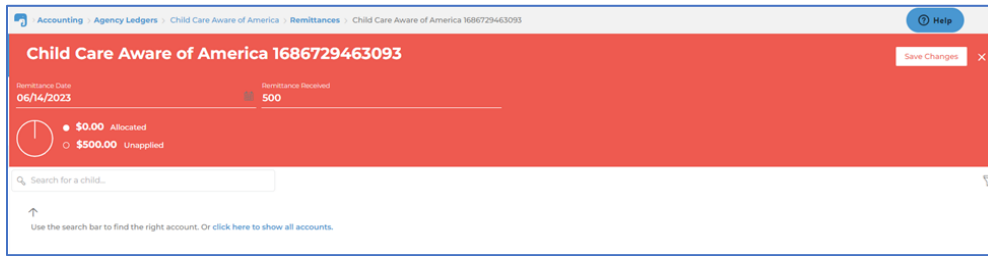
Status: Exclude Fully Allocated is showing as default.



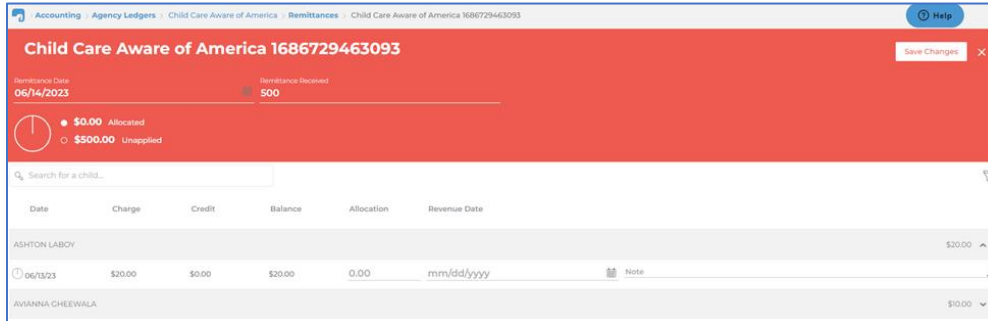
To add a new remittance, the user needs to select the three-dot icon from the right.



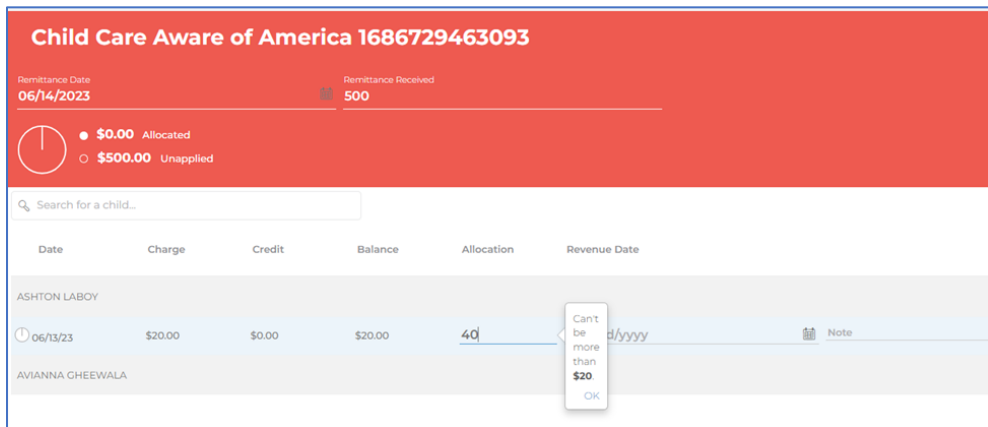
The user enters an amount for the remittance received then selects >>click here to show all accounts<<



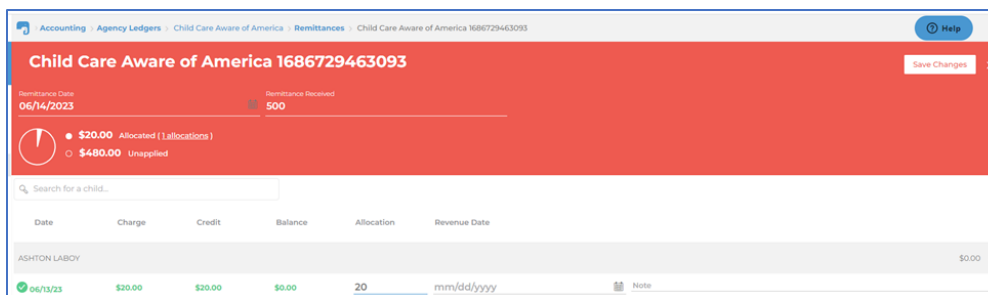
Then they select the child's balance.



If the user wants to allocate an amount larger than the charge balance, the system will not allow this. Users will receive the following error message: >>Can't be more than<<.



Should the user allocate the existing charge balance, they will not be able to re-use the unapplied amount.



In this case, the user will need to Save Changes and Process Remittance.

Child Care Aware of America 1686732352007

Remittance Date: 06/14/2023

Remittance Received: 500

● \$20.00 Allocated (1 Allocations)

○ \$480.00 Unallocated

Search for a child...

Date Charge Credit Balance

ASHTON LABOV \$0.00

06/13/23 \$20.00 \$20.00 \$0.00 20.00 mm/dd/yyyy Note

Save Changes

**Save Remittance?**

You are about to process this remittance for \$500.00, of which \$480.00 will remain unallocated. Are you sure you want to proceed?

Process Remittance

CANCEL

Once the remittance is processed, allocation will show when clicking on allocations.

Child Care Aware of America 1686732352007

Remittance Date: 06/14/2023

Remittance Received: 500

● \$20.00 Allocated (1 Allocations)

○ \$480.00 Unallocated

Search for a child...

Date Charge Credit Balance Allocation Revenue Date

ASHTON LABOV \$0.00

06/13/23 \$20.00 \$20.00 \$0.00 20.00 06/14/2023 Note

AVIANNA GHEEWALA \$10.00

Save Changes

**\$20.00/\$500.00 Allocated**

Account	Charge Date	Allocation	Balance
Ashton Labov	06/13/23	\$20.00	\$0.00

The user can also allocate amounts smaller than the charge balance.

AVIANNA GHEEWALA \$5.00

06/13/23 \$10.00 \$5.00 \$5.00 5.00 mm/dd/yyyy Note

## Agency Remittance V2 Flow [New Version]:

Agency Remittance V2 allows for overages and shortages to be immediately offset in the Agency Remittance process. This offers enhanced management if centers do not receive exactly what was expected.

Navigate to Accounting > Agency Ledgers > Agency > Remittance

Exclude fully allocated is still showing as default, however the user has the option of clicking on it. Add a new remittance by clicking on >>Add a Remittance<<.

Enter the Remittance Received then select >>Click here to view all accounts<<.

Select a child's specific balance

>>Apply Overage<< and >>Apply Shortage<< fields will be displayed after >>Allocation<< field.

The screenshot shows the 'Child Care Aware of America 1689752292852' ledger. At the top, it displays '\$0.00 allocated' and '\$100.00 unapplied'. The 'Remittance Date' is 07/19/2023 and 'Remittance Received' is \$ 100. Below this is a search bar and a table of transactions. The first transaction is for Abbott Butler (balance \$20.00) on 07/19/2023, with a charge of \$20.00 and a balance of \$20.00. The 'Allocation' is \$ 0.00. The 'Shortage / Overage' column has two buttons: 'Apply Overage' and 'Apply Shortage', both highlighted with yellow boxes. Below this is another transaction for Aden Vadav (balance \$30.00).

To allocate an amount larger than the charge balance, first allocate the current balance, then apply an overage. Overages are applied from the remittance received and affect the remittance allocation. The maximum amount that can be applied is taken from the total unapplied.

The screenshot shows the 'Child Care Aware of America 1689752292852 - partially allocated' ledger. At the top, it displays '\$20.00 allocated' and '\$80.00 unapplied'. The 'Remittance Date' is 07/19/2023 and 'Remittance Received' is \$ 100. Below this is a search bar and a table of transactions. The first transaction is for Abbott Butler (balance \$0.00) on 07/19/2023, with a charge of \$20.00 and a credit of \$20.00, resulting in a balance of \$0.00. The 'Allocation' is \$ 20. The 'Shortage / Overage' column has two buttons: 'Apply Overage' and 'Apply Shortage', with 'Apply Overage' highlighted with a yellow box. Below this is another transaction for Aden Vadav (balance \$30.00).

After selecting >>Apply Overage<<, the following message will be displayed.

### Add Overage

Set the overage amount you wish to apply and select the desired action from the drop down menu.

**Note:** Once an overage is applied and the remittance is saved, any edits will require manual adjustments in the agency or parent ledger.

Overage Amount \* Balance \*

\$ 0.00 Select action ▼

If the user enters an amount larger than the amount unapplied (in this case unapplied amount=\$80), user will be notified about the maximum value of the overage amount.

### Add Overage

Set the overage amount you wish to apply and select the desired action from the drop down menu.

**Note:** Once an overage is applied and the remittance is saved, any edits will require manual adjustments in the agency or parent ledger.

Overage Amount \* Balance \*

\$ 100 Select action ▼

Overage amount maximum value is 80

Cancel Add Overage

After entering the Overage Amount, the user will have 2 actions to select from: >>Zero out credit from overage<< or >>Transfer credit to family account<<.

**Add Overage**

Set the overage amount you wish to apply and select the desired action from the drop down menu.

**Note:** Once an overage is applied and the remittance is saved, any edits will require manual adjustments in the agency or parent ledger.

Overage Amount \*

Balance \*

- Zero out credit from overage
- Transfer credit to family account

If selecting >>Zero out credit from overage<<, then the Accounting Code will be pre-filled with the one corresponding to the child's tuition plan.

**Add Overage**

Set the overage amount you wish to apply and select the desired action from the drop down menu.

**Note:** Once an overage is applied and the remittance is saved, any edits will require manual adjustments in the agency or parent ledger.

Overage Amount \*

Balance \*

Accounting Code \*

Notes

If the user selects Add Overage, the following message will show: >>An overage of [amount] was added and the credit will be zeroed out<<

Date	Charge	Credit	Balance	Revenue Date	Allocation	Shortage / Overage	Notes
07/19/2023	\$20.00	\$20.00	\$0.00	mm/dd/yyyy	\$ 20	An overage of \$80.00 was added and the credit will be zeroed out.	Note

Note: Allocation cannot be edited in this case. The following message will be displayed: >> In order to change the allocation, please remove the added overage for this tuition charge <<

Date	Charge	Credit	Balance	Revenue Date	Allocation	Shortage / Overage	Notes
07/19/2023	\$20.00	\$20.00	\$0.00	m/m/dd/yyyy	\$ 20	Overage of \$80.00 was added and the credit will be zeroed out.	Note

If the user selects the trash icon, then the overage message will be removed.

Child Care Aware of America 1689752292852 - partially allocated Close Save Changes

\$20.00 allocated [View 1 Allocation](#)
Remittance Date \* 07/19/2023
Remittance Received \* \$ 100

\$80.00 unapplied

---

Search for a child... Filter

Abbott Butler (balance \$0.00)

Date	Charge	Credit	Balance	Revenue Date	Allocation	Shortage / Overage	Notes
07/19/2023	\$20.00	\$20.00	\$0.00	m/m/dd/yyyy	\$ 20		Apply Overage Apply Shortage Note

If the user applies the overage and saves the changes, then the following message will be displayed:

**Create Remittance?**

You are about to process this remittance for **\$100.00**.

**Note:** This remittance has one or more shortages/overages applied. Once saved, the shortages/overages applied cannot be edited in the remittance screen. If edits are needed, manual adjustments to the agency or parent ledger will be required.

Are you sure you want to proceed?

Cancel
Process Remittance

When selecting >>Process Remittance<< the remittance will be processed

Accounting > Agency Ledgers > Child Care Aware of A

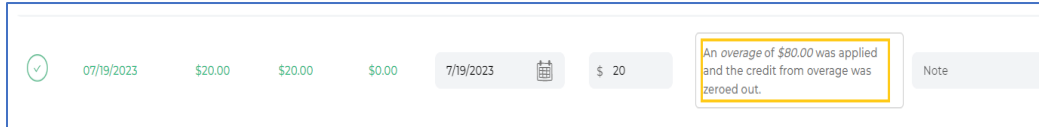
Children Remittances

Success  
 Remittance successfully created

Help

If selecting the remittance, the shortage/overage message will be non-editable: >>An overage of [amount] was applied and the credit from overage was zeroed out <<

Note: When selecting >>Cancel<<, changes will not be saved



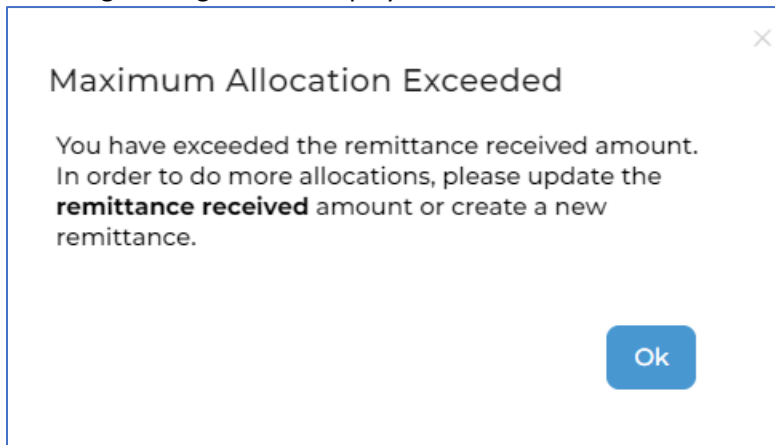
A screenshot of a remittance entry form. The form includes a checkmark icon, a date field with '07/19/2023', a currency field with '\$20.00', another currency field with '\$20.00', a third currency field with '\$0.00', a date field with '7/19/2023', a calendar icon, a currency field with '\$ 20', and a 'Note' field. A yellow callout box highlights the 'Note' field with the text: 'An overage of \$80.00 was applied and the credit from overage was zeroed out.'

After the remittance has been processed, the transactions will show on the child's accounting:



 <b>MANUAL CREDIT</b> Zero out credit from overage	\$80.00	\$0.00	000
 <b>MANUAL CHARGE</b> Zero out charge from overage	\$80.00	\$80.00	000
 <b>AGENCY PAYMENT</b> Agency payment received from Child Care Aware of America	\$20.00	\$0.00	000

If the user allocates an amount larger than the unapplied (however, equal to charge balance), the following message will be displayed:



A screenshot of a dialog box titled 'Maximum Allocation Exceeded'. The text inside reads: 'You have exceeded the remittance received amount. In order to do more allocations, please update the **remittance received** amount or create a new remittance.' There is a blue 'Ok' button at the bottom right and a close 'X' icon at the top right.

If the user selects >>Transfer credit to family account<<, the family account will be pre-filled with the name of the account holder and the accounting code will be pre-filled with the one corresponding to the child's tuition plan

### Add Overage

Set the overage amount you wish to apply and select the desired action from the drop down menu.

**Note:** Once an overage is applied and the remittance is saved, any edits will require manual adjustments in the agency or parent ledger.

Overage Amount \* Balance \*

\$ 70 Transfer credit to family account

Family Account \* Accounting Code \*

Dalia Yadav CH 5D

Notes

Cancel Add Overage

If the user selects >>Add Overage<<, the shortage/overage message will appear as follows and the allocation will be non-editable: >>An overage of [amount] was added and the credit will be transferred to [account holder]'s account. <<

Date	Charge	Credit	Balance	Revenue Date	Allocation	Shortage / Overage	Notes
07/19/2023	\$30.00	\$30.00	\$0.00	mm/dd/yyyy	\$ 30	An overage of \$70.00 was added and the credit will be transferred to Dalia Yadav's account.	Note

If the user saves the changes, the following message will be displayed:

### Save Remittance?

You are about to process this remittance for **\$200.00**.

**Note:** This remittance has one or more shortages/overages applied. Once saved, the shortages/overages applied cannot be edited in the remittance screen. If edits are needed, manual adjustments to the agency or parent ledger will be required.

Are you sure you want to proceed?

Cancel Process Remittance

After selecting Process Remittance and the remittance is updated, the following message will be displayed: >>An overage of [amount] was applied and the credit from overage was transferred to [account holder]'s account <<

Date	Charge	Credit	Balance	Revenue Date	Allocation	Shortage / Overage	Notes
07/19/2023	\$30.00	\$30.00	\$0.00	7/19/2023	\$ 30	An overage of \$70.00 was applied and the credit from overage was transferred to Dalia Yadav's account.	Note

When navigating to the account holder's accounting, there will be a manual credit representing the transferred overage:

Account	Account Ledger	Description	Charges	Credits	Balance
Yadav Dalia / Abishek	View Transactions	CREDIT - transfer from Child Care Aware of America	\$70.00	\$4,655.00	

If the charge is bigger than 0 and if the allocation amount is smaller than the current balance, users have the option of applying shortages. Shortages represent the remaining amount not covered by the remittance and are transaction related.

Date	Charge	Credit	Balance	Revenue Date	Allocation	Shortage / Overage	Notes
07/19/2023	\$60.00	\$50.00	\$10.00	mm/dd/yyyy	\$ 50	Apply Overage <b>Apply Shortage</b>	Note

After entering the Allocation and selecting Apply Shortage, the shortage amount will be pre-filled.

### Add Shortage

A balance of \$10.00 remains for Alanna Ishak after allocating the entire remittance. Choose what you want to do with the remainder of the balance.

**Note:** Once a shortage is applied and the remittance is saved, any edits will require manual adjustments in the agency or parent ledger.

**Shortage Amount \***

**Balance \***

Cancel
Add Shortage

If user selects >>zero out balance<< then the Accounting Code will be pre-filled with the one corresponding to the child's tuition plan.

### Add Shortage

A balance of \$10.00 remains for Alanna Ishak after allocating the entire remittance. Choose what you want to do with the remainder of the balance.

**Note:** Once a shortage is applied and the remittance is saved, any edits will require manual adjustments in the agency or parent ledger.

**Shortage Amount \***

**Balance \***

Zero out balance

**Accounting Code \***

TD 5D

**Notes**

Cancel

Add Shortage

If user selects Add Shortage, a shortage/overage message will be displayed: allocation will be non-editable: >>A shortage of [amount] was added and the remaining balance will be zeroed out. <<

Date	Charge	Credit	Balance	Revenue Date	Allocation	Shortage / Overage	Notes
07/19/2023	\$60.00	\$60.00	\$0.00	mm/dd/yyyy	\$ 50	A shortage of \$10.00 was added and the remaining balance will be zeroed out.	Note

If the user chooses to transfer the balance to family account, a shortage/overage message will be displayed: >>A shortage of [amount] was added and the remaining balance will be transferred to [account holder]'s account. <<

Date	Charge	Credit	Balance	Revenue Date	Allocation	Shortage / Overage	Notes
07/19/2023	\$30.00	\$30.00	\$0.00	mm/dd/yyyy	\$ 20	A shortage of \$10.00 was added and the remaining balance will be transferred to Lixiang Chen's account.	Note

If the user saves the changes and processes the remittance, a shortage/overage message will be displayed: <<A shortage of [amount] was applied and the remaining balance was transferred to [account holder]'s account. <<

Date	Charge	Credit	Balance	Revenue Date	Allocation	Shortage / Overage	Notes
07/19/2023	\$30.00	\$30.00	\$0.00	7/19/2023	\$ 20		A shortage of \$10.00 was applied and the remaining balance was transferred to Lixiang Chen's account.

When navigating to the account holder's accounting there will be a manual charge representing the transferred shortage.

Accounting		Lixiang Chen	
Accounts	Agency Ledgers	Child Billing Setup	Tax Statements
Quickbooks	Remittances	Billing St	
Search: lixia	Account	Account Ledger	
LC: Chen Lixiang		View Transactions	

Transactions for Lixiang Chen					
Start Date	End Date	Description	Charges	Credits	Balance
mm/dd/yyyy	07/19/2023	Jul 19, 2023			
		Balance Transfer From Navy MCCYN Fee Assistance	\$10.00	\$3,655.00	

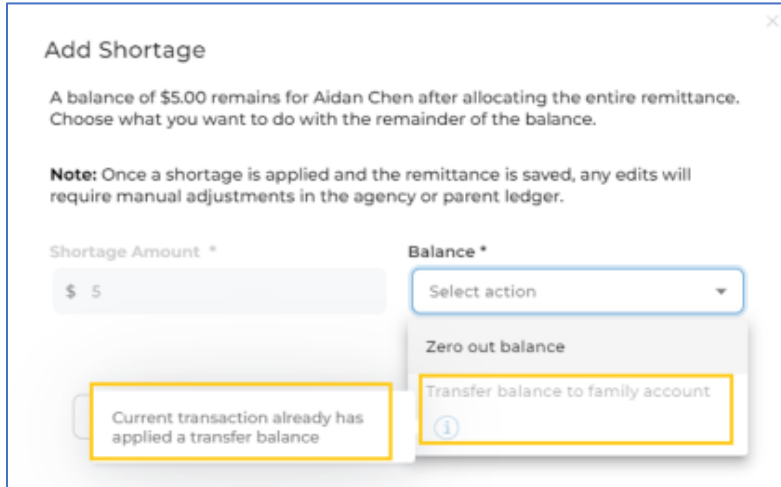
The transactions will show on child's accounting:

Jul 19, 2023			
←	<b>CREDIT FROM BALANCE TRANSFER</b>		
	Balance Transfer To Lixiang Chen	\$10.00	\$10.00
			000
→	<b>AGENCY PAYMENT</b>		
	Agency payment received from Navy MCCYN Fee Assistance	\$20.00	\$20.00
			000

After an overage or a shortage has been applied in a remittance and user selects another remittance, the following message will be displayed: >>An overage of [amount] was applied in [name of agency] remittance and the credit from overage was zeroed out. <<

Child Care Aware of America 1689938482416							
Close	Save Changes						
✗	\$0.00 allocated	Remittance Date *	07/21/2023	Remittance Received *	\$ 100		
	\$100.00 unapplied						
Search for a child...						Filter	
Abbott Butler (balance \$10.00)							
Date	Charge	Credit	Balance	Revenue Date	Allocation	Shortage / Overage	Notes
07/19/2023	\$20.00	\$20.00	\$0.00	mm/dd/yyyy	\$ 0.00		An overage of \$10.00 was applied in Child Care Aware of America 1689938482416 remittance and the credit from overage was zeroed out.

If child's balance from Accounting > Agency Ledgers > Agency has been partially transferred to the account holder's account, the system will not allow the user to select the Transfer balance to family account action when applying a shortage



Overages and Shortages can be viewed if clicking on >>View Allocations<< from Accounting>Agency Ledgers>Agency>Remittance and then selecting the remittance.

### Filtering options

Whenever accessing Agency Remittances, >>Exclude fully allocated<< filter is on, meaning that only unallocated remittances are showing.

Date	ID	Total Received	Allocated	Unapplied Balance
08/04/2023	Child Care Aware of America 1691145514625	\$10,000.00	\$1,768.00	\$8,232.00
08/03/2023	Child Care Aware of America 1691075680281	\$100.00	\$47.00	\$53.00
07/19/2023	Child Care Aware of America 1689775403680	\$200.00	\$60.00	\$140.00


When clicking on >>Exclude fully allocated<<, allocated remittances are also displayed

Date	ID	Total Received	Allocated	Unapplied Balance
08/04/2023	Child Care Aware of America 1691145514625	\$10,000.00	\$1,768.00	\$8,232.00
08/03/2023	Child Care Aware of America 1691075680281	\$100.00	\$47.00	\$53.00
07/19/2023	Child Care Aware of America 1689775403680	\$200.00	\$60.00	\$140.00
07/19/2023	Child Care Aware of America 1689752292852	\$200.00	\$200.00	\$0.00

## Charges from an Agency Remittance can be filtered by Charges Dates Interval as well as by Tuition Charges

Accounting > Agency Ledgers > Child Care Aware of America > Remittances > Child Care Aware of America 168656 Help

Child Care Aware of America 1686569816375 - fully allocated Close Save Changes

 • \$214.00 allocated [View 6 Allocations](#) **Remittance Date \*** 06/12/2023 **Remittance Received \*** \$ 214

• \$0.00 unapplied

Filter

Anika Modi (balance \$0.00) ^

Filter

Charges Dates Interval

Tuition Charges

Clear Filters View Results (3)

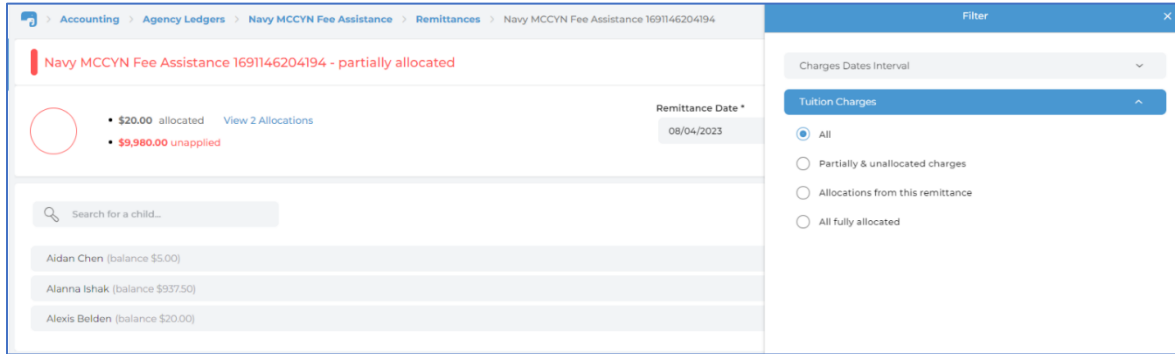
Should the users filter by Charges Dates Interval, they need to select the start and the end dates:

The screenshot shows a 'Filter' dialog box with a blue header and a close button (X) in the top right corner. The main content area is white. At the top, there is a light blue rounded rectangle containing the text 'Charges Dates Interval' and a small upward-pointing arrow (^) on the right. Below this is a checkbox labeled 'Active'. Underneath, there are two date selection fields: 'From \*' and 'To \*'. Each field consists of a light gray rounded rectangle with a calendar icon on the right. At the bottom, there is another light gray rounded rectangle containing the text 'Tuition Charges' and a small downward-pointing arrow (v) on the right.

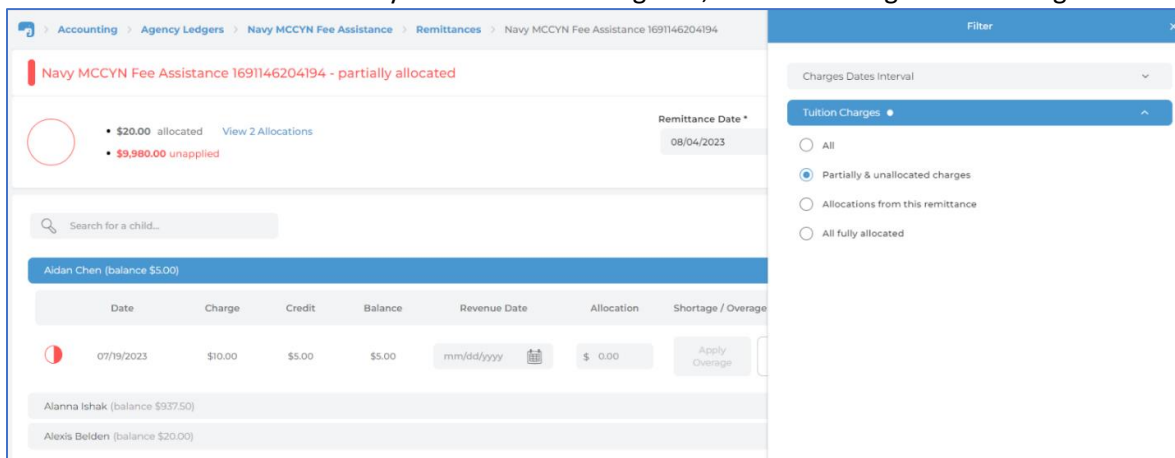
The screenshot shows a 'Filter' dialog box with a blue header and a close button (X) in the top right corner. The main content area is white. At the top, there is a light gray rounded rectangle containing the text 'Charges Dates Interval' and a small downward-pointing arrow (v) on the right. Below this is a blue rounded rectangle containing the text 'Tuition Charges' and a small upward-pointing arrow (^) on the right. Underneath, there are four radio button options: 'All' (which is selected), 'Partially & unallocated charges', 'Allocations from this remittance', and 'All fully allocated'.

When choosing Tuition Charges, they can filter by: All, Partially & unallocated charges, Allocations from this remittance, All fully allocated.

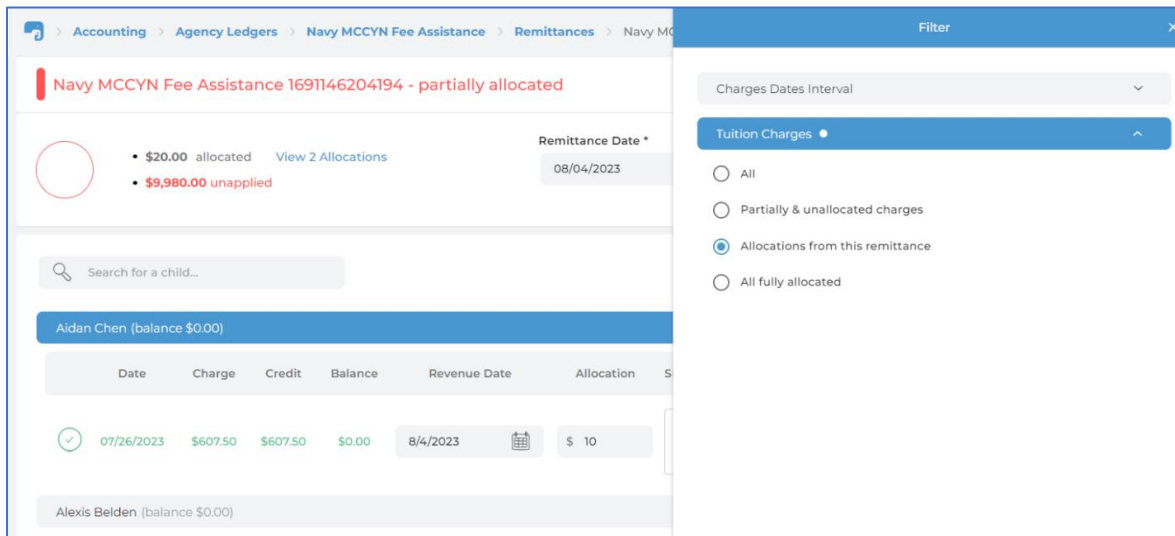
If the user selects >>All<<, they will see all the charges (partially, fully allocated, unallocated) from this remittance and from other remittances that were applied for the children from the same agency.



When the user selects >>Partially & unallocated charges<<, allocated charges will no longer show there.



If selecting >>Allocations from this remittance<<, the user will no longer view the allocations from other remittances.



>>All fully allocated<< will show the allocated charges from all remittances.

The screenshot displays a financial software interface with the following components:

- Navigation:** Accounting > Agency Ledgers > Navy MCCYN Fee Assistance > Remittances > Navy MCCYN Fee Assistance 1691146204194
- Summary:** Navy MCCYN Fee Assistance 1691146204194 - partially allocated. Includes a circular progress indicator, a list of \$20.00 allocated and \$9,980.00 unapplied charges, and a 'View 2 Allocations' link. The remittance date is 08/04/2023.
- Search:** A search bar labeled 'Search for a child...'.
- Table:** A table for Aidan Chen (balance \$0.00) with columns: Date, Charge, Credit, Balance, Revenue Date, Allocation, and Shortage / Overage. It lists two charges: one on 07/26/2023 for \$607.50 and another on 07/19/2023 for \$30.00.
- Filter Panel:** A 'Filter' panel on the right with a 'Charges Dates Interval' dropdown and a 'Tuition Charges' section with radio button options: All, Partially & unallocated charges, Allocations from this remittance, and All fully allocated (which is selected).

Date	Charge	Credit	Balance	Revenue Date	Allocation	Shortage / Overage
07/26/2023	\$607.50	\$607.50	\$0.00	8/4/2023	\$ 10	A shortage of \$597 and the remaining zeroed out.
07/19/2023	\$30.00	\$30.00	\$0.00	mm/dd/yyyy	\$ 0.00	A shortage of \$10.0 Navy MCCYN Fee # 1699770355043 rem remaining balance to Lixiang Chen's a