My Family Lounge - Accepting offers and completing enrolment form

Content

Accepting Offers and completing Enrolment form

This guide is designed to assist parents who have accepted an offer for placement at the service

Accepting an Offer
How will the Accepting offer process look if the Service charges a Bond amount?

Accepting an offer

- You will receive an email when the centre is offering you a place
- Log onto your My Family Lounge account
- Press **View Offer**

Accepting/Declining an Offer

- Once the booking is **accepted** the parent should submit the enrolment when required, pay a Bond if applicable
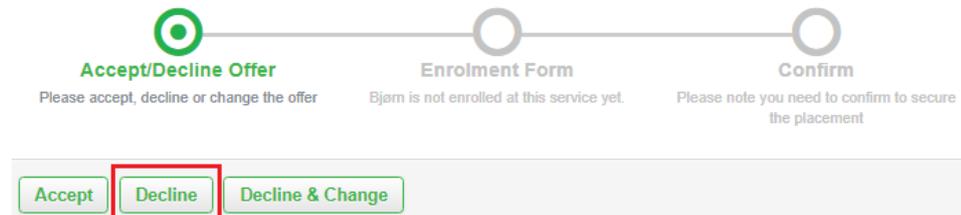- Then the **booking will be confirmed** and flow into Qikkids

N.B. the service will have the ability to edit the OFFER and change days offered whilst the OFFER is still pending.

EDIT OFFER

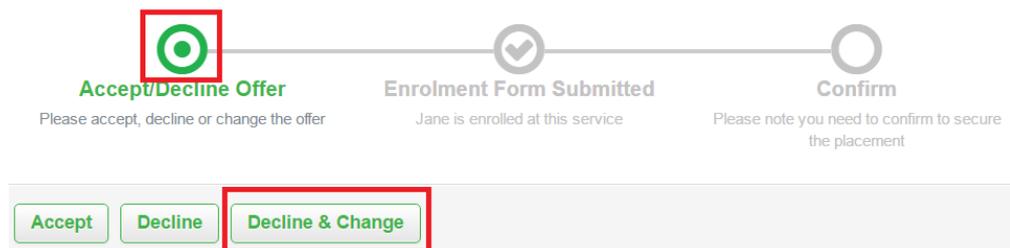| First Name	**Somu**		Last Name	**Torle**

Services	Vicki's Wonder Emporium ▾	Rooms	Preschool ▾

Days	2	Expiry Date	14-02-2018 📅

Start Date	12-02-2018 📅	Bond Amount	

Offered days	Mon	Tue	Wed	Thu	Fri	Sat	Sun
	☐	✔	✔	☐	☐		

Session time		Fees per day	

Additional comments:	

Edit Offer

Declining an Offer

Decline

Accept/Decline Offer — Please accept, decline or change the offer
Enrolment Form — Bjørn is not enrolled at this service yet.
Confirm — Please note you need to confirm to secure the placement

Accept | **Decline** | Decline & Change

Decline and Change

Accept/Decline Offer — Please accept, decline or change the offer
Enrolment Form Submitted — Jane is enrolled at this service
Confirm — Please note you need to confirm to secure the placement

Accept | Decline | **Decline & Change**

- If you would like to decline this offer but stay on the waitlist, press **Decline & Change**
- Complete a **new** Waitlist application
- Press **Save**

EDIT WAITLIST DETAILS
Child Name: Mick Cooper Care Type: LDC/KIN/PRE

Select Service/s **SELECT SERVICE**

Currently selected Service(s): Vicki's Wonder & Emporium

| Preferred start date | | No. of Days | 2 ▾ |

Will you accept less days? Y ○ N ◉

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Preferred days	☐	☐	✔	✔	☐	☐	☐
Days that do not suit me	☐	☐	☐	☐	☐	☐	☐

Flexibility Comments

APPLICATION DATE 27-04-2017 **SAVE** **CANCEL**

Accepting the Offer

- If you would like to accept this offer press **Accept**
- A pop-up will be displayed if you have never enrolled your child at this centre.
- You will be prompted to complete an **enrolment form** for your child

CHILD ⊕

CHILD NAME	STATUS	DOB	Due Date	AGE	EDIT	DELETE	Enrolment information
Dylan Brennan	Active	09-01-15	-	8M	Edit	✗	**Finish Enrolment**

CASUAL BOOKINGS ⊕
Non repeating, instant booking is available for the enrolled children

No records found

OFFER

Legend
✓ Offered ✗ Not Offered ▢ Change to Existing Booking

CHILD NAME	START DATE REQ'D START DATE	STATUS	CARE TYPE	CENTRE NAME	DAYS	M	T	W	T	F	S	S	OFFER EXPIRY ACCEPTED DATE	
Dylan Brennan	28-09-15 S:28-09-15	Accepted pending Enrolment submit	LDC/KIN/PRE	Vicki's Wonder Emporium	2	✓	✓	✓	✗	✗	✗	✗	25-09-15	**View Offer**

How will the Accepting offer process look if the Service charges a Bond amount?

Please note that some services charge a Bond that will require payment after the enrolment process is complete. When you click on **View Offer**, any Bond amount owing will be displayed. The **Accept** button, will be altered to **Accept & Pay Bond**.

VICKI'S WONDER EMPORIUM ×

Letter of Offer
Date Submitted: 24-09-15
- -
We are offering your child a place at the following centre:

Centre	Vicki's Wonder Emporium
Care Type	LDC/KIN/PRE
Start Date	28/09/2015
Days Offered	Mon,Tue,We

Accept/Decline Offer
Please accept or decline this offer **before its expiry date of 25/09/2015.**

Bond Payment
If you accept this offer **you are required to pay a bond of $200.00 before you can proceed further.**

[Accept & Pay Bond]   [Decline]   [Decline & Change]

Please note The enrolment form cannot be submitted until the Bond payment is finalised. This means that the Enrolment process can not be completed until a successful Bond transaction.

If you choose to pay the Bond immediately, you will be taken to an Ezi debit webpage to make payment. If you choose to return to pay, the **Pay** option will be available under the Payments section of Enrolment Management.

Enrolment Management   QK Test - QKEYLM DEMO ▼   BRENNAN, Tyler ▼

You are in Enrolment Management | Manage Account | Log Out
Editing Family: BRENNAN, Tyler

> **You have payments that need attention.** You can make or review payments in the Payments section, below. You may not be able to complete enrolments in a child care service until you have made these payments.

CONTACTS ⊕
For waitlist, a main myFAMILY contact must be entered as the main point of contact. Additional contacts are optional.

NAME	RELATION	CONTACT TYPE	ADDRESS	CONTACT NO.	EMAIL	USER	EDIT
Tyler Brennan	Brother	Primary Contact	20 Recluse Street Brisbane QLD 4000	0236589652	vtoia.qk+Brennan@gmail.com	True	Edit

CHILD ⊕

CHILD NAME	STATUS	DOB	Due Date	AGE	EDIT	DELETE	Enrolment information
Dylan Brennan	Active	09-01-15	-	8M	Edit	✗	Start Enrolment

CASUAL BOOKINGS ⊕
Non repeating, instant booking is available for the enrolled children

No records found

OFFER

Legend

| ✓ Offered | ✗ Not Offered | Change to Existing Booking |

CHILD NAME	START DATE REQ'D START DATE	STATUS	CARE TYPE	CENTRE NAME	DAYS	M	T	W	T	F	S	S	OFFER EXPIRY ACCEPTED DATE
Dylan Brennan	28-09-15 S:28-09-15	Accepted pending Bond Payment	LDC/KIN/PRE	Vicki's Wonder Emporium	2	✓	✓	✗	✗	✗	✗		25-09-15

RECURRING BOOKING REQUESTS ⊕

No records found

PAYMENTS
The following is a list of payments you are required to pay (*Ready* or *Declined*), are in the processing of being paid (*Processing*), or have paid (*Paid*). If a payment has a **Status** of *Faulted* then please contact your child care service.

Date	Type	Amount	Receipt Number	Status	
23/09/2015	Admin. Fee	$25.00	00012	Paid	
24/09/2015	Bond Payment Dylan at Vicki's Wonder Emporium	$200.00	Pending	Ready	Pay

If you click on the **Pay** button in the Payments section, you will be taken to an Ezidebit webpage to make payment. If the payment is unsuccessful, the Status of the payment will say **Declined**.

If the payment is successful, the status of the receipt will be **Paid**. The receipt can be printed by clicking on the

receipt number.

Parent Enrolment Form - 1 page display

Once the Parent has accepted the **Offer**, they can now complete the Enrolment form. To do this they will click on the **Finish Enrolment** button on their Dashboard.

- Select the centre name in the Services to Enrol field at the top of the enrolment form then complete all fields (mandatory fields must be completed)
- Once completed press **Save** then **Submit**. An email notification will be sent to confirm the enrolment from has been completed and submitted.

Information flowing into your QikKids Database from QK Enrol

For new parents, account and booking information does not flow into QikKids until the parent has accepted the offer and the Enrolment form has been completed. This will then:

- Create a new family account
- Create the Contact and Child information
- Create a new reoccuring booking for the child on the agreed start date
- Populate all associated standard Enrolment form information into the family account where applicable (this does not include customised questions)
- Customised questions created within the customised enrolment form will NOT flow into Qikkids

For existing Families, any child or contact details updated on an account. The information will not update in Qikkids until the parent has resubmitted the enrolment form.
The service can opt to have an email notification received each time any child or contact details are updated on an account. This can be enabled in Settings>Company Tab
This can only be enabled buy the Database Administrator. See below:

Attachments