

invoicing in CoolCare – guide 2.

producing and exporting invoices.

This is the second of two comprehensive guides that focus on invoicing in CoolCare.

Once all fee contracts and billable extras are setup, you can produce invoices via the invoicing section and print, export and email them from the invoice section.

producing invoices.

Producing invoices through the invoicing section will change a fee contract into an invoice ready for exporting and printing. When a fee contract is processed, the next invoice start, end and processing dates will automatically update ready for the next invoice cycle.

Follow the steps below to process your invoices:

- Navigate to **Residents – Invoicing**
- Select the Process Date, Mode, Billable Extras Cutoff (if applicable) and Order By
- Check all fee contracts and warning messages.
- Click Pre-process Report
- Check the Pre-process report is correct:
 - This report is a preview of what will be generated on each invoice. Double check it to ensure invoice amounts and dates are correct
- Batch process invoices:
 - Select **Batch Process All Invoices** to process all waiting invoices at once
 - Alternatively, tick fee contracts to be processed and select **Batch Process Selected Invoices** to process a select number of invoices
 - Check the details and confirm processing by clicking **Process**

Once invoices are processed you will be taken to the Invoices page where you can amend and export invoices from CoolCare.

process date.

Fee contracts ready for processing will only appear within the invoicing section if the next processing due date is before or equal to the Process Date. Any fee contract with a next processing due date in the future of the Process Date will not appear and cannot be processed into an invoice.

The Process Date will be converted into the invoice date when invoices are produced.

mode.

Change the mode to choose if you would like to process billable extras and fee contracts together or separately.

billable extra cut off.

This date determines when the last billable extra which will be produced, any billable extras with a date after this date will not be visible or processed.

order by.

This changes the way the residents are ordered in the list. Either by Surname or Room Number. This option does not affect how the invoices are processed.

main invoicing screen.

When selecting a resident in the top section, their invoice details will appear within the bottom section.

Warnings flags are displayed next to each resident where there is a potential issue, the full warning can be seen within the invoice drill down.

Full invoice details can be seen by selecting the plus icon next to the invoice details.

The screenshot shows the 'Invoicing' interface. At the top, there are filters for 'Process Date' (04/10/2022), 'Mode' (Conf), 'Extras Cutoff', and 'Order By' (Surname then Forename). Below this is a table of residents with columns for Resident, Room, Fee, Permanency, Invoices, and Total Amount. A callout box points to the top section, stating that selecting a resident shows their details in the bottom section. Another callout points to warning flags (orange triangles) next to the 'Total Amount' column, stating they indicate potential issues. A third callout points to a plus icon next to the 'Total Amount' for Gilbert Osborne, stating that clicking it shows full invoice details.

Resident	Room	Fee	Permanency	Invoices	Total Amount	
Timothy Morse	9A	£900.00	Permanent	0	£0.00	
Maurice Moss	4A	£1,000.00	Permanent	0	£0.00	
Gilbert Osborne	8A	£1,000.00	Permanent	1	£2,142.86	
Lloyd Potter	10A	£900.00	Permanent	0	£0.00	
Julia Smith	19A	£900.00	Permanent	0	£0.00	
Charles Sung	11A	£1,000.00	Permanent	1	£1,771.43	
Norman Vesper	1A	£900.00	Permanent	0	£0.00	
Summary:					3	£5,914.29

Gilbert Osborne

- ▲ Weekly Fee does not equal total fee contract contributions
- ▲ Contract for SAMOSB01 is next due on 28/10/2022

Acc ref.	Amount	Invoice Type	Start Date	End Date
SAMOSB02	£2,142.86	Fee Contract	01/09/2022	01/10/2022

Period	Description	Amount
01/09/2022 - 01/10/2022	Regular Care for Gilbert Osborne in Room 8 at Sam's Home for 30 days, from 01/09/2022 to 30/09/2022	
	Fees at £500.00 per week	£2,142.86

Pre-process Report

pre-process report.

The pre-process report displays a list of all fee contracts which will be processed into invoices when pressing the batch process all invoices. This report should be checked thoroughly, and invoices should only be processed when you are certain that all fee contracts are correct.

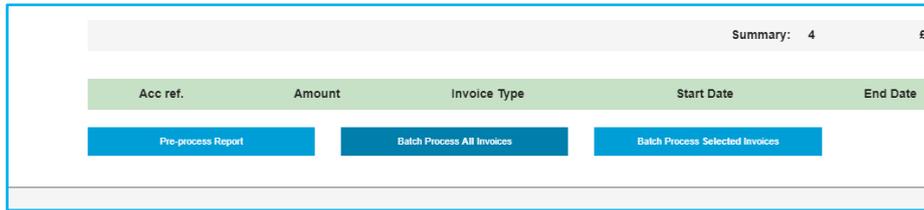
The report will include a breakdown of each fee contract and billable extra, including sub and total invoice amount, as well as the text which will be displayed on the invoice print out when created.

Gilbert Osborne - Permanent		1000.00
Contract: SAMOSB02	01/09/2022 - 01/10/2022	
Regular Care for Gilbert Osborne in Room 8 at Sam's Home for 30 days, from 01/09/2022 to 30/09/2022	500.00	
Fees at £500.00 per week		2142.86
Contract Sub Total		2142.86
Total		2142.86

When the report is open in your browser you can press CTRL+F on your keyboard which will bring up a search box, in here you can search for a resident or account and navigate straight to it.

batch process selected and all.

Once you have checked through the Pre-Process Report you then need to process the invoices. To do this you can either process all waiting invoices or selected invoices. To process selected ones, tick any resident or specific contract for that resident that you would like to process before pressing the batch process selected.



exporting invoices.

Once your invoices have been created you can export them out of CoolCare, ready to upload into your accounting software.

CoolCare can export invoices into formats ready for several different accounting packages, you should have configured CoolCare to your accounting software through the system configuration, for more details on this see the 'Getting Set Up' guide.

When exporting your invoices CoolCare will ask you to download a transaction file and an accounts file. You will need to upload the accounts file prior to uploading the transaction file to your accounting software. Please note that with some settings you may only need to download/upload one file.

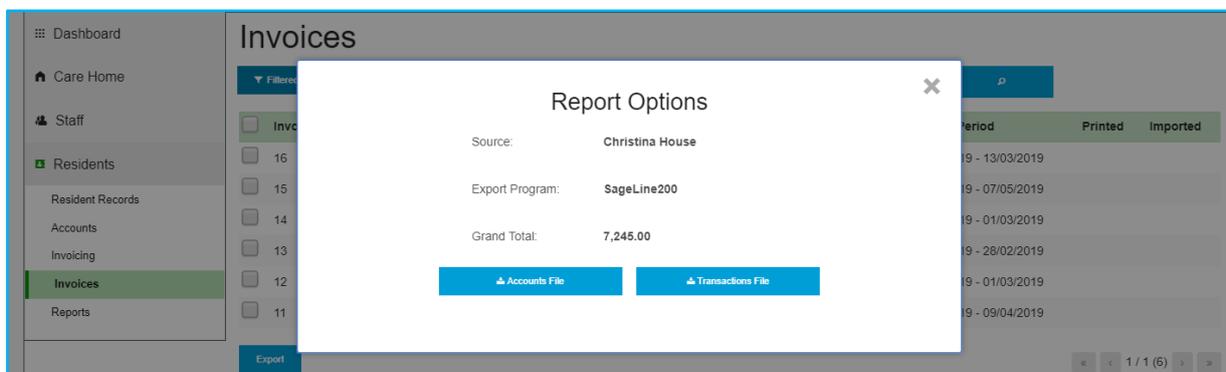
Once you have imported the invoices into your accounting software, you will need to mark all invoices as imported to ensure that they are not exported during your next invoice run.

Steps to Export Invoices:

- Navigate to **Residents – Invoices**
- Click **Filter**
- Select **Waiting to be Imported** and **Apply**
- Click **Export**
- Click **Accounts File** and **Transactions File** to download them
- Save and upload the files to your accounting software
- Click **Actions**
- Select **Mark Filtered Imported**

Invoices can also be found within the billing section of the resident's file.

If you need to re-export an invoice you can do so by navigating into the invoice and selecting the controls tab and unchecking the exported field. When this is done, the invoice can be exported via the steps above. However, the invoice cannot be edited.



printing invoices.

Once you have your invoices ready to be sent out to the account holders you can print them out of CoolCare. CoolCare has several invoice templates, you can configure which template to use within the *System Configuration* section. Once you have printed your invoices you should mark them as been printed so that you do not reprint them during your next invoice run. You can print an invoice out as many times as you like, however if you mark it as printed it will not show in this list when filtering for waiting to be printed.

To print your invoices:

- Navigate to **Residents – Invoices**
- Click **Filter**
- Select **Waiting to be Printed** and **Apply**
- Select which invoices you would like to print
- Click **Actions**
- Click **Print Selected** or **Print All Filtered** to print invoices in the list
- Print your invoices
- Select **Actions**
- Select **Mark Selected Printed** or **Mark Filtered Printed**

The screenshot shows the 'Invoices' interface. At the top, there's a search bar for 'inv. number' and a 'Filter' dropdown set to 'Filtered'. Below the search bar is a table with the following data:

Invoice No	Resident	Total	Fully Paid	Account Ref.	Invoice Period	Printed	Imported	Emailed
1973	Vera Holland	£1,387.14		SAMHOL06	24/04/2025 - 01/06/2025		✓	✓

An action menu is open over the first row, listing options: Mark Filtered Printed, Mark Selected Printed, Mark Filtered Imported, Mark Selected Imported, Print Selected, Print All Filtered, Email Selected, Email All Filtered, and Mark Selected Emailed.

emailing invoices.

Once you have enabled email invoices for the contracts you require then any invoices generated for them will be able to be sent via email. You can send them from the **Invoices** section in CoolCare.

- Navigate to **Residents – Invoices**
- Click **Filter**
- Select **Waiting to be Emailed** and **Apply**
- Select the invoices you wish to email
- Click **Actions**
- Select **Email Selected** or **Email All Filtered** to send all awaiting email invoices
- Click **Send** on the confirmation box

The emails will be sent and automatically marked as emailed but can still be resent like printed invoices.

This screenshot is identical to the one above, showing the 'Invoices' interface with the same table and action menu. In this version, the 'Email All Filtered' option in the action menu is highlighted.

manually adding invoices and items.

If you need to edit invoices or insert an ad-hoc invoice you can do so in the Invoice List. Once the invoice has been marked as imported it cannot be edited or deleted, if you have marked it as imported and it needs correcting then you need to raise a credit or charge to correct the error.

Invoices are created in two parts, the main invoice which includes the resident and account details, and the invoice items which includes each credit/charge and item descriptions.

Adding an Invoice:

- Navigate to **Residents - Invoices**
- Click **Insert**
- Complete the invoice details
- Click **Save**
- Click **Add Invoice Items**
- Complete the item details
- Click **Save**
- Repeat for all items until invoice is complete

The completed invoice can then be exported, printed and emailed from Coolcare like any other generated by the system.

editing existing invoices.

Once an invoice is processed and on the invoices page, they can be edited if anything needs adjusting that was not noticed before the invoice was created.

Please Note: You can only edit an invoice if it has not been marked as imported. Marking an invoice as imported will lock an invoice from editing, even if you remove the imported flag.

To edit an invoice:

- Navigate to **Residents - Invoices**
- Select the invoice you wish to edit

There are a couple of ways to edit an invoice, editing either the invoice details or items. After selecting the invoice, you will see the **Invoice Details** box at the top half of the page, where you can edit the invoice date, period start and end, footer and payment type. You can also add the total receipts and mark the invoice as fully paid. Once the changes are made, click the **Save** button to save them.

Invoice Details

Account Search SAMHES02	Invoice Item Totals
Invoice Number 2239	Total Goods £885.71
Invoice Date 05/02/2026	Total VAT £0.00
Invoice Period Start 01/01/2026	Invoice Total £885.71
Invoice Period End 01/02/2026	Invoice Payment Details
Invoice Footer	Payment Type Direct Debit
	Total Receipts £ 0.00
	<input type="checkbox"/> Invoice Fully Paid

[← Back](#) [H Save](#)

You can find the **Invoice Items** section under the details where you can edit the existing items or add new items to the invoice as well. Select an item to edit its value, dates or description, or select **Add Invoice Items** to add a new item and fill in its details. An item can also be removed if added in error by clicking the red minus icon at the right-hand side of the invoice items.

Invoice Items							
Add Invoice Items							
Item	Nominal Code	Qty	Description	VAT Code	Unit Price	Goods	Period
1		1	Residential Care for Rodney Hess in Room 21 at Sam's Home for 31 days, from 01/01/2026 to 31/01/2026	1			01/01/2026 - 01/02/2026
2	5	1	Fees at £200.00 per week	1	£885.71	£885.71	01/01/2026 - 01/02/2026

reporting.

There are several reports you can run off to assist you in making sure that your Invoice runs are accurate and complete. To get to the reports section follow the below steps.

- Navigate to **Residents - Reports**
- Select the report you wish to run

fee discrepancies.

This report will print a live list of any residents who have a discrepancy between their weekly fee and the total amount that their Fee Contracts add up to. The report can be run at group, company and home level.

missing contracts.

When running off this report you will get a live list of any residents that do not have at least one active Fee Contract in their record. The report can be run at company and home level.

residents by funding.

This report will print off a live list of all the Residents and a breakdown of each of their funding types. You can filter this report by the types of Funding or print off a full list of all of the funding types. If a Resident has multiple Fee Contracts, then they will show multiple times on the report, one for each Fee Contract they have. This report can be run at group, company and home level.

invoice analysis.

This report will print off all invoices created within a specified date range, it will include the account reference for each individual invoice, the start and end date of the invoice, the invoice total and whether or not the invoice has been marked as printed or marked as imported. This report can be run at group, company and home level.

income analysis.

This report can be found within the home reports. The report displays monthly income in an excel format, including occupancy figures, income figures and average fees by funding types. The report also displays a room by day sheet for further analysis.