# receipts and accounts guide.

This guide will explain the receipts functionality in CoolCare, allowing you to record and upload receipts of payment and link them to the invoices generated by CoolCare. It will also show how this affects the accounts page, where you can see the invoices for each of your resident's accounts and any receipts recorded for them.

You can find the receipts page by going to **Residents – Receipts**.
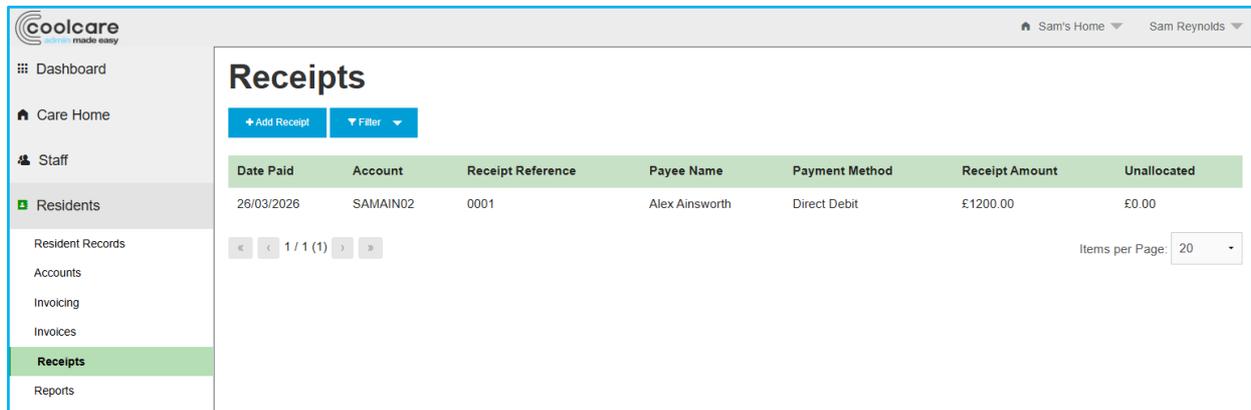
On this page you can see all the receipts added to CoolCare, and filter the list to look for specific accounts, receipts, payee names and payments, as well as filtering by the amount and whether the amount has been allocated partially or fully.

adding receipts.

You can add receipts on to this page to be allocated to invoices. To add a receipt:

- Navigate to **Residents – Receipts**
- Select **+Add Receipt**
- Fill out the receipt details:
    - Account – the resident account this payment is for
    - Payer Name – who/where the payment is from
    - Receipt Reference – a reference to identify the receipt
    - Date Paid – the date this payment was made
    - Transaction Type – the payment type of this receipt
    - Amount – the amount paid from this receipt
    - Notes – any additional notes regarding this receipt

allocating receipts to invoices.

As you're creating the receipt, you'll have the option to allocate it to any outstanding invoices for the chosen account. This can also be done after the receipt is created.

To allocate the receipt:
- Create a new receipt (see above), or select a previously created receipt from the receipts list
- With the invoice details input, the **Outstanding Invoice Allocation** box will appear
- Select **+Select Invoices** to choose specific outstanding invoices
  - You can select multiple invoices and use the **+Add** button to allocate them
- You can also use **+Select All Invoices** to add all outstanding invoices for this account

Once selected, the invoices will appear in a list with an **Amount to Allocate**. Type the amount in the field to allocate the receipt's amount to each invoice

Invoice Number	Invoice Date	Invoice Amount	Amount Already Allocated	Amount to Allocate	Amount Left	
2218	16/01/2026	£1600.00	£0.00	£0.00	£1600.00	🗑

The amount allocated will appear above the list, and tell you how much out of the total has been allocated to the invoices

Once the amounts have been allocated to each invoice, select **Save** at the bottom of the page to save the receipt and allocate it to the invoices. On the receipts list you can see each receipt's total amount and how much is left unallocated.

Date Paid	Account	Receipt Reference	Payee Name	Payment Method	Receipt Amount	Unallocated
26/03/2026	SAMAIN02	0001	Alex Ainsworth	Direct Debit	£1200.00	£0.00
26/03/2026	SAMSUN02	SAM0001	Polly Sung	Standing Order	£1600.00	£0.00

bulk uploading receipts.

Receipts can also be uploaded in bulk, allowing to create multiple in one. To do this, you'll need to access CoolCare at **company** level, which can only be done if you have access to all the homes under the company in your system. Click the home name in the top right of CoolCare and select the company. From there, navigate to **Residents – Receipts**, and you should see the **+Bulk Upload** button next to **+Add Receipt**.
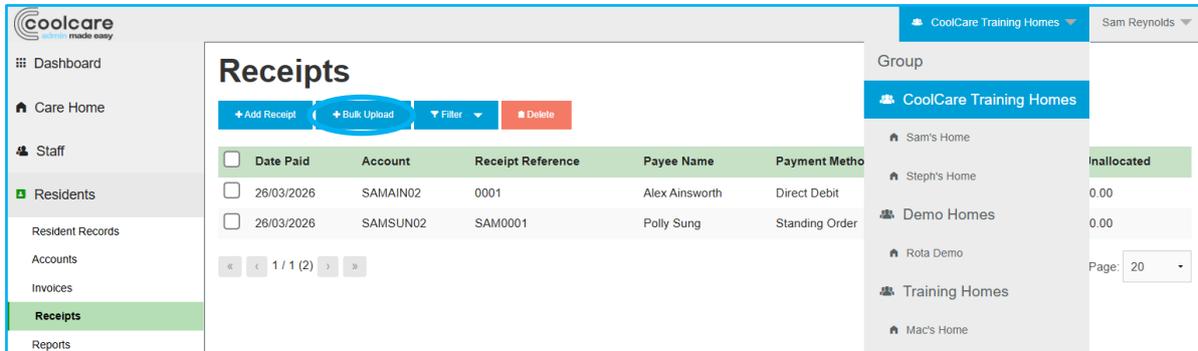
The bulk upload page includes an upload template you can download from CoolCare and fill out with the details of each receipt.
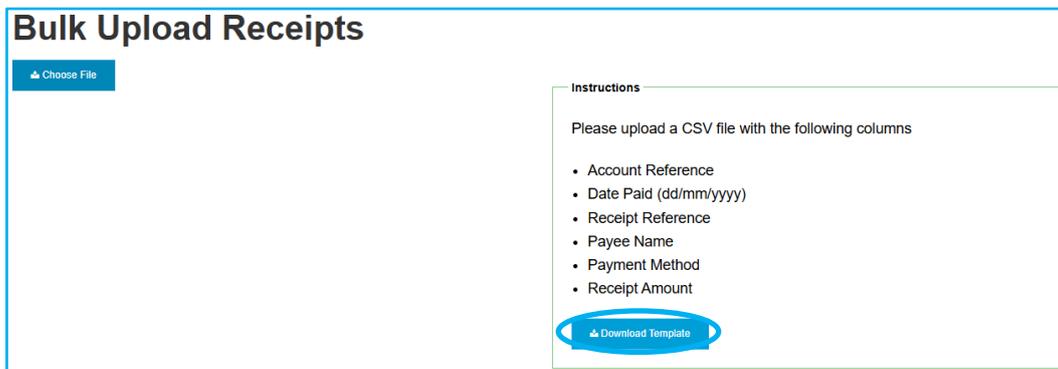
bulk upload template.

The template is a CSV file with the required headers added as well as some demo data to show you how to fill it in. The required details are:

- Account Reference – the resident account each payment is for
- Date Paid – the date each payment was made
- Receipt Reference – a reference to identify the receipt
- Payee Name – who/where the payment is from
- Payment Method – the payment type of each receipt
- Receipt Amount – the amount paid from each receipt

	A	B	C	D	E	F
1	Account Reference	Date Paid	Receipt Reference	Payee Name	Payment Method	Receipt Amount
2	SAMAIN01	23/03/2026	LEEDS001	Leeds City Council		3200
3	SAMHUD01	23/03/2026		Leeds City Council	BAC	3200
4	SAMTAY02		LEEDS003	Leeds City Council	BAC	3000
5		23/03/2026	LEEDS004	Leeds City Council	BAC	3200
6	SAMBYE01	23/03/2026	LEEDS005		BAC	2800

Once the template is filled out, you can save it and upload that file to CoolCare.

uploading the receipts.

On the bulk upload page, use the **Choose File** button to select your completed template and upload the receipts. You'll be taken to the **Preview & Amend Data** page.

On here you can see a preview of the receipts to be uploaded, and it will highlight any errors that require correcting before the upload can be completed. The errors will be highlighted with a red border and allow you to type in the fields. Once all fields are corrected, you'll be able to click the **Upload** button.

Once the upload is complete, you'll be able to see the successfully uploaded receipts and allocate them to invoices. Click the **Allocate Invoices** button and you'll be taken to your receipts list, filtered to display the ones you've just uploaded.

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checking accounts & balances.

With your receipts created and allocated to invoices, you can see the outstanding balance for your resident accounts in CoolCare. This is done through the accounts page:

- Navigate to **Residents – Accounts**

This will show you a list of all resident accounts for your residents' fee contracts. You can see further information by selecting an account from the list or searching for an account in the search bar at the top right. This will take you to the **Account Ledger** page.

This will show you all the invoices created for this account and their outstanding balances. If receipts have been added, you can see them by clicking the button to the right of each balance.

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