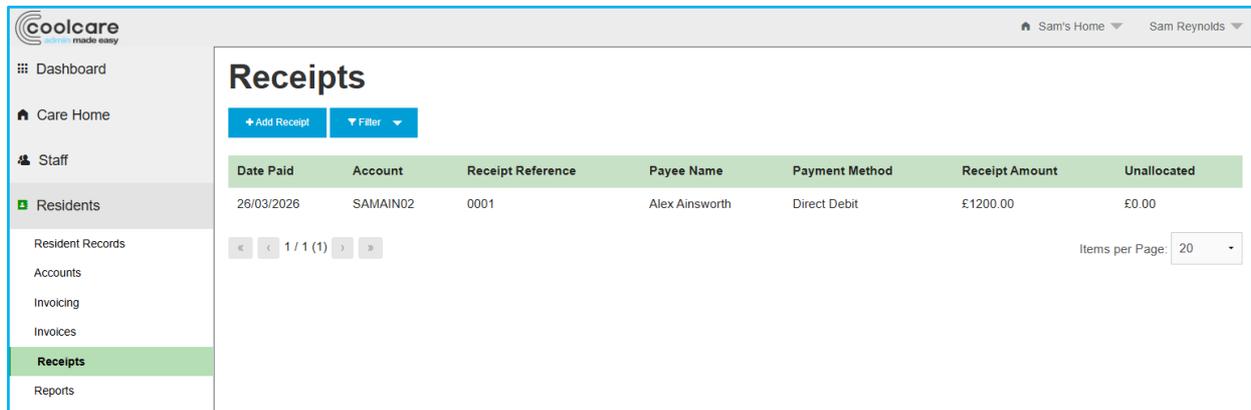


receipts and accounts guide.

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

Outstanding Invoice Allocation

+ Select Invoices
+ Select All Invoices

£0.00 allocated out of £1600.00

i Info - No Invoices Selected

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

Outstanding Invoice Allocation

+ Select Invoices
+ Select All Invoices

£1600.00 allocated out of £1600.00

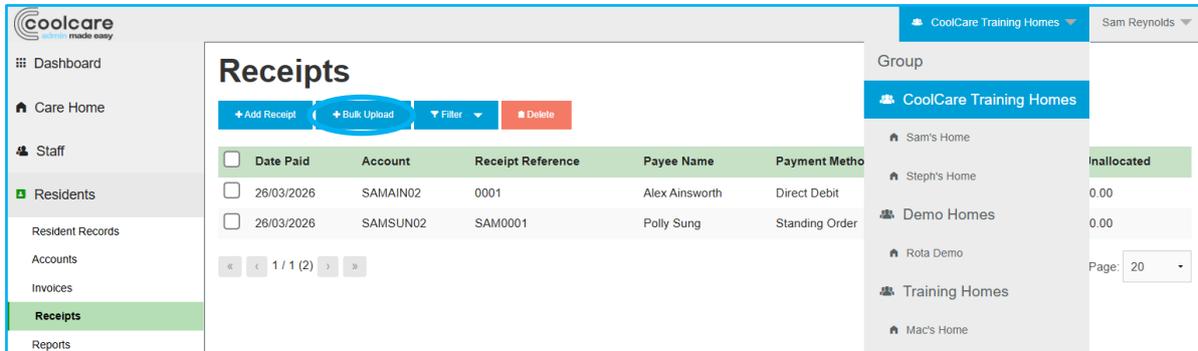
Invoice Number	Invoice Date	Invoice Amount	Amount Already Allocated	Amount to Allocate	Amount Left
2218	16/01/2026	£1600.00	£0.00	£1600 ✎	£0.00 ■

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.

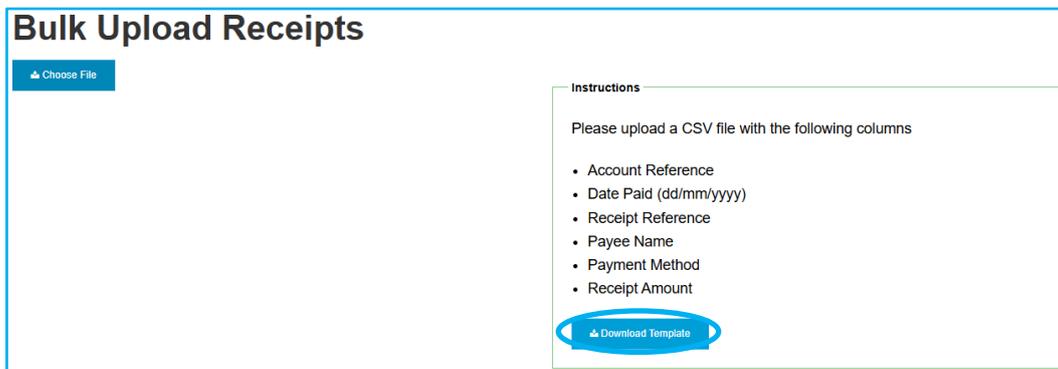
Date Paid	Account	Receipt Reference	Payee Name	Payment Method	Receipt Amount	Unallocated
26/03/2026	SAMAIN02	0001	Alex Ainsworth	Direct Debit	£1200.00	£0.00
26/03/2026	SAMSUN02	SAM0001	Polly Sung	Standing Order	£1600.00	£0.00

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.

Bulk Upload Receipts

Preview And Amend Data

! Warning - 5 records need addressing.

Account Ref	Date Paid	Receipt Ref	Payee Name	Payment Method	Receipt Amount	
SAMAIN01	23/03/2026	LEEDS001	Leeds City Council	<input style="border: 1px solid red; width: 80px;" type="text"/>	£3200.00	⊗
SAMHUD01	23/03/2026	<input style="border: 1px solid red; width: 150px;" type="text"/>	Leeds City Council	BAC	£3200.00	⊗
SAMTAY02	<input style="border: 1px solid red; width: 80px;" type="text"/>	LEEDS003	Leeds City Council	BAC	£3000.00	⊗
<input style="border: 1px solid #00aaff; width: 80px;" type="text"/>	23/03/2026	LEEDS004	Leeds City Council	BAC	£3200.00	⊗
SAMBYE01	23/03/2026	LEEDS005	<input style="border: 1px solid red; width: 150px;" type="text"/>	BAC	£2800.00	⊗

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Upload

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.

Bulk Upload Receipts

Preview And Amend Data

Account Ref	Date Paid	Receipt Ref	Payee Name	Payment Method	Receipt Amount
SAMREI02	23/03/2026	LEEDS004	Leeds City Council	BAC	£3200.00
SAMAIN01	23/03/2026	LEEDS001	Leeds City Council	<input style="border: 1px solid #00aaff; width: 80px;" type="text"/>	£3200.00
SAMHUD01	23/03/2026	<input style="border: 1px solid #00aaff; width: 150px;" type="text"/>	Leeds City Council	BAC	£3200.00
SAMTAY02	<input style="border: 1px solid #00aaff; width: 80px;" type="text"/>	LEEDS003	Leeds City Council	BAC	£3000.00
SAMBYE01	23/03/2026	LEEDS005	<input style="border: 1px solid #00aaff; width: 150px;" type="text"/>	BAC	£2800.00

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Upload

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.

Receipts

+ Add Receipt
+ Bulk Upload
▼ Filtered
■ Delete

<input type="checkbox"/>	Date Paid	Account	Receipt Reference	Payee Name	Payment Method	Receipt Amount	Unallocated
<input checked="" type="checkbox"/>	23/03/2026	SAMAIN01	LEEDS001	Leeds City Council	BAC	£3200.00	£3200.00
<input type="checkbox"/>	23/03/2026	SAMHUD01	LEEDS002	Leeds City Council	BAC	£3200.00	£3200.00
<input type="checkbox"/>	23/03/2026	SAMTAY02	LEEDS003	Leeds City Council	BAC	£3000.00	£3000.00
<input type="checkbox"/>	23/03/2026	SAMREI02	LEEDS004	Leeds City Council	BAC	£3200.00	£3200.00
<input type="checkbox"/>	23/03/2026	SAMBYE01	LEEDS005	Leeds City Council	BAC	£2800.00	£2800.00

« < 1 / 1 (5) > »
Items per Page:

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**

Account Reference	Resident Name	Payee Name	Contract Type	Payee Type
SAMAIN01	Elizabeth Ainsworth	Leeds City Council	Leeds City Council	Local Authority
SAMAIN02	Elizabeth Ainsworth	Alex Ainsworth	Private	Next of Kin
SAMALF01	Alan Alford	Leeds City Council	Leeds City Council	Local Authority
SAMALF02	Alan Alford	Alan Alford	Private	Resident
SAMAND01	Theresa Andrew	Leeds City Council	Leeds City Council	Local Authority
SAMAND02	Theresa Andrew	Ray Andrews	Private	Next of Kin
SAMBAR01	Alison Bartlett	Leeds City Council	Leeds City Council	Local Authority

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.

Account Reference: SAMSUN02 Contract: Private
 Resident: Charles Sung Payee Type: Next of Kin
 Payee: Polly Sung

Invoice Number	Invoice Date	Invoice Amount	Balance
2289	11/03/2026 (16 days)	(£50.00)	(£50.00)
2284	11/03/2026 (16 days)	£1714.29	£1714.29
2235	05/02/2026 (50 days)	£1771.43	£1771.43
2218	16/01/2026 (70 days)	£1600.00	£0.00
2186	10/12/2025 (107 days)	£1771.43	£1771.43
2170	05/12/2025 (112 days)	£1771.43	£1771.43
2156	20/11/2025 (127 days)	£1714.29	£1714.29
2107	08/09/2025 (200 days)	£1771.43	£1771.43
2074	11/08/2025 (228 days)	£1714.29	£1714.29
2055	17/07/2025 (253 days)	£1771.43	£1771.43

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.

2218	16/01/2026 (70 days)	£1600.00	£0.00
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Receipt Ref.	Payee Name	Amount Allocated	Receipt Date
SAM0001	Polly Sung	£1600.00	26/03/2026