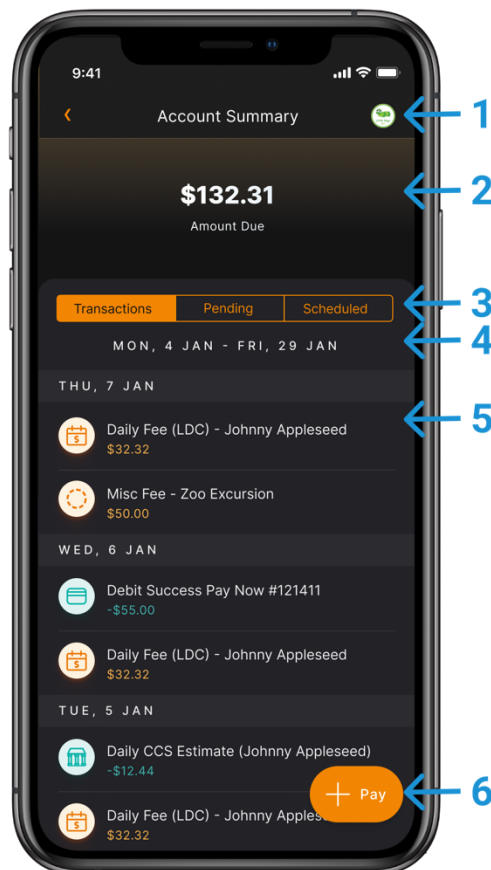


Xplor Statements and Finance:

Account Summary

Please note that only **primary carers** will see transactions in the Account Summary screen and only parents at DebitSuccess-enabled centres will have access to the Pending and Scheduled payments tabs as well as Pay Now functionality.

The account summary is a "live statement" of your account's transactions with respect to the current billing period. The following page will cover the different parts of the screen and the meaning of the transactions you may see pop into the list. Note: if you'd like to download a detailed statement PDF of your account, you can do so at any time from the [Finance screen](#) by tapping the "Download Statement" menu row.



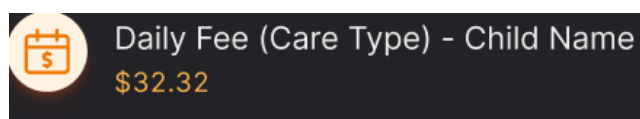
1. Tapping this circle in the top right of your screen opens the "Centre Switcher" and allows you to switch between the centres attached to your account, if there is more than one.

2. This section shows your amount due. If the section is coloured green and the Amount Due number is negative (-), your account is In Credit and you don't need to make any payments on the current billing period. If the section is coloured orange and the Amount Due number is non-negative, your account is Owing and you may need to make payment via Pay Now or a scheduled direct debit payment. Always talk to your centre first if you are confused about this amount.
3. This tab switcher allows you to switch between a few different types of financial transactions. The first is your list of confirmed **Transactions**. These transactions are confirmed and will impact your amount due. The second tab shows **Pending** transactions. Transactions in this tab are still being cleared by the payment gateway and will not affect your amount due until they are cleared and move into the Transactions tab. The last tab is the **Scheduled** payments tab, which shows any upcoming direct debit payments that are scheduled during the current billing period. Transactions in this section will not affect your amount due until they are cleared and move into the Transactions tab.
4. This text label shows the current billing period that your transactions are shown for.
5. This section shows your transactions for the current billing period.
6. For families enrolled at a DebitSuccess-enabled centre, this button allows you to make an adhoc (Pay Now) payment if your account balance is Owing. [More info on how that works can be found here.](#)


Transaction Types

Debits/Fees:


These transactions (which may include fees, balance adjustments, and fee refunds) are marked in **orange** and add to your amount due.




Daily Fee: Fees for your child's bookings that receipted to each day your child has a booking.

 Balance Adjustment
\$12.32


Balance Adjustment: An increase to your amount due that was generated by your centre. May include a comment.

 Manual Refund
\$32.32

Manual Refund: A refund of a payment you've made towards your fees. May include a comment.

 Misc Fee
\$32.32

Miscellaneous Fee: Adhoc fees charged by your centre (e.g. excursions) which will include a comment.

 Xplor Fee
\$12.12


Xplor Fees: Miscellaneous Xplor platform fees, usually for payment transaction fees.

 Other
\$32.32


Other Fees: Any fees not covered by above. (Will be accompanied by a comment.)

Credits (Payments):

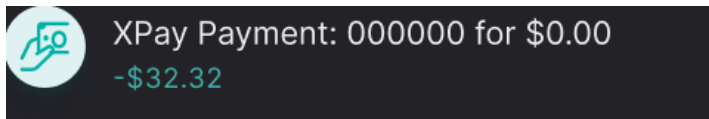
These transactions (which may include payments, childcare subsidy, and discounts) are marked in **teal** and reduce your amount due.

 Daily CCS Estimate (Child Name)
-\$12.32

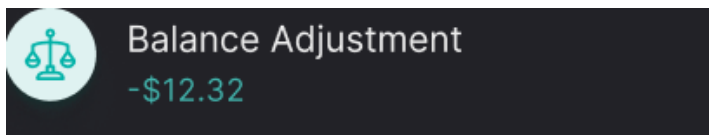
Daily Child Care Subsidy: Amounts credited to your account daily based on the CCS you are predicted to receive on your closed statement.

 Receipt #000000 (Child Name) - Comment
-\$32.32

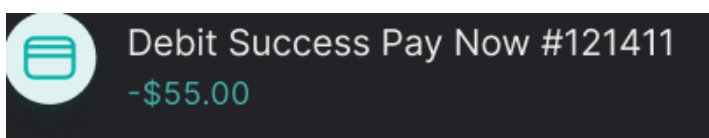
Payments (1): Payments made by cash, EFTPOS or bank transfer (i.e. outside of a payment gateway)



Payments (2): Direct debits taken by XPay will appear with a transaction number and amount once they clear to the centre.



Balance Adjustments: A decrease to your amount due that was generated by your centre. May include a comment.



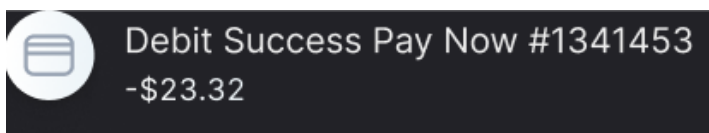
Pay Now Payments: Amounts paid by you via a adhoc Pay Now payment.



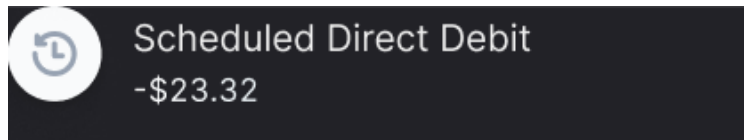
Discounts: Discounts to your childcare fees given by the centre.

Pending/Scheduled Transactions

Transactions in the Pending or Scheduled tab of the Account Summary are marked in **grey** and will not affect your amount due until they are cleared and move into the Transactions tab, where they will then show as a payment (credit) and thus lower your amount due.



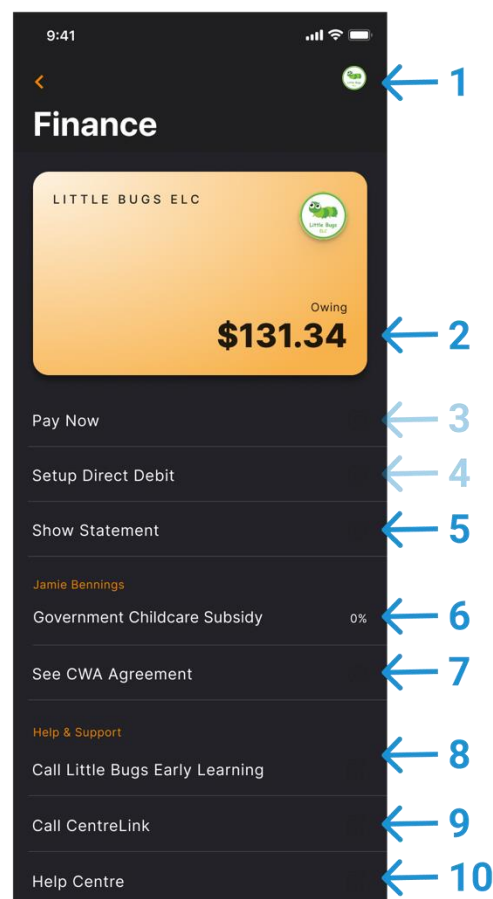
Pending Pay Now Transaction: A Pay Now transaction that is yet to be cleared by our payment gateway.



Scheduled Direct Debit: An upcoming scheduled bank or credit card payment for the current billing period.

Finance Tab

Please note that only **primary carers** will be able to see financial information and only parents enrolled at DebitSuccess-enabled centres will have access "Pay Now" and "Setup Direct Debit" menu items.



1. Tapping this circle in the top right of your screen opens the "Centre Switcher" and allows you to switch between the centres attached to your account, if there is more than one.
2. This section shows your amount due. If the section is coloured green and the Amount Due number is negative (-), your account is In Credit and you don't need to make any payments on the current billing

period. If the section is coloured orange and the Amount Due number is non-negative, your account is Owing and you may need to make payment via Pay Now or a scheduled direct debit payment. Always talk to your centre first if you are confused about this amount. To see your Account Summary ([more on that here](#)) you can simply tap this card to be taken to the screen.

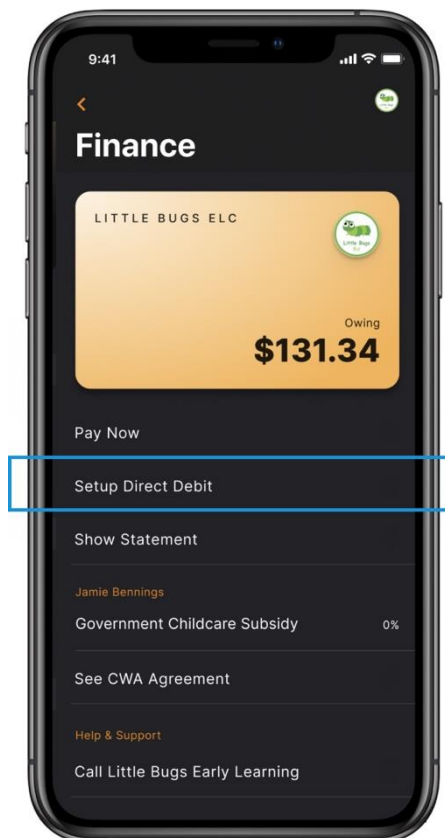
3. Tapping "Pay Now" allows you to initiate an adhoc Pay Now payment to pay your account balance. Note: you can make a Pay Now payment if a) you have an amount due, *or b*) if you're in credit (a prepayment), up to a value of \$2000. [Get more information on adhoc Pay Now payments here](#). **Note: Only parents at centres with the DebitSuccess payment gateway can access this feature.**
4. Tapping "Setup Direct Debit" allows you to setup or configure your scheduled direct debit payment method by adding bank or card details. [More info on Direct Debit Setup can be found here](#). **Note: Only parents at centres with the DebitSuccess payment gateway can access this feature.**
5. Tapping "Show Statement" will take you to the statement view
6. This section details your child care subsidy percentage. If the subsidy percentage is 0%, an error message will display advising you of potential next steps to rectify the issue.
7. Tapping "See CWA Agreement" will open a web browser and load the current CWA agreement attached to the child. If the CWA agreement has not yet been signed, the parent will be able to sign it from this screen.
8. Tapping the "Call Centre" button will open your Phone App with the centre phone number pre-filled.
9. Tapping the "Call CentreLink" button will open your Phone App with the subsidy hotline for Centre link pre-filled.

Xplor Home App: Adding Bank Details

Please note that only **primary carers** can add and update bank details. Please ask your childcare service if they have direct debit available before trying to add your bank details.

Via Mobile App:

As of 15 January 2021, parents can add or update bank details from the mobile app. Note that this feature is only available to families enrolled at centres that use Xpay (DebitSuccess) as their payment gateway.



1. If your family is enrolled at an XPay/DebitSuccess centre and you are a primary carer, you will see a menu option titled "Setup Debit Debit" (see above). Tap it to begin the direct debit payment configuration.

2. If you have not setup an account with DebitSuccess yet, you'll need to complete some basic information and agree to the billing terms. If you have any concerns about these terms, please reach out to your service.
3. On the next screen, you can choose to enter your credit card details or your bank details
4. Once you have saved your banking details successfully, the administrator can set up your family's preferred billing schedule, or the schedule required by the service
5. You can edit your banking details through this tab at any stage
6. Please get in touch with the administrator if you have any issues and they will be able to assist or get in contact with support on your behalf

Please note, if your Parent Account is connected to more than one centre you can [Toggle Between Centres](#) and will need to add your payment information at each individual service. You can find more information [HERE](#).

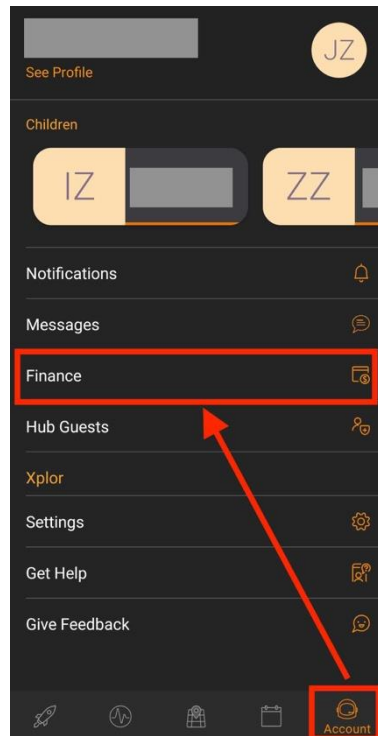
CWA Approval and CCS Enrolment Confirmation

There are **two steps** that must be completed to ensure your child care subsidy entitlements can be paid to a service provider on your behalf.

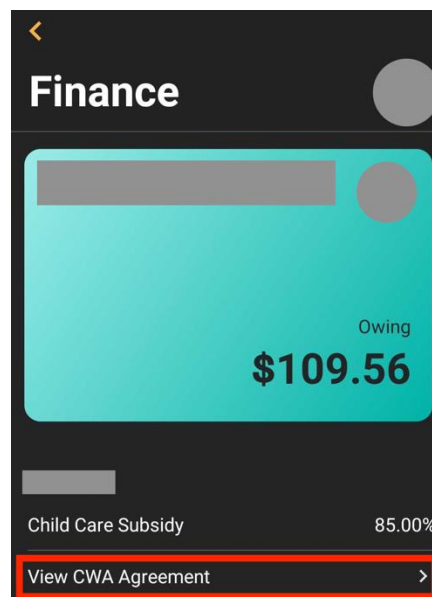
- You must sign the Complying Written Arrangement (CWA) through your Xplor Home App or home.myxplor.com website. ***Note: only Primary Carers will see the CWA on the Home App.***
- Once you have signed on Xplor Home, you must also confirm your child's CCS Enrolment through MyGov.
 - > Before starting with a service, parents should ensure they have completed their [Centrelink Claim](#) and [Activity Test](#) in MyGov.

Home App

Login into the Home App, using the Primary Carer's account. If you do not know who the primary carer is, please ask your centre admin, this is typically the parent you wish to claim CCS. Click "Account" then "Finance



Click on "View CWA Agreement". If you do not see this button, please reach out to your administrator to ensure they have completed the actions needed on their end.



The CWA should appear for you to carefully review. Click "I Agree".

If you disagree with any of the sessions, days or fees, please reach out to your administrator to make the necessary changes and send through a correct copy of the CWA.



Session, Payment and Child Summaries

Session Summary

A list of all the sessions, fees and attendances for all children in this account for the period.

Date	Child Name	Absent	Session Start	Session End	Hours	Sign-in	Sign-out	Attendance Hours
18 Nov 21	Zara Zraika	Y	06:30:00	18:30:00	12.00			
18 Nov 21	Zara Zraika		06:30:00	18:30:00	12.00	09:02:00	13:01:00	3.98
18 Nov 21	Zara Zraika		06:30:00	18:30:00	12.00	09:02:00	13:01:00	3.98
18 Nov 21	Zara Zraika	Y	06:30:00	18:30:00	12.00			
18 Nov 21	Zara Zraika		06:30:00	18:30:00	12.00	09:02:00	13:01:00	3.98
18 Nov 21	Zara Zraika		06:30:00	18:30:00	12.00	09:02:00	13:01:00	3.98
18 Nov 21	Zara Zraika	Y	06:30:00	18:30:00	12.00			

The session summary includes attendance details of all sessions the child has on their account.

- Date: The date of the session
- Child Name: The name of the child
- Absent: If the child is absent or does not have a sign in time on that day, a 'Y' will appear in the absent column
- Session Start and End: Start and end times of the session, populated by the fee settings
- Hours: The total hours between the session start and end
- Sign-In, Sign-out: The actual time the child was electronically signed in and out of the session
- Attendance Hours: The total hours between the sign in and out

Payment Summary

A list of all automated scheduled payments made for the period against this account.

Date	Payment Status	Payment Method	Amount
Apr 2018	Completed	EZIDEBIT	\$7.
Apr 2018	Completed	EZIDEBIT	\$3
Apr 2018	Completed	EZIDEBIT	\$2
May 2018	Completed	EZIDEBIT	\$4
May 2018	Completed	EZIDEBIT	\$4
May 2018	Completed	EZIDEBIT	\$4

If direct debit is being used to take payments at the centre, the payment summary will be a running list of payments made on this account

- Date: The date the payment was generated. This may be before the date the payment cleared.
- Payment status: if the payment has cleared, the status will be completed. Other status options represent the status of the payment. They can include: rejected, pending, approved. Find out more about payments here: [Managing and Understanding Automatically Scheduled Payments](#)
- Payment method: The name of the payment gateway being used
- Amount: The amount taken in the payment

Child Summary

The Xplor Child ID and any YTD absences for all children in this account.

Child Name	Child ID	Absences (Year to Date as of 05/12/2019)
		7

- The child summary represents the children that are listed on the account. The child ID is their unique ID number in the system. The absence count is the number of absences the child has listed with

Centrelink. This is the total number of absence sessions that have been paid across **all services** during the current financial year.