

Accepting Offers, Completing the Enrolment Form & Confirming Booking

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**

OFFER

Legend

✓ Offered ✗ Not Offered Change to Existing Booking Invalid

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
James May	03-08-20 S-03-08-20	Open	LDC/KIN/PRE	Amelia's Bug-A-Lugs Centre	1	✗	✗	✓	✗	✓	✗	✗	13-07-20

[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 need to be confirmed** to flow into QikKids.

AMELIA'S BUG-A-LUGS CENTRE

Letter of Offer

Date Submitted: 28-04-20

We are offering your child a place at the following centre:

Child Name James May
Provider
Centre Amelia's Bug-A-Lugs Centre
Care Type LDC/KIN/PRE
Start Date 3/08/2020
Days Offered Wed,Fr
Fees \$110
Normal Session 7AM-6PM
Additional Comments
Expiry Date 13/07/2020



Accept/Decline Offer

Please accept, decline or change the offer



Enrolment Form

James is not enrolled at this service yet.



Confirm

Please note you need to confirm to secure the placement

By accepting the offer, you are also accepting the [Terms and Conditions](#) specified by the service

Accept

Decline

Decline & Change

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 James

Last Name May

Services Amelia's Bug-A-Lugs Centre

Rooms Nursery

Days 1

Expiry Date 13-07-2020

Start Date 03-08-2020

Bond Amount

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

Session time 7AM-6PM

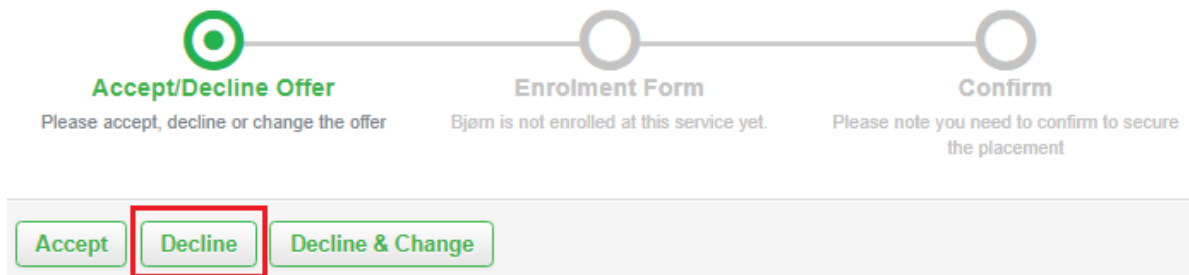
Fees per day \$110

Additional comments:

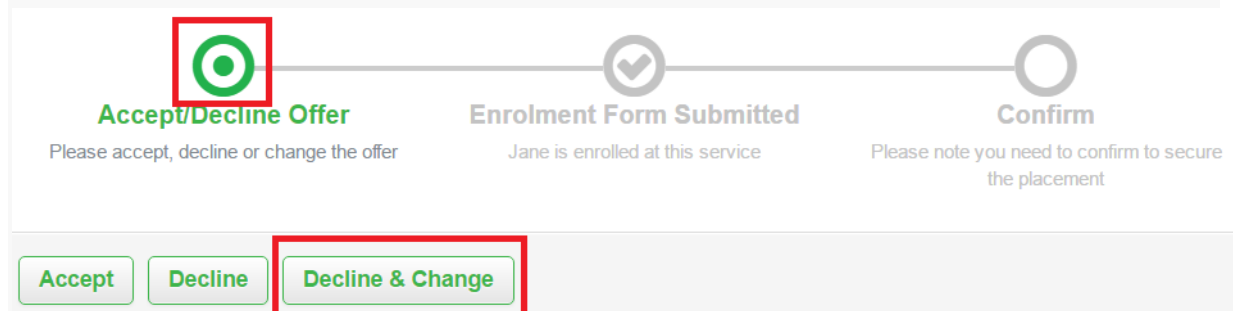
Edit Offer

Declining an Offer

Decline



Decline and 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**
- You will be prompted to complete an **enrolment form** for your child

AMELIA'S BUG-A-LUGS CENTRE

×

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Date Submitted: 28-04-20

We are offering your child a place at the following centre:

Child Name

James May

Provider

Centre

Amelia's Bug-A-Lugs Centre

Care Type

LDC/KIN/PRE

Start Date

3/08/2020

Days Offered

Wed,Fr

Fees

\$110

Normal Session

7AM-6PM

Additional Comments

Expiry Date

13/07/2020

✓

Offer Accepted

●

Enrolment Form

James is not enrolled at this service.
Please fill out and submit the form.

○

Confirm

Please note you need to confirm to
secure the placement

Finish Enrolment

If you are not able to complete the enrolment at this point you can access your account later to complete this process. You will also be able to view the status of the offer which will update once the offer has been accepted.

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

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.

Enrolment form preview

X

Enrolment Form for [Child Name]

Services to enrol Select Centre ▼

Main Contacts

Primary Guardian (This person's details are used to claim government subsidy)

Given Name *

Last Name *

Relation to child * Select ▼

Email address *

You must provide at least 1 contact phone number *

Mobile number

Home number

Work number

Building

Street Address *

Suburb *

State *

Post Code *

Secondary Guardian

Given Name

Last Name

Relation to child Select ▼

Email address

You must provide at least 1 contact phone number

Mobile number

Home number

Work number

Building

Street Address

Suburb

State

Post Code

- 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 **Submit**. An email notification will be sent to confirm the enrolment form 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 submitted. This will then:

- Create a new family account
- Create the Contact and Child information
- Create a new re-occurring booking pattern for the child on the agreed start date (A bond may need to be paid depending on the service policy)
- Populate all associated standard Enrolment form information into the family account where applicable (this does not include customised questions)
- Additional enrolment questions created within the customised enrolment form will **NOT** flow into QikKids, however the service will receive an e-mail with PDF attachment of the completed enrolment form and any uploaded documents.

Parent confirms Offer

The final step to complete the enrolment process: you will need to view the offer and click **Confirm Booking**.

Offer Accepted

Enrolment Form Submitted

Confirm

Please confirm to finalise the booking

Confirm Booking

VICKI'S WONDER EMPORIUM

Letter of Offer

Date Submitted: 03-04-20

We are offering your child a place at the following centre:

Child Name

James May

Provider

Centre

Vicki's Wonder Emporium

Care Type

LDC/KIN/PRE

Start Date

29/06/2020

Days Offered

Tue,We

Fees

\$99

Normal Session

6:30AM-5:30PM

Additional

Please be aware, upon acceptance of this offer you will be required to pay a non refundable bond

Comments

payment of \$200 to secure placement.

Expiry Date

24/05/2020

Offer Accepted

Enrolment Form Submitted

Booking Confirmed

How will the 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 **Pay Bond and Confirm** button will be displayed once the enrolment form has been submitted.

×

Date Submitted: 03-04-20

Child Name	James May
Provider	

Centre Vicki's Wonder Emporium

Care Type	LDC/KIN/PRE
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Start Date	29/06/2020
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Days Offered Tue,We

Fees	\$99
------	------

Normal Session 6:30AM-5:30PM


Additional Comments	Please be aware, upon acceptance of this offer you will be required to pay a non refundable bond payment of \$200 to secure placement.
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Expiry Date	24/05/2020
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Pay Bond & Confirm

Pay Bond & Confirm



[Help](#)

AM

Child Care Company:

QK Test - QK Journey's Derr

Logged in for family:

May

Enrolment Management

Editing Family: May

You have payments that need attention. You can make or review payments in the [Payments](#) section, below.

CONTACTS

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

Add Contact

NAME	RELATION	CONTACT TYPE	ADDRESS	CONTACT NO.	EMAIL	USER NAME	EDIT
Anna May	Mother	Primary Contact	test test test 1234	0412346578	QKTestAMay@mailinator.com	QKTestAMay@mailinator.com	Edit

CHILD

Add Child

CHILD NAME	STATUS	DOB	Due Date	AGE	EDIT	DELETE	Enrolment Information
James May	Active	09-03-20	-	1M	Edit	-	<div>View Enrolment</div> <div>Print</div>

CASUAL BOOKINGS

Add Casual Booking

Non repeating, instant booking is available for the enrolled children. (The following table shows the summary for the next 30 days)

No records found

OFFER

Legend

Offered

Not Offered

Change to Existing Booking

Invalid

CHILD	START DATE RFO'D START	STATUS	CARE	CFNTR NAME	DAYS	M	T	W	T	F	S	S	OFFER EXPIRY
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If you click on the **Pay** button in the Payments section, you will be taken to a Debitsuccess webpage to make payment.

CASUAL BOOKINGS

Non repeating, instant booking is available for the enrolled children. (The following table shows the summary for the next 30 days)

No records found

Add Casual Booking

OFFER

Legend

☒ Offered
 ☒ Not Offered
 ☐ Change to Existing Booking
 ☐ Invalid

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
James May	29-06-20 S.30-03-20	Accepted pending Bond Payment	LDC/KIN/PRE	Vicki's Wonder Emporium	2	x	x	x	x	x	x	x	24-05-20

No records found

View Offer

BOOKING REQUESTS

Requests for new bookings or to change current permanent bookings are displayed here. These requests are yet to be approved.

No records found


New Request

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
28/04/2020	Bond Payment James at Vicki's Wonder Emporium	\$200.00	Pending	Ready

Pay



Make a payment

Payment Details

Payment Note: QKz 33264-63435

Name on Card:

Card Number:

Expiry date: /

CVV:

Amount: \$200.00 (AUD)
Surcharge will be added to this amount

Next >

Please call customer service should you require further assistance:
Australia - 1800 145 848
New Zealand - 0500 461 0400

All information on this page is © Debitsuccess

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

If the payment is unsuccessful, the Status of the payment will say **Declined**.

****Please note**** The booking cannot be confirmed until the Bond payment is finalised

You will need to view the offer to confirm the booking

OFFER

Legend

Offered
Not Offered
Change to Existing Booking
Invalid

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	
James May	29-06-20 S:30-03-20	Accepted	LDC/KIN/PRE	Vicki's Wonder Emporium	2								24-05-20 28-04-20	View Offer

VICKI'S WONDER EMPORIUM

Letter of Offer

Date Submitted: 03-04-20

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Centre Vicki's Wonder Emporium
Care Type LDC/KIN/PRE
Start Date 29/06/2020
Days Offered Tue,We
Fees \$99
Normal Session 6:30AM-5:30PM
Additional Comments Please be aware, upon acceptance of this offer you will be required to pay a non refundable bond payment of \$200 to secure placement.
Expiry Date 24/05/2020



Offer Accepted



Enrolment Form Submitted



Bond Paid and Booking Confirmed

Updating Details

For existing Families, any child or contact details can be updated on your 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 by the Database Administrator. See below:

COMPANY INFO

Company name : QK

Logo



Reset

Click the logo box to upload the new company logo.
You can resize the logo once you are in upload facility.

☒ Enable notification emails to receive updates every time a user updates child or contact details, or a child's enrolment form gets resubmitted with changed information.

☐ Enable postcode search for services.

Please click on the 'Load service addresses' button after enabling it and when an update is necessary. ?

Load service addresses

☒ Enable CWA components. ?