

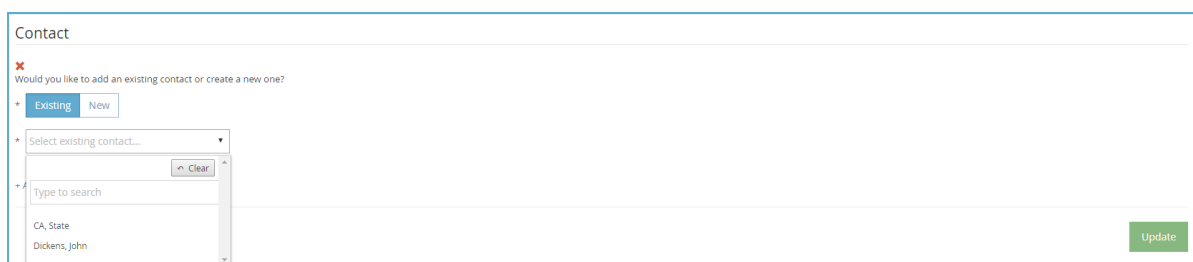
Unable to add siblings to the same invoice

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For multiple children to appear on one invoice, the children must have the same parent marked as a Payer on their profile. Even though the parents listed may appear the same, the system may not recognize them as the same parent. This usually happens when one parent was migrated from Kids PRO, but the same parent was manually entered into KidKare for the sibling.

To resolve this issue:

1. From the menu to the left, click **Home**.
2. Click **My Kids**.
3. Click the child to change. The Child Information page opens.
4. In the Primary Guardian section, click **Edit**.
5. Click **Add Another Contact**.
6. Click **Existing**.
7. Click the **Select Existing Contact** drop-down menu and select the existing parent.



The screenshot shows a web form titled "Contact". At the top, there is a red error icon and a message: "Would you like to add an existing contact or create a new one?". Below this message are two buttons: "Existing" (highlighted in blue) and "New". Under the "Existing" button is a dropdown menu labeled "Select existing contact...". The dropdown menu is open, showing a search bar with the placeholder text "Type to search" and a "Clear" button. Below the search bar, there is a list of contacts: "CA, State" and "Dickens, John". In the bottom right corner of the form, there is a green "Update" button.

8. Click  to delete the duplicate parent.
9. Click **Update**.
10. Make sure that the Payer(s) and payer percentages for all siblings are the same.
For example, the Payer pays 100% for all siblings, or two of the same Payers pay 50% for all siblings, and so on.

Contact

Would you like to add an existing contact or create a new one?

Existing

New

Select existing contact...

Clear

Type to search

CA, State

Dickens, John

Update