KeepCount
Getting started

A parent or guardian who pays a centre's fees through KeepCount

KeepCount guide to billing for families

Your invoices, what is owed, your payments and receipts, and paying by pre-authorized debit, where the centre offers it.

Billing, for a family who pays · 9 steps, one screen and one line each · a short "watch out" where there is a catch

Your invoices and payments · 5 steps

Paying by pre-authorized debit · 4 steps

The screens explained

Screens from KeepCount 0.99.171, captured October 30, 2026 in a demonstration organization: everyone in them is fictional. Sections of O. Reg. 137/15 read on e-Laws October 23, 2026.

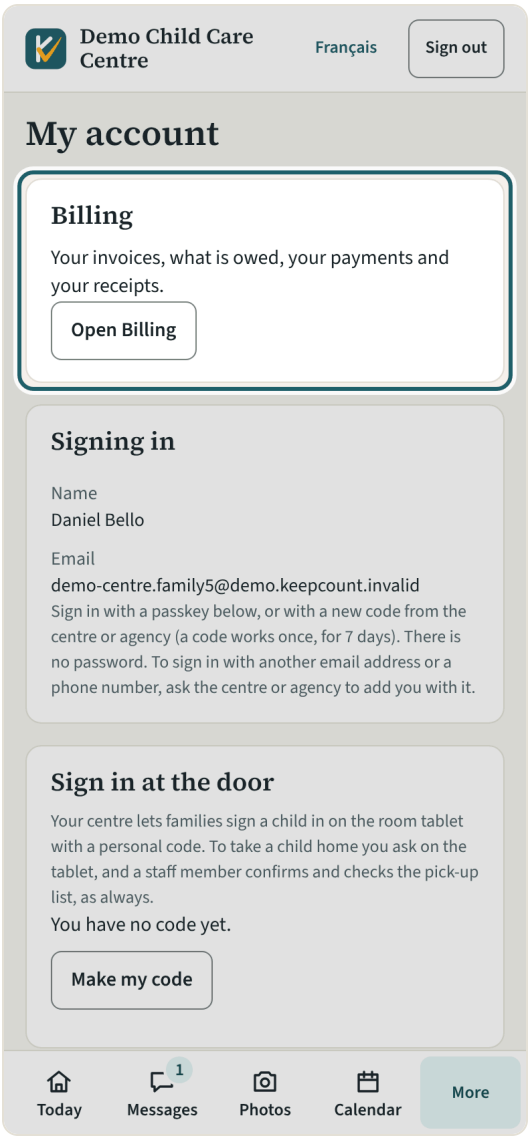
Your invoices and payments

Billing shows when the centre records you as paying for a child. The centre chooses whether it bills families through KeepCount. The screens are from a demonstration centre: a fictional family and fictional amounts.

1 Find Billing

My account has a Billing card that opens your invoices, what is owed, your payments and your receipts. On a phone, Billing is also on the bar at the foot.

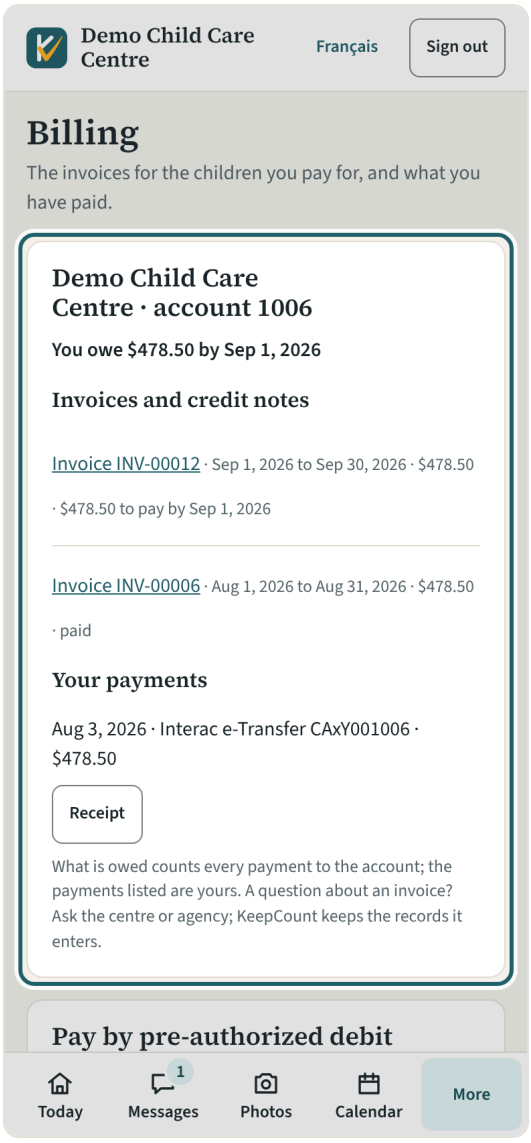
Watch out: Only the family members the centre records as paying for a child see Billing. Another parent who does not pay sees the child's day, not the invoices.



2 Billing

Billing: your account with the centre, what is owed or your credit, the invoices and credit notes, and your payments.

Watch out: What is owed counts every payment to the account, including another payer's; the payments listed are yours alone.



3 An invoice

Tap an invoice: as issued, each line by child, the tax, the total and the due date. "Print" prints it; "Question about this invoice" writes to the office.

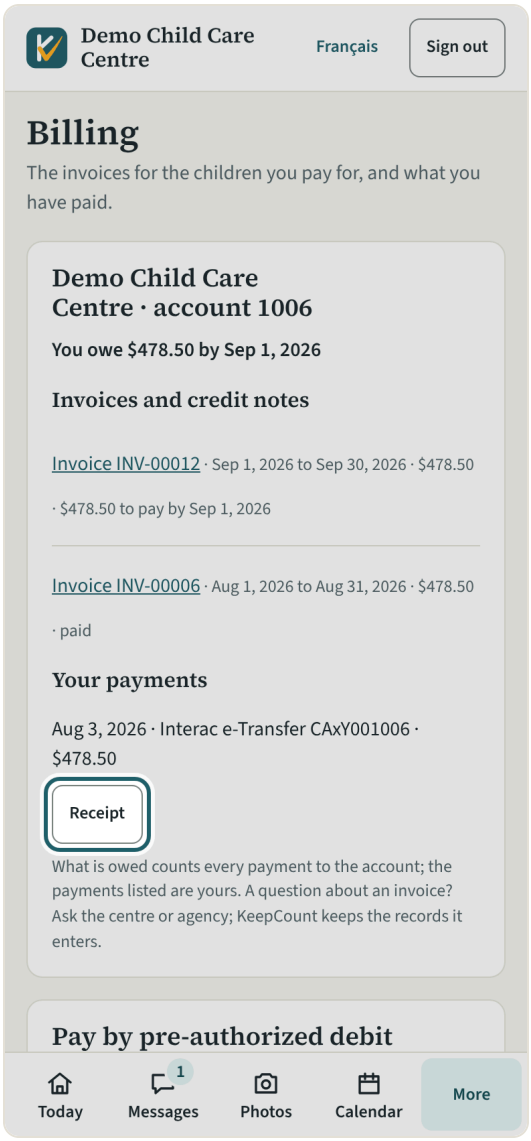
Watch out: An issued invoice is never changed: a mistake is corrected by a credit note from the centre, which shows in the list as its own line.



4 A receipt for a payment

Your payments: each one with its day, how it was paid and the amount. "Receipt" prints a receipt for that payment.

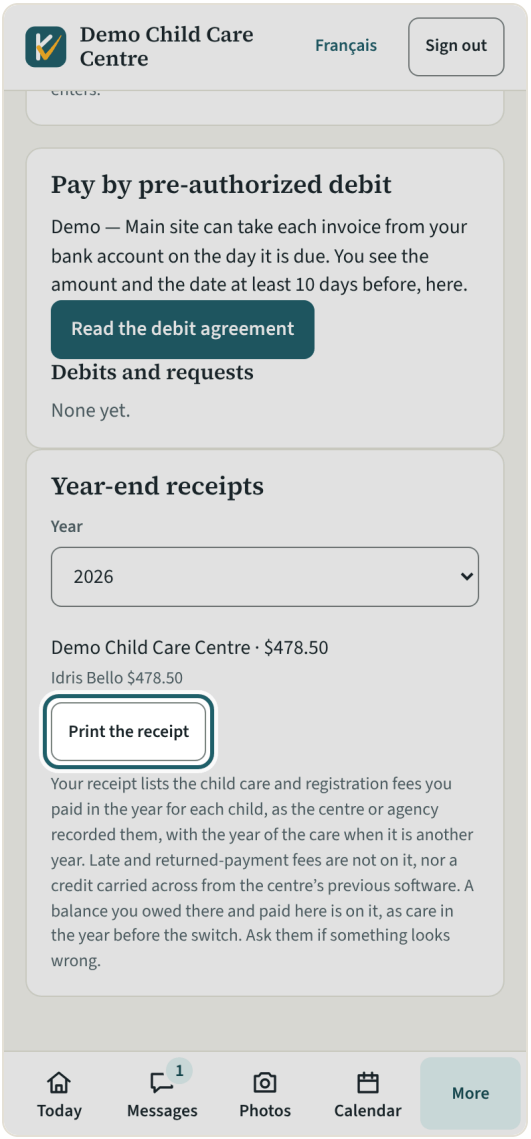
Watch out: A payment you made outside KeepCount shows here once the centre has recorded it.



5 Your receipt for the year

Year-end receipts: choose the year, then "Print the receipt": the child care fees you paid for each child, with the centre's name, address and business number.

Watch out: The centre issues the receipt; check it against your own records. KeepCount keeps no social insurance number.



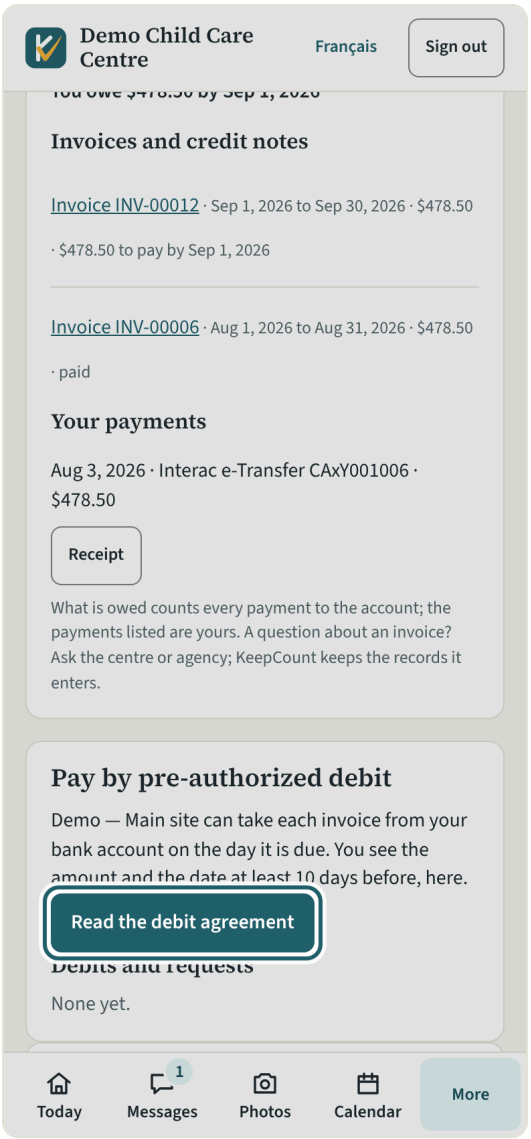
Paying by pre-authorized debit

When the centre takes payments through KeepCount, it can take each invoice from your bank account on the first day of the month it bills, or on a later date shown with it. These payments run in Zūm Rails' test system for now: no centre takes them through KeepCount yet.

6 Pay by pre-authorized debit

"Pay by pre-authorized debit": the centre takes each invoice from your bank, and you see the amount and the date here at least 10 days before.

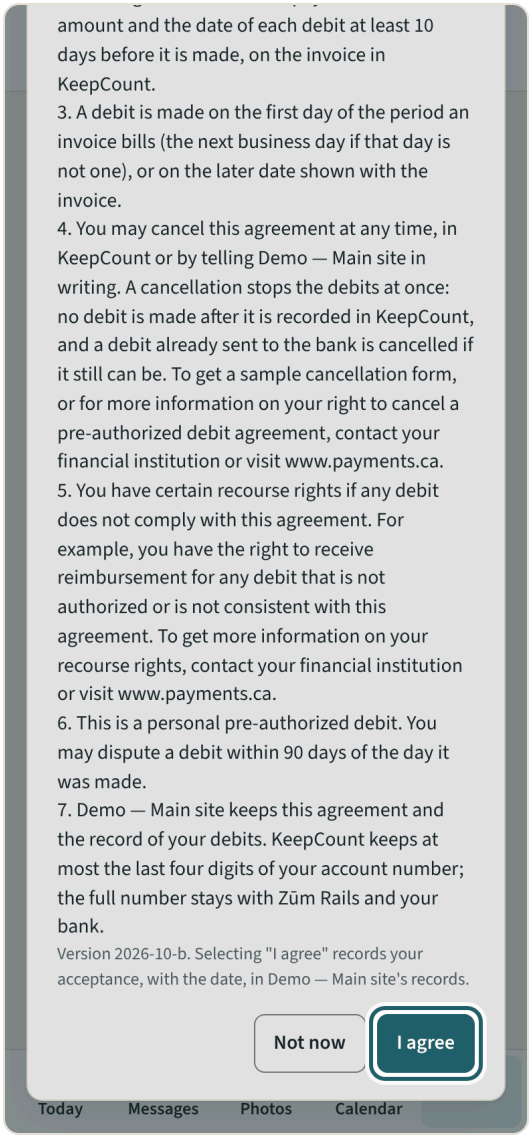
Watch out: An account with more than one payer cannot pay by debit: ask the centre to send you an Interac request for each invoice instead.



7 The debit agreement

"Read the debit agreement": what may be taken and when, the 10 days' notice, cancelling, and your right to dispute a debit. "I agree" or "Not now".

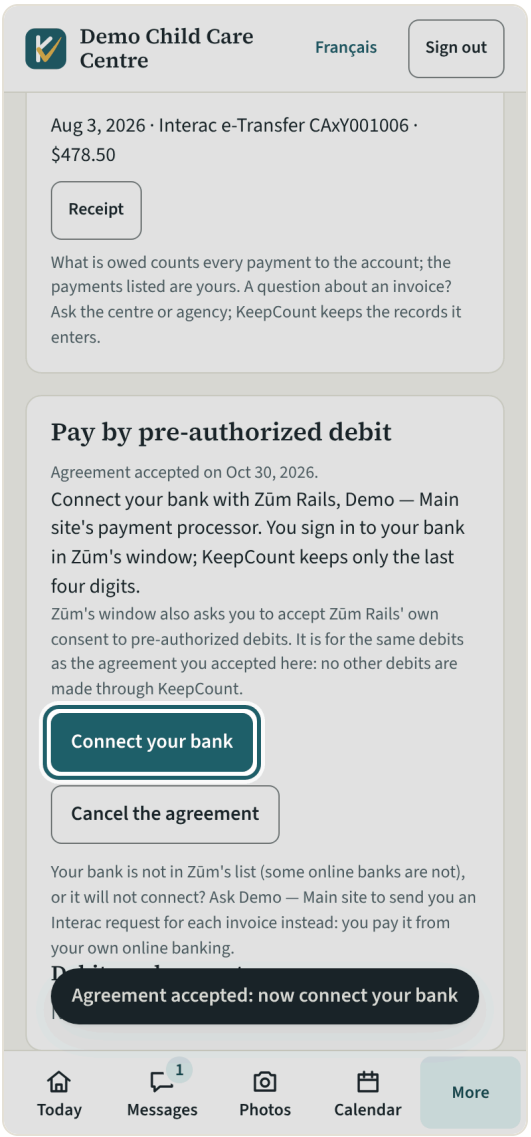
Watch out: Read it to the end before "I agree". Your acceptance is recorded with the agreement's version and the date.



8 Connect your bank

After "I agree", "Connect your bank": you sign in to your bank in Zūm Rails' window, and KeepCount keeps only the last four digits.

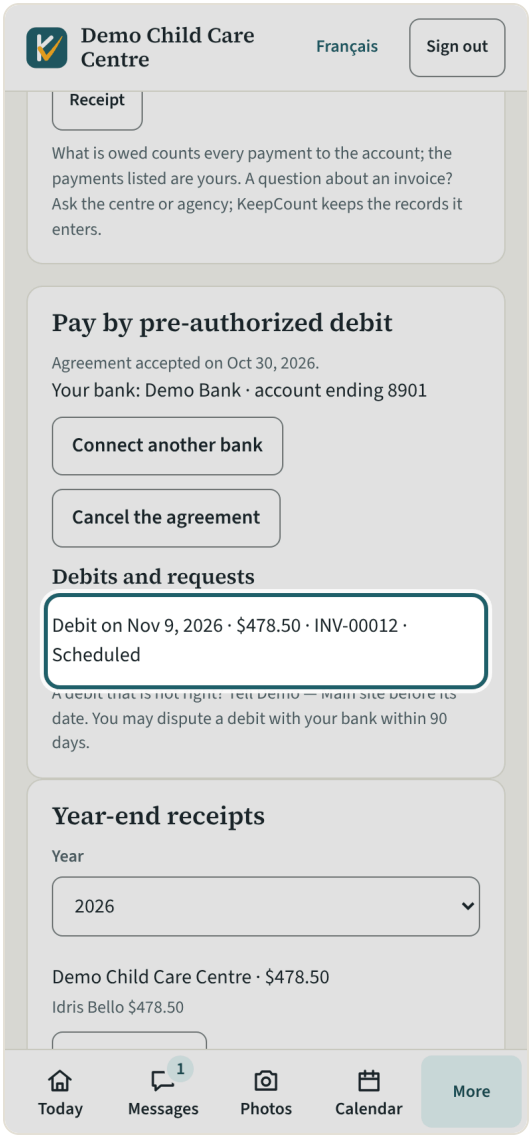
Watch out: Your bank is not in Zūm's list, or will not connect? Ask the centre to send you Interac requests instead.



9 Debits and requests

Debits and requests: each debit with its day, amount and status, from Scheduled to Paid. Tell the centre before the date if one is not right.

Watch out: A debit your bank sends back reads "Returned by the bank": the invoice is owed again and is not debited again: you get an Interac request instead. A returned payment fee, if the centre lists one, comes on a new invoice.



The screens are from KeepCount 0.99.171, captured on October 30, 2026. Your child's centre or agency may use other words for people and its own policies; the screens are the same.

Section numbers are O. Reg. 137/15 (General) under the Child Care and Early Years Act, 2014, read on e-Laws on October 23, 2026. This guide explains how KeepCount works; it is not legal advice, and the Ministry's program advisors decide compliance.