

Colorado

Provider POS Device User Manual



Where to call for POS device troubleshooting:
1-877-779-1932



Colorado Department of Human Services

Version: 2.0



cdhs

Provider POS Device User Manual

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Acronyms Used in This Manual	Colorado Department of Human Services	CDHS
	Child Care Assistance Program	CCAP
	Date of Birth	DOB
	Personal Identification Number	PIN
	Point-of-Service	POS
	Quick Reference Guide	QRG
	Store and Forward	SAF

Terms Used in This Manual	Adult Caretaker	A person in the home who is financially contributing to the welfare of the child and is the parent, adoptive parent, step-parent, legal guardian, teen parent, or person who is acting in loco parentis.
	Client	The adult caretaker, parent or any authorized individual in possession of a CCAP card.
	Facility	A private home or a child care center.
	Missed Swipe Period	The missed swipe period is a 10-day period including the date of care plus the nine (9) following calendar days.
	Orphan Transaction	A Check In without an associated Check Out transaction. Approved attendance must have both an In and Out to complete the pair. Providers may not be paid for orphan transactions. Clients may be responsible for the cost of care.
	Provider	The child care provider.

1.0 General Information

Overview

The Colorado Department of Human Services (CDHS) and Xerox State & Local Solutions, Inc. (Xerox) are proud to be able to make Point-of-Service (POS) devices available to child care providers and clients who are participating in the Colorado Child Care Assistance Program (CCCAP).

This is the automated system CDHS uses to record the time and attendance for children who are receiving State subsidy funds for child care. The equipment is referred to as a Point-of-Service device or by the POS device throughout this manual.

Clients who bring children to a CCCAP authorized child care facility must use the POS device, and their Child Care Assistance Program (CCAP) Card, to enter time and attendance information. This system records time and attendance so the appropriate provider payment is calculated. Child care providers must enforce this automated collection of attendance and ensure clients use the POS device every time child care services are provided. The only way child care provider payments are calculated is by using the attendance data collected through the POS device.



Providers may never possess a client's CCAP Card. No CCAP Cards may be left onsite at a provider's location. Providers found with CCAP Cards will no longer be able to provide CCCAP child care.

The client is required to check his/her child(ren) in and out of care every day using the POS device issued to the child care facility. Clients may also record time and attendance for a previous day by using the Previous Check In and Previous Check Out feature. Instructions on how to use the Previous Check In and Previous Check Out function are displayed in Section 5.3.1 and 5.3.2. Providers have the ability to void an incorrect transaction. Instructions on how to perform a void are found in Section 6.1.

The POS device generates a Daily Attendance Receipt of the times children have checked in and out. Instructions on how to reprint the receipt are found in Section 8.1.1. Effective September 2012, providers will have the ability to print an Attendance Report that shows all approved transactions for a given date, a date range, or a specific case.

Overview, continued

The POS device is made available to providers at no cost but must be used properly and be protected from damage. Replacement and repair of the POS device is the responsibility of Xerox unless the need for replacement or repair is due to loss, theft, destruction, or negligent handling. In these instances, the provider is financially responsible for the cost of the repair or replacement of the POS device. The POS device is issued with two rolls of thermal paper. The provider is responsible for purchasing replacement paper. Refer to Section 11 for more information on paper supplies.

2.0 Getting Assistance

Overview

This section documents the various types of assistance available, such as:

- Child Care Assistance Program for Providers
- Xerox Provider Helpdesk Assistance
- Client CCAP Card Assistance

2.1 Child Care Assistance Program for Providers

Program Assistance for Providers

Please contact the County Department of Social/Human Services for policies and procedures regarding the Child Care Assistance Program (CCAP). Please refer to your fiscal agreement for specific program requirements.

2.2 Xerox Provider Helpdesk Assistance

Xerox Provider Helpdesk

Xerox is responsible for answering questions about the POS device or replacing the POS device if it is not working.

The Xerox Provider Helpdesk is answered by an automated response unit 24 hours a day, 7 days a week. Customer Service agents are available from 7:00 a.m. to 7:00 p.m. Mountain Time to assist with problems with the POS device. The Customer Service agents will perform troubleshooting with you over the telephone. In some cases, the problem is resolved through this troubleshooting. In other instances, the POS device may need to be replaced. If a provider receives a replacement device, the provider must notify the county to avoid potential billing issues.

Please call the Xerox Provider Helpdesk when setting up your POS device if your phone line requires you to dial a prefix for an outgoing call (e.g., dial an 8 or 9) or if your phone has call waiting. The Customer Service agent will help you set the POS device so it will automatically dial the prefix.

Please call the Xerox Provider Helpdesk for all POS device related problems. The Customer Service agent will request a replacement POS device be mailed to you if the POS device needs to be replaced. Refer to Section 10 for information on POS device replacements.

Xerox Provider Helpdesk:
1-877-779-1932

2.2.1 Updating Your Address on the Daily Attendance Receipt

Xerox Provider Helpdesk Assistance with Updating the Address on the Receipt

Licensed providers must contact the Colorado Department of Human Services to change your address. Qualified family child care home providers must contact the County Department of Social/Human Services to change your address. The address update cannot be made until the change has been reported to CDHS or the County Department of Social/Human Services. After the change has been reported to CDHS or the County Department of Social/Human Services, contact the Xerox Provider Helpdesk to have the address corrected on the POS device receipt.

To request assistance with correcting the address at the top of the Daily Attendance Receipt, call the Xerox Provider Helpdesk at 1-877-779-1932.

The Customer Service agent will create a ticket to have a technician call you to perform the update. The update will take only a few minutes to complete.



You must sign a new fiscal agreement with the County Department of Social/Human Services before you change locations.

2.3 Client CCAP Card Assistance – Only Performed by Client

Client CCAP Card Assistance – Only Performed by Client

Clients shall call the Personal Identification Number (PIN) Helpline to select a PIN to use with the CCAP Card. The PIN Helpline is available 24 hours a day, 7 days a week, by calling **1-877-779-1933**. More information on how to select a PIN was sent by the County Department of Social/Human Services when the case was approved.

The client must contact the local County Department of Social/Human Services to request a replacement CCAP card if the card is lost or damaged. The County Department of Social/Human Services will order a replacement card and the new card will be sent in the mail. It takes approximately five (5) business days to receive a new CCAP Card. The client shall notify the County Department of Social/Human Services if the card is not received within seven (7) calendar days. The client does not need to PIN the replacement CCAP Card as the same PIN will be used on the replacement card. The PIN will carry forward to the new card.

3.0 Features of the POS Device

Overview

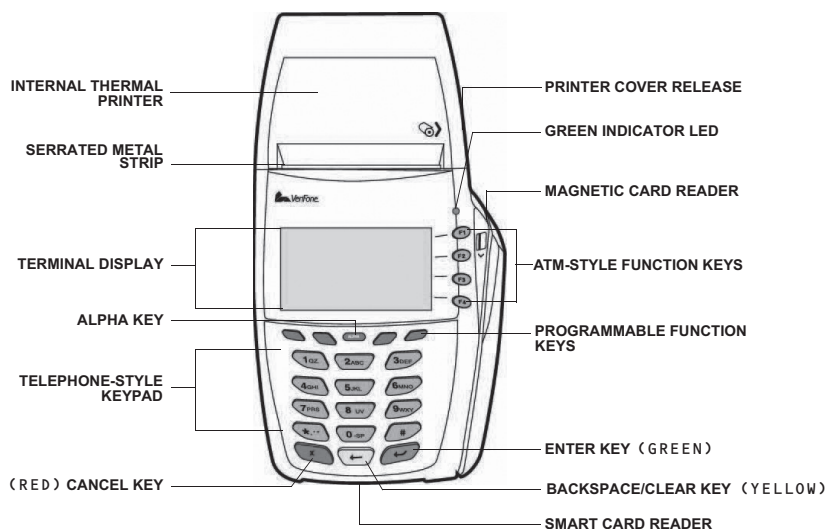


Figure 1 V*5xx/V*610 Terminal Features (Front Panel)

The front panel includes the following features:

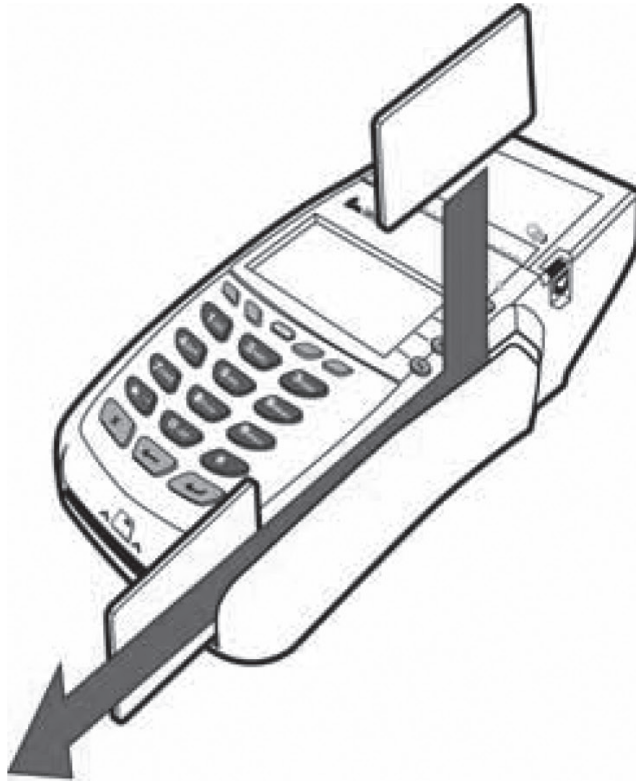
- A **terminal display**, backlit LCD screen.
- Five types of keys:
 - a** A 12-key, **telephone-style keypad**.
 - b** Four **ATM-style function keys**, labeled F1 to F4, to the right of the LCD screen.
 - c** Four unlabeled, **programmable function keys** above the keypad.
 - d** Three **color-coded function keys** below the keypad (icons at right; from left to right: CANCEL, BACKSPACE/CLEAR, ENTER).
 - e** An **ALPHA key** centered at the top of the keypad.
- A **magnetic card reader**, built into the right side. The icon at right shows the proper swipe direction, with the stripe down and facing inward, toward the keypad.
- A green **indicator LED** indicates power is ON.
- An **internal thermal printer**.



3.1 Swiping CCAP Cards

Swiping CCAP Cards

To swipe CCAP Cards through the POS device, the client will slide the card through the card reader located on the right-hand side of the POS device. The magnetic stripe on the card should be down and facing the POS device.



The client will receive two CCAP Cards which must be used to check his/her children into and out of child care. The client determines who receives the second card. Either card may be used to perform POS device transactions. The client must PIN both cards prior to use.

The client may select the same PIN for both cards.

A video demonstration on how to use the CCAP Card is available for providers and clients by contacting the County Department of Social/Human Services.

4.0 POS Device Installation

Overview

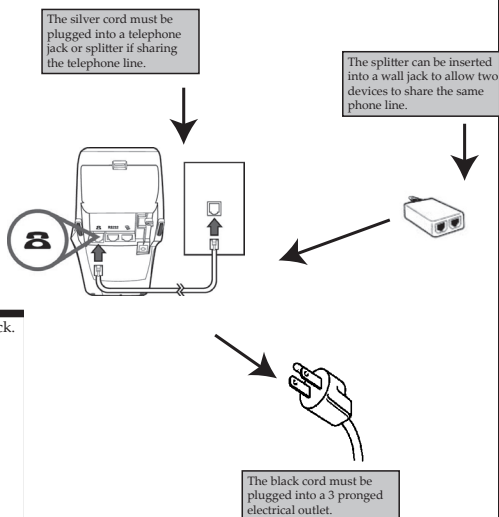
Setting up the POS device is fast, easy, and will take about five minutes to complete. You will perform a communication test after the POS device is set up, connected to the telephone line, and plugged into a three-pronged electrical outlet. Instructions for the communication test are displayed in Section 4.1. The communication test ensures the POS device is ready for use.

If you encounter any problems with setting up your POS device, you may call the Xerox Provider Helpdesk at **1-877-779-1932**. Agents are available from 7:00 a.m. to 7:00 p.m. Mountain Time (MT) to assist with POS device related questions or problems.

Providers, who use a PBX (private branch exchange) telephone system, will most likely need a prefix to access an outside line. The POS device may not work with a PBX system. The POS device works best with a dedicated line or could be shared with a fax line.

The diagrams below show you how to plug the silver cord into the telephone jack and how to plug the black power pack into the electrical outlet.

POS Device Installation Diagram



Step 1. Plug silver telephone cord into telephone jack.

Step 2. Plug black power cord into POS device.

Step 3. Plug black power cord into electrical outlet.

Step 4. Perform communication test:

- Press "F4" from main menu
- Type provider password (123456)
- Press green ENTER key
- Press "5" for Terminal Setup
- Press "3" for Communications Test
- Check receipt for results

POS Device Shipment

The following items are included in your POS device shipment box:

- POS device hardware with telephone cord and power cord
- Dual telephone jack splitter
- Two rolls of thermal paper (one roll is in the POS device and a spare roll)
- Installation and training materials
 - POS Device Installation Diagram
 - Provider POS Device User Manual
 - Quick Reference Guide (QRG) for Clients

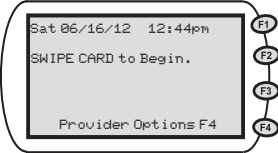
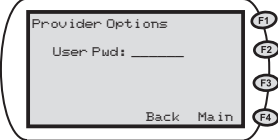
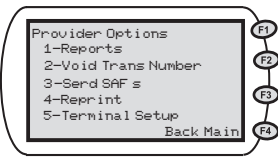


Step	Task
1.	Remove the POS device and find a convenient set-up location that is accessible to power and the telephone jack. The location should be easily accessible for clients. You may need to use an extension cord or a longer telephone cord if you are placing the POS device a distance away from the power and telephone source.
2.	Remove the POS Device Installation Diagram from the box (it is also displayed on page 10). A copy of the POS Device Installation Diagram may also be found in Appendix A of this manual.
3.	Connect the two parts of the black power pack together. Insert the power pack (black cord) into the POS device and a three-pronged electrical outlet.
4.	Insert the silver telephone cord into a telephone jack. If the telephone line is shared with a telephone or other device such as a FAX machine, use the dual jack splitter. Insert the dual jack splitter into the wall jack and then plug the cord for the telephone or other device into one side and plug the cord to the POS device into the other side. This allows both the other device and the POS device to use the same telephone line.
5.	Perform the POS device communication test using the instructions provided in Section 4.1. If the communication test fails, check to be sure the POS device has power and is plugged into the telephone jack. A common reason the communication test fails is that the POS device needs to dial a prefix such as an 8 or 9.
6.	<p><u>Dialing a prefix for an outgoing call:</u></p> <p>If you must dial a prefix for an outgoing call (e.g., dial an 8 or 9), please call the Xerox Provider Helpdesk at 1-877-779-1932. The Customer Service agent will help you configure the POS device so it will automatically dial the prefix.</p> <p><u>Call Waiting:</u></p> <p>Please call the Xerox Provider Helpdesk at 1-877-779-1932 if your phone has call waiting. The agent will program the POS device so it disables call waiting when the POS device is sending transactions.</p>

4.1 POS Device Communication Test

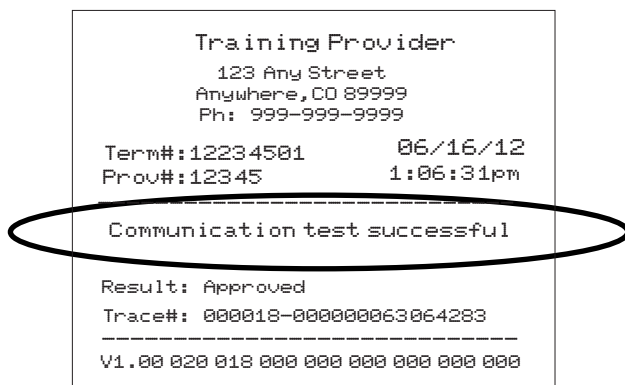
POS Device Communication Test

Perform this short communication test immediately after the POS device is installed. The test will inform you if the POS device is connected correctly.

The screens you will see as you perform the communication test are displayed below:

POS Device Screen	Action
	Press F4 to access the Provider Options menu.
	Key in the 6-digit provider password, which is 123456 . Press the green enter key .
	Press 5 for Terminal Setup .
	Press 3 for Communication Test .
	<p>The POS device displays Dialing Primary, Waiting for Answer, Connecting, Connected, Sending, Receiving followed by an approved or denied message.</p> <p>Wait a few seconds for the POS device to dial. If the test is successful, the POS device will print a receipt that reads "Communication Test Successful." If the test was not successful, the POS device prints a receipt the reads "Communication Test Failed."</p>

If the communication test is successful, your device is ready for use. Check the connections and try again if the test is not successful. Please contact the Xerox Provider Helpdesk if you need further assistance.



POS Device Screen	Action
	<p>Press the purple button under the word Main to return to the main menu.</p>

5.0 Using the POS Device to Record Attendance

Overview

The client must use the POS device to record the time the child is dropped off (Check In) and the time the child is picked up (Check Out) every time a CCAP child is dropped off or picked up from child care.

The attendance shall be recorded the next time the client is at your facility if he/she forgets his/her CCAP Card. This is referred to as the missed swipe period. The missed swipe period is a 10-day period, the date of care, plus the nine (9) following calendar days. It is the provider's responsibility to ensure a Check In and Check Out is recorded each day for the child care services provided. Failure to do so will affect your child care payment.

When multiple children are being Checked In or Checked Out, each child will receive an approval, denial or pending message. You and the client must verify the response code for each child's recorded attendance. The client must perform a transaction again for any children who are denied.

EXAMPLE: If the client is Checking In two children in the same transaction and one child is approved and one child is denied, the client must perform the transaction again for the denied child if that child is authorized for care at the provider facility.

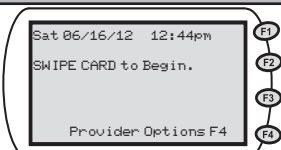

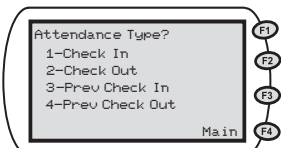
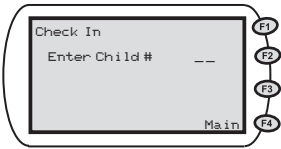
5.1 Daily Check In

Daily Check In


The client must swipe his/her CCAP card through the POS device when the child arrives at the childcare facility. This will record that the child is now in the provider's care if the transaction is approved. A list of denial codes and messages, along with some sample receipts, are in Section 9.

Only approved transactions captured by the POS device will result in payments from the County Department of Social/Human Services. Payments will not be made unless an action is taken to correct a pending or denied transaction.

The screens the client will see as the daily Check In transaction is performed are displayed below.

POS Device Screen	Action
	Client swipes his/her CCAP card.
	Client enters 4-digit PIN and presses the green enter key .
	Client presses 1 for Check In .
	<p>Client enters in the child number and presses the green enter key.</p> <p>Note: If entering more than one child, enter the next child number and press the green enter key. When finished press enter again.</p>

Daily Check In (cont'd)

POS Device Screen	Action
	Wait for authorization. The POS device displays Dialing Primary, Waiting for Answer, Connecting, Connected, Sending, Receiving followed by an approved or denied message.

The eligibility status of the child is displayed when a response is received and a receipt is printed. The status may be approved, denied, or pending. A sample daily Check In receipt is below:

```

Training Provider
123 Any Street
Anywhere, CO 89999
Ph: 999-999-9999

Term#:12234501      06/16/12
Prov#:12345         1:06:31pm
-----
Daily Attendance Receipt
For: 06/16/12
Item #: 1
-----
06/16/12 01:44:39pm
CHECK IN
Firstname L.          Child#: 1
1234567890           DOB: 08/01/2001
PT: $15.00
APPROVED             Tran#: 123456789012
=====

```



The receipt is the provider's verification of the child's attendance and must not be taken by the client.

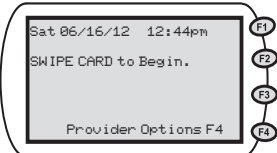

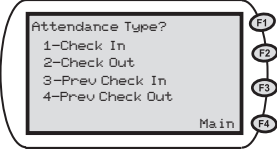
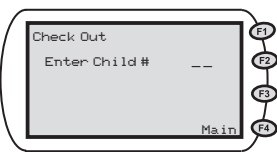

5.2 Daily Check Out

Daily Check Out

The client must swipe his/her CCAP Card through the POS device to record when a child leaves your child care facility. This will record the date and time of the child's departure from child care.

If the client does not swipe in and out for every day of care, the provider will not be paid for that day.

The screens the client will see as the daily Check Out transaction is performed are shown below.

POS Device Screen	Action
	Client swipes his/her CCAP card.
	Client enters 4-digit PIN and presses the green enter key .
	Client presses 2 for Check Out .
	<p>Client enters in child number and presses the green enter key.</p> <p>Note: If entering more than one child, enter the next child number and press the green enter key. When finished press enter again.</p>
	Wait for authorization. The POS device displays Dialing Primary, Waiting for Answer, Connecting, Connected, Sending, Receiving followed by an approved or denied message.

A sample Daily Check Out receipt is below:

```
Training Provider
123 Any Street
Anywhere, CO 89999
Ph: 999-999-9999

Item #: 2
-----
06/16/2012 01:45:39pm
CHECK OUT
Firstname L.           Child#: 1
1234567890            DOB: 08/01/2001
PT: $15.00
APPROVED              Tran#: 123451234511

=====
```

5.3 Previous Check In and Previous Check Out

Overview

The child's attendance must be entered during the missed swipe period if attendance was not recorded when the child arrived at the child care facility. The missed swipe period is a 10-day period including the date of care plus the nine (9) following calendar days.

Two transactions are required for each day to record previous attendance: a Previous Check In and a Previous Check Out. If a Check In was captured but a Check Out was not performed, then only a Previous Check Out is needed. A Previous Check In and Previous Check Out require entering both the date and time care was provided.

Examples of when a Previous Check In and/or a Previous Check Out are used is below:

Scenario #1:

- The child arrives at child care directly from school. Later that day, when the client picks up the child, the client will perform **both** a Previous Check In and a Check Out to record that day's attendance.

Scenario #2:

- The child is dropped off by a person who does not have a CCAP Card and cannot perform a Check In transaction. The client must perform a Previous Check In when picking up the child. After the Previous Check In is performed, the client performs a Check Out to indicate the child is leaving care for the day.

Scenario #3:

- The child is picked up by an adult who does not have the CCAP Card; therefore, a Check Out cannot be performed. The next day, when dropping off the child, the client must perform a Previous Check Out to record the date and time the child left the facility on the previous day of care. The client must perform the Previous Check Out before a Check In may be performed for the current day.

Overview, continued**Scenario #4:**

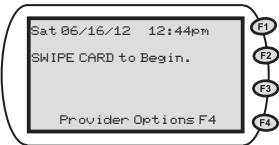

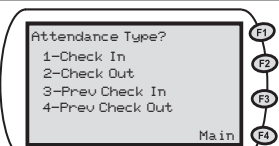
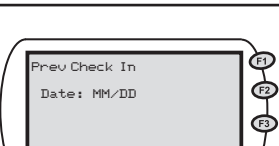
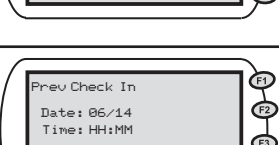
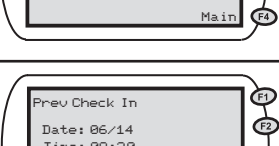
- The POS device is broken and attendance cannot be recorded. The client must record the attendance for the days not captured on the POS device by using the Previous Check In and Previous Check Out functionality when the replacement POS device is received by the provider. A paper attendance sheet must be used to capture the attendance so that accurate information will be recorded in the POS device.

The client must use the Previous Check In or Previous Check Out transaction the next time he/she is at your child care facility or when the POS device is available in each of the above examples. Previous Check In and Previous Check Out transaction must be completed within ten (10) days of the date the child care was provided. The 10-day allowance is the day of care and the nine (9) following calendar days.

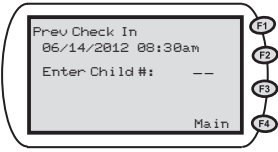

5.3.1 Previous Check In

Previous Check In

The screens the client will see as the Previous Check In transaction is performed are displayed below.

POS Device Screen	Action
	Client swipes his/her CCAP card.
	Client enters 4-digit PIN and presses the green enter key .
	Client presses 3 for Prev Check In .
	Client enters in the date for the Previous Check In (MM/DD, Example 06/14) and presses the green enter key .
	Client enters in the time the child arrived (HH:MM, Example 08:30) and presses the green enter key .
	Client selects 1 for AM or 2 for PM .

Previous Check In (cont'd)

POS Device Screen	Action
	<p>Client enters in the child number and presses the green enter key.</p> <p>Note: If entering more than one child, enter the next child number and press the green enter key. When finished press enter again.</p>
	<p>Wait for authorization. The POS device displays Dialing Primary, Waiting for Answer, Connecting, Connected, Sending, Receiving followed by an approved or denied message.</p>

A sample Previous Check In receipt is below:

```

Training Provider
123 Any Street
Anywhere, CO 89999
Ph: 999-999-9999

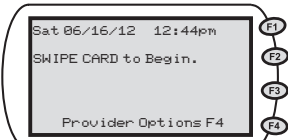

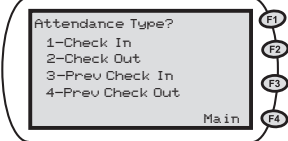
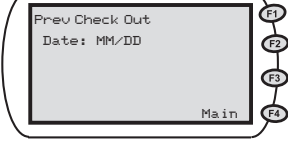
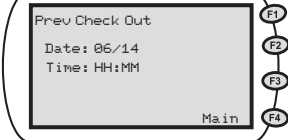
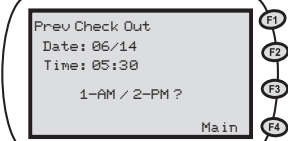
Item #: 3
-----
06/16/2012 01:44:39pm
PREV CHECK IN
For: 06/14/2012 08:30am
Firstname L. Child#: 1
1234567890 DOB: 08/01/2001
PT: $15.00
APPROVED Tran#: 123412341234

=====
  
```

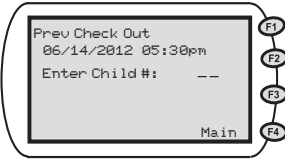

5.3.2 Previous Check Out

Previous Check Out

The screens the client will see as the Previous Check Out transaction is performed are displayed below.

POS Device Screen	Action
	Client swipes his/her CCAP card.
	Client enters in the 4-digit PIN and the presses the green enter key .
	Client presses 4 for Prev Check Out .
	Client enters in the date of the Previous Check-Out in MM/DD format (Example, 06/14) and presses the green enter key .
	Client enters in the time the child departed (HH:MM, Example 05:30) and presses the green enter key .
	Client selects 1 for AM and 2 for PM .

Previous Check Out (cont'd)

POS Device Screen	Action
	<p>Client enters in child number and presses the green enter key.</p> <p>Note: If entering more than one child, enter the next child number and press the green enter key. When finished press enter again.</p>
	<p>Wait for authorization. The POS device displays Dialing Primary, Waiting for Answer, Connecting, Connected, Sending, Receiving followed by an approved or denied message.</p>

A sample Previous Check Out receipt is below:

```

Training Provider
      123 Any Street
      Anywhere, CO 89999
      Ph: 999-999-9999

Item #: 4
-----
06/16/2012 02:22:03pm
PREV CHECK OUT
      For: 06/14/2012 05:30pm
Firstname L.           Child#: 1
1234567890            DOB: 08/01/2001
PT: $15.00
APPROVED              Tran#: 245634563456

=====
  
```

6.0 Correcting Attendance Errors

Overview

The void transaction option is used to cancel transactions entered in error by the client. Only providers may void transactions.

You must have the transaction number, which appears on the Daily Attendance Receipt, and your password to void a transaction. Your password is "123456". The transaction number is found under the DOB line as displayed below.

```

                                Training Provider
                                123 Any Street
                                Anywhere, CO 89999
                                Ph: 999-999-9999

Term#:12234501                06/16/12
Prov#:12345                   1:06:31pm
-----
Daily Attendance Receipt
For: 06/16/12
Item #: 1
-----
06/16/12 01:44:39pm
(CHECK IN)
Firstname L.                  Child#: 1
1234567890                   DOB: 08/01/2001
PT: $15.00
APPROVED                      (Tran#: 123456789012)
=====
```

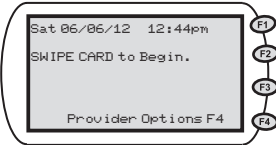
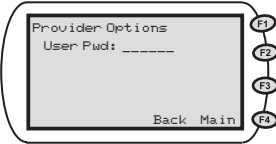
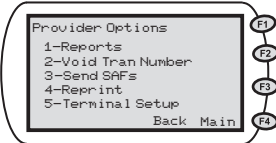
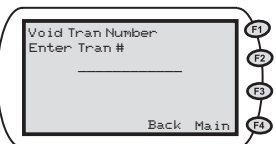
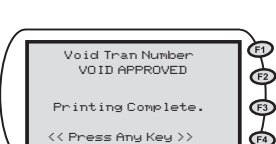
The client must enter the correct attendance information after the transaction is voided. The correct information may be entered using the appropriate daily Check In or daily Check Out transaction if the transaction is voided at the time attendance is recorded. The correct information may be entered by the client using Previous Check In and/or Previous Check Out if the error is discovered during the missed swipe period.

6.1 Void Transaction

Void Transaction

The Void transaction option is used to cancel transactions that were entered in error by the client. Only approved transactions may be voided. If a transaction is denied, it cannot be voided because it does not exist in the system.

The screens you will see as you perform a Void transaction are displayed below.

POS Device Screen	Action
	Press F4 to access the Provider Options menu.
	Key in the 6-digit provider password, which is 123456 . Press the green enter key .
	Press 2 for Void Tran Number .
	Key in the transaction number and press the green enter key .
	Wait for authorization. The POS device displays Dialing Primary, Waiting for Answer, Connecting, Connected, Sending, Receiving followed by an approved or denied message.

A sample Void receipt is below:

Training Provider
123 Any Street
Anywhere, CO 89999
Ph: 999-999-9999

Item #: 7

06/16/2012 03:22:03pm
VOID TRAN NUMBER: 123456789012
IN: 06/16/2012 01:44:39pm
Firstname L. Child#: 1
1234567890 DOB: 08/01/2001
VOID APPROVED
=====

7.0 Capturing Attendance Without Phone Line Connectivity

Overview

The POS device must be used to check children in and out of your care if your telephone service is unavailable but you do have electricity. The POS device stores the information until it is transmitted over the telephone line. These stored transactions are called Store and Forward (SAF) transactions. The POS device will detect the dial tone and automatically transmit any stored attendance transactions in memory when telephone service is restored. You may also manually trigger the sending of these stored transactions.



It is important to note that SAF functionality does not work if you do not have electrical service.

The POS device will store transactions for up to ten (10) days (current day plus the previous nine (9) days). The provider must transmit any stored transactions within this time period to ensure that attendance is reported timely and that you are paid for the child care services provided.

7.1 Store and Forward (SAF) Transactions

Overview

Your Daily Attendance Receipt will display **SAF STORED** when information was stored. This indicates that these transactions were recorded but not transmitted, therefore, the transaction has not been approved or denied. It is important to check the Daily Attendance Receipt after the stored transactions are transmitted to ensure they are approved. It is possible that attendance transactions may be pending or denied.

You may initiate the transmission of stored transactions instead of waiting for the POS device to do this automatically by following the instructions provided below. Once the stored transactions are transmitted, the Daily Attendance Receipt shows **SAF COMPLETE**.

Some common reasons why SAF transactions are denied are:

- 1) an incorrect PIN was entered;
- 2) an incorrect child number was entered;
- 3) the Check In is missing; or
- 4) the Check Out is missing.

The Daily Attendance Receipt will display the transaction as denied with the corresponding denial message after the stored transactions are transmitted if these errors occur when in SAF mode.

```
-----
*SAF COMPLETE*      Seq: 000374
      At: 06/16/2012 06:51:24pm
-----
06/14/2012 06:50:47pm
CHECK IN
NAME UNAVAILABLE           Child#: 5
333333333                 DOB: --/--/----
DENIED - DA
Reason: Ivd Person Nbr
Trace#: 000004491001
```

Voice mail messages must be cleared in order for your POS device to send SAF transactions if your child care facility uses any form of **voice mail**. This means if you have unchecked voice mails, the POS device will not send SAF transactions immediately but instead will store the transactions. The POS device must have a clear dial tone to send transactions.

Overview, continued



The POS device must have power to operate. If you encounter a power outage, a paper attendance sheet must be used, so that clients are able to record the date and time when children are in care at your facility. The attendance sheet will assist the clients in entering the correct attendance data using Previous Check In and Previous Check Out transactions when electrical service is restored. You may refer to the manual sign-in log used to meet Division of Early Care and Learning Licensing or other program attendance requirements for this purpose.

Transactions must be recorded and transmitted within the 10-day missed swipe period to receive payment from the County Department of Social/Human Services.

The screens you will see as you transmit SAF transactions are displayed below.

POS Device Screen	Action
	Press F4 to access the Provider Options menu.
	Key in the 6-digit provider password, which is 123456 . Press the green enter key .
	Press 3 for Send SAF's .
	Wait for authorization. The POS device displays Dialing Primary, Waiting for Answer, Connecting, Connected, Sending, Receiving followed by an approved or denied message.

A sample SAF approval receipt is below:

```
-----
* SAF COMPLETE *      Seq: 000370
      At: 06/16/2012 06:45:44pm
-----
06/14/2012 06:39:40pm
CHECK OUT
Firstname L.                      Child#: 1
3333333333                      DOB: 01/01/1998
PT: $10.00
APPROVED                        Tran#: 456745674567
=====
```

8.0 Receipts and Reports

Overview

This section describes the three reports that are available via the POS device:

- Daily Attendance Receipt (Section 8.1)
- Attendance Report (Section 8.2)
- Exceptions Report (Section 8.3)

8.1 Daily Attendance Receipt

Daily Attendance Receipt

Every time a transaction is performed on the POS device a receipt is generated.

Check In, Check Out, Previous Check In, and Previous Check Out transactions are printed on the Daily Attendance Receipt. The transaction receipt is the record that documents a child's attendance in your facility. The Daily Attendance Receipt displays only transactions for the current date. It is very important to retain a copy of the transaction receipt every day for use in ensuring the payment you receive is accurate.

A sample Daily Attendance Receipt is below:

```

      Training Provider
      123 Any Street
      Anywhere, CO 89999
      Ph: 999-999-9999

Term #: 12234501          06/16/12
Prov #: 12345             12:55:23pm
-----
      Daily Attendance Receipt
      For: 06/16/2012
Item #: 7
-----
06/16/2012 12:55:21pm
CHECK IN
Firstname L.              Child#: 1
123456789                DOB: 08/01/2001
PT: $15.00
APPROVED                  Tran#: 11001

Firstname L.              Child#: 2
123456789                DOB: 08/01/2001
PT: $15.00
APPROVED                  Tran#: 11002
=====
Item #: 8
-----
06/16/2012 12:58:21pm
CHECK OUT
Firstname L.              Child#: 1
1234567890              DOB: 08/01/2001
PT: $15.00
APPROVED                  Tran#: 12001
=====
```

8.1.1 Reprinting Attendance Receipts

Reprinting an Attendance Receipt

You may reprint the Daily Attendance Receipt by using the **Reprint** function found in the **Provider Options** menu. You may print a range of transactions or you may print the entire attendance receipt from the beginning of the current day.

For example, if you want to reprint transactions #5 through #10, you may enter that range when prompted. If you want to reprint all transactions, you may leave the range blank and a complete receipt for the day is printed.

You may only reprint the Daily Attendance Receipt for the current date.

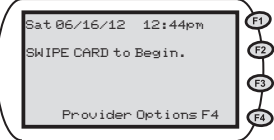
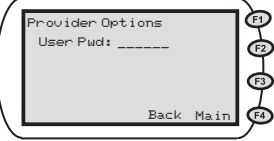
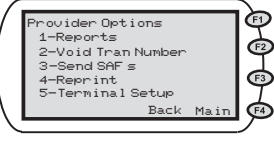
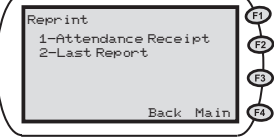
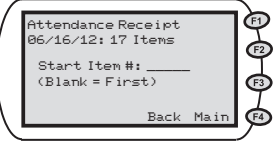
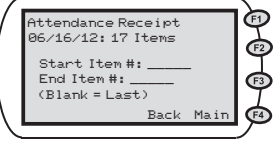
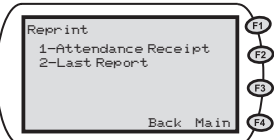
8.1.1.1 Reprinting an Entire Daily Attendance Receipt

Reprinting an Entire Daily Attendance Receipt

You may print the entire Daily Attendance Receipt by leaving the transaction range (Start # and End #) blank. You may only reprint the Daily Attendance Receipt for the current date.

The screens you will see as you reprint an entire Daily Attendance Receipt are displayed below.

Reprinting Attendance Receipts

POS Device Screen	Action
	Press F4 to access the Provider Options menu.
	Key in the 6-digit provider password, which is 123456 . Press the green enter key .
	Press 4 for Reprint .
	Press 1 for Attendance Receipt .
	Leave Start Item # blank, press the green enter key .
	Leave End Item # blank, press the green enter key .
	Press the purple button under the word Main to return to the main menu.

A sample reprinted Daily Attendance Receipt is below. The reprinted receipt will indicate where the reprint starts and where the reprint ends.

```

Training Provider
123 Any Street
Anywhere, CO 89999
Ph: 999-999-9999

Term#: 12234501          06/16/12
Prov#: 12345             4:23:00pm

Daily Attendance Receipt
For: 06/16/2012

=====REPRINT START=====

Item #: 1
-----
06/16/2012 01:44:39pm
CHECK IN
Firstname L.          Child#: 1
123456789            DOB: 08/01/2001
PT: $15.00
APPROVED              Tran#: 23001
=====

Item #: 2
-----
06/16/2012 01:44:39pm
CHECK OUT
Firstname L.          Child#: 2
123456789            DOB: 08/01/2001
PT: $15.00
APPROVED              Tran#: 11002
=====

Item #: 3
-----
06/16/2012 04:20:43pm
VOID TRAN NUMBER: 896521896521
OUT: 06/15/2012 03:20pm
Firstname L.          Child#: 1
234567890            DOB: 08/01/2001
VOID APPROVED
=====

=====REPRINT END=====

```

8.1.1.2 Reprinting a Range of Attendance Transactions

Reprinting a Range of Transactions

You may print a specified range of transactions from the Daily Attendance Receipt by keying in the starting item number and keying in the last item number to print.

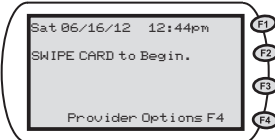
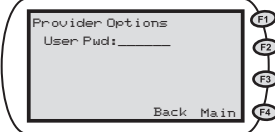
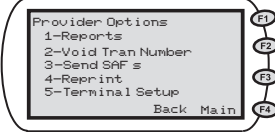
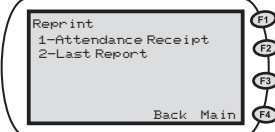
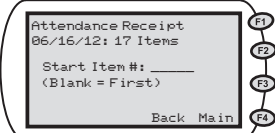
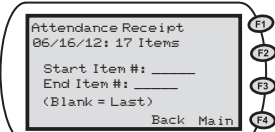
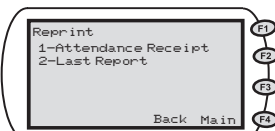
For example, if you want to reprint Items #8 through #10, you would enter the starting range as 8 and the ending range as 10. The reprint will then only show transactions #8, #9 and #10.

You may use this feature to print a specified range of transactions if the printer runs out of paper or if the paper gets jammed.

Example: The printer runs out of paper or the paper gets jammed on transaction #12. You fix this by entering the "Start Item #" as #12 and would not enter anything for the "End Item #". This will reprint transactions #12 and continue to print all other recorded transactions after #12. You may only reprint the Daily Attendance Receipt for the current date.

The screens you will see as you reprint a range of attendance transactions are displayed below.

Reprinting a Range of Transactions

POS Device Screen	Action
	Press F4 to access the Provider Options menu.
	Key in the 6-digit provider password, which is 123456 . Press the green enter key .
	Press 4 for Reprint .
	Press 1 for Attendance Receipt .
	Key in the Start Item # and press the green enter key .
	Key in the End Item # and press the green enter key .
	Press the purple button under the word Main to return to the main menu.

A sample reprinted attendance receipt for a range of transactions is below. The sample receipt only displays items #8, #9, and #10 because this is the range requested. The reprinted receipt will indicate where the reprint started and where it ended.

```
Training Provider
123 Any Street
Anywhere, CO 89999
Ph: 999-999-9999

Term#: 12234501      06/16/12
Prov#: 12345         4:23:00pm
=====

Daily Attendance Receipt
For: 06/16/2012
=====REPRINT START=====

Item #: 8
=====
06/12/2012 02:20:39pm
PREV CHECK OUT
For: 06/15/2012 05:30pm
Firstname L.      Child#: 1
123456789        DOB: 08/01/2001
PT: $15.00
APPROVED          Tran#: 27001
=====

Item #: 9
=====
06/16/2012 01:44:39pm
CHECK OUT
Firstname L.      Child#: 2
123456789        DOB: 08/01/2001
PT: $15.00
APPROVED          Tran#: 31002

Firstname L.      Child#: 3
123456789        DOB: 08/01/2001
PT: $15.00
APPROVED          Tran#: 31003
=====

Item #: 10
=====
06/16/12 03:20:43pm
CHECK IN
Firstname L.      Child#: 1
423456789        DOB: 08/01/2001
PT: $15.00
APPROVED          Tran#: 44444
=====

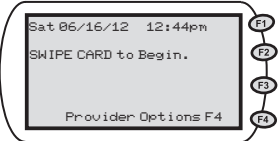
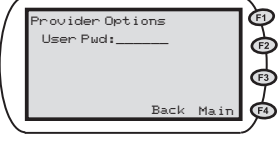
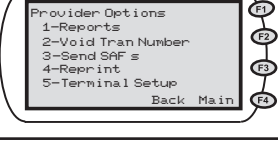
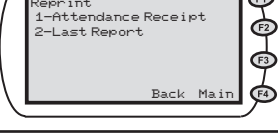
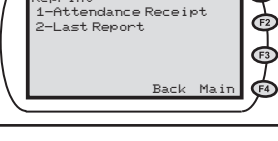
=====REPRINT END=====
```

8.1.1.3 Reprinting the Last Report

Reprinting the Last Report

You may reprint either the last Attendance Report or the last Exceptions Report by using this feature. Reprinting the last report is helpful if the printer runs out of paper or if the paper gets jammed while you are printing. If you receive an error message when printing the Attendance or Exceptions Report, the reprint will give you that error message. If this occurs, request the report again.

The screens you will see as you reprint the last report are displayed below. When the last report is reprinted, it will say **DUPLICATE**.

POS Device Screen	Action
	Press F4 to access the Provider Options menu.
	Key in the 6-digit provider password, which is 123456 . Press the green enter key .
	Press 4 for Reprint .
	Press 2 for Last Report .
	Press the purple button under the word Main to return to the main menu.

8.2 Attendance Report

Attendance Report

The Attendance Report will show all approved swipes for a specific care date or range of care dates regardless of when the swipes occurred. The Attendance Report will also highlight children who were checked in but were not checked out and children where there is not a Check Out recorded for every Check In.

You may review the Attendance Report to verify all children were checked in and checked out. To correct missing attendance you must inform the client and the client should perform a Previous Check In and/or Previous Check Out. The attendance will be reported as zero (0) hours and no payment will be made for that care if a Check Out is not recorded for every Check In.



It is critical that you print and review the Attendance Report regularly because the accuracy of attendance reporting will affect your payment.

Examples of discrepancies you may see on the Attendance Report include:

Example #1: You generated an Attendance Report for yesterday and child Jane D. has a Check In transaction but no Check Out transaction for yesterday. You will ask the adult caretaker to perform a Previous Check Out transaction for yesterday to correct this discrepancy.

Example #2: You generated an Attendance Report for yesterday and child Jane D. has a Check In at 8 am, a Check In at 3:30 pm and Check out at 6 pm. Perform one of the following to correct this discrepancy:

- Void the inaccurate Check In, or
- Ask the adult caretaker to record a Previous Check Out transaction for a time after the 8 am Check In and before the 3:30 pm Check In

Example #3: A child does not appear on the report but was present for child care. Verify against the Daily Attendance Receipt to see if the transaction has been denied or is pending. If the transaction shows as Denied, refer to Section 9 to locate the appropriate denial code and description. If a transaction was not recorded, request the adult caretaker to enter a Previous Check In and Previous Check Out for the missing attendance.

Example #4: A child who appears on the report but was not present on that day indicates that an error occurred when the adult caretaker recorded attendance. You must void both the Check In and Check Out transactions that were captured in error.

Attendance Report, continued

All corrections to attendance must be done within ten (10) calendar days of the date the child was in care (day of care plus the following nine (9) calendar days). Corrections must be entered as quickly as possible so you are paid correctly.

Attendance Report Printing Options

A. Report for all cases for today's date

Press the first purple key from the left to print the report for today's date for all cases. The word Print appears above the purple key. No data entry is required.

B. Report for all cases for a single day

Key in the From: date and press the green enter key which will add MM/DD in the To: field. Press the green enter key or press the first purple key from the left. The word Print appears above the purple key.

C. Report for a date range for all cases

Key in the desired date range (e.g., up to any 14 day period for the past 365 days) in an MM/DD format. Press the green enter key to move to the next field. Leave the Case number field blank and press the first purple key from the left. The word Print appears above the purple key.

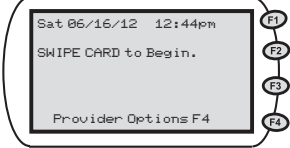
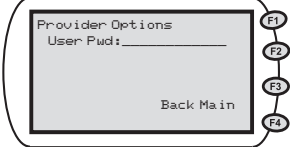
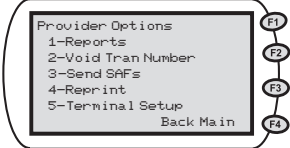
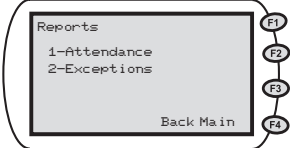
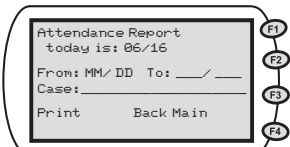
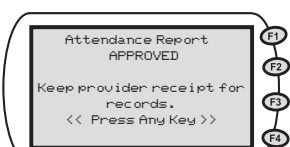
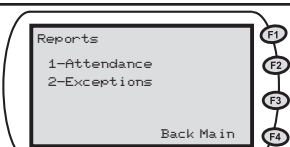
D. Report for a specific case for today's date

Press the green enter key twice to move to the case number field. Key in the case number and press the green enter key or the first purple key from the left. The word Print appears above the purple key.

E. Report for a date range for a specific case

Key in the desired date range (e.g., up to any 14 day period for the past 365 days) in an MM/DD format. Press the green enter key to move to the next field. Key in the case number and press the green enter key.

Example: To request an Attendance Report for the date range June 10 to June 16, you will key in 0610 in the From: field and press the green enter key and key in 0616 in the To: field and press the green enter key. Key in the case number and press the green enter key.

POS Device Screen	Action
	Press F4 to access the Provider Options menu.
	Key in the 6-digit provider password , which is 123456. Press the green enter key .
	Press 1 for Reports.
	Press 1 for Attendance.
	<p>The Attendance Report can be generated for:</p> <ul style="list-style-type: none"> Any date range up to 14 days for the past 365 days. (e.g., 2 days, 5 days, 8 days, 14 days) All cases or a single case <p>Printing options are listed on the previous page.</p>
	<p>Wait for report to generate and print.</p> <p>The POS device displays Dialing Primary, Waiting for Answer, Connecting, Connected, Sending, Receiving followed by an approved or denied message. Screen also displays <<Press Any Key to Abort>> while printing. Press any key to abort printing if you wish to abort the transaction.</p>
	Press the purple button under the word Main to return to the main menu.

A sample Attendance Report is below.

Training Provider
123 Any Street
Anywhere, CO 89999
Ph: 999-999-9999

Term#: 12234501 06/19/12
Prov#: 12345 11:37:25am

1 → Attendance Report
as of: 06/19/2012

2 → From: 06/17/2012 To: 06/19/2012
Attendees: 3

Firstname L. Child#: 1
234567878 DOB: 11/05/2002
--6/18/2012
IN: 06:12am Tr#307833676001
OUT: 04:34pm Tr#307833678001
--6/19/2012

3 → **4a** → IN: 08:19:12am Tr#307833674001
OUT: 11:20:10am Tr#307833675001

Firstname L. Child#: 1
432143211 DOB: 03/11/2005
--6/17/2012
IN: 07:14am Tr#387833673001
--06/18/2012

4b → IN: 09:12:34am Tr#307933666901 ← **5**
OUT: 08:07pm Tr#307833666001
--06/19/2012

IN: 04:10am Tr#307833662001
OUT: 08:00am Tr#307833664001
IN: 11:05:41am Tr#307833660001
OUT: 04:07:11pm Tr#307833661001

Firstname L. Child#: 2
432143211 DOB: 08/15/2007
--06/17/2012
IN: 06:00am Tr#307833639001
OUT: 11:00pm Tr#307833648001
--06/18/2012

IN: 02:15pm Tr#307833652001
IN: 02:25:21pm Tr#307933633001 ← **5**
OUT: 04:26:11pm Tr#307833634001

Result: Approved
Trace#: 000071-000000307833689

Explanations

Only approved transactions will be shown. Denied and voided transactions will not appear.

1. Date the report is printed.
2. Care date(s) for which the report was requested.
3. Receipt is printed in case number order.
- 4a. Attendance swiped will display in HH:MM:SS format.
- 4b. Attendance recorded as a Previous Check In/Out will display in HH:MM format.
5. Attendance highlighted in reverse print must be researched and corrections must be done within ten (10) calendar days of the date the child was in care (day of care plus the following nine (9) calendar days).

8.3 Exceptions Report

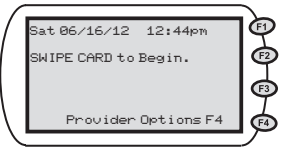
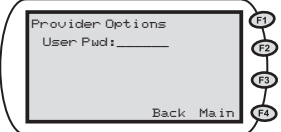
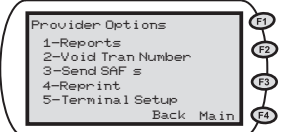
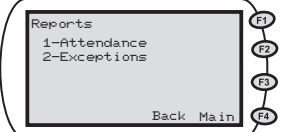
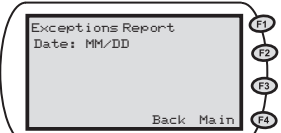

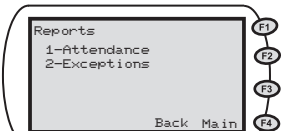
Exceptions Report

The Exceptions Report will show all children who have been checked in but not checked out. The Exceptions Report may be requested for any day during the ten (10) calendar day missed swipe period. The missed swipe period is today and the previous nine (9) days.

You may review the Exceptions Report to identify children who attended and were checked in but were not checked out. If a child was checked in, but was not checked out, you must inform the client and the client should perform a Previous Check Out to correct the discrepancy. If a Check Out is not recorded for every Check In, attendance will be reported as zero (0) hours and no payment will be made for that care.

All corrections to attendance must be done within ten (10) calendar days of the date the child was in care (day of care plus the following nine (9) calendar days). The best practice is to have corrections entered as quickly as possible to ensure all attendance is recorded correctly and you are paid for the care you provide.

Exceptions Report

POS Device Screen	Action
	Press F4 to access the Provider Options menu.
	Key in the 6-digit provider password, which is 123456. Press the green enter key .
	Press 1 for Reports .
	Press 2 for Exceptions .
	Key in the date (MM/DD), that you would like to run the exceptions report for, and press the green enter key .
	Wait for authorization. The POS device displays Dialing Primary, Waiting for Answer, Connecting, Connected, Sending, Receiving followed by an approved or denied message.
	Press the purple button under the word Main to return to the main menu.

A sample Exceptions Report is below.

```
Training Provider
123 Any Street
Anywhere, CO 89999
Ph: 999-999-9999

Term#: 12234501          06/16/12
Prov#: 12345             4:23:00pm
-----
Exceptions Report
For: 06/12/12

Firstname L.             Child#: 1
123456789                DOB: 02/01/2001
PT: $5.00
IN: 03:00pm              Tran#: 14125

Firstname L.             Child#: 2
234567891                DOB: 12/22/2003
PT: $5.00
IN: 04:00pm              Tran#: 14125

Firstname L.             Child#: 3
345678911                DOB: 08/15/2005
PT: $5.00
IN: 05:00pm              Tran#: 14125

Total Exceptions: 3
```



The Exceptions Report lists the daily Check Ins without a matching Check Out. The client must record a Previous Check Out for the day of care to correct the error.

9.0 Denial/Error Messages

Overview

The POS device has the ability to communicate various types of messages. You may see messages indicating:

- the POS device cannot dial out;
- errors related to entering incorrect data, or
- errors related to the child care authorization.

The next two sub-sections (General Denial/Error Messages and POS Device Denial/Error Messages) define the various denial/error messages you may encounter.

9.1 General Denial/Error Messages

General Denial/Error Messages

If an error occurs, the chart below lists the error messages displayed on the **Daily Attendance Receipt**. You should take the actions listed in the “**ACTION TO TAKE**” column to correct the denial/error. The actions in the Action to Take column must be taken by the client or provider as listed in the Action Taken By column.

Response Code	Error Description	Description	Action Taken by	Action to Take
B2	IVD PROVIDER PWD	Provider password is invalid.	Provider	Enter the correct provider password which is 123456.
B4	PENDING DIFF PROVIDER	Provider is not authorized to care for the child through CCAP.	Client	Attendance cannot be recorded until the provider is authorized for the child.
B5	TRAN NOT VOIDABLE	The transaction is not voidable. The error may have already been settled or an incorrect transaction number was entered.	Provider	Verify transaction number and retry. [Note: only approved transactions may be voided. It is possible the transaction was denied and cannot be voided.]
BE	IVD VOID DATE	Cannot void a transaction that is before the missed swipe period.	Provider	Verify the void date and retry. If the date is prior to the missed swipe period, it cannot be voided.
BF	IVD DATE	Not a valid calendar date.	Client or Provider	Verify the calendar date and retry.
D0	PROVIDER NOT FOUND	The provider making the request is not identifiable.	Provider	Attendance cannot be recorded because the provider record does not exist. Contact the County Department of Social/Human Services.

Response Code	Error Description	Description	Action Taken by	Action to Take
D1	TERM NOT FOUND	The POS device sending the request is not identifiable.	Provider	Attendance cannot be recorded. Contact the Xerox Provider Helpline.
D2	TRANSACTION NOT FOUND	The transaction number cannot be identified or does not exist. You may have entered an incorrect transaction number.	Provider	Try the transaction again using the correct transaction number.
D6	INVALID CARD	The card used is not a valid CCAP Card.	Client	Attendance cannot be recorded with the card used. Use a valid CCAP Card.
DA	INVALID PERSON NUMBER	The child number entered does not exist on the case.	Client	Verify the child number and retry.
DB	NO AUTH FOR PERSON	No Authorization is found for the child.	Client	Attendance cannot be recorded. Retry the transaction, if you receive the error again contact the County Department of Social/Human Services.
DC	UNAUTHORIZED PROVIDER	The provider is not authorized to accept attendance.	Client	Attendance cannot be recorded. Contact the County Department of Social/Human Services.
DD	CHECK IN FIRST	Caused by a Check Out without a matching Check In.	Client	Client must Check In the child first. Use Previous Check In feature.
E1	ALREADY VOIDED	The transaction being voided has already been voided.	Provider	Verify transaction item and retry.

Response Code	Error Description	Description	Action Taken by	Action to Take
E3	TERM NOT LOGGED ON	POS device not signed on.	Provider	The POS device has been deactivated and cannot be used. Contact the County Department of Social/Human Services for deactivation reason.
E4	AUTH PENDING FOR PROV	Authorization is pending for the provider.	Client	Attendance is not approved and may not be paid. Contact the County Department of Social/Human Services.
E5	AUTH PENDING NO PROV	Authorization is pending and the provider is not active.	Client	Attendance cannot be recorded. Contact the County Department of Social/Human Services.
E6	CASE NOT FOUND	Cannot find a case based on the card number entered. The case associated with the CCAP Card cannot be found.	Client	Attendance cannot be recorded. Contact the County Department of Social/Human Services.
E7	TOO MANY CASES	Found multiple cases for the card number. Only one case should be found.	Client	Attendance cannot be recorded. Contact the County Department of Social/Human Services.
E8	AUTH NOT FOUND	An authorization schedule or authorized hours do not exist.	Client	The authorization cannot be found or there are no scheduled hours for the day of care. Contact the County Department of Social/Human Services.

Response Code	Error Description	Description	Action Taken by	Action to Take
EA	AUTH PENDING PROV DIFF	Authorization is pending – Provider Differs.	Client	Attendance cannot be recorded. Contact the County Department of Social/ Human Services.
A1	ALL DAYS USED	Attendance is not allowed.	Client or Provider	Contact the County Department of Social/Human Services.
A4	CARD NOT ACTIVE	CCAP card is not active.	Client	Attendance cannot be recorded until the CCAP Card is activated. PIN the card or contact the County Department of Social/Human Services.
A6	CASE NOT ACTIVE	The case associated with the CCAP card is not eligible to receive child care.	Client	Attendance cannot be recorded. Contact the County Department of Social/ Human Services.
00	SUCCESS/ APPROVAL	The swipe was successful.	Client	No action needed as attendance was recorded successfully.
01	APPROVED	The swipe was successful, but one or more errors occurred with the child(ren)'s attendance.	Client	Determine error and re-enter attendance for the child/children with a denial message.
05	DENY-RETRY	The swipe was denied due to technical or communication issues.	Client	Retry the transaction.
14	IVD CARD NUMBER	The CCAP Card is not valid.	Client	Use an active, valid CCAP Card.

Response Code	Error Description	Description	Action Taken by	Action to Take
19	RE-ENTER TRAN	Transaction is not recognized.	Provider	Retry the transaction. If not resolved, call the Xerox Provider Helpline at 1-877-779-1932.
43	CARD NOT ACTIVE	Lost/Stolen/Damaged CCAP card.	Client	Use an active CCAP Card. To obtain a new card, contact the County Department of Social/Human Services.
55	IVD PIN-RETRY	Incorrect PIN.	Client	Use correct PIN and retry. To select a new PIN, call the PIN Helpline at 1-877-779-1933.
56	CARD NOT FOUND	CCAP Card number not found in the system.	Client	Use an active CCAP Card. To obtain a new card, contact the County Department of Social/Human Services.
75	PIN TRIES EXCEEDED	The incorrect PIN has been entered 3 times.	Client	To select a new PIN, call the PIN Helpline at 1-877-779-1932.
76	KEY SYNCH ERROR-RETRY	PIN encryption key needs to be updated.	Provider	Call the Xerox Provider Helpline at 1-877-779-1932.
95	HOST DB ERROR-RETRY	Transaction was not processed due to a technical issue.	Client or Provider	Retry the transaction. If still unsuccessful, call the Xerox Provider Helpline at 1-877-779-1932.

Response Code	Error Description	Description	Action Taken by	Action to Take
96	SYSTEM ERROR-RETRY	Transaction was not processed due to a technical issue.	Client or Provider	Retry the transaction. If still unsuccessful, call the Xerox Provider Helpline at 1-877-779-1932.

9.2 Sample Denial/Error Receipts

Common Sample Denial/Error Receipts

Below are sample receipts for the most common denial/error messages.

9.2.1 Check In First Denial Receipt

Check In First Denial Receipt

A Check In First denial receipt is produced when an approved Check Out was recorded for a child but an approved Check In was not recorded for the child for the day of care. The adult caretaker shall perform a Previous Check In for the child for the day of care to correct this denial. You may use the Attendance Report to determine the recorded attendance for the child and the day of care.

```

Item #: 24
-----
06/19/2012 08:01:18am
PREV CHECK OUT:
    For: 06/17/2012 05:00am
Firstname L.           Child#: 1
234567890             DOB: 08/19/2007
DENIED - DD
Reason: Check In First-06/19
Trace #307833682011
=====

```

9.2.2 Check Out First Denial Receipt

Check Out First Denial Receipt

A Check Out First denial receipt is produced when an approved Check In was recorded for a child but an approved Check Out was not recorded for the child for the day of care. The adult caretaker shall perform a Previous Check Out for the child for the day of care to correct this denial. You may use the Attendance Report to determine the recorded attendance for the child and the day of care.

```
Item #: 25
-----
06/19/2012 08:09:24am
PREV CHECK IN:
    For: 06/18/2012 08:00am
Firstname L.           Child#: 1
345678901             DOB: 03/11/2005
DENIED - A8
Reason: Check Out First-06/19
Trace #307833663001
=====
```


9.2.3 No Auth for Person Denial Receipt

No Auth for Person Denial Receipt

A No Auth for Person denial receipt is produced when the system cannot find an active authorization for the child for the day of care. The adult caretaker should check his/her authorization for child care to ensure care is authorized for the day of care to correct this denial. If care is authorized for the day of care, the adult caretaker should call the local County Department of Social/Human Services to report this problem.

```
Item #: 26
-----
06/19/2012 08:12:24am
CHECK IN
Firstname L.                      Child#: 1
456789012                        DOB: 05/17/2005
DENIED - 08
Reason: No Auth For Person
Trace #309774004001
=====
```

9.2.4 Void Denial Receipt

Void Denial Receipt

A void transaction may be denied for two primary reasons: 1) the transaction number entered is incorrect, or 2) the original transaction was denied and cannot be voided. You may only void approved attendance transactions. You may use the Attendance Report to determine the approved attendance.

```
Item #: 27
-----
06/19/2012 08:16:24am
VOID TRAN NUMBER: 307833668005
DENIED - 58
Reason: Ivd Transaction
Trace #000051-000000307833670
=====
```

9.3 POS Device Technical/System Error Messages

POS Device Technical/System Error Messages

The chart below lists the error messages that may display on the POS device screen if the POS device encounters a technical or system-level error. You must follow the advice listed in the “**ACTION TO TAKE**” column.

Non-ISO Error #	Error Description	POS Device Display	Action to Take (All Actions are preformed by the Provider)
C1	Lost connection (telephone carrier dropped) after successfully connecting.	Connection Lost	Retry the transaction. Call the telephone company if unresolved.
C2	No ENQ character (i.e. 'start transmit' signal character after connection).	No ENQ From Host	Retry the transaction. Call the Xerox Provider Helpdesk at 1-877-779-1932 if unresolved.
C3	No response; data transmitted but no response received.	No Host Response	Retry the transaction. Call the Xerox Provider Helpdesk at 1-877-779-1932 if unresolved.
C4	Packet transmission error (LRC or framing error), maximum NAK receive count reached.	Packet TX Error	Retry the transaction. Call the Xerox Provider Helpdesk at 1-877-779-1932 if unresolved.
C5	Packet Receive Error (LRC or framing error), maximum NAK send count reached.	Packet RX Error	Retry the transaction. Call the Xerox Provider Helpdesk at 1-877-779-1932 if unresolved.
C6	Host sent 'graceful' disconnect character (EOT) and terminated the call, but the POS wasn't expecting it (unexpected EOT).	Unexpected Host EOT	Retry the transaction. Call the Xerox Provider Helpdesk at 1-877-779-1932 if unresolved.
C7	Send I/O failure (internal COMM port buffer error).	Send I/O Failure	Retry the transaction. Call the Xerox Provider Helpdesk at 1-877-779-1932 if unresolved.

Non-ISO Error #	Error Description	POS Device Display	Action to Take (All Actions are preformed by the Provider)
C8	No response from modem; modem not responding to 'AT' command sequences.	No Modem Response	Retry the transaction. Call the Xerox Provider Helpdesk at 1-877-779-1932 if unresolved.
C9	No phone line or dial tone detected during line detection phase (before attempting dial command).	No Phone Line	Check the phone jack for dial tone and that silver cord is inserted securely and retry the transaction. Call the telephone company if no dial tone.
CA	No Phone Number programmed into the POS device.	No Phone Number	Call the Xerox Provider Helpdesk at 1-877-779-1932.
CB	No Answer From Dial; phone number dialed but no modem answered the call.	No Answer From Dial	Retry the transaction. Call the Xerox Provider Helpdesk at 1-877-779-1932 if unresolved.
CC	No dial tone detected after dial command initiated.	No Dialtone	Check the phone jack for dial tone and that silver cord is inserted securely and retry the transaction. Call the telephone company if no dial tone.
CE	POS device application stopped (or power loss) during send/receive to host (only applies to transactions that are saved as SAF).	Tran Interrupted	Retry the transaction. Call the Xerox Provider Helpdesk at 1-877-779-1932 if unresolved.
CF	Unexpected internal communication error (where xxx on the displayed/printed message is the unexpected error code number).	Unknown Error (xxx)	Retry the transaction. Call the Xerox Provider Helpdesk at 1-877-779-1932 if unresolved.

Non-ISO Error #	Error Description	POS Device Display	Action to Take (All Actions are preformed by the Provider)
F3	Host response message is not an 8583 message (message too short or no bitmap found).	Bad Response- Retry	Retry the transaction. Call the Xerox Provider Helpdesk at 1-877-779-1932 if unresolved.
F4	Variable length field exceeds specification.	Bad Response- Retry	Retry the transaction. Call the Xerox Provider Helpdesk at 1-877-779-1932 if unresolved.
F5	Data missing from packet based on bits returned.	Bad Response- Retry	Retry the transaction. Call the Xerox Provider Helpdesk at 1-877-779-1932 if unresolved.
F6	Response from host does not match request sent.	Bad Response- Retry	Retry the transaction. Call the Xerox Provider Helpdesk at 1-877-779-1932 if unresolved.

10.0 POS Device Replacement and Returning a POS Device

Overview

Contact the Xerox Provider Helpdesk at 1-877-779-1932 to request that a new POS device be ordered for you if your POS device needs to be repaired or replaced. The POS device will be shipped to you via Federal Express (FedEx), and should arrive within 6 - 8 days.

You must return the non-functioning POS device to Xerox for repairs using the pre-paid, pre-addressed label enclosed with the new POS device upon receipt of your replacement POS device or you will be required to pay for the POS device. There is no cost to you to return the damaged POS device. It is important to return the damaged POS device immediately. Instructions on how to return a POS device to Xerox are documented in Section 10.2.

10.1 POS Device Replacements

POS Device Replacements

If the Xerox Customer Service agent requests a replacement POS device for you, it will arrive in 6 to 8 days. During this time, attendance should be recorded manually using a paper attendance log.

Follow the Installation instructions in Section 4.0 to install the POS device when the replacement POS device arrives.

Ask all clients to record the attendance captured on the paper attendance log into the replacement POS device using **Previous Check In** and **Previous Check Out**. The transactions must be entered promptly so attendance data can be used to calculate your payment.

10.2 Returning a POS Device to Xerox

Returning a POS Device

A pre-addressed, pre-paid return label is included in the box with the replacement POS device for you to ship the non-functioning POS device back to Xerox. Instructions on how to call FedEx and schedule a pickup from your location are attached to the Federal Express return label. You should include all cords (silver telephone cord and power cord) with the return shipment.

There is NO cost to you for returning the non-functioning POS device. Please schedule the pickup for the non-functioning POS device within two business days.

The non-functioning POS device will be returned to the address pre-printed on the return label.

11.0 Paper Supplies

Overview

The only supply you need to purchase for your POS device is thermal paper for the printer.

Thermal paper may be purchased online from a wide range of sources or may be purchased at any local office supply store. Be sure to check several websites as prices may vary if ordering online. One paper roll will average 250 transactions.

It is important to remember the paper used by the POS device is thermal paper and no other paper type will work with the POS device. The POS device prints on the paper without using an ink ribbon so **paper should be stored in a cool dry location** prior to use and after use for record-keeping purposes.

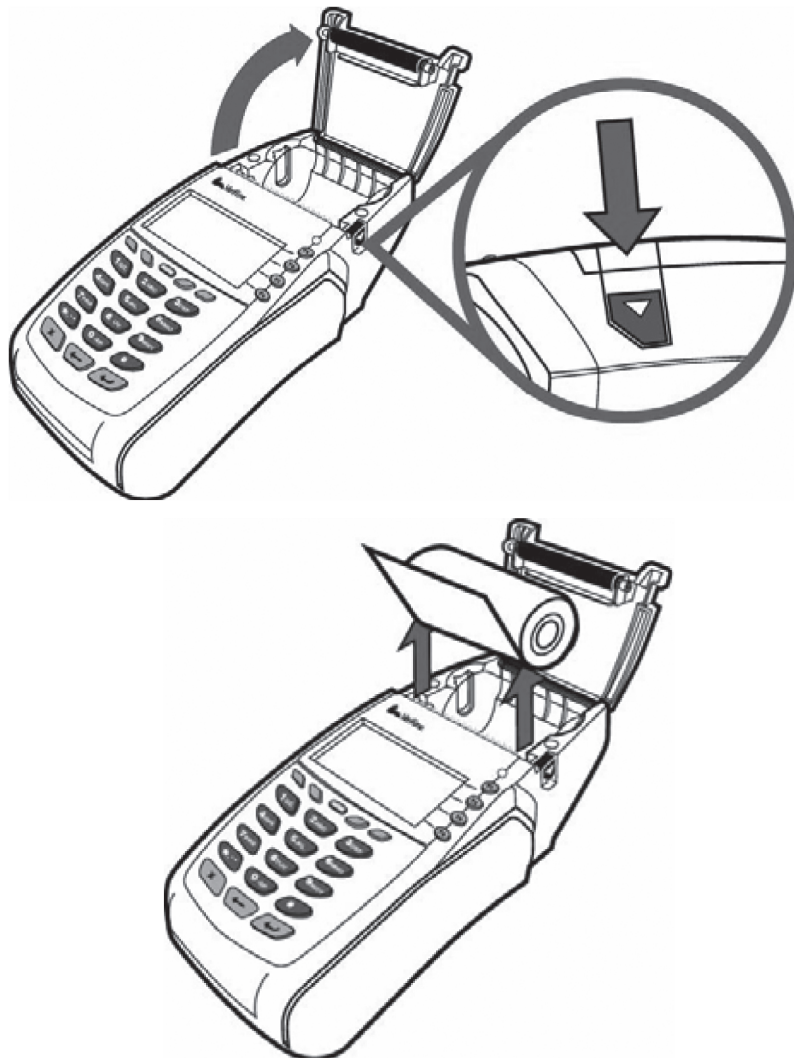
Paper specifications are as follows:

- Paper for a Verifone Vx510LE
- Thermal, single ply, 2.25 inches x 85 feet
- Typically comes in quantities of 12, 25 or 50 rolls

11.1 Replacing the Paper Roll

Replacing the Paper Roll

Replacing the paper is quick and easy. It is important to remember your POS device will not work if it runs out of paper.



Replacing the Paper Roll:

Step	Task
1.	Press the release button located on the right-side of the POS device near where the paper comes out. This will unlock the paper cover. You will see a white paper roll symbol. Press the release down as displayed in the diagram above.
2.	Push the paper cover back so it stands upright.
3.	Remove the empty paper roll core from the printer and discard.
4.	Insert a new roll of paper with the tail of the paper facing you and the paper coming out from underneath the roll.
5.	Extend the end of the paper so it will stick out beyond the serrated metal edge that is the paper cutter.
6.	Close the paper cover so it snaps shut.
7.	Tear off any excess paper.

12.0 Troubleshooting Tips

Overview

You may use the tips below to help determine why the POS device is not working properly.

- Ensure the POS device has power and the window displays information.
- Unplug the POS device and plug it back in allowing the POS device to reset.
- Check that the silver telephone cord is connected from the POS device to the telephone jack. Replace the silver telephone cable if needed.
- Does the telephone jack have a dial tone? This can be tested by plugging a phone into the telephone jack and checking for a dial tone. Contact the telephone company if the telephone jack does not have a dial tone.
- Check the printer to ensure there is paper on the paper roll. Replace the roll if the paper is low.
- Check that the printer cover is properly latched. Release the cover and close it again.
- Check the paper roll to ensure that the paper is not jammed. Remove the paper roll and reinsert the roll if the paper is jammed.

Please call the Xerox Provider Helpdesk at 1-877-779-1932 for assistance if the tips above do not correct the problem. The Xerox Provider Helpdesk is staffed with Customer Service agents from 7:00 a.m. to 7:00 p.m. Mountain Time, 7 days a week. You may use an automated attendant to access Troubleshooting tips during hours outside of those when a Customer Service agent is available.

13.0 Quick Reference Guides for Clients and Providers

Overview

CLIENTS:

A Quick Reference Guide (QRG) for Clients is included with your training materials. The guide is a handy size (8 ½ inches by 5 ½ inches) and may be placed next to the POS device as a quick reference for clients. One side of the QRG is in English and the other side is in Spanish.

The QRG includes the steps clients will take to perform the most common transactions. The a QRG provides instructions on how to perform a:

- Check In
- Check Out
- Previous Check In
- Previous Check Out

A copy of the Quick Reference Guide for Clients is also contained in Appendix B. This is included so you always have the option to make copies of the QRG for Clients.

PROVIDERS:

There is also a Quick Reference Guide for Providers. Your QRG contains the steps on how to:

- Print an Attendance Report
- Print an Exceptions Report
- Submit store and forward transactions
- Void a transaction

A copy of the Quick Reference Guide for Providers is contained in Appendix C. This is included so you have the option to make copies of your QRG, if needed. You should keep your QRG in a secure location because these transactions should only be performed by you or your authorized staff. Clients may never perform the transactions displayed on the QRG for Providers.

14.0 Frequently Asked Questions

Overview

What happens if the client is not authorized to receive child care benefits?

- When the transaction is complete, the POS device will print the receipt for the child with the word DENIED. If the client disagrees with this message, the client may try the transaction again then contact his/her local County Department of Social/Human Services.

What if the client's card is lost or stolen?

- The client must contact his/her local County Department of Social/Human Services for a replacement card if either CCAP Card is lost, stolen, or malfunctioning. Replacement cards are mailed and may **not** be picked up at a County Department of Social/Human Services. It will take approximately four (4) to six (6) business days to receive a replacement card. A replacement card will be mailed to the client's home address. The client does not need to PIN the replacement card.

Can the child be checked in or out on the POS device if the client does not have his/her card with him/her?

- No, the client must wait until he/she brings his/her card and uses the **PREVIOUS CHECK IN** or **PREVIOUS CHECK OUT** function. Instructions for each process appear in the previous sections of this Manual.

What happens if a client forgets to check a child out?

- The client must perform a **Previous Check Out** within ten (10) days (day of care plus nine (9) previous days) from the date child care was provided if a child is not checked out.

If the client has his/her card with him/her but it is damaged and the POS device cannot read the magnetic stripe on the back, can the child still be checked in or out?

- No, the card must be swiped in order to record attendance. If the client's card is damaged he/she must contact the local County Department of Social/Human Services to have a replacement card issued. A replacement card will be mailed to the client's home address.

How does the POS device work?

- The POS device contains a modem and it sends and receives information over a land-based telephone line. Once the telephone connection is made, the process takes approximately five (5) seconds to complete.
- Please call the Xerox Provider Helpdesk when setting up your POS device if your phone line requires you to dial a prefix for an outgoing call (e.g., dial an 8 or 9) or if your phone has call waiting.

What happens if my telephone line is out of service but I have electricity?

- Clients shall still check children in and out because the information will be stored in the POS device and will be transmitted when the POS device detects a dial tone after periodically polling for a dial tone. You may also send any stored transactions by using the steps described in Section 7.

What happens if I do not have electricity?

- The POS device will not work if you do not have electricity. You must keep written sign-in/out records of the time and attendance of the children during this period. The clients will use the Previous Check In and Previous Check Out function to record the attendance when electricity is restored. All attendance must be recorded in the POS device within the ten (10) day missed-swipe period for you to receive payment.
- All information stored in the POS device will remain for a maximum of ten (10) days until the electrical service is restored. The attendance transactions should be transmitted to ensure timely payment when electricity is restored.

What happens if I unplug the POS device? Will attendance data be lost?

- No, information will not be lost if the POS device is unplugged. You must ensure transactions are transmitted within ten (10) days if you have stored information in the POS device.

What happens if my POS device does not work?

- Call the Xerox Provider Helpdesk immediately at 1-877-779-1932 for assistance. Do not attempt to repair the POS device. If you need a new POS device, the Xerox Provider Helpdesk Customer Service agent will make arrangements to have a replacement POS device mailed to you.

How can I get more thermal paper for my POS device?

- You may purchase the replacement paper online or from a local office supply store. The specific type and size of paper to order is shown in Section 11.

What if I have a question about my payment?

- Contact your local County Department of Social/Human Services for all payment questions.

How do I get paid if a client doesn't Check In or Check Out for a couple of days and then doesn't return to my child care facility?

- Report this problem to your local County Department of Social/Human Services. You may submit a manual claim for adjustment, based on the manual attendance sheet you use in your facility to show the child was in your care. County payment policies dictate if providers will be paid for manual claims. Only the county has the ability to adjust payments. Remember it is the provider's responsibility to ensure that clients record attendance on a daily basis, and you may not receive payment for care not recorded through the POS device. It is best practice to not go beyond one day of care provided before all Previous Check Ins and Previous Check Outs are performed by the client.

Can I keep the client's CCAP card so they don't forget it?

- **NO.** Possession or use of a client's CCAP Card is strictly prohibited. It will result in the termination of the provider's Fiscal Agreement(s), and you will not be able to provide care for any CCAP clients in the future. Call the County Department of Social/Human Services to report if a client accidentally leaves a card on your premises and destroy the CCAP Card.

What should I do if I receive Store and Forward (SAF) messages on the POS device?

- This means that the POS device is not detecting a dial tone. Check the POS device to ensure it is securely plugged into the telephone jack and that there is a dial tone at the jack. If you hear a dial tone but the POS device displays it is in Store and Forward mode, call the Xerox Provider Helpdesk for assistance.

What should I do with the POS device if I decide not to participate in the child care program?

- Contact your local County Department of Social/Human Services first to advise the CCAP program worker you no longer wish to provide child care assistance services. The county will process the necessary transaction to alert Xerox to make arrangements for you to return the POS device.

How should I return the POS device if it is not functioning and needs to be replaced?

- Refer to Section 10 for full instructions on how to get a non-functioning POS device replaced. Xerox will enclose a pre-addressed, pre-paid return label with the new POS device so you can mail the damaged POS device back to Xerox at no cost to you. The instructions and label are included with the replacement POS device. Place the damaged POS device in the box that contained the replacement POS device, seal the box, and call FedEx to pick up the box. The FedEx number to call is included on the instruction sheet.

I only received payment for X days but should have received payment for Y days for a specific child.

- Contact your local County Department of Social/Human Services. All adjustments to payments are made through a manual claim process and are based on the County Department of Social/Human Services payment policies. You may not receive payment for care not recorded through the POS device.

I did not receive payment for child care services provided.

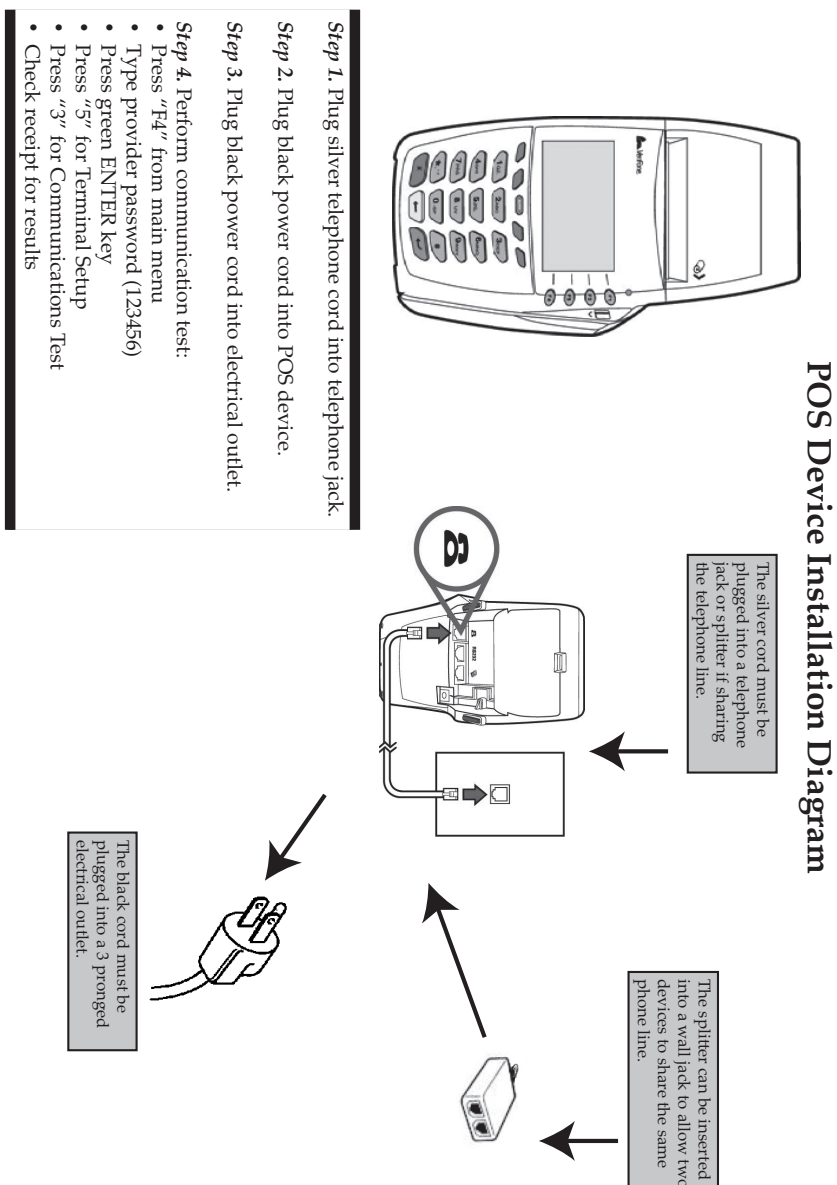
- Contact your local County Department of Social/Human Services. All adjustments to payments are made through a manual claim process. You may not receive payment for care not recorded through the POS device.

Child X checked in and out but no payment was received for child X.

- Contact your local County Department of Social/Human Services. All adjustments to payments are made through a manual claim process.

APPENDIX A- POS DEVICE INSTALLATION DIAGRAM

This diagram is provided to assist you with installing your POS device. The POS device must be plugged into a telephone jack and into a 3-pronged electrical outlet. Please call the Xerox Provider Helpdesk (1-877-779-1932) for assistance if your phone line requires you to dial a prefix for an outgoing call (e.g., dial an 8 or 9) or if your phone has call waiting.



APPENDIX B- QUICK REFERENCE GUIDE FOR CLIENTS

You may copy this page and place it near the POS device to give clients some quick tips on how to perform attendance transactions. Make as many copies as needed.

POS DEVICE QUICK REFERENCE GUIDE for the CCCAP Attendance Reporting System

This guide outlines the most common functions clients will perform.
For additional assistance, ask the child care provider.

Client Functions

CHECK IN	
POS Device Display	Action
SWIPE CARD to Begin	Swipe your CCAP Card.
Please ENTER PIN	Enter your four-digit PIN and press the green Enter key.
Attendance Type?	Press "1" for Check In.
Enter Child #	Enter the child number assigned to the child that needs to be checked in and press the green Enter key.
	Repeat the previous step until all children have been added. When finished, press Enter again.
Approval, Denial or Pending message	Wait for Authorization and check the receipt that the transaction has been approved or pending for all children.

CHECK OUT	
POS Device Display	Action
SWIPE CARD to Begin	Swipe your CCAP Card.
Please ENTER PIN	Enter your four-digit PIN and press the green Enter key.
Attendance Type?	Press "2" for Check Out.
Enter Child #	Enter the child number assigned to the child that needs to be checked out and press the green Enter key.
	Repeat the previous step until all children have been added. When finished, press Enter again.
Approval, Denial or Pending message	Wait for Authorization and check receipt that the transaction has been approved or pending for all children.

PREVIOUS CHECK IN	
POS Device Display	Action
SWIPE CARD to Begin	Swipe your CCAP Card.
Please ENTER PIN	Enter your four-digit PIN and press the green Enter key.
Attendance Type?	Press "3" for Previous Check In.
Date: MM/DD	Enter the month and date when the check in occurred and press the green Enter key.
Time: HH:MM	Enter the hour and minute that the check in occurred and press the green Enter key.
1-AM / 2-PM	Press "1" for AM or "2" for PM.
Enter Child #	Enter the child number assigned to the child that needs to be checked in and press the green Enter key.
	Repeat the previous step until all children have been added. When finished, press Enter again.
Approval, Denial or Pending message	Wait for Authorization and check the receipt that the transaction has been approved or pending for all children.

PREVIOUS CHECK OUT	
POS Device Display	Action
SWIPE CARD to Begin	Swipe your CCAP Card.
Please ENTER PIN	Enter your four-digit PIN and press the green Enter key.
Attendance Type?	Press "4" for Previous Check Out.
Date: MM/DD	Enter the month and date when the check out occurred and press the green Enter key.
Time: HH:MM	Enter the hour and minute that the check out occurred and press the green Enter key.
1-AM / 2-PM	Press "1" for AM or "2" for PM.
Enter Child #	Enter the child number assigned to the child that needs to be checked out and press the green Enter key.
	Repeat the previous step until all children have been added. When finished, press Enter again.
Approval, Denial or Pending message	Wait for Authorization and check the receipt that the transaction has been approved or pending for all children.

PIN Helpline for Clients:
1-877-779-1933



APPENDIX C- QUICK REFERENCE GUIDE FOR PROVIDERS

You may copy this page for your use on how to perform the Provider Management functions.

POS DEVICE QUICK REFERENCE GUIDE for the CCAP Attendance Reporting System

This guide outlines the most common functions child care providers will perform. The Provider POS Device User Manual contains more detailed information and shows all the POS device screens that will be displayed.

Provider Functions

ATTENDANCE REPORT	
POS Device Display	Action
SWIPE CARD to Begin	Press F4 to access the Provider Options menu.
User Pwd:	Key in the six-digit provider password which is 123456 . Press the green Enter key.
Provider Options	Press "4" for Reports.
Reports	Press "1" for Attendance.
NOTE: Use the green enter key to move to the next field.	Wait for the report to print or press <any key> to abort printing.
Attendance Report generated for: > any date range up to 14 days for the past 365 days > All cases or a single case	The Attendance Report may be generated for: > any date range up to 14 days for the past 365 days > All cases or a single case
Attendance Report today is: MM/DD From: MM/DD To: ____/____/____ Case: _____	See Print Options for Attendance Report.
	Review what attendance is shown in reverse print and alert clients of the transactions that must be corrected.
STORE AND FORWARD	
POS Device Display	Action
SWIPE CARD to Begin	Press F4 to access the Provider Options menu.
User Pwd:	Key in the six-digit provider password which is 123456 . Press the green Enter key.
Provider Options	Press "3" for Send SAs.
The stored transactions will transmit and clear the memory. Check the attendance receipt to ensure all transactions have been approved. If a denied message displays, the client must re-enter the attendance transaction.	

EXCEPTIONS REPORT	
POS Device Display	Action
SWIPE CARD to Begin	Press F4 to access the Provider Options menu.
User Pwd:	Key in the six-digit provider password which is 123456 . Press the green Enter key.
Provider Options	Press "2" for Exceptions.
Reports	Press "1" for Exceptions.
Exceptions Report Date: MM/DD	Key in the desired date in MM/DD format and press the green Enter key.
	Wait for the report to print.
	Review what cases are listed—these cases have a check-in but are missing a check-out.
VOID	
POS Device Display	Action
SWIPE CARD to Begin	Press F4 to access the Provider Options menu.
User Pwd:	Key in the six-digit provider password which is 123456 . Press the green Enter key.
Provider Options	Press "2" for Void Tran Number.
Void Tran Number Enter Tran #	Key in the transaction number from the receipt and press the green Enter key.
	Wait for Authorization.
	Review the receipt to ensure the Void was approved.
Note: You may void transactions for the day of care and the following 9 calendar days.	

PRINT OPTIONS FOR ATTENDANCE REPORT	
A.	Report for all cases for today's date: Press the first purple key from the left to print the report for today's date for all cases. The word Print appears above the purple key. No data entry is required.
B.	Report for all cases for a single day: Key in the From: date and press the green enter key which will add MM/DD in the To: field. Press the green enter key or press the first purple key from the left. The word Print appears above the purple key.
C.	Report for a date range for all cases: Key in the desired date range (e.g., up to any 14 day period for the past 365 days) in an MM/DD format. Press the green enter key to move to the next field. Leave the Case number field blank and press the first purple key from the left. The word Print appears above the purple key.
D.	Report for a specific case for today's date: Press the green enter key twice to move to the case number field. Key in the case number and press the green enter key or the first purple key from the left. The word Print appears above the purple key.
E.	Report for a date range for a specific case: Key in the desired date range (e.g., up to any 14 day period for the past 365 days) in an MM/DD format. Press the green enter key to move to the next field. Key in the case number and press the green enter key. Example: To request an Attendance Report for the date range June 10 to June 16, you will key in 06/10 in the From: field and press the green enter key and key in 06/16 in the To: field and press the green enter key. Key in the case number and press the green enter key.

Xerox Provider Helpdesk:
1-877-779-1932

