

Hoosier Works for Child Care

PROVIDER OPERATIONS MANUAL



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TABLE OF CONTENTS	PAGE
General Information -----	3
Glossary -----	4
Help Desks -----	5
Keyboard Layout -----	6
Child Name and Child Number-----	7
Daily Check In -----	8
Daily Check Out -----	9
Daily Receipt -----	10
Previous Check In & Previous Check Out-----	11
Previous Check In & Previous Check Out Examples-----	14
Store and Forward -----	15
Void -----	16
Personal Day Claim -----	17
Totals Reports -----	18
Exceptions Report -----	20
Daily Attendance Report-----	21
Weekly Attendance Hours Report-----	22
Supplies -----	23
Frequently Asked Questions -----	26
POS Response Codes-----	29

*******WARNING*******

CCDF Child Care Providers may not possess or use a Hoosier Works for Child Care card, 16 digit card number and/or Personal Identification Number (PIN) to authorize electronic attendance transactions for any CCDF children. This policy also applies to child care staff, as well as any members of the provider's household/facility in which child care is provided. CCDF Providers may not require or coerce parents to violate this policy.

Failure to follow the above policy could lead to negative action taken against your child care facility, up to and including termination from the Child Care and Development Fund (CCDF) voucher program. This policy is applicable to all child care sites that receive CCDF dollars.

GENERAL INFORMATION

The Indiana Family & Social Services Administration (FSSA) and ACS State and Local Solutions (ACS) are very proud to make available the equipment that you will be using for the Hoosier Works for Child Care system. The system is also referred to as the Hoosier Works for Child Care (HWCC) Electronic Payment System. This is the system FSSA is using to record the time and attendance of children in child care facilities and to generate payments to child care providers. Throughout this manual, the equipment will be referred to as a Point of Service machine, a terminal, or by the abbreviation POS.

Your parents and/or authorized representatives must use the POS to enter child care time and attendance information for children receiving an FSSA child care subsidy. This system calculates and generates your payment. Your parents MUST use the POS in order for you to be paid for CCDF voucher children.

It is very important that the parent or authorized representative check their child(ren) in and out of your child care facility every day. This is done through the use of the HWCC card. Children must not be allowed to use the HWCC card to check themselves in or out. The card may only be used by the parent or an authorized representative. We realize there may be situations where it will be necessary to use the Previous Check In and Previous Check Out (these transactions cover the situation when the parent is not available to swipe their card and are described later in this document). However, use of the “previous” transactions should be the **exception rather than the rule**. Providers also have the ability to correct errors. You are provided with a way to void an incorrect transaction, and with the assistance of the FSSA client, enter the correct information.

The HWCC system can print a daily receipt or a daily report of time and attendance on your POS which displays the times children have checked in or out of your child care facility as well as a weekly report of time and attendance and payments. Additionally, a report is available listing child care children who were checked in at your child care facility but, not checked out. You will not get paid for a child who has not been checked in and checked out. If a child is checked in but not checked out, the parent will not be allowed to check in again until the child has been checked out for the previous day.

The POS machine is made available to you at no cost. Installation, replacement, and repair of the POS are the responsibility of ACS or its agents unless the need for replacement or repair is due to theft, destruction of the machine, or negligent handling. In these instances, you are financially responsible for the cost of repair or replacement of the equipment. When the POS is installed, you will be provided with two rolls of heat sensitive printer paper. After your initial supply, you are responsible for purchasing replacement paper. Periodically, **ACS will reimburse you for the cost of the paper used based on the number of transactions processed during the month**. This reimbursement will automatically be deposited to your bank account. At the time of installation, you will be provided with the name of a reputable supplier of this paper or you may purchase the paper at any office supply store.

GLOSSARY

The following is a list of some of the terms and abbreviations you will see in this Provider Operations Manual.

ACS State and Local Solutions (ACS) – ACS is the company under contract to the Indiana Family & Social Services Administration to install and maintain the Hoosier Works Child Care System.

Authorized Representative – A person designated by the primary applicant to receive a HWCC card and authorized to check children in or out of the child care facility.

Daily Attendance Report – A report showing all daily completed attendance (both a Check In and Check Out) for children attending your child care facility for a prior date.

Daily Receipt – The receipt that is printed each time a transaction is performed.

Exceptions Report – A report showing any child who has been checked in but has not been checked out.

HWCC – Hoosier Works for Child Care.

Indiana Family & Social Services Administration (FSSA) – FSSA is the state agency responsible for child care policy and procedures.

Interactive Voice Response (IVR) – The automated telephone system used by clients for establishing and changing a client PIN. It is also used by providers for certain Help Desk functions. Providers also have the ability to be connected to a live Help Desk Operator using the IVR.

Local Intake Agency – The Intake Agency is the county office where the parent goes to enroll in the CCDF program.

Point of Service (POS) – The equipment used at your child care home or center to check children in and out, view a Daily Receipt, and to obtain Reports.

Store and Forward (SAF) – The system method of processing transactions when the telephone line is unavailable. Transactions are stored in the POS and forwarded to the processor (main computer) when the phone line becomes available.

Totals Reports – Reports that allow you to check payment totals for children who have attendance recorded at your child care facility.

Weekly Attendance Hours Report – A report showing the weekly cumulative total hour attendance for children attending your child care facility for a previous report week.

HELP DESKS:**Provider Help Desk 1-800-422-0850**

This number is to be used when you require help with:

- Questions about the operation of your equipment
- Technical difficulties with your equipment
- Payment problems and discrepancies

State Client Help Desk 1-866-258-8808

This number is to be used when your families require help with:

- Eligibility for child care services
- CCDF policy
- General questions
- Problems with their HWCC card
- Problems with their PIN

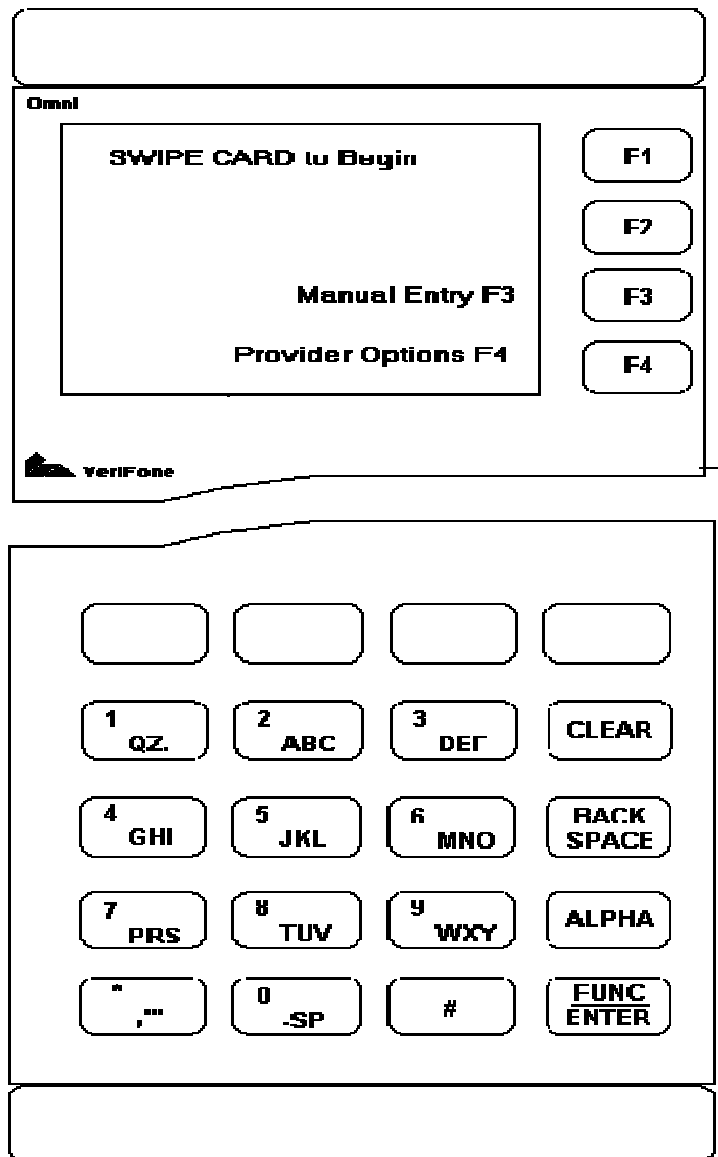
If you have questions about your eligibility and you are a Legally Licensed Exempt Provider, you will need to contact the Indiana Association of Child Care Resource and Referral at **1-800-299-1627**.

If you are a Licensed Home, Center or Registered Ministry and you have questions about your eligibility you will need to contact State Licensing at **1-877-511-1144**.

If you are not listed in the Automated Intake System (AIS) then you should contact your Educare Consultant.

KEYBOARD LAYOUT

The POS keyboard allows you to move from one action to another. The picture below shows the keyboard layout. It displays the keys your parents and/or authorized representatives will use to move through the steps to check a child in or out of your child care facility and that you, as a provider, will use to retrieve your reports. In this manual, each of the POS activities--such as how to check a child in or out and how to retrieve your reports--are shown. Prior to using the POS keyboard keys, the HWCC card should be swiped through the POS. If the card cannot be read automatically by the POS (or if the card is unavailable) an option for the client to enter the card number manually is provided.



CHILD NAME AND CHILD NUMBER

When recording a child's time and attendance, the client or authorized representative will have two different options for identifying which child(ren) they are completing a transaction for. The client or authorized representative can either use a child's name or a child's number. The following are the procedures for each process:

CHILD NAME	
System Displays	Select children by? 1-Name / 2-Number
Parent	Press "1" for Name
System Displays	Retrieving names Please wait...
System Displays	Select children: #1
Parent	Keys the number to the left of the child name
<p><u>(If entering more than one child for this card, press the number for each child until all children are selected. If more than five names are listed, an arrow will appear above the purple function buttons. Use the button below the arrow to move back and forth between screens. To select all the names on the screen, use the purple function button below the "All" on the screen.)</u></p>	
Press	ENTER
<p>Wait for Authorization. The system will display several messages then an approval or denial message.</p>	
<p>System prints Receipt.</p>	

CHILD NUMBER	
System Displays	Select children by? 1-Name / 2-Number
Parent	Press "2" for Number
System Displays	Enter Child 1 #
Parent	Keys in Child #
Press	ENTER
<p><u>(If entering only one child for this card, press ENTER twice after entering the child #. If entering more than one child, enter the next child and press ENTER)</u></p>	
Press	ENTER again after last child
<p>Wait for Authorization. The system will display several messages then an approval or denial message.</p>	
<p>System prints Receipt.</p>	

DAILY CHECK IN

When a child arrives at the child care facility for the day, the client or authorized representative must swipe their HWCC card through the POS or, if necessary, manually enter the card number using the POS keyboard. The following are the procedures for each process:

CARD SWIPED THROUGH POS

CHECK IN	
System Displays	SWIPE CARD to Begin
Parent	Swipe Card
System Displays	Please ENTER PIN
Parent	Enters Pin #
Press	ENTER
System Displays	Attendance Type?
Parent	Press "1" for Check In
System Displays	Select children by? 1-Name / 2-Number
Parent	Parent enters "1" for Name or "2" for Number
<u>(For the procedure for each process, refer to CHILD NAME AND CHILD NUMBER on page 7.)</u>	
Wait for Authorization. The system will display several messages then an approval or denial message.	
System prints Receipt.	

CARD NUMBER MANUALLY ENTERED

CHECK IN	
System Displays	SWIPE CARD to Begin
Parent	Press F3
System Displays	Enter Card Number
Parent	Enters 16-digit card number
Press	ENTER
System Displays	Please ENTER PIN
Parent	Enters Pin #
Press	ENTER
System Displays	Attendance Type?
Parent	Press "1" for Check In
System Displays	Select children by? 1-Name / 2-Number
Parent	Parent enters "1" for Name or "2" for Number
<u>(For the procedure for each process, refer to CHILD NAME AND CHILD NUMBER on page 7.)</u>	
Wait for Authorization. The system will display several messages then an approval or denial message.	
System prints Receipt.	

When a response is received and a receipt is printed, the result of the transaction will be shown. The status will be Approved, Denied, or a message displayed.

DAILY CHECK OUT

When a child leaves the child care facility for the day, the client or authorized representative must swipe their HWCC card through the POS or, if necessary, manually enter the card number using the POS keyboard. The following are the procedures for each process:

CARD SWIPED THROUGH POS

CARD NUMBER MANUALLY ENTERED

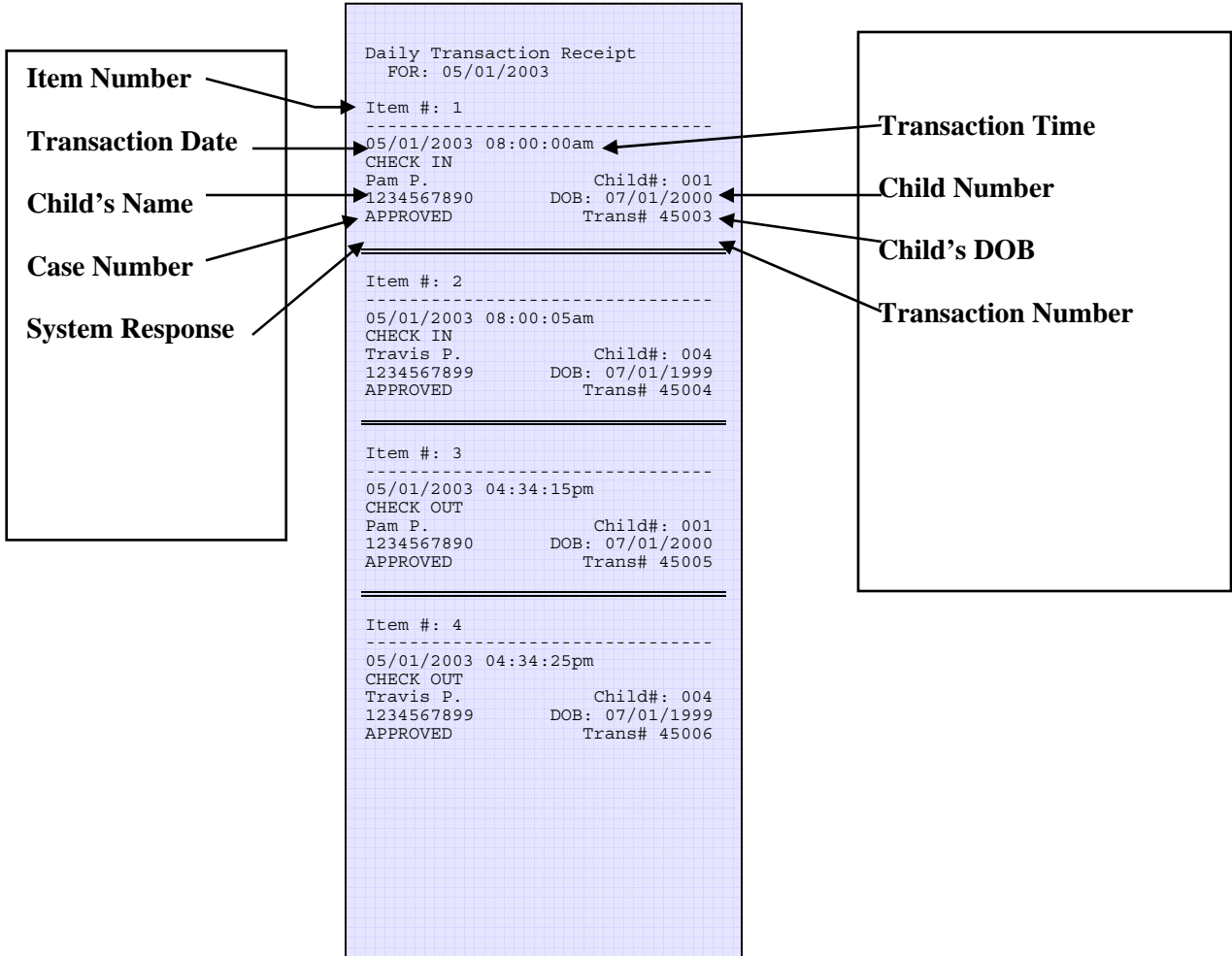
CHECK OUT	
System Displays	SWIPE CARD to Begin
Parent	Swipes Card
System Displays	Please ENTER PIN
Parent	Enters Pin #
Press	ENTER
System Displays	Attendance Type?
Parent	Press “2” for Check Out
System Displays	*Overnight Stay?
Parent	Parent enters “1” for Yes or “2” for No
System Displays	Select children by? 1-Name / 2-Number
Parent	Parent enters “1” for Name or “2” for Number
<p><u>(For the procedure for each process, refer to CHILD NAME AND CHILD NUMBER on page 7.)</u></p> <p>Wait for Authorization. The system will display several messages then an approval or denial message.</p> <p>System prints Receipt.</p>	

CHECK OUT	
System Displays	SWIPE CARD to Begin
Parent	Press F3
System Displays	Enter Card Number
Parent	Enters 16-digit card number
Press	ENTER
System Displays	Please ENTER PIN
Parent	Enters Pin #
Press	ENTER
System Displays	Attendance Type?
Parent	Press “2” for Check Out
System Displays	*Overnight Stay?
Parent	Parent enters “1” for Yes or “2” for No
System Displays	Select children by? 1-Name / 2-Number
Parent	Parent enters “1” for Name or “2” for Number
<p><u>(For the procedure for each process, refer to CHILD NAME AND CHILD NUMBER on page 7.)</u></p> <p>Wait for Authorization. The system will display several messages then an approval or denial message.</p> <p>System prints Receipt.</p>	

* An Overnight Stay is any stay at the child care facility when the child remains in care past the midnight hour, crossing into the next calendar day.

DAILY RECEIPT

Each time a daily Check In or Check Out is completed, the information will be printed on the Daily Receipt. An example of this receipt is shown below:



PREVIOUS CHECK IN & PREVIOUS CHECK OUT

If a child's time and attendance did not get recorded when the child arrived or departed the child care facility, it must be entered within 13 days from the date of the missed attendance, including the missed day. The Previous Check In and Previous Check Out transactions are used in situations where the parent or authorized representative is not available to swipe the HWCC card at the time the child arrives or leaves the child care facility. Examples of when these transactions must be used are:

The parent or authorized representative has forgotten to bring their card on the day the child was in child care.

The child is picked up by a bus and transported to the child care facility and a parent or authorized representative is not available to swipe the card through the machine.

The child comes to the child care facility after school and a parent or authorized representative is not available to swipe the card through the machine.

The child is enrolled in before and after-school care at the child care facility and is transported to and from school by someone other than a cardholder.

The parent or authorized representative has missed a Check Out that incorporates an Overnight Stay.

In each of the above examples, the parent or authorized representative must use the Previous Check In, Previous Check Out, or both types of transactions, the next time they are at the child care facility. Previous Check Ins and Previous Check Outs must be completed within 13 days of the missed swipes, including the missed day.

It is very important that you encourage the parent to always check their child(ren) in and out of your child care facility on a daily basis. We realize that there are some situations where it will be necessary to use the Previous Check In and Previous Check Out, however, this should be the exception rather than the rule. You will not get paid accurately or timely for a child who has not been checked in. If a child is checked in but not checked out, the parent must complete the missing check out before they will be allowed to check the child in again.

The following are the procedures for each process:

CARD SWIPED THROUGH POS**CARD NUMBER MANUALLY ENTERED****PREVIOUS CHECK IN**

System Displays	SWIPE CARD to Begin
Parent	Swipes Card
System Displays	Please ENTER PIN
Parent	Enters Pin #
Press	ENTER
System Displays	Attendance Type?
Parent	Press "3" for Prev Check In
System Displays	Date: MM/DD
Parent	Keys in the date (ex 05/21)
Press	ENTER
System Displays	Time: HH:MM
Parent	Keys in the time child arrived (ex 08:30)
Press	ENTER
System Displays	1-AM / 2-PM?
Parent	Parent enters "1" for AM or "2" for PM
System Displays	Select children by? 1-Name / 2-Number
Parent	Parent enters "1" for Name or "2" for Number

(For the procedure for each process, refer to **CHILD NAME AND CHILD NUMBER** on page 7.)

Wait for Authorization. The system will display several messages then an approval or denial message.

System prints Receipt.

PREVIOUS CHECK IN

System Displays	SWIPE CARD to Begin
Parent	Press F3
System Displays	Enter Card Number
Parent	Enters 16-digit card number
Press	ENTER
System Displays	Please ENTER PIN
Parent	Enters Pin #
Press	ENTER
System Displays	Attendance Type?
Parent	Press "3" for Prev Check In
System Displays	Date: MM/DD
Parent	Keys in the date (ex 05/21)
Press	ENTER
System Displays	Time: HH:MM
Parent	Keys in the time child arrived (ex 08:30)
Press	ENTER
System Displays	1-AM / 2-PM?
Parent	Parent enters "1" for AM or "2" for PM
System Displays	Select children by? 1-Name / 2-Number
Parent	Parent enters "1" for Name or "2" for Number

(For the procedure for each process, refer to **CHILD NAME AND CHILD NUMBER** on page 7.)

Wait for Authorization. The system will display several messages then an approval or denial message.

System prints Receipt.

CARD SWIPED THROUGH POS**PREVIOUS CHECK OUT**

System Displays	SWIPE CARD to Begin
Parent	Swipes Card
System Displays	Please ENTER PIN
Parent	Enters Pin #
Press	ENTER
System Displays	Attendance Type?
Parent	Press "4" for Prev Check Out
System Displays	Date: MM/DD
Parent	Keys in the date (ex 05/21)
Press	ENTER
System Displays	Time: HH:MM
Parent	Keys in the time child departed (ex 05:30)
Press	ENTER
System Displays	1-AM / 2- PM?
Parent	Parent enters "1" for AM or "2" for PM
System Displays	Select children by? 1-Name / 2-Number
Parent	Parent enters "1" for Name or "2" for Number

(For the procedure for each process, refer to **CHILD NAME AND CHILD NUMBER** on page 7.)

Wait for Authorization. The system will display several messages then an approval or denial message.

System prints Receipt.

CARD NUMBER MANUALLY ENTERED**PREVIOUS CHECK OUT**

System Displays	SWIPE CARD to Begin
Parent	Press F3
System Displays	Enter Card Number
Parent	Enters 16-digit card number
Press	ENTER
System Displays	Please ENTER PIN
Parent	Enters Pin #
Press	ENTER
System Displays	Attendance Type?
Parent	Press "4" for Prev Check Out
System Displays	Date: MM/DD
Parent	Keys in the date (ex 05/21)
Press	ENTER
System Displays	Time: HH:MM
Parent	Keys in the time child departed (ex 05:30)
Press	ENTER
System Displays	1-AM / 2-PM?
Parent	Parent enters "1" for AM or "2" for PM
System Displays	Select children by? 1-Name / 2-Number
Parent	Parent enters "1" for Name or "2" for Number

(For the procedure for each process, refer to **CHILD NAME AND CHILD NUMBER** on page 7.)

Wait for Authorization. The system will display several messages then an approval or denial message.

System prints Receipt.

PREVIOUS CHECK IN & PREVIOUS CHECK OUT EXAMPLES

School-Aged Child

You provide care for a school-aged child that either you or the school bus transports to and from school each day. In this situation, the parent or authorized representative will need to account for the time the child was not at the child care facility. The following steps must be taken (times shown in parenthesis are examples):

1. The parent completes a **Check In** when they drop off their child at the child care facility (7:00 am).
2. When the parent returns to the child care facility at the end of the day to pick up their child, they should complete the following three transactions:
 - A **Previous Check Out** for the time the child left the child care facility to attend school (9:00 am).
 - A **Previous Check In** for the time their child came back to the child care facility from school (3:00 pm).
 - A **Check Out** indicating the time they picked up their child at the child care facility (6:00pm).

Overnight Stays

If your parent or the authorized representative has missed recording transactions from an Overnight Stay, the following steps must be taken (times shown in parenthesis are examples):

1. The parent completes a **Previous Check In** for the time they dropped off their child at the child care facility (9:00 pm).
2. The parent completes a **Previous Check Out** for the end of the calendar day that they dropped off their child at the child care facility (11:59 pm-**Always** use 11:59 pm).
3. The parent completes a **Previous Check In** for the beginning of the next calendar day (12:00 am-**Always** use 12:00 am).
4. The parent completes a **Previous Check Out** for the time they picked up their child at the child care facility on the following day (3:00 am).

STORE AND FORWARD

Due to a storm or other reasons, there may be times when your electricity is on but your telephone service is unavailable. If this happens, the parent and/or authorized representative can still use the POS to check children in and out. The POS will temporarily store the information. When telephone service is restored, the information will be automatically sent to the HWCC system by the POS. The POS will attempt to transmit any stored information every 3 minutes. It is important to remember that this will only work when the telephone service is restored and the information is forwarded within 13 days from the time your telephone service was interrupted.

If your electrical service is out your POS will not function. You should keep a log of the date and time children attended your child care facility, so that you may assist parents in entering the correct dates and times once your electrical service is restored.

When information has been stored, your **Daily Receipt** will show **SAF STORED** for each transaction which has been stored. After the telephone service has been restored, the information that had been stored will be forwarded to the HWCC system automatically or by following the steps below. Once the information has been forwarded, the **Daily Receipt** will show **SAF COMPLETE**. The forwarded information will complete the transaction.

If you prefer to manually forward your stored transactions to the HWCC system, you may use the following steps. Please note that if you are currently using any form of “call notes” or voice mail on your telephone, the voice messages must first be cleared in order for your POS to transmit. The POS must have a clear dial tone in order to dial out. If you happen to get “SAF” because of this problem, this is a perfect opportunity to use the steps listed below to send all transactions stored on your POS, after clearing your messages.

STORE AND FORWARD	
System Displays	SWIPE CARD to Begin
Press	F4
System Displays	Provider Options
Press	“5” to send SAF’s
Transactions will automatically process	
OR	
Indicator displaying ‘SAF’ appears beside the F1 key if SAF’s are present. Simply press F1 to send SAF’s. If no indicator is displayed, there are no SAF’s.	

VOID

The Void transaction may be used to cancel a client transaction that was entered in error. You may void an individual transaction or an entire day. Voiding an individual transaction requires that you have the transaction number, which appears on your daily receipt, and your password. Voiding an entire day requires both your password and your client's presence to swipe their HWCC card or to enter their account number manually. You must then enter the date of the void and the child number.

After the transaction is voided, it will be necessary for the correct information to be entered. The POS will not prompt the parent to re-enter any transactions. If no correction is needed, the transaction is complete. If the error is discovered at the original time of entry, the correct information may be entered using the appropriate Check In or Check Out transactions. If the error is discovered later than the original time of entry, but within 5 days of the original date the information was entered in error, the correct information may be entered using the appropriate Previous Check In or Previous Check Out transactions.

VOID	
System Displays	SWIPE CARD to Begin
Press	F4
System Displays	Provider Options
Press	"4" for Void
System Displays	Void
Press	"1" to Void Tran Number
System Displays	User Pwd:
Press	"123456" ENTER
System Displays	Tran Number
Provider	Enters Transaction # Press ENTER
OR TO VOID AN ENTIRE DAY	
System Displays	Void
Press	"2" to Void Entire Day
System Displays	User Pwd:
Press	"123456" ENTER
System Displays	SWIPE or type card number to void
Parent	Swipe card or Enter card #
System Displays	Please ENTER PIN
Parent	Enters PIN # Press ENTER
System Displays	Date: MM/DD
Parent	MM/DD (ex 05/21) Press ENTER
System Displays	Select child by? 1-Name / 2-Number
Parent	Parent enters "1" for Name or "2" for Number and completes process
Wait for Response.	
When voiding transactions, only one can be performed at a time. Each child must be done separately.	

PERSONAL DAY CLAIM

A personal day claim may be used to add the normal daily authorized number of hours to a child's weekly attendance. If a child is absent for a day due to illness or was not able to attend child care on a regularly scheduled day, a personal day may be claimed for the missed day in order for the provider to get paid. When claiming a personal day, only one can be performed at a time. Each child must be done separately. Personal days may only be used for days that the child care provider is open for business and providing child care services.

During a calendar year, each child with a weekly rate voucher may be absent from child care for up to 20 personal days, for which the child care provider will be paid.

To record a personal day claim, the client's HWCC card must be swiped through the POS or, if necessary, manually enter the card number using the POS keyboard. The following are procedures for submitting a personal day claim:

CARD SWIPED THROUGH POS

PERSONAL DAY CLAIM	
System Displays	SWIPE CARD to Begin
Parent	Swipes Card
System Displays	Please ENTER PIN
Parent	Enters Pin #
Press	ENTER
System Displays	Attendance Type?
Parent	Press "5" for Personal Day Claim
System Displays	Date: MM/DD
Parent	Keys in the date (ex 05/21)
Press	ENTER
System Displays	Select child by? 1-Name / 2-Number
Parent	Parent enters "1" for Name or "2" for Number
<u>(For the procedure for each process, refer to CHILD NAME AND CHILD NUMBER on page 7.)</u>	
Wait for Authorization. The system will display several messages then an approval or denial message.	
System prints Receipt.	

CARD NUMBER MANUALLY ENTERED

PERSONAL DAY CLAIM	
System Displays	SWIPE CARD to Begin
Parent	Presses F3
System Displays	Enter Card number
Parent	Enters 16-digit card number
Press	ENTER
System Displays	Please ENTER PIN
Parent	Enters PIN #
Press	ENTER
System Displays	Attendance Type?
Parent	Press "5" for Personal Day Claim
System Displays	Date: MM/DD
Parent	Keys in the date (ex 05/21)
Press	ENTER
System Displays	Select child by? 1-Name / 2-Number
Parent	Parent enters "1" for Name or "2" for Number
<u>(For the procedure for each process, refer to CHILD NAME AND CHILD NUMBER on page 7.)</u>	
Wait for Authorization. The system will display several messages then an approval or denial message.	
System prints Receipt.	

TOTALS REPORTS

The Totals Reports allow you to check your payment totals for children who have checked in or out of your child care facility. The two types of Totals Reports are Detailed Totals and Summary Totals.

The Detailed Totals Report provides detailed payment information for the report period selected. The information will be sorted by week, for each child. The amounts are subtotaled by week and totaled at the end reflecting the total payment. The business week for child care runs from Sunday at 12:01 a.m. to Saturday at 12:00 a.m. (midnight).

Detailed Totals Reports may only be printed from the POS by providers who have 10 or fewer voucher children. If you have more than 10 voucher children and wish to receive a paper copy of the Detailed Totals Report, please contact the Provider Help Desk at 1-800-422-0850.

The Summary Totals Report will only provide the total payment for the report period selected.

You will be able to print Totals Reports for the current payment period and for the two previous payment periods. To print the Totals Report, use the following steps:

TOTALS REPORTS	
System Displays	SWIPE CARD to Begin
Press	F4
System Displays	Provider Options
Press	"2" for Reports
System Displays	Reports
Press	"1" for Detailed Totals or "2" for Summary Totals
System Displays	User Pwd:
Press	"123456" ENTER
System Displays	Report Period?
Press	1 -- Current Period 2 -- Previous Period 3 -- 2nd Prev Period
The system will display several messages then an approval or denial message.	
Systems prints Report.	

The reports you will receive will look similar to the following examples:

DETAILED TOTALS REPORT

SUMMARY TOTALS REPORT

Pay Period

Child Name

Week 1 Subtotal

Week 2 Subtotal

Total for Pay Period

Yahoo Day Care
123 Street
Anywhere, IN 12345
Ph: 555-1234

Term#:0001 06/20/03
Prov#:1234 12:30:21pm

Detailed Totals Report

For: Current Period
Dates: 06/01/2003 - 06/14/2003

Week #1:
=====

Period	Prov Paymt

Week #1	20.00
Pam P.	Child#: 001
1234567890	DOB:07/01/2000

Week #1	20.00
Travis P.	Child#: 004
1234567899	DOB:07/01/1999

SUBTOTAL	40.00

Week #2: =====	

Week #2	20.00
Pam P.	Child#: 001
1234567890	DOB:07/01/2000

Week #2	20.00
Travis P.	Child#: 004
1234567899	DOB:07/01/1999

SUBTOTAL	40.00

TOTALS FOR: 06/01/2003 - 06/14/2003	

	Prov Paymt

TOTAL	80.00

Result: Approved	
Trace#: 0009-123456789098764	

Yahoo Day Care
123 Street
Anywhere, IN 12345
Ph: 555-1234

Term#:0001 06/20/03
Prov#:1234 12:30:29pm

Summary Totals Report

For: Current Period
Dates: 06/01/2003 - 06/14/2003

	Prov Paymt

TOTAL	80.00

Result: Approved	
Trace#: 0009-123456789098765	

Note: If you have any questions about your payment amounts, please contact the **Provider Help Desk** at **1-800-422-0850**.

EXCEPTIONS REPORT

The Exceptions Report allows you to identify any children who were checked in at your child care facility but were not checked out for a prior day. If there are any exceptions, the parent or authorized representative will need to do a Previous Check Out the next time they are at your child care facility with their HWCC card. If they do not perform the Previous Check Out, they will not be allowed to check their child in again. The system does not allow two consecutive Check Ins without an intervening Check Out. This forces the parent to record any missed transactions. The parent will have 13 days following the initial Check In to make the necessary correction. Until this correction has been made, the POS will not approve any further transactions for the identified child. This system check does not apply when the POS is in SAF mode. To print the Exceptions Report, use the following steps:

EXCEPTIONS REPORT	
System Displays	SWIPE CARD to Begin
Press	F4
System Displays	Provider Options
Press	“2” for Reports
System Displays	Reports
Press	“3” for Exceptions
System Displays	User Pwd:
Press	“123456” ENTER
System Displays	Date: MM/DD
Press	MM/DD (05/21) Press ENTER
Report will run automatically if there are exceptions.	
The system will display several messages then an approval or denial message.	
Systems prints Report.	

The report you will receive will look similar to the following:

```

Yahoo Day Care
123 Street
Anywhere, IN 12345
Ph: 555-1234

Term#:0001          06/20/03
Prov#:1234          12:40:11pm

-----
Exceptions Report

For: 05/01/2003

IN: 08:00am      Trans # 49003
Pam P.           Child#:001
1234567890      DOB: 07/01/2000

IN: 04:00pm      Trans # 49004
Travis P.        Child#:004
1234567899      DOB: 07/01/1999

Total Exceptions: 2

-----
Result: Approved
Trace#: 0009-123456789098766

```

DAILY ATTENDANCE REPORT

The Daily Attendance Report allows you to view all daily completed attendance (both a Check In and Check Out) for children attending your child care facility for a prior date. The date can go back 13 days from the current date. This report will assist you in quickly determining the date of a “previous day exception” error by identifying any children who were checked in at your child care facility but were not checked out for a prior day. If there are any exceptions, the parent or authorized representative will need to do a Previous Check Out the next time they are at your child care facility with their HWCC card. The Daily Attendance Report will be available after 9:00 a.m. for the previous day. Due to daily data updates required in order for you to access this information, and also due to peak swipe times, the hours that this report IS available are as follows: Between 9:00 a.m. – 4:00 p.m. and 7:00 p.m. – 11:00 p.m. To print the Daily Attendance Report, use the following steps:

DAILY ATTENDANCE REPORT	
System Displays	SWIPE CARD to Begin
Press	F4
System Displays	Provider Options
Press	“2” for Reports
System Displays	Reports
Press	“4” for Daily Attendance
System Displays	User Pwd:
Press	“123456” ENTER
System Displays	Date: MM/DD
Press	MM/DD (11/12) Press ENTER
The system will display several messages then an approval or denial message.	
Systems prints Report.	

The report you will receive will look similar to the following:

```

                                Yahoo Day Care
                                123 Street
                                Anywhere, IN 12345
                                Ph: 555-1234

Term#:0001                               11/15/04
Prov#:1234                               12:30pm
-----
Daily Attendance Report
For: Friday 11/12/2004

Child Info                               Time
-----
Pam P./001                               IN 06:00am
C1234567890                               OUT 08:00am

                                           IN 10:15am
                                           OUT 11:00am

Travis P./004                             IN 08:00am
C1234567899                             OUT -----

Total Unmatched: 1
-----

Result:  Approved
Trace#:  0009-123456789098767

```

WEEKLY ATTENDANCE HOURS REPORT

The Weekly Attendance Hours Report allows you to view weekly cumulative total hour attendance for children attending your child care facility for a previous report week selected. This report will provide you with the weekly total number of calculated attendance hours for each child assigned to your child care facility. The Weekly Attendance Hours Report will be available after 9:00 a.m. on Monday for the previous week. Due to daily data updates required in order for you to access this information, and also due to peak swipe times, the hours that this report IS available are as follows: Between 9:00 a.m. – 4:00 p.m. and 7:00 p.m. – 11:00 p.m. To print the Weekly Attendance Hours Report, use the following steps:

WEEKLY ATTD HOURS REPORT	
System Displays	SWIPE CARD to Begin
Press	F4
System Displays	Provider Options
Press	“2” for Reports
System Displays	Reports
Press	“5” for Weekly Attd Hours
System Displays	User Pwd:
Press	“123456” Enter
System Displays	Report Week?
Press	1 – Current Week 2 -- Previous Week 3 -- 2nd Prev Week
The system will display several messages then an approval or denial message.	
Systems prints Report.	

The report you will receive will look similar to the following:

Yahoo Day Care 123 Street Anywhere, IN 12345 Ph: 555-1234	
Term#:0001	11/10/04
Prov#:1234	12:45pm

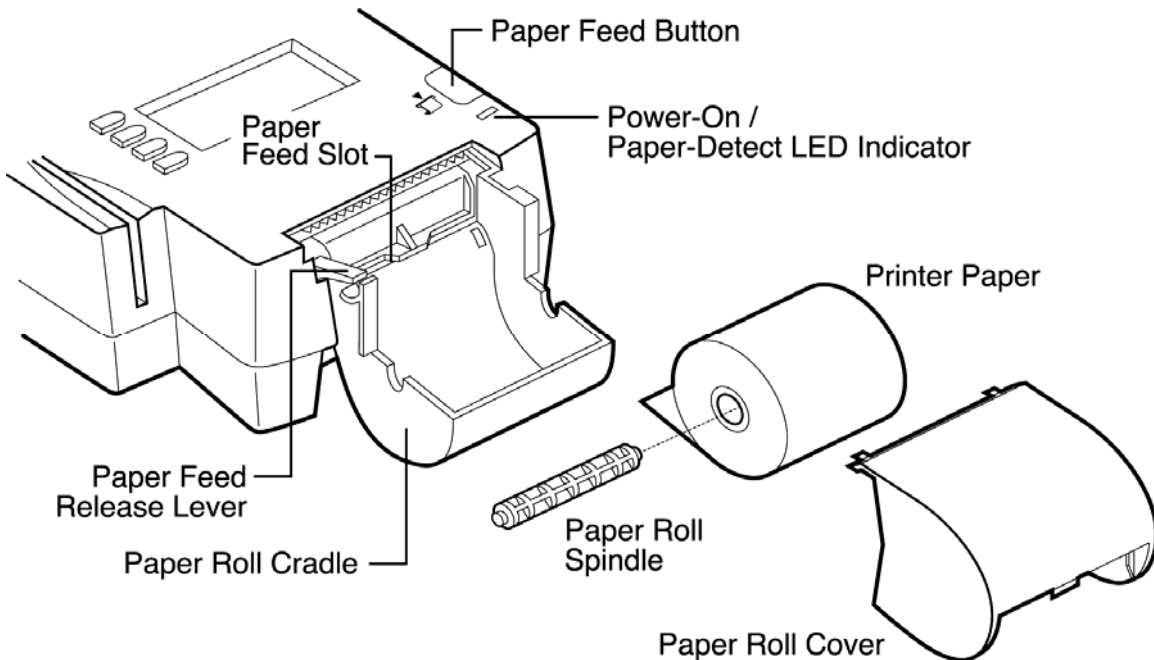
Weekly Attendance Hours Report	
For: Previous Week	
Dates: 10/31/2004 - 11/06/2004	
Child Info	Hours
-----	-----
Pam P./001 C1234567890	32.15
Travis P./004 C1234567899	39.45
-----	-----
Result: Approved	
Trace#: 0009-123456789098766	

SUPPLIES

About Thermal Printer Paper:

The OMNI 3210 printer uses single-ply, thermal-sensitive roll paper that is 2-1/4 inches (57 millimeters) wide and about 82 feet (25 meters) long. Before you can process transactions, you must load a paper roll into the printer unit. This procedure is described below.

Caution: Because impact, friction, temperature, humidity, light, and oil affect the coloring and storage characteristics of thermal paper, handle this type of paper carefully. Never load a roll of paper that has any folds, wrinkles, tears, or holes at edges or in the printing area. For best results, cut the leading edge of the paper, instead of tearing it, before feeding it into the printer.



Installing a Paper Roll

To install a roll of thermal printer paper in the OMNI 3210:

Be sure the terminal is connected to a power source. The green LED indicator will blink when the terminal is out of paper.

Remove the paper roll cover from the top of the terminal by lifting up on the back of the cover.

Remove the protective strip from a new roll of paper and cut a clean, straight edge on the leading end of the paper.

Holding the roll with the paper feeding from the bottom of the roll, slowly guide the leading end into the paper feed slot. When the sensor detects the paper, the feed mechanism starts automatically, advancing the paper into the printer. (If necessary, press the paper feed button until the paper emerges from the slot below the serrated metal strip.)

Insert the plastic spindle into the hole in the paper roll. Then, place the spindle and roll into the paper roll cradle so the ends of the spindle rest securely in the two slots.

Replace the paper roll cover by inserting the two front tabs first and then lightly pushing down the back until it snaps in place. (Lift up the edge of the paper when you install the paper roll cover so that it rests on top of the cover.)

The only supply you will need to purchase for your equipment is replacement paper for the printer. Periodically, ACS will reimburse you for the cost of the paper used based on the number of transactions processed during the month. This reimbursement will automatically be deposited to your bank account. At the time of installation, you will be provided with the name of a reputable supplier of this paper or you may purchase the paper at any office supply store.

It is very important to remember that the paper used by the machine is heat sensitive paper. The machine prints on the paper without using an ink ribbon.

You can purchase the replacement paper for your equipment from Specialty Roll Products, Inc. or your local office supply store. ACS State and Local Solutions is not affiliated with Specialty Roll Products, Inc. and does not require nor benefit from your purchasing paper from them. However, they are a very good source for the paper and have very reasonable prices. Also, when you order from Specialty Roll Products, Inc., it is necessary to order by the case. You will need to specify you are ordering paper for an OMNI 3210 terminal and printer. The address and toll free telephone number is:

Specialty Roll Products, Inc.
601 25th Avenue
P.O. Box 5374
Meridian, MS 39302
1-888-244-6629 or 1-800-647-6267
Fax 1-601-693-6211

Please be aware that you may receive calls from vendors identifying themselves as being associated with the state or with ACS wanting to sell you paper. Neither the state nor ACS will contact you nor will they give your name to any other company. These companies may be misleading and, typically, their prices are extremely high.

FREQUENTLY ASKED QUESTIONS

What will happen if the client is not authorized to receive HWCC child care?

- When the HWCC card is swiped, the POS will display one of the messages shown in the **POS Response Codes** section of this manual. If the client disagrees with this message, they should contact their local county Intake office.

What will happen if a specific child in a family is not included for HWCC child care?

- After the child name or number is entered and the ENTER key is pressed, the POS will display one of the messages shown in the **POS Response Codes** section of this manual. If the client disagrees with this message, they should contact their local county Intake office.

What if the HWCC card is lost or stolen?

- The parent must report the loss to the state client help desk as soon as possible.
- The parent must go to their local county Intake office as soon as possible for a replacement card.

If the client does not have their card with them, can they still check a child in or out?

- Yes, the parent may use the manual process to Check In or Check Out. If the parent does not know their card number then they will have to perform a Previous Check In or Previous Check Out when they return with their card. Instructions for each process appear in the previous sections of this Provider Operations Manual.

If the client has their card with them but it is damaged and the machine cannot read the magnetic stripe on the back, can they still check a child in or out?

- Yes, they can manually key in their account number and then press ENTER. This will work on Check In, Check Out, Previous Check In, Previous Check Out, and Personal Day Claim transactions. Instructions for each process appear in the previous sections of this Provider Operations Manual. You should also advise the parent to go to their county Intake office to get a replacement card.

How does the POS work?

- The POS sends and receives information over phone lines linked to a computer network. Once the phone connection is made, the process takes approximately 5 seconds.

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

- The parent can still check children in and out. The information is stored in the POS and will be transmitted automatically after the telephone service is restored (Store and Forward). Remember: This must happen within 13 days of when the transaction was entered.

What happens if I do not have electricity?

- The POS will not work if you do not have electricity. You should keep written records of the time and attendance of the children you are caring for. When electricity is restored, use the written records you have kept to assist your parents in performing the necessary transactions.

What happens if I unplug the machine? Will I lose any information that I have entered?

- Information will not be lost. If you have information that has been stored in the POS because there was no telephone service, you will have to make sure it is transmitted within 13 days of when the child care was provided. You should only unplug the machine to move it to another outlet. It is your responsibility to ensure that the machine has electricity.

What happens if my POS machine does not work?

- Call the Provider Help Desk at **1-800-422-0850**.

How do I get paid for children who come to my child care facility, go to school and then return to my child care facility?

- The next time the parent or authorized representative is at your child care facility, they must use the Previous Check In and Previous Check Out to record the date(s) and time(s) the child was at your facility. Parents or authorized representatives will need to check the child(ren) in for the morning, then when the parent returns at the end of the day they will need to perform a Previous Check Out for the time that the child(ren) left for school, then the parent will need to perform a Previous Check In for the time the child returned from school, then the parent will perform a Check Out for the end of the day. These steps **Must** be performed in the order above.

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

- If a parent performs a Check In for a child and does not perform a Check Out, they will receive a message indicating that they need to Check Out that child before they will be allowed to Check In again. This will require the parent to perform a Previous Check Out. Once the Previous Check Out is complete they will be able to perform a Check In.

How can I get more paper for my machine?

- It is your responsibility to purchase the replacement paper. You can purchase the replacement paper for your equipment from Specialty Roll Products, Inc. or your local office supply store. The address for Specialty Roll Products, Inc. is in the **Supplies** section of this manual.

What if I have a question about my payment?

- Call the Provider Help Desk at **1-800-422-0850**.

Can I keep my parent's HWCC card so they don't forget it?

- **No!** Possession or use of a parent's HWCC card is strictly prohibited. It can result in the loss of your ability to serve CCDF children.

What if one of my parents is unable to use their card because they forgot their PIN?

- Advise them to call the HWCC PIN Select Line at **1-800-876-0487**.

Hoosier Works For Child Care

POS Response Codes

Response Code	POS Message	Type	Description
0	SUCCESS/APPROVED	Success	Transaction successful.
1	SUCCESS/DENIAL	Success With denial	Overall request was processed properly by the host. One or more of the sub-transactions was not approved, e.g. one of the two person numbers was invalid.
5	GENERAL DENIAL	Denied	Transaction denied.
6	INVALID TRANSACTION	Denied	Transaction failed.
18	INV TRX TYPE	Denied	The request transaction type is not recognized.
20	INVALID PAN	Denied	Invalid PAN format.
48	FORMAT ERROR	Denied	Internal format between POS and host is invalid.
67	INACTIVE CARD	Denied	Lost/Stolen/Damaged Card.
84	EXPIRED CARD	Denied	Card has expired.
85	INVALID PIN	Denied	Invalid PIN or PIN not selected.
86	CARD NOT FOUND	Denied	Card number not found in the system.
160	NO AUTH	Denied	General day care denial.
164	CARD NOT ACTIVE	Denied	Card is not active.
165	MULTIPLE AUTH	Denied	Found multiple active authorizations for the person.
166	CASE NOT ACTIVE	Denied	The case of the card is not in the active status.
167	PRVDR NOT CERT	Denied	The provider is not certified.
168	CHECK OUT FIRST	Denied	This is caused by a Check In that doesn't have a matching Check Out. Must Check Out before Check In.
169	PREV DAY EXCEPT	Denied	There are outstanding exceptions on the previous day.
170	HAS ATTENDANCE	Denied	Personal Day already has attendance
171	NO ATTENDANCE	Denied	Void Day has no attendance.
172	IS PERSONAL DAY	Denied	Can't enter a previous transaction for a Personal Day already claimed.
173	IS PVDR HOLIDAY	Denied	Already claimed as a provider holiday.
176	ALREADY SETTLED	Denied	The service date has been completely settled. No more transaction (including any check in/out or void) is allowed for that day.
178	INV PVDR PASSWD	Denied	Provider password is invalid.
179	EXCEEDS BENEFIT	Warning	The person has used up his/her authorized benefit. This is not a rejection, just a warning.
180	DIFF PROVIDER	Denied	Request is made from a provider not authorized to the person.
181	TRX NOT VOIDABLE	Denied	The transaction is not voidable. It may have already been settled.
182	TOO MANY PERSONS	Denied	Number of children checked in/out is more than the threshold.
183	CALL HELP DESK	Denied	Call Provider Help Desk [800-422-0850].
184	TO BE MAILED	Denied	Report will be mailed to the provider, instead of being printed at the POS.

Response Code	POS Message	Type	Description
185	AUTH EXPIRED	Denied	No currently active authorization is found. There is an expired authorization.
186	BEFORE AUTH DATE	Denied	No currently active authorization is found. There is a future authorization.
187	INV PREV DATE	Denied	The attendance date of the previous check in/out is older than the cut-off date.
188	INV REPORT DATE	Denied	The date of the totals report requested is older than the cut-off date.
189	INV REPORT DATE	Denied	The date of the exceptions report requested is older than the cut-off date.
190	INV VOID DATE	Denied	Can't void a transaction that is before the cut-off date.
191	INV DATE	Denied	Not a valid calendar date.
193	Lost Comm With Host	Error	Lost connection with host. Retry.
194	No ENQ From Host	Error	No ENQ character from host. Retry.
195	No Response From Host	Error	Data transmitted to host but no response received. Retry.
196	Packet TX Error	Error	Packet Transmission Error. Retry.
197	Packet RX Error	Error	Packet Receive Error. Retry.
198	Unexpected Host EOT	Error	Host sent 'graceful' disconnect character. Retry.
201	No Phone Line Avail	Error	No phone line or dial tone detected.
203	No Answer From Dial	Error	Phone number dialed but no modem answered the call. Retry.
204	No Dialtone	Error	No Dial tone detected.
208	NO PRV REC FOUND	Denied	The provider making the request is not identifiable on the host.
209	NO POS REC FOUND	Denied	The POS sending the request is not identifiable by the host.
210	NO TRX REC FOUND	Denied	The transaction cannot be identified on the host.
211	NOT PRIVILEGED	Denied	The provider doesn't have sufficient privilege for this transaction.
212	NOT PRIVILEGED	Denied	The user doesn't have sufficient privilege for this transaction.
213	NOT PRIVILEGED	Denied	The POS doesn't have sufficient privilege for this transaction.
214	INVALID CARD	Denied	The PAN sent to host doesn't represent a child care card.
216	INVALID AUTH NUM	Denied	Invalid authorization number.
217	INVALID AUTH TYP	Denied	Invalid authorization type.
218	INV PERSON NUM	Denied	The person number entered doesn't exist in the case.
219	NO AUTH FOR PRSN	Denied	No authorization is found for the person.
220	UNAUTHORIZED PRV	Denied	The provider is not authorized to accept attendance.
221	CHECK IN FIRST	Denied	This is caused by a Check Out that doesn't have a matching Check In. Must Check In before Check Out.
222	DUPLICATE TRX	Denied	Duplicate transaction found by time and type.
223	BENEFIT ON HOLD	Denied	Benefit is active but is on hold.
224	ALREADY CLAIMED	Denied	The date has already been claimed as a Personal Day.
225	ALREADY VOIDED	Denied	The transaction being voided has already been voided.

Response Code	POS Message	Type	Description
226	DOWNLOAD ERROR	Denied	Report segment is not available on the host. Report data download is aborted.
227	TERM NOT SIGN ON	Denied	Terminal not signed on.
230	CASE NOT FOUND	Denied	Can't find a case based on the PAN entered.
231	TOO MANY CASES	Denied	Found multiple cases by PAN. Only one case should be found.
232	FOUND NO AUTH	Denied	No authorization is found for the person.
233	EXCEPTION EXISTS	Denied	There is at least one unresolved exception.
235	INVALID SAF DATE	Denied	The attendance date of the SAF check in/out is older than the cut-off date.
236	CANNOT OVERNIGHT	Denied	This provider or POS is not allowed to accept overnight attendance.
237	NO OVERNIGHT	Denied	An overnight swipe is not necessary, since the last check in has a matching Check Out for yesterday.
238	NO PERSONAL	Denied	This person is not allowed to take any Personal Days.
239	NO MORE PERSONAL	Denied	The Personal Day balance of this person is zero.