WORKFORCE SOLUTIONS
SOUTHEAST TEXAS

Child Care Automated Attendance - Desk Aid

CHECK IN/CHECK OUT
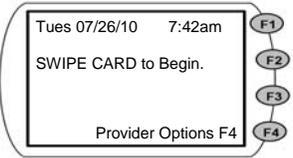
POS Screen	Parent Action

Tues 07/26/10 7:42am F1 / F2 / F3 / F4 SWIPE CARD to Begin. Provider Options F4	Swipe attendance card through POS "reader"
PIN Number required F1 / F2 / F3 / F4 Please ENTERPIN.... **** [X] - Exit	Enter the 4-digit PIN you selected when you activated your card
Attendance Type? F1 / F2 / F3 / F4 1-Check In 2-Check Out 3-Prev Check In 4-Prev Check Out 5-Absent Day Main	Press 1 to Check In OR Press 2 to Check Out
Check In F1 / F2 / F3 / F4 Enter Person 1 #: _ _ Main	Enter the child # for the child you want to check in Press the green Enter key
Check In F1 / F2 / F3 / F4 Enter Person 1 2: _ _ Press ENTER again when finished. Main	Enter the child # for the next child you want to check in Continue until all children attending today have been checked in Press the Enter key again.
Check In APPROVED F1 / F2 / F3 / F4 Printing Complete. < < Press Any Key > >	WAIT FOR PRINT OUT System will show "Connecting" then "Processing" followed by an approval or denial message.
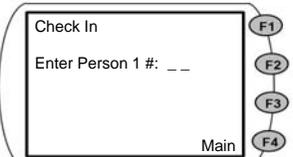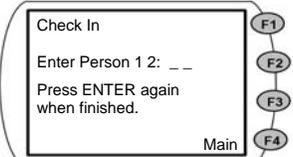
PREVIOUS CHECK IN/CHECK OUT
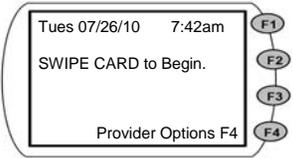
POS Screen	Parent Action
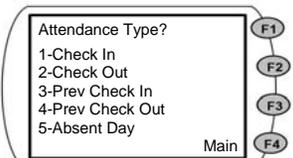
Tues 07/26/10 7:42am F1 / F2 / F3 / F4 SWIPE CARD to Begin. Provider Options F4	Swipe attendance card through POS "reader"
PIN Number required F1 / F2 / F3 / F4 Please ENTERPIN.... **** [X] - Exit	Enter the 4-digit PIN you selected when you activated your card
Attendance Type? F1 / F2 / F3 / F4 1-Check In 2-Check Out 3-Prev Check In 4-Prev Check Out 5-Absent Day Main	Press 3 for Previous Check In OR Press 4 for Previous Check Out
Prev Check In F1 / F2 / F3 / F4 Date: _ _ / _ _ Main	Enter the Date and press the green Enter key
Prev Check In F1 / F2 / F3 / F4 Date: 07 / 26 Time: _ _ : _ _ Main	Enter the Time (HH:MM) and press the green Enter key Enter 1 for AM or 2 for PM and press the green Enter key
Check In F1 / F2 / F3 / F4 Enter Person 1 #: _ _ Main	Enter the child # for the child you want to check in Press the green Enter key ONCE Enter the child # for the next child you want to check in
Check In APPROVED F1 / F2 / F3 / F4 Printing Complete. < < Press Any Key > >	WAIT FOR PRINT OUT System shows "Connecting" then "Processing" followed by an approval or denial message.
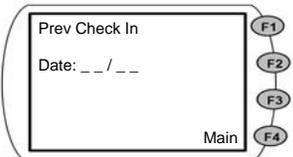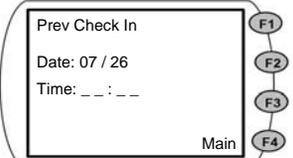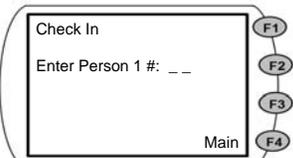
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REPORTING ABSENCES
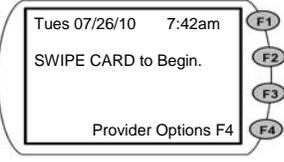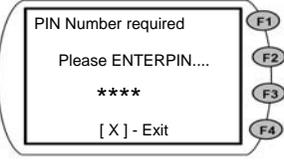
POS Screen	Parent Action
Tues 07/26/10 7:42am F1 SWIPE CARD to Begin. F2 F3 Provider Options F4 F4	Swipe attendance card through POS "reader"
PIN Number required F1 Please ENTERPIN.... F2 **** F3 [X] - Exit F4	Enter the 4-digit PIN you selected when you activated your card
Attendance Type? F1 1-Check In 2-Check Out F2 3-Prev Check In 4-Prev Check Out F3 5-Absent Day Main F4	Press 5 for Absent Day
Absent day F1 Date: _ _ / _ _ F2 F3 Main F4	Enter the Date and press the green Enter key
Absent Day F1 Date: 07 / 26 / 2010 F2 Absence type? 1-General Absence F3 2-Absence w/Reason F4	Enter the type of absence. 1 - General Absence 2 - Absence w/Reason (court order or illness)
Absent Day F1 Date: 07 / 26 / 2010 F2 Specific Reason? F3 1-Illness 2-Court Order F4	If you selected #2, enter the reason for the absence. 1 - Illness 2 - Court order *Note: all other absences are recorded as a General Absence*
Absent Day F1 Date: 07 / 26 / 2010 F2 Enter Person 1 #: _ _ F3 Main F4	Enter the child # for the child you want to check in Press the green Enter key ONCE
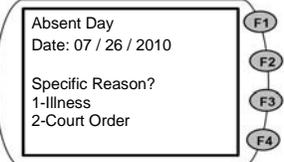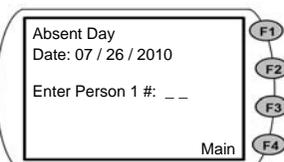
REPORTING ABSENCES - continued
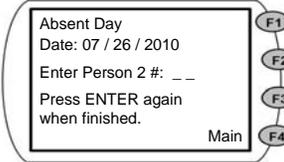
POS Screen	Parent Action
Absent Day F1 Date: 07 / 26 / 2010 F2 Enter Person 2 #: _ _ Press ENTER again F3 when finished. Main F4	If you need to record the same type of absence for another child, enter the next child # Press the green Enter key When you are finished reporting absences, press the Enter key again.
Check In F1 APPROVED F2 Printing Complete. F3 < < Press Any Key > > F4	WAIT FOR PRINT OUT System shows "Connecting" then "Processing" followed by an approval or denial message.

Issues with your card:

Card Lost or Stolen: Call CCA immediately to request a replacement card (214-630-5949), or request on the CCG website: www.childcaregroup.org. Have one of your secondary cardholders record attendance for you until a new card arrives.

Card not Activated: Call 866-960-9496 to activate your card and select a PIN

Problem Activating a Card: Call CCA (214-630-5949) to make sure your date of birth is correct

Attendance is Denied or says "No Referral": Call CCA (214-630-5949) to make sure child care assistance has been authorized for your child(ren) at this specific center and for this day

POS Machine is Not Working: Notify your child care provider

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Common POS MESSAGES

POS Message	Meaning	Action Needed
DIFF PROVIDER	The child is authorized for child care with a different provider	Contact CCA (214-630-5949)
DUPLICATE ENTRY	The same information was entered twice	No action needed
INVALID AUTH	There is no referral for the child care system for this child	Contact CCA (214-630-5949)
INV AUTH DATE	There is no referral in the system for this child on this date	Contact CCA (214-630-5949)
INV PROVIDER	The provider is not authorized as a CCA provider in the automated system	Contact CCA (214-630-5949)
OVER 7 DAYS OLD	The transaction is past the 7 days allowed to record attendance or absences	Contact CCA (214-630-5949) *Note: provider may charge the parent for days not recorded (attendance and/or absences)*
PLEASE TRY AGAIN	There was a mistake made when information was entered into the POS machine or the information was not read correctly	Try to complete the transaction again.
SWIPE IN FIRST	The child was not checked out successfully the last time attendance was recorded	Go back to the Main Menu. Select #4 Previous Check Out and complete the process for checking the child out. Then go back and complete a Check In for today.
TRANS REJECTED	The action you were trying to complete was rejected	Go back to the Main Menu and try again.
UNREADABLE CARD	The POS machine is unable to read the magnetic stripe on your card	Enter the number on your card into the POS machine and complete your transaction. Contact CCA (214-630-5949) to request a new card or request a card on the CCG website: www.childcaregroup.org.

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PROVIDER TRANSACTIONS

VOID A TRANSACTION

This may be used to cancel out a transaction that was entered by a parent incorrectly.

(Ex: parent reports a child present when they were absent)
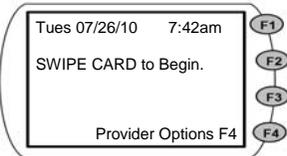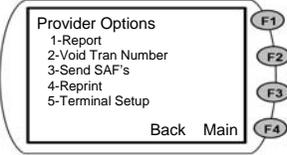
POS Screen	Provider Action
Tues 07/26/10　7:42am F1 SWIPE CARD to Begin. F2 F3 Provider Options F4 F4	Press F4
Provider Options F1 　1-Report 　2-Void Tran Number F2 　3-Send SAF's 　4-Reprint F3 　5-Terminal Setup 　　　　Back　Main F4	Press 2 for void Transaction Number
Void Tran Number F1 　User Pwd:….... F2 F3 　　　　Back　Main F4	Enter 6 digit password (123456)
Void Tran Number F1 　Enter Tran # F2 　_____ F3 　　　　Back　Main F4	Enter 12 digit Transaction Number *(this is the number on the receipt when the parent completed the transaction you are trying to void)*
Void Tran Number F1 VOID APPROVED F2 Printing complete F3 << Press Any Key >> F4	Wait for authorization. The system displays "CONNECTING" then "PROCESSING" followed by an approval or denial message.
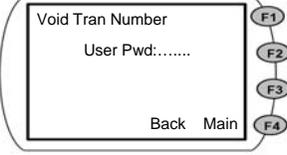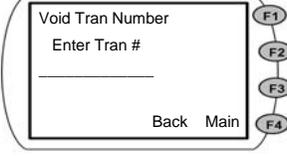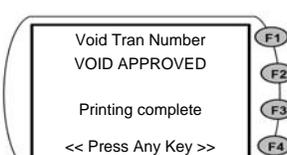
EXCEPTIONS REPORT

This report lists all the children who were checked into the facility for the previous day but were NOT checked out.
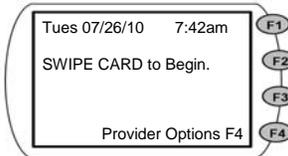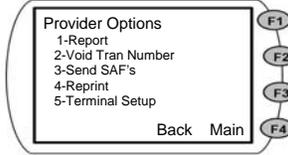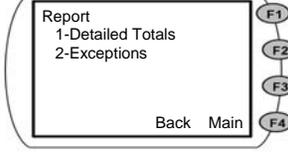
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Tues 07/26/10　7:42am F1 SWIPE CARD to Begin. F2 F3 Provider Options F4 F4	Press F4
Provider Options F1 　1-Report 　2-Void Tran Number F2 　3-Send SAF's 　4-Reprint F3 　5-Terminal Setup 　　　　Back　Main F4	Press 1 for Reports
Report F1 　1-Detailed Totals 　2-Exceptions F2 F3 　　　　Back　Main F4	Press 2 for Exceptions
Exceptions Report F1 Date: _ _ / _ _ F2 F3 　　　　Back　Main F4	Key in the previous date (MM/DD, Ex. 09/10) and press green enter key
Exception Report F1 APPROVED F2 Printing complete F3 << Press Any Key >> F4	Wait for authorization. The system displays "CONNECTING" then "PROCESSING" followed by an approval or denial message.