Common Error Messages

Quick Summary: A check-in transaction must be matched with a check-out transaction. If a cardholder performs a check-in and does not do a matching check-out or previous check-out, then the cardholder will get error messages preventing them from doing any check-in or check-out transactions until they perform a previous check-out with a time within 24 hours of the original check-in. The unmatched check-in transaction will remain waiting for a check-out match for 14 days (current day plus the previous 13) at which time the orphaned check-in is ignored. In that case, the day will not be paid.

"(DD) CHECK-IN EXISTS" –

This error message is given when a user attempts to perform a CHECK-IN or PREVIOUS CHECK-IN transaction and a previous CHECK-IN or PREVIOUS CHECK-IN exists within the previous 2 weeks that is still waiting to be paired with a CHECK-OUT or PREVIOUS CHECK-OUT transaction.

Even a check-in transaction from a date/time prior to the Previous Check-In attempt will cause this error in order to prevent overlapping care. (i.e., an unmatched check-in for today will cause this error when attempting to do a previous check-in for a date in the past until a matching check-out is performed for today's check-in).

(I believe that the date of the unmatched CHECK-IN transaction is printed on the receipt, but this will need to be verified.)

The cardholder and provider must find the date of the unmatched check in transaction that is causing the current error and perform a PREVIOUS CHECK-OUT (or CHECK-OUT) transaction. The check out transaction must be within 24 hours of the check in.

Once a PREVIOUS CHECK-OUT (or CHECK-OUT) transaction is approved, the cardholder must then perform the CHECK-IN (or PREVIOUS CHECK-IN) transaction that was failing again to get an approval.

"(ED) CHECK-IN NOT FOUND" –

This error message is given when a user attempts to perform a CHECK-OUT or PREVIOUS CHECK-OUT transaction and a matching CHECK-IN or PREVIOUS CHECK-OUT does not exist within the previous 24 hours of the attempted CHECK-OUT transaction or the previous 24

hours preceding the date entered for the PREVIOUS CHECK-OUT transaction.

If the cardholder gets this error message when attempting a CHECK-OUT or PREVIOUS CHECK-OUT transaction, they should perform a PREVIOUS CHECK-IN transaction for the time which the child started care. Once the check in transaction is approved, then they will need to perform the check-out transaction to complete the matched pairing.

Overall, the best way to avoid these problems is for the providers to have cardholders perform a CHECK-IN *every time* they drop off a child and a CHECK-OUT *every time* the cardholder picks up a child. Previous check in/out transactions is where time lines can get confused and errors start to occur. This can be easier said than done, but would greatly reduce attendance transaction errors.

No Agreement Found

In situations like this, go to EPPIC, and follow these steps:

1) Select Cardholder Inquiry

2) Under Cardholder Profile, click on the case number hyperlink

3) On the Case Information Screen, click on the Authorized Child name

4) On the Agreement Information Screen, look at the start and stop dates on the agreements