Child Care Connection

Dear Provider:

We have been finding that the following error messages are appearing on many of the provider terminals and staff are uncertain of their meaning. First and foremost, please check your portal and see if the child is eligible for care and the parent has **linked** and **activated** the card by setting up a personal identification number (PIN). Also, your *POS or IVR User Guide*, which can be found on the www.echildcarenj.org website, includes all of the error codes and meanings.

In order to know which parents are successfully completing their transactions (essentially, the transactions for which you will be getting paid), check your web portal on a daily basis. Your user ID is your EPPIC provider number and your initial password is the zip code where the program is located. Your password should be changed after accessing the portal for the first time.

If you see the code:

Check-in Exists - the parent is trying to check-in but has already successfully checked in for the day or has a previous day check-in with no corresponding check out.

Check-in Not Found - the parent is trying to check-out, but has not successfully checked-in. Parent needs to do a "previous check-in" with the date and time the child started care that day, then she/he can check-out.

Attendance Overlap - the check-in and check-out was previously successful for that day and the parent was trying to re-enter that day.

Attendance Exists – the child may have successfully checked in and out for that day or checked in and out as sick.

Agreement Not Found – the parent may be putting in the wrong child ID number, which is the 2-digit number assigned to the child. Check the web portal for the child ID assignment. The numbers are not necessarily assigned according to the child's birth order or the child may be assigned to another location if the program has multiple sites.

Denied – if families had previously had successful check-ins, check your web portal. We are finding that some parents are tying to swipe in when they are already swiped in for the day or did not swipe out on a previous day. If the problem persists, you can VOID the days when the error existed and have the parents do a "previous check-in" with the day and scheduled time (actual time in) and then a "previous check-out", also with the date and scheduled time for all of the problem days. Parents cannot clock-in for previous days if they are currently checked in. VOIDS can only be made for successful day transactions (successful previous check-in AND check-out).

For after-school programs where the parent is swiping-in and swiping-out at the same time, parents need to enter with a "previous check-in" and include the scheduled time. They will then check-out in real time.

When trying to read the web portal codes, it may be easier if you sort them by successful transactions first, then by child. You can do this by entering 00 in the grey box above the code header.

I hope the tips are helpful. If you have questions, please call us at 609/989-9010 or e-mail us at mail@ccc-nj.org.

Yours truly,

Nancy C. Thomson
Executive Director