



# Texas Child Care

## POS Operations Manual

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## **I. General Information**

The Texas Workforce Commission (TWC) and ACS State and Local Solutions are very proud to be able to make available the equipment you will be using for the Child Care Attendance Automation (CCAA) system. This is the system TWC is using to record the time and attendance of children in child care facilities. Throughout this manual, the equipment is referred to as a Point-of-Service machine or by the abbreviation POS. However, you may also hear it referred to as a 'terminal'.

**Your parents and/or authorized reps must use this machine to enter time and attendance information for children receiving TWC child care subsidy. This system records time and attendance for you. If you do not insist that your children's parents use the machine, your payment may be affected.**

It is very important the parent or authorized representative check their child(ren) in and out of your facility every day. For policies and procedures regarding CCAA Child Care, please refer to your TWC Provider Manual regarding use of this system. You have the ability to correct errors. You are provided with a way to void an incorrect transaction that allows the TWC client to enter the correct information.

The POS machine will provide you with a daily receipt of the times children have checked in or out of your facility. This information is available on the provider web site./

This machine is made available to you at no cost. Installation, replacement and repair of the POS is 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 the repair or replacement of the equipment. You are provided with two rolls of heat sensitive paper for the machine when it is installed. After that time, you are responsible for purchasing replacement paper.

## **II. Glossary**

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

**ACS State and Local Solutions** – ACS is the company under contract to the Texas Workforce Commission (TWC) to install and maintain the Child Care Attendance Automation (CCAA) system.

**Texas Workforce Commission (TWC)** – The state agency responsible for child care policy and procedures.

**Local Board Office** – The local Board office where the client goes for TWC services.

**Child Care Attendance Automation (CCAA)** – The name of the system used to record child care time and attendance.

**Point-of-Sale (POS)** – The equipment used at your center to check children in and out or to obtain a Daily Report or Exceptions Report.

**Daily Receipt** – The receipt that is printed each time a check in or check out is done.

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

### **III. Help Desks**

#### **Provider Help Desk**

1-866-320-8720

This number is to be used when you need to call for help with:

- Questions about the operation of your equipment
- Technical difficulties with your equipment

#### **Client Help**

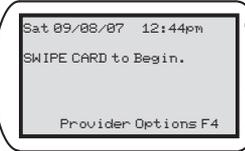
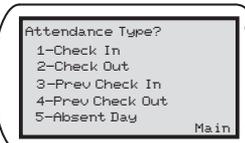
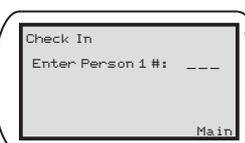
Client customer services are available through the 1-866-320-8720 for persons having problems swiping their cards through the POS or determining who the approved provider is for their child(ren). Clients who have questions regarding their eligibility will be referred back to their local Board office.

#### **Provider Help Desk - Licensing Questions**

If you have a question about the status of your Board license, Board policy or licensing issues, you will need to contact the local Board office. If you do not know the number, you can find it in your local telephone directory or through directory assistance.

## IV. Daily Check In

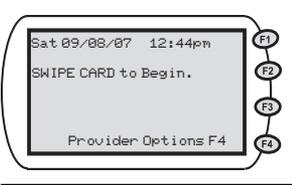
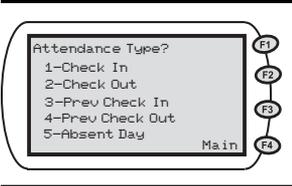
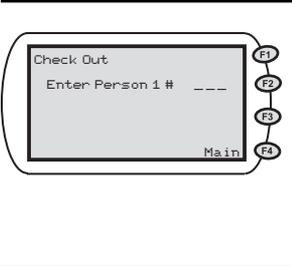
To record a child's time and attendance, the parents assigned card must be swiped through the POS machine. The following are the procedures for this process:

TERMINAL SCREEN	ACTION
	<p>Parent swipes their card.</p>
	<p>Parent enters 4-digit PIN and presses <b>green enter key</b>.</p>
	<p>Parent presses 1 for <b>Check In</b>.</p>
	<p>Parent keys in child number and presses <b>green enter key</b>.</p> <p>Note: If entering only one child for this card, press <b>green enter key</b> twice after entering the child number. If entering more than one child, enter the next child number and press <b>green enter key</b>.</p>
	<p>Wait for authorization. The system displays "CONNECTING" then "PROCESSING" followed by an approval or denial message.</p>

When a response is received and a receipt is printed, the eligibility status of the child is shown. The status is authorized or denied.

## V. Daily Check Out

When a child leaves the facility for the day, the parents assigned card must be swiped through the POS machine. The following are the procedures for this process:

TERMINAL SCREEN	ACTION
	<p>Parent swipes their card.</p>
	<p>Parent enters 4-digit PIN and presses <b>green enter key</b>.</p>
	<p>Parent presses 1 for <b>Check In</b>.</p>
	<p>Parent keys in child number and presses <b>green enter key</b>.</p> <p>Note: If entering only one child for this card, press <b>green enter key</b> twice after entering the child number. If entering more than one child, enter the next child number and press <b>green enter key</b>.</p>
	<p>Wait for authorization. The system displays "CONNECTING" then "PROCESSING" followed by an approval or denial message.</p>

## VI. Daily Receipt

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

```
Daily Transaction Receipt
For: 09/28/2009

Item#:1
-----
07/04/2009 10:55:00am
CHECK IN
F. Lastname          Child#: 001
C000000             DOB: 05/28/1999
APPROVED              Tran#:11111
=====

Item#:2
-----
07/04/2009 11:20:32am
CHECK OUT
F. Lastname          Child#: 002
C000000             DOB: 04/17/2004
APPROVED              Tran#:12111
=====
```

## **VII. Previous Check In and Previous Check Out**

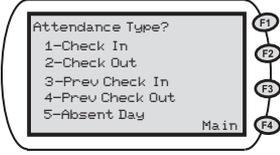
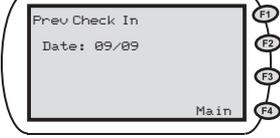
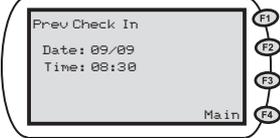
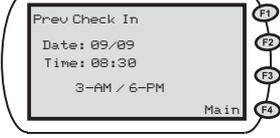
If a child's time and attendance did not get recorded when the child arrived at the child care facility, it may be entered up to seven days (the current day and the previous 6 days) after the date of time and attendance. The Previous Check In and Previous Check Out transaction is used in situations where the parent or authorized representative is not available to swipe their card at the time the child arrives or leaves the child care facility. Examples of when this transaction must be used are:

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

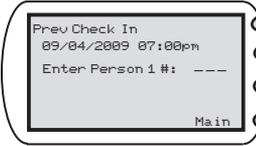
In each of the above examples, the parent or authorized representative must use the Previous Check In or Previous Check Out transaction the next time they are at the facility. Previous Check Ins and Check Outs must be completed within 7 days of the missed swipes. The 7 day allowance is the current day and the previous 6 days.

The steps for the Previous Check In and Previous Check Out transactions are on the next two pages.

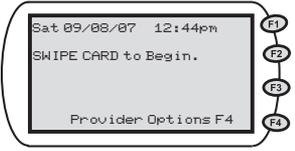
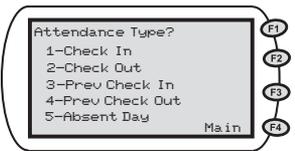
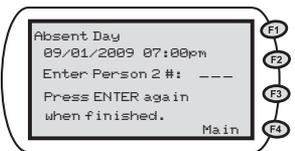
## Previous Check In

TERMINAL SCREEN	ACTION
	Parent swipes their card.
	Parent enters 4-digit PIN and presses green enter key.
	Parent presses 3 for Previous Check In.
	Parent keys in the date (MM/DD, Example 09/09) and presses green enter key.
	Parent keys in the time the child arrived (HH:MM, example 08:30) and presses green enter key.
	Parent enters 1 for AM or 2 for PM and presses green enter key.

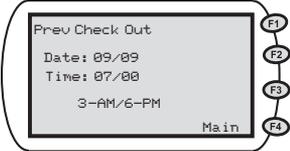
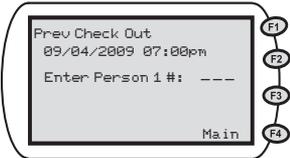
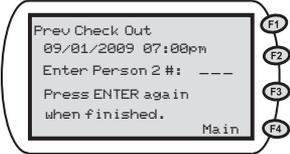
## Previous Check In (cont'd)

TERMINAL SCREEN	ACTION
	<p data-bbox="394 321 944 381">Parent keys in child number and presses <b>green enter key</b>.</p> <p data-bbox="394 414 944 544">Note: If entering only one child for this card, press <b>green enter key</b> twice after entering the child number. If entering more than one child, enter the next child number and press <b>green enter key</b>.</p>
	<p data-bbox="394 592 944 690">Wait for authorization. The system displays "CONNECTING" then "PROCESSING" followed by an approval or denial message.</p>

## Previous Check Out

TERMINAL SCREEN	ACTION
	<p>Parent swipes their card.</p>
	<p>Parent enters 4-digit PIN and presses <b>green enter key</b>.</p>
	<p>Parent presses <b>4</b> for <b>Previous Check Out</b>.</p>
	<p>Parent keys in the date (MM/DD) Example 09/09 and presses <b>green enter key</b>.</p>

## Previous Check Out (cont'd)

TERMINAL SCREEN	ACTION
	Parent keys in the time the child arrived (HH:MM, example 08:30) and presses <b>green enter key</b> .
	Parent enters 1 for <b>AM</b> or 2 for <b>PM</b> .
	Parent keys in child number and presses <b>green enter key</b> .  Note: If entering only one child for this card, press <b>green enter key</b> twice after entering the child number. If entering more than one child, enter the next child number and press <b>green enter key</b> .
	Wait for authorization. The system displays "CONNECTING" then "PROCESSING" followed by an approval or denial message.

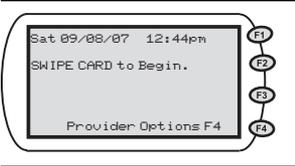
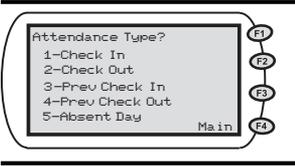
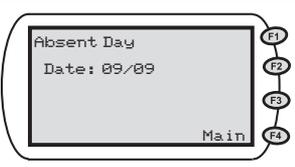
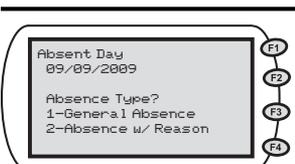
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## VIII. Absent Day Recording

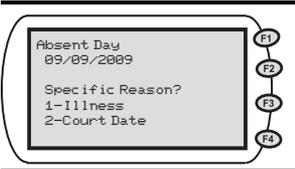
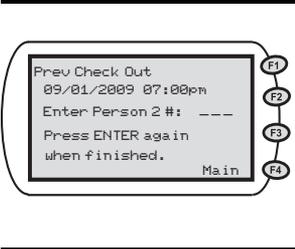
Parents or authorized representatives are required to record any days that a child is absent for any reason. They can record this information either through the POS or the IVR.

The recording of absent days will need to be done within 7 days of the absence. An absence can be recorded up to 3 days in advance or 6 days following the absence. An absence can also be completed using any phone to record the absent day(s).

The steps for completing the absent day recording is listed below.

TERMINAL SCREEN	ACTION
	Parent swipes their card.
	Parent enters 4-digit PIN and presses <b>green enter key</b> .
	Parent presses <b>5 for Absent Day</b> .
	Parent keys in the date (MM/DD, Example 09/09) and presses <b>green enter key</b> .
	Enter Absence Type. 1-General Absence 2-Absence w/ Reason and presses <b>green enter key</b> .

## Absent Day Recording (cont'd)

TERMINAL SCREEN	ACTION
 <p>Absent Day 09/09/2009 Specific Reason? 1-Illness 2-Court Date</p>	<p>If this is not General Absence, select a Specific Reason.</p>
 <p>Prev Check Out 09/01/2009 07:00pm Enter Person 2 #: --- Press ENTER again when finished. Main</p>	<p>Parent keys in child number and presses green enter key.</p> <p>Note: If entering only one child for this card, press green enter key twice after entering the child number. If entering more than one child, enter the next child number and press green enter key.</p>
 <p>Absent Day APPROVED Printing Complete. &lt;&lt; Press Any Key &gt;&gt;</p>	<p>"Wait for authorization. The system displays ""CONNECTING"" then ""PROCESSING"" followed by an approval or denial message.</p>

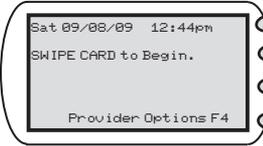
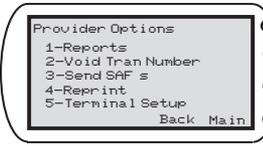
## IX. Store and Forward

Due to a storm or other reason, there may be times when your electricity is on but your telephone service is unavailable. When this happens, the parent and/or authorized rep can still use the POS to check children in or out. The machine stores the information. When telephone service is restored, the terminal sends the information as soon as a dial tone is detected.

**If your electrical service is out, it is suggested that you keep a log of the time and date children attended your facility to assist the parents in entering the correct day and time when your service is restored.**

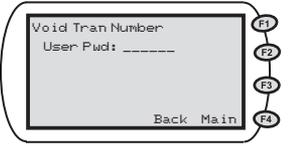
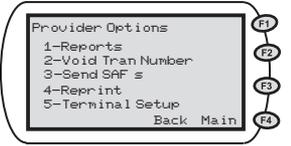
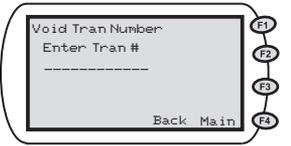
When information has been stored, your Daily Receipt report will show SAF STORED. The POS automatically attempts to dial out and send the SAF, after the telephone service has been restored the transaction should be forwarded automatically. If it is not, please follow the steps given below. Once the information that has been stored is sent, the Daily Report shows SAF COMPLETE.

If the POS has not automatically sent the SAF transactions you may use the following steps to push through all stored transactions. Please note that if you are currently using any form of call notes or voice mail on your telephone, the messages must be cleared in order for your POS machine to work. The POS system must have a clear dial tone in order to dial out. If you happen to get SAF's because of this problem, this is a perfect opportunity to use the steps listed below to send all transactions stored on your machine.

TERMINAL SCREEN	ACTION
	Press F4.
	Press 3 for Send SAF's.
	Wait for authorization. The system displays "CONNECTING" then "SENDING SAF's" followed by an approval or denial message.

## X. Void

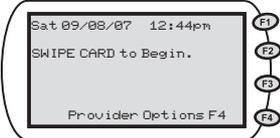
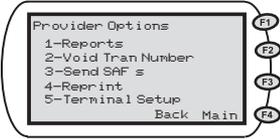
The Void transaction may be used to cancel out a transaction that was entered in error. It requires that you have the transaction number, which appears on your daily record and your password. The password is "123456". After the transaction is cancelled, it will be necessary for the correct information to be re-entered. If the error is discovered at the original time of entry, the correct information may be entered using the appropriate DAILY CHECK IN or DAILY CHECK OUT transactions. If the error is discovered later than the original time of entry but within 7 days (current day and previous 6 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.

TERMINAL SCREEN	ACTION
	<p>Press F4.</p>
	<p>Enter 6 digit user password (123456).</p>
	<p>Press 2 for Void Transaction Number.</p>
	<p>Enter 12 digit Transaction Number.</p>
	<p>Wait for authorization. The system displays "CONNECTING" then "PROCESSING" followed by an approval or denial message.</p>

## XI. Attendance Reports

There are two types of attendance reports that you will be able to obtain from your POS for tracking the weekly attendance that has been recorded for your facility.

The first report is a Detailed Attendance report. This report gives you a break down of all the children's attendance for a 7 day period. This report will show you each child that was in attendance by day and show you their attendance status for that day. It will also show a subtotal of how many children were in care that day and list the attendance statistics for the day. The report will give you the current day and the previous 6 days of information.

TERMINAL SCREEN	ACTION
	Press F4.
	Press 1 for Reports.
	Press 1 for Detailed Totals. Note: Providers with multiple terminals may see <b>Summary Totals</b> option on this screen.
	Press 1 for Current Report, 2 for Previous Report or 3 for 2nd Prev Report.
	Wait for authorization. The system displays "CONNECTING" then "PROCESSING" followed by an approval or denial message.

The second report is a Summary Attendance report. This report will show the attendance statistics for each day. It will show the previous 6 days and the current day. This report shows how many children were recorded as present, absent, no report or holiday.

The following is an example of the Detailed Totals Report.

```
Detailed Totals Report

For: Current Report
Dates: 09/04/2009-09/05/2009

09/04/2009:
=====

Case#: 1234567891
  F. Lastname           Present
  DOB: 03/16/1998      Child# 1
  F. Lastname Absent - General
  DOB: 03/16/1998      Child# 2

Case#: 1234567892
  F. Lastname           No Report
  DOB: 04/16/2001      Child# 1

  F. Lastname Absent - Illness
  DOB: 05/16/2000      Child# 2

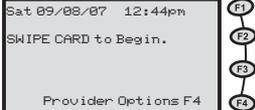
SUBTOTAL FOR 09/09/2009

Attendance                Count
-----                -
Present                    1
Absent
  General                  1
  Illness                  1
  Court Ordered            0
  No Report                1
  Holiday                  0
-----                -
Total Referrals            4
```

## XII. Case Inquiry

The case inquiry report allows you to look up referrals to see who is authorized to be in your care. This report will give you the beginning and ending dates of the referral. You will need to know the case number associated with the child(ren) that you are looking up.

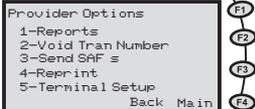
TERMINAL SCREEN	ACTION
-----------------	--------



Sat 09/08/07 12:44pm  
 SWIPE CARD to Begin.  
 Provider Options F4

Press F4.

Then, Enter 6 digit user password (123456).



Provider Options  
 1-Reports  
 2-Void Tran Number  
 3-Send SAF's  
 4-Reprint  
 5-Terminal Setup  
 Back Main

Press 1 for Reports.



Reports  
 1-Detailed Totals  
 2-Summary Attend  
 3-Case Inquiry  
 4-Exceptions  
 Back Main

Press 3 for Case Inquiry.



Case Inquiry Report  
 Enter Case #  
 \_\_\_\_\_  
 Back Main

Enter Case Number.

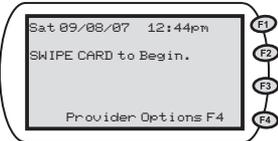
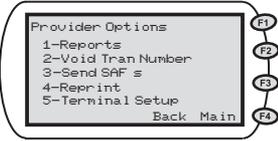
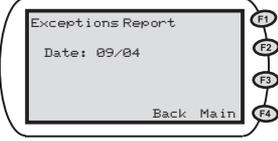


Detailed Totals Rpt  
 APPROVED  
 Printing Complete.  
 << Press Any Key >>

Wait for authorization. The system displays "CONNECTING" then "PROCESSING" followed by an approval or denial message.

### XIII. Exceptions Report

The Exception Report allows you to check daily to see if any children were checked in at your facility the previous day but were not checked out. You need to look at this report to see if you had any full time children who did not get checked out. If so, you need to do a Previous Check Out transaction the next time the child's parent or guardian is at your facility with their card. Remember, this must be done within 7 days (current day and previous 6 days) of the day the child was not checked out. To get to the Exceptions Report, use the following steps:

TERMINAL SCREEN	ACTION
	Press <b>F4</b> . Then, Enter 6 digit user password (123456).
	Press <b>1</b> for Reports.
	Press <b>4</b> for Exceptions.
	Key in the previous date (MM/DD, Example 09/09) and press <b>green enter key</b> .
	Wait for authorization. The system displays "CONNECTING" then "PROCESSING" followed by an approval or denial message.

The following is an example of the Exceptions Report.

```
-----  
Exceptions Report  
  
For: 09/29/2009  
  
IN: 03:00Pm      Tran#: 1234  
F.Lastname      Child#: 001  
C00000          DOB:03/16/1998  
  
IN: 03:00Pm      Tran#: 9876  
F.Lastname      Child#: 002  
C00000          DOB:05/28/1996  
  
IN: 03:00Pm      Tran#: 4321  
F.Lastname      Child#: 003  
C00000          DOB:11/03/2002  
  
Total Exceptions: 3  
-----
```

## XIV. Supplies

The only supplies you need to purchase for your equipment is replacement paper for the printer. At the time of installation, you are 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 the paper used by the machine is heat sensitive paper. The machine prints on the paper without using a ribbon.

## **XV. Commonly Asked Questions**

### ***What happens if the client is not authorized to receive CCAA child care?***

- When the card is swiped, the POS will display one of the messages shown in the Authorization Status/Error Messages section of this manual. If the client disagrees with this message, they should contact their local Board office.

### ***What happens if a specific child in a family is not included for CCAA child care?***

- After the child number is entered and the ENTER key is pressed, the POS displays one of the messages shown in the Authorization Status/Error Messages section of this manual. If the client disagrees with this message, they should contact their local Board office.

### ***What if the parents card is lost or stolen?***

- If card is lost or stolen they should immediately call the help desk and ask that the card be placed in a lost or stolen status. A replacement card will be mailed to the client's home address.

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

- No, you must wait until they bring their card and use the PREVIOUS CHECK IN or PREVIOUS CHECK OUT procedures. Instructions for each process appear in the previous sections of this 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 I still check a child in or out?***

- If the clients card is damaged they should immediately call the help desk and ask that the card be placed in damaged status. A replacement card will be mailed to the client's home address.

### ***How does the POS work?***

- The POS machine 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?***

- Parents can still check children in and out. The information is stored in the POS and will be transmitted when the POS detects a dial tone. You may also send any stored transactions by using the SAF function previously described.

***What happens if I do not have electricity?***

- The POS machine will not work if you do not have electricity. You will need to keep written records of the time and attendance of the children you are caring for.
- All information stored in the machine because there was no telephone service will remain stored until the electrical service is restored or for a maximum of 90 days.

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

- No information will 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 90 days of when the day care was provided.

***What happens if my POS machine does not work?***

- Call the Provider Help Desk at 1-866-320-8720.

***What happens if I forget to check a child out?***

- If a child is not checked out, the parent will need to perform a Previous Check Out.

***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 your local office supply store.

***What if I have a question about my settlement?***

- Call the local Board office.

***How do I get paid if a Parent doesn't check in or out for a couple of days and then doesn't return?***

- This is a good example of why it is critical to require your Parents to check in and out every day. Only local Boards will have the ability to adjust payments.

***Can I keep my Parent's card so they don't forget it?***

- No! Possession or use of a Parent's card is strictly prohibited. It can result in the loss of your License.

***For child X, I only got paid for X days but should have gotten paid for Y days.***

- Call the local Board.

***Exception report is showing unmatched transactions that should have matches.***

- Call the Help Desk.

***No payment received.***

- Call the local Board.

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

- Call the local Board.

***What should I do if I am receiving SAF messages on the POS device?***

- Call the Help Desk.

## **XVI. Denied Messages**

DIFF PROVIDER – You are not the provider shown on the CCAA child care referral.

INVALID AUTH – There is no valid referral for the person(s) you entered.

INV AUTH DATE – You are trying to check a child(ren) in before the date TWC has referral for subsidized child care.

INV PROVIDER – The TWC child care referral shows a provider that is not recognized as an approved child care provider.

SWIPE IN FRST - Parents must check in this child before they can check them out.

NO AUTH – There is not a TWC child care referral for this child(ren).

## **XVII. Error Messages**

PLEASE TRY AGAIN – There was a mistake made when the information was entered. Re-enter the information.

NOT AVAILABLE – The selection you made is not available.

NOT ALLOWED – You are not authorized to do the selected transaction.

OVER 7 DAYS OLD – The 7-day limit for entering transactions has expired.

DUPLICATE ENTRY – You have entered the same information twice.

UNREADABLE CARD – The POS machine is unable to read the magnetic stripe on the card.

TRANS REJECTED – The action you tried to take has been rejected.

NO HOST RESPONSE – The POS machine could not receive a response from the main computer.

NO SAF TO SETTLE – The system tried to complete a Store and Forward transaction but there was no information to process.

VOID NOT ALLOWED – You tried to void a transaction that you were not allowed to void.

INVALID PASSWORD – You put in an incorrect or invalid password.

## **XVIII. Communication Messages**

When you have entered all of the information on a child(ren) and press the enter key, you may see one or more of the following messages:

### ***Communication Messages***

WAITING FOR LINE - Your phone line is busy or out of service.

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DIALING - The POS is dialing phone to reach the main computer.

LOST COMM W/HOST - the POS has lost the connection with the main computer and is not receiving a response. You should attempt the transaction again. If the problem persists, contact the Provider Help Desk.

## **XIX. POS Error Codes**

The following are Error Codes that may be recieved:

- 05 General Decline
- 55 Invalid PIN
- 75 PIN Tries Exceeded
- D6 Not a Childcare Card
- A4 Card Not Active
- DA No Auth for Person Number

- DO Provider Record Not Found
- B4 Provider Differs from Auth Record
- DD Must Swipe in Before Swipe Out

## **Notes**

TWC prosecutes fraud to insure that child care funds are maximized for qualified families. To report suspected fraud, call the fraud hot line at (800) 252-3642.

**Where to Call for Help:  
1-866-328-4212**



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