

ADJUSTING A CCS SESSION REPORT

There are 2 actions that can be taken if you have submitted incorrect data to CCSS and it's important to select the correct action.

Revise - This function is used to when data that has been submitted was incorrect, therefore you are needing to submit a replacement session report. *Do not* revise for entitlements unless directed by the CCS Help Desk.

Cancel - This function is used when the session report is submitted in error and *no* new session report/ replacement is required.

We will then go through troubleshooting tips.

Summary

Revising a CCS Session Report

1. Click Processing menu
2. Select CCS Session Report
3. Use the search keyword options to find the session report
4. On the processed attendance, click on the down arrow and select revise
 - a. Click Continue
 - b. Action - Vary/Substitute
 - c. Select a Reason
 - d. If the session is outside of CCS timeframe enter a Reason for Late Change
 - e. Select Authorised Person
 - f. Click Revise Session Report
5. This will then take you to the daily sessions screen, apply the appropriate filters to find the child and then make any changes needed
6. Now, go back to Processing

Summary cont.

7. Select CCS session reports
8. Click Generate Attendance
 - a. Enter Child's Name
 - b. Weekending Date
 - c. Generate
9. Submit

If you are revising outside CCS timeframe then a late reason will also be required

Canceling a CCS Session Report

1. Click Processing menu
2. Select CCS Session Report
3. Use the search keyword options to find the session report
4. On the processed attendance, click on the down arrow and select cancel
 - a. Select a Reason
 - b. Authorised Person
 - c. Then click Withdraw Session Report.

NOTE: If you are cancelling outside CCS timeframe then a late reason will also be required

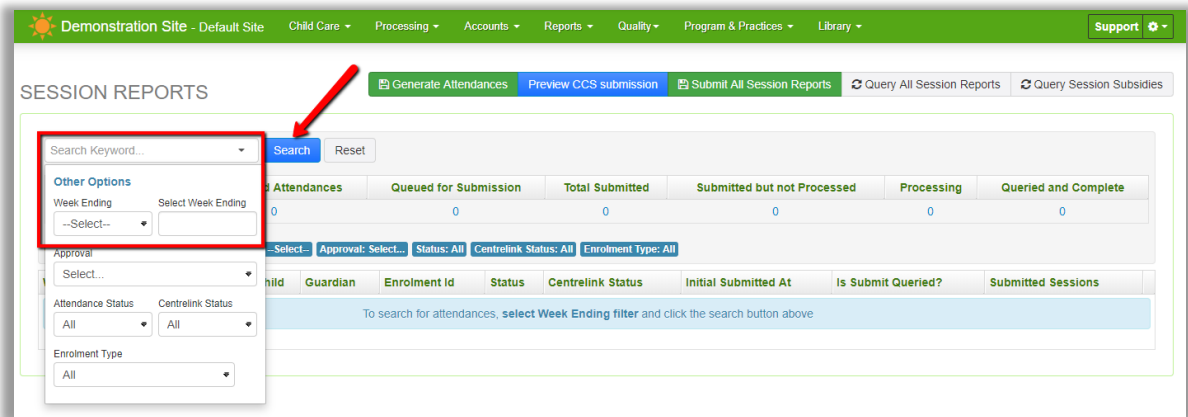
ADJUSTING A CCS SESSION REPORT

Detailed

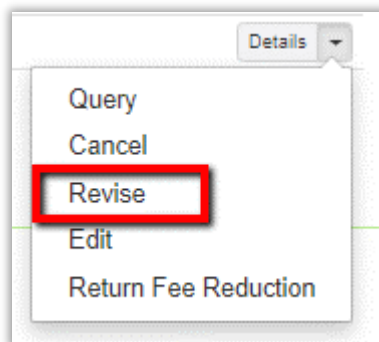
Revising

Select Processing Menu then CCS Session Reports.

Apply your filters by entering in the child's first or last name along with the weekending then click search:



When the record displays click on the dropdown arrow next to details and select revise:



You will then receive the following warning message, read this message then select continue:

Detailed cont.

Warning

- This function is not to be used for cancelling session reports submitted in error where no new session report is required to be submitted. Instead, use the Cancel option.
- Failure to submit a new session report will result in delays finalising the processing period. To avoid delays, it is best to promptly submit the new session report immediately after revising.

[Go Back](#) [Continue](#)

The next screen that appears will be a warning you need to read and then select a Reason and an Authorised Person then click Revise:

WARNING:

- Revising this session report will place the existing session report into the status of 'Pending Resubmission'. Cancellation of session reports in this status will not be submitted to CCS until the new session report has been submitted.
- Failure to submit a new session report will result in delays finalising the processing period. To avoid delays, it is best to promptly submit the new session report immediately after revising.
- This function is not to be used for cancelling session reports submitted in error where no new session report is required to be submitted. Instead, use the Cancel option.

Action

Reason

Reason For Late Change

Reason For No Change

Authorised By

Comments

* Reason for Late Change only required when revising session report after the allowable timeframe or a later day agreed by the Secretary.

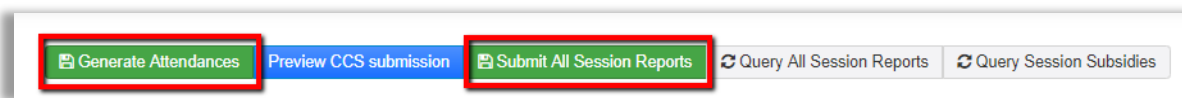
[Close](#) [Revise Session Report](#)

Detailed cont.

NOTE: If you are revising outside CCS timeframe then a late change will also be required. Only enter in a reason for No change IF the parent has disputed the session report in their MYGOV account

This will then take you back to your daily sessions where you can make the appropriate changes.

Finish by going back into CCS session reports Generate the week then **Submit:**

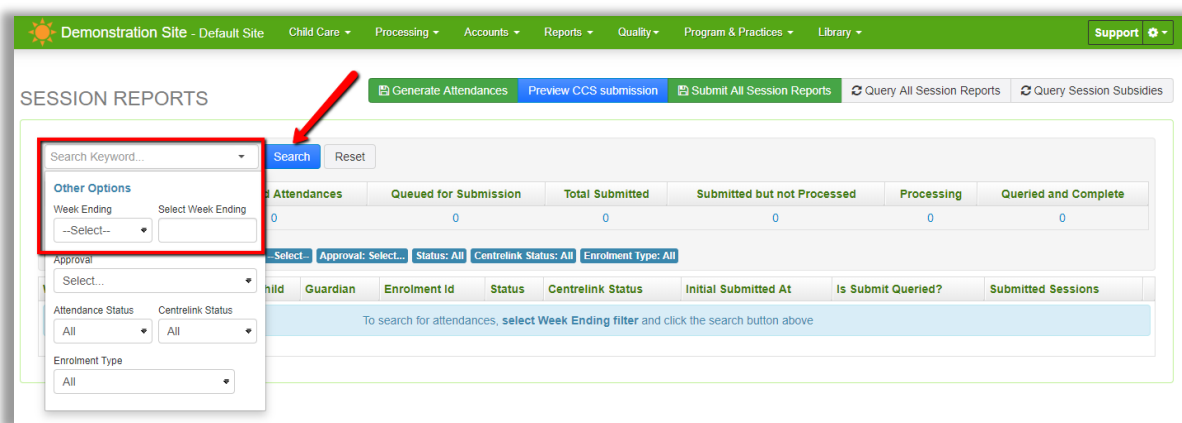


Canceling

Choosing this action means that the session report should have never been submitted and you are not replacing it.

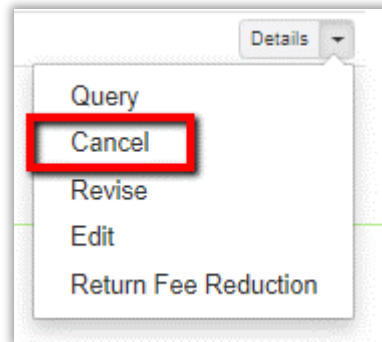
Select Processing Menu then CCS Session Reports.

Apply your filters by entering in the child's first or last name along with the weekending then click search:

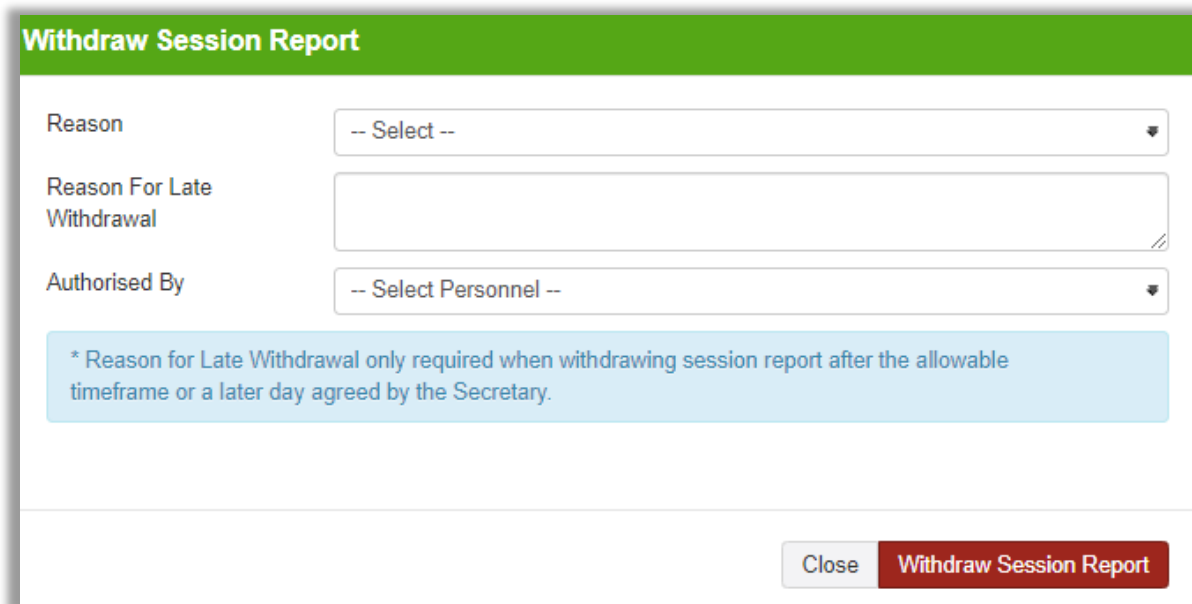


When the record displays click on the dropdown arrow next to details and select cancel:

Detailed cont.



The following window will display:

A screenshot of a web form titled 'Withdraw Session Report'. The form has a green header bar with the title. Below the header, there are three input fields: 'Reason' with a dropdown menu showing '-- Select --', 'Reason For Late Withdrawal' with a text area, and 'Authorised By' with a dropdown menu showing '-- Select Personnel --'. Below these fields is a light blue informational box containing the text: '* Reason for Late Withdrawal only required when withdrawing session report after the allowable timeframe or a later day agreed by the Secretary.' At the bottom right of the form, there are two buttons: a grey 'Close' button and a red 'Withdraw Session Report' button.

Reason and an Authorised Person then click **Withdraw Session Report**.

The session report is now cancelled. This will cancel the sessions in daily sessions as well.

NOTE: If you are revising outside CCS timeframe then a late reason will also be required

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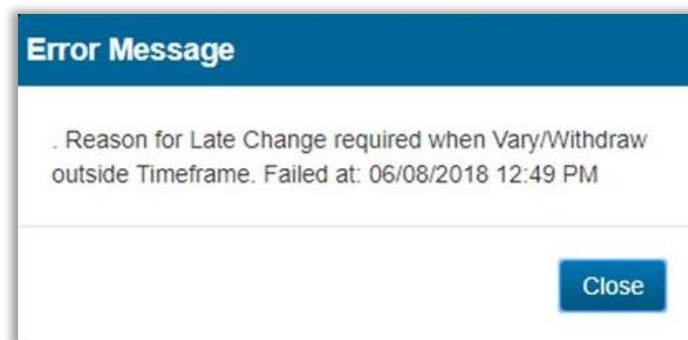
Troubleshooting

Issue – I've selected the Revise option instead of the Cancel option.

Resolution: You must submit a replacement session report and then choose the correct action Cancel (Withdraw).

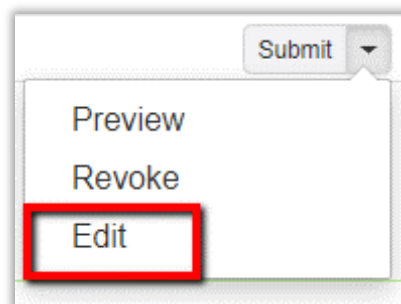
Failed Session Report Errors:

Error:



Why: This means that the session report you are submitting is outside of CCS timeframe. Therefore you need to enter a reason as to why you are submitting late.

Resolution: If you receive this error click on the drop-down arrow next to submit and select **edit**



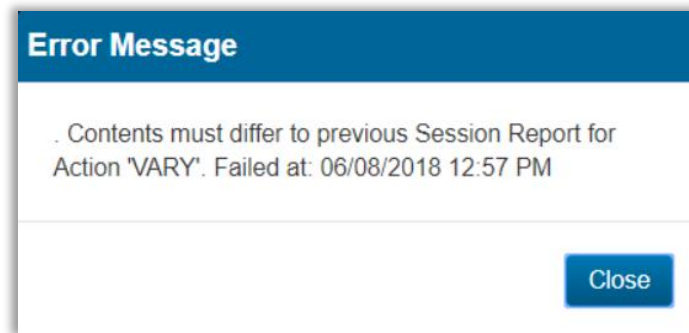
Then enter a reason for late change and save

Troubleshooting cont.

The screenshot shows the 'Session Report Details' form with several tabs: Edit, Details, CCS Response, CCS Payments, CCS Messages, and CCS Session Subsidies. Below the tabs are three input fields: 'Reason for Change' (with a dropdown menu showing 'Administrative error'), 'Reason for Late Change' (highlighted with a red box), and 'Reason for No Change'.

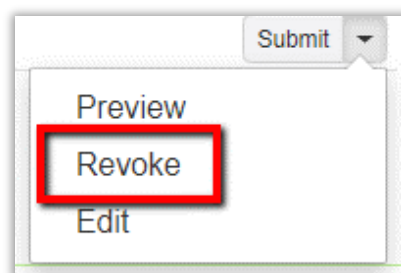
You will now be able to submit.

Error:



Why? This error means that you have revised a session report and there is no change to the Times or Fees. As you should only be revising to make changes to the session report CCS will reject the revised session report when there is no changed.

Resolution: To fix this you will need to first click on the drop-down arrow next to submit and click on revoke




Confirm this action by clicking on Revoke again:

Troubleshooting cont.

Revoke Session Report

Revoking the session report will unlock the daily sessions for editing. The session report will need to be generated again once ready for submission.








Close **Revoke**

Then go into Processing, Daily Sessions, apply appropriate filters and Click the  "Cog" to edit a session:

DAILY SESSIONS + Casual Session + Forecast

Attendance Date: This Week | By Room: All Rooms | By Program: | By Child: --Start Typing-- | By Approval: | By Status: All

e-Signatures: | By Error: | Bulk Absent Bulk Ca

Child	Service	Day	Date	Start Time	End Time	Absent	Casual	Submitted	
Caleb Jones(Letty)	LDC	Wednesday	27/03/2019	6:00 AM	6:00 PM	No	No	No	 Absent Cancel
Caleb Jones(Letty)	LDC	Thursday	28/03/2019	6:00 AM	6:00 PM	No	No	No	 Absent Cancel
Caleb Jones(Letty)	LDC	Friday	29/03/2019	6:00 AM	6:00 PM	No	No	No	 Absent Cancel
Jacob Griffiths(Jennifer)	LDC	Monday	25/03/2019	6:00 AM	6:00 PM	No	No	No	 Absent Cancel
Jacob Griffiths(Jennifer)	LDC	Tuesday	26/03/2019	6:00 AM	6:00 PM	No	No	No	 Absent Cancel
Jacob Griffiths(Letty)	LDC	Tuesday	26/03/2019	9:00 AM	5:30 PM	No	No	No	 Absent Cancel
Jacob Griffiths(Jennifer)	LDC	Wednesday	27/03/2019	6:00 AM	6:00 PM	No	No	No	 Absent Cancel

A window similar to the following will be displayed:

Fees

Fee Description

Program: Kangaroo Room

Fee Schedule: Long Day Care | Fee Tier: Main Fee | Fee For Session: \$ 120 Zero Fee

Override Fee Schedule Rates

Override Fixed Fee

Cancel **Save**

Enter a comment in the Fee Description box and Save.

Troubleshooting cont.

A comment in here will be enough to make CCS believe the session report has changed from the previous submitted session report.

Now go back into Processing – CCS Session Reports – Generate for the child and Submit.

NOTE: If you have revised a timesheet multiple times, you may need to add a "Fee Description" to a different session or change the existing "Fee Description" if there is only on one session.