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.

<u>Revise</u> - 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.

<u>Cancel</u> - 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 <u>troubleshooting</u> 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

Cancelling 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**:
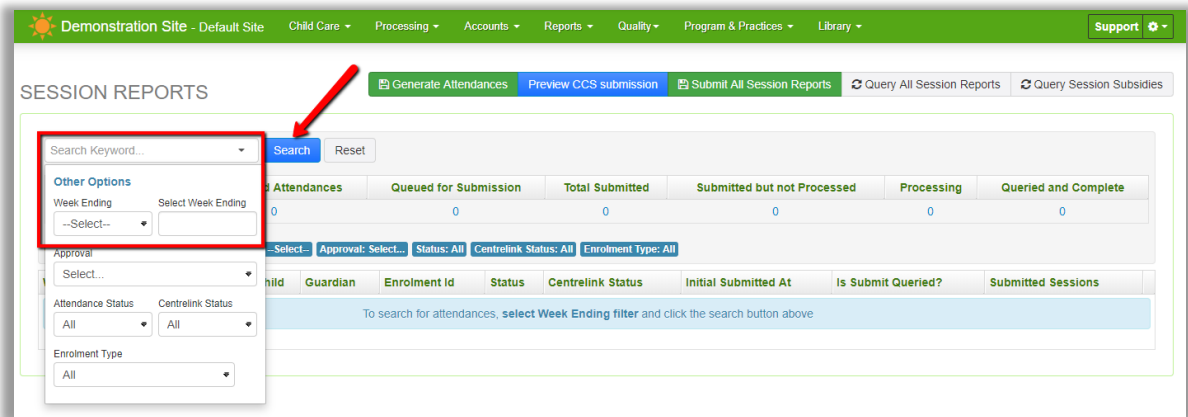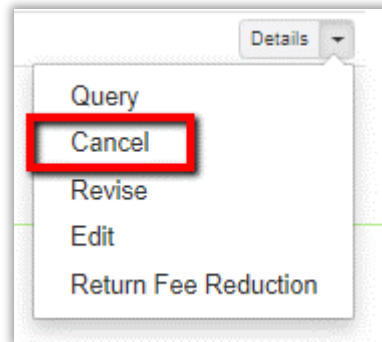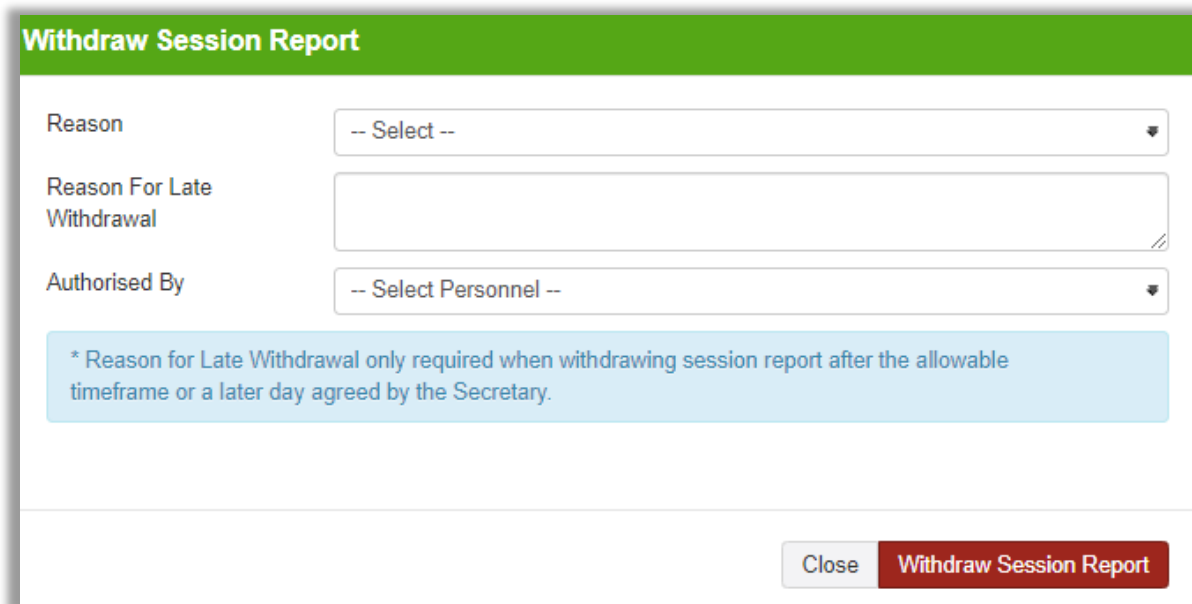

When the record displays click on the dropdown arrow next to details and select **revise**:
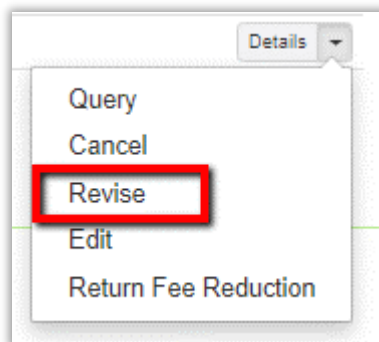
You will then receive the following warning message, read this message then select **continue**:

Detailed cont.

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**:

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:**
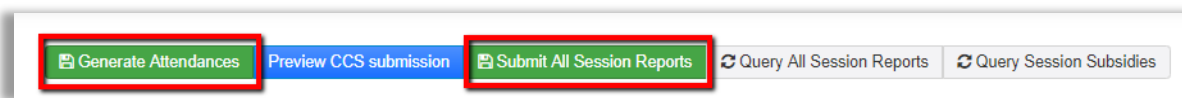
Cancelling

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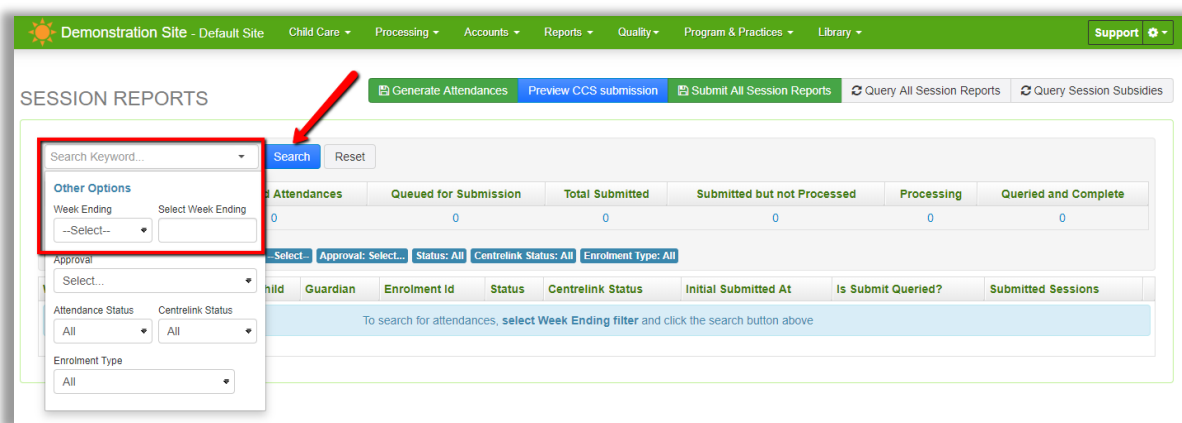
When the record displays click on the dropdown arrow next to details and select cancel:

Detailed cont.

The following window will display:

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
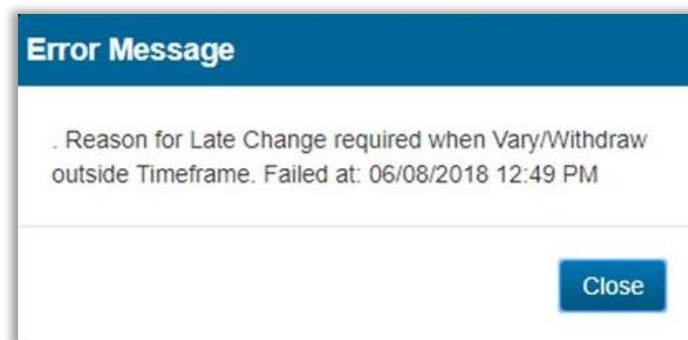
ADJUSTING A CCS SESSION REPORT

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**
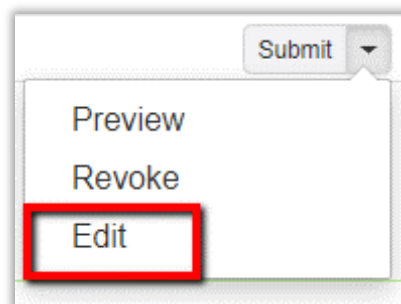
Then enter a **reason for late change** and **save**
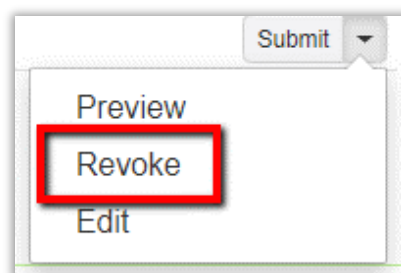
Troubleshooting cont.

You will now be able to **submit**.

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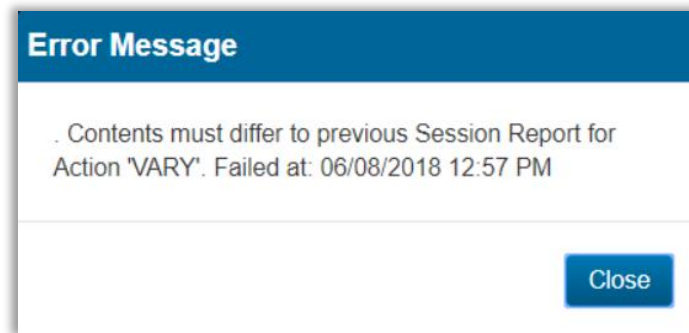
Why? This error means that you have revised a session report and there is no change to the Times or Fees. As you should only be revising to make changes to the session report CCS will reject the revised session report when there is no changed.

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.

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

A window similar to the following will be displayed:

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.