

PROCESSING WORKFLOW

This tip sheet will guide you through the process to take after you have submitted your session reports.

- [Querying Payments](#)
- [CCS Session Reports and Disbursing Payments](#)
- [Identifying Undisbursed CCS Payments](#)
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Summary

Query Payments

1. Click on Processing menu
2. Select CCS Payments
3. Click on query payments
4. Select authorised person and query

Make sure you have received a new payment. If not, do not move to the next step as this means CCS has not paid you yet. Please contact the CCS help desk (1300 667 276) if you are concerned about this.

CCS Session reports and disburse payments

1. Click on Processing menu
2. Select CCS Session reports
3. Click on query all session reports
4. Select authorised person and query

Wait until all session reports have moved to queried and complete before moving to the next step.

Check if payments have been disbursed

1. Click on Processing menu
2. Select CCS Payments

Summary cont.

3. Click on the Payment Items
4. Open the advanced search dropdown menu.
5. Open the Disbursed? dropdown menu and select No
6. Click search

Check if the week you have submitted has had all payment items disbursed. This means that you will see no line items if the process was successful.

Wait until all payments have been disbursed before moving to the next step.

Create Attendance Invoice

1. Click on Accounts
2. Click on Invoices
3. Click on Create Attendance Invoice
 - a. Enter Weekending Date (Enter the Sunday of the weekend you need to invoice up until)
 - b. Leave parent and child field blank
4. Click Submit

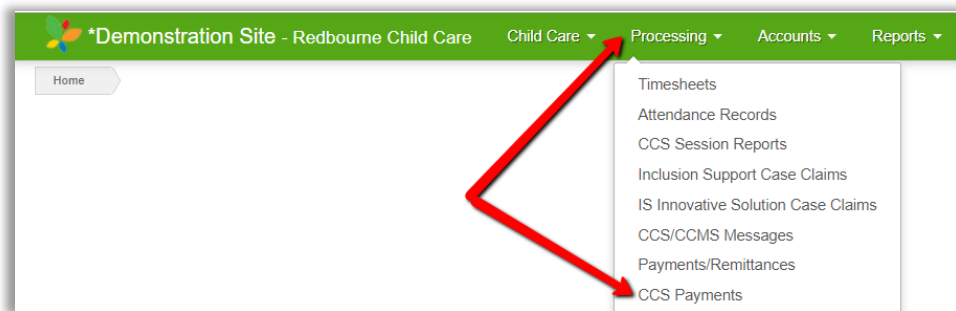
PROCESSING WORKFLOW

Detailed

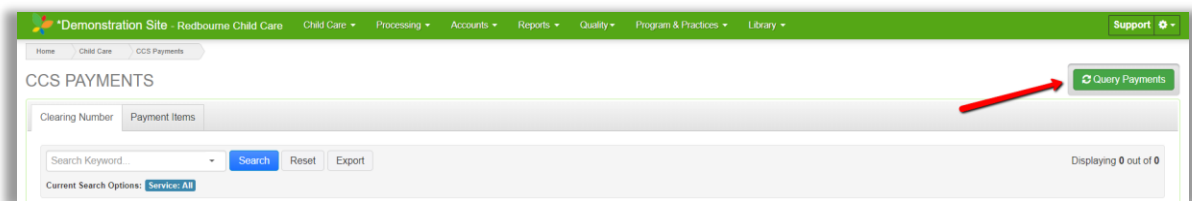
Querying Payments

It is now a requirement that CCS Payments must first be queried before you may query Session Reports. This is to ensure that CCS Payments are correctly disbursed onto the Session Reports, allowing the CCS value to then be correctly passed to the families.

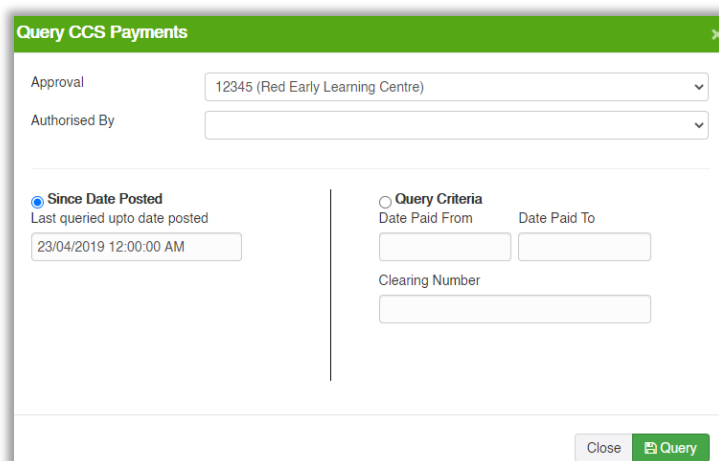
Click Processing and select CCS Payments:



Click on Query Payments:



Select Authorised Person and click Query:

A screenshot of the 'Query CCS Payments' dialog box. It contains the following fields:

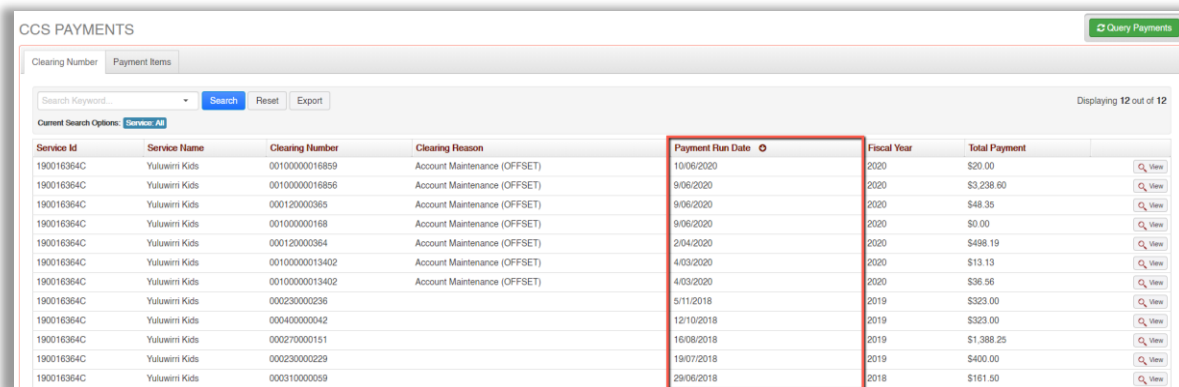
- Approval: 12345 (Red Early Learning Centre)
- Authorised By: (empty dropdown)
- Since Date Posted: Last queried upto date posted, 23/04/2019 12:00:00 AM
- Query Criteria: Date Paid From, Date Paid To, Clearing Number

At the bottom right, there are 'Close' and 'Query' buttons.

Detailed cont.

Once the query has been run successfully, please check your CCS payments to make sure you have received money from your submission to the department.

To check a new payment has been made by CCS, while in the Clearing Number tab check the column called **Payment Run Date**:



Service Id	Service Name	Clearing Number	Clearing Reason	Payment Run Date	Fiscal Year	Total Payment	
190016364C	Yuluwerr Kids	00100000016859	Account Maintenance (OFFSET)	10/06/2020	2020	\$20.00	View
190016364C	Yuluwerr Kids	00100000016856	Account Maintenance (OFFSET)	9/06/2020	2020	\$3,238.60	View
190016364C	Yuluwerr Kids	000120000365	Account Maintenance (OFFSET)	9/06/2020	2020	\$48.35	View
190016364C	Yuluwerr Kids	001000000168	Account Maintenance (OFFSET)	9/06/2020	2020	\$0.00	View
190016364C	Yuluwerr Kids	000120000364	Account Maintenance (OFFSET)	2/04/2020	2020	\$498.19	View
190016364C	Yuluwerr Kids	00100000013402	Account Maintenance (OFFSET)	4/03/2020	2020	\$13.13	View
190016364C	Yuluwerr Kids	00100000013402	Account Maintenance (OFFSET)	4/03/2020	2020	\$95.56	View
190016364C	Yuluwerr Kids	000230000236		5/11/2018	2019	\$323.00	View
190016364C	Yuluwerr Kids	000400000042		12/10/2018	2019	\$323.00	View
190016364C	Yuluwerr Kids	000270000151		16/08/2018	2019	\$1,388.25	View
190016364C	Yuluwerr Kids	000230000229		19/07/2018	2019	\$400.00	View
190016364C	Yuluwerr Kids	000310000059		29/06/2018	2018	\$161.50	View

If you have not received a payment or if the amount is substantially different to what you normally would receive we recommend that you do not move to the next steps.

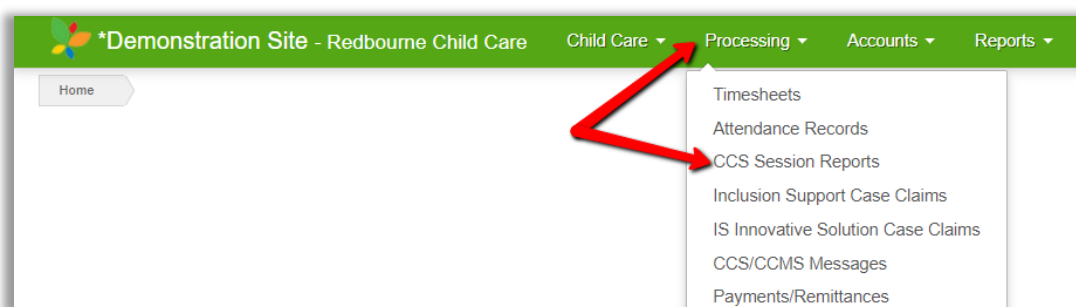
If you are concerned about the amount received, you should contact the CCS help desk

CCS Session reports and Disbursing Payments

The next process is to confirm that the session reports have finished processing and disburse your CCS payments.

Querying your Session reports will also start disbursing your payments.

Click Processing and select CCS Session Reports



Detailed cont.

The Session Reports home page will display:

SESSION REPORTS Preview CCS submission Submit All Session Reports Query All Session Reports

Search Keyword... Displaying 20 out of 20

Exempt Complete	Draft/Failed Attendances	Queued for Submission	Total Submitted	Submitted but not Processed	Processing	Queried and Complete
0	0	0	20	0	0	20

Current Search Options: **Billing Period: 30/04/2018 - 13/05/2018 (Finalised)** **Week Ending Option: --Select--** **Approval: Select...** **Status: All** **Centrelink Status: All** **Enrolment Type: All**

Week Ending	Approval	Child	Guardian	Enrolment Id	Status	Centrelink Status	Initial Submitted At	Is Submit Queried?	Timesheets	Submitted Sessions
6/05/2018	Kids Choice Family Day Care P/L	Acoba, Amy	Acoba, Raymon	E8000005987	Processed	Processed	11/07/2018 1:58:27 PM	Yes	Mary Hopkins	5
6/05/2018	Kids Choice Family Day Care P/L	Anderson, Kevin	Anderson, Alana	E8000005983	Processed	Processed	11/07/2018 1:58:26 PM	Yes	Mark Lewis	4
6/05/2018	Kids Choice Family Day Care P/L	Lin-6696, Lamont	Lin-6696, Eli	E8000076311	Processed	Processed	11/07/2018 1:58:25 PM	Yes	Mary Hopkins	2
6/05/2018	Kids Choice Family Day Care P/L	Avoca, Stevie	Acoba, Raymon	E8000005988	Processed	Processed	11/07/2018 1:58:24 PM	Yes	Mary Hopkins	3
6/05/2018	Kids Choice Family Day Care P/L	Lin-6696, Lamont	Lin-6696, Eli	E8000006108	Processed	Processed	11/07/2018 1:58:23 PM	Yes	Mary Hopkins	1
6/05/2018	Kids Choice Family Day Care P/L	Kent-6166, George	Kent-6166, Joshep	E8000005992	Processed	Processed	11/07/2018 1:58:22 PM	Yes	Sally Brown	12
6/05/2018	Kids Choice Family Day Care P/L	Dillon-6882, Gerry	Dillon-6882, Thad	E8000006107	Processed	Processed	11/07/2018 1:58:21 PM	Yes	Sally Brown	6

Click Query All Session Reports:

SESSION REPORTS Generate Attendances Preview CCS submission Submit All Session Reports Query All Session Reports Query Session Subsidies

Search Keyword... Displaying 20 out of 61

Exempt Complete	Draft/Failed Attendances	Queued for Submission	Total Submitted	Submitted but not Processed	Processing	Queried and Complete
0	0	0	61	0	0	61

The following window will appear:

Query All Session Reports

Approval:

CCS Payments queried at:

Authorised By:

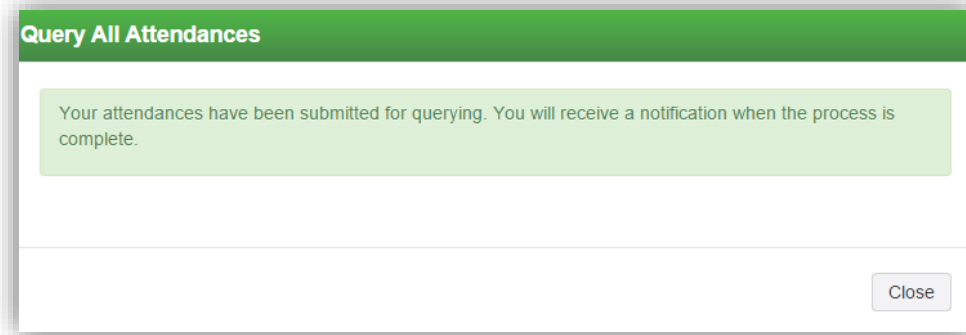
Since Last Updated
Last updated at:

Query Criteria
Week Ending:

FaCSIA Enrolment Id:

Detailed cont.

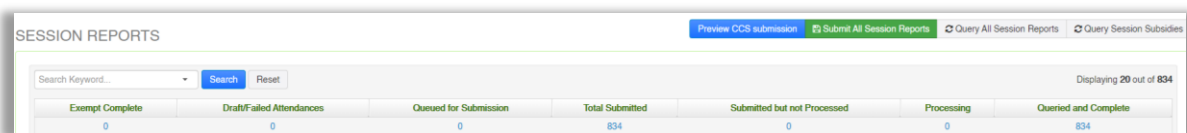
Select **Authorised Person** and Click **Query Session Report** and the following window will appear:



Allow time for the session reports to query. You can check the progress by refreshing the page.

Check that all timesheets have been processed and that none are displaying as **Submitted but not Processed** or **Processing**. These status' mean that CCS have not yet finished processing the records and you will need to wait for them to process before continuing.

If all records are displaying as **Queried and Complete**, CCS has finished processing the records.




Exempt Complete	Draft/Failed Attendances	Queued for Submission	Total Submitted	Submitted but not Processed	Processing	Queried and Complete
0	0	0	834	0	0	834

CCS and Software Status'

This indicates the stage at which your session report is at with CCS.

Draft: The session report has not yet been sent to CCS for processing. You will need to click the 'submit' button.

Failed: There is an error when attempting to submit. Click on the exclamation mark  to see the error.

'Submitted': The session report has been submitted to CCS but has not yet processed.

Detailed cont.

Processing: The session report has been submitted to CCS. CCS has begun processing the session report, but it is not yet complete.

Pending Resubmission: The timesheet has been revised however a replacement session has not yet been submitted in its place. You will need to resubmit the replacement before this session report will move on.

Processed: CCS has processed the Session Report.

Cancelled/Withdrawn: CCS has cancelled the session report.

Querying your Session reports will also start disbursing your payments onto the reports. Your reports will not show all subsidies until the payments completely disbursed.

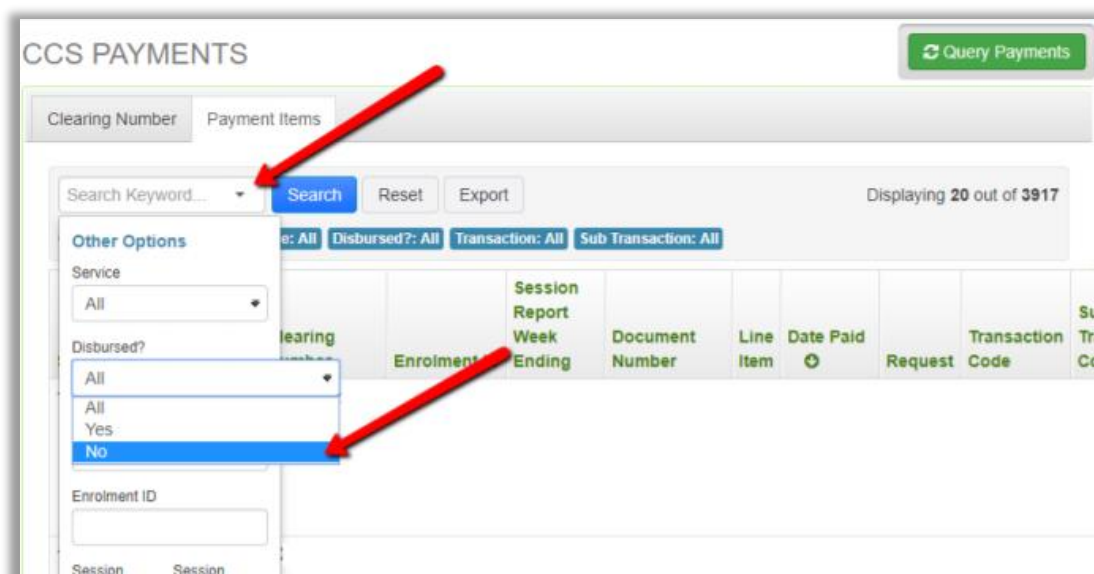
The query will take time to run so be patient. Come back in an hour and query again if you like. We recommend querying per week ending of your billing period first then querying all.

Identifying Undisbursed CCS Payments

To ensure that all CCS payments have been correctly disbursed to your families, you may run a search within your CCS Payments menu.

Within the **Payment Items** tab, open the advanced search dropdown menu.

Next, open the **Disbursed?** dropdown menu and select **No**:



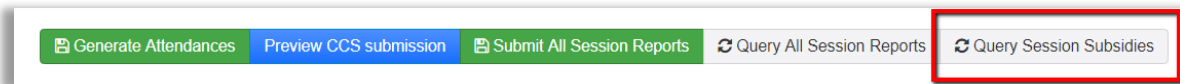
Detailed cont.

Click the **Search** button to filter any undisbursed payments. Any Payment Items returned in the search will need to be disbursed to your Session Reports.

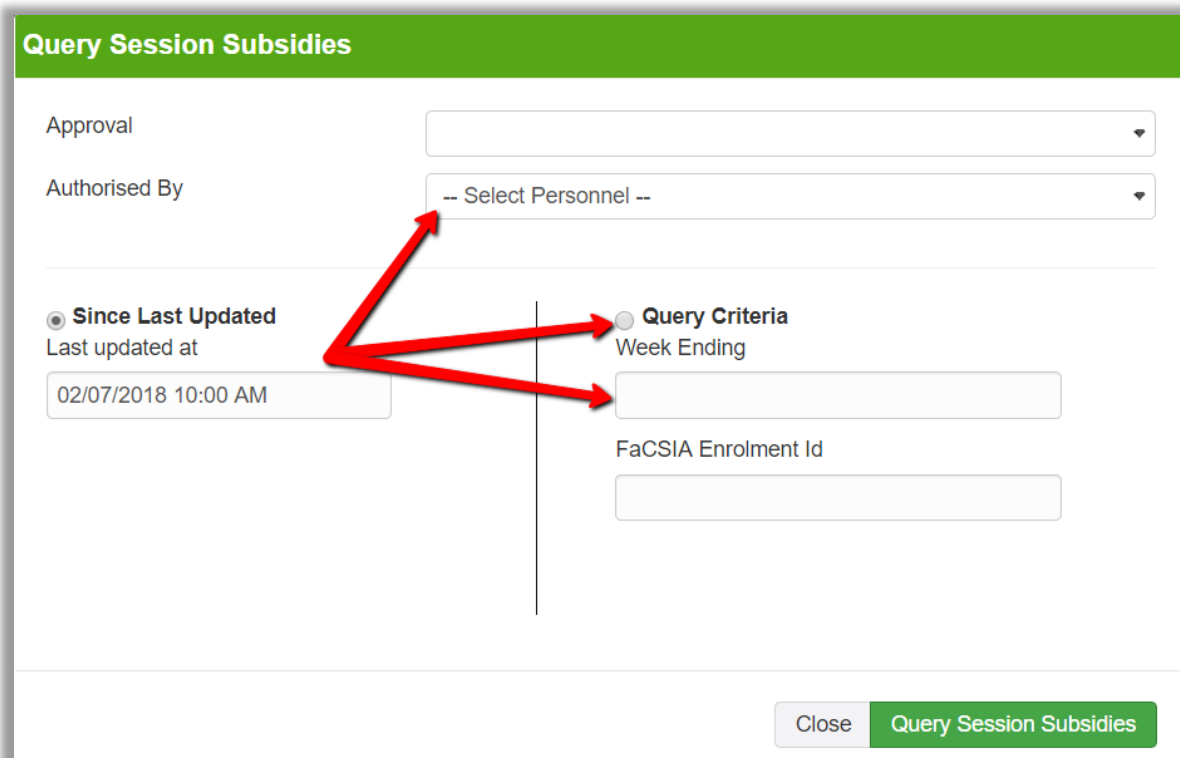
To successfully disburse the payments, you will need to query your Session Reports.

Querying Session Subsidies

CCS also now give us information on subsidies per session. These need to be queried in order for the correct information to be displaying on your Statement of Entitlement Report.



Select your **Authorised Person**, **Query Criteria** and enter a **weekending date**



The image shows a form titled 'Query Session Subsidies'. It has a green header bar. Below the header, there are several fields: 'Approval' (dropdown), 'Authorised By' (dropdown with '-- Select Personnel --'), 'Since Last Updated' (radio button selected, 'Last updated at' field with '02/07/2018 10:00 AM'), 'Query Criteria' (radio button selected, 'Week Ending' field), and 'FaCSIA Enrolment Id' (text field). At the bottom right, there are two buttons: 'Close' and 'Query Session Subsidies'. Three red arrows point from the 'Authorised By' dropdown, the 'Query Criteria' radio button, and the 'Week Ending' text field.

NOTE: We suggest you query per weekending.

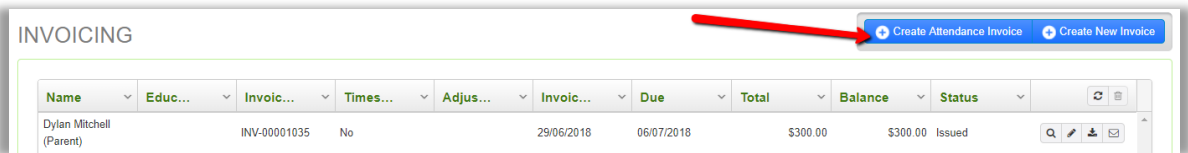
Detailed cont.

Create Attendance Invoices

Invoices are created and stored within the **Invoices** page located within the Accounts menu:



To begin creating an attendance invoice, you will need to click the **+Create Attendance Invoice** button.



This will open the **Invoice Attendances** window:

Invoice Attendances

Up to Week Ending Sunday:

Parent:

Child:

Email Invoices Created to Parents/Guardians

Please select the week ending date to invoice up until. This field is mandatory and must be a Sunday. All attendance fees and/or adjustments up until the week ending date will be invoiced.

To create invoices for a specific Parent/Guardian, please select a Guardian from the menu. This is an optional field. If left blank, the invoicing process will run for all Parent/Guardians.

To create invoices for a specific Child, please select a Child from the menu. This is an optional field. If left blank, the invoicing process will run for all Children.

Detailed cont.

Enter the **week ending** date, here you will enter the week ending you have just processed.

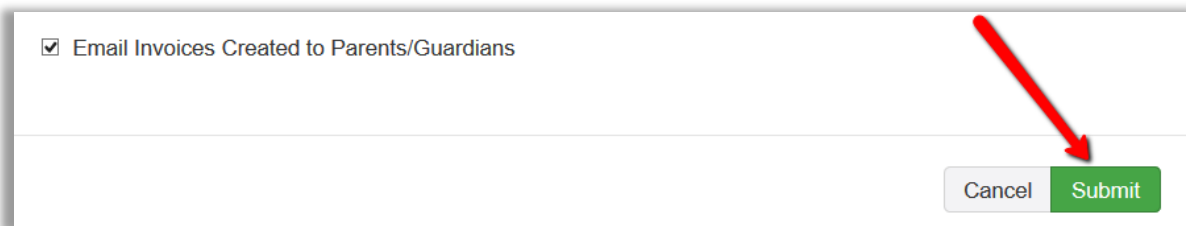
NOTE: If you invoice in advance we still recommend you run invoices for the week you have just submitted for to pull through any changes that been made to the actual subsidies you have received vs the estimate of entitlements and/or any change of hours.

All attendance fees and/or adjustments up until the week ending date will be invoiced.

The remaining fields are optional. If you wish to invoice for a specific parent/guardian or child only, you may select a name from the **Parent** or **Child** dropdown menu.

If you wish to email invoices to the parent/guardian once created, leave the **Email Invoices Created to Parents/Guardians** box checked. If you do not wish to email the invoices, or wish to email them at a later stage, uncheck this box.

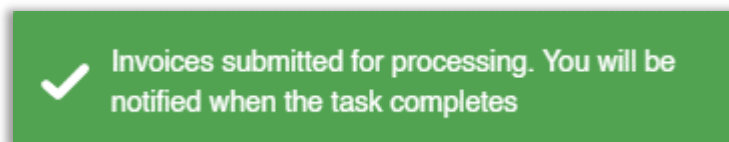
Once you have made your selection, click the **Submit** button:



Email Invoices Created to Parents/Guardians

Cancel Submit

Any attendances or adjustments relating to the invoice request will then be invoiced.



Once the process has completed, you will receive a notification. You may then refresh the page to view any new invoices created.

PROCESSING WORKFLOW

Troubleshooting

Issue: No subsidies on my invoices

Why? This can be due to a couple of reasons:

1. Payments not yet being received
2. Payments not yet being disbursed

Resolution: Please go back into CCS Payments and check the amounts coming in and if there are any to still disbursed.

If you have not yet received a payment from CCS and are concerned about this, please contact the CCS help desk.

If your payments have not yet been disbursed please go back to the step in this tip sheet called **CCS Session reports and Disbursing Payments**.

Once disbursed, we recommend running your invoices again to now put the subsidies on the invoices. To do this:

1. Click on Accounts menu
2. Select invoices
3. Click Create Attendance Invoice
4. Select weekending (this is the weekending you have submitted and disbursed payments for).
5. Leave parent and child field blank
6. Click Submit.

Once invoicing has run again, subsidies will be added to the families accounts via an adjustment invoice.


Issue: I have a session report in the status of Pending resubmission, why?



Why? This means that the session report has been revised however a replacement session has not yet been submitted in its place.

Troubleshooting cont.

Resolution: You will need to resubmit the replacement daily sessions before this session report will move on. Go back into processing – daily sessions and find the session to resubmit.

Issue: I have a failed session report, what is wrong with it?

Resolution: To find the reason why it's failed click on the exclamation mark  next to the status failed:

31/03/2019	Booth-9846, Josh	Booth-9846, Donn	E8000079817	Failed 
31/03/2019	Everett-5587, Rosella	Everett-5587, Rosendo	E8000076371	Failed 

We recommend you read our tip sheet called **Errors from Failed session Reports**. This tip sheet will walk you through the steps on how to identify what is wrong and how to fix the error so that you can successfully submit.