Hoosier Works for Child Care
Provider POS Quick Reference Guide

This guide outlines the most common functions of the Hoosier Works for Child Care POS machine.
The Child Care Provider Operations Manual contains more detailed information.

Provider Help Desk: 1-800-422-0850   Provider Web Portal: www.hoosierchildcare.com

TIPS
- If a card cannot be swiped due to damage or if it is unavailable, the client should manually enter the card number.
- If the POS sends transactions to "Store & Forward" for more than 24 hours without clearing them, please call the Provider Help Desk.

VOID TRANSACTIONS

Terminal Display	Action
Main Menu	Press "F4" for Provider Options
Provider Options	Press "2" for Voids
VOID Transaction #	Press "1" to Void Transaction Number
User Pwd:	Enter "123456" Press Enter
Tran Number	Enter transaction # (see receipt) Press Enter
OR	
VOID Day	Press "2" to Void Entire Day
User Pwd:	Enter "123456" Press Enter
Swipe or type card number to void	Swipe card or Enter card number
Please ENTER PIN	Enter your PIN Press Enter
Date: MM/DD	Enter MM/DD Press Enter
Select Child	Press "1" to select by Name Press "2" to select by Number

NOTES:
- When voiding transactions, only one child's transaction can be voided at a time. Each child must be done separately.
- Parent/guardian must be present to void entire day.

CALL THE PROVIDER HELP DESK AT 1-800-422-0850 FOR:

- Questions about your POS equipment operation and technical difficulties
- Payment problems and errors

VISIT THE PROVIDER WEB PORTAL www.hoosierchildcare.com TO:

- Enter **Late Attendance** (past the two week backswipe period)
- Enter or update **Holiday** dates
- Enter **Inclement Weather** closure dates
- View the Provider Web Portal User Guide and Provider Operations Manual
- Access helpful links related to the CCDF program and receive important updates

POS TERMINAL REPORTING

Terminal Display	Action
Main Menu	Press "F4" for Provider Options
Override Required: Enter User Password	Enter "123456" Press Enter
Reports	Press "1" for Detailed Totals Press "2" for Summary Totals Press "3" for Exceptions Press "4" for Attendance Press "5" for Weekly Attd Hours

Follow the below steps based on which report you selected:

Detailed Totals (1), Summary Totals (2), & Weekly Attd Hours (5)

Select Reporting Period	Press "1" for Current Period Press "2" for Previous Period Press "3" for 2nd Previous Period
Report Confirmation	Report will print

Exceptions (3)

Enter Report Date	Enter MM/DD Press Enter
Report Confirmation	Report will print

Attendance (3)

Enter Report Date Period	Enter From: MM/DD To: MM/DD
Enter Case Number	Enter "0123456789" Press Enter or Print Press Sum for summary section
Report Confirmation	Report will print

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CHECK IN / CHECK OUT

Terminal Display	Action
SWIPE CARD To Begin	Swipe your Card (Press F3 for manual entry)
Please ENTER PIN	Enter your PIN Press Enter
Attendance Type?	Press "1" for Check In Press "2" for Check Out
Enter Child 1 #	Enter your Child #'s Press Enter after each child
Press **ENTER** again after your last child	

PREVIOUS CHECK IN / CHECK OUT

Terminal Display	Action
SWIPE CARD To Begin	Swipe your Card (Press F3 for manual entry)
Please ENTER PIN	Enter your PIN Press Enter
Attendance Type?	Press "3" for Previous Check-In Press "4" for Previous Check-Out
Enter Child 1 #	Enter your Child #'s Press Enter after each child
Date: MM/DD	Enter MM/DD Press Enter
Time: HH:MM	Enter HH:MM Press Enter
AM / PM?	Press "1" for AM Press "2" for PM
Enter Child #	Enter your Child #'s Press Enter after each child
Press **ENTER** again after your last child	

ATTENDANCE PROCEDURES & TIPS

Overnight Stays

If a child stays with a provider overnight the parent/guardian will:

1. Check In the child when s/he arrives
2. Check Out the child when s/he leaves

Check-out must be within 24 hours of the check-in

Stays Longer than 24 Hours

If a child stays longer than 24 hours the parent/guardian will:

1. Check In the child when s/he arrives
2. Check Out the child within 24 hours
3. Check In the child again
4. Check Out the child when s/he leaves

(Example: Check-in Day 1, 6:00pm; Previous Check-out Day 2, 5:59pm; Previous Check-in Day 2, 6:00pm; Check-out Day 2, 10:00pm.)

Late Attendance

- Providers must enter late attendance to fix attendance discrepancies
- Late attendance can be entered up to one year ago on the Provider Web Portal:

www.hoosierchildcare.com

- Parents/guardians must approve Late Attendance on the Parent/Guardian Web Portal or through the Client IVR BEFORE the provider will be paid
- See the Provider Web Portal User Guide for more information on the portal:

www.hoosierchildcare.com

PERSONAL DAY CLAIM

Terminal Display	Action
SWIPE CARD To Begin	Swipe your Card (Press F3 for manual entry)
Please ENTER PIN	Enter your PIN Press Enter
Attendance Type?	Press "5" for Personal Day Claim
Date: MM/DD	Enter MM/DD Press Enter
Enter Child #	Enter your Child # Press Enter

SAF

Terminal Display	Action
SWIPE CARD To Begin	Press "F4" for Provider Options Press "3" to send SAF
Provider Options	(Transactions will process)
OR (shortcut)	
Indicator displaying "SAF" appears beside the F1 key if SAF's are present. If no indicator is displayed, there are no SAF's.	Press F1 to send SAF's