

Unsubmitted information and troubleshooting guide

This document provides instructions on how to resolve common error notifications on the provider portal. Errors often occur due to missing or incorrect information and are easily rectifiable.

Table of Contents

| | |
|--|-----------|
| UNSUBMITTED INFORMATION..... | 2 |
| Record failed to save..... | 4 |
| Zero hours warning | 5 |
| Key to symbols you might see on the actuals screen..... | 5 |
| TROUBLESHOOTING..... | 6 |
| Error message: hours exceed weekly maximum. | 6 |
| Error message: weeks attended in term value. | 6 |
| Error message: term dates entered must be within dates for the term..... | 7 |
| Error message: For 2-year-old funding claims - Must be eligible to have Working Family Hours..... | 7 |
| Error message: For 2-year-old funding claims – 15.00 funded hour(s) exceeds weekly maximum of 0.00..... | 8 |
| Error message: extended hours must be entered (3- & 4-year-olds) OR expanded hours must be entered (Working Family 2-year-olds) | 8 |
| Error message: Eligibility for extended hours was not obtained (3- & 4-year-olds) OR Eligibility for expanded hours was not obtained (Working Family 2-year-olds) | 9 |
| Error message: Eligibility code found but does not cover the standard term start date. | 10 |
| Error message: an eligibility check must be performed before details can be saved. | 11 |
| Error message: must provide consent to use parent/carer details. | 11 |
| OTHER COMMON PORTAL ERRORS..... | 12 |
| Census box not ticked..... | 12 |

Proof of date of birth (DOB) not ticked. 12

Parent consent for EYPP not ticked..... 12

Legal name not used consistently. 13

Nominated for DAF box not ticked. 13

Unable to claim extended entitlement..... 13

Unable to claim for two-year-olds. 13

Exceeded maximum values allowed. 13

Exceeded total hours available..... 13

Missed portal submission. 14

Has not clicked ‘Send Claim.’ 14

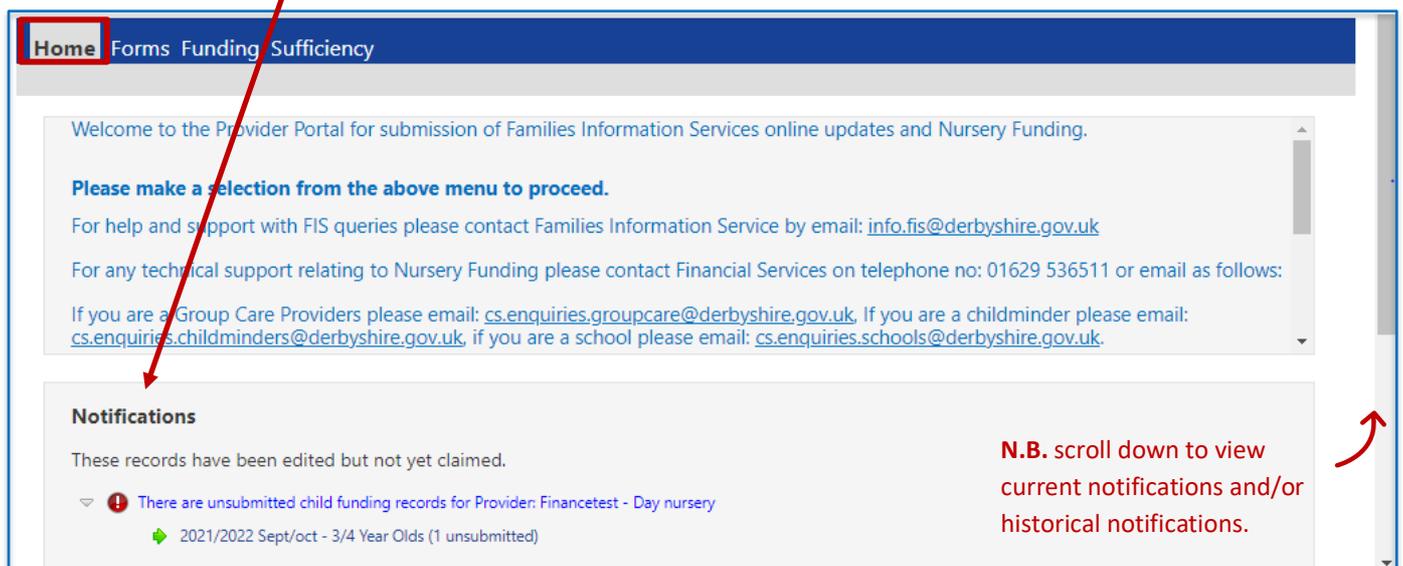
Locked out of the portal or forgotten log in details. 14

Unsubmitted Information

Information can be entered and saved in stages and submitted when all data has been entered.

The system will alert providers when there is unsubmitted information in each funding period. This is due to some information that has been changed within the portal on a child’s record but has not been sent via the **Send Claim** button.

Providers will see notifications (including historical notifications) on the portal homepage. If necessary, scroll down, to view current notifications.



Hover over the notification and click on it when it is underlined or click on the grey arrow to expand the notifications list.

Notifications

These records have been edited but not yet claimed.

  [There are unsubmitted child funding records for Provider: Financetest - Day nursery](#)

This will reveal further detail about where the unsubmitted information is.

Notifications

These records have been edited but not yet claimed.

▼  [There are unsubmitted child funding records for Provider: Financetest - Day nursery](#)

 [2021/2022 Sept/oct - 3/4 Year Olds \(1 unsubmitted\)](#)



Hover over the notification and click on it when it is underlined or click on the green arrow  to be directed to the area of the portal where the unsubmitted information is.

A red exclamation mark next to the child’s name will indicate that there is unsubmitted information.

| Home Forms Funding Sufficiency | | | | |
|---|-----------------------------|------------------------|---|------------------|
| Summary Estimates Actuals Adjustments Eligibility Checker Registered Interests | | | | |
| View Actuals: 2020/2021 August - 2 Yr Olds CHANGE | | | | |
| | Child | Funded Hours (inc Adj) | Total Funding Amount for Term (inc Adj) | Child Weightings |
| | Test, Child G (25-Mar-2019) | 0.00 | £0.00 | |
| | Test, Child H (04-Jan-2019) | 0.00 | £0.00 | |
|  | Test, Child I (29-Nov-2018) | 0.00 | £0.00 | |

To correct this, click on the child’s name, ensure all information is accurately entered and click Save. Then click the **Send Claim** button to re-submit the claim.

Important: data can only be submitted at times the portal is open.

If you become aware of unsubmitted information after the portal has closed, you may be able to submit the claim when the portal reopens for adjustments. Refer to the funding calendar for dates that the portal is open for submission of adjustments.

 Refer to the guidance documents below for further information about adjustments.

- Adjustments basic principles - when to submit a claim
- Submit an adjustment - child increased funded hours
- Submit an adjustment - child left or reduced funded hours
- Submit an adjustment - child started after the portal closed

Record failed to save.

The portal screens are designed to assist providers when entering and saving data. An error message will appear confirming that the child’s record cannot be saved due to errors.

Home Forms Funding Images

Summary Estimates Actuals Adjustments Eligibility Checker Registered Interests

Save Record Failed Due To The Errors Listed Below

Name: Child N Test DOB: 07-Jul-2020

Summary Child Details Parent / Carer Details **Funding Details** Notes

Funding Details

Start Date* 15-Apr-2024

End Date* 02-Jun-2024

Default Term Dates

Weeks Attended in Term* 6.00

Present during Census

Attends Two Days or More

Nominated for DAF* Yes No

Stretching Entitlement

Funded Hours per Week

Hours*

Extended Funded Hours per Week

Extended Hours*

Eligibility Code

Check Eligibility Code

Eligible for Extended Hours

Total Funded Hours per Week

Total Funded: 0.00

Attendance Days

Attends Monday Yes No

Attends Tuesday Yes No

Attends Wednesday Yes No

Attends Thursday Yes No

Attends Friday Yes No

Attends Saturday Yes No

Attends Sunday Yes No

Non-Funded Hours per Week

Non-Funded Hours*

Maximum Values Allowed:

Number of Weeks: 6.00

Funded Weekly Hours: 15.00

Funded Termly Hours: 90.00

Funded Yearly Hours: 570.00

Extended Weekly Hours: 15.00

Extended Termly Hours: 90.00

Extended Yearly Hours: 570.00

The following errors need to be fixed before the record can be saved:

Funded Hours must be entered (Funding Details Tab)

Non-Funded Hours must be entered (Funding Details Tab)

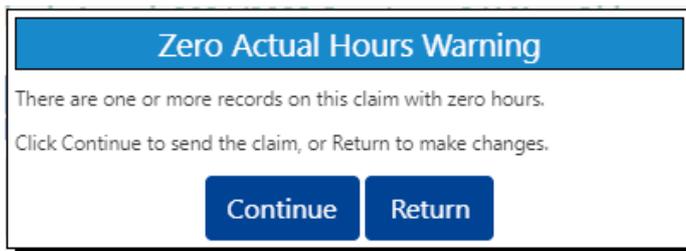
Extended Hours must be entered (Funding Details Tab)

Errors will be listed at the bottom of the page (including which tab they are on in the child’s record). The errors must be corrected. The error list will be updated each time the provider clicks **Save**.



Zero hours warning

When updating actuals claims for existing children, a zero hours warning will be displayed when there are one or more child’s records submitted with zero funded hours claimed.



Providers should check and amend records, adding any funded hours to be claimed and deleting any children not claiming funding, before re-sending the claim.

Key to symbols you might see on the actuals screen.

- 

A white exclamation mark in a red circle denotes unsubmitted records. Remember to **Send Claim**.
- 

The black cross can be used to delete a child from actuals.
- 

A white cross in a red square denotes a provider has requested a child’s record is deleted from actuals.
- 

A black exclamation mark in a yellow triangle denotes a child currently in their Grace Period.  Refer to guidance documents ‘2s & Under 2s - Expanded / 3 & 4-Year-Olds - Extended entitlement explained’ for more detail.
- 

The black curled arrow can be used to undo last edit; or denotes new add pending. This means that the record has been submitted but has not yet been processed by Financial Services. Providers can undo changes at this point by clicking on this icon.

A message will appear asking for confirmation that you wish to undo pending changes.

Confirm Undo

Are you sure you want to undo your pending changes for child: Test, Child B?

Yes

No

Troubleshooting

Below are some common errors made in the **Funding Details** tab.

Summary

Child Details

Parent / Carer Details

Funding Details

Notes

Error message: hours exceed weekly maximum.

The following errors need to be fixed before the record can be saved:
15.00 funded hour(s) exceeds weekly maximum of 10.00 (Funding Details Tab).

Save

Cancel

*denotes mandatory fields

Cause: The 'Attends two days or more' box has not been ticked on the funding details tab.

Children who attend one day per week at a provider can only claim a maximum of 10 funded hours, so this box must be ticked for any funding claims over 10 hours.

Solution: Go to the **Funding Details** tab and click the '**Attends Two Days or More**' box, **Save** the claim to resolve the issue.

Present during Census

Attends Two Days or More

Nominated for DAF* Yes No

Error message: weeks attended in term value.

The following errors need to be fixed before the record can be saved:
Weeks Attended in Term: Value cannot be greater than 7.00 (Funding Details Tab)

Save

Cancel

*denotes mandatory fields

Cause: The number of weeks being claimed for is more than the weeks available to claim in the funding period.

Funding Details

Start Date*

End Date*

Default Term Dates

Weeks Attended in Term*

Solution: Refer to the funding calendar to check the number of weeks available to claim in the funding period. Go to the **Funding Details** tab and enter the correct number of **Weeks Attended in Term** (term refers to the funding period). Then, **Save** the claim to resolve the issue.

Error message: term dates entered must be within dates for the term.

The following errors need to be fixed before the record can be saved:
Term Dates entered must be within the attendance dates for the term: 06-Sep-2021 to 31-Oct-2021 (Funding Details Tab)

*denotes mandatory fields

Cause: The default term start date and/or end date has been changed, and one of the dates entered falls outside of the set dates for that funding period. For example, when inputting dates for a child starting with you after the beginning of the funding period or leaving your setting before the end of the period.

Solution: Refer to the funding calendar to check the start and end dates for the funding period. Go to the **Funding Details** tab and click the blue **'Default Term Dates'** button to automatically set term time dates for the funding period. Start and end dates can be altered to reflect the child's actual attendance, but they must fall within the funding period. **Save** the claim to resolve the issue.

| | |
|-------------------------|---|
| Funding Details | |
| Start Date* | 05-Jul-2021 |
| End Date* | 01-Aug-2021 |
| | <input type="button" value="Default Term Dates"/> |
| Weeks Attended in Term* | 4.00 |

Error message: For 2-year-old funding claims - Must be eligible to have Working Family Hours.

The following errors need to be fixed before the record can be saved:
Must be Eligible to have Working Family Hours (Funding Details Tab).
Expanded Hours has been entered, must also enter the Eligibility Code (Funding Details Tab) and Parent/Carer details (Parent / Carer Details Tab)

Cause: 2-year-old child has been added to the Assessment-Based headcount, but hours have been entered under Working Family Funding.



Funding Type* Disadvantaged Funding Working Family Funding

Solution: If the funding claim is for an Assessment-Based 2-year-old, on the Funding Detail tab click Disadvantage Funding and enter hours under Disadvantage, rather than Working Family Funding. If the claim is for a Working Family 2-year-old, delete the child from the Assessment-Based headcount and add them to the Working Family Headcount.

For 2-year-old funding claims – Must be eligible to have Assessment Based Hours.

Cause: 2-year-old child has been added to the Working Family headcount, but hours have been entered under Assessment-based Funding.

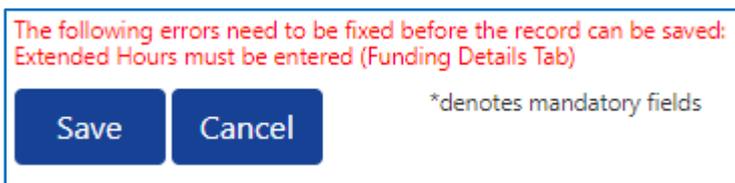


Funding Type* Disadvantaged Funding Working Family Funding

Solution: If the funding claim is for a Working Family 2-year-old, on the Funding Detail tab click Working Family Funding and enter hours under Weekly Funded. If the claim is for an Assessment-based 2-year-old, delete the child from the Working Family headcount and add them to the Assessment-based Headcount.

Error message: extended hours must be entered (3- & 4-year-olds) OR expanded hours must be entered (Working Family 2-year-olds)

Please note error messages for 3 & 4-year-olds will refer to **Extended hours** and for Working Family 2-year-olds the error message will refer to **Expanded hours**. Both types of hours will be referred to as **ExH** for the purpose of this guidance document.



The following errors need to be fixed before the record can be saved:
Extended Hours must be entered (Funding Details Tab)

Save Cancel *denotes mandatory fields

Cause: Nothing has been entered in the 'ExH' box.

Solution: Go to the **Funding Details** tab and enter the number of **ExH** the child is claiming per week (max 15 hours). Hours should be entered in decimal format e.g. 10.5 for 10 hours and 30 minutes. To claim **ExH** entitlement, **enter the 11-digit HMRC code** and click the blue '**Check Eligibility Code**' button.

For 3- & 4-year-olds only

If the child is not claiming

ExH enter zero (0) in the box.

Save the claim to resolve the issue.

Error message: **Eligibility for extended hours was not obtained (3- & 4-year-olds) OR Eligibility for expanded hours was not obtained (Working Family 2-year-olds)**



Eligibility for extended hours was not obtained. You will only be able to claim for universal hours.

Cause: The code is valid when checked on the eligibility checker but is coming up as not valid when inputting at actuals. There is a piece of information that is incorrect on the Child Details Tab, Parent/Carer tab or Funding Details tab.

Solution: Check the details being entered are 100% correct. Refer to the FE1 form and reconfirm details with the parent. Change the incorrect data and carry out the check again by clicking the blue '**Check Eligibility Code**' button. **Save** the claim to resolve the issue. If everything has been checked and the message still appears, the code is not a valid code for that funding period.

3 & 4-year-old children will still be able to claim up to 15 weekly funded (universal) hours entitlement.

2-year-old children will not be able to claim funding for this period through the Working family criteria. If a child has a valid **Assessment-based** eligibility code, they can claim up to 15 weekly funded hours, via the **Assessment-based 2-year-old headcount**. Please delete the child from the **Working Family headcount** and add them to the **Assessment-based 2-year-old headcount**.



Refer to guidance 'Check Working Family code and determine eligibility', '3 & 4-Year Olds - Extended entitlement explained' and '2s & Under 2s – Expanded entitlement explained' for further information.

Error message: Eligibility code found but does not cover the standard term start date.

 The Eligibility Code has been found, but does not cover the standard term start date (01-Sep-2021) therefore extended hours cannot be claimed this term. You may only claim for universal hours.

Cause: This means the code is not eligible for the funding period that is being claimed for and cannot be used.

3- & 4-year-old children will still be able to claim up to 15 weekly funded (universal) hours entitlement.

2-year-old children will not be able to claim funding for this period through the Working family criteria. If a child has a valid **Assessment-based** eligibility code, they can claim up to 15 weekly funded hours, via the **Assessment-based 2-year-old headcount**. Please delete the child from the **Working Family headcount** and add them to the **Assessment-based 2-year-old headcount**.

Solution: Go to the **Eligibility Checker** tab and carry out a check on the code. Refer to the start and end date of the code. Codes must be eligible on the cut-off date for each term to be funded.



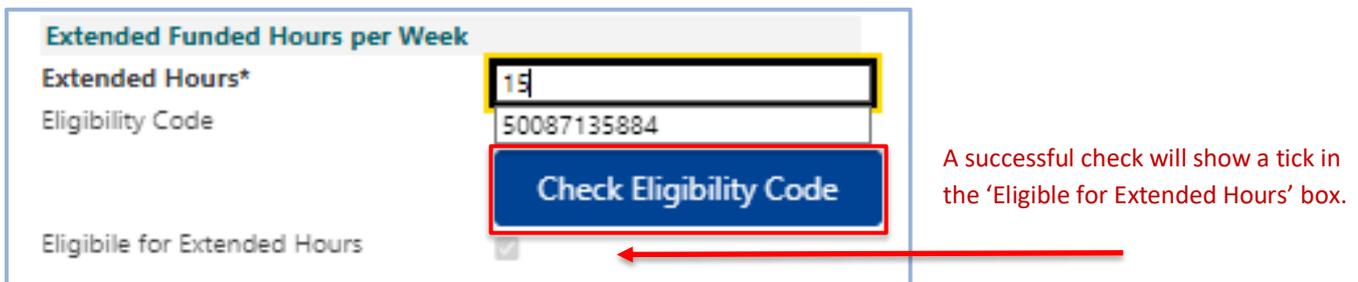
Refer to guidance 'Check Working Family code and determine eligibility', '3 & 4-Year Olds - Extended entitlement explained' and '2s & under 2s – Expanded entitlement explained' for further information.

Error message: an eligibility check must be performed before details can be saved.



Cause: This means that details for **ExH** entitlement have been entered but the 'Check Eligibility Code' button has not been clicked to undertake an eligibility check.

Solution: The blue '**Check Eligibility Code**' button is located directly below where the 11-digit HMRC code is entered on the **Funding Details** tab. Click the blue button to complete the eligibility check. A successful check will show a tick in the '**Eligible for Extended Hours**' box immediately below the blue button. **Save** the claim to resolve the issue.



Refer to guidance 'Check Working Family code and determine eligibility', '3 & 4-Year Olds - Extended entitlement explained' and 2s & under 2s – Expanded entitlement explained' for further information.

Error message: must provide consent to use parent/carer details.



Cause: The Working Family Eligibility consent box in the Parent/Carer Details tab has not been ticked.

Solution: Refer to the FE1 form and ensure parents have signed the form, accepting the terms and conditions, included on page 5 of the FE1 form.



I am aware that the information I have provided will be shared with the Local Authority and Department for Education, who will access information from other government departments to confirm my child's eligibility and enable this provider to claim Early Years Pupil Premium / Disability Access Fund and undertake validity checks for the HMRC Extended Entitlement on behalf of my child. I will provide a copy of the Disability Living Allowance letter and agree for this to be held securely by the provider as evidence for this funding.

Tick to give consent to Eligibility Checking for

EYPP
 Working Family Eligibility

On the portal, go to the **Parent/Carer Details** tab and tick the '**Working Family Eligibility**' consent box. Return to the **Funding Details** tab and **Save** the claim to resolve the issue.

Other common portal errors

These errors may not impact on the submission of funding claims, but they are a requirement of the Provider Agreement and Early education and childcare statutory guidance for local authorities.

Census box not ticked.

The Census must be ticked for all children who are due to attend during the week of headcount day (actuals). This ensures that the local authority receives the correct amount of early years entitlement funding from the Department for Education (DfE). Go into the **Funding Details** tab and tick the '**Present during Census**' box.

Proof of date of birth (DOB) not ticked.

Providers must verify the child's age; and make a note on the FE1 form of documentation seen. Also, in the **Child Details** tab tick the '**Proof of DOB**' box to confirm identity has been checked.

Parent consent for EYPP

By signing the FE1 form, parents/carers provide consent for the local authority to undertake an eligibility check for Early Years Pupil Premium (EYPP).

Legal name not used consistently.

Providers must verify the child's full legal name when checking official documentation, such as a birth certificate. Abbreviations or nicknames must not be used on the portal.

Nominated for DAF box not ticked.

Where the child is in receipt of Disability Living Allowance (DLA) parents/carers can nominate a setting to receive an annual Disability Access Funding payment (DAF). If nominated for DAF, go to the **Funding Details** tab, and select 'yes' in the '**Nominated for DAF**' section. All other providers must select 'no'. The DLA reference number should be added to the 'Notes' tab.

Unable to claim extended entitlement.

Providers must contact the Early Years Finance Team to request that the portal is enabled to allow extended entitlement claims. Contact details are at the end of this guidance.

 Refer to '3 & 4-Year-Olds - Extended entitlement explained' for more information.

Unable to claim for two-year-olds.

Providers must contact the Early Years Finance Team to request that the portal is enabled to allow claims for eligible two-year olds. Contact details are at the end of this guidance.

Exceeded maximum values allowed.

The 'Maximum Values Allowed' box shows the maximum hours that can be submitted for the funding period. Maximum values relate to individual children; therefore, providers should be aware if a child is claiming funding at any other setting. The figures in the box initially default to the values for term time, this will change as the box for 'Attends Two Days or More' is ticked.

Refer to the funding calendar to ensure the funding is claimed correctly for each funding period.

Exceeded total hours available.

Eligible **Assessment-based** 2-year-old, and all 3 & 4-year-old children are entitled to receive up to 570 hours of weekly funded (universal) early years entitlement funding over the academic year (15 funded hours per week multiplied by 38 term time weeks).

Eligible **working families** of children aged 3 & 4-years can also receive the extended entitlement funding, which is an additional 570 hours per academic year, totaling 1140 hours (30 funded hours per week multiplied by 38 term time weeks).

Eligible **working families** of children aged 2-years are entitled to receive up to 570 hours of **Expanded** early years entitlement funding over the academic year (15 funded hours per week multiplied by 38 term time weeks).

Eligible **working families** of children aged under 2-years are entitled to receive up to 570 hours of **Expanded** early years entitlement funding over the academic year (15 funded hours per week multiplied by 38 term time weeks) from September 2024.

The funding calendar shows total hours available at the bottom of each payment period. Providers must be aware of the total number of funded hours available during each period to ensure accurate claims are made, as overclaiming will result in a re-claim of funding.

Missed portal submission.

The funding calendar outlines important information and the dates the provider portal is open that providers **must** adhere to, to receive payments on time. Providers who need to submit an adjustment within a funding period where a change has taken place after the portal has closed for submitting actuals, should refer to the funding calendar for dates the portal is open for adjustments.

 Refer to 'Understanding the funding calendar' for more information.

The local authority can no longer make bespoke payments where submissions have been missed.

Has not clicked 'Send Claim.'

Refer to the unsubmitted information section above. It is important that you have successfully submitted your claim, by clicking the '**Send Claim**' button, so that it can be processed, and funding released.

The local authority can no longer make bespoke payments where submissions have been missed.

Locked out of the portal or forgotten log in details.

If you need support with your username or password, contact info.fis@derbyshire.gov.uk

Need more support?

Can't find what you need in our guidance materials?

Then please contact the Early Years Finance Team who will be happy to help:

CS.enquiries.childminders@derbyshire.gov.uk

CS.enquiries.groupcare@derbyshire.gov.uk

CS.enquiries.schools@derbyshire.gov.uk

Please include your Ofsted registration number, name, and contact details.