

Provider Guidance Letter No. 4
Subject: Point of Service (POS) Device Tips

Date: February 3, 2012

Store and Forward (SAF) Mode

When providers with an analog POS device (Vx 510) report the POS device being in Store and Forward (SAF) mode, the most common reason is there are multiple devices (such as the phone, fax and now the POS device) sharing one line and that line is in use.

In this case, anytime that line is being used for a phone call or incoming/outgoing fax, the POS device cannot dial out to complete the transaction, so it goes to SAF mode. Once in SAF mode, the POS device will continue to try to dial out until it gets a connection. Once the connection is established the device will send the SAF transactions and as long as the option to print is turned on, an "SAF Successful" receipt will print.

Other reasons why the machine would be in SAF mode include:

- A defective phone cord. Although a cord is provided by the installer, providers who have moved the POS after it is installed to a different location or have exchanged the cord for a longer cord may find the cord to be defective.
- The phone cord has a loose connection either at the wall jack or the back of the POS device.
- The telephone line not working. In this situation the provider needs to contact the local phone service provider.

SAF transactions can only be stored in the POS device for the current day and five previous days. Once this limit is passed the device will display an error message saying "SAF terminal disabled". The POS device will not allow any additional transactions to be stored until the transactions are sent to Ohio ECC.

Any Previous check In or Check Out transactions for dates other than today and the previous five days must be completed when the POS device is not in SAF mode.

POS Device Response Messages

When an Ohio ECC card is swiped through a POS device, the machine returns either a "success" message or a "denied" message. This message is also viewable on the Provider Website (PWeb). These response messages are explained in detail beginning on Page 32 of your **Ohio ECC Provider User Manual**. It is important that providers familiarize themselves with these codes.

Some of the more common messages and potential solutions are:

Denial Message: "Auth Not Found" – when there are no authorizations for the child found in the system.

Recommended Action: Caretaker should contact the county department of job and family services (CDJFS) to verify child(ren) are authorized to the correct provider.

Denial Message: "Check-in Exists" – when a new check in cannot be accepted because a prior

check-in already exists and a matching check out must be performed or the transaction must be voided before another check-in can be accepted.

Recommended Action: A previous check out must be performed to close out the last attendance. Provider should check the “Unmatched Check In/Out” report on the PWeb or the “Exception Report” on the POS device daily to identify these transactions. The caretaker will continue receiving a denied message throughout the back swipe period. Attendance will not be recorded and payment will not be calculated until the previous check out is performed.

Denial Message: "Overlapping Care" – when a previous check in/out is being attempted between and existing check in/out, creating an overlap of dates and/or times.

Recommended Action: Provider must void the check out so that caretaker can do the previous check out and previous check in for the time the child was not in care. Once the previous check out/in are completed the caretaker can complete a previous check out for the same time that was voided to complete the day.

Denial Message: BF-Invalid Date – when the POS device has been in SAF for longer than 5 days plus today and transactions have not been sent or the transaction is for a date greater than 5 days ago and was entered while the POS device was in SAF mode.

Recommended Action: The transaction must be completed by the caretaker again when the POS device is in not in SAF mode.

Voiding Transactions

Providers do not have to void a transaction that was in error if that transaction was denied. Only SUCCESS/APPROVED transactions can be voided.

If a receipt shows a Trace number and not a Transaction number then the transaction was denied.

If a provider needs to void a swipe in, the corresponding swipe out must also be voided and both entered again. When voiding a swipe out, the provider does not have to void the corresponding swipe in, if the swipe in is a valid swipe.

POS Device Troubleshooting

Providers who have questions about the POS device or who are experiencing any technical issues with the POS device should call the **ACS Provider Helpline at 1-888-516-4776**. Recorded information on troubleshooting the POS device is available through the ACS Provider Helpline by choosing option 3 from the main menu. Callers may also speak with a customer service representative by choosing option 5 and then option 1 from the main menu. The CCIDS Help Desk is available to answer questions about payment, CCIDS Provider Portal, provider agreements and 1099s. The CCIDS Help Desk can also answer general questions about Ohio ECC but cannot assist in troubleshooting the POS device.