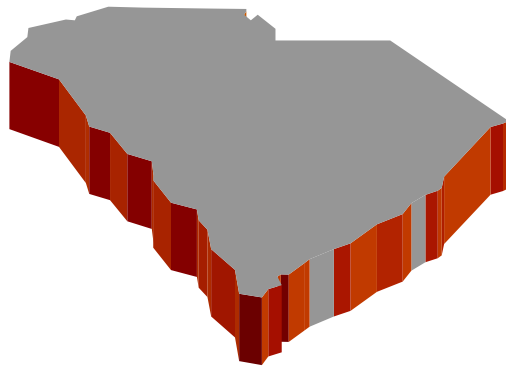# The South Carolina

ABC Child Care Program

On-Line Service Voucher Log

User Guide

Welcome to the On-line Service Voucher Log!
We are excited that you have chosen to participate in the On-Line Service Voucher Log (SVL) process that is now available to all enrolled ABC Child Care Providers. This user guide is a tool to be used to assist you with the processes related to the On-Line SVL, help you with the navigation through the system, and provide you with general information regarding each section of the On-line SVL. Should you have questions about the On-line SVL or need assistance with completing your On-line SVL, please call the ABC Child Care Program at 1-800-262-4416.

Introduction
The On-line Service Voucher Log (SVL) is an electronic version of the paper SVL that is used to request reimbursement of child care services provided to eligible children participating in the ABC Child Care Program. Like the paper version, the On-Line SVL is a pre-populated document that lists the children for whom payment is due, any applicable registration fees, and the weekly reimbursement rate per child.

As the provider, you are required to verify that you served the children on your SVL, record the actual hours attended (total hours) per day, record any absences and select the correct absence code, and insert a drop/transfer and pay until date if a child no longer attends your facility.

Benefits of Using the On-Line SVL
There are many benefits of choosing to participate with the On-line SVL system. You will receive your SVL faster since it will be sent electronically to your computer instead of through the mail. You will be able to designate specific security roles for each of your staff, and the roles may be changed as often as needed. The On-line SVL system has pre-coded absences codes which ensures proper coding of absences. The on-line SVL has space to enter the date a child drops or transfers from your facility and a date that you last expect payment for a child if they have dropped or transferred. You will be able to submit your SVL electronically and receive email confirmation when DSS receives your SVL. The system will also prevent your SVL from being submitted prior to the ending date of the SVL which will alleviate the need for returns. And you will also be able to view and print copies of SVL's and remittance advices.

What to Do Before You Can Access the On-Line SVL System
To access the On-Line SVL system, you must be an active, enrolled child care provider in the ABC Child Care Program and you must call the ABC Child Care Program Control Center at 1-800-262-4416 to request the change from the paper SVL to the on-line SVL. If you have not already done so, you must establish a password with the ABC Program. This password will be used when registering your facility(ties) on-line. Once the change is made from paper to on-line and an ABC password is established, you must wait 24 hours before you will be able to register on-line. However, you will not have an SVL available in the On-line SVL system until any outstanding SVL's are submitted for payment.

Creating a DSS User Account

All users of the On-line SVL system must first create a DSS User Account. The DSS User Account is specific to each user, and the user name and password will be used at each sign on. To create a DSS User Account, go to dss.sc.gov and click the "sign in" button. Then select "create an account now". The system will prompt you to enter your first name, last name and email account. The email account is the email address that you want all electronic notifications sent to regarding your on-line SVL.

You must then create a user name and password. Choose a user name and password that you can remember easily. Please do not share your user name or password with others. Once you have chosen a user name and password, click "create my account". The system will redirect you to the DSS home page. In the right column, under Other DSS Websites, select On-Line Service Voucher Logs. The link will take you to the page where you will register your facility. See Child Care Provider Registration.

Child Care Provider Registration

The registration of your facility is done only once. After the initial registration, you will be able to enter your on-line SVL by signing in with your DSS User name and password. You will be able to select the number of facilities you wish to register. You will need to enter your ABC provider number (FEIN or SSN) and suffix (site 01, 02, etc.) and your ABC Child Care Password.

You will need to select if your facility is open on the weekends (yes or no box) and will have the ability to add users at the initial registration or you may wait until a later time to add additional users.

Click Complete Registration link to access your SVL On-line.

The On-Line SVL System
The first screen upon entering the On-Line SVL is the SVL Home Page. There is basic information regarding the facility, tabs across the top of the page, information regarding any available remittance advice forms, a section for messages and announcements when applicable and the available SVL.
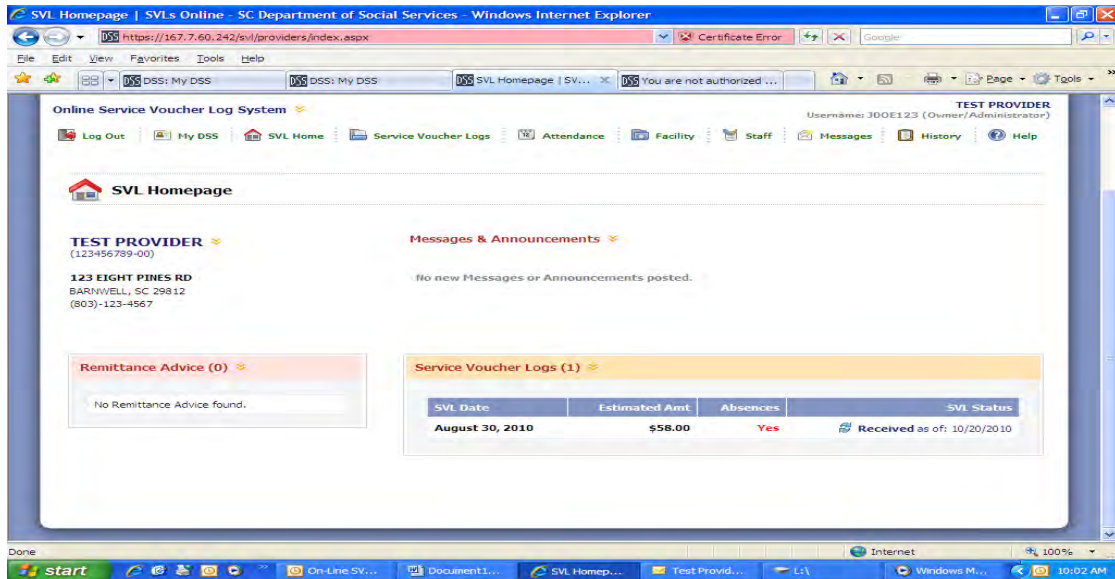
Explanation of the Tabs in the On-Line SVL System

Tab Name	Explanation
Log Out	This tab allows you to exit the On-Line SVL system.
My DSS	This tab takes you back to the page that allows you to re-enter the SVL, change your password, or update your account information.
SVL Home	This is the first page you see when you sign on. This page displays basic information regarding the facility, available tabs across the top of the page, information regarding any available remittance advice forms, a section for messages and announcements when applicable and the available SVL.
Service Voucher Logs	This tab allows you to select the current SVL to work or past SVL's to view by date.
Attendance	This tab allows you to select current SVL's to key attendance or to view past SVL's.
Facility	This tab allows you to view your facility information, to select yes or no for open on weekends, and to register or unregister additional facilities. If you have multiple facilities enrolled, you may move between facilities on this page.
Staff	This page allows you to view, add, edit, or delete users of your On-line SVL.
Messages	This tab allows you to view any private or public announcements.
History	This tab allows you to view all actions taken on your SVL, the date and time of the actions, and the user who performed the action.
Help	This tab will provide help and answers to frequently asked questions about the On-Line SVL.

How to Add Additional Facilities

You may add additional enrolled ABC facilities at any time. You may do this initially at the first registration or you may add them at a later time. To add a facility after the initial registration process, you will need to sign onto the On-line SVL system and click the "Facility" tab. Click "Register a New Facility" and you will be taken to the registration page. You will need to enter your ABC provider number (FEIN or SSN) and suffix (site 01, 02, etc.) and your ABC Child Care Password for the new site you are registering. You will be able select if your facility is open on the weekends (yes or no-box) and will have the ability to add users at the initial registration or you may wait until a later time to add additional users.

Click Complete Registration link to access your SVL On-line

Security Roles and Functionalities

There are three different security levels in the On-Line SVL system; owner/administrator, director/supervisor, and attendance log staff. It is the sole discretion of the owner/administrator to assign roles for staff.

The owner/administrator has full access to all of the functions of the On-line SVL. They can view all information, key attendance, add, edit and delete user roles, and submit the SVL. The director/supervisor has the same functions of the owner/administrator except they cannot add, edit or delete user roles or change the facility information. The attendance log staff can key only attendance and have no other access.

How to Add a User from the On-Line System

Only the owner/administrator may add, edit or delete a user of the On-line SVL. In order to add a user, select the "Staff" tab and click "Add existing DSS Website User to the On-Line SVL".

REMINDER: Before you can add the user to the On-line SVL system, the user must have first created a DSS User Account. (See Creating a DSS User Account)
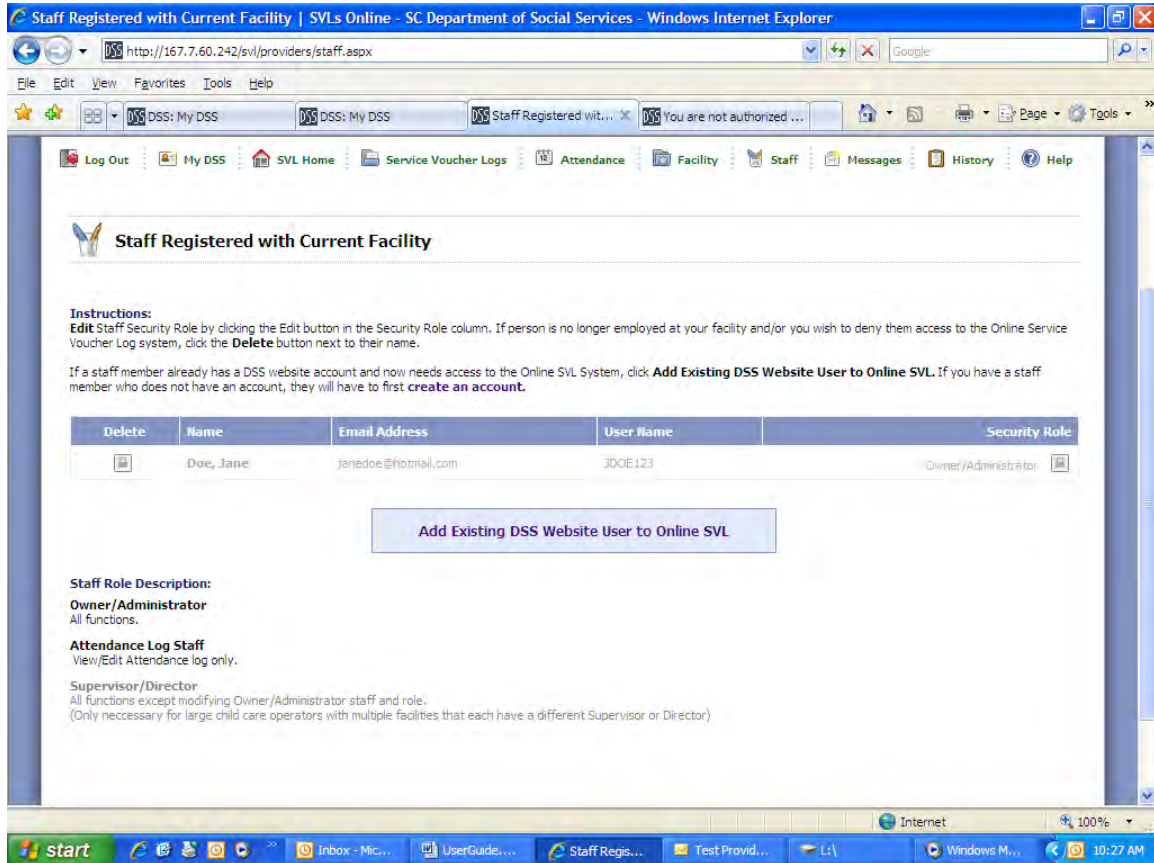
The system will prompt you to enter the DSS User Name for the staff you are adding, along with the email address that they registered. You will then be prompted to select a user role.
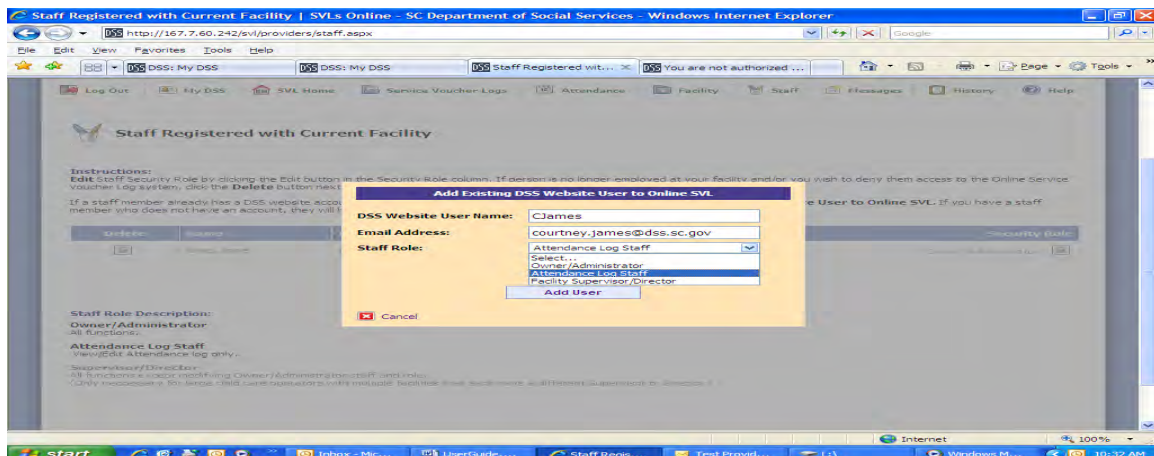
Once the user role has been selected, select "Add User".
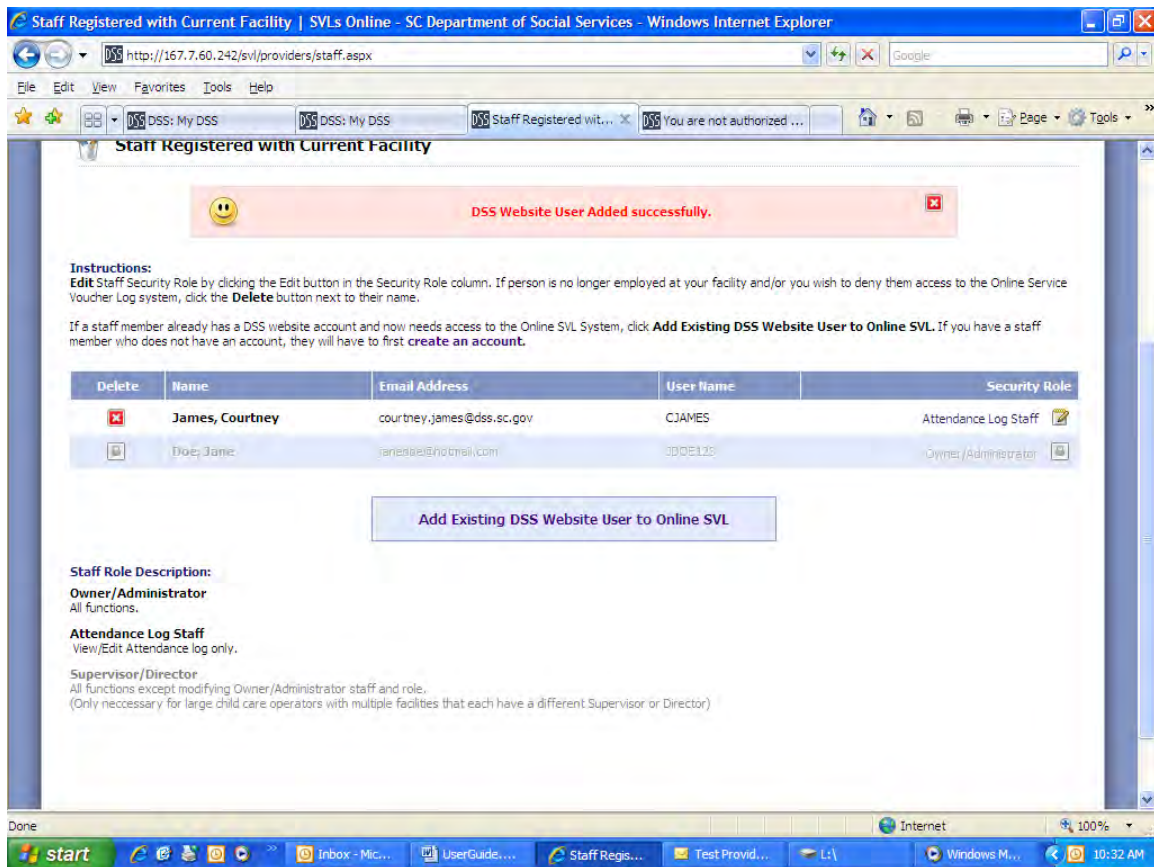
You will then be able to see that the user has been added, the email and user name and the security role assigned. The new role is effective immediately and email confirmation will be sent to the owner/administrator and the staff to confirm the new role.

How to Edit a User from the On–Line System
Once you have added a user to your On-line SVL, you may change their role at anytime. To edit a role, select the "Staff" tab and click the icon at the end of the security role of the staff you wish to edit.
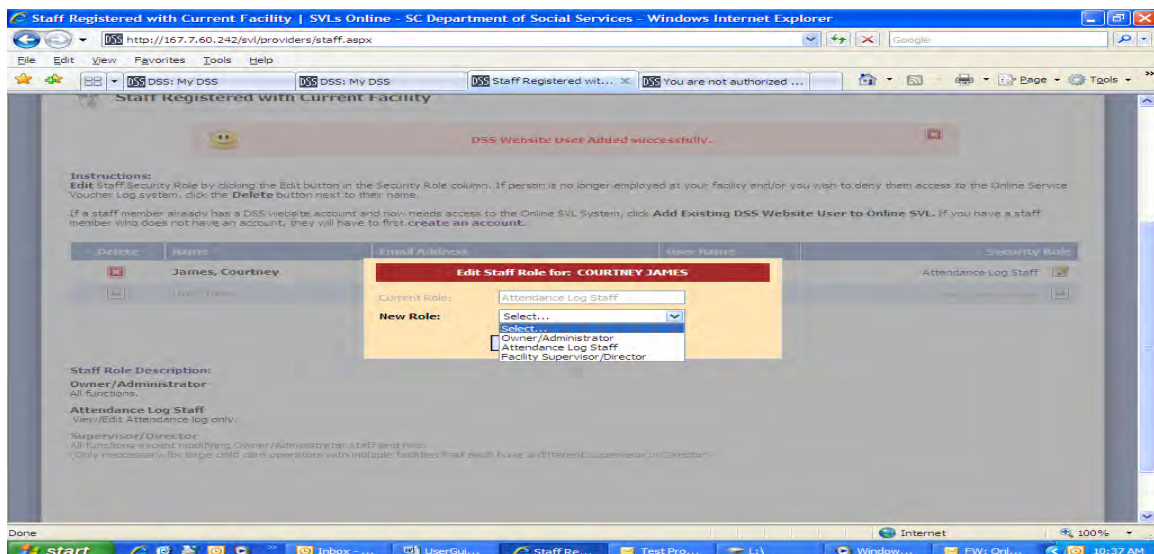
Select the new security role you want for the staff and select ok. The new role is effective immediately and email confirmation will be sent to the owner/administrator and the staff to confirm the new role.

How to Delete a User from the On-Line System
To delete a role, select the "Staff" tab and click the delete icon for the staff you wish to delete. You will get a pop up box to confirm you want to delete that user. Select yes if you want to delete them or no if you do not. The deletion is effective immediately and email confirmation will be sent to the owner/administrator and the staff to confirm the deletion.

Keying Attendance and Absences

To enter attendance and/or absences you must enter the attendance section of the SVL. You may access the attendance portion of the SVL by clicking the SVL on the SVL Home page, through the Service Voucher Log tab, or through the Attendance tab. Once the SVL has been selected, you should click "Launch Attendance Tracker".

This will take you to the first child on the SVL for whom you need to enter attendance. You will enter attendance by child by day. You will enter the total number of hours a child attended each day. This is not a to and from time.

If the child did not attend, a zero must be entered and the system will prompt you to select an absence code.

Attendance cannot be entered for future dates. Therefore, you will be able to enter attendance only through the current date. Also, when entering attendance, **you must save each page of attendance for each child**. Failure to save will require you to re-enter the attendance.

What to do if a Child Drops or Transfers from your Facility

If a child drops or transfers from your facility, you should enter the actual drop or transfer date in the box labeled drop/transfer. The drop/transfer date is the last date the child attended or will attend your facility. The system will also require you to enter a pay until date. This date is the date through which you want to be paid by ABC. The date cannot exceed 2 weeks from the drop date and may change based on the circumstances of each individual family. If a drop/transfer date and pay until date are entered, the system will require you to enter a drop/transfer reason. Once a date and reason are selected, all dates past the drop/transfer date will be grayed out so you will not be required to record attendance.

Submission of your SVL for Payment
There is an edit in the system to prevent submission of your SVL prior to the ending date of the SVL. Once you have entered all attendance on your SVL and the SVL is complete, you will be able to submit your SVL. There will be a message and link at the top and bottom of your SVL indicating that the SVL is complete and that you may submit the SVL. By clicking that link, you will be directed to the SVL signature page. Type your name in the Submitted By box and click Submit Servicer Voucher Log.
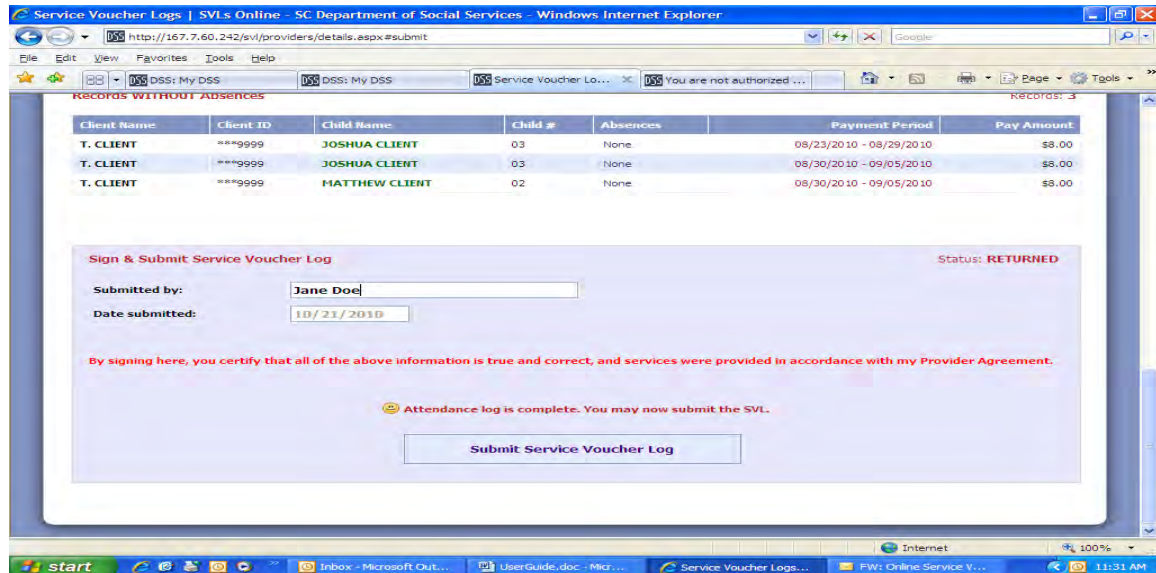
You will get a pop-up message confirming that you are about to submit your SVL. If you want to submit your SVL, select yes. If you do not want to submit your SVL at that time, select no.

Note: Once your SVL is submitted, you will no longer be able to make changes.
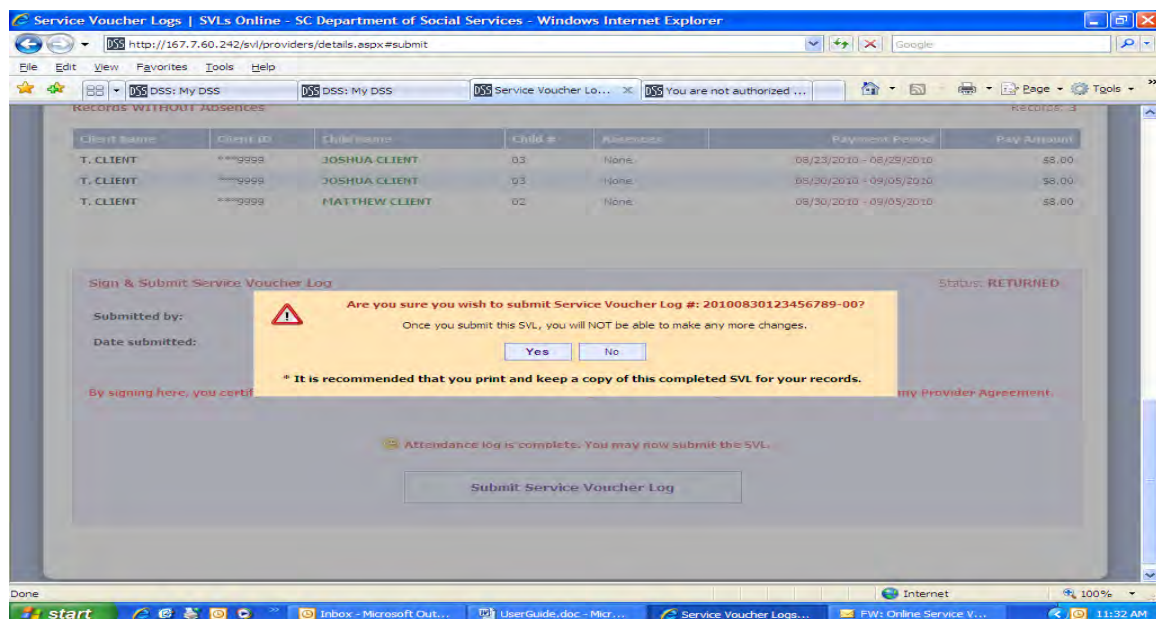
After you have submitted your SVL, you may enter the On-line SVL system at any point to check the status of your SVL. To see the status of your SVL, click on the History Log.

History Log

The On-Line SVL system will track all actions performed on your SVL, the date and time of the action, and the user performing the action. To access the system history log, select the "History" tab.
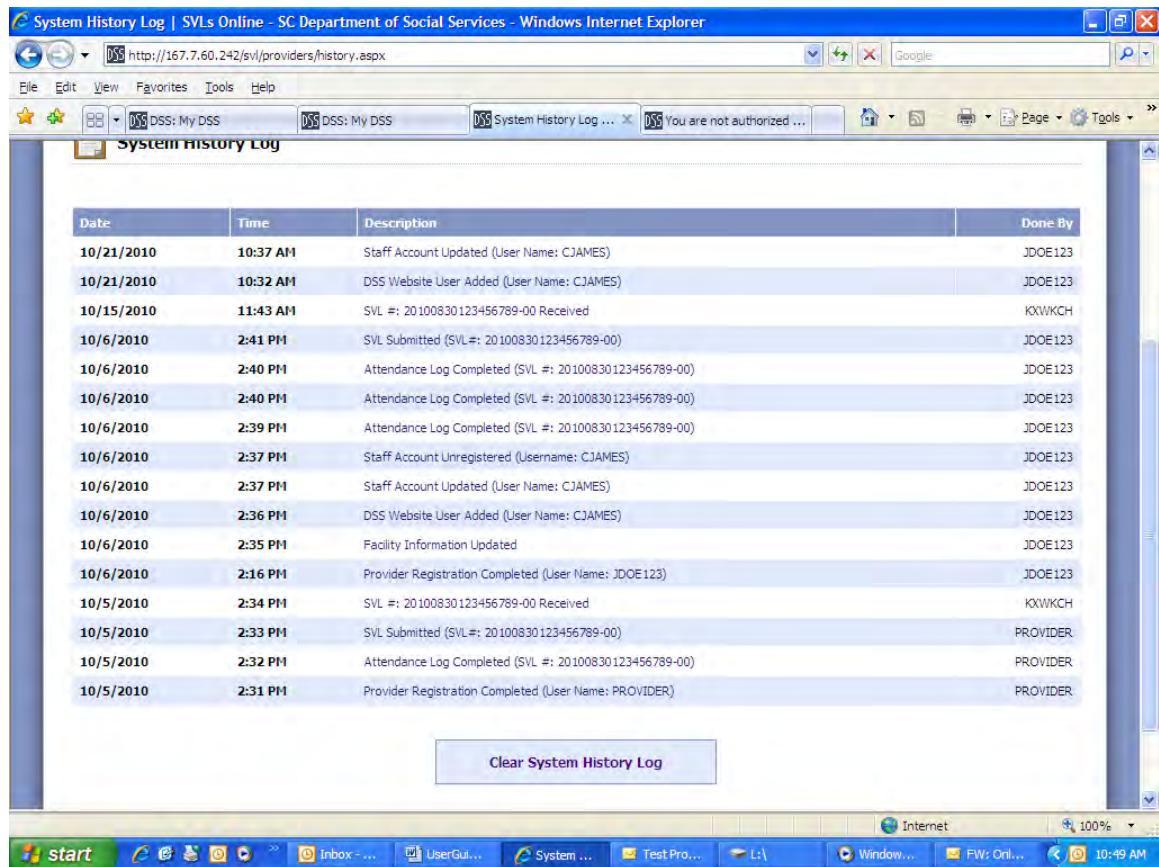
Keeping a Copy of Your SVL

You are required to print and retain a copy of your submitted SVL for a period of three years or longer if in an audit. Although you may print a copy of your SVL at any point, you must keep a copy of the submitted version of the SVL in order to comply with ABC Child Care Policies and Procedures.

Messages and Announcements

You will be able to view any private or public messages sent to you by the ABC Child Care Program. Private messages will be able to be viewed only by you. Public messages are messages sent to all On-line SVL providers.

Email Notifications

You will receive email confirmation when you register your facility, add, edit, or delete user roles, when DSS receives your submitted SVL, and when your new SVL is available.

Changing Your DSS Account User Password

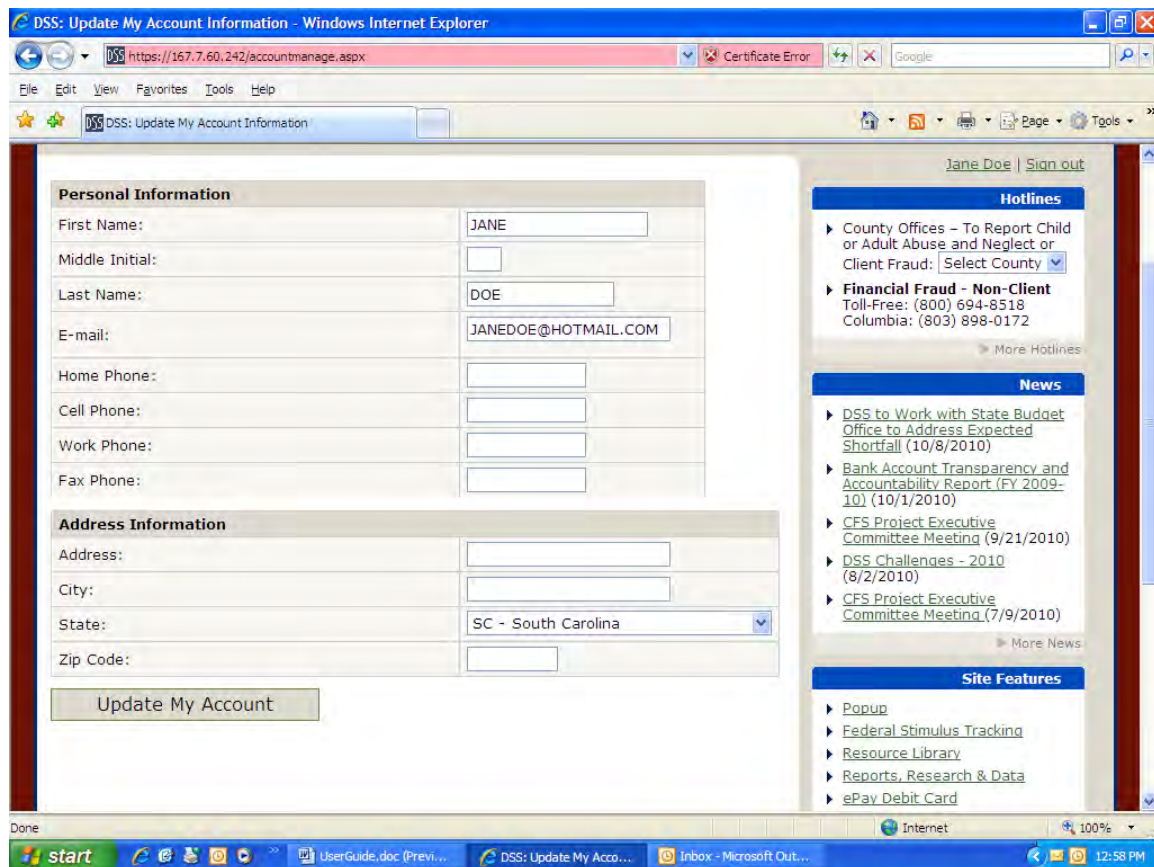To change your DSS Account User password, log into the On-line SVL and go to My DSS and click "Change My Password".
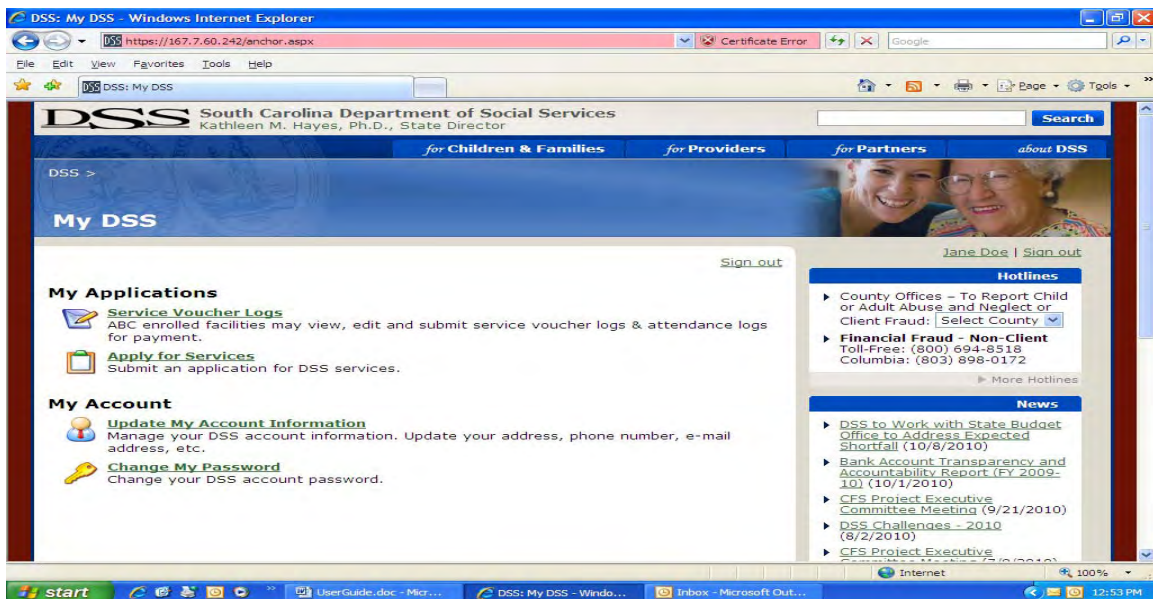
The system will prompt you to enter a new password and confirm the new password. The change is effective immediately.
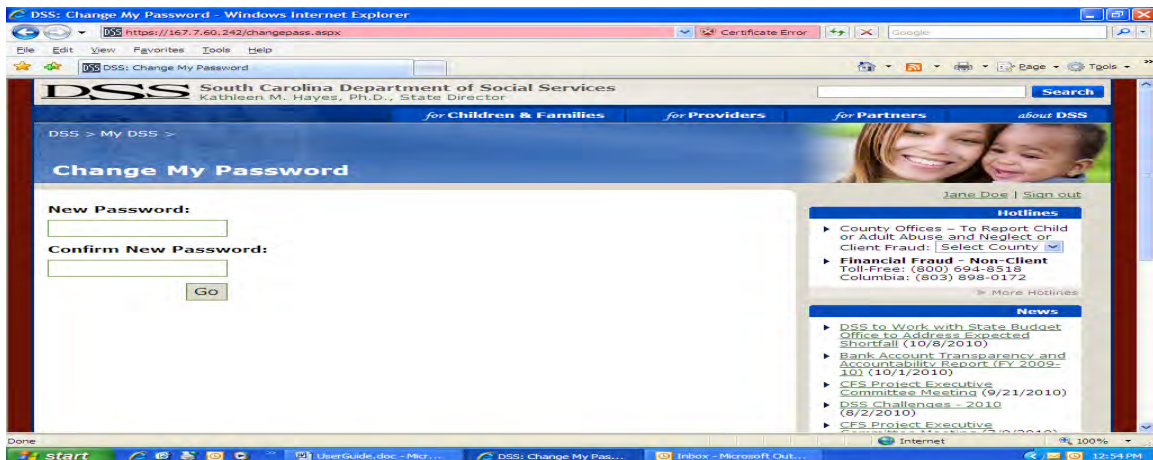
Updating Account Information

At any point, you may update your account information by going to My DSS and selecting Update My Account Information.

When you have made the changes, select Update My Account and the changes will be saved.

For general information on The ABC Child Care Program and access to On-line SVL Training materials please visit the child care website at childcare.sc.gov. There will also be training material and a help and frequently asked questions section in the On-line SVL system.

If you have questions about any information in this user guide, need assistance with working your On-line SVL, or have other ABC Child Care policy and procedure questions, please call the ABC Child Care Program at 1-800-262-4416 for assistance.