

**PROVIDER REPORTING LOG
FOR
POS MACHINE PROBLEMS**

PROVIDER NAME							LICENSE #						
DATE OF PROBLEM													
MONTH	DAY	YEAR	REASON FOR POS MACHINE PROBLEM										
			<input type="checkbox"/> Phone	<input type="checkbox"/> Electricity	<input type="checkbox"/> Internet	<input type="checkbox"/> POS Machine					Ticket #		
			<input type="checkbox"/> Phone	<input type="checkbox"/> Electricity	<input type="checkbox"/> Internet	<input type="checkbox"/> POS Machine					Ticket #		
			<input type="checkbox"/> Phone	<input type="checkbox"/> Electricity	<input type="checkbox"/> Internet	<input type="checkbox"/> POS Machine					Ticket #		
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			<input type="checkbox"/> Phone	<input type="checkbox"/> Electricity	<input type="checkbox"/> Internet	<input type="checkbox"/> POS Machine					Ticket #		
Log Due Date: Two business days after the last day of the service month													
INTERNAL USE ONLY													
TICKET NUMBER CONFIRMED										DATE CONFIRMED			

INSTRUCTIONS:

1. Submit only one log per provider.
2. Report each individual day that this location had a phone, electricity, internet, or POS machine problem and your CCS parents were unable to record attendance in CCAA.
3. Select the type of problem that your facility had for each day.
4. Required backup that must be submitted before your facility will be authorized to manually bill:
 - a. **If you had a POS machine problem due to your phone line:** A letter from your phone company stating the specific dates your facility had phone problems.
 - b. **If you had a POS machine problem due to your electricity:** A letter from your electricity provider stating the specific dates your facility had electricity problems.
 - c. **If you had a POS machine problem due to your internet connection:** A letter from your internet provider stating the specific dates your facility had internet problems.
 - d. **If you have POS machine problems that could not be resolved by using the POS machine trouble shooting tips, then you must report the problem to the Texas Workforce Commission Child Care Provider Help Desk at 1-866-320-8720. You are required to submit to us the ticket number issued by the Provider Help Desk.**
 - e. **POS machine receipts for parent errors or approvals will not be authorized as backup.**
5. This reporting log is required to be submitted only once per location within two business days after the end of service month in order to be allowed to manually bill. Payment on manual attendance will be received at a future date.
6. This log must be returned to 3101 W US Highway 83, McAllen, Texas 78501 or faxed to 956.926.4801