



Alabama



Alabama Time and Attendance System(TAS)

Provider Frequently Asked Questions (FAQs)

What is the Alabama TAS?

Alabama's TAS is a new way of reporting child care attendance that will reduce paperwork and improve accuracy for providers participating in the Child Care Subsidy Program. Cardholders (parents) must report their child's attendance by using a swipe card with the provider's card reading device called a Point of Service (POS) device.

Who is the Cardholder?

The cardholder is the parent or individual responsible for the child. Cardholders are identified in the child care case at the time eligibility is determined. The cardholder (parent) may designate another individual to receive a card. They are called the alternate cardholder.

POS Devices

What is a point of service (POS) device?

A POS device is a card reading device used to record time and attendance of children. It looks and works just like a credit or debit card machine that you see at stores except instead of recording financial transactions the provider's POS records attendance transactions.

Who receives a POS device?

Providers who are caring for at least one child receiving Child Care Subsidy Program funding publicly funded child care and have completed a provider agreement with our vendor, Affiliated Computer Services (ACS) will receive a POS device.

How do I get a POS device?

You will receive a Provider Packet from ACS. The packet will include a cover letter, the Alabama TAS Provider Equipment Agreement form, a Banking Information Form, and a copy of the Equipment Installation Guidelines. This equipment agreement and the enclosed Banking Information Form must be signed and returned to ACS. ACS or its subcontractor Media Riders Incorporated (MRi) will contact you to schedule an on-site visit to install the POS device. You will receive training on how to use the

POS device at the time of installation.

Do I have to use a POS device?

Yes. All providers participating in the Child Care Subsidy Program must use the POS device for subsidized children. ACS will only reimburse you pay for care that is recorded through the TAS system.

I am designated by DHR as a "Relative Care Provider". Will I be given a POS device?

No you will not be given a POS device. You will continue reporting attendance using the Enrollment Attendance Verification (EAV) form. as you do now.

How will the POS connect with the TAS System?

The POS must connect with the ACS Host System by the means of an analog telephone line or an internet connection. Please refer to the Equipment Installation Guidelines included in the Provider Package sent to you by ACS for further details.

How many POS devices will I receive?

You will receive one (1) POS device at no cost to you for every 50 subsidized publicly funded children in your care.

Do I have to pay for the POS device?

No. There is no cost for a standard installation and normal wear and tear. You will be asked to pay for the equipment ONLY if the equipment is destroyed, stolen or not returned to ACS when requested.

Who do I call if I have a question about my device or need assistance?

For questions about your equipment, please call the TAS Provider Help Desk at 1-866-316-5450.

Swipe Cards

How does the swipe card work?

The cardholder (parent) and any alternate cardholder will receive a swipe card. When the cardholder drops off or picks up the child from care, they

will swipe their card through the POS device to record the time that the child was picked up or dropped off. These swipes are called "attendance transactions."

What if there is more than one child in the family?

Each child is assigned a unique two-digit number (ex. 01, 02, and so on). Child numbers are can be written on on the card carrier that parents caretakers receive with their card. and on all regular notices sent by the CMA. county.

Will the POS indicate whether the child is authorized?

Yes. Once the cardholder swipes their card, the POS device will display whether the attendance transaction for the child is approved or denied. This is also printed on the receipt and displayed on the Alabama Provider Web Portal.

What if the cardholder is unable to report the child's attendance with the swipe card?

Cardholders or Alternate Cardholders can catch up on missing days by back swiping using the "Previous Check In", and "Previous Check Out" and "Absence" process on the POS device. These transactions are often called "backswipes". They have 10 calendar days to enter these attendance backswipes. (Current day, plus 9 days from day the transaction should have occurred.)

Who is responsible for maintenance and replacement costs for the POS device?

ACS repairs or replaces malfunctioning equipment free of charge. In the case of replacement, the old device must be returned to ACS, and the provider is given a pre-paid shipping label to use for returning it. See the Provider Equipment Agreement for more details.

**FOR MORE INFORMATION
PLEASE GO TO:
WWW.DHR.ALABAMA.GOV**