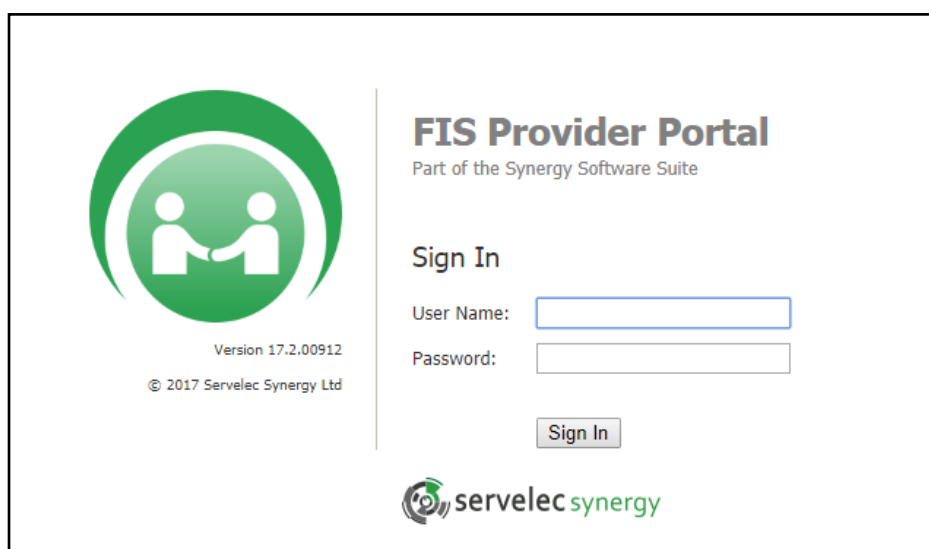# AFC PROVIDER PORTAL USER GUIDE

This guide is designed to help childcare providers input funding data into the FIS Synergy Provider Portal, a secure website that allows providers to enter information for submission to AfC. The guide will take you through the process step-by-step.

A link to open Provider Portal can be found on the AfC Info website. Type 'Provider Portal' into the search to find the relevant page, where you will also find other useful info & downloadable documents such as the Parent Declaration Form.
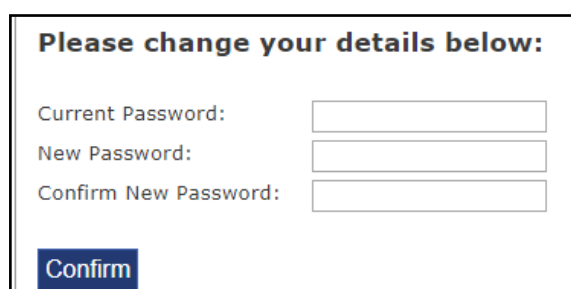
www.afcinfo.org.uk

- **Logging in to Provider Portal:**

The link will take you to this screen. Enter your user name and password.

Usernames are issued by AfC, and will be sent to new users along with an initial password, which you will then be asked to change:

If this is your first time using the portal, 'Current Password' refers to the password AfC sent you. You then add your own choice of new password twice. Passwords will need to meet security requirements. Passwords must include a minimum of 8 characters, one capital letter and one number.
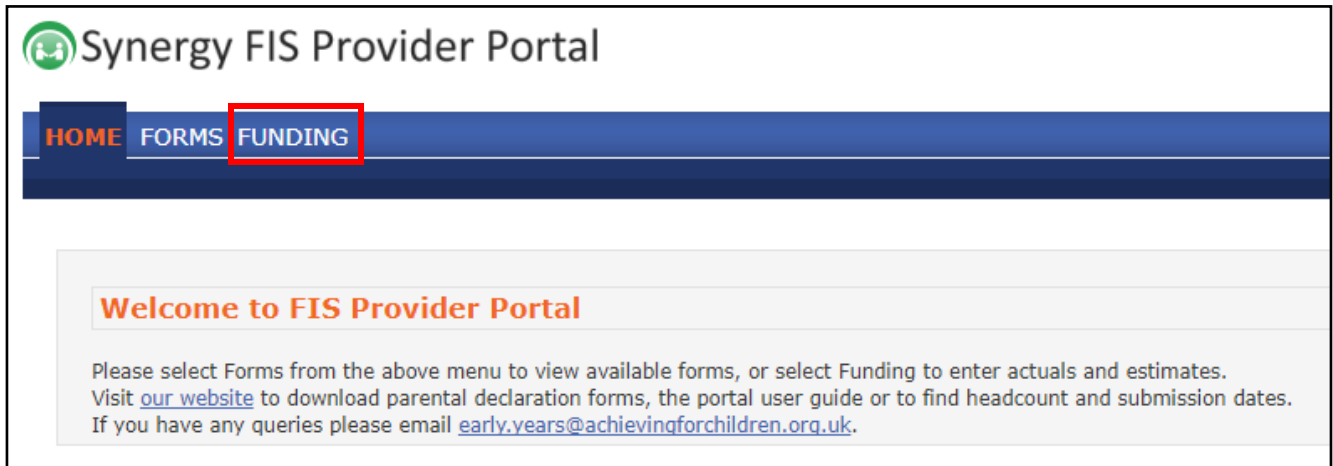
If you forget your password or are locked out, email: early.years@achievingforchildren.org.uk

User names and passwords are issued to **individuals only** and are strictly for use **only by that individual. THEY MUST NEVER BE SHARED**. A setting can have has as many users as it likes, but they must all access provider portal with their own user name.

Any setting found to be sharing user names may have its access to the portal suspended.

Getting Started:

To access the funding area, switch the selection in the main menu from **Home** to **Funding...**
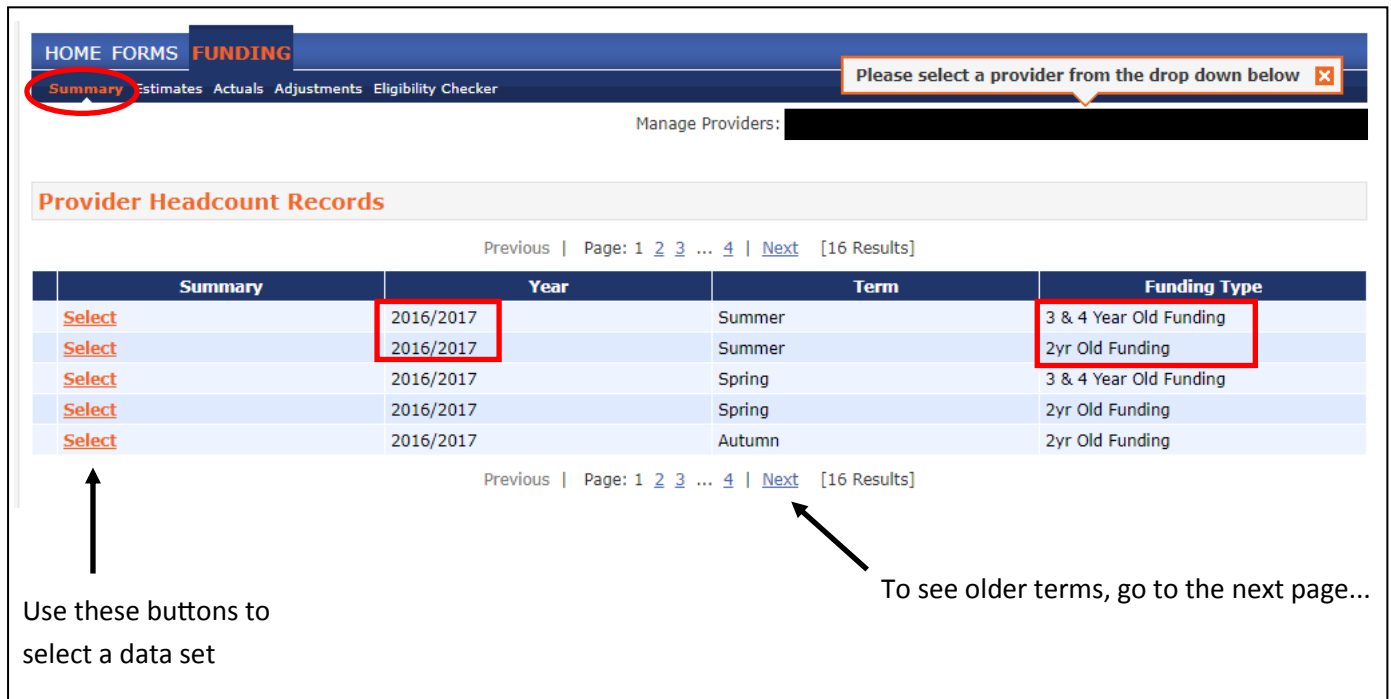

- You'll be taken to the **Summary** page. You now have an additional menu for the Funding section.
- The summary screen will display all terms that contain information for your setting. You'll be able to view one set of data per term for 3&4-year-olds, and one set for 2-year-olds, provided both are relevant for your setting.
- The information available in Provider Portal will include backdated terms for the current registration (to Autumn 2014 only for Richmond settings).

Use these buttons to select a data set

To see older terms, go to the next page...

Reading the data:

Click to select the data for a term:

Summary	Year	Term	Funding Type
Select	2016/2017	Summer	3 & 4 Year Old Funding

- You'll see the breakdown of payments for 3&4-year-olds for the selected term. Estimates will show the payment made at the beginning of the term (60% of the estimated total). Actuals show the real figures after the children have been entered and verified, and the balance payment due.

- From Autumn 2017 this section has been amended to include a breakdown of funding that includes the new Extended Hours funding (aka 30 Hours). Where applicable, you will see the standard and extended hours displayed separately.

Estimates		Actuals	
Term Length (Weeks)	14.00	Term Length (Weeks)	14.00
▷ Provider Rate applied	£4.15	▷ Provider Rate applied to child funding	£4.15
Estimate Funding		**Universal Funding**	
Hours Per Week	30.00	Funded Hours for Term	420.00
Term Funding Amount	**£1743.00**	**Funding Amount @ Provider Rate**	**£1743.00**
Interim %	60.00%		
Interim Amount Payable	**£1045.80**	**Universal Funding Amount**	**£0**
		Extended Funding	
Total Interim Amount Paid to Date (before Adj)	**£1045.80**	Funded Hours for Term	210.00
		Funding Amount @ Provider Rate	**£871.50**
Interim Amount Payable Balance	**£0.00**	**Extended Funding Amount**	**£0**
		Totals	
		Funded Hours for Term	630.00
		Funding Amount @ Provider Rate	**£2614.50**
		Child Weightings	**£0**
		Term Funding Amount	**£0.00**
Processed	Yes	Interim Amount Paid (before Adj)	£1045.80
Processed Date	06-Sep-2017		
		Term Funding Amount Balance	**£1568.70**
		Adjustments Paid with Final Payment	£0.00
		Actual Amount Paid (Inc. Adj)	**£1568.70**

Actuals now show a breakdown of Universal and Extended hours funding

This section shows your term-end totals and balances.

You'll receive your total funding amount in two parts: The **interim** payment at the beginning of term (calculated after your Estimate has been submitted and verified) and the **balance** payment at the end of term (calculated once all children have been submitted and verified).

- If you view the summary page at the beginning of term, it will be blank. Bear in mind that the data is live and will update as data goes on to the AfC system, so if you view it mid-term you might see incomplete data.

- You will see these messages:

| Processed	Yes
Processed Date	06-Sep-2017

Bear in mind that these dates reflect the processing of data on the AfC system, and not when you will actually be paid.
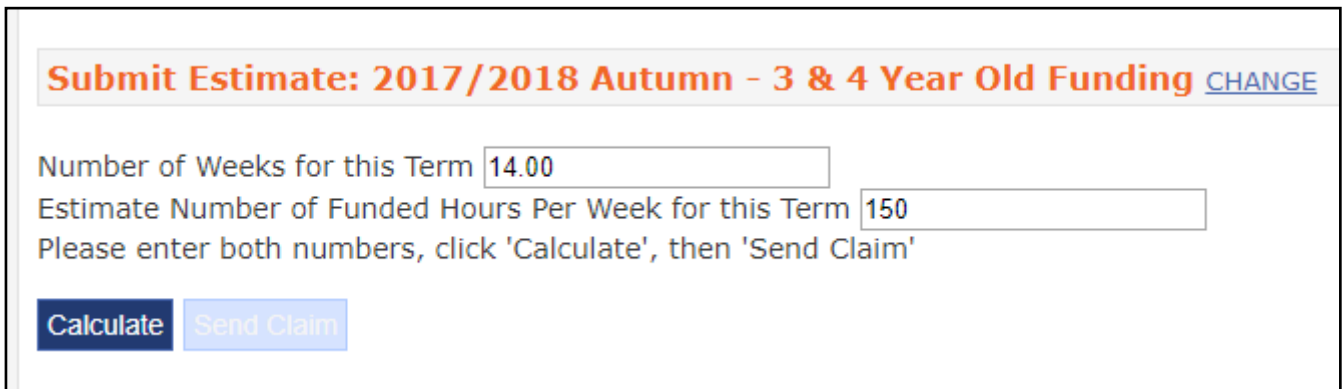
Submitting data:

<u>Estimates:</u>

At the beginning of each term, you will need to submit an Estimate to AfC of the total hours you expect to be funded for in the term. Once the estimate has been verified, a financial value will be calculated, and you will receive an interim payment that equates to 60% of this projected amount.

To submit your estimate, select Estimates from the menu:
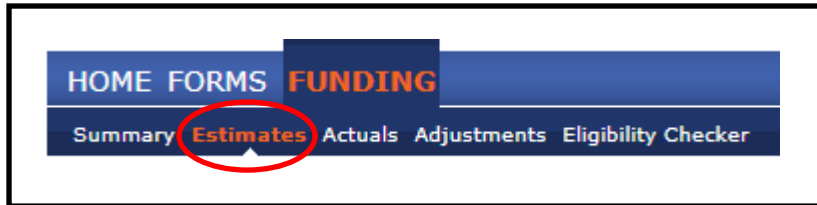
You should see this screen:

- The number of funded weeks will be set by AfC to the default figure for that term. In Autumn 2017 for example, this will be 14 weeks. If a different number of weeks applies to your setting, you'll need to change this figure. Please refer to the guide provided by AfC if you're unsure of the correct figure.
- You need to enter the estimated number of hours **per week** you expect to be funded for. For example, if you expect to have 10 children attending, each claiming 15 hours per week, you would enter 150 hours here. **If you are an Extended Hours provider, your estimate should be a combined total of estimated standard (universal) and extended hours.**

Click 'Calculate', and the system will multiply your estimated figure by the number of weeks to give you the estimated total hours for the term.

- If you are happy with the figure, click 'Send Claim'
- Look for the Submission Successful message for confirmation:

**If you have no idea what your estimate should be:**

You can access the previous relevant term's data for a guideline. For example, if you needed an estimate for Summer 2017/18 3&4-year-olds, you could view Summer 2016/17's figures from your summary screen...

Click change to view your available terms again:

Summary: 2016/2017 Summer – 3 & 4 Year Old Funding CHANGE

Select the relevant previous term from your list, and switch the view to Summary:

Summary	Year	Term	Funding Type
Select	2016/2017	Summer	3 & 4 Year Old Funding
Select	2016/2017	Summer	2yr Old Funding
Select	2016/2017	Spring	3 & 4 Year Old Funding
Select	2016/2017	Spring	2yr Old Funding

HOME FORMS FUNDIN

Summary Estimates Actuals
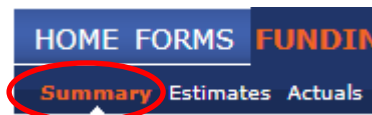
The Estimates 'Hours Per Week' figure will tell you what this was for the previous term.

Estimates	
Term Length (Weeks)	
▷ Provider Rate applied	
Estimate Funding	
Hours Per Week	15.00

If this figure is not available, you can still use last term's Actuals to calculate an estimate - divide the Funded Hours by the number of weeks in the term

Actuals	
Term Length (Weeks)	12.00
Totals	
Funded Hours for Term	2640.00

Points worth remembering about Estimates:

You can submit a revised estimate as many times as you like until the estimate has been processed by AfC. At this point your estimate will be locked in.

Don't worry too much if your estimate is inaccurate. The balance payment will ensure you receive the correct amount of funding for the term

Don't overestimate in an attempt to claim your whole payment in advance. AfC will check all estimates and will query and adjust as necessary if the estimates appear too high.

If it transpires that your interim payment is more than the total funding due for the term, AfC may invoice you for overpayment.

30 Hours Eligibility Checks

From September 2017, the process for submitting Actuals has changed to incorporate Eligibility Checks for Extended/30 Hours vouchers (aka ECS Checks).

Before submitting your Actuals, you will need to check the eligibility of any children claiming extended hours. The portal now has a built-in Eligibility Checker to enable you to perform these checks both before and during the process of submitting Actuals.

If you do not have any extended hours claims and wish to skip straight to the Actuals submission, please go to page 8 of this guide.

<u>Please be aware at all times</u>: A child's eligibility for funding during the term is still primarily determined by their date of birth. An ECS check determines a family's extended hours eligibility ONLY. The portal will block you from entering any children who are not of the correct age.
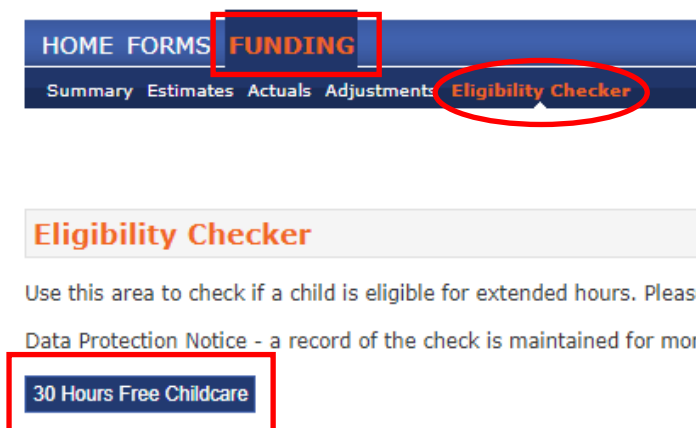

Voucher Checks:

Permission!

Prior to undertaking any online code check you must obtain the parent's written permission in compliance

with the Data Protection Act. The parent must complete at least part 2 of the parent declaration form and

sign it, this will give you allow you to gather the necessary information and permission to undertake the

validation check.

Checking a voucher prior to submitting actuals / For information:

When you come to enter a child's extended hours, the portal will enforce a mandatory ECS check to validate those hours. It is possible, however, to perform a voucher check for information only.

From the Funding menu, select Eligibility Checker, then click on 30 Hours Free Childcare to start:

The ECS Checker will pop up.

The asterisks denote the three pieces of mandatory information you must enter to perform a check. These are:

- The 11-digit voucher code

- The child's date of birth

- The parent's national insurance number

Click Submit.

You should see a result returned instantly. A result displayed in Green with a tick denotes eligibility. This result will display the key dates of when eligibility starts and ends, and when the Grace Period ends.

A result with a red cross denotes that the claimant is not eligible for extended hours:

The portal should also tell you if you have entered any invalid information:
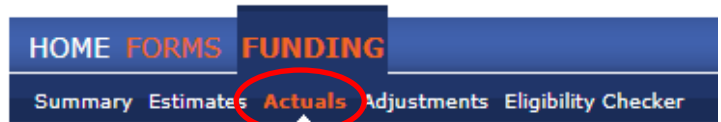
These ECS Checks can be performed outside of the process of submitting hours, to inform your offers of extended hours places before the term begins.

However, you will need to perform the check again when entering the child's hours into the Actuals screen.

Submitting data:

Actuals

This is where you submit details of the children attending your setting

If this is your first term, or if you had no eligible children from the previous term to carry over, the screen will look like this. You need to add all your children for this term. Skip to **Adding New Children** on page 9.

Managing Carried-Over Children.

If you have children carried over from the previous term, you will see them listed like this, with their hours returned to zero.

	Status	Child Name	Universal Hours (inc Adj)	Extended Hours (inc Adj)	Total Funding Amount for Term (inc Adj)
✖	Unchanged	Child, Test (03-Mar-2014)	0.00	0.00	£0.00
✖	Unchanged	Test, Universal (01-Apr-2014)	0.00	0.00	£0.00

If any of your carried-over children are not attending again this term, you need to request a deletion. To do this click on the red cross shown to the left. Existing users of Provider Portal should be aware that the red cross has replaced the 'Request Delete' button. Then confirm the request.

You can still cancel a request for deletion up to the point it is processed by AfC. To cancel the request click where indicated below.

If the child is attending again, click on their name to update them with the new hours for this term. You will find that any known Child Details or Parent/Carer details are retained in those tabs:

You now need to update the hours in the Funding Details tab (including the addition of Extended Hours for any eligible children), then add your new children. Both are explained in more detail in the **Adding New Children** section that follows.

Adding New Children

Start by clicking Add Child:

You'll be taken to this screen:

There are three tabs to complete for the child data entry. The first is the Child Details tab

- You do not have to write something in every box. Asterisks denote mandatory fields.

- Complete the child's personal details and move on to the Funding Details tab

- **To save time, don't click Save until you have completed all tabs. However, you can save a partial entry and complete it later if you wish.**

Complete the child's personal details and address on the first tab:

Child Details		Funding Details	Parent / Carer Details

Child Details

			Address	
Forename*	Test		Address Line 1*	1 Acacia Avenue
Middle Name			Address Line 2	
Surname*	Child		Address Line 3	
DOB*	01/01/2014		Locality	
Proof of DOB	☐		Town	Twickenham
Gender*	☑ Male ☐ Female		County	
Preferred Surname			Postcode*	TW1 1XX
Ethnicity*	Any Other Ethnic Group ▼			
SEN COP Stage	No Special Educational need ▼			

Save   Cancel   *denotes mandatory fields

When you have finished click on the Funding Details tab to continue:

Child Details | **Funding Details** | Parent / Carer Details

If your setting is not offering Extended Hours you will see this screen. If you are offering Extended Hours, please also read the **Extended Hours** section that follows on Page 13.

Child Details | Funding Details | Parent / Carer Details

Funding Details		**Attendance Days**	
Start Date*		Attends Monday	○ Yes ○ No
End Date*		Attends Tuesday	○ Yes ○ No
	Default Term Dates	Attends Wednesday	○ Yes ○ No
Weeks Attended in Term*		Attends Thursday	○ Yes ○ No
Present during Census	☐	Attends Friday	○ Yes ○ No
Attends Two Days or More	☐	Attends Saturday	○ Yes ○ No
Nominated for DAF*	○ Yes ○ No	Attends Sunday	○ Yes ○ No
Universal Funded Hours per Week		**Non-Funded Hours per Week**	
Universal Hours*		Non-Funded Hours*	

Save   Cancel   *denotes mandatory fields

Start by adding the dates. Click on the Default Term Dates button to populate these fields. If the dates that appear don't apply to your setting, simply overwrite them. If you are unsure of your term dates, please contact AfC for guidance:

Funding Details

Start Date*	01-Sep-2017
End Date*	31-Dec-2017
	Default Term Dates

- Complete the number of weeks they are attending in the term:

Weeks Attended in Term* 14

- If the number of weekly hours (either Universal or Extended) is to exceed 12.5, you must tick Attends Two Days or More. The system will invalidate your entry when saving if you fill in, for example, 15 hours, but have not ticked the box

Attends Two Days or More ☑

- If the child is eligible to receive Disability Access Funding, answer Yes to the next question. This will trigger an automatic addition of funding for this child, which you will see reflected under '**Adjustments**' on your statements. **If the child is not eligible for DAF, you must answer No here.**

Nominated for DAF* ○ Yes ○ No

- Finally, complete the number of hours per week the child is attending, both funded and non-funded. Please be aware that the standard funded hours are now referred to as **Universal Hours**. This is to differentiate from Extended Hours

Universal Funded Hours per Week		Non-Funded Hours per Week	
Universal Hours*	15	Non-Funded Hours*	10

A new feature has been added to this page from September 2017. A table for you to mark the days that the child is attending. This is currently optional.

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

Parent/Carer Details:

- The Parent/Carer Details tab will appear differently depending on whether your setting is offering Extended Hours or not. If you are not offering Extended Hours, it will appear like this **as an entirely optional screen.** If you are offering extended hours, some of these fields will become mandatory (see the **Extended Hours** section)

- **You should still fill in as many Parent/Carer details as you can, as these details are used for EYPP checking.**

- If you do choose to fill this tab in, you'll need to collect the parent's national insurance number (NI) **OR** asylum seeker reference (NASS), and you need to tick the box to show which one you are submitting.

This completes your entry. Now click Save. The new child will appear in your headcount as 'Add Pending'

The alert icon tells you that child has not yet been submitted to AfC. To submit them you need to click Send Claim. **You should try to leave this until you have completed your headcount**, however there is no limit on the amount of times you can send the claim before the term closes. AfC will inform you of the closing date for submissions.

- **Once the closing date has passed, you will no longer be able to make submissions. If you have queries after this point, please contact AfC**

Once a child exists in your headcount, you can click on their name to view or edit the details you have added. You will also see that a 'Summary' tab now appears on the child's record. This is a new feature, and shows an individual statement for that child, detailing their funding (see the **Extended Hours** section for more details).

Extended Hours:

If your setting is offering Extended Hours, you will see additional fields on the Funding Details tab for all children (both new and carried-over children.)

If Extended Hours **does not** apply to the child, **you must enter a Zero in the field.** The Total Funded field calculates the hours you have entered in both boxes:

For any children like this, the Parent/Carer details tab is still optional. You will be able to save the child at this point.

If Extended Hours do apply, enter the number of hours in the field. Anything other than a zero entered in this field will trigger validation in the system that means you must now perform an ECS check to determine eligibility before you can save the record. This will require the voucher code and the parent's NI number to be entered first. If you do try and save, the system will tell you what you have missed.

Extended Funded Hours per Week

Extended Hours*	15	≈
30H Eligibility Code		
	30 Hours Free Childcare	

The following errors need to be fixed before the record can be saved:
Extended Hours has been entered, must also enter the 30H Eligibility Code (Funding Details Tab) and Parent/Carer details (Parent / Carer Details Tab)

Save   **Cancel**   *denotes mandatory fields

You will not be able to perform an ECS check and save the record without having entered at least one parent's Forename, Surname and NI number on the Parent/Carer details tab. So at this point, you need to click into the next tab and complete this, before going back to the Funding Details tab to perform the check

| Summary | Child Details | Funding Details | Parent / Carer Details |

Details are optional but if entered then at least Forename, Surna

Parent / Carer Details

Forename	Test
Surname	Parent
DOB	
☑ NI or ☐ NASS Number	JB240376D

Return to the Funding Details tab, enter the voucher code, and click the 30 Hours Free Childcare Button to perform the check.

Extended Funded Hours per Week

Extended Hours*	15
30H Eligibility Code	12345678910
	30 Hours Free Childcare

If the voucher isn't found, you will see this message:

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

If the voucher is found, but isn't valid for the current term, you will see this message:

> ⊗ The Eligibility Code has been found, but does not cover the standard term start date (01-Jan-2018) therefore extended hours cannot be claimed this term. You may only claim for universal hours.

If the voucher is valid, you will see a green message confirming eligibility. The tick box for 'Eligible for 30H' will now show as ticked:
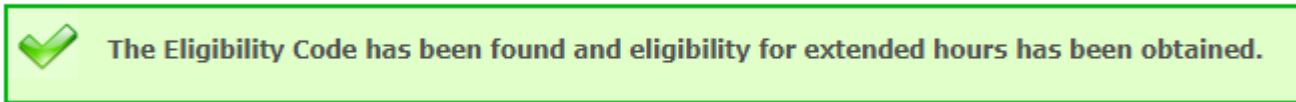
The Eligibility Code has been found and eligibility for extended hours has been obtained.

Extended Funded Hours per Week	
Extended Hours*	15
30H Eligibility Code	12345678910
	30 Hours Free Childcare
Eligible for 30H	☑

You can now save the record. The child will appear in your headcount, and their eligibility dates will be displayed:

		Status	Child Name	Universal Hours (inc Adj)	Extended Hours (inc Adj)	Total Funding Amount for Term (inc Adj)	Child Weightings	Eligibility Status
Add Child	Send Claim							
❗⚠	↺	Add Pending	Test, Buttons	210.00	210.00	£0.00		16-Jun-2017 - 08-Sep-2017 Grace Period: 31-Dec-2017

Eligibility Status

16-Jun-2017 - 08-Sep-2017
Grace Period: 31-Dec-2017

If the child is in the **grace period**, the portal will alert you to this. Look for the yellow alert icon:

		Status	Child Name
❗⚠	↺	Add Pending	Test, Buttons (24-Aug-2014)

In 30H grace period

The key to the alert icons appears above the headcount:

❗ Not submitted ⚠ In 30H grace period

Opening the child to view their Summary tab, you will see their eligibility details displayed:

Name: Buttons Test

| Summary | Child Details | Funding Details | Parent / Carer Details |

⚠ Child is in 30H grace period

Term Start Date	01-Sep-2017
Term End Date	31-Dec-2017
No of weeks attended	14.00
Nominated for DAF	No
30H Eligibility Start Date	16-Jun-2017
30H Eligibility End Date	08-Sep-2017
30H Grace Period End Date	31-Dec-2017
30H Eligibility last checked	08-Sep-2017 14:01:34

As well as the eligibility dates, the child's summary tab also tells you when the last voucher check was performed. So if AfC have performed any checks since you added the child, you will see this date change:

Once the payments have been processed, if you return to the headcount for that term, you will now see the funding amount appear next to the child:

Child Name	Universal Hours (inc Adj)	Extended Hours (inc Adj)	Total Funding Amount for Term (inc Adj)
Test, Buttons (24-Aug-2014)	210.00	210.00	£2358.00

Click on the child to open their record and view their summary. You will see their payment broken down into Universal and Extended funding:

Universal Funding	
Funded Hours Per Week	15.00
Funded Hours for Term	210.00
Funding Amount @ Provider Rate	£871.50
Child Weightings	£0.00
Universal Funding Amount	£871.50
Extended Funding	
Funded Hours Per Week	15.00
Funded Hours for Term	210.00
Funding Amount @ Provider Rate	£871.50
Child Weightings	£0.00
Extended Funding Amount	£871.50
Totals	
Funded Hours Per Week	30.00
Funded Hours for Term	420.00
Total Funding (excl. Adj)	£1743.00
Total amount from Adjustments	£615.00
Total Funding For Term (inc Adj)	£2358.00

Contact:

For all queries regarding the Early Education Funding process, contact the AfC Early Years team* at:

<center>

early.years@achievingforchildren.org.uk

</center>

*Please bear in mind that the Early Years team will not be able to assist with technical queries, such as problems with your computer hardware or internet connection.