



Task card - how to view entitlements and payments in the Provider Entry Point

How to view entitlements and payments in the Provider Entry Point

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Overview

This task card outlines how to:

- view entitlements
- view payment summaries and overviews
- action fee reductions.

This task card is for providers that use the Provider Entry Point (PEP). If you use third-party software, contact your software provider for help.

Find more [task cards](#) for the PEP on our website.

If you need further assistance, contact the Child Care Subsidy Helpdesk on 1300 667 276 9am to 5pm AEST or [via email](#) anytime.

Logging in

Step 1

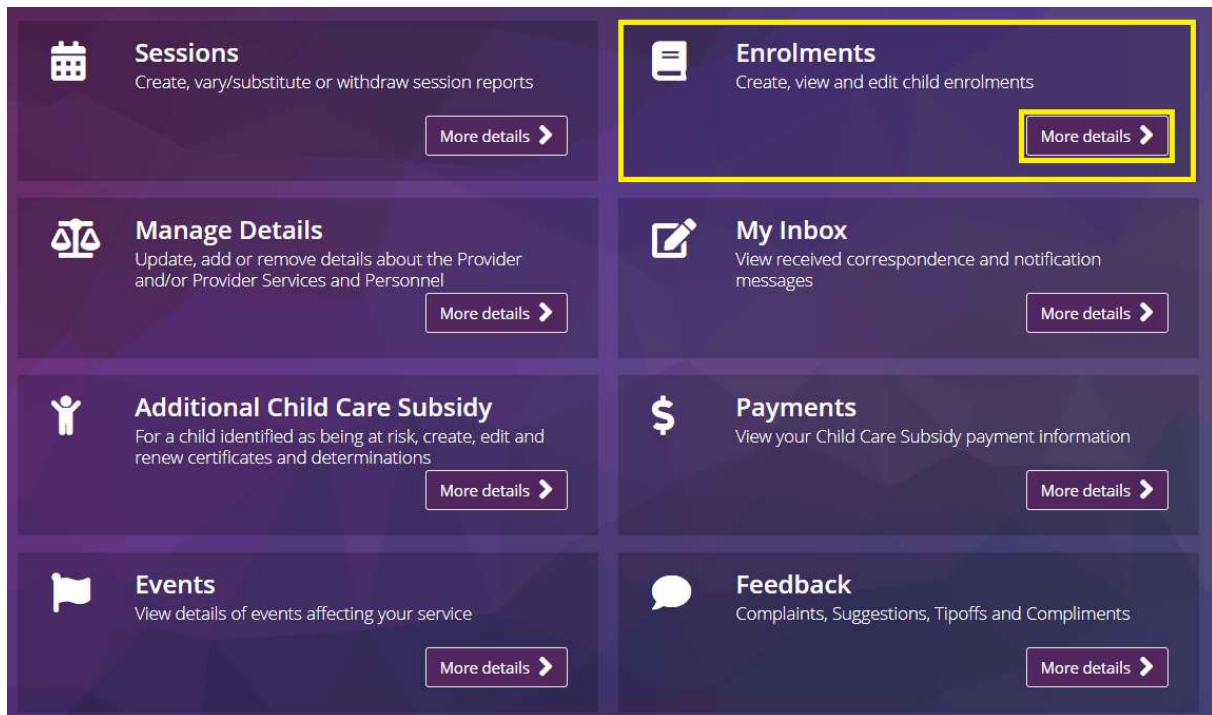
Log in to the [Provider Entry Point \(PEP\)](#).



Viewing your entitlements

Step 1

From the PEP home page, select **More details** under **Enrolments**.



The dashboard features eight tiles arranged in a 4x2 grid:

- Sessions**: Create, vary/substitute or withdraw session reports. [More details >](#)
- Enrolments**: Create, view and edit child enrolments. [More details >](#)
- Manage Details**: Update, add or remove details about the Provider and/or Provider Services and Personnel. [More details >](#)
- My Inbox**: View received correspondence and notification messages. [More details >](#)
- Additional Child Care Subsidy**: For a child identified as being at risk, create, edit and renew certificates and determinations. [More details >](#)
- Payments**: View your Child Care Subsidy payment information. [More details >](#)
- Events**: View details of events affecting your service. [More details >](#)
- Feedback**: Complaints, Suggestions, Tipoffs and Compliments. [More details >](#)

Step 2

A list of enrolments will be displayed. Click on **Select** for the child you wish to view an entitlement.



Enrolment / Enrolment Notices

Enrolments [New Enrolment Notice](#) [Return Home](#)

Enrolment ID	Child's Name	Child's Age	Carer's Name	Enrolment Status	
E8000784624		10 years		Confirmed	Select
E8000784625		10 years		Pending Eligibility	Select
E8000784695		2 years		Confirmed	Select

Step 3

Select **Entitlement** from the **Actions** drop-down menu.

Enrolment / **Enrolment Notices**

Child's Name: **JUSTINE** Enrolment ID: **E80008**
 Child's CRN: Carer's Name: **DAN**
 Child's Age: 8 years Carer's CRN:

Search

Notice type	Arrangement type	Start date	End date	Status	Occurrence	Actions
New	Complying Written Arrangement	02/11/2020		Confirmed	1	Actions Entitlement Create Update View

Showing 1-1 of 1


Step 4

The **General Entitlements** screen will display:

- **Total Hours per fortnight:** Displays the parents fortnightly subsidised hours (activity test results)
- **Apportioned Hours per fortnight:** This facility will be available soon
- **Child Care Subsidy %:** Displays the Child Care Subsidy percentage the individual is entitled to
- **Withholding %:** Displays the families Withholding percentage (5 percent default for all families)
- **Absence Sessions:** Displays the total absence count for the financial year

Enrolment / **Child Entitlements**

General Entitlements | Special Purpose Absences

Date of Entitlement:  Entitlement

Enrolment ID: E80009	Pre-School Exemption: N
Child's Name: SHANA	Carer's Name: JERRI
Child's CRN:	Carer's CRN:
Total Hours per Fortnight: 100	Withholding %: 5.00%
Apportioned Hours per Fortnight: 0	Paid Absences: 0
Child Care Subsidy %: 85.00%	Unpaid Absences: 0
ACCS Hourly Rate Cap Increase %:	Absences YTD: 0
Annual Cap Reached: N	Absences in Cap Remaining: 52

Select **Special Purpose Absences** to see an overview of Special Purpose Absences linked to this child.



General Entitlements

Special Purpose Absences

There are no Special Purpose Absences linked to this child.



Viewing your payments

Step 1

From the PEP home page, select **More details** under **Payments**.

The screenshot shows a dashboard with eight main categories, each with an icon, a title, a brief description, and a 'More details' button. The 'Payments' category is highlighted with a yellow border, and its 'More details' button is also highlighted with a yellow border.

- Sessions**: Create, vary/substitute or withdraw session reports. [More details >](#)
- Enrolments**: Create, view and edit child enrolments. [More details >](#)
- Manage Details**: Update, add or remove details about the Provider and/or Provider Services and Personnel. [More details >](#)
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Step 2

The **Payments Summary** page will be displayed.

The screenshot shows the 'Payments Summary' page. At the top, there is a search filter with 'Date from:' set to '01/02/2021' and 'Date to:' set to '26/04/2021'. Below the filter is a table with four columns: 'Week beginning', 'Total Paid', 'Payment Reference Number', and 'Payment Date'. Each row has a 'View' button in the 'Actions' column.

Week beginning	Total Paid	Payment Reference Number	Payment Date	Actions
15/02/2021	\$400.00	000017001042	16/02/2021	View
15/02/2021	\$300.00	000043501057	17/02/2021	View
15/02/2021	\$1,046.00	000049501612	16/02/2021	View
15/02/2021	\$323.00	000290004336	16/02/2021	View

Step 3

Enter the start date of the period who wish to search in the **Date from** field.

Date from:

01/02/2021



Step 4

Enter the end date of the period you wish to search in the **Date to** field.

Date to:

26/04/2021



Note: You can only search for periods within 90 days. You will need to adjust the 'date to' and date from' when searching.

Step 5

Search


Once the **From** and **To** dates have been entered, select **search** to view the corresponding payments.

- **Week beginning:** This is start of the session week for the relevant payment.
- **Total paid:** This is the total amount paid to your service.
- **Payment reference number:** This is the unique identifier of the payment. This will appear on your bank statement.
- **Payment date:** This is the date DHS sent the payment to the reserve bank.

Step 6

Select **View** to display more detail about the payment on the **Payment Overview** screen.

Payment Overview

Week Commencing: 

Payment Reference Number: 000038501168 BSB Code:

Payment Processed On: 08/03/2021 Account Number:

Financial Year Attributed: 2021 Account Name:

Total Amount Paid\$: 1046.00

Find 

Enrolment ID	Child Name	Carer	Payment for	Session Start Date	Item Reference	Amount Paid	Actions
E80009	DELORES		ACCS- Payt. Child at Risk(CDC)	22/02/2021	010001719193	\$400.00	Fee Reduction
E80009	ARCHER	ARCHER	CCS Payt.Centre-Based Day Care	22/02/2021	010001720727	\$323.00	Fee Reduction
E80009	CONNIE	HANNAH	CCS Payt.Centre-Based Day Care	22/02/2021	010001721662	\$323.00	Fee Reduction

- **BSB Code:** This is the BSB of the account the total amount paid has been paid into
- **Account number:** This is the account number the total amount paid has been paid into
- **Account name:** This is the name of the account the total amount paid has been paid into
- **Total amount paid \$:** This is the combined total for the amounts listed in the table below
- **Find:** You can search by 'Enrolment ID', 'Child's Name', 'Carer' or 'Payment for'
- **Enrolment ID:** This is the unique Enrolment ID for the child
- **Item reference:** This is the unique reference number for the Enrolment




Action a fee reduction

The **Fee Reduction** button in the **Actions** column allows you to return CCS/ ACCS payments which you were unable to pass onto a family.


For example, if they moved interstate before you could credit their final CCS payment and you are unable to contact them.

Step 1

Select **Fee Reduction** from the **Actions** column

 Payments / Overview

Payment Overview


Week Commencing: 

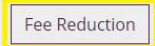

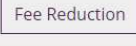
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E80009	CONNIE	HANNAH	CCS Payt.Centre-Based Day Care	22/02/2021	010001721662	\$323.00	

Step 2

Complete all fields presented:

- **Amount paid to the Carer \$:** This is the amount of subsidy already applied to the carer/ parent
- **Amount not passed to the Carer \$:** This is the amount of subsidy unable to be applied to the carer/ parent
- **Total Fee reduction for Week \$:** This should be the same amount of subsidy not passed to the carer/ parent
- **Reason for Fee Reduction:** This is the reason for returning Fee Reduction

Create Fee Reduction

Child Care Subsidy Amount Paid \$: 400.00

Amount passed to the Carer \$:

Amount passed to the Carer

Amount not passed to the Carer \$:

Amount not passed to the Carer

Total Fee Reduction for Week \$:

Total Fee Reduction for Week

Reason for Fee Reduction:

Reason for Fee Reduction

Enrolment ID: E80009

Child's Name: DELORES

Carer's Name:

Session Start Date: 22/02/2021

Step 3

Select the **Submit** button to complete the transaction.

A **receipt** will be generated upon submission.

