

AVL Problem Research Problem Guide.

Problem Types

[STAC Not Marked Ok To Transmit.](#)

[STAC Not Approved.](#)

[Payment Exists for Month Outside of STAC Approval Dates](#)

[Payment exists for months outside enrollment dates](#)

[Overpaid County Enrollment](#)

[County paid rate higher than approved 30-minute rate on STAC](#)

[County Paid more 30 Minute Sessions than Approved on STAC](#)

[Enrollment is attached to WITHDRAWN STAC Detail](#)

[County Paid More than Approved on STAC](#)

[STAC Detail Not Approved](#)

[County Requires check date to claim and no check date has been entered](#)

Problem, STAC Not Marked Ok To Transmit.

Last Name	First Name	DOB	Type	ESID	Provider	Prog	From	To	SED Type	Rec#	Potential Problem	Amount	Status	Date Resolved	Reason	Notes	
			RS	R13223W000507		9200-2	09/01/22	06/30/23			STAC not marked OK to Transmit	\$50.00					
			CB	CB2223W0002977		9160-1	09/07/22	06/23/23	EDUC		STAC not marked OK to Transmit	\$0.00					

What does it mean? On the Blue STAC Screen the ‘Ok to Transmit’ Option is not checked.

Resolution, check the ‘Ok to Transmit’ option on the STAC if it can be sent electronically. If it is a paper STAC, mark the STAC as a Paper STAC and send it to SED on paper.

To do this, right click on the child’s Problem line and click ‘Goto Child/STAC Screen’.

Prog	From	To	SED Type	Rec#	Potential Problem	Amount
9200-2	09/01/22	06/30/23			STAC not marked OK to Transmit	\$50.00
9160-1	09/07/22	06/23/23	EDUC		STAC not marked OK to Transmit	\$0.00

View Payments

Goto Child/STAC screen

Goto County Enrollment screen

View All SED Summary Information

View SED Summary for STAC

Research Details

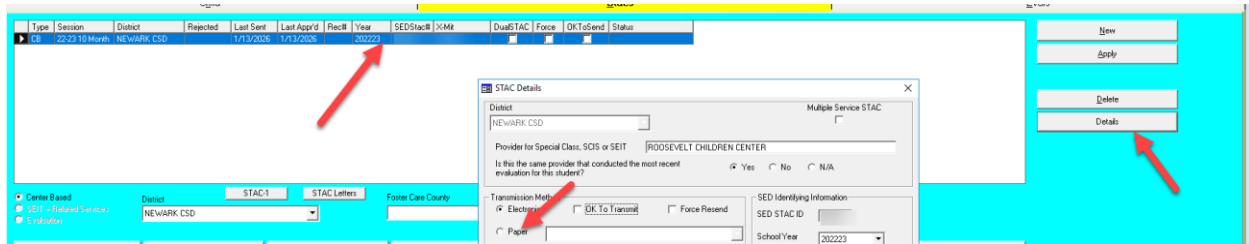
SED Summary Comparison

Edit Claiming Notes

This will take you to the child’s Yellow screen, from here, click the STAC’s tab:

Once you go to the Blue STAC screen, select the STAC and click Details. Then Check the Ok to Transmit box.

If you need to mark the STAC as a Paper STAC, you can do that on this screen as well. Once you do that, make sure you send the STAC to SED.



[Click here to return to top](#)

Problem, STAC Not Approved:

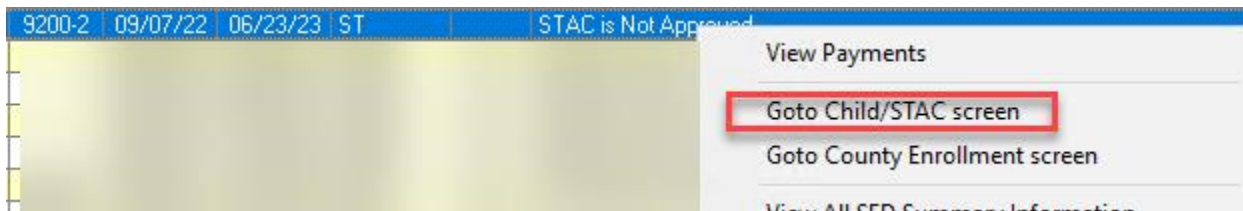
What does it mean? SED has not approved this STAC

Resolution:

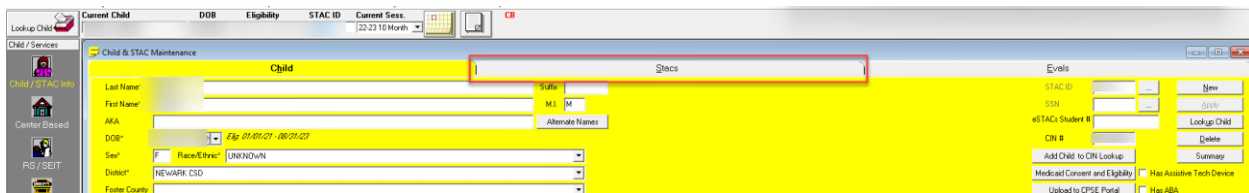
1. Download the Summary Files and match them, then re-run the audit.

<http://support.cpseportal.com/kb/a115/importing-sed-summary-file-stac-eval-into-preschool.aspx>

2. If the STAC still has the same problem, right click on the child's Problem line and click 'Goto Child/STAC Screen'.



This will take you to the child's Yellow screen, from here, click the STAC's tab:



Once you go to the Blue STAC screen, check to see if the STAC was ever sent electronically (Last Sent date).

Type	Session	District	Rejected	Last Sent	Last Appr'd	Rec#	Year	SEDStac#	X-Mit	DualSTAC	Force	OKToSend	Status
SEIT	23-24 2 Month	NEWARK CSD		8/1/2023	8/2/2023	01	202324		ELECTRONIC	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
SEIT	22-23 10 Month	NEWARK CSD		2/17/2026	2/13/2026		202223		ELECTRONIC	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

If it was not sent, send a batch of STAC's for the given School Year.

<http://support.cpseportal.com/kb/a113/submitting-stac-1s-to-nysed.aspx>

If it was sent but not approved it may have been rejected:

Type	Session	District	Rejected	Last Sent	Last Appr'd	Rec#	Year	SEDStac#	X-Mit	DualSTAC	Force	OKToSend	Status
SEIT	23-24 2 Month	NEWARK CSD		8/1/2023	8/2/2023	01	202324		ELECTRONIC	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
▶ SEIT	22-23 10 Month	NEWARK CSD	2/17/2026	2/13/2026			202223		ELECTRONIC	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

If it was rejected, click view details to see why it was rejected and resolve the rejection.

[-----Click here to return to top-----](#)

Problem, Payment Exists for Month Outside of STAC Approval Dates:

What does it mean? There is a payment (or payments) that exist outside of the approval dates for the STAC. Example, STAC is approved for September to November, but there are payments for December and January.

Resolution, Ensure the payments are correct, if not they need to be moved or adjusted. Or the STAC needs to be adjusted.

Start by Double clicking on the Child's Problem line to bring up the Payment list.

Then click on the STAC Summary tab to view the STAC's for the child.

Take note of the Dates for the STAC.

Then look at the Payments.

In this example the STAC Dates for the Rec 01 STAC are September to January.

There are payments for February, March, April, and June attached to the STAC (Dark Green Highlight)

Label	Rec#	From	To	Program	Frequency	Aide	Provider	STACID	Rec#	FromDate	ToDate	Approved	SED Claimed	Remaining	Our Claimed	Claim Diff
A	01	09/07/22	06/23/23	CB				01	09/07/22	01/16/23		\$31,000.00	\$6,862.00	\$24,138.00	\$6,862.00	\$0.00
A	03	01/17/23	06/23/23					03	01/17/23	06/23/23		\$50,000.00	\$0.00	\$50,000.00	\$0.00	\$0.00

Label	Month	Adj.	Status	Payee	Amount	PaymentBatch	checkDate	ClaimBatch	ClaimDate	Rec #	J80792: 01	J80792: 03
A	09/2022	R	CLAIMED		\$846.00	22-0772		2201	04/11/23	01	\$846.00	
A	10/2022	R	CLAIMED		\$775.50	22-0782		2201	04/11/23	01	\$775.50	
A	11/2022	R	CLAIMED		\$822.50	22-0783		2201	04/11/23	01	\$822.50	
A	12/2022	R	CLAIMED		\$752.00	22-0784		2201	04/11/23	01	\$752.00	
A	01/2023	R	CLAIMED		\$940.00	23-0165		2202	07/10/23	01	\$940.00	
A	02/2023	R	CLAIMED		\$564.00	23-0164		2202	07/10/23	01	\$564.00	
A	02/2023	A	PAID		\$564.00	23-0164			01		\$564.00	
A	02/2023	A	PAID		(\$564.00)	23-0164			01		(\$564.00)	
A	03/2023	R	CLAIMED		\$987.00	23-0166		2202	07/10/23	01	\$987.00	
A	03/2023	A	PAID		(\$987.00)	23-0166			01		(\$987.00)	
A	03/2023	A	PAID		\$987.00	23-0166			01		\$987.00	
A	04/2023	R	CLAIMED		\$705.00	23-0224		2202	07/10/23	01	\$705.00	
A	04/2023	A	PAID		(\$705.00)	23-0224			01		(\$705.00)	
A	04/2023	A	PAID		\$705.00	23-0224			01		\$705.00	
A	06/2023	R	CLAIMED		\$470.00	23-0341		2203	10/10/23	01	\$470.00	
A	06/2023	A	PAID		(\$470.00)	23-0341			01		(\$470.00)	
A	06/2023	A	PAID		\$470.00	23-0341			01		\$470.00	

Label	Month	Adj.	Status	Payee	Amount	PaymentBatch	checkDate	ClaimBatch	ClaimDate	Rec #	J80792: 01	J80792: 03
Total of Selected Enrollments												
Enrolled	0.00	Paid	0.00	UnPaid	0.00	Claimed	0.00	UnClaimed	0.00			

Label	Month	Adj.	Status	Payee	Amount	PaymentBatch	checkDate	ClaimBatch	ClaimDate	Rec #	J80792: 01	J80792: 03
Total of Selected Payments												
Payment	\$0.00	Paid	\$0.00	Claimed	\$0.00							

The payments will need to be moved to the other existing Approved REC number in this case. (RED Boxes)

Label	Rec#	From	To	Program	Frequency	Aide	Provider	STACID	Rec#	FromDate	ToDate	Approved	SED Claimed	Remaining	Our Claimed	Claim Diff
A	01	09/07/22	06/23/23	CB				01	09/07/22	01/16/23		\$31,000.00	\$6,862.00	\$24,138.00	\$6,862.00	\$0.00
A	03	01/17/23	06/23/23					03	01/17/23	06/23/23		\$50,000.00	\$0.00	\$50,000.00	\$0.00	\$0.00

Label	Month	Adj.	Status	Payee	Amount	PaymentBatch	checkDate	ClaimBatch	ClaimDate	Rec #	J80792: 01	J80792: 03
A	09/2022	R	CLAIMED		\$846.00	22-0772		2201	04/11/23	01	\$846.00	
A	10/2022	R	CLAIMED		\$775.50	22-0782		2201	04/11/23	01	\$775.50	
A	11/2022	R	CLAIMED		\$822.50	22-0783		2201	04/11/23	01	\$822.50	
A	12/2022	R	CLAIMED		\$752.00	22-0784		2201	04/11/23	01	\$752.00	
A	01/2023	R	CLAIMED		\$940.00	23-0165		2202	07/10/23	01	\$940.00	
A	02/2023	R	CLAIMED		\$564.00	23-0164		2202	07/10/23	01	\$564.00	
A	02/2023	A	PAID		\$564.00	23-0164			01		\$564.00	
A	02/2023	A	PAID		(\$564.00)	23-0164			01		(\$564.00)	
A	03/2023	R	CLAIMED		\$987.00	23-0166		2202	07/10/23	01	\$987.00	
A	03/2023	A	PAID		(\$987.00)	23-0166			01		(\$987.00)	
A	03/2023	A	PAID		\$987.00	23-0166			01		\$987.00	
A	04/2023	R	CLAIMED		\$705.00	23-0224		2202	07/10/23	01	\$705.00	
A	04/2023	A	PAID		(\$705.00)	23-0224			01		(\$705.00)	
A	04/2023	A	PAID		\$705.00	23-0224			01		\$705.00	
A	06/2023	R	CLAIMED		\$470.00	23-0341		2203	10/10/23	01	\$470.00	
A	06/2023	A	PAID		(\$470.00)	23-0341			01		(\$470.00)	
A	06/2023	A	PAID		\$470.00	23-0341			01		\$470.00	

Label	Month	Adj.	Status	Payee	Amount	PaymentBatch	checkDate	ClaimBatch	ClaimDate	Rec #	J80792: 01	J80792: 03
Total of Selected Enrollments												
Enrolled	0.00	Paid	0.00	UnPaid	0.00	Claimed	0.00	UnClaimed	0.00			

Label	Month	Adj.	Status	Payee	Amount	PaymentBatch	checkDate	ClaimBatch	ClaimDate	Rec #	J80792: 01	J80792: 03
Total of Selected Payments												
Payment	\$0.00	Paid	\$0.00	Claimed	\$0.00							

If you are not able to figure out where to move the payments or if you need to move the payments, contact us at preschoolsupport@cpseportal.com

-----Click here to return to top-----

Problem, Payment exists for months outside enrollment dates

What does it mean? There is a payment (or payments) that exist outside of the enrollment dates. Example, enrollment has a start date in September and an end date in November, but there are payments for December and January. On the enrollment.

Resolution, Ensure the payments are correct, if not they need to be moved or adjusted. Or the Enrollment needs to be adjusted.

Start by Double clicking on the Child's Problem line to bring up the Payment list.

On the payment list take note of the Dates for the enrollment.

Then look at the Payments.

In this example the enrollment Dates are September to January (Red Box).

There are payments for February, March, and April, on the enrollment (Dark Green Highlight)

Label	ESID	From	To	Program	Frequency	Aide	Provider	Total	Paid	UnPaid	Claimed	UnClaimed	STACID	Rec#
A	CB2223w0002034	09/07/22	01/16/23	9100-M	5 hrs /5 days	N	ROOSEVELT CHILDREN	\$16,967.10	\$16,967.10	\$0.00	\$15,296.58	\$1,670.52		01
B	CB2223w0002374	01/17/23	06/23/23	9160-I	5 hrs /5 days	N	ROOSEVELT CHILDREN	\$17,632.41	\$17,632.41	\$0.00	\$1,670.52	\$15,961.89		03

Show Payments for Selected Enrollment		Include Pending Payments		Total of Selected Enrollments	Enrolled	Paid	UnPaid	Claimed	UnClaimed
<input checked="" type="radio"/>	Show Payments for All Enrollments	<input type="radio"/>	Show only Processed	\$16,967.10	\$16,967.10	\$0.00	\$15,296.58	\$1,670.52	

Label	Month	Adj	Amount	Status	PaymentBatch	BatchDate	Check#	CheckDate	ClaimBatch	ClaimDate	Rec#	ClaimServiceType	Payee
A	11/2022	A	\$0.00	CLAIMED	23-0635	12/11/23			2204	02/01/24	01	EDUC	ROOSEVELT
A	12/2022	R	\$3,515.00	CLAIMED	22-0749	01/13/23			2201	04/11/23	01	EDUC	ROOSEVELT
A	12/2022	A	\$0.00	CLAIMED	23-0635	12/11/23			2204	02/01/24	01	EDUC	ROOSEVELT
A	12/2022	A 2	\$121.36	CLAIMED	23-0898	10/27/25			2210	11/21/25	01	EDUC	ROOSEVELT
A	12/2022	A	\$134.12	CLAIMED	22-0785	02/09/23			2201	04/11/23	01	EDUC	ROOSEVELT
A	01/2023	R	(\$4.24)	CLAIMED	23-0635	12/11/23			2204	02/01/24	01	EDUC	ROOSEVELT
A	01/2023	A 2	\$231.62	CLAIMED	23-0898	10/27/25			2210	11/21/25	01	EDUC	ROOSEVELT
A	01/2023	A 77	\$1,657.80	PAID	23-0898	10/27/25					03	EDUC	ROOSEVELT
A	02/2023	R	(\$4.24)	CLAIMED	23-0635	12/11/23			2204	02/01/24	01	EDUC	ROOSEVELT
A	02/2023	A 2	\$4.24	PAID	23-0898	10/27/25					03	EDUC	ROOSEVELT
A	03/2023	R	(\$4.24)	CLAIMED	23-0635	12/11/23			2204	02/01/24	01	EDUC	ROOSEVELT
A	03/2023	A 2	\$4.24	PAID	23-0898	10/27/25					03	EDUC	ROOSEVELT
A	04/2023	R	(\$4.24)	CLAIMED	23-0635	12/11/23			2204	02/01/24	01	EDUC	ROOSEVELT
A	04/2023	A 2	\$4.24	PAID	23-0898	10/27/25					03	EDUC	ROOSEVELT
A	05/2023	R	\$1,822.39	CLAIMED	23-0635	12/11/23			2204	02/01/24	01	EDUC	ROOSEVELT
A	05/2023	A 2	\$1,822.39	CLAIMED	23-0898	10/27/25			2210	11/21/25	01	EDUC	ROOSEVELT
A	06/2023	R	\$0.00	CLAIMED	23-0635	12/11/23			2204	02/01/24	01	EDUC	ROOSEVELT

The payments will need to be moved to the other existing enrollment in this case. (RED Boxe)

Label	ESID	From	To	Program	Frequency	Aide	Provider	Total	Paid	UnPaid	Claimed	UnClaimed	STACID	Rec#	
9100-M	09/07/22	01/16/23	EDUC	01	Payment exists for months outside enrollment dates				\$1,670.52						
Payment List															
Payments Stac Summary															
<input checked="" type="radio"/> Show Payments for Selected Enrollment <input type="radio"/> Show Payments for All Enrollments <input type="radio"/> Include Pending Payments <input checked="" type="radio"/> Show only Processed															
										Total of Selected Enrollments	Enrolled	Paid	UnPaid	Claimed	UnClaimed
											\$16,967.10	\$16,967.10	\$0.00	\$15,296.58	\$1,670.52
Label	Month	Adj	Amount	Status	PaymentBatch	BatchDate	Check#	CheckDate	ClaimBatch	ClaimDate	Rec#	ClaimServiceType	Payee		
A	11/2022	A	\$0.00	CLAIMED	23-0635	12/11/23			2204	02/01/24	01	EDUC	ROOSEVELT		
A	12/2022	R	\$3,515.00	CLAIMED	22-0749	01/13/23			2201	04/11/23	01	EDUC	ROOSEVELT		
A	12/2022	A	\$0.00	CLAIMED	23-0635	12/11/23			2204	02/01/24	01	EDUC	ROOSEVELT		
A	12/2022	A 2	\$121.36	CLAIMED	23-0898	10/27/25			2210	11/21/25	01	EDUC	ROOSEVELT		
A	12/2022	A	\$134.12	CLAIMED	22-0785	02/09/23			2201	04/11/23	01	EDUC	ROOSEVELT		
A	01/2023	R	(\$4.24)	CLAIMED	23-0635	12/11/23			2204	02/01/24	01	EDUC	ROOSEVELT		
A	01/2023	A 2	\$231.62	CLAIMED	23-0898	10/27/25			2210	11/21/25	01	EDUC	ROOSEVELT		
A	01/2023	A 77	\$1,657.80	PAID	23-0898	10/27/25					03	EDUC	ROOSEVELT		
A	02/2023	R	(\$4.24)	CLAIMED	23-0635	12/11/23			2204	02/01/24	01	EDUC	ROOSEVELT		
A	02/2023	A 2	\$4.24	PAID	23-0898	10/27/25					03	EDUC	ROOSEVELT		
A	03/2023	R	(\$4.24)	CLAIMED	23-0635	12/11/23			2204	02/01/24	01	EDUC	ROOSEVELT		
A	03/2023	A 2	\$4.24	PAID	23-0898	10/27/25					03	EDUC	ROOSEVELT		
A	04/2023	R	(\$4.24)	CLAIMED	23-0635	12/11/23			2204	02/01/24	01	EDUC	ROOSEVELT		
A	04/2023	A 2	\$4.24	PAID	23-0898	10/27/25					03	EDUC	ROOSEVELT		
A	05/2023	R	\$1,822.39	CLAIMED	23-0635	12/11/23			2204	02/01/24	01	EDUC	ROOSEVELT		
A	05/2023	A 2	\$1,822.39	CLAIMED	23-0898	10/27/25			2210	11/21/25	01	EDUC	ROOSEVELT		
A	06/2023	R	\$0.00	CLAIMED	23-0635	12/11/23			2204	02/01/24	01	EDUC	ROOSEVELT		

If you are not able to figure out where to move the payments or if you need to move the payments, contact us at preschoolsupport@cpseportal.com

-----Click here to return to top-----

Problem, Overpaid County Enrollment

What does it mean? There are payments on the enrollment that total to an amount that is greater than the total amount on the enrollment.

Resolution,

Are the payments correct?

If yes, you can check the STAC to make sure the approved amount is enough to claim all of the payments, if so then no further action is required.

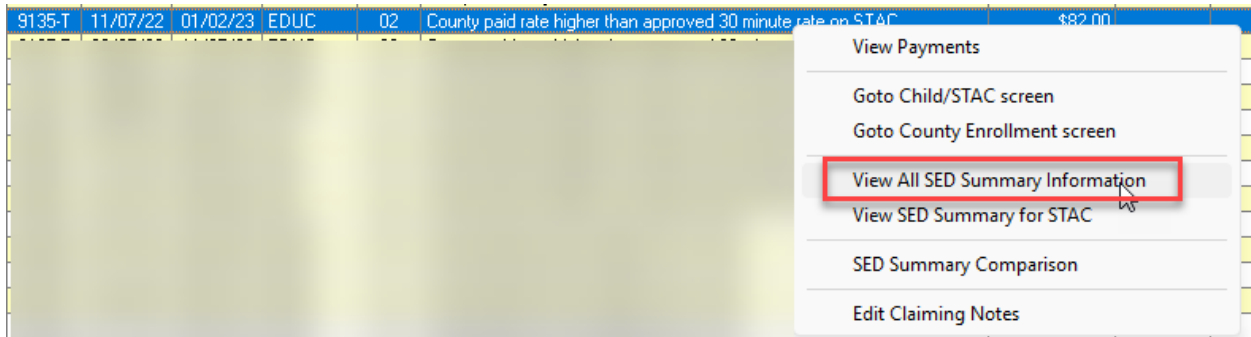
If no, then the payments can be taken back

-----Click here to return to top-----

Problem, County paid rate higher than approved 30-minute rate on STAC

What does it mean? The rate that the county paid for the enrollment is higher than the 30 minute rate SED approved for the county on the STAC.

Resolution, To look into the issue right click on the child’s problem and click View All SED Summary Information, this will bring up the child’s SED Summary screen.



On that screen, take note of the rate that is approved by SED (in this case it is \$0).

STACs														
Year	Session	Rec#	Begin	End	Type	Amd	DistrictName	Educ Provider	Multi	Prov is Eval	Issued	Summary	CPSE Code	Provider
202223	SUM	01	07/07/22	08/17/22	SEIT/RS	02	CLYDE-SAVANNAH CSD		N	X	03/08/23	11/30/25	650301040000	65030104
202223	WIN	02	09/07/22	06/23/23	SEIT/RS	03	CLYDE-SAVANNAH CSD	CLYDE-SAVANNAH CSD	N	N	03/08/23	11/30/25	650301040000	65030104

Details										
Service	Program	Begin	EndDate	Ind/Grp	30-min sess	Rate	Approved	Prior Claimed	Available	Status
EDUC	9135-T	09/07/22	06/23/23	IND	156	\$0.00	\$0.00	\$0.00	\$0.00	APPROVED
ST	9200-2	09/07/22	06/23/23	IND	117	\$80.00	\$9,360.00	\$6,880.00	\$2,480.00	APPROVED
TRAN		09/07/22	06/23/23				\$31,000.00	\$0.00	\$31,000.00	APPROVED

Then Compare it to the rate that the county Paid

To do this close the Summary Screen and double click on the child’s problem line to view the payment list.

Label	ESID	From	To	Program	Frequency	Aide	Provider	Total	Paid	UnPaid	Claimed	UnClaimed	STACID	Rec#
B	SE2223w0000809	09/07/22	11/07/22	9135-T	2 x 60		CLYDE-SAVANNAH CSD	\$1,476.00	\$738.00	\$738.00	\$0.00	\$738.00		02
A	SE2223w0000850	11/07/22	01/02/23	9135-T	2 x 30		CLYDE-SAVANNAH CSD	\$656.00	\$82.00	\$574.00	\$0.00	\$82.00		02
C	SE2223w0000858	01/03/23	06/23/23	9135-T	2 x 60		CLINICAL ASSOC OF THE	\$3,772.00	\$3,034.00	\$738.00	\$0.00	\$3,034.00		X1
D	SE2223w0000859	01/03/23	06/23/23	9135-T	1 x 60 MONTHLY		CLINICAL ASSOC OF THE	\$492.00	\$492.00	\$0.00	\$0.00	\$492.00		X1

<input type="radio"/> Show Payments for Selected Enrollment <input checked="" type="radio"/> Show Payments for All Enrollments		<input type="radio"/> Include Pending Payments <input checked="" type="radio"/> Show only Processed		Total of Selected Enrollments		Enrolled	Paid	UnPaid	Claimed	UnClaimed
						0.00	0.00	0.00	0.00	0.00

Label	Month	Adj	Sess	Rate	Amount	Status	PaymentBatch	BatchDate	Check#	CheckDate	ClaimBatch	ClaimDate	Rec#	ClaimServiceType	Payee
B	09/2022	R	4	\$82.00	\$328.00	PAID	22-0563	10/14/22					02	EDUC	CLYDE-SAVANI
B	10/2022	R	4	\$82.00	\$328.00	PAID	22-0627	11/15/22					02	EDUC	CLYDE-SAVANI
B	11/2022	R	2	\$41.00	\$82.00	PAID	22-0725	01/03/23					02	EDUC	CLYDE-SAVANI
A	11/2022	R	2	\$82.00	\$82.00	PAID	22-0725	01/03/23					02	EDUC	CLYDE-SAVANNAH
C	01/2023	R	8	\$82.00	\$656.00	PAID	23-0041	02/10/23					X1	EDUC	CLINICAL ASSOC
D	01/2023	R	8	\$82.00	\$82.00	PAID	23-0074	03/09/23					X1	EDUC	CLINICAL ASSOC
C	02/2023	R	6	\$82.00	\$492.00	PAID	23-0074	03/09/23					X1	EDUC	CLINICAL ASSOC
D	02/2023	R	6	\$82.00	\$82.00	PAID	23-0143	04/18/23					X1	EDUC	CLINICAL ASSOC
C	03/2023	R	6	\$82.00	\$492.00	PAID	23-0143	04/18/23					X1	EDUC	CLINICAL ASSOC
D	03/2023	R	6	\$82.00	\$82.00	PAID	23-0143	04/18/23					X1	EDUC	CLINICAL ASSOC
C	04/2023	R	6	\$82.00	\$574.00	PAID	23-0198	05/15/23					X1	EDUC	CLINICAL ASSOC
D	04/2023	R	6	\$82.00	\$82.00	PAID	23-0198	05/15/23					X1	EDUC	CLINICAL ASSOC
C	05/2023	R	6	\$82.00	\$410.00	PAID	23-0263	06/19/23					X1	EDUC	CLINICAL ASSOC
D	05/2023	R	6	\$82.00	\$82.00	PAID	23-0263	06/19/23					X1	EDUC	CLINICAL ASSOC
C	06/2023	R	6	\$82.00	\$410.00	PAID	23-0377	08/02/23					X1	EDUC	CLINICAL ASSOC
D	06/2023	R	6	\$82.00	\$82.00	PAID	23-0377	08/02/23					X1	EDUC	CLINICAL ASSOC

Refresh		Re-Align		Total of Selected Payments		Payment	Paid	Claimed
						0.00	0.00	0.00

9135-T 11/07/22 01/02/23 EDUC 02 County paid rate higher than approved 30 minute rate on STAC \$82.00

If the rate for an RS Service is not correct, you will need to reach out to SED to update your RS Rates.

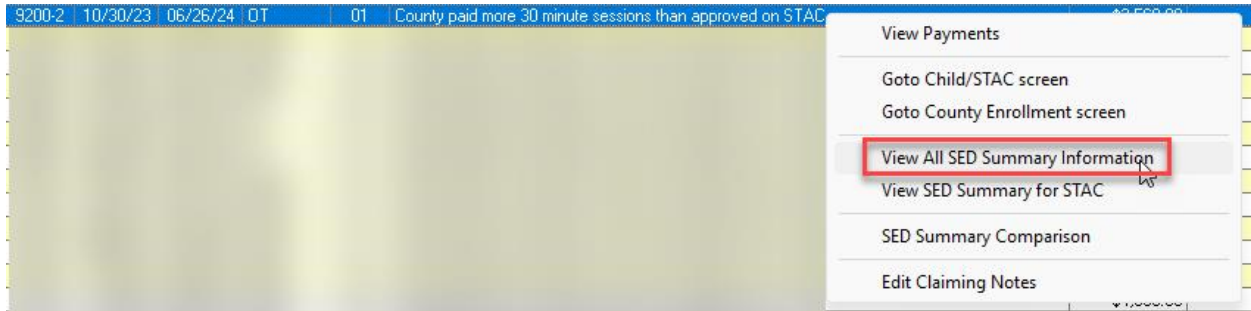
If the rate for a SEIT Provider is not correct (or \$0) Contact SED and find out why, then make a determination about what you want to do next.

[-----Click here to return to top-----](#)

Problem, County Paid more 30 Minute Sessions than Approved on STAC

What does it mean? The county paid more sessions than SED approved on the STAC.

Resolution, To look into the issue right click on the child's problem and click View All SED Summary Information, this will bring up the child's SED Summary screen.



On that screen, take note of the number of sessions that are approved by SED (in this case it is 40).

STACs														
Year	Session	Rec#	Begin	End	Type	Amd	DistrictName	Educ Provider	Multi	Prov is Eval	Issued	Summary	CPSE Code	Provider
202324	WIN	01	09/01/23	06/30/24	SEIT/RS	02			N	Y	08/21/25	11/30/25	651201060000	43170188

Details											
Service	Program	Begin	EndDate	Ind/Grp	30-min sess	Rate	Approved	Prior Claimed	Available	Status	
EDUC	9135-T	09/06/23	06/26/24	IND	150	\$43.00	\$6,880.00	\$0.00	\$6,880.00	APPROVED	
OT	9200-2	09/06/23	06/26/24	IND	40	\$80.00	\$3,200.00	\$3,120.00	\$80.00	APPROVED	
PT	9200-2	09/01/23	06/30/24	IND	80	\$80.00	\$6,400.00	\$4,040.00	\$2,360.00	APPROVED	
ST	9200-2	09/06/23	06/26/24	IND	80	\$80.00	\$6,400.00	\$5,760.00	\$640.00	APPROVED	

Close

Then compare it to the number of sessions that have been paid

To do this close the Summary Screen and double click on the child's problem line to view the payment list. (In this case the number of sessions approved is 53)

A RS2324w0005929 10/30/23 06/26/24 OT - ind 2 x 30																										
\$5,120.00 \$5,040.00 \$80.00 \$2,480.00 \$2,560.00 OT 01																										
<input checked="" type="radio"/> Show Payments for Selected Enrollment <input type="radio"/> Show Payments for All Enrollments												<input type="radio"/> Include Pending Payments <input checked="" type="radio"/> Show only Processed		Total of Selected Enrollments <table border="1"> <tr> <td>Enrolled</td> <td>Paid</td> <td>UnPaid</td> <td>Claimed</td> <td>UnClaimed</td> </tr> <tr> <td>\$5,120.00</td> <td>\$5,040.00</td> <td>\$80.00</td> <td>\$2,480.00</td> <td>\$2,560.00</td> </tr> </table>			Enrolled	Paid	UnPaid	Claimed	UnClaimed	\$5,120.00	\$5,040.00	\$80.00	\$2,480.00	\$2,560.00
Enrolled	Paid	UnPaid	Claimed	UnClaimed																						
\$5,120.00	\$5,040.00	\$80.00	\$2,480.00	\$2,560.00																						
Label	Month	Adj	Sess.	Rate	Amount	Status	PaymentBatch	BatchDate	Check#	CheckDate	ClaimBatch	ClaimDate	Rec#	ClaimServiceType	Payee											
A	11/2023	R	9	\$80.00	\$720.00	CLAIMED	23-0642	12/11/23			2301	04/03/24	01	OT	BREAKING											
A	12/2023	R	7	\$80.00	\$560.00	CLAIMED	23-0690	12/28/23			2301	04/03/24	01	OT	BREAKING											
A	01/2024	R	10	\$80.00	\$800.00	CLAIMED	24-0004	02/05/24			2301	04/03/24	01	OT	BREAKING											
A	02/2024	R	5	\$80.00	\$400.00	CLAIMED	24-0075	03/04/24			2301	04/03/24	01	OT	BREAKING											
A	03/2024	R	9	\$80.00	\$720.00	PAID	24-0158	04/01/24					01	OT	BREAKING											
A	04/2024	R	6	\$80.00	\$480.00	PAID	24-0210	05/01/24					01	OT	BREAKING											
A	05/2024	R	9	\$80.00	\$720.00	PAID	24-0285	06/04/24					01	OT	BREAKING											
A	06/2024	R	8	\$80.00	\$640.00	PAID	24-0387	07/08/24					01	OT	BREAKING											

If the number of sessions that were paid is correct you can add extra sessions on the STAC Screen:

STAC Enrollment - RS

OK to Submit to SED
 Force this STAC to be sent in next batch
 Multiple Service STAC

Provider:
 Program:
 Service: Occupational Therapy

FromDate: 09/06/2023 ToDate: 06/26/2024 # Weeks: 40

Individual Group Group Size: 1

	Enrollment	STAC Approval	County Enrollment Totals
Rate per Session:	80	80	Max 30 minute Rate \$80.00
Minutes per Session:	30	30	Avg 30 minute Rate \$80.00
#Sessions Per Week:	1	1	
Extra Sessions:	0	0	
Total Sessions:	40	40	Total 30-min session 72
Extra Session Cost:	0		Enrollment Totals \$5,760.00
Total Cost:	3200	3200	Total for Max Rate \$5,760.00

Sessions: Per Week Per Month Total

Modified By:

Update From County Enrollments

Status	ProviderCode	PrgCode	StacCd	Program		
From	To	GSize	Type	Sess	Rate	Cost

If the extra sessions were paid in error they can be recouped by creating an adjustment.

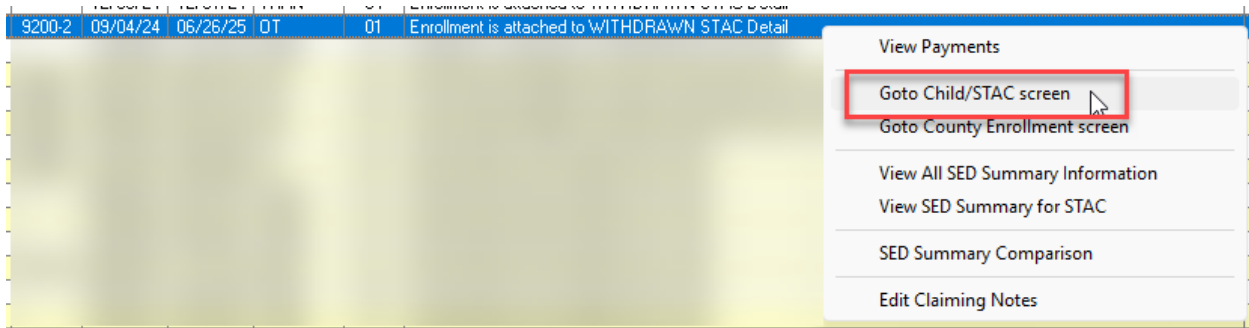
There may be circumstances in which payments need to be moved to other enrollments.

-----[Click here to return to top](#)-----

Problem, Enrollment is attached to WITHDRAWN STAC Detail

What does it mean? The enrollment is attached to a STAC Detail that has been withdrawn by SED

Resolution, to look into this right click the child's problem message and select the Goto Child/STAC Screen option



On the Child/STAC Screen, find the STAC and select it:

SEIT	24-25 10 Month	SODUS CSD	12/13/2024	12/13/2024	01	202425	L46214	ELECTRONIC	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
EVAL		SODUS CSD	10/18/2024	10/21/2024	01		L46214	ELECTRONIC	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Center Based District: STAC-1 STAC Letters Foster Care County
 SEIT + Related Services District: SODUS CSD
 Evaluation

TRANS		SEIT		RS		CB		EVAL		
Type	Program	RS	From Date	To Date	PerWeek	Weeks	Sessions	Rate	TotalCos	WithdrawStatus
SEIT	BRIGHT START		9/4/2024	6/26/2025	4	40	160	\$45.00	\$7,200.00	WITHDRAWN
RS	RICE, MISSY IND	OT	9/4/2024	6/26/2025	2	40	80	\$80.00	\$6,400.00	WITHDRAWN

If it should be withdrawn, you will probably want to recoup the payments.

If it should not be withdrawn, you will need to get it approved again or move the payments to a different STAC (preschoolsupport@cpseportal.com can assist with this)

-----[Click here to return to top](#)-----

Problem, County Paid More than Approved on STAC

What does it mean? The county paid more money for the child than SED approved.

Resolution, Take note of the REC #, Service Type, Program Code, and dates.

Last Name	First Name	DOB	Type	ESID	Provider	Prog	From	To	SED Type	Rec#	Potential Problem	Amount
			CB	B2324W0053404	SUMMIT	91004	09/06/23	12/14/23	EDUC	01	County paid more than approved on STAC	\$2,399.85

Then Right click on the child's problem line and select the Goto Child/STAC Screen option.

Select the appropriate STAC, ensure the dates, and Program code are correct

Type	Program	RS	From Date	To Date	PerWeek	Weeks	Sessions	Rate	TotalCost	WithdrawStatus	
CB	23-24 10 Month	Lackawanna	3/19/2024	3/21/2024	01	202324		ELECTRONIC			
CB	23-24 2 Month	Lackawanna	12/1/2023	12/5/2023	02	202324		ELECTRONIC			
CB	22-23 10 Month	Lackawanna	11/1/2022	11/3/2022	01	202223		ELECTRONIC			
EVAL		Lackawanna	3/25/2022	3/29/2022	01						

Center Based District: STAC Letters: Foster Care County:

SEIT + Related Services District:

Evaluation District:

Type	Program	RS	From Date	To Date	PerWeek	Weeks	Sessions	Rate	TotalCost	WithdrawStatus
CB	SUMMIT (9100)		9/6/2023	12/14/2023		14		\$59,751.00	\$21,390.85	
TRANS					0		0	\$28,000.00	\$28,000.00	

Then Click on the child's Blue STACID to open the STAC Summary.

Compare what is entered on the STAC Screen to what is approved by SED.

Type	Program	RS	From Date	To Date	Per/Week	Weeks	Sessions	Rate	TotalCost	WithdrawStatus
CB	SUMMIT (9100)		9/6/2023	12/14/2023		14		\$59,751.00	\$21,390.85	
TRANS					0		0	\$28,000.00	\$28,000.00	

SED Child Summary

Last Name: _____ First Name: _____ MI: _____ STACID: _____

DOB: _____ Gender: _____ Race/Ethnicity: _____

STACs: Evals:

School Year: 202324 Show All Details Only show details for selected STAC

Year	Session	Rec#	Begin	End	Type	Amd	DistrictName	Educ Provider	Multi	Prov is Eval	Issued	Summary	CPSE Code	Provider
202324	WIN	01	09/06/23	12/14/23	CB	03	LACKAWANNA CITY SD	SUMMIT	N	N	03/19/24	01/18/26	141800010000	14020399
202324	SUM	02	07/10/23	08/18/23	CB	02	LACKAWANNA CITY SD	BAKER VICTORY	N	N	06/07/24	01/18/26	141800010000	14180013
202324	WIN	03	12/15/23	06/20/24	CB	01	LACKAWANNA CITY SD	SUMMIT	N	N	03/19/24	01/18/26	141800010000	14020399

Service	Program	Begin	EndDate	Hrs/Day	Days/Week	Aide%	Aide Rate	FTE	Rate	Approved	Prior Claimed	Available	Status
EDUC	9100-I	09/06/23	12/14/23	5	5	00%	\$0.00	0.358	\$59,751.00	\$21,390.85	\$19,007.64	\$2,383.21	APPROVED
TRAN		09/06/23	12/14/23							\$28,000.00	\$8,851.29	\$19,148.71	APPROVED

In this case the Blue STAC Screen and the SED Summary match.

Next, go to the Grey County enrollment screen and look at the enrollment.

Find the enrollment and double click to see the payment list.

In this case, the payments that are attached to the STAC REC 01 total a higher amount [\$21,407.49] than what was approved by SED [\$21,390.85].

Payment List

Payments | Stac Summary

Label	ESID	From	To	Program	Frequency	Aide	Provider	Total	Paid	UnPaid	Claimed	UnClaimed	STACID	Rec#
A	CB2324W0053404	09/06/23	12/14/23	9100-I	5 hrs /5 days	N	SUMMIT	\$21,390.85	\$15,279.17	\$6,111.68	\$12,879.32	\$2,399.85	J85576	01
B	CB2324W0054153	12/15/23	06/20/24	9160-J	5 hrs /5 days	N	SUMMIT	\$30,832.74	\$25,899.50	\$4,933.24	\$25,899.50	\$0.00	J85576	03

Show Payments for Selected Enrollment Include Pending Payments
 Show Payments for All Enrollments Show only Processed

Total of Selected Enrollments	Enrolled	Paid	UnPaid	Claimed	UnClaimed
	\$21,390.85	\$15,279.17	\$6,111.68	\$12,879.32	\$2,399.85

Label	Month	Adj	Amount	Status	PaymentBatch	BatchDate	Check#	CheckDate	ClaimBatch	ClaimDate	Rec#	ClaimServiceType	Payee
A	10/2023	R	\$5,505.64	PAID	23-3821	11/20/23					01	EDUC	SUMMIT
A	10/2023	A	\$622.68	CLAIMED	24-0060	02/29/24			2301	04/03/24	01	EDUC	SUMMIT
A	10/2023	A	(\$16.64)	PAID	24-3073	09/23/24					01	EDUC	SUMMIT
A	11/2023	R	\$5,505.64	CLAIMED	23-4371	12/26/23			2301	04/03/24	01	EDUC	SUMMIT
A	11/2023	A	(\$16.64)	PAID	24-3073	09/23/24					01	EDUC	SUMMIT
A	11/2023	A	\$622.68	CLAIMED	24-0060	02/29/24			2301	04/03/24	01	EDUC	SUMMIT
A	12/2023	R	\$5,505.64	CLAIMED	23-4812	01/22/24			2301	04/03/24	01	EDUC	SUMMIT
A	12/2023	A	\$3,072.51	PAID	24-3073	09/23/24					01	EDUC	SUMMIT
A	12/2023	A	\$622.68	CLAIMED	24-0060	02/29/24			2301	04/03/24	01	EDUC	SUMMIT
B	12/2023	R	\$2,466.62	CLAIMED	23-5329	07/07/25			2306	07/14/25	03	EDUC	SUMMIT
B	01/2024	R	\$5,505.64	CLAIMED	24-0052	02/28/24			2301	04/03/24	01	EDUC	SUMMIT
B	01/2024	A	(\$1,195.08)	CLAIMED	24-3073	09/23/24			2306	07/14/25	03	EDUC	SUMMIT
B	01/2024	A	\$622.68	CLAIMED	24-0060	02/29/24			2301	04/03/24	01	EDUC	SUMMIT
B	03/2024	R	\$4,933.24	CLAIMED	24-0945	04/29/24			2302	06/27/24	03	EDUC	SUMMIT
B	04/2024	R	\$4,933.24	CLAIMED	24-1343	05/20/24			2302	06/27/24	03	EDUC	SUMMIT
B	05/2024	R	\$4,933.24	CLAIMED	24-1776	06/17/24			2302	06/27/24	03	EDUC	SUMMIT
B	06/2024	R	\$3,699.92	CLAIMED	24-2230	07/23/24			2303	09/16/24	03	EDUC	SUMMIT

Total of Selected Payments	Payment	Paid	Claimed
	\$21,407.49	\$21,407.49	\$19,007.64

To fix this payments would need to be moved to different STAC's. If you need assistance with this contact us at preschoolsupport@cpseportal.com.

-----[Click here to return to top](#)-----

STAC Detail Not Approved

What does it mean? The child has an approved STAC but a new STAC Detail was added and this has not been approved yet.

Resolution:

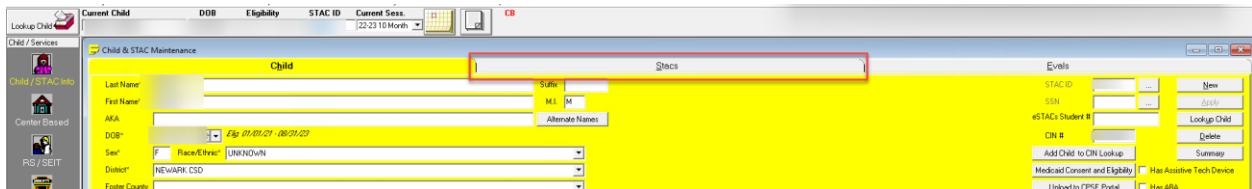
1. Download the Summary Files and match them, then re-run the audit.

<http://support.cpseportal.com/kb/a115/importing-sed-summary-file-stac-eval-into-preschool.aspx>

2. If the STAC still has the same problem, right click on the child's Problem line and click 'Goto Child/STAC Screen'.



This will take you to the child's Yellow screen, from here, click the STAC's tab:



Once you go to the Blue STAC screen, check to see if the STAC was ever sent electronically (Last Sent date).

Type	Session	District	Rejected	Last Sent	Last App'd	Rec#	Year	SEDStac#	X-Mit	DualSTAC	Force	OKToSend	Status
SEIT	23-24 2 Month	NEWARK CSD		8/1/2023	8/2/2023	01	202324		ELECTRONIC	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
SEIT	22-23 10 Month	NEWARK CSD	2/17/2026	2/13/2026			202223		ELECTRONIC	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

If it was not sent, send a batch of STAC's for the given School Year.

<http://support.cpseportal.com/kb/a113/submitting-stac-1s-to-nysed.aspx>

If it was sent but not approved it may have been rejected:

Type	Session	District	Rejected	Last Sent	Last App'd	Rec#	Year	SEDStac#	X-Mit	DualSTAC	Force	OKToSend	Status
SEIT	23-24 2 Month	NEWARK CSD		8/1/2023	8/2/2023	01	202324		ELECTRONIC	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
SEIT	22-23 10 Month	NEWARK CSD	2/17/2026	2/13/2026			202223		ELECTRONIC	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

If it was rejected, click view details to see why it was rejected and resolve the rejection.

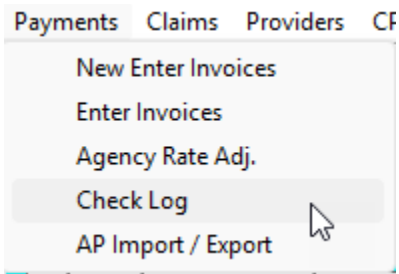
-----[Click here to return to top](#)-----

County Requires check date to claim and no check date has been entered

What does it mean? The county requires that a Check Number and Check Date are entered on a Payment Batch before any payments from that batch can be claimed on the AVL.

Resolution:

Go to the Check Log



Payments > Check Log

Find the Batch and enter the Check Number, Check Amount, and Check Date.

Check #	Check Amt	Vendor Invoice #	Vendor Inv Date	County Voucher #	Check Date
		RS2601121			

-----[Click here to return to top](#)-----