



Wisconsin Child Care Regulatory System (WISCCRS)

User Guide

Transactions

September 2025

Division of Early Care and Education

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Transactions

This module captures information about licensing/certification fees and collections. This module works similarly to an accounting system with debits and credits. If the agency charges a fee, the fee may be entered into the Transactions module. As soon as the fee is entered, the Transactions screen shows a Balance Due. Once collections are entered and applied to the fees, the balance is adjusted accordingly.

Because the Transactions module works similarly to an accounting system, fees that have been collected or adjusted cannot be deleted. However, fees can be withdrawn, and collections reversed.

Display Transactions for a Provider/Center

To view transaction information for a provider/center, click on the Transactions link in the left-side navigation menu. Below is a screen print of the Transactions screen:

Transaction Summary						
Transaction Date	Transaction/Collection Id	Transaction Type/Collection Type	Amount	Balance As of Transaction Date	Current Status	Comments
05/05/11	T 2000000256	License Fee	(\$60.50)	(\$60.50)	Collected	
05/05/11	T 2000000269	Late Fee	(\$50.00)	(\$110.50)	Collected	
05/05/11	C 2000000079	Check	\$75.00	(\$35.50)	Applied	
05/05/11	C 2000000087	Check	\$50.00	\$0.00	Applied	
05/05/11	T 2000000295	Refund	\$14.50	\$14.50	Open	Refund created from: C 2000000087
05/05/11	T 2000000299	Decrease Balance	\$14.50	\$29.00	Open	
05/05/11	T 2000000311	Forfeiture Fee	(\$500.00)	\$0.00	Open	
07/11/13	T 2000001075	Automated Background Check Fee	(\$10.00)	(\$10.00)	Collected	
04/24/15	C 2000001013	Cash	\$150.00	\$140.00	Applied	
06/02/15	T 2000001783	Automated Background Check Fee	(\$10.00)	\$130.00	Invoiced	
Amount in Excess: \$29.00			Total Amount Due: \$130.00			

Links on this page include (they are all explained in more detail later in this user guide):

- **New Fee/Adjustment:** This link takes you to a screen that is used to enter new fees/adjustments.
- **Collection:** This link takes you to a screen that displays history of all collections applied towards fees for a provider/center. This is also the screen that allows deletion of a collection to unlock fees/adjustments. A garbage can icon will appear if the system allows you to delete the collection.
- **Fees/Adjustments:** This link takes you to a screen that displays history of all fees/adjustments for a provider/center in a chronological order. On this page, you can: access the Modify Fee/Adjustment screen, Delete (withdraw) Fee/Adjustment screen, view history, and upload documents pertaining to a fee/adjustment. This screen is also the best way to see exactly where the balance due and refund amounts are coming from.

Fees / Adjustments						
Type	Amount	Balance	Creation Date	Comments	Status	
Automated Background Check Fee	(\$10.00)	\$0.00	07/11/13		Collected	Documents
Automated Background Check Fee	(\$10.00)	(\$10.00)	06/02/15		Invoiced	Documents
License Fee	(\$60.50)	\$0.00	05/05/11		Collected	Documents
Late Fee	(\$50.00)	\$0.00	05/05/11		Collected	Documents
Refund	\$14.50	\$14.50	05/05/11		Open	Apply Documents
Decrease Balance	\$14.50	\$14.50	05/05/11		Open	Apply Documents
Forfeiture Fee	(\$500.00)	(\$360.00)	05/05/11		Open	Documents
Total Amount Due:		(\$370.00)				

- **New Collection:** This link takes you to a screen that is used to enter new collection information.

New Fee/Adjustment Screen

Below is a print of the screen.

The Add Fee/Adjustment has the following values:

Fee Type	Description	Certification	Licensing
Background Check Fee - Certification	Mostly displayed for historical records as certification agencies no longer conduct background checks.	Y	N
Background Check	This fee is used in the following scenarios: 1. Automatically inserted for automated name-based Annual and Initial DOJ (for minor employees) background checks. The Transaction module includes the name of the person whom the check fee applies to. 2. Ad hoc name-based checks: This fee is inserted when an Ad hoc DOJ background check is triggered, and 'Already Paid by Provider' option is chosen.	Y	Y
Certification Fee Adjustment	Replaces what was previously known as the "Cap Increase Fee and Increase Balance." This type may be used to increase a certification fee.	Y	N
Decrease Balance	Used by licensing if the Balance Due needs to be decreased. This could be due to an error made during data entry.	N	Y
Forfeiture Fee Adjustment	Used by licensing to adjust a Forfeiture Fee.	N	Y
Decrease Balance - Certification	Used to decrease the balance of certification fees.	Y	Y
Initial Certification	Use this type to record fees for new certification applications. The system automatically generates this fee for certification applications in Milwaukee County.	Y	N
Late	Used by licensing to record late fees.	N	Y
Late Fee - Certification	Use this type to record late fees.	Y	N
License	System automatically creates this fee for licensed providers when the licensing continuation letters are generated or when the provider submits an initial application via CCPP.	N	Y
License Fee Adjustment	Used by licensing. Previously known as "Increase Balance and Cap Increase Fee".	N	Y

NSF Fee - Certification	If the agency charges a fee for a Non-Sufficient Funds (NSF) check, use this type to record the additional fee.	Y	N
NSF Licensing	Used by licensing for Non-Sufficient Fund (NSF) fees.	N	Y
Re-certification Fee	Use this type to record fees that the agency charges for re-certification applicants. The system automatically inserts this fee for certified providers in Milwaukee County.	Y	N
Record Request - Licensing	This is used by Child Care Background Check unit (CBU) CBU to record various fees associated with out-of-state background checks, etc. This fee is not visible for providers in CCPP because the fee is usually covered by DCF.	N	Y
Refund	If a collection is entered into the system that exceeds the Balance Due, the system creates a refund (positive value) that can be applied to future fees or refunded by the certification agency to the provider.	N	Y
Credit Note	Displays a positive value if an invoiced fee has been adjusted by issuing a credit note.		

After the fee has been added to New Fee/Adjustment page, the Fee/Adjustment page displays:

Fees/Adjustments							
New Fee/Adjustment							New Collection
Type	Amount	Balance	Creation Date	Comments	Status		
License	(\$15.12)	\$0.00	04/14/11		Collected		Documents
License	(\$60.50)	\$0.00	01/08/14		Collected		Documents
Forfeiture	(\$200.00)	\$0.00	01/22/14	Enforcement Id:2000000584	Collected		Documents
Forfeiture	(\$500.00)	(\$260.50)	01/22/14	Enforcement Id:2000000584	Open		Documents
Forfeiture	(\$100.00)	(\$100.00)	01/22/14	Enforcement Id:2000000584	Open		Documents
Forfeiture	(\$100.00)	(\$100.00)	01/22/14	Enforcement Id:2000000584	Open		Documents
License	(\$60.50)	(\$60.50)	03/04/15		Open		Documents
Late	(\$5.00)	(\$5.00)	01/27/16		Open		Documents
Forfeiture Fee Adjustment	(\$100.00)	(\$100.00)	01/27/16		Open		Documents
License	(\$60.50)	(\$60.50)	07/28/16		Open		Documents
License	(\$60.50)	(\$60.50)	01/26/18		Open		Documents
License	(\$60.50)	(\$60.50)	02/18/20		Open		Documents
Total Amount Due:		(\$807.50)					

The Transaction page displays the amounts due and total balance. The module has the following columns:

Column	Description
Type	This column shows the fee types.
Amount	This column shows the amount associated with the fee.
Balance	This column shows the balance after the fee has been entered.
Creation Date	The date the fee was created.
Comments	This column shows any comments related to the fee. When creating forfeiture fees, the system automatically inserts the Enforcement ID associated with the forfeiture. If the fee is for a

	Background Check, the system inserts the name of the Individual whose background check the fee applies to.
Status	<p>This column shows the status of the fee. The values are:</p> <ul style="list-style-type: none"> • Open: Fees remain open until the collection has been entered. • Collected: Once the collection has been applied to a fee, the status of the fee is changed to Collected. • Ready to Invoice: This status is shown on automated Background Check fees only. • Invoiced: This status is shown on automated Background Check fees only after the invoice has been sent. Fees in Invoiced status cannot be withdrawn. • Withdrawn. If a fee is withdrawn, the status is changed to Withdrawn. • Referred to Finance: This value is used by DCF and can be applied to fees in Open status. • Refund Issued: When a refund is entered on the Fees/Adjustments page and then the check is sent from the agency/DCF to the provider, the fee status is changed to Refund Issued. • Withdrawn: This value shows for fees that have been withdrawn/deleted.
Documents	The Documents link takes you to the Transaction Document screen where supporting documents can be uploaded/viewed.

Modify Fee/Adjustment

To modify a Fee/Adjustment, complete the following steps:

1. Click on the **Transactions** link in the left-side navigation menu.
2. Click on the **Fees/Adjustments** link on the bottom of the Transaction page.

Transaction Summary						
Transaction Date	Transaction/Collection Id	Transaction Type/Collection Type	Amount	Balance As of Transaction Date	Current Status	Comments
05/05/11	T 2000000256	License Fee	(\$60.50)	(\$60.50)	Collected	
05/05/11	T 2000000269	Late Fee	(\$50.00)	(\$110.50)	Collected	
05/05/11	C 2000000079	Check	\$75.00	(\$35.50)	Applied	
05/05/11	C 2000000087	Check	\$50.00	\$0.00	Applied	
05/05/11	T 2000000295	Refund	\$14.50	\$14.50	Open	Refund created from: C 2000000087
05/05/11	T 2000000299	Decrease Balance	\$14.50	\$29.00	Open	
05/05/11	T 2000000311	Forfeiture Fee	(\$500.00)	\$0.00	Open	
07/11/13	T 2000001075	Automated Background Check Fee	(\$10.00)	(\$10.00)	Collected	
04/24/15	C 2000001013	Cash	\$150.00	\$140.00	Applied	
06/02/15	T 2000001783	Automated Background Check Fee	(\$10.00)	\$130.00	Invoiced	
Amount in Excess: \$29.00			Total Amount Due: \$130.00			
Fees/Adjustments						Collections

3. Click on the Modify icon on the Fees/Adjustments screen.

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Fees/Adjustments						
New Fee/Adjustment						New Collection
Type	Amount	Balance	Creation Date	Comments	Status	
Automated Background Check Fee	(\$10.00)	\$0.00	07/11/13		Collected	Documents
Automated Background Check Fee	(\$10.00)	(\$10.00)	06/02/15		Invoiced	Documents
License Fee	(\$60.50)	\$0.00	05/05/11		Collected	Documents
Late Fee	(\$50.00)	\$0.00	05/05/11		Collected	Documents
Refund	\$14.50	\$14.50	05/05/11		Open	Apply Documents
Decrease Balance	\$14.50	\$14.50	05/05/11		Open	Apply Documents
Forfeiture Fee	(\$500.00)	(\$360.00)	05/05/11		Open	Documents
Cap Increase Fee	(\$84.80)	(\$84.80)	06/29/18	Cap increase from 50-55 on 6/24/18.	Open	Documents
Total Amount Due:		(\$454.80)				

- If the status of the fee is Collected, only comments can be entered or modified.

Modify Fee/Adjustment	
Type	License Fee
Amount	(\$60.50)
Balance	\$0.00
Status	Collected
Comments	Check #123

- If the status is Open, the Amount and Comments can be modified.

Modify Fee/Adjustment	
Type	Initial Background Check Fee
Amount	<input type="text" value="20"/>
Balance	(\$20.00)
Status	Open
Comments	<input type="text"/>

Delete (Withdraw) Fee/Adjustment

To access the Delete Fee/Adjustment screen, complete the following steps:

- Click on the **Transactions** link in the left-side navigation menu.
- Click on the **Fees/Adjustments** link on the bottom of the Transaction page.

Transaction Summary						
New Fee/Adjustment						
Transaction Date	Transaction/Collection Id	Transaction Type/Collection Type	Amount	Balance As of Transaction Date	Current Status	Comments
05/05/11	T 2000000256	License Fee	(\$60.50)	(\$60.50)	Collected	
05/05/11	T 2000000269	Late Fee	(\$50.00)	(\$110.50)	Collected	
05/05/11	C 2000000079	Check	\$75.00	(\$35.50)	Applied	
05/05/11	C 2000000087	Check	\$50.00	\$0.00	Applied	
05/05/11	T 2000000295	Refund	\$14.50	\$14.50	Open	Refund created from: C 2000000087
05/05/11	T 2000000299	Decrease Balance	\$14.50	\$29.00	Open	
05/05/11	T 2000000311	Forfeiture Fee	(\$500.00)	\$0.00	Open	
07/11/13	T 2000001075	Automated Background Check Fee	(\$10.00)	(\$10.00)	Collected	
04/24/15	C 2000001013	Cash	\$150.00	\$140.00	Applied	
06/02/15	T 2000001783	Automated Background Check Fee	(\$10.00)	\$130.00	Invoiced	
Amount in Excess: \$29.00			Total Amount Due: \$130.00			

- On the Fees/Adjustments screen, click on the Delete icon to access the deletion page. If the status of the fee is Collected, Invoiced or has been adjusted, the Delete icon will not display.

Fees/Adjustments						
New Fee/Adjustment						New Collection
Type	Amount	Balance	Creation Date	Comments	Status	
Automated Background Check Fee	(\$10.00)	\$0.00	07/11/13		Collected	Documents
Automated Background Check Fee	(\$10.00)	(\$10.00)	06/02/15		Invoiced	Documents
License Fee	(\$60.50)	\$0.00	05/05/11		Collected	Documents
Late Fee	(\$50.00)	\$0.00	05/05/11		Collected	Documents
Refund	\$14.50	\$14.50	05/05/11		Open	Apply Documents
Decrease Balance	\$14.50	\$14.50	05/05/11		Open	Apply Documents
Forfeiture Fee	(\$500.00)	(\$360.00)	05/05/11		Open	Documents
Cap Increase Fee	(\$84.80)	(\$84.80)	06/29/18	Cap increase from 50-55 on 6/24/18.	Open	Documents
Total Amount Due:		(\$454.80)				

- On the following screen, enter a comment and then click on the Withdraw button.

Modify Fee/Adjustment

Type Initial Background Check Fee
Amount (\$20.00)
Balance (\$20.00)
Status Open

Comments
0 of 300 characters.

Updated Information

Updated Date 12/10/2012 11:41 AM
 Worker ID W01140
 Worker Name Lena Licensor

Because the Transaction module in WISCCRS works similarly to an accounting system, the deleted/withdrawn fees do not disappear but are listed in Withdrawn status.

After the screen has been processed, you will be taken back to the Fees/Adjustments page. To view the record that you just deleted/withdrew, click on the Show Withdrawn Transactions, and click Search.

Provider/Loc Number 1800039681 / 001
Facility Number 1122648
Facility Address 124 Money Ln
 Moneyville, WI 45454

Name Tracy Transaction
Applicant/Loc Number 5800078353 / 001
Facility Name Tracys Terrific Toddlers

Show Withdrawn Transactions

Fees/Adjustments

New Fee/Adjustment						New Collection
Type	Amount	Balance	Creation Date	Comments	Status	
License Fee	(\$60.50)	\$0.00	12/07/12	Check #123	Collected	Documents
Forfeiture Adjustment	(\$20.00)	(\$20.00)	12/07/12		Open	Documents
Fbi Fee	(\$50.00)	(\$50.00)	12/10/12		Open	Documents
Total Amount Due:		(\$70.00)				

The following page will include all fees that are in Withdrawn status:

Show Withdrawn Transactions

Fees/Adjustments

New Fee/Adjustment						
Type	Amount	Balance	Creation Date	Comments	Status	
License Fee	(\$60.50)	\$0.00	12/07/12	Check #123	Collected	Documents
Forfeiture Adjustment	(\$20.00)	(\$20.00)	12/07/12		Open	Documents
Initial Background Check Fee	(\$20.00)	(\$20.00)	12/10/12		Withdrawn	Documents
Fbi Fee	(\$50.00)	(\$50.00)	12/10/12		Open	Documents
Total Amount Due:		(\$70.00)				

Withdrawn fees are not shown on the Child Care Provider Portal.

Collections

Once the payment from the provider/applicant has been received, the payment is recorded in WISCCRS. Certified and licensed providers can pay fees owed to DCF using the Child Care Provider Portal. See E-Payments section for further detail.

New Collection

If an E-payment is pending in the Child Care Provider Portal, WISCCRS does not allow a collection to be entered until the E-payment has been processed (this usually happens overnight, but could take longer). The system was programmed this way to prevent duplicate collections.

To access the New Collection screen, take the following steps:

1. Click on the **Transactions** link in the left-side navigation menu.
2. Click on **Fees/Adjustments** in the lower left corner.
3. Click on **New Collection** link on the right (the New Collection link will only appear if there is an open transaction/balance due).

Fees/Adjustments						
New Fee/Adjustment						New Collection
Type	Amount	Balance	Creation Date	Comments	Status	
Automated Background Check Fee	(\$10.00)	\$0.00	07/11/13		Collected	Documents
Automated Background Check Fee	(\$10.00)	(\$10.00)	06/02/15		Invoiced	Documents
License Fee	(\$60.50)	\$0.00	05/05/11		Collected	Documents
Late Fee	(\$50.00)	\$0.00	05/05/11		Collected	Documents
Refund	\$14.50	\$14.50	05/05/11		Open	Apply Documents
Decrease Balance	\$14.50	\$14.50	05/05/11		Open	Apply Documents
Forfeiture Fee	(\$500.00)	(\$360.00)	05/05/11		Open	Documents
Cap Increase Fee	(\$84.80)	(\$84.80)	06/29/18	Cap increase from 50-55 on 6/24/18.	Open	Documents
Total Amount Due:		(\$454.80)				

The following screen will display.

New Collection	
Location	<input type="text" value="001"/>
Type *	<input type="text" value="Check"/>
Date *	<input type="text" value="12/14/2012"/>
Reference #	<input type="text" value="check number"/>
Amount *	<input type="text" value="50"/>
Comments	<input type="text"/>

4. Enter the collection information.

The table below explains the fields on this screen:

Field Name	Description
Location	This field is defaulted to the location/facility the user is in currently. You can enter collections to other sites by changing the location number to be a site number s/he wants to apply the collection towards. If you are making payments for multiple locations with one check/money order you will clear out the Location field number so the payment can be allocated to multiple locations that have a balance due.
Type	Choose check, cash, money order, DOR or Covered by DCF (available only for licensing users).
Date	Enter the date the payment was received.
Reference #	This field can be used to record a check/money order number.
Amount	Enter the amount.

After this page is processed, the following information will display:

New Collection

Location
Type * Check
Date * 6/27/2018
Reference # 52369
Amount * \$150.00
Comments Capacity increase from 50-55.

Apply Collection

Type	Amount	Balance	Creation Date	Comments	Amount App	Invoice ID	Location
Automated Background Check Fee	(\$10.00)	(\$10.00)	06/02/15		\$10.00 <input type="text"/>	2000000240	000
Forfeiture Fee	(\$500.00)	(\$360.00)	05/05/11		\$140.00 <input type="text"/>		001
Cap Increase Fee	(\$84.80)	(\$84.80)	06/29/18	Cap increase from 50-55 on 6/24/18.	\$0.00 <input type="text"/>		001

Be sure to apply the amount to the correct transaction. Zero out all other fields.

If the received amount is the same as the total balance, the system will automatically split the amount, so both/all fees are covered. If the received amount is less than the balance, **you must allocate the amounts towards outstanding fees. The system defaults to applying payment to the oldest transactions first. If you don't want the system to do this, you must change the way the payment is being allocated by zeroing out the Amount Applied for the transactions that you do not want to apply the payment to, and entering the Amount Applied to the transactions that you want to apply the payment to.** After submitting the collection, you are taken to the Collection screen.

The transaction page now show \$0 balance for this specific transaction and the Status is marked Completed.

Transaction Summary							
New Fee/Adjustment							
Transaction Date	Transaction/Collection Id	Transaction Type/Collection Type	Amount	Balance As of Transaction Date	Current Status	Comments	
01/24/24	T 2000004100	License	(\$15.00)	(\$15.00)	Collected	Details	
01/25/24	C 2000002140	Check	\$15.00	\$0.00	Applied	Details	
Amount in Excess: \$0.00			Total Amount Due: \$0.00				
Fees/Adjustments							Collections

Referred to Finance (Used by DCF)

Fees that cannot be collected from the provider (usually closed programs and unregulated forfeitures) should be referred to DCF Finance for collection. Note that a tax ID is needed for Finance to refer these to the Department of Revenue (DOR). Below are steps for the process.

Caution: Once the status has been changed to 'Referred to Finance', the status CANNOT be changed back to 'Open'.

1. Access the Fees/Adjustments page. Then the Modify icon.

Fees/Adjustments						
New Fee/Adjustment						New Collection
Type	Amount	Balance	Creation Date	Comments	Status	
Forfeiture	(\$500.00)	(\$500.00)	12/22/20	Enforcement Id:2000001484	Open	 
Total Amount Due:		(\$500.00)				

2. Modify the amount by deleting the minus sign in front of the amount and change the Status to Referred to Finance.

Modify Fee/Adj

Type Forfeiture

Amount

Balance (\$500.00)

Status 

Comments

Referred To Finance 

Updated Information

Created Date

Worker ID

3. The balance is zeroed out.

Note that these transactions are only listed on the Fees/Adjustment page. They are not displayed on the main Transactions and Collection page. Once the status has been changed to Referred to Finance, the fee status cannot be modified again. If a payment is received after the status has been changed to Referred to Finance, the payment needs to be sent to DCF Finance to be entered into the STAR system.

Fees/Adjustments						
New Fee/Adjustment						New Collection
Type	Amount	Balance	Creation Date	Comments	Status	
Forfeiture	(\$500.00)	\$0.00	12/22/20	Enforcement Id:2000001484	Referred To Finance	 
Total Amount Due:		\$0.00				

Partial/Full Refunds

Sometimes a partial refund must be issue because the collection was incorrectly entered or the provider paid the wrong amount via E-payment. Below are steps to issue a refund.

1. Enter a new fee. Choose Refund as the type.

Fees/Adjustments						
New Fee/Adjustment						
Type	Amount	Balance	Creation Date	Comments	Status	
License	(\$60.50)	\$0.00	01/16/19		Collected	Documents
Refund	\$60.50	\$60.50	12/22/20		Open	Apply Documents
Total Amount Due:		\$0.00				

2. Access the Modify Fee page by clicking the Modify icon for the amount. Change the status to 'Refund Issued'.

Modify Fee/Adjustment	
Type	Refund
Amount	\$60.50
Balance	\$60.50
Status	Refund Issued ▼
Comments	<input type="text"/>

3. The Transaction page shows the status as Refund Issued and balance is set at zero. Keep in mind the system doesn't auto-generate a refund and will require someone to initiate the refund.

Transaction Summary					
New Fee/Adjustment					
Transaction Date	Transaction/Collection Id	Transaction Type/Collection Type	Amount	Balance As of Transaction Date	Current Status
01/16/19	T 2000003014	License	(\$60.50)	(\$60.50)	Collected
12/22/20	C 2000002009	Check	\$60.50	\$0.00	Applied
12/22/20	T 2000003757	Refund	\$60.50	\$0.00	Refund Issued
Amount in Excess: \$0.00			Total Amount Due: \$0.00		

Collections

This page shows collection history for the provider location. This page also shows payments received via the Child Care Provider Portal E-payments.

Collections Applied								
Collection Type	Date Paid	Reference #	Amount Collected	Amount Applied	Location	Comments	Status	Updated Date
Checking Or Savings	01/30/20	WS2CCE004304558	\$50.00	\$50.00	001		Applied	01/30/20 Details
Credit Card	01/27/20		\$60.00	\$60.00	001		Reversed	01/30/20 Details
Total:				\$50.00				

The columns on this page are explained below.

Column Name	Description
Collection Type	Values are: <ul style="list-style-type: none"> • Cash • Check • Covered by DCF – Credit Card (DCF users only) • Covered by DCF – Check (DCF users only) • DOR • Money order • Checking or Savings (payment received as an EFT transfer from provider’s account) • Credit/Debit Card: (payment received as an ACH transfer from provider’s account)
Date Paid	The date the payment was processed.
Reference #	This column shows reference information entered on the New Collection page. If the payment was received via the E-payment system, the confirmation code received from the US Bank is auto-populated in this column.
Amount collected	The amount collected.
Amount Applied	The amount that was applied towards the fee.
Location	The location the collection was applied to.
Comments	Comments entered on the New Collection page.
Status	This column shows the status of the collection: <ul style="list-style-type: none"> • Applied: Displayed for a collection that has been applied to a fee • Reversed: Displayed for collections that were reversed/withdrawn.
Details	Link to the Applied Collections page where details on the collection can be viewed.

Reverse a Collection

Collections entered in WISCCRS can be reversed by taking the following steps:

1. Access the Collection page. Then click on the delete (garbage can) icon.

Collections Applied							
Collection Type	Date Paid	Reference #	Amount Collected	Amount Applied	Location	Comments	Status Updated Date
Check	02/01/20		\$60.50	\$60.50	003		Applied 02/18/20  Details
Total:				\$60.50			

2. On the reverse Collection page, confirm the reversal by clicking on the check box. Enter a comment about why the collection needed to be reversed.

Collection Reversal								
Type	Check							
Date	2/1/2020							
Reference #								
Amount \$	60.50							
Status	Applied							
Comments	<input type="text"/>							
	0 of 300 characters.							
Confirm Reversal *	<input type="checkbox"/>							
Transaction Details for Collection								
Transaction ID	Transaction Type	Amount	Balance	Creation Date	Amount Applied	Invoice ID	Location	Updated Date
2000003014	License	(\$60.50)	\$0.00	01/16/19	\$60.50		003	02/18/20
Total:					\$60.50			

After the collection has been reversed, it cannot be undone.

Payments received via E-payments cannot be reversed.

E-Payments

The provider can pay any fees that are in Open or Invoiced status. The E-payment functionality is explained in the Child Care Provider Portal User Guide <https://dcf.wisconsin.gov/files/publications/pdf/5221.pdf>

The provider can pay the following fees using the Child Care Provider Portal:

Licensed Providers:

- Automated Background Check Fee - Annual Name-based Checks and Initial DOJ Checks (for minor employees)
- Forfeiture fees
- License fees (initial and continuation)
- Other fees such as late fees, etc.

Milwaukee Certified Providers:

- Certification fees (initial and renewal)
- Automated Background Check Fees (Annual Name-based Checks)
- Other fees such as late fees, etc.

Certified provider (excluding Milwaukee):

- Following fees can be paid using the Child Care Provider Portal:
 - Automated Background Check fee (Annual Name-based Checks)

Note: Certification fees applied by certification agencies outside of Milwaukee County cannot be collected using the E-payment system.

As soon as the provider enters the E-payment details in CCPP, the system creates a warning icon in WISCCRS to warn the WISCCRS users that there is a pending E-payment. To avoid potential duplicate collections, WISCCRS does not allow any collections to be entered until the payment has processed.

If the E-payment was initiated before 8PM, the payment usually posts the following banking day. If the payment is initiated after 8PM, the payment posts the 2nd banking day.

Transaction Summary					
New Fee/Adjustment					
Transaction Date	Transaction/Collection Id	Transaction Type/Collection Type	Amount	Balance As of Transaction Date	Current Status
11/27/17	T 2000002424	Background Check	(\$10.00)	(\$10.00)	Collected
11/28/17	C 2000001520	Check	\$10.00	\$0.00	Applied
11/28/17	T 2000002401	Background Check	(\$10.00)	(\$10.00)	Invoiced
01/22/20	T 2000003367	Background Check	(\$10.00)	(\$20.00)	Invoiced
01/22/20	T 2000003368	Background Check	(\$10.00)	(\$30.00)	Invoiced

The provider can pay either by authorizing a payment transfer (ACH) from their Checking/Savings account or they can use a Credit or Debit card. The e-Services charges a 2% convenience fee for the credit/debit card transactions. However, those fees are not brought into WISCCRS.

When the fee has been collected via E-payment, the type is either Checking or Savings (ACH) or Credit/Debit Card. The system auto-populates the E-payment confirmation code into the Reference # field in WISCCRS.

Collections Applied								
Collection Type	Date Paid	Reference #	Amount Collected	Amount Applied	Location	Comments	Status	Updated Date
Check	01/10/18	10162	\$15.12	\$15.12	001		Applied	01/17/18 Details
Check	08/20/18	10187	\$60.50	\$60.50	001		Applied	09/21/18 Details
Checking Or Savings	02/18/20	WS2CCE004357266	\$20.00	\$20.00	001		Applied	02/18/20 Details
Total:				\$95.62				

Failed E-Payments

If the provider is authorizing the payment using a debit/credit card, the E-payment system immediately knows if the card is not valid and declines the payment. An ACH failure usually takes 2-3 days to come back from the E-payment system. If the ACH transaction comes back as a failure, WISCCRS reverses the collection amount. A report listing ACH failures will be sent to the regional licensing office or CBU if they are received.

There are no fees charged for the failed ACH transactions.

E-Payment Refunds

If an E-payment is made in error, the payment cannot be reversed. Instead, a refund check should be issued by DCF Finance to the provider.

Collection Report

The licensing regions and certifiers can find the E-payments by running the Collection report. Reference# number that starts with WS2CCE indicates an E-payment.

Child Care Collections Report								
Collection Period	: 1/1/2020 - 2/18/2020		Region	:				
Reference#	:	Invoice#	:	User Name	:			
Transaction Type(s)	:							
Provider/Location	Facility ID	Facility Name	Description	Collection Type	Reference#	Invoice#	Date	Amount
Background Check								
1800039971 / 001	1123204	Chocolate Cakes Daycare		Checking Or Savings	WS2CCE00 4296546		01/28/20	\$10.00
1800039971 / 001	1123204	Chocolate Cakes Daycare		Checking Or Savings	WS2CCE00 4304071		01/30/20	\$15.00
2800039422 / 001	1122365	Good Time Sally		Credit/Debit Card	WS2CCE00 4296661		01/27/20	\$10.00
2800040092 / 001	1123290	Lakeland Group	Minor Employee	Check		2000000371	01/24/20	\$10.00

Amount in Excess

Occasionally, providers submit a larger amount than what the balance is in the system. This can cause an amount to be displayed in the Amount in Excess field.

Transaction Summary								
New Fee/Adjustment								
Transaction Date	Transaction/Collection Id	Transaction Type/Collection Type	Amount	Balance As of Transaction Date	Current Status	Comments		
05/05/11	T 2000000256	License Fee	(\$60.50)	(\$60.50)	Collected		De	
05/05/11	T 2000000269	Late Fee	(\$50.00)	(\$110.50)	Collected		De	
05/05/11	C 2000000079	Check	\$75.00	(\$35.50)	Applied		De	
05/05/11	C 2000000087	Check	\$50.00	\$0.00	Applied		De	
05/05/11	T 2000000295	Refund	\$14.50	\$14.50	Open	Refund created from: C 2000000087	De	
05/05/11	T 2000000299	Decrease Balance	\$14.50	\$29.00	Open		De	
05/05/11	T 2000000311	Forfeiture Fee	(\$500.00)	\$0.00	Open		De	
07/11/13	T 2000001075	Automated Background Check Fee	(\$10.00)	(\$10.00)	Collected		De	
04/24/15	C 2000001013	Cash	\$150.00	\$140.00	Applied		De	
06/02/15	T 2000001783	Automated Background Check Fee	(\$10.00)	\$130.00	Invoiced		De	
06/29/18	T 2000002686	Cap Increase Fee	(\$84.80)	\$45.20	Collected	Cap increase from 50-55 on 6/24/18.	De	
06/29/18	C 2000001662	Check	\$150.00	\$130.00	Applied	Capacity increase from 50-55.	De	
06/29/18	T 2000002687	Refund	\$65.20	\$94.20	Open	Refund created from: C 2000001662	De	
Amount in Excess: \$94.20			Total Amount Due: \$130.00					
Fees/Adjustments								

In the case above, the amount in excess is \$29.50 but there is also a \$10 balance. Portion of the amount in excess can be applied towards the fee owed.

Applying the Amount in Excess Towards a Fee:

Below are the steps:

1. Click on the Fees/Adjustments link.

07/11/13	T 2000001075	Automated Background Check Fee	(\$10.00)	(\$10.00)	Collected		De	
04/24/15	C 2000001013	Cash	\$150.00	\$140.00	Applied		De	
06/02/15	T 2000001783	Automated Background Check Fee	(\$10.00)	\$130.00	Invoiced		De	
06/29/18	T 2000002686	Cap Increase Fee	(\$84.80)	\$45.20	Collected	Cap Increase from 50-55 on 6/24/18.	De	
06/29/18	C 2000001662	Check	\$150.00	\$130.00	Applied	Capacity increase from 50-55.	De	
06/29/18	T 2000002687	Refund	\$65.20	\$94.20	Open	Refund created from: C 2000001662	De	
Amount in Excess: \$94.20			Total Amount Due: \$130.00					
Fees/Adjustments								

- Then click on the Apply link next to the Refund row.

Fees/Adjustments						
New Fee/Adjustment						New Collection
Type	Amount	Balance	Creation Date	Comments	Status	
Automated Background Check Fee	(\$10.00)	\$0.00	07/11/13		Collected	Documents
Automated Background Check Fee	(\$10.00)	(\$10.00)	06/02/15		Invoiced	Documents
License Fee	(\$60.50)	\$0.00	05/05/11		Collected	Documents
Late Fee	(\$50.00)	\$0.00	05/05/11		Collected	Documents
Refund	\$14.50	\$14.50	05/05/11		Open	Apply Documents
Decrease Balance	\$14.50	\$14.50	05/05/11		Open	Apply Documents
Forfeiture Fee	(\$500.00)	(\$360.00)	05/05/11		Open	Documents
Cap Increase Fee	(\$84.80)	\$0.00	06/29/18	Cap increase from 50-55 on 6/24/18.	Collected	Documents
Refund	\$65.20	\$65.20	06/29/18		Open	Apply Documents
Total Amount Due:		(\$370.00)				

- The Apply link takes you to the New Collection screen. Click on Distribute

New Collection

Location

Type * Refund

Date *

Reference #

Amount *

Comments

0 of 300 characters.

- Because the Amount in Excess is still larger than the balance, a warning message is displayed stating that a new refund amount will display if the amount is applied to the fee.

Error - The Following Problems Have Occurred

Refund: There is a Collection excess of \$65.20. Click on the 'Apply Collection' button to continue. New Refunds are displayed on the Transaction page.

Provider/Loc Number 5800039455 / 001

Facility Number 1122426

Facility Address 123 E New Road Rd D
Anytown, WI 45454

Name Abc Child Care

Applicant/Loc Number 7800075077 / 001

Facility Name Abc Child Care Anytown

Provider is on a Probationary License.

Licenser Name Pirikko Occ User **Certifier Name** Clark Certifier

New Collection

Location

Type * Check

Date *

Reference #

Amount *

Comments

Apply Collection							
Type	Amount	Balance	Creation Date	Comments	Amount Applied	Invoice ID	Location
Automated Background Check Fee	(\$10.00)	(\$10.00)	06/02/15		<input type="text"/>	2000000240	000
Forfeiture Fee	(\$500.00)	(\$360.00)	05/05/11		<input type="text"/>		001
Cap Increase Fee	(\$84.80)	(\$84.80)	06/29/18	Cap increase from 50-55 on 6/24/18.	<input type="text" value="84.80"/>		001

- If a partial collection is drawn from an Amount in Excess, the system does not allow the status to be switched to Refund Issued, however, the remainder can be applied towards future fees.

Issuing a Refund for an Amount in Excess (licensing only):

If the agency is going to issue a refund due to the entire Amount in Excess, please take the following steps to record the transaction into WISCCRS.

1. On the Fees/Adjustments screen, click on the Modify icon next to the Refund.

Fees/Adjustments						
New Fee/Adjustment						
Type	Amount	Balance	Creation Date	Comments	Status	
Initial Background Check Fee	(\$10.00)	\$0.00	06/26/14	Background Check Fee for Individual: Patricia Walters	Collected	Documents
License Fee	(\$60.50)	\$0.00	07/20/15		Collected	Documents
Refund	\$29.50	\$19.50	07/20/15		Open	Apply Documents
Initial Background Check Fee	(\$10.00)	\$0.00	07/20/15	Background Check Fee for Individual: Patricia Walters	Collected	Documents
Total Amount Due:		\$0.00				

2. On the Modify Transaction screen, change the Status to Refund Issued. Please note: This does not automatically generate a refund.

Modify Fee/Adjustment

Type Refund

Amount \$29.50

Balance \$29.50

Status Open

Comments Open
Refund Issued

0 of 300 characters.

This will reset the Amount in Excess to \$0.

Note: Any Amount in Excess less the \$5.00 should not be refunded and can remain in the system to be used to pay a future fee owed by the provider. If the provider closes, the Amount in Excess can be reconciled by adding a collection that zeroes out the balance with a comment that states “Fee reconciled due to provider closure”

Failed Electronic Funds Transfer (EFT) Payments

Electronic Funds Transfers from Checking/Savings accounts may fail if no sufficient funds are available in the bank account. DCF is usually notified by the failed transactions within 2-3 banking days. A Failed Fee Payments report is available under the Administration section in WISCCRS. This report can be used to identify these failed payments.

To filter failed payments, choose Checking or Saving in the Collection Type field.

Home > Administration > Failed Fee Payments

Failed Fee Payments

Region ▼

Licensor ▼

From Date * 1/1/2020

To Date * 4/8/2020

Fee Type(s) Background Check
Background Check - Certification
Background Check
Examination

Collection Type(s) Cash
Check
Checking Or Savings
Covered By DCF - Check

Reference Number

Failed Fee Payments

Applicant#/Location# Facility Name	Collection Type	Reference#	Payment Date	Payment Failed Date	Payment Amount
No failed fee payment records to display.					