

## Frequently Asked Questions

### 1. How do I copy export claim file from hard disk to floppy A: Drive?

The export claim files for easyCLAIM are stored under the following directory  
C:\HIT\easyCLAIM\claim\_statements\

1. Double click on “**My Computer**” on the desktop
2. Double click on “**Local Disk (C:)**”
3. Double click on “**HIT**” folder
4. Double click on “**easyCLAIM**” folder
5. Double click on “**claim\_statements**” folder
6. Click on the required export claim file to select it
7. Click on “**File**” on the menu bar
8. Click on “**Send To**”
9. Select “**A: Floppy Drive**”

Alternate - starting “Windows Explorer”

- a) Click on “**Start**”, “**Programs**”, “**Accessories**”, “**Windows Explorer**”
- b) Then navigate to the directory (steps b-e above)

Alternate method for copying file

- a) Once file is selected – copy the file using one of the steps below
  - right click and select “**copy**” or
  - press “**CTRL**”+”**C**” at the same time or
  - click on “**Edit**” on the menu bar and select “**copy**”
- b) Double click on Floppy Drive (A:)
- c) Paste the file using one of the steps below
  - right click and select “**paste**” or
  - press “**CTRL**” + “**V**” at the same time or
  - click on “**Edit**” on the menu bar and select “**paste**”

**NOTE: Update V3.06 onwards now will automatically copy the export claim file to the floppy A: Drive upon creation of the file.**

## **2. The service details did not load upon opening or was not saved.**

As some service providers have different information for either After School Care or Vacation Care, the information for these are saved separately. If Vacation Care details were first entered, this can result in the After School Care being blank which is why blank details are loaded upon starting easyCLAIM.

To save service provider details for Before/After School Care using Vacation Care details:

1. Select Vacation Care in the Service Type listbox
2. Click “**Yes**” when prompted to reload service provider details from file
3. The information previously entered/saved for Vacation Care should be displayed
4. Select After School Care in the Service Type listbox
5. Click “**No**” when prompted to reload service provider details from file
6. Click on the save button to save the details for After School Care.

## **3. Can not enter CRN for service provider.**

This bug has been fixed and the update (V3.05 and later) can be located on the HIT website ([www.hatfields.com.au](http://www.hatfields.com.au)).

There are a maximum limit number of characters for each of the input box for the CRN. The reason why characters/numbers can not be entered is because the input box already contains characters (spaces).

Work around:

1. Click in the input box for CRN
2. Press either “**Backspace**” or “**Delete**” at least 3-4 times to delete the spaces.
3. You should now be able to enter the CRN for the service provider

## **4. Do I have to fill out all the fields for the family in the family maintenance?**

No. Earlier this year a census was carried out by Centrelink. This census can be done via paper format or electronically. These extra fields taken from the census forms were added into easyCLAIM for future census. Therefore the extra fields are not required to be filled out for the purpose of CCB claims.

**5. Do I have to fill out all the fields for the child in the child maintenance?**

No. Earlier this year a census was carried out by Centrelink. This census can be done via paper format or electronically. These extra fields taken from the census forms were added into easyCLAIM for future census. Therefore the extra fields are not required to be filled out for the purpose of CCB claims.

**6. Do I have to enter vacation children who do not normally attend before/after school every time I make a claim?**

If the service contains children who do not normally attend before/after school care, and do not want to enter the details every time a Vacation Care claim is made:

1. Click on the “**Child Maint**” button or on the menu bar click on “**Maintenance**”, “**Child Maintenance**”
2. Click on the next “>” button to step through the children OR type in the child code and hit enter (if known)
3. Enter “**Y**” in the Dead A/C input box (top right hand corner)
4. Click on “**Write**” button to save the change to the child record
5. Repeat steps 2 to 4 for all the vacation care children only
6. These children will now **\*not\*** appear when you “add child” to the statement claim.

To include the children again:

1. Repeat the steps above but enter “**N**” in Step 3.
2. These children will now appear when you “add child” to the statement claim.

**7. How is the CCB calculated in easyCLAIM?**

The calculation of CCB in this current easyCLAIM version is done the same way as the previous easyCLAIM versions. That is, using the hourly maximum rate for 1 child claiming CCB. For any claims 3<sup>rd</sup> July 2006 onwards, the rate would be 2.96.

**8. Columns of printout does not match centrelink form**

The layout for the printouts of the weekly usage statement for each child was kept the same as previous easyCLAIM versions. The only difference was that four extra columns were added for JFA information. The letters for each column has been renamed to match the columns in the centrelink form to allow easy matching. Column “I” was omitted. Therefore the printouts will contain columns from A to H and J to O.