Submitting an Actuals/Headcount Claim Via the Synergy FIS Provider Portal

Guidance for Early Years Providers

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Submitting A Claim

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Age Range	FEE Entitlement	Maximum Weekly Hours	Yearly Hours	Maximum Entitlement
9 Months +	Working Parent Entitlement	30 term time or 24 stretched	1140	A maximum of 1140 for eligible 9 months +
2 Year Olds	Free For Two Funding	15 term time or 12 stretched	570	A maximum of 570 for eligible 2 year olds*
2 Year Olds	Working Parent Entitlement	30 term time or 24 stretched*	1140	A maximum of 1140 for eligible 2 year olds*
3&4 Year Olds	Universal Entitlement	15 term time or 12 stretched	570	A maximum of 1140 for eligible 3&4 year olds
3&4 Year Olds	Working Parent Entitlement	15 term time or 12 stretched	570	

⚠ Children become eligible for their respective entitlement from the start of term following their qualifying birthday.

ⓘ *If eligible for both Free For Two Funding and the Working Parent Entitlement, the funding will be split between the entitlements to a maximum of 30 hours per week and 1140 hours per year.

Logging into the Synergy Portal

The Synergy FIS Provider Portal is your gateway to managing Free Early Education funding claims.

Accessing the system properly is the first step to successful submission.
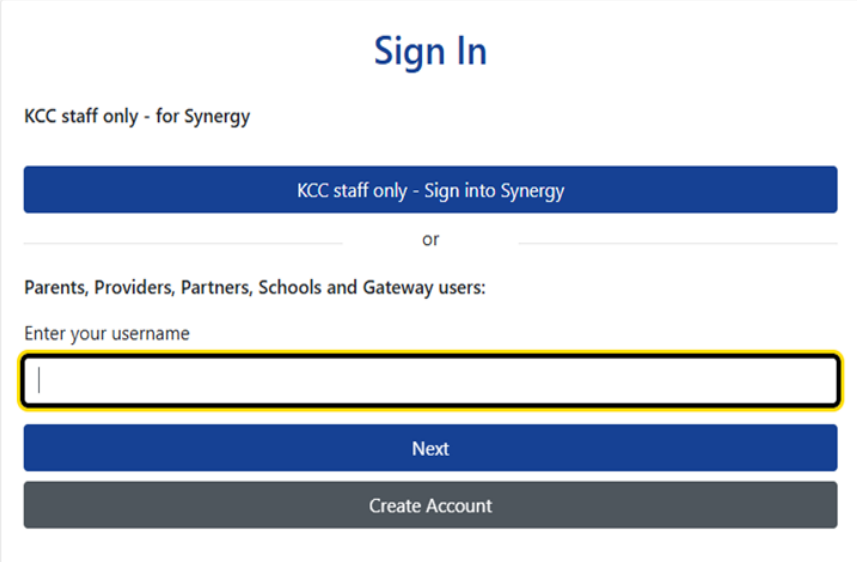
Access the Login Page

Use the link: Sign In - Synergy

Enter Credentials

Sign in using your 6-digit URN as your username, click next and then enter your password

Accept Security Notice

Read the security notice carefully and click 'Accept' to proceed

Sign In

KCC staff only - for Synergy

KCC staff only - Sign into Synergy

or

Parents, Providers, Partners, Schools and Gateway users:

Enter your username

Next

Create Account

Portal Access: Important Information
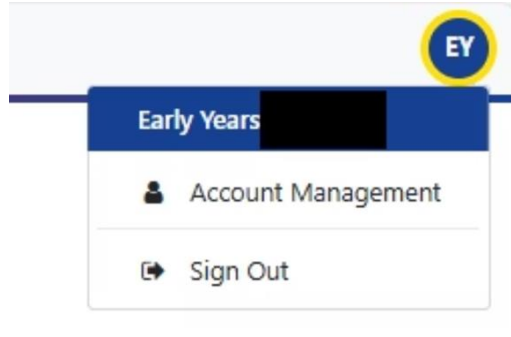
Upon successful login, you'll see the Home Screen with the 'EY' button in the top right corner, offering two options:

- **Account Management** - Update or change your password

- **Sign out** - Securely log out of the portal

Important notifications and messages may occasionally appear on the Home screen. Always check for these updates as they may contain vital information about funding deadlines or system changes.

Password Management

- If you've forgotten your password, select 'Forgot Password' for a one-time passcode

- For locked accounts, contact the Early Years Management Information team on 03000 421612 or miearlyyears@kent.gov.uk

- Passwords must be at least 7 characters long

- Must include at least one capital letter and one number

- Cannot be the same as your username

- Cannot reuse previous passwords

⚠️ Remember to change your password regularly to maintain security. You can update your password through the 'Account Management' option after clicking the 'EY' button in the top right corner. Passwords need to be changed every 42 days.

Navigating the Home Screen

Main Navigation Tabs

Organisation: **Miu Nursery**
Provider: **Miu Nursery (Day Nursery)**

Home Forms Funding
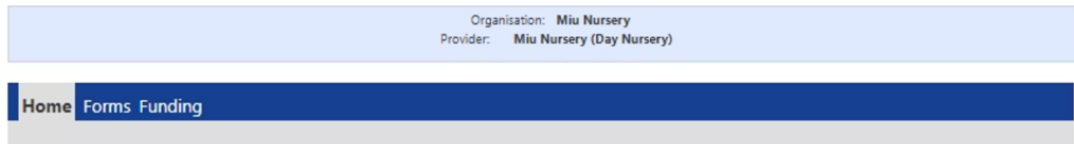
The portal has three main tabs:

- **Home** - Main dashboard

- **Forms** - Access to required documentation

- **Funding** - Where you'll submit headcount data

Within the **Funding** tab, you'll find five sub-tabs:

Home Forms **Funding**
Summary Estimates Actuals Adjustments Eligibility Checker

- **Summary** - Breakdown of funding

- **Estimates** - Submission within the designated timeframe

- **Actuals** - Submission during headcount week / start of term

- **Adjustments** - Submission after headcount

- **Eligibility Checker** – Tool to complete on screen checks
for the working parent entitlement

Select the Relevant Term

Choose the correct term from the dropdown menu to ensure your claim is processed for the appropriate period

Select the Appropriate Funding

Choose the correct funding type for your claim

Access the Actuals Tab

Click on the 'Actuals' tab to begin entering your headcount information

⚠ Note that different 2-year-old entitlements have been split into separate funding types. Continuing children should appear under the funding type they claimed last term.

ⓘ **TIP:** Always double-check that you have selected the correct term and funding type. If you need to make changes, click 'CHANGE' to return to the Summary tab.

Managing Existing Records

Before adding any new children to the system, you must first process your continuing claims list:

Review Existing Children

The system displays children previously claimed

who still fall within the eligible date of birth range

for the new term.

Remove Departing Children

For children who have left your setting or are no longer

claiming funding, click the black 'X' icon next to their name.

Confirm Deletions

When prompted, click **'Yes'** to confirm. A backward arrow

and 'Awaiting LA Deletion' status will appear next to the

child's name.

Editing a Child's Record

Clicking on the child's name will open their record, where you can amend the following information:

Child Details Tab

- Verify all information is accurate

- Complete all mandatory fields (marked with *)

- Leave "SEN COP Stage" field as <UNKNOWN>

| Child Details | Parent / Carer Details | Funding Details | Notes |

Child Details

Forename*	Demo
Middle Name	
Surname*	Child
DOB*	01-Jan-2024
Proof of DOB	☑
Gender*	☐ Male ☑ Female
Preferred Surname	
Ethnicity*	Other Ethnic Group
SEN COP Stage	<Unknown>

Search for an Address

| Primary | |
| Postcode* | ME14 1XQ |

Search

Address

Address Line 1*	Kent County Council
Address Line 2	Sessions House
Address Line 3	County Road
Locality	
Town	Maidstone
County	
Postcode*	ME14 1XQ

Cancel   Enter Manually   Confirm

⚠️ **Name Change Protocol:** Do NOT update names for deed poll or adoption changes, contact Early Years Management Information Team.
Overwriting names may result in missed funding

❌ The "SEN COP Stage" field is managed exclusively by KCC's SEN Team and should not be modified by providers.

Updating a Child's Address

- If a child's address has changed, click the **blue 'Update Address'** button.
- In the **'Primary'** field, enter the **house name or number**.
- Then, enter the **postcode**.
- Click **'Search'** to locate and update the address.

Confirming or Manually Entering an Address

- If the displayed address is correct, click **'Confirm'** to proceed.
- If the correct address does not appear but you are confident the address and postcode are accurate, click **'Enter Manually'**.
- After manually entering all lines of the address, click **'Confirm'** to save the changes.

Managing Parent/Carer Details

Navigate to the Parent/Carer Details tab to verify previously entered information.

Working Parent Entitlement

This tab is **mandatory** for children eligible for Working Parent Entitlement. Ensure Parts 6 and 7 of the Parental Declaration Form are completed.

Required Information

- Parent's full name
- NI or NASS
- Date of birth

Tick **all** consent boxes for eligibility checks:

- EYPP
- Working Family Eligibility
- Additional Support (FF2)

Continuing Children - Updating Funded Hours

For each continuing child, you must manually enter:

- Updated funded hours and attendance days

- Number of weeks claimed

This information must be entered in the 'Funding Details' tab for each child's record.

⚠ Important reminder: Synergy does NOT automatically carry forward hours or weeks from previous terms

ⓘ TIP: If any record is not properly updated, the "Send Claim" button will remain greyed out, preventing submission of your entire claim.

Funding Details Tab

Key Information

- Mandatory fields are marked with an asterisk (*), including non-funded hours

- A red box will indicate the maximum weekly and termly hours that can be claimed

- The start date should reflect when the child began attending that term

The maximum weeks for each term are:

Funding over 38 weeks - Non-Stretched

up to 15 hours per week (or up to 30 hours per week if eligible for Working Parent Entitlement)

Autumn 2025	**14 weeks**	**210** hours
Spring 2026	**11 weeks**	**165** hours
Summer 2026	**13 weeks**	**195** hours

Funding over 48 weeks - Stretched

up to 12 hours per week (or up to 24 hours per week if eligible for Working Parent Entitlement)

Autumn 2025	**16 weeks**	**192** hours
Spring 2026	**14 weeks**	**168** hours
Summer 2026	**18 weeks**	**216** hours

Please note: the 'Funding Details' tab differs depending on the type of funding that is being claimed.

3&4 year olds can all claim universal hours (funded hours in Synergy), and eligible children can claim Working Parent Entitlement hours which are listed as 'Extended Hours' in Synergy.

2-Year-old Disadvantaged Funding (Free for 2) is entered in the 'Funded Hours' box.

All other Working Parent Entitlement funding is entered in the 'Expanded Hours' box.

Early Years Pupil Premium (EYPP) – Economic Criteria

Important Process Change

The process for claiming EYPP under the economic criteria has been updated. Please follow these steps for valid claims:

Obtain Parental Consent

Ensure Parts 6 and 7 of the Parental Declaration Form are completed and signed by the parent before entering information.

Complete Parent Details

Enter parent names, National Insurance number or NASS, and parent dates of birth in the Parent/Carer Details section.

Enable Eligibility Check

Tick the consent box to enable the EYPP eligibility check to be processed.

⚠ Missing or incomplete information will result in EYPP funding not being allocated to eligible children.

Adding a New Child

The term's funding is based on headcount week. To submit a claim for the term, providers must be open and offer funding during the designated headcount week. Providers must also ensure that children are in attendance for their full hours during the designated headcount week of the funding period unless they are known either to be ill or on holiday. Evidence of a child being either ill or on holiday, such as an email or text from the parent, must be kept for compliance purposes. If a child does not return to the setting from being ill or on holiday, providers must contact MI after headcount so the claim can be reduced before payment is made.

To successfully add a new child, you'll need:

- Child's full legal name (as shown on birth certificate)

- Date of birth

- Home address and postcode

- Parent/carer details

- Eligibility code (if applicable)

- Number of funded hours being claimed

- Signed Parental Declaration, ensuring parts 6 and 7 are completed

Part Six: Parent Details *(to be used by the provider to check eligibility with KCC for The Working Parent Entitlement and Early Years Pupil Premium)*	
This **must** be the details of the parent/carer who has parental responsibility for the child and who is receiving the benefit/credit or who created the childcare services account on the HMRC website.	
Forename:	Date of birth:
Surname:	National Insurance Number:

Log In to Portal

Access the Synergy FIS Provider Portal using your credentials. Select the 'Funding' tab.

Select Term

Choose the correct term from the dropdown menu

Select Funding

Choose the appropriate funding type for the child

Selecting the Correct Entitlement

When adding a child, it is crucial to select the correct entitlement you wish
to claim under. This ensures proper funding allocation and accurate reporting.

Actuals Head Count Records for 2025 - 2026 - Autumn

2025 - 2026				Office use only	
Autumn			Funding Type	Ready To Process	Processed
Submission Period: 12 Jun 2025 to 31 Aug 2025					
2024 - 2025		✏	2 Year Olds - Free For Two		
2023 - 2024		✏	2 Year Olds - Working Entitlement		
2022 - 2023	⛔	✏	3 & 4 Year Olds		
2021 - 2022		✏	9 Months + Working Entitlement		
2020 - 2021					

9 Months plus Working Parent Entitlement

For eligible children aged 9 months and older
whose parents meet the working criteria (up to 30 hours)

2 year old Working Parent Entitlement

For eligible 2-year-olds whose parents meet the working
criteria (up to 30 hours)

3&4 year old Universal & Extended Entitlement

For all 3&4 year olds (universal up to 15 hours) and those
eligible for extended hours (up to an additional 15 hours)

Disadvantaged 2 year old (FF2)

For 2-year-olds who qualify based on disadvantage criteria
(up to 15 hours).

*If eligible for both Free For Two Funding and the Working Parent
Entitlement, the funding will be split between the entitlements
to a maximum of 30 hours per week and 1140 hours per year*.

⚠ Remember to verify date of birth ranges in the **Funding Calendar 2025/26**, available for both Childminders and Settings. This ensures you're claiming for children who are age-eligible for their respective entitlements.

- Select '**Actuals**'

Please note: The actuals tab will differ slightly depending on which entitlement you select

Tip: If you accidentally select the wrong entitlement, click 'Change' to go back to the list of funding types and reselect

9 month plus Working Parent Entitlement

Organisation: **Miu Nursery**
Provider: **Miu Nursery (Day Nursery)**

Home Forms **Funding**

Summary Estimates **Actuals** Adjustments Eligibility Checker

Submit Actual: 2025 - 2026 Autumn - 9 Months + Working Entitlement CHANGE

Add Child Send Claim

Add Child Send Claim

Child Details | Parent / Carer Details | Funding Details | Notes

Child Details

		Search for an Address	
Forename*	Demo	Primary	
Middle Name		Postcode*	ME14 1XQ
Surname*	Child		Search
DOB*	01-Jan-2024		
Proof of DOB	☑	**Address**	
Gender*	☐ Male ☑ Female	Address Line 1*	Kent County Council
Preferred Surname		Address Line 2	Sessions House
Ethnicity*	Other Ethnic Group ⌄	Address Line 3	County Road
SEN COP Stage	<Unknown> ⌄	Locality	
		Town	Maidstone
		County	
		Postcode*	ME14 1XQ
		Cancel	Enter Manually Confirm

Select '**Add Child**'

Under the 'Child Details' tab enter:

- Forename
- Surname
- DOB
- Tick proof of DOB (if seen)
- Select the child's gender
- Select child's ethnicity
- Leave SEN COP stage as <UNKNOWN>
- Enter house name or number
- Enter child's postcode
- Click on the '**Search**' button

Enter the child address details:

- In the **'Primary'** field, enter the **house name or number**.
- Then, enter the **postcode**.
- Click **'Search'** to locate and update the address.

If the populated address is correct, press '**Confirm**', if not press '**Enter Manually**' and input correct address.

Search for an Address

Primary

Postcode* ME14 1XQ

Search

Address

Address Line 1* Kent County Council
Address Line 2 Sessions House
Address Line 3 County Road
Locality
Town Maidstone
County
Postcode* ME14 1XQ

Cancel   Enter Manually   Confirm

Once the Child details have been completed, select the 'Parent/Carer Details' tab.

- Enter the parent / carer details
- National Insurance or NASS number
- Date of birth
- **Tick both consent boxes**

Child Details | Parent / Carer Details | Funding Details | Notes

Entering Parent/Carer details enables us to check whether the child is eligible for Early Years Pupil Premium (EYPP) funding, and whether the child is eligible for expanded hours.

Please ensure you input details for all records that have given their permission to do so, as this ensures you receive the additional funding. Please also ensure that the correct consent boxes are selected as per the usage of the details.

Parent / Carer Details		**Partner Details**	
Forename*	Demo	Forename	Demo
Surname*	Parent 1	Surname	Parent 2
DOB	01-Jul-1990	DOB	01-Jun-1990
Email	parent1@email.com	Email	parent2@email.com
Contact Number	01234567890	Contact Number	01234567890
☑ NI* or ☐ NASS Number*	NN222222A	☑ NI or ☐ NASS Number	NN222222B

Tick to give consent to Eligibility Checking for   ☑ EYPP   ☑ Working Family Eligibility

Tick to give consent to Eligibility Checking for   ☑ EYPP   ☑ Working Family Eligibility

⇄ Switch

Consent for Eligibility Checking:

EYPP: The Surname, DOB and NI or NASS Number will also be required for this data to be used for an Eligibility Check.

Working Family: The Surname and NI Number will also be required for this data to be used for an Eligibility Check.

⚠️ If Parent/Carer Details are not eligible, use the 'Switch' button to check eligibility on 'Partner Details'

⇄ Switch

On the 'Funding Details' tab complete the following:

- Start Date
- End Date
- Weeks attended in Term (Term Time/ Stretched)
- Leave 'Present During Census' box ticked
- Tick 'Attends Two Days or More' box if the child is accessing more than 10 hours
- 'Nominated for DAF' - select 'No'
- Tick the 'Stretching Entitlement' box if the child is accessing Stretched Funding
- Type in the child's eligibility code and then press 'Check Eligibility Code' button
- Enter weekly 'Expanded Hours' the child will be claiming at your setting
- Select the days in which the child is attending your setting
- Input any hours that the parent pays for in the 'Non-Funded Hours' box if applicable

Census information: Please input 38 weeks if offering Term-Time funding or 47.5 hours if offering Stretched funding

Press **'SAVE'**

2 year old Working Parent Entitlement

Select '**Add Child**'

A pop up will ask you if you wish to continue to 'Add Child' or 'Return to enter an EY Voucher', select **'Continue'**

Under the 'Child Details' tab enter:

- Forename
- Surname
- DOB
- Tick proof of DOB (if seen)
- Select the child's gender
- Select child's ethnicity
- Leave SEN COP stage as <UNKNOWN>
- Enter house name or number
- Enter child's postcode
- Click on the '**Search**' button

Enter the child address details:
- In the **'Primary'** field, enter the **house name or number**.
- Then, enter the **postcode**.
- Click **'Search'** to locate and update the address.

If the populated address is correct, press '**Confirm**' if not press '**Enter Manually**' and input correct address.

Once the Child details have been completed, select the 'Parent/Carer Details' tab.

- Enter the parent / carer forename and surname
- National Insurance or NASS number
- Date of birth
- **Tick all 3 consent boxes**

⚠ If Parent/Carer Details are not eligible, use the 'Switch' button to check eligibility on 'Partner Details'   ⇄ Switch

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

Funding Details

Start Date*	01-Sep-2025
End Date*	31-Dec-2025

Default Term Dates

Weeks Attended in Term*	14

Present during Census ☑
Attends Two Days or More ☑
Nominated for DAF* ◯ Yes ⦿ No
Stretching Entitlement ☐

Funded Hours per Week

Eligible for Funded Hours ✖

Click to check eligibility for 2-year-old receiving additional support funding (Free for Two) **Check Eligibility**

Hours* 0

Expanded Funded Hours per Week

Eligible for Expanded Hours ✔
Eligibility Code 73108259999

Click to check eligibility for Working Parent funding **Check Eligibility Code**

Expanded Hours* 30

Total Funded Hours per Week

Total Funded: 30.00

ⓘ if this child attends another setting as well as yours, be sure to enter the hours as per what has been agreed with the child's parent/carer

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

Non-Funded Hours per Week

Non-Funded Hours* 0.00

ⓘ The Additional Support Check (Free for Two) has come back as not found, Funded Hours can still be entered, but may be rejected by the LA.

Census Information

Funded Entitlement Weeks	38.00
Expanded Entitlement Weeks	38.00

ⓘ For Term Time claims, please enter 38 weeks. For Stretched claims enter 47.5 weeks. For Independent Schools please enter yearly weeks offered.

Maximum Values Allowed:
Number of Weeks: 14.00

Funded Weekly Hours: 0.00
Funded Termly Hours: 420.00
Funded Yearly Hours: 0.00

Expanded Weekly Hours: 30.00
Expanded Termly Hours: 420.00
Expanded Yearly Hours: 1140.00

On the 'Funding Details' tab complete the following:

- Start Date
- End Date
- Weeks attended in Term (Term Time/ Stretched)
- Leave 'Present During Census' box ticked
- Tick 'Attends Two Days or More' box if the child is accessing more than 10 hours
- 'Nominated for DAF' - select 'No'
- Tick the 'Stretching Entitlement' box if the child is accessing Stretched Funding
- Under 'Funded Hours per Week' type in 0 the 'Hours' box
- Type in the child's eligibility code and then press 'Check Eligibility Code' button
- Enter weekly 'Expanded Hours' the child will be claiming at your setting
- Select the days in which the child is attending your setting
- Input any hours that the parent pays for in the 'Non-Funded Hours' box if applicable

Census information: Please input 38 weeks if offering Term-Time funding or 47.5 hours if offering Stretched funding

Press **'SAVE'**

Disadvantaged 2 year old Funding (FF2)

For children accessing the Disadvantaged 2-year-old funding (FF2) select **'Enter EY Voucher'**

Input the character Voucher Code, Child's Date of birth, Child's Surname and then press '**Submit**'

Error message for EY Voucher

Under the 'Child Details' tab enter:
- Forename
- Surname
- DOB
- Tick proof of DOB (if seen)
- Select the child's gender
- Select child's ethnicity
- Leave SEN COP stage as <UNKNOWN>
- Enter house name or number
- Enter child's postcode
- Click on the '**Search**' button

⚠️ If an error message appears when entering the EY Voucher code, recheck the details and try again. If it still does not accept the data, select the 'add child' button to continue with the claim. **Please note:** payment is not guaranteed without eligibility being confirmed.

Enter the child address details:
- In the **'Primary'** field, enter the **house name or number**.
- Then, enter the **postcode**.
- Click **'Search'** to locate and update the address.

If the populated address is correct, press '**Confirm**' if not press '**Enter Manually**' and input correct address.

Once the Child details have been completed, select the 'Parent/Carer Details' tab.

- Enter the parent / carer forename and surname
- National Insurance or NASS number
- Date of birth
- **Tick all 3 consent boxes**

⚠️ If Parent/Carer Details are not eligible, use the 'Switch' button to check eligibility on 'Partner Details'   ⇄ Switch
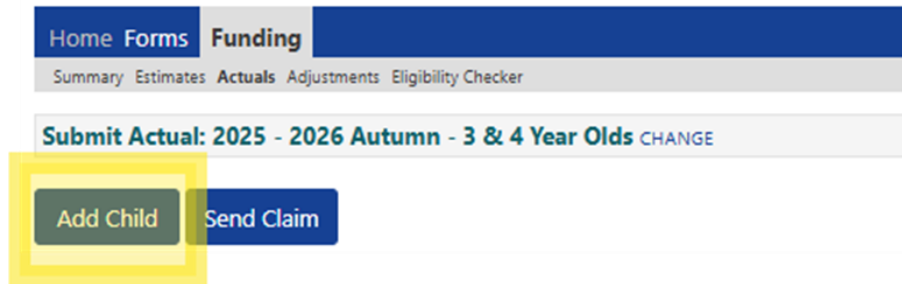
On the 'Funding Details' tab complete the following:

- Start Date
- End Date
- Weeks attended in Term (Term Time/ Stretched)
- Leave 'Present During Census' box ticked
- Tick 'Attends Two Days or More' box if the child is accessing more than 10 hours
- 'Nominated for DAF' - select 'No'
- Tick the 'Stretching Entitlement' box if the child is accessing Stretched Funding
- Under 'Funded Hours per Week' type enter the number of hours the child will be claiming at your setting
- If no EY voucher code has been used when starting the claim, press the 'child eligible' button to check for FF2 eligibility. If an EY Voucher code was used, this function will not be available.
- Under 'Expanded Funded Hours per Week' type in 0 the 'Hours' box
- Select the days in which the child is attending your setting
- Input any hours that the parent pays for in the 'Non-Funded Hours' box if applicable

Census information: Please input 38 weeks if offering Term-Time funding or 47.5 hours if offering Stretched funding

Press '**SAVE**'

3 & 4 year old Universal and Extended Entitlement

Select '**Add Child**'

Under the 'Child Details' tab enter:

- Forename
- Surname
- DOB
- Tick proof of DOB (if seen)
- Select the child's gender
- Select child's ethnicity
- Leave SEN COP stage as <UNKNOWN>
- Enter house name or number
- Enter child's postcode
- Click on the '**Search**' button

Search for an Address

Primary	
Postcode*	ME14 1XQ

Search

Address

Address Line 1*	Kent County Council
Address Line 2	Sessions House
Address Line 3	County Road
Locality	
Town	Maidstone
County	
Postcode*	ME14 1XQ

Cancel   Enter Manually   Confirm

Enter the child address details:

- In the **'Primary'** field, enter the **house name or number**.
- Then, enter the **postcode**.
- Click **'Search'** to locate and update the address.

If the populated address is correct, press '**Confirm**' if not press '**Enter Manually**' and input correct address.

Once the Child details have been completed, select the 'Parent/Carer Details' tab.

- Enter the parent / carer forename and surname
- National Insurance or NASS number
- Date of birth
- **Tick both consent boxes**

Child Details | Parent / Carer Details | Funding Details | Notes

Entering Parent/Carer details enables us to check whether the child is eligible for Early Years Pupil Premium (EYPP) funding, and whether the child is eligible for expanded hours.

Please ensure you input details for all records that have given their permission to do so, as this ensures you receive the additional funding. Please also ensure that the correct consent boxes are selected as per the usage of the details.

Parent / Carer Details

Forename	Parent 1
Surname	Demo
DOB	01-Jan-1990
Email	parent1@email.com
Contact Number	01234567890
☑ NI or ☐ NASS Number	NN222222A

Tick to give consent to Eligibility Checking for
☑ EYPP
☑ Working Family Eligibility

Partner Details

Forename	Parent 2
Surname	Demo
DOB	01-Jun-1990
Email	parent2@email.com
Contact Number	01234567890
☑ NI or ☐ NASS Number	NN222222B

Tick to give consent to Eligibility Checking for
☑ EYPP
☑ Working Family Eligibility

⇄ Switch

Consent for Eligibility Checking:

EYPP: The Surname, DOB and NI or NASS Number will also be required for this data to be used for an Eligibility Check.

Working Family: The Surname and NI Number will also be required for this data to be used for an Eligibility Check.

⚠️ If Parent/Carer Details are not eligible, use the 'Switch' button to check eligibility on 'Partner Details'   ⇄ Switch

On the 'Funding Details' tab complete the following:

- Start Date
- End Date
- Weeks attended in Term (14 Term Time/ 16 Stretched)
- Leave 'Present During Census' box ticked
- Tick 'Attends Two Days or More' box if the child is accessing more than 10 hours
- 'Nominated for DAF' - select 'No'
- Tick the 'Stretching Entitlement' box if the child is accessing Stretched Funding
- Under 'Funded Hours per Week' type in the number of **universal** hours being claimed at the setting in 'Hours' box

If the child is accessing the **Working Parent Entitlement** complete the 'Extended Funded Hours per week section:

- Type in the child's eligibility code and then press 'Check Eligibility Code' button
- Enter weekly 'Extended Hours' the child will be claiming at your setting
- Select the days in which the child is attending your setting
- Input any hours that the parent pays for in the 'Non-Funded Hours' box if applicable

Census information: Please input 38 weeks if offering Term-Time funding or 47.5 hours if offering Stretched funding

Working Parent Entitlement Eligibility Check Messages:

> ✅ The Eligibility Code has been found and eligibility for working family hours has been obtained.

The eligibility code has been found and working entitlement hours can be submitted.

> ❌ The Eligibility Code has been found, but does not cover the standard term start date (01-Sep-2024) therefore working family hours cannot be claimed this term.

This means that a claim for working entitlement hours **cannot** be submitted, as the code is not valid for the current term. Please contact the Early Years Management Information team and they will investigate further.
For 3&4 year olds, to enable you to submit the universal hours, set the extended funded hours to 0.00 whilst this is investigated (leave all other information in place).

> ❌ Eligibility for working family hours was not obtained.

This means the details entered do not match an eligible record. Go back and re check the 11-digit eligibility code, parent national insurance number and child's date of birth. If you have the partner details, you can also go back to the 'Parent/ Carer Details' tab and press the 'Switch' button. This will check the other parent/carers details. To complete the additional check, go back to the funding details tab and re press the blue eligibility button.

Submitting A Claim

Once you have finished adding children under each entitlement, press the **'Send Claim'** button - we recommend you take a screen shot of your claim in case an error occurs.

The status column indicates if the claim has been submitted and if it has been accepted for payment by the Early Years Management Information team.

Tip: You can submit more than once whilst the portal is open. It is best to complete the continuing children's claims first; these can be submitted once reviewed. You can then add any new children and submit those once added. Complete one entitlement at a time to ensure all claims are submitted.

Status Column Index

Message	Explanation
Awaiting LA Deletion	This means an EXISTING child has now been submitted as a deletion to the Early Years Management Information team. It is waiting for the team to delete the record. Once they delete it, the child record will disappear from your screen.
New, unsubmitted claim	This means a NEW child has been entered, but not submitted, press 'Send Claim'.
New, awaiting LA download	This means a NEW child has now been submitted to the Early Years Management Information team. It is waiting for the team to start the payment process. Once they start to process it, this status description will disappear from your screen.
Awaiting LA Deletion	The child's record is awaiting a member of the MI team to delete.
Unsubmitted Claim	This means an EXISTING child has been amended, but not submitted, press 'Send Claim'.
Awaiting LA Download	This means an EXISTING child has now been submitted to the Early Years Management Information team. It is waiting for the team to start the payment process. Once they start to process it, this status description will disappear from your screen.

Contact Details

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