NCLB-SES Vendor Portal User Guide

Updated Sept. 7, 2011

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INTRODUCTION

This document is a Vendor Portal Guide for NCLB-SES. The intended audience is SES Providers and their associates.

The current NCLB SES application contains a database of SES Schools and students eligible for the program. It helps the program office and the providers to manage data online. In addition, it provides a way for the program office to generate reports that capture student performance.

The system also interfaces with PETS (Personnel Eligibility Tracking System) to make sure that the staff members that directly interact with students, or have access to student information have been fingerprinted, undergone a background check, and received satisfactory clearances, before providing any service or accessing student information.

The providers must also be technically adept at interacting with the Vendor Portal application, which captures, stores, and coordinates payment. The DOE provides only technical support. One-on-one counseling is NOT available.

The providers begin their interaction with the Vendor Portal by entering or updating Provider Contact information and accepting (sections 1.1 & 1.2). Once they have accepted the services (after verifying rates, hours, services, etc) they can update their contact information (section 1.5) and start accepting enrollments for students (section 1.7) with those services.

The next step for providers is to generate student education plans (SEPs) (section 2.1). As the program services progress, the providers can upload attendance. Intermittently, the system will prompt for progress reports (PRs) (section 2.4) to be filled out. SEPs and PRs are mandatory requirements.

Uploading attendance and the certification of attendance batches are critical steps for receiving payments. E-commerce subscribers can certify validated attendance batches throughout the month. Non e-commerce providers can only certify validated attendance in the last week of the month. All providers can upload attendance records throughout the month prior to certification. All providers **must** invoice monthly.

If a provider wishes to subscribe to e-commerce please contact Donald Russ, Principal Administrative Associate.

The validated attendance data is reviewed periodically by NYCDOE monitors and shared with State and Federal Audit teams.

VENDOR WEB INQUIRY

Please be informed that the Department of Education has established a Vendor Web Inquiry site (VWI) which, for an annual fee of $500.00 (NON REFUNDABLE), allows registered vendors to view balances, open purchase orders, all purchase orders, all invoices, all checks and all contracts, as follows:

VIEW BALANCES

This inquiry allows the vendor to view the total processed amount as well as the total open balance, for encumbrances, vouchers and payments.

VIEW OPEN PUCHASE ORDERS

While this screen shows amounts processed, its main goal is to show the vendor all documents which still have an open balance amount.

VIEW ALL PURCHASE ORDERS

This inquiry allows the vendor to see all orders regardless of payment status.

VIEW ALL INVOICES

This screen displays the Vendor's Invoice ID number and date; the respective voucher and processing date; the check number and its amount and "clearance" date.

VIEW ALL CHECKS

With this inquiry the vendor is allowed to view all checks issued with respective dates and amounts.

VIEW ALL CONTRACTS

The DOE's contract numbers are displayed on this screen as well as the City's. In addition, there is a brief description of the contracts with respective types (Requirements or Full Values) and amounts. It also displays the beginning and end dates of the contracts.

Although the above inquiries are against "ALL" checks, orders, contracts etc., be informed that inquiries against individual items (one check, one order, one contract etc.), may also be performed. Should you have any questions regarding the VWI system, contact the Vendor/Customer Service Unit at (718) 935-3939.

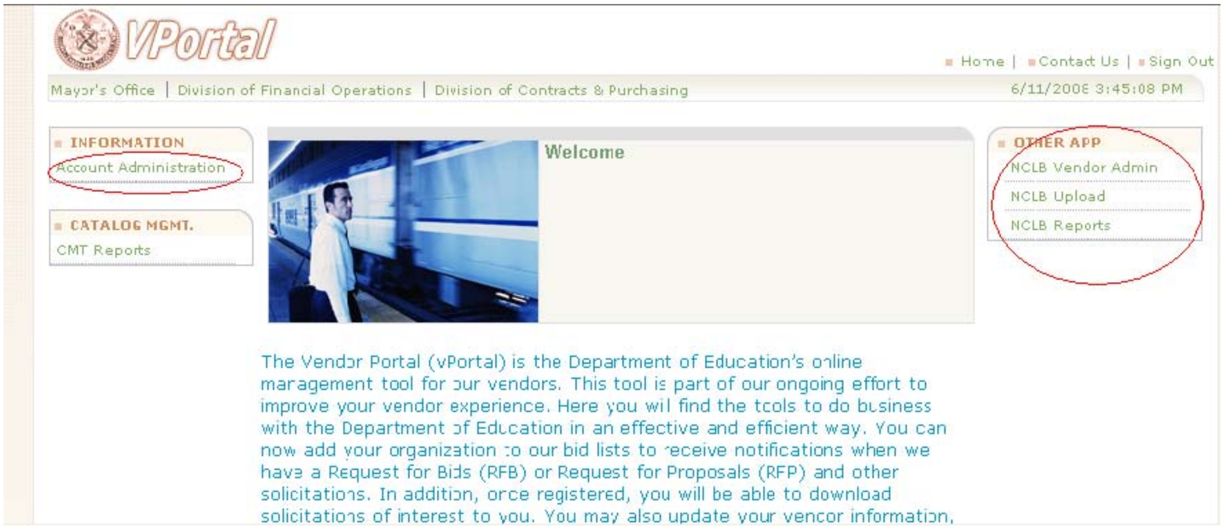
Should you decide to use VWI, complete the access request and overnight it together with a non refundable check for $500.00 made payable to the NYC Department of Education to:

NYC Department of Education
Office of Accounts Payable
65 Court Street, Room 1001
Brooklyn, NY 11201
Attn: Donald Russ

Once the check has cleared, access to the VWI will be given to your company at which time you will be notified.

ONCE YOU'RE GIVEN ACCESS TO THE SYSTEM, SHOULD YOU NEED GUIDANCE LOGGING ON, THE SYSTEM, YOU CAN CALL (718) 935-5645 or (718) 935-2424.

A link to the application through the DOE’s Vendor Portal will appear as marked in Figure 1’s right side.
Figure 1: Vendor Portal Landing screen



If the link does not appear, please use the Contact Us link to get help.

The providers who have contracted with NYCDOE for SES have the following options:

- NCLB Vendor Admin: This allows various administrative tasks for the Providers.
- NCLB Upload: This allows the providers to upload their attendance data.
- NCLB Reports: This allows the providers to run a report for creating an invoice template or getting uploaded attendance.

1. VENDOR ADMINISTRATION

Users can access The Vendor Portal website at the following URL: [https://vendorportal.nycenet.edu/vendorportal/login.aspx] on Microsoft Internet Explorer 6.x or newer browser

1.1. How to Register?

A user can view the instructions to register as a new user by clicking on the"How to Register?" link as circled in red below:

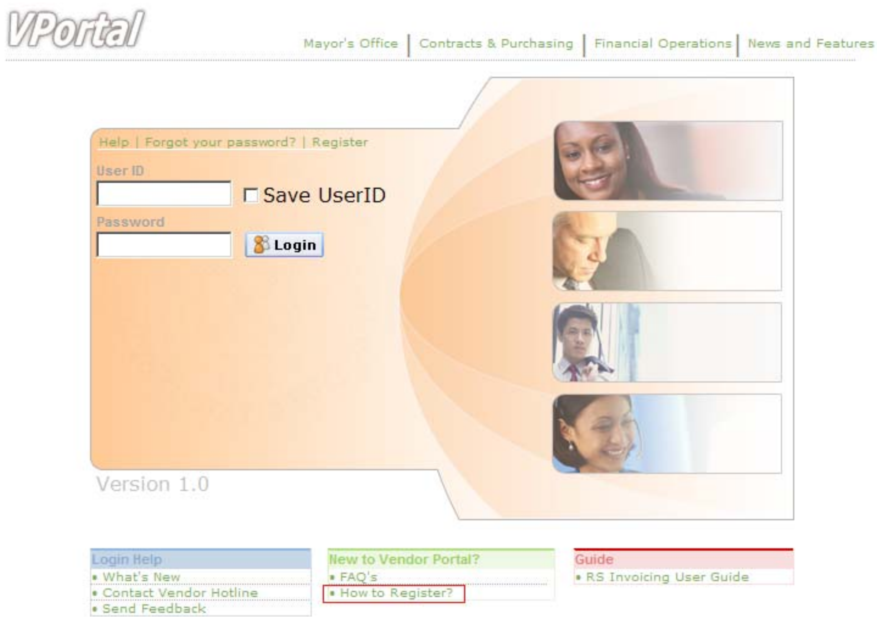


Figure 2: Vendor Portal Login screen

1.2. Provider Contact Management

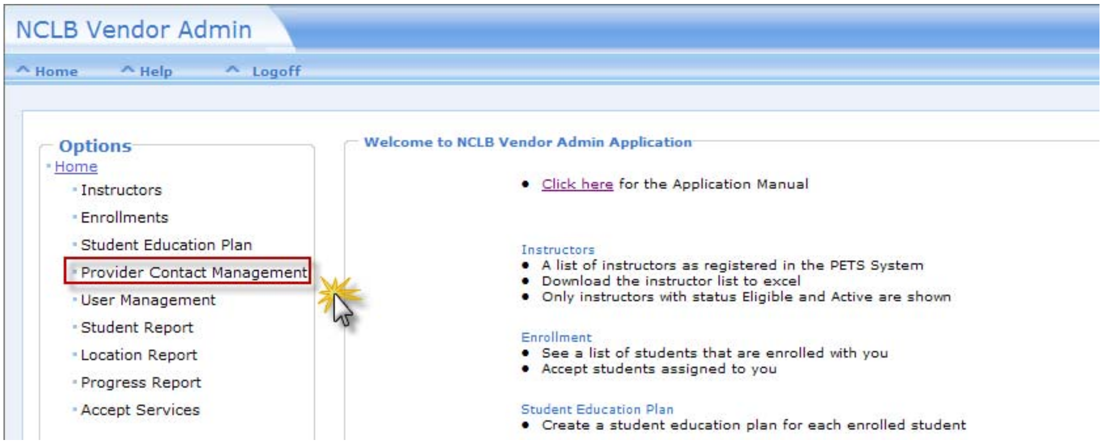


Figure 3: Provider Contact Management Home Screen

This section shows your contact information. The Providers must update the contact information.

Please note that:

- All contact information must be entered before students can be accepted.
- Without completing this form, the provider cannot certify attendance batches.

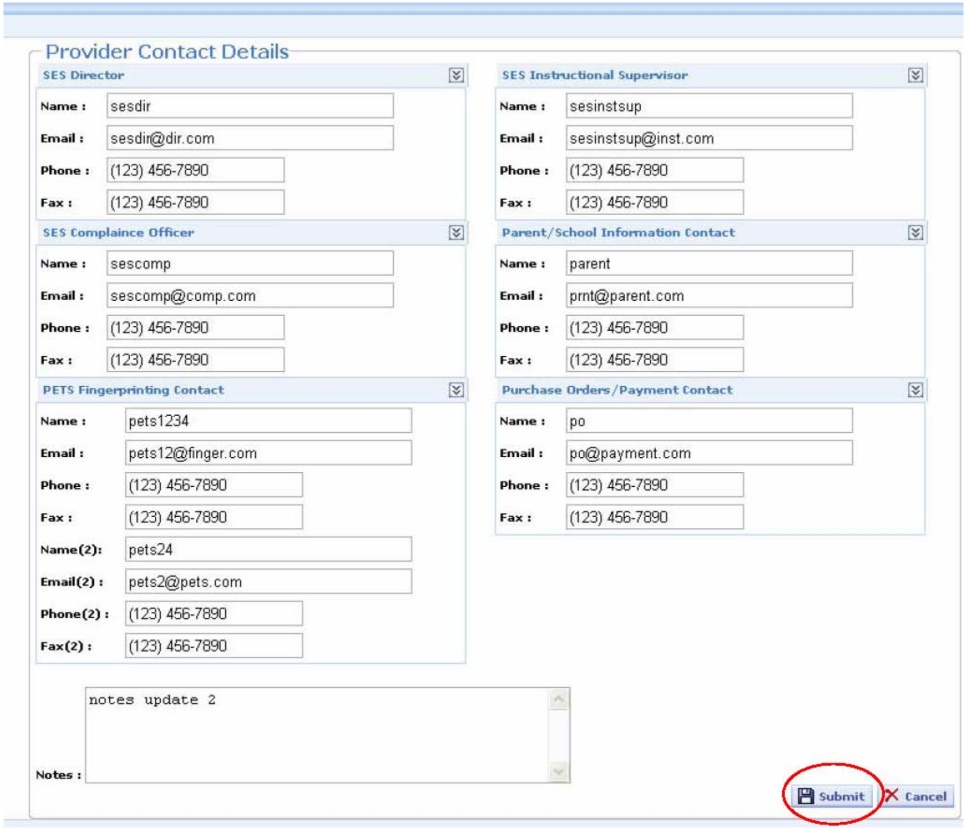


Figure 4: Provider Contact Details screen

1.3. How do I add or edit users and give them specific access?

The administrator role at the Provider's organization can create child accounts and can control the access level for the child accounts via Account Administration (shown in Figure 1 on the left side).

The administrator for a Provider can create "child accounts" to access the Vendor Portal via Account Administration. A "child account" gives an employee selective access to applications and/or functions within the application. In order for Providers to maintain privacy and to ensure the integrity of the data, it is important to create "child accounts" to limit the users' access.

Steps to create a child account and grant access to NCLB applications:

- Select Account Administration (Figure 5 on left side)
- Select add/edit users and a screen comes up displaying a list of existing users

- Click on *Add Users* and a form comes up (Figure 6):

Figure 5: Account Administrator

- Enter information in the respective fields and select the access for the user from the Application Security section's Information and Other sub-sections.
- After submitting the information, an email will be sent to the newly created user at the email provided on the form, informing them of their username and password for access to the Vendor Portal.

The provider's administrator can edit the access level by reaching the Add/Edit Users section and clicking on the User ID. They also have feature specific control in Access Management as explained in section 2.7.

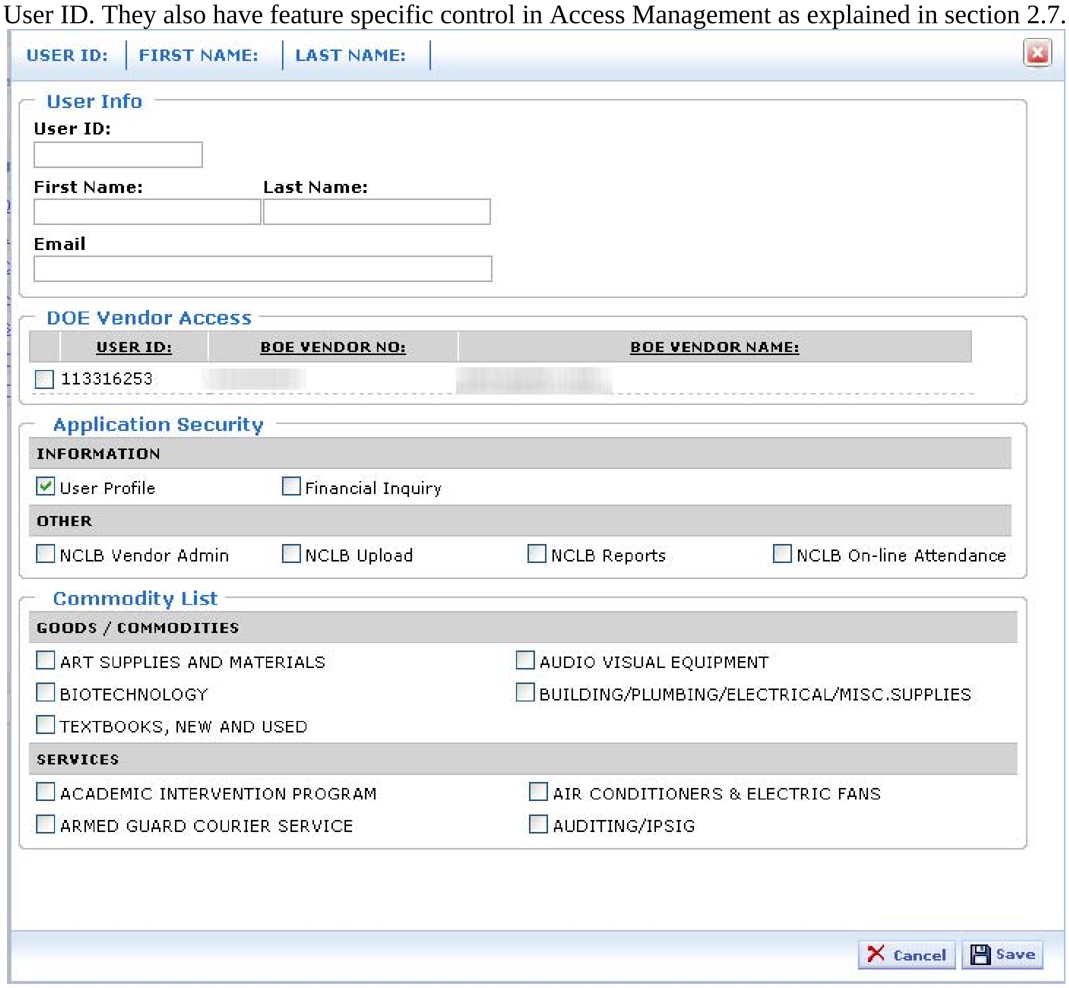


Figure 6: Add users form screen

1.4. Feature Specific Access Management

This section allows customizing application access to individual users. The Provider's administrator can select access to a variety of applications as well as features within the applications for the users associated with the Provider.

After clicking on the User Management link, the following screen is displayed:

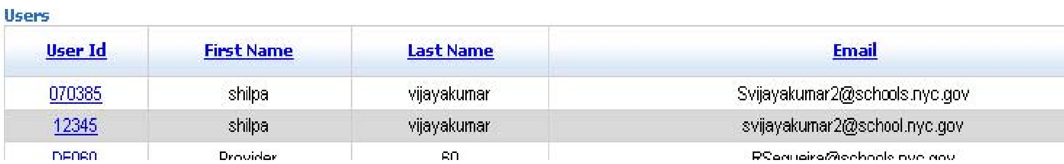


Figure 7: Select User Access Management in NCLB Admin

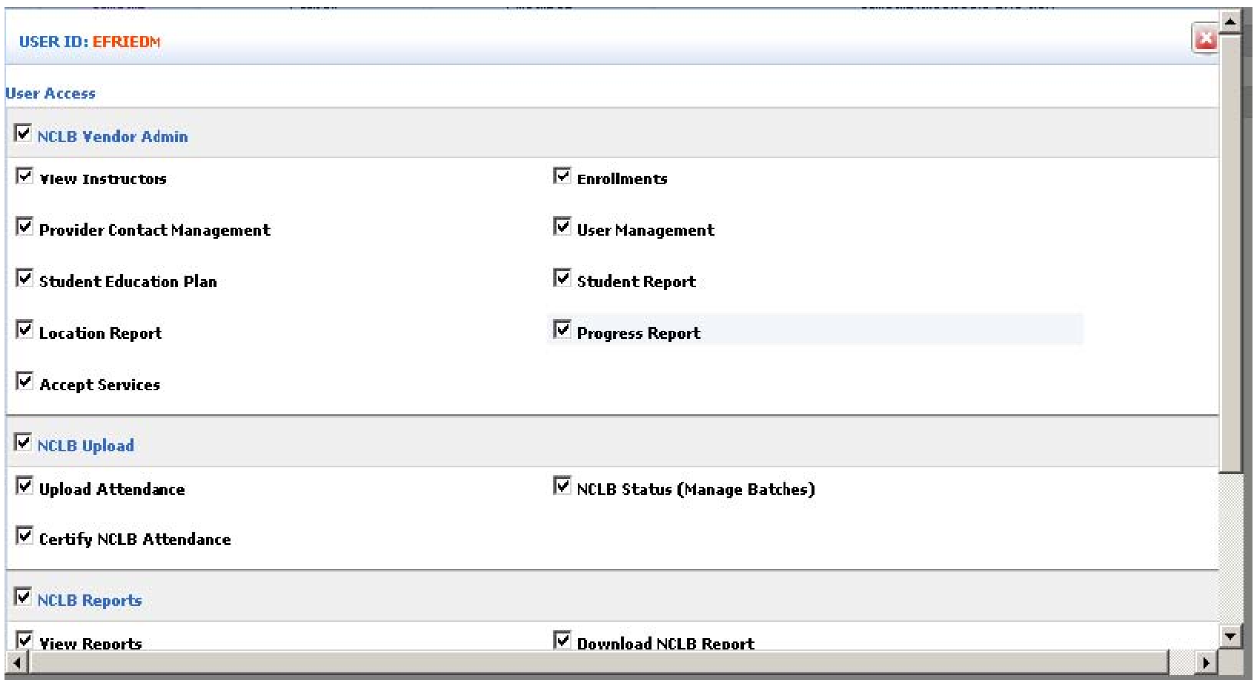


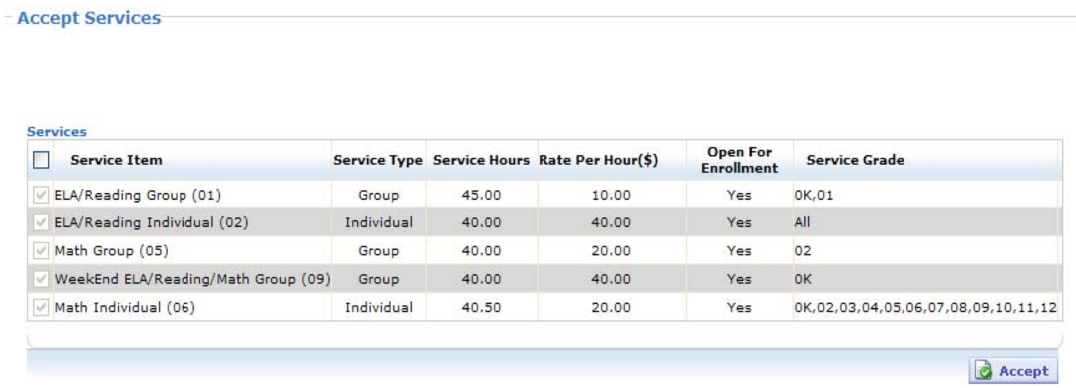
Figure 8: Specific User Access Management in NCLB Admin

Click on 'Save' after filling out the form to save your selections.

1.5. Accept Services

A Provider must accept services prior to accepting enrolled students. If a discrepancy is discovered or a correction needs to be requested (for amended contracts), a request must be made to the Program Office (nclbses@schools.nyc.gov or 718-935-2424) to resolve the issue.

Select the checkbox for the service and click the accept button if the details regarding the service are accurate.



Accept Services

Services

Service Item	Service Type	Service Hours	Rate Per Hour($)	Open For Enrollment	Service Grade
ELA/Reading Group (01)	Group	45.00	10.00	Yes	0K,01
ELA/Reading Individual (02)	Individual	40.00	40.00	Yes	All
Math Group (05)	Group	40.00	20.00	Yes	02
WeekEnd ELA/Reading/Math Group (09)	Group	40.00	40.00	Yes	0K
Math Individual (06)	Individual	40.50	20.00	Yes	0K,02,03,04,05,06,07,08,09,10,11,12

Accept

Figure 9: Accept Services Screen

1.6. Instructors

This link lists the teachers, tutors and other staff.

These individuals must be registered in PETS (Personnel Eligibility Tracking System), received satisfactory security clearance (“eligible”), and made active in PETS1 prior to providing any services. PETS involves two steps: inputting staff information and, if the staff receives approval/clearance ensuring that the staff is “active” in the system on the accurate contract roster. It is the responsibility of the Provider to switch non-working staff to “inactive”. If teachers/tutors are improperly registered, they must not have contact with schools or students under any circumstances. In addition, the system will reject all attendance records that don’t meet qualifications, meaning the DOE will not pay for services rendered by inactive and/or ineligible staff and may delay payment of the invoices correctly submitted.

The roster can be downloaded to an excel file by clicking on “Export” and clicking on “Save.”

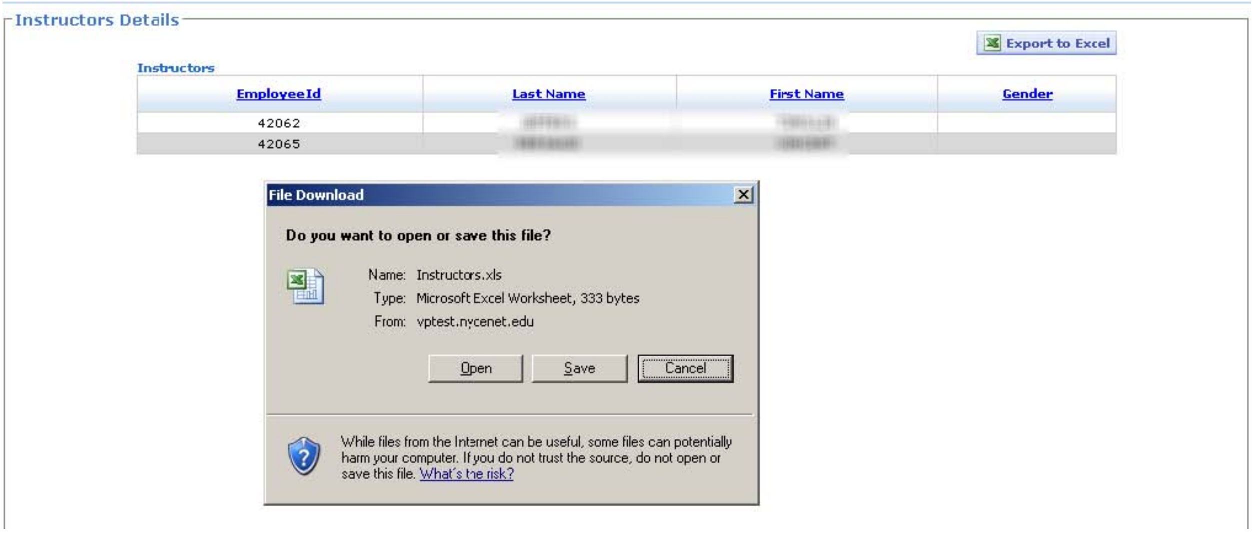


Figure 10: Instructors landing screen

1.7. Enrollments

Providers must approve or reject students enrolled by the SES Program Office within 5 days of enrollment. Once approved, the students must receive tutoring within 30 days. No wait listing of students is permitted. A provider purposely holding forms in the anticipation of a more significant enrollment is considered "wait-listing" -- this is not permitted. The providers who accept students and do not provide service within 30 days are subject to sanctions. Rejected students will become eligible for enrollment with another Provider.

Click on "Accept Enrollment" to approve enrollments. The acceptance process can be completed for each student individually or as a group.

for individual approval or


for individual rejection. For bulk approval, please check the box to the left of the corresponding OSIS number then click on the ACCEPT button.

The Enrollment section has four tabs, – reflecting all options:

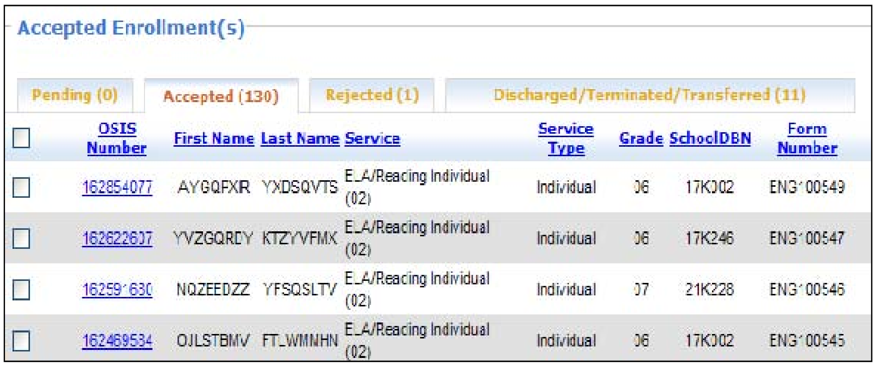
- Pending – This lists the students waiting for Provider's approval or rejection.
- Accepted – This lists the accepted students, Tutoring must begin within 30 days of accepting the student.
- Rejected – This lists the rejected students. When a provider rejects a student, a reason must be recorded in the Notes section that will then be reviewed by the SES Program Office. Should the SES office determine that the reason is without merit, the Provider will be obligated to accept the student and render services.
- Discharged/Terminated/Transferred Students in these categories are no longer eligible for SES:
    - Student has been discharged from the NYC public school system
    - Student has transferred from an eligible school to an ineligible school

Providers must monitor these lists continuously to know which students are eligible for service. Providers can contact the SES Program Office if they suspect that the student was unduly listed.

[Note: If a student comes back after being discharged, the student must be re-enrolled in school and in the SES program before any service is provided. The system will display an error if the provider tries to upload attendance for service after the date of discharge and before re-enrollment. Payment for the services will not be made.]

All Providers must check if the student is discharged/transferred before providing service. A student may be discharged /transferred at anytime and the parent/guardian/school may not notify you. Providers must always make sure students are not discharged/transferred before providing service.

The Department of Education will NOT pay for services provided to a student no longer enrolled in their original eligible school. Students that have transferred back to an eligible school must be re-enrolled in SES programming before services resume.


Accepted Enrollment(s)

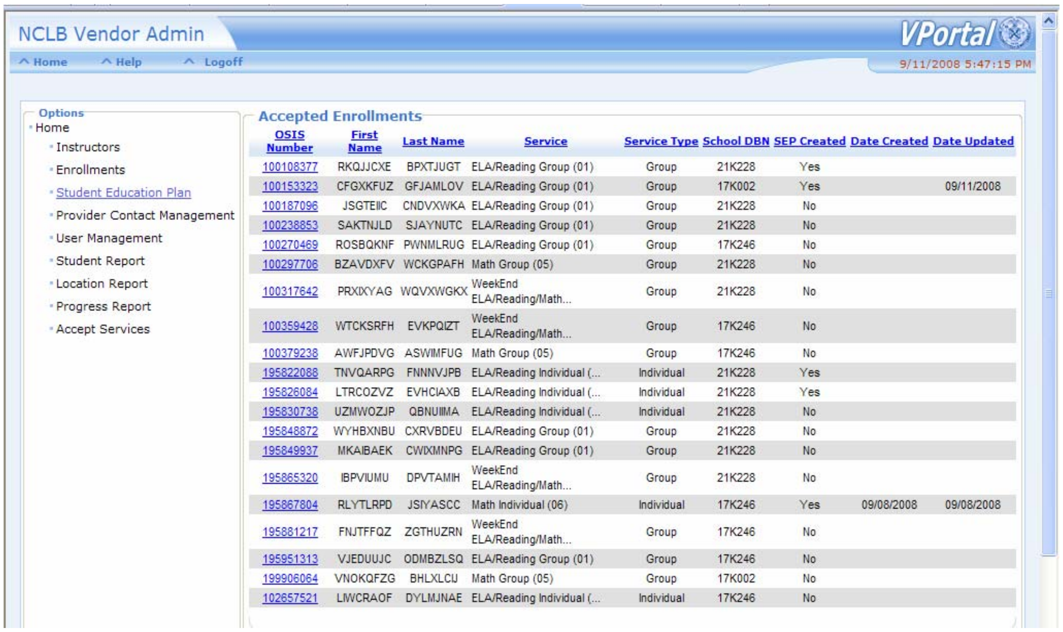
Pending (0) | Accepted (130) | Rejected (1) | Discharged/Terminated/Transferred (11)

	OSIS Number	First Name	Last Name	Service	Service Type	Grade	SchoolDBN	Form Number
☐	162854077	AYGQFXR	YXDSQVTS	E_A/Reacing Individual (02)	Individual	06	17K002	ENG100549
☐	162622607	YVZGQRDY	KTZYVFMX	E_A/Reacing Individual (02)	Individual	06	17K246	ENG100547
☐	162591630	NQZEEDZZ	YFSQSLTV	E_A/Reacing Individual (02)	Individual	07	21K228	ENG100546
☐	162469534	OJLSTBMV	FTLWMNHN	E_A/Reacing Individual (02)	Individual	06	17K002	ENG100545

Figure 11: Accepted Enrollments screen

2. REPORTS

Student Education Plan (SEP)



OSIS Number	First Name	Last Name	Service	Service Type	School DBN	SEP Created	Date Created	Date Updated
100108377	RKQJJCXE	BPXTJUGT	ELA/Reading Group (01)	Group	21K228	Yes		
100153323	CFGXKFUZ	GFJAMLOV	ELA/Reading Group (01)	Group	17K002	Yes		09/11/2008
100187096	JSGTEIIC	CNDVXWKA	ELA/Reading Group (01)	Group	21K228	No		
100238853	SAKTNJLD	SJAYNUTC	ELA/Reading Group (01)	Group	21K228	No		
100270469	ROSBQKNF	PWNMLRUG	ELA/Reading Group (01)	Group	17K246	No		
100297706	BZAVDXFV	WCKGPAFH	Math Group (05)	Group	21K228	No		
100317642	PRXIXYAG	WQVXWGKX	WeekEnd ELA/Reading/Math...	Group	21K228	No		
100359428	WTCKSRFH	EVKPQIZT	WeekEnd ELA/Reading/Math...	Group	17K246	No		
100379238	AWFJPDVG	ASWIMFUG	Math Group (05)	Group	17K246	No		
195822088	TNVQARPG	FNNNVJPB	ELA/Reading Individual (...	Individual	21K228	Yes		
195826084	LTRCOZVZ	EVHCIAXB	ELA/Reading Individual (...	Individual	21K228	Yes		
195830738	UZMWOZJP	QBNUIIMA	ELA/Reading Individual (...	Individual	21K228	No		
195848872	WYHBXNBU	CXRVBDEU	ELA/Reading Group (01)	Group	21K228	No		
195849937	MKAIBAEK	CWIXMNPG	ELA/Reading Group (01)	Group	21K228	No		
195865320	IBPVIUMU	DPVTAMIH	WeekEnd ELA/Reading/Math...	Group	21K228	No		
195867804	RLYTLRPD	JSIYASCC	Math Individual (06)	Individual	17K246	Yes	09/08/2008	09/08/2008
195881217	FNJTFFQZ	ZGTHUZRN	WeekEnd ELA/Reading/Math...	Group	17K246	No		
195951313	VJEDUUJC	ODMBZLSQ	ELA/Reading Group (01)	Group	17K246	No		
199906064	VNOKQFZG	BHLXLCIJ	Math Group (05)	Group	17K002	No		
102657521	LIWCRAOF	DYLMJNAE	ELA/Reading Individual (...	Individual	17K246	No		

Figure 12: Accepted Enrollments screen for filling out the SEPs

2.1 Student Education Plan

As shown in Figure 8, this section reflects the SEPs for all accepted students. The provider <u>must</u> enter an SEP into the SES application for each student enrolled for service within the first 3 sessions or the DOE will **not pay** for services rendered.

Steps to create an SEP for a student:

- Click on *Search by Student ID*.
- Enter the Student ID and hit return.
- Click on the student ID/OSIS number for the SEP form to come up .

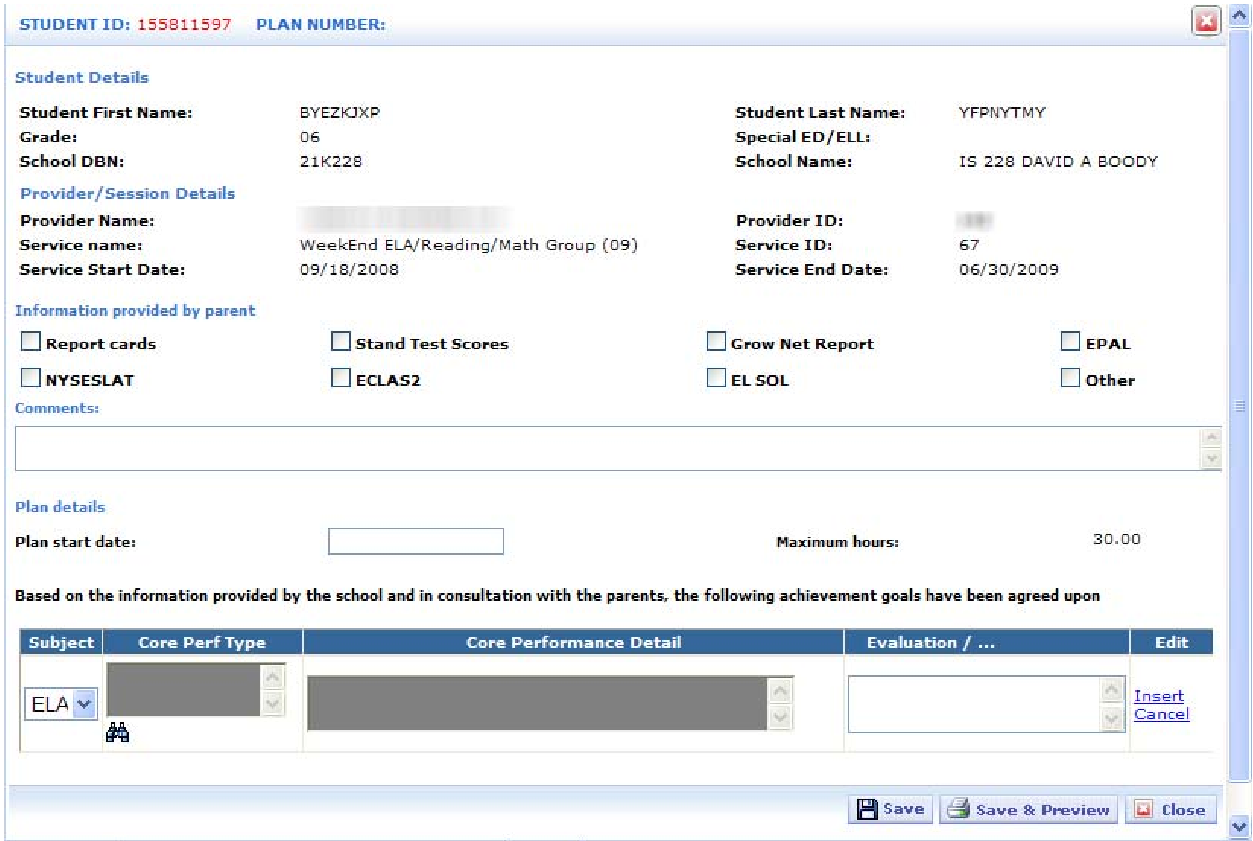


Figure13: Student Detail Screen

On the SEP form:

- Enter the Plan Date.
- Select ELA or Math (this selection is only available when the student is enrolled in a dual program, otherwise it will only show ELA or Math).
- Click on to search core performance type and detail; the user can choose the Grade Level at the top of the form as shown in Figure 13.
- Select a type and the selected value will be transferred to the SEP screen. Only one goal can be selected at a time.
- Enter the means progress measurement in the Evaluation box on the SEP screen and click on insert to add the achievement goal. (This should match with your application submission to SED. Click add if adding another goal, then begin process again).
- Click on “Save and Preview” to save and print the plan.

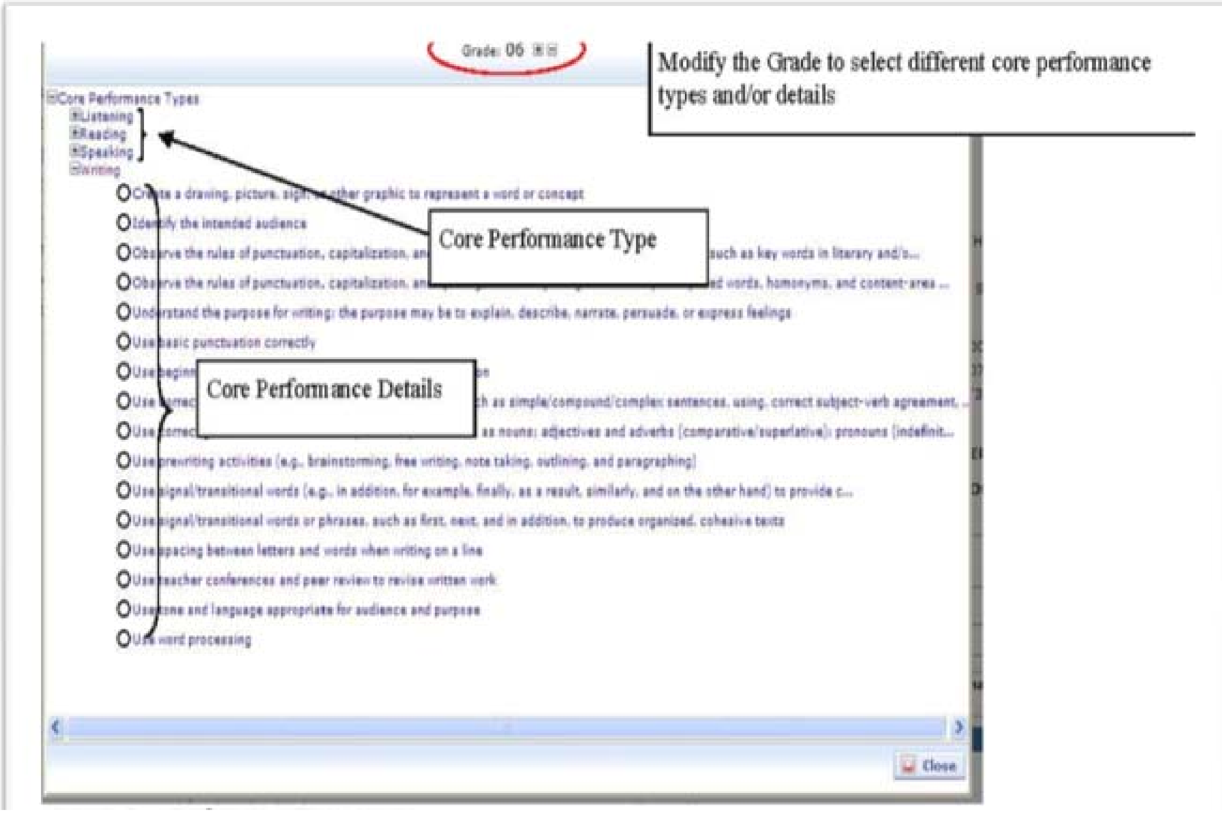
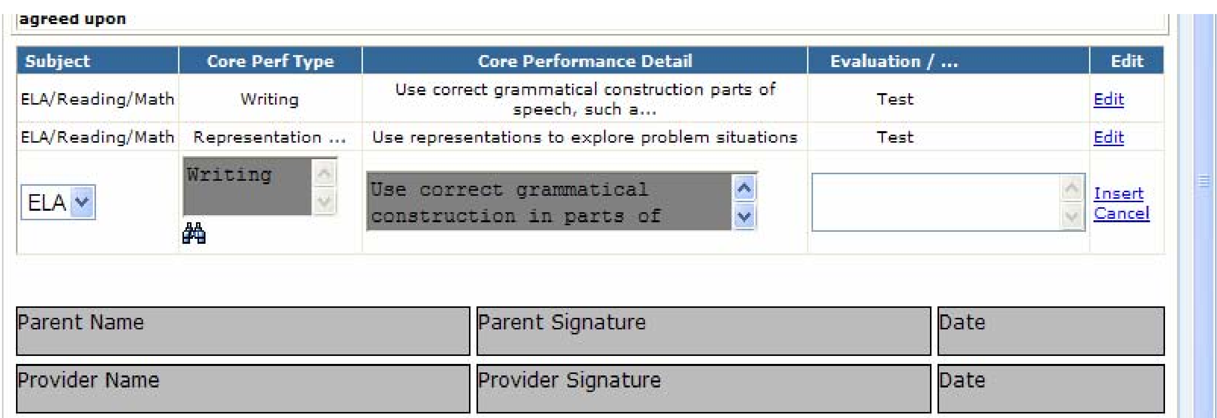


Figure 14: Core Performance Types Screen


agreed upon

Subject	Core Perf Type	Core Performance Detail	Evaluation / ...	Edit
ELA/Reading/Math	Writing	Use correct grammatical construction parts of speech, such a...	Test	Edit
ELA/Reading/Math	Representation ...	Use representations to explore problem situations	Test	Edit
ELA	Writing	Use correct grammatical construction in parts of		Insert Cancel

Parent Name	Parent Signature	Date
Provider Name	Provider Signature	Date

Figure 15: SEP form screen in Print mode

2.2. Student Report

This report will generate a list of students with additional information beneficial, such as contact information or whether the student is an English Language Learner (ELL). The results can be exported to a spreadsheet.

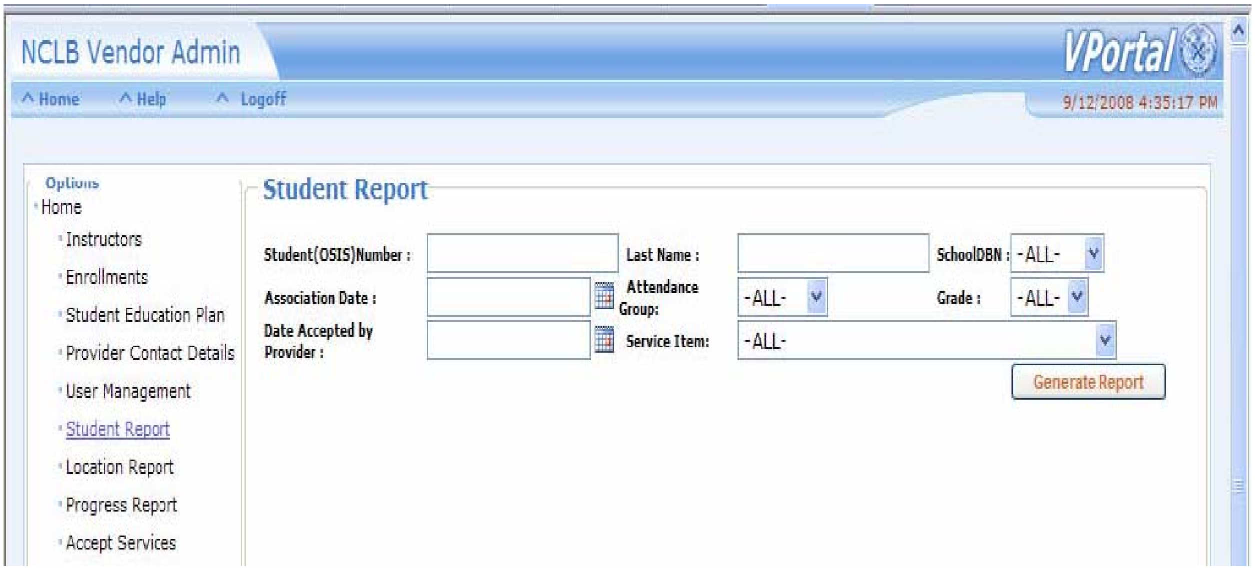


Figure 16: Student Report Screen

2.3. Location Report

This report shows locations used by a Provider based on the attendance uploaded. The primary selection is either "DOE Location" or "Non DOE Location". The report will directly open in a spreadsheet.

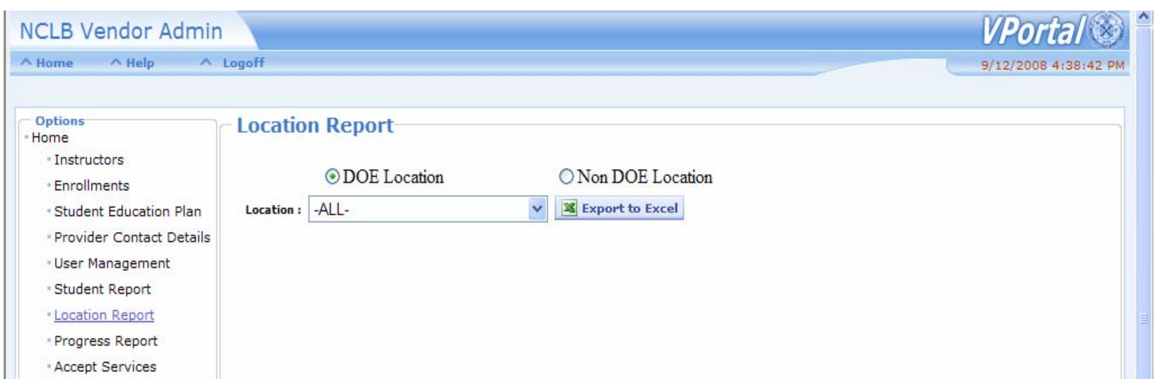


Figure 17: Location Report Screen

2.4. Progress Report

Progress Reports

The Progress Report section lists the progress reports (PR) generated in the system and yet to be filled out. Each student must have four progress reports at 25%, 50%, 75% and 100% of their service hours. The academic goals articulated on the SEP for the student will appear on the progress reports and a comment will be required to track the progress of achieving the prescribed goals.

When are progress reports generated?

To illustrate the logic for PR generation, let us consider a hypothetical situation of a student enrolled with a service provider for 40 hours of service. When the provider up-loads what represents the 10^{th} hour of service, if the provider has not filled out a PR for this student at this time, the entire attendance batch will fail. The provider will have to remove that student's attendance and resubmit the remaining batch or complete and attach a PR for this student before resubmitting the attendance batch. Until a PR is generated for this student's 10 hours of attendance, all future attendance the provider attempts to up-load for this student will also error off. When the student has reached 20 hours of attendance or, in this case, the next quarter mark, the process repeats itself. Following suit, the same process will occur at 30 hours and 40 hours or, as in this example the third quarter and the last quarter. If the student reaches for example, 10 and 20 hours attendance in the same uploaded batch, two PRs must be attached, one to each appropriate attendance date.

This system has been established to ensure that PRs are being generated at regular intervals and to prevent providers from certifying attendance for any particular student all at once. Remember, while you can up-load attendance at any time, unless an e-commerce provider, you can only certify the first 7 days of each month. This certification needs to be done monthly and should be for services provided in the previous month. PR information should reflect the student's progress and should be unique to each report.

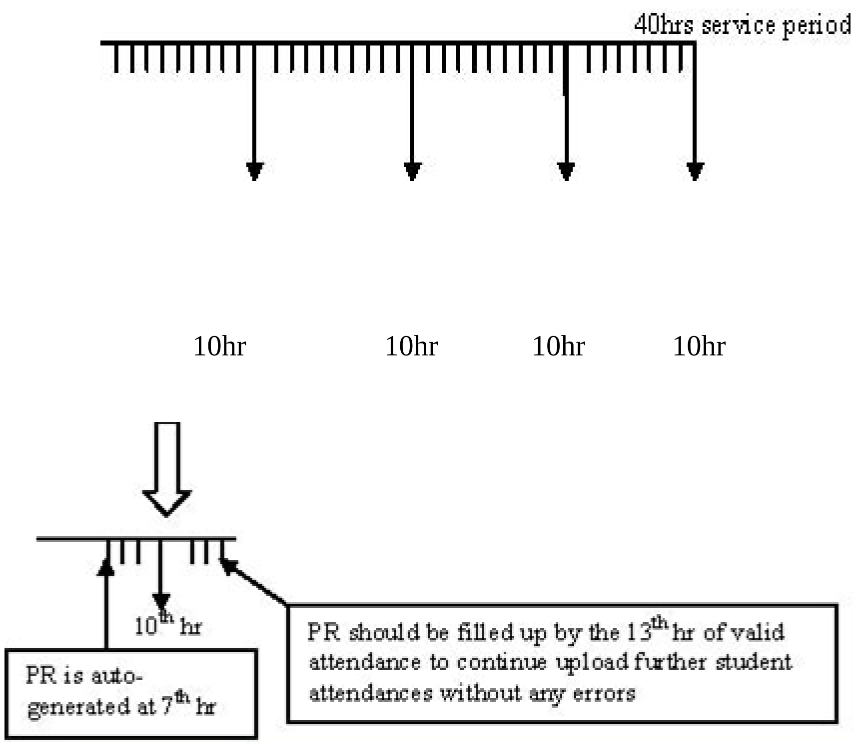
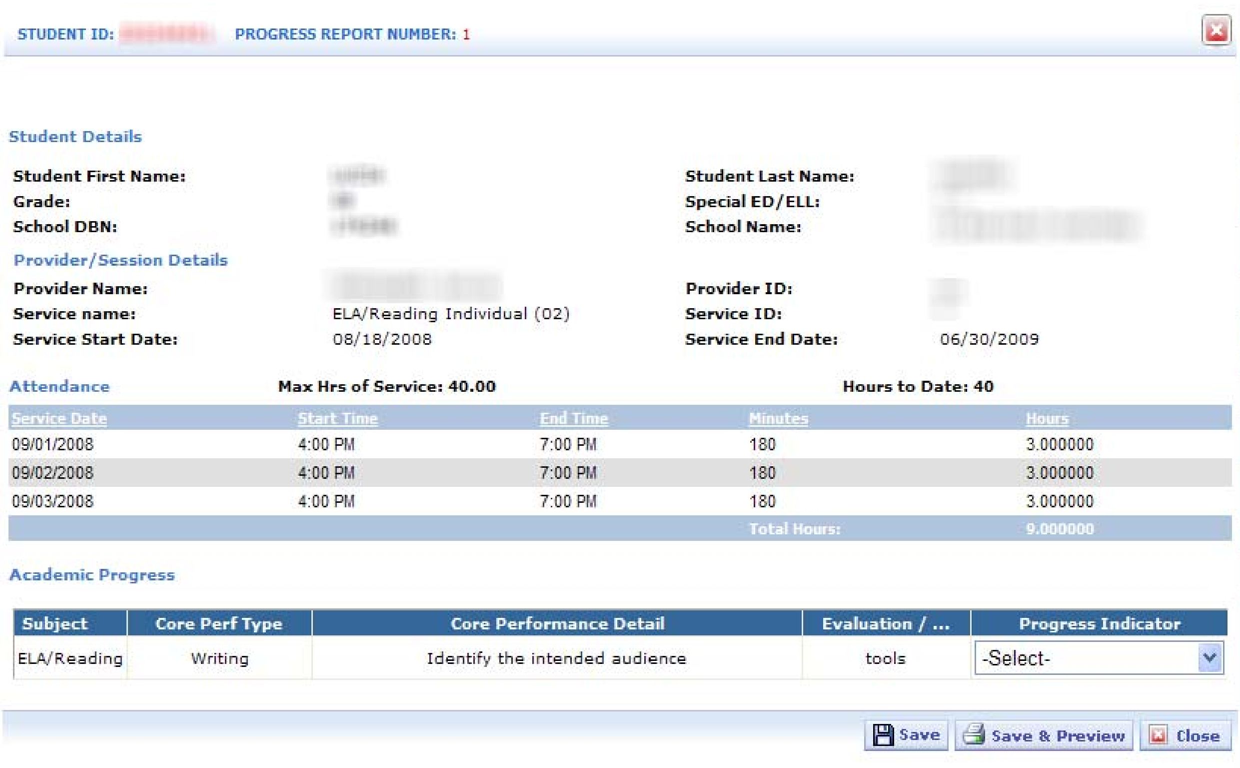


Figure 18: Progress Report List Screen

How to fill out a Progress Report?

Step1: Locate the Progress Report in the Pending Reports tab shown in Figure 18. Click on the Student ID (OSIS) number and the form shown in Figure 19 will open:



STUDENT ID: PROGRESS REPORT NUMBER: 1

Student Details

Student First Name:		Student Last Name:	
Grade:		Special ED/ELL:	
School DBN:		School Name:	

Provider/Session Details

Provider Name:		Provider ID:	
Service name:	ELA/Reading Individual (02)	Service ID:	
Service Start Date:	08/18/2008	Service End Date:	06/30/2009

Attendance Max Hrs of Service: 40.00 Hours to Date: 40

Service Date	Start Time	End Time	Minutes	Hours
09/01/2008	4:00 PM	7:00 PM	180	3.000000
09/02/2008	4:00 PM	7:00 PM	180	3.000000
09/03/2008	4:00 PM	7:00 PM	180	3.000000
			Total Hours:	9.000000

Academic Progress

Subject	Core Perf Type	Core Performance Detail	Evaluation / ...	Progress Indicator
ELA/Reading	Writing	Identify the intended audience	tools	-Select-

Save Save & Preview Close

Figure 19: Student Detail Screen

Step2: Specify the progress indicator for each goal by selecting from the drop down list. This list will only include the goals as prescribed in the SEP. Additional goals cannot be added to SEPs when creating progress reports.

Step3: Print (save and print) the form. When you print the form, the progress report will automatically move to the right tab (fist, second, third or fourth).

2.5 Submission of SEPs and Progress Reports

Program Components –SEPs, PRs

Student Education Plans (SEPs) and Progress Reports (PRs)

•At the end of the school year, every Provider must
Submit SEPs/PRs on CD/DVD with an Excel spreadsheet to:

NYC Department of Education

SES Program Office

65 Court Street, Room 1803D

Brooklyn, NY 11201

Attn: Juanne Inniss

Submissions must include:

–Provider name

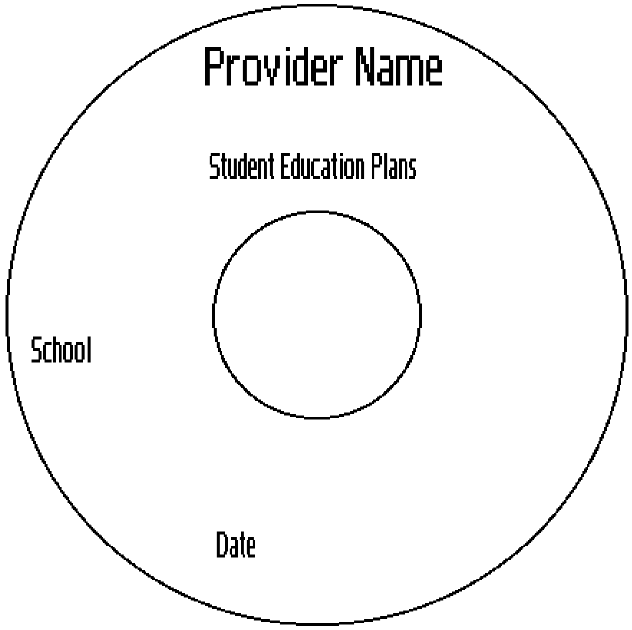
–Student ID

–Student first and last name

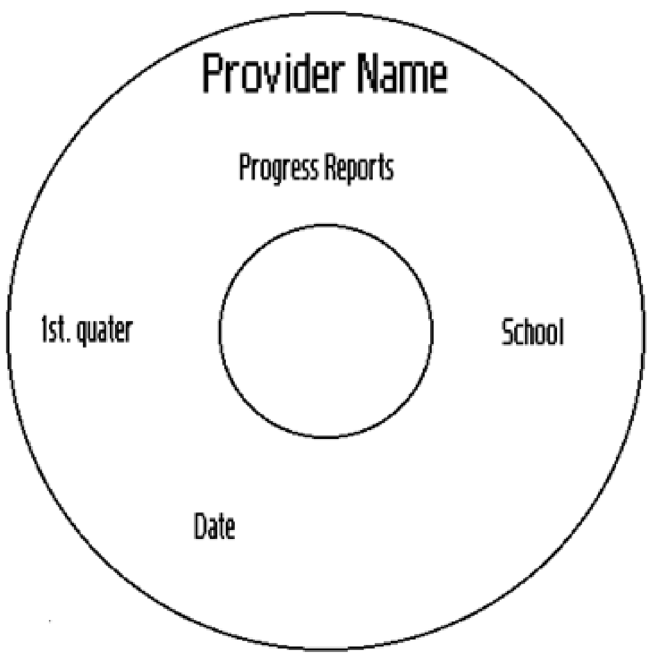
–School

•The SEPs and PRs should be signed by the parent/guardian and accompanied by assurance forms certifying that copies were given to the parent/guardian, and school, and are available or maintained at the service site.

Program Components- Labeling SEP/PR compact discs.



Program Components- Labeling SEP/PR compact discs.



3. NCLB ATTENDANCE

3.1 Overview Breakdown

NCLB Attendance Upload and Invoicing Process

SES Reports permits users to export information to Excel as well as create an invoice template file.

1. Create File
2. Upload (attendance batch report)
3. Validation Process (pass or fail)
4. Submit Batch (computer generates invoice #)

3.2. Create Invoice

To create a new report, the Provider must select a parameter and/or filter the parameters to extract the data. The Provider can select “Create Invoice” to generate a report. Please select the “Fiscal Year” from the drop down choices along with the “Invoice Month”. Service Type and Student ID are optional. Click on  to extract the report. The information appears in the body of the screen.

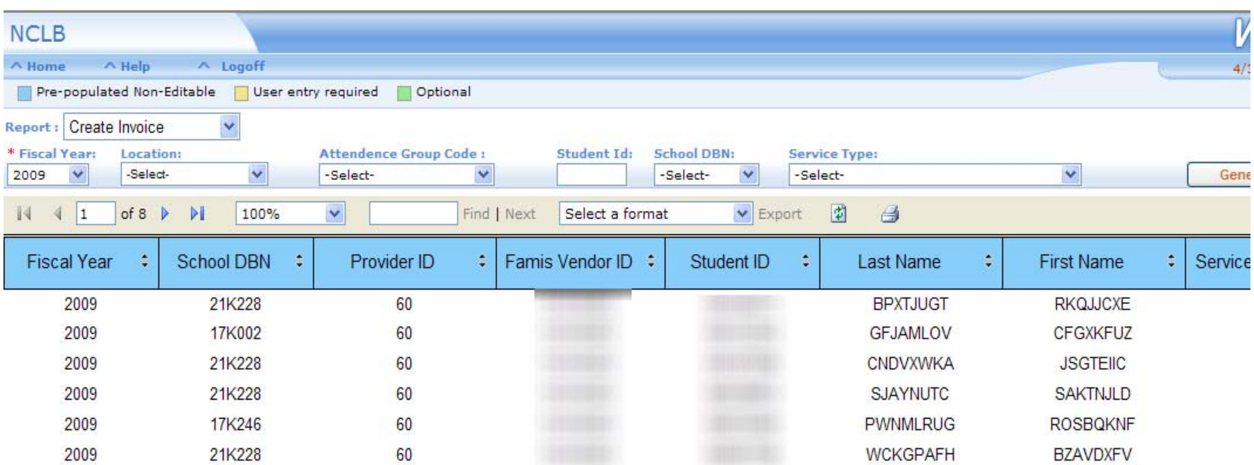


Figure 20: NCLB Report screen

3.3. Extract Report

To download and save a copy on your computer, use the Select Format drop down to choose a format (Excel) and click “Export” as shown in Figure 21.

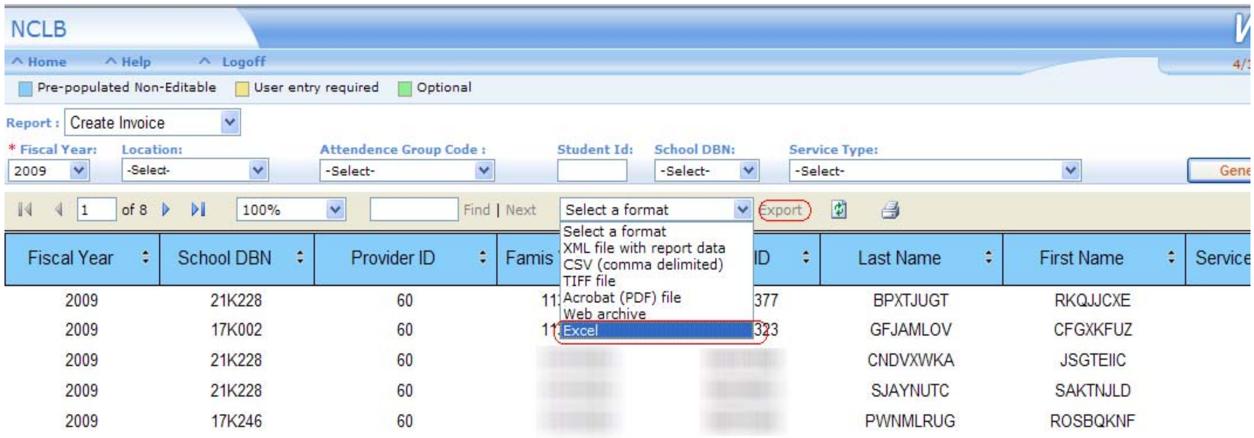


Figure 21: File Export option for NCLB Report screen

> The user must extract a new report every time to have the most updated data fields. This helps maintain the currency of the report.

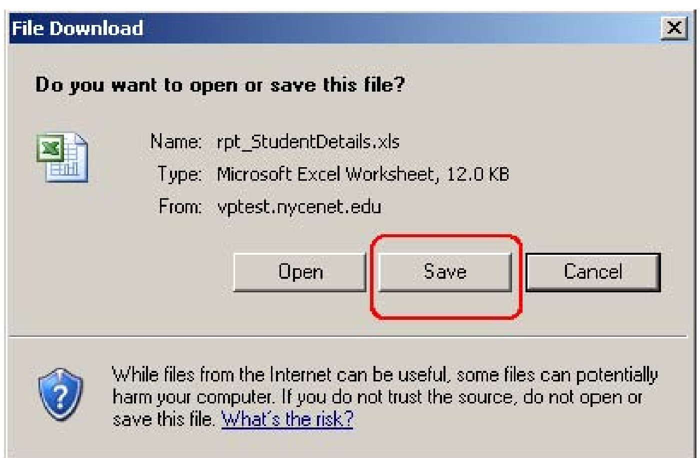


Figure: 22 File Download screen for Invoice creation template

Click on Save Excel file on your computer as shown in Figure 22

.

3.4. Edit Report and Save the File as a Tab Delimited File

Check the header column and use the following list as a legend while editing the exported Excel report:

- Pre-populated and should not be editable
- User entry required
- Optional
- Columns with blue headers are Pre-populated and Non-editable
- Entry is required for the columns with yellow headers
- Columns with Green headers are optional

Enter the attendance details in the file.

Please note that while extracting a report, the following columns must be formatted in a specific way:

- Service dates need to be in the MM/DD/YYYY format. For instance, 11/01/2009
- Start and end times must be formatted as *HH*:*MM* AM/PM. For instance, 03:30 PM

Please refer to Appendix B for tips about other fields.

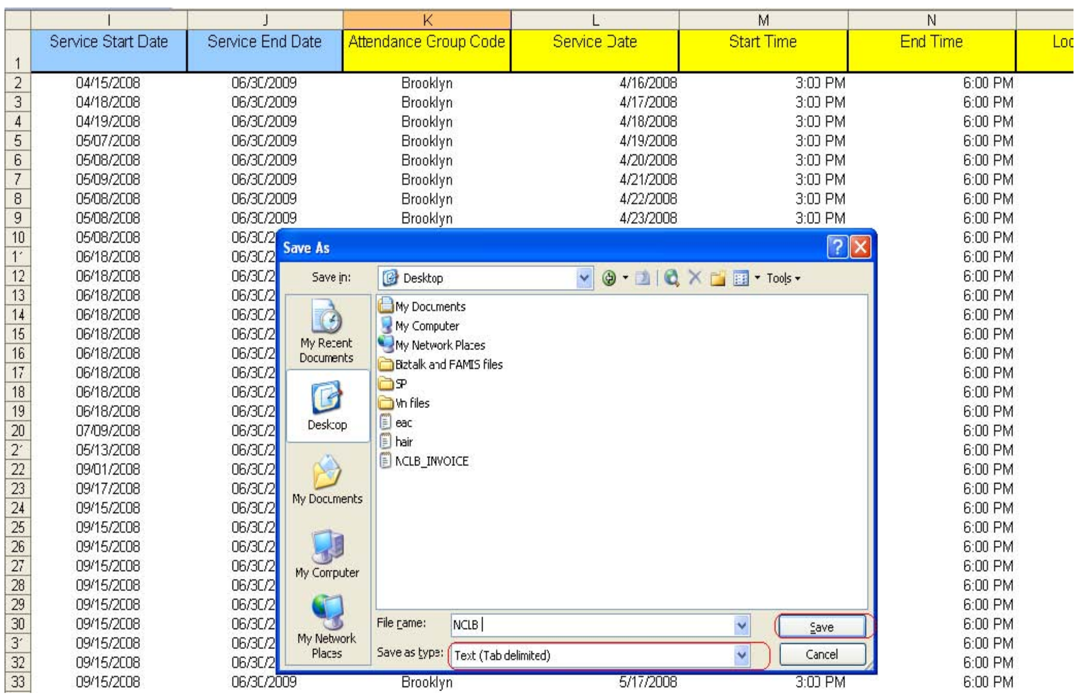


Figure 23: Excel Save as screen for Invoice creation template

As shown in Figure 23, at the bottom of the window, go to the drop down menu labeled "Save as Type". Scroll down, until you see "Text (Tab delimited) (*.txt)". Select this option and click “Save”.

3.5. Upload the Invoice

The NCLB Upload link allows Providers and/or authorized users to upload SES files for invoicing. Only tab-delimited (*.txt) files can be uploaded through the system. Click on "Browse." Select file and click on "Upload File."

Once uploaded, the user can check the status by clicking on "Status Page". The "Status" field shows the uploaded file status. There are various column headers as follows:

- TOTAL- Total count of records for the uploaded batch (attendance file)
- ERROR- Provides the count of records that failed validation for the uploaded batch (attendance file)
- PASS- Provides the count of records that passed validations
- STATUS - The file status can be any of the following

- New
- File Saved. Please Wait...
- Passed Format Validation
- Failed Format Validation
- Processing
- Records Failed to be Inserted

- Passed Rules Validation
- Failed Rules Validation
- Submitted
- Uploaded to Mainframe
- Attend Code Required
- Deleted Batch
- File has no records

3.6. Submit the Batch

After the batch passes through all validation rules, it can be submitted for creating an invoice.

3.7. Delete Batch

Click on ✗ to delete a batch if you do not want the attendance batch to be processed.

Note: The delete icon does not appear if progress reports are associated with the batch. Progress reports have to be deleted by the SES Program Office in order for the Provider to delete the batch.

3.8. Certify Batch

Certify the invoice by clicking on the certification icon

3.9. Edit an Attendance Record with Errors

The record status page displays an attendance record's relevant information. The Provider can see errors associated with each record. The Provider can also delete each record.

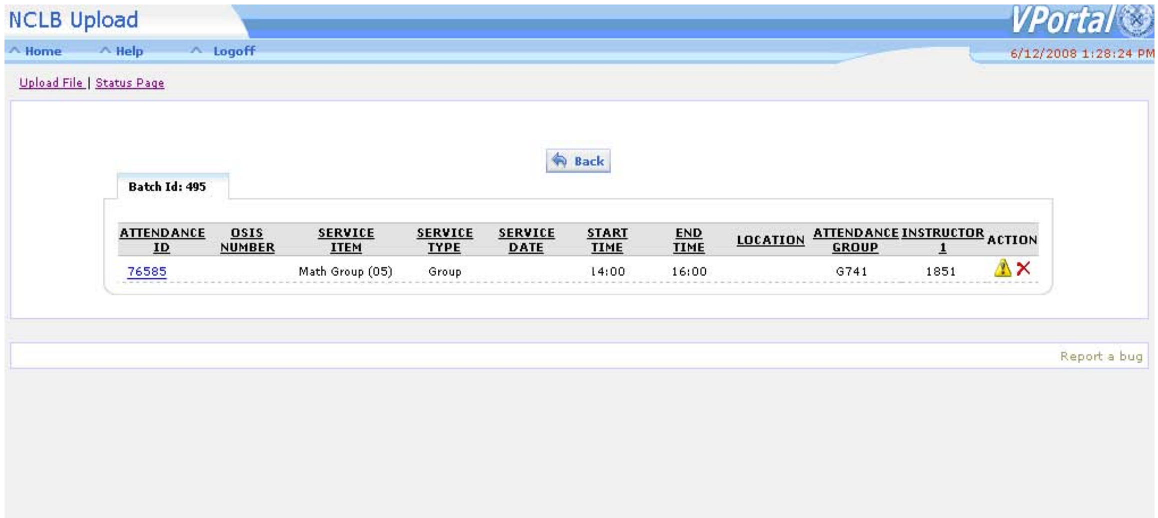
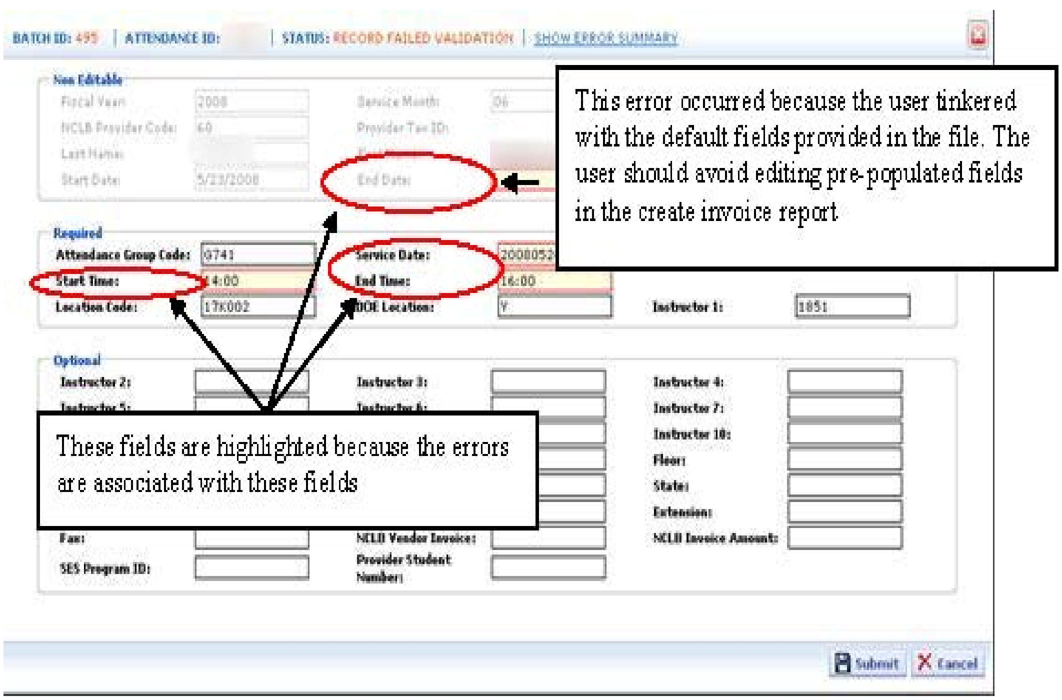


Figure 24: Attendance Record Status Screen

Placing a mouse over on the icon shows the error messages regarding that record. To edit, the Provider must click on the "Attendance ID" in the first column (left) and open the record details in which an edit can be performed.



When an error occurs on the non-changeable fields, the only option is to delete the record.

After correcting errors for the required and optional fields, the record can be re-submitted again for validation by clicking the Submit button at the bottom right of the record form.

When a corrected record passes validation, the Provider will see the next record that contains an error.

Appendix A – Status Messages Explained

Status	Description	Reason	Action to be taken
New	**File is uploaded for the first time**	**NA**	**None**
File Saved. Please Wait...	**File has been uploaded and has been sent for validation**	**NA**	**None**
Passed Format Validation	**The file is in the right format**	**NA**	**None**
Failed Format Validation	**Incorrect file format**	**The file is not in tab-delimitated (.*txt) format or the data in the file is not in the right format.**	**Upload correct file format**
Processing...	**The system is still processing the request**	**NA**	**None**
Passed Rules Validation	**The file is in the right format and has passed rules validation**	**NA**	**Submit the file for invoicing. Click on the submit icon to submit the file. Once the batch is submitted, a new invoice number is generated.**
Failed Rules Validation	**The file is in the right format but did not pass rules validation**	**Wrong data**	**Click on the error icon and check if all the data entered is correct and is in the right format. Rectify the errors.**
Uploaded to Mainframe	**Invoice number is generated and the file has been sent for approval**	**NA**	**None**
Deleted Batch	**Batch has been deleted**	**Error Batch**	**Upload a new file**
File has no records	**No data in the file**	**Mandatory fields are empty**	**Enter data**

Appendix B -Tips for data entry for attendance batches

Fieldname	Value	Description	Example	Validation
FISCAL YR		Auto Populated. Please do not modify columns with blue header		
SchoolDBN		Auto Populated. Please do not modify columns with blue header		
NCLB PROVIDER CODE		Auto Populated. Please do not modify columns with blue header		
PROVIDER (TAX ID)		Auto Populated. Please do not modify columns with blue header		
OSIS ID		Auto Populated. Please do not modify columns with blue header		

Fieldname	Value	Description	Example	Validation
LAST NAME		Auto Populated. Please do not modify columns with blue header		
FIRST NAME		Auto Populated. Please do not modify columns with blue header		
NCLB SERVICE CODE		Auto Populated. Please do not modify columns with blue header		
START DT		Auto Populated. Please do not modify columns with blue header		
END DT		Auto Populated. Please do not modify columns with blue header		
ATTENDANCE GROUP CODE	Pre populated after first input.	Unique group code provider by the vendor. This will be helpful while uploading attendance for all students in a group.	BronxELAgroup	
SERVICE DATE	Required field	The date the student was provided service.	4/12/2009	Service date must be between Service Start Date and End date
START TIME		Start Time	6:00 PM	1. Should be valid time format HH:MM AM/PM. 2. Session length must be less than or equal to 180 minutes (3hrs)

Fieldname	Value	Description	Example	Validation
END TIME		Service End Time	9:00 PM	1. Should be valid time format HH:MM AM/PM. 2. Session length must be less than or equal to 180 minutes (3hrs)
LOCATION CODE	Pre populated after first input	Location of service		1. Location code must be the School DBN if the service is provided at DOE location. DOE location will be 'Y'. 2. Providers can enter their location code if the student is services at their location. Enter DOE location as 'N'. Location details such as Floor, room #, city, state, zip code and fax numbers becomes mandatory. 3. Location code will be "HOME" if the student is tutored at home. 4. Location code will be "ONLINE" if the student is tutored online.
DOE LOCATION	Pre populated after first input	INDICATOR IF SERVICE PROVIDED AT SCHOOL OR OTHER LOCATION	Y / N	DOE location = 'Y' if the student is tutored at DOE location. DOE location = 'N' if services are not being provided in a public school.
INSTRUCTOR 1	Pre populated after first input (PETS id number)	Refer Section 2.3 for knowing PETS ID	12345	Instructor must be eligible on the service date

Fieldname	Value	Description	Example	Validation
INSTRUCTOR 2	Optional field	Refer Section 2.3 for knowing PETS ID	12345	Is instructor eligible on service date Information entered with PETS ID number
INSTRUCTOR 3	Optional field	Refer Section 2.3 for knowing PETS ID	12345	Is instructor eligible on service date Information entered with PETS ID number
INSTRUCTOR 4	Optional field	Refer Section 2.3 for knowing PETS ID	12345	Is instructor eligible on service date Information entered with PETS ID number
INSTRUCTOR 5	Optional field	Refer Section 2.3 for knowing PETS ID	12345	Is instructor eligible on service date Information entered with PETS ID number
INSTRUCTOR 6	Optional field	Refer Section 2.3 for knowing PETS ID	12345	Is instructor eligible on service date Information entered with PETS ID number
INSTRUCTOR 7	Optional field	Refer Section 2.3 for knowing PETS ID	12345	Is instructor eligible on service date Information entered with PETS ID number
INSTRUCTOR 8	Optional field	Refer Section 2.3 for knowing PETS ID	12345	Is instructor eligible on service date Information entered with PETS ID number
INSTRUCTOR 9	Optional field	Refer Section 2.3 for knowing PETS ID	12345	Is instructor eligible on service date Information entered with PETS ID number
INSTRUCTOR 10	Optional field	Refer Section 2.3 for knowing PETS ID	12345	Is instructor eligible on service date Information entered with PETS ID number
LOCATION NAME	Pre populated after first input	Location Name	Bronx	Required field only if DOE location =N and not home

Fieldname	Value	Description	Example	Validation
ADDRESS	Pre populated after first input	Address	66 Camden street	Required field only if DOE location =N and not home
FLOOR	Pre populated after first input	Floor	7th floor	Required field only if DOE location =N and not home
ROOM NUMBER	Pre populated after first input	Room Number	1201	Required field only if DOE location =N and not home
CITY	Pre populated after first input	City	Bronx	Required field only if DOE location =N and not home
STATE	Pre populated after first input	State	NY	Required field only if DOE location =N and not home
ZIPCODE	Pre populated after first input	Zip Code	11201	Required field only if DOE location =N and not home
PHONE NUMBER	Pre populated after first input	Phone Number	212-212-2121	Required field only if DOE location =N and not home
EXTENSION	Pre populated after first input			Required field only if DOE location =N and not home
FAX	Pre populated after first input			Required field only if DOE location =N and not home
NCLB VENDOR INVOICE	Free for vendor use. Optional field			
NCLB INVOICE AMT	Free for vendor use. Optional field			

Fieldname	Value	Description	Example	Validation
NCLB SES PROG ID	Free for vendor use. Optional field			
PROVIDER STUDENT NUMBER	Free for vendor use. Optional field			

Appendix C - Attendance Batch Error Remedy table

Attendance Batch Error	Remedy
Invoice held for an adjustment	Contact Program Director to seek clarification
The uploaded file could not be parsed. Please make sure that the file was saved in the appropriate format.	Do not alter the pre-populated data in the file. Remove all special characters in the file and save the file in Text (Tab Delimited) format.
The uploaded file could not be parsed. The number of columns in the file is not valid. Please note that column addition/deletion from the Excel spreadsheet is not supported.	Re-upload the file with corrections.
Unable to save the file to SQL. There are 3 possible causes : 1) The text file has been modified after it was exported from Excel. This is not supported. 2) One or more columns in the flat-file may have more number of characters than Column's size of SQL Server Database. This is not supported. 3) SQL Server may be experiencing some problems. Please try again later.	Server timed out. Try uploading file again later
An unknown error has occurred while validating the incoming file. Please report this error.	Refresh the page or report to SES Tech Team
Unable to upload to the Mainframe. It seems that the batch does not contain any Provider Service Id.	Re-upload the file with valid attendance and send mail to SES Tech Team
Unable to upload to the Mainframe. It seems that the invoice has zero payment.	Send mail to SES Tech Team
Unable to upload to the Mainframe. An error occurred while uploading the file. Please try again later.	Send mail to SES Tech Team for confirmation.
Unable to upload to the Mainframe. An unexpected error occurred while creating the invoice. Please report this error.	Send mail to SES Tech Team for confirmation.
File contains more than 3,000 records.	Do not upload files more than 3,000 records including headers. Split the records into two files and upload them separately.
One or more attendances in the uploaded batch have incorrect provider id. Please correct and re-upload.	Delete previous batch file and upload new file with correct content
Unable to upload to the Mainframe. The PO number is not available for this invoice.	Contact SES Tech Team and Program Office. Program Office will issue the accurate PO number and SES Tech Team can map new PO to existing certified invoice that failed due to the described issue.

Appendix D- Frequently Asked Questions (FAQs)

1. I am unable to log in to the Vendor Portal.
   Login using your Tax ID/User ID and password.

   Make sure you are using the right link

   http://vendorportal.nycenet.edu/vendorportal/login.aspx

   Contact the Vendor hotline if you are still unable to login

   Vendor Hotline email: vendorhotline@schools.nyc.gov

   Vendor Hotline contact: 718-935-2300

   9a. to 5p. Monday - Friday

2. I am the master account user. Why am I unable to see NCLB links on the Vendor Portal?
   Contact the Vendor Hotline @ 718-935-2300 or contact the Division of Contracts and Purchasing. You may not have been activated for NCLB.

3. How can I create a child account and grant access to the Vendor Portal to an employee?
   Refer to Section 2.2

4. I am a child user. Why am I unable to see any links?
   Contact the administrator (every Provider has one) to grant you access to the links.

5. I am trying to accept a student and the system does not allow it. I receive a message saying, "Service that student is enrolled in, is not accepted by provider yet."
   Check if you have accepted the services under your profile. Also, check if you have filled out the Provider's contact information.

   Also, check if you have filled out the provider's contact information.

6. I do not see any of my locations listed.
   Locations are in the system after the first upload. Please refer to the guide. Table 2 in the guide has more details about the same.

7. I did the progress report two hours ago however; the system says a progress report is required.
   Check your batch upload's status page for errors. Check the record mentioned for the errors. Finally, resubmit the specific record.

8. Is there a way to research students that have not been approved for our services?
   No

9. I get an error "Your previous batch is being processed. Please upload new file after processing is completed" when I try to upload a file.
   Only one file can be uploaded at a time. Please go to status, check if the file is processed, and upload another file.

10. Can I upload huge files?
    We recommend breaking down large files to multiple files with about 500-1000 records in each.

11. I am unable to delete a batch and I get an error "Progress reports exist for this batch". How can I delete it?

The system will not allow you to delete the attendance if progress reports are associated with the batch.

12. What is the difference between DOE Location and Location code?
If you are tutoring the student at a DOE facility enter DOE location as "Y" and the location code will be the School District/Borough/Number (DBN). If you are tutoring the student at a Non-DOE location, enter DOE location as "N" and the location code will be your Location code (Home/Online/Library/etc).

13. I do not see a certify icon.
There can be several reasons:

    - **The program office may have shut down your ability to certify. Contact them at nclbses@schools.nyc.gov**
    - **Non- ecommerce vendors are allowed to certify only on the last seven calendar days of every month. Hence, if the vendor in question has not subscribed to e-commerce, the certification will not be allowed.**

14. Whom should I contact for errors in the application?
Contact NCLB support at NCLBSES@schools.nyc.gov. However, this mailbox does not support questions related to the Program Office, PETS, or the Student Information System that drives the discharges/transfers of the students.

15. What is the difference between online attendance and upload?
Online attendance is for Providers who have few students. It is easier to upload using "NCLB Upload" if you have many students.

16. I am unable to upload attendance for a student. The service end date for the student has been changed while downloading a report.
The student might have been discharged or transferred. Please check in the Vendor Admin -Enrollments section to check. If the student is discharged, or has been transferred, the student must be re-enrolled in an eligible school and SES before providing any service.

17. I am having PETS errors on the Vendor Portal.
Log in to PETS and research the Eligibility start date and Eligibility end date for the instructors you are trying to upload attendance for. If you want dates modified for the instructors, contact PETS. If you have prior NCLB contracts to be considered for validations on Vendor Portal, make a request to Program Office at nclbses@schools.nyc.gov.

18. I submitted and certified an invoice for $X and received an amount lesser than that.
There may be an adjustment to the invoice by the Program Office. The reasons for adjustments are visible on the header part of the invoice. Click on the invoice number in the Vendor Portal and you will see the comments from Program Office indicating the reason for the Adjustment.

19. Do's and Don'ts while uploading a file

Do's

- **Read the manual before you upload attendance for the first time.**
- **Download reports using "NCLB Reports" for the latest report.**
- **Always submit SEPS before uploading any attendance for any students.**
- **Upload attendance in a timely manner. (It can be done anytime.)**
- **Provide all necessary information such as batch#, OSIS#, error message and a screenshot when you send an email to NCLB Support for help.**
- **Always check if the student is active or discharged before providing service. Once discharged, the students must be re-enrolled before providing the service.**
- **Always make sure teachers/tutors are active and eligible in PETS on the day service is provided. Payment will not be made for inactive and/or ineligible employees.**

Don'ts

- **Do not upload a file more than 4MB or 1000 records at a time.**
- **Do not wait for the certification period to upload attendance. Attendance can be uploaded and submitted anytime.**
- **Do not modify fields with blue headers when you download a report from the NCLB Reports.**

20. How do I request support for Vendor Portal related questions?

Vendor Portal Technical Inquiry form

Fill out the form when requesting any assistance from the Vendor Portal technical group. Send it to nclbses@schools.nyc.gov.

Errors relating to policies or data changes must be sent to the Program Office and also to nclbses@schools.nyc.gov.

Request Date (mm/dd/yyyy)

Provider Name:

Provider ID (three-digit provider ID)

Have you read this Vendor Portal Guide in it's entirely? (Yes/No):

Remaining part of the form is not applicable if the answer to the above question "No"

Area of issue:

1) **Attendance upload (bulk)**
2) **Attendance upload (one-by-one)**
3) **Vendor Admin**

Description:

Please describe, with examples; please provide details such as Batch ID, Attendance ID, Instructors IDs, Service Dates, size-compressed screenshots, etc.

1) What system behavior are you expecting?

Insert the description of your explanation here. This will help us evaluate if your demand is legitimate. Elaborate as much as possible for speedier processing.

2) What system behavior is not happening?

Insert the description of any bug here. This will help us diagnose the issue. Elaborate as much as possible for speedier processing.