

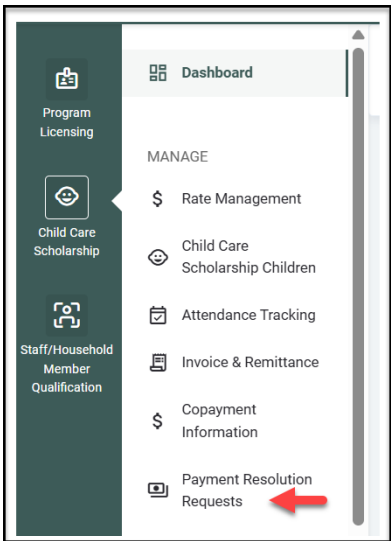


Submitting a Payment Resolution Request

A Payment Resolution Request (PRR) is submitted by a child care provider when there is an error in a subsidy payment including underpayment or overpayment. ECFSD reviews corrective invoices resulting from payment resolution requests.

Follow these steps to submit a payment resolution request.

1. Select PAYMENT RESOLUTION REQUESTS on the left side heading list.



2. Select the CREATE NEW REQUEST button.



3. A Payment Resolution Request is due within 60 days from the end of the service month when the issue initially occurred. Fill out the required fields:
 - Reason for Request,
 - Month of Service,
 - Select Child by Name,
 - Has attendance been submitted on the portal?,



- Explanation, and
- Upload Documents
- Select the SUBMIT button in the bottom right.

New Payment Resolution Request (PRR)

Asterisk (*) Indicates required field

The Payment Resolution Process (PRR) is how child care providers have their payments reviewed when discrepancies occur. To start this review, a PRR must be requested by the provider and submitted no more than 60 days from the end of the service month when the issue initially occurred.

In the following situations, a PRR will not be evaluated as a request by the child care provider:

- If a child is authorized for part-time enrollment and attends full-time hours during the service month, or
- The start date of a child's authorization.

NOTE: Submission of the PRR does not guarantee payment.

* Month of Service

September 2026

* Reason for Request

Other

Select Child by Name

Child's Name

Child PS Number

* Has attendance been submitted on the portal?

Yes

No

* Explanation

Enter Explanation

Upload Documents

Please upload the relevant documents

Upload Files

Or drop files

Cancel

Submit

Note: A child’s monthly sign-in/sign-out record must be submitted when you are requesting a payment adjustment.

4. Once submitted, you will see the PRR under Active PRR Records.

Payment Resolution Requests

Create New Request

Search by PRR Number/Child Name

Search here

Active PRR Records Closed PRR Records

PRR Number	Child Name	Submitted On	Status	Action
PRR-		9/3/2026	Assigned	View