

LCC Care Provider Portal Demonstration

The screenshot displays the Oracle Applications Home Page for BT Lancashire Services. The page title is "E-Business Suite - ERPD cloned from PRD on 04-MAY-2014 12:00". The user is logged in as ANDREW@A.COM. The Main Menu on the left contains three items: "LCC Care Provider Portal" (highlighted with a red box), "LCC (Supplier) Portal", and "LCC Sourcing Supplier". The Worklist section on the right shows a note about notifications and a table with columns "From", "Type", "Subject", "Sent", and "Due". The table is currently empty, indicating no notifications. The browser address bar shows the URL: http://hrtechapp01.lancscc.gov.uk:8016/OA_HTML/OA.jsp?OAFunc=OAHOMEPAGE#.

Only Care Providers will have a link to the LCC Care Provider Portal.

Click the **LCC Care Provider Portal** link.

Care Services Demo

Symantec VIP Authentication

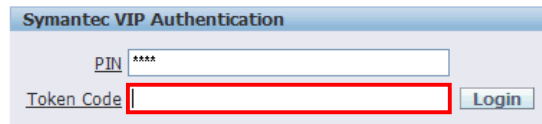
PIN

Token Code

Each time you log into the LCC Care Provider Portal you must provide your PIN number and the token code.

Enter your four digit PIN number you previously selected into the **PIN** field. Press **[Tab]**.

Care Services Demo



The screenshot shows a 'Symantec VIP Authentication' form. It has two input fields: 'PIN' with '****' and 'Token Code'. A red box highlights the 'Token Code' field. A 'Login' button is to the right of the 'Token Code' field.

Enter the token number from the Symantic VIP Authentication into the **Token Code** field.

Please note: this is the 6 digit security code on the soft token, not the credential ID. A new code is generated every 30 seconds. The most recent code must be used.

Click the **Login** link

The screenshot shows the 'Care Services Demo' portal. At the top, there is a blue header with the title 'Care Services Demo' and links for 'Feedback' and 'Logout'. Below the header is a 'Message' box with a red border containing a welcome message. To the left is a 'Menu List' with three items: 'Enter Actual', 'Service Capacity', and 'Bulk Load Actuals'.

Care Services Demo Feedback | Logout

Message

Welcome to the Care Services Portal. Please select an action from the Menu List.
There are no additional messages today

Menu List

- o [Enter Actual](#)
- o [Service Capacity](#)
- o [Bulk Load Actuals](#)

When you access the LCC Care Provider Portal you are taken to the home page.

The message section will be used by the authority where necessary e.g. this will be used to notify you of hospitals on red alert.

Click the **Enter Actual** link.



Care Services Demo

Feedback | Logout

Menu List | **Search Service User**

- o [Enter Actuals](#)
- o [Service Capacity](#)
- o [Bulk Load Actuals](#)

Supplier TESTING CARE LIMITED

*Period Start Date from  * Period Start Date to 

Service Popup Calendar: Period Start Date from

Service User No

Surname

Care Package Details

no data found

You must always specify the date range for the search.

Dates are sorted by weekly cycles starting on a Monday, so if you are looking for a Service User who started services on Wednesday 11th June 2014, the date range searched for would need to contain 09-Jun-2014.

Click the **Popup Calendar: Period Start Date from** button.

Care Services Demo Feedback | Logout

Menu List **Search Service User**

- o [Enter Actuals](#)
- o [Service Capacity](#)
- o [Bulk Load Actuals](#)

Supplier: TESTING CARE LIMITED

*Period Start Date from: * Period Start Date to:

Service: **February 2014**

Service User No: _____

Surname: _____

Care Package Details

no data found

February 2014						
Su	Mo	Tu	We	Th	Fr	Sa
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	

ANDREW@A.COM

Use the calendar to enter the date you wish to search from.



Care Services Demo

[Feedback](#) | [Logout](#)

Menu List **Search Service User**

- o [Enter Actua](#)
- o [Service Capacity](#)
- o [Bulk Load Actuals](#)

Supplier: TESTING CARE LIMITED

Period Start Date from  Period Start Date to 

Service

Service User No

Surname

Care Package Details

no data found

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Click the **Popup Calendar: Period Start Date to** button.

Care Services Demo

Feedback | Logout

Menu List **Search Service User**

- o [Enter Actuals](#)
- o [Service Capacity](#)
- o [Bulk Load Actuals](#)

Supplier: TESTING CARE LIMITED

*Period Start Date from: * Period Start Date to:

Service:

Service User No:

Surname:

Care Package Details

no data found

February 2014

Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	

ANDREW@A.COM

Use the calendar to find the date up to which you wish to search.
Click the **date** you want to select.

You may click on the Search button now, to return all service users within the date range specified.

Care Services Demo Feedback | Logout

Menu List | **Search Service User**

[Enter Actua](#) Supplier TESTING CARE LIMITED
 [Service Capacity](#) *Period Start Date from * Period Start Date to
 [Bulk Load Actuals](#)

Service
 Service User No
 Surname

Care Package Details
no data found

To narrow your search you may enter

- the Service to search for all service users with the same care package, eg. domiciliary or residential care.
- the Unique Service User number if known in the **Service User No** field.
- the Surname of the service user in the **Surname** field.

Note: the service user number will always relate to one person. If you search by surname, this may return more than one person.

Click the **Search** link.

Care Services Demo
Feedback | Logout

Requery Collection ×

Menu List Search Service User

- [Enter Actuals](#)
- [Service Capacity](#)
- [Bulk Load Actuals](#)

Supplier: TESTING CARE LIMITED

*Period Start Date from: *

Service:

Service User No:

Surname:

Care Package Details

	CPLI Ref	Period Start	Service	Provider	SSREF	Service User	From Date	To Date	Quantity	Unit Price	Status
	47108	02-JUN-2014	Domiciliary Care Single carer	TESTING CARE LTD	A1284493	Mrs Service User1	02-DEC-2013	-	81.0	3.9900	-
	47107	02-JUN-2014	Domiciliary Care Single carer	TESTING CARE LTD	A1284493	Mrs Service User1	02-DEC-2013	-	87.0	0.0000	-

1 - 2

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The care package details for the service user and the dates requested will now be displayed.

Feedback | Logout

Care Services Demo

Requery Collection ×

Menu List

- [Enter Actuals](#)
- [Service Capacity](#)
- [Bulk Load Actuals](#)

Search Service User

Supplier: TESTING CARE LIMITED

*Period Start Date from * Period Start Date to

Service

Service User No

Surname

Care Package Details

	CPLI Ref	Period Start	Service	Provider	SSREF	Service User	From Date	To Date	Quantity	Unit Price	Status
	47108	02-JUN-2014	Domiciliary Care Single carer	TESTING CARE LTD	A1284493	Mrs Service User1	02-DEC-2013	-	81.0	3.9900	-
	47107	02-JUN-2014	Domiciliary Care Single carer	TESTING CARE LTD	A1284493	Mrs Service User1	02-DEC-2013	-	87.0	0.0000	-

1 - 2

Click on the Edit (**Pencil**) button to the left of the line summary to enter details of the care provided.

Feedback | Logout

Care Services Demo

Menu List

- o [Enter Actual](#)
- o [Service Capacity](#)
- o [Bulk Load Actuals](#)

Care Plan

View Documents Send Message Emergency Contact Cancel

Organisation : TESTING CARE LIMITED
 Service : Domiciliary Care Single carer
 Client Id : A1284493 Name : Mrs Service User1
 Date From : 02-DEC-2013 To

Actuals

Create

CPLI Ref 47108
 Period Start 02-JUN-2014 To Status
 Quantity 81.0
 Unit Price 3.9900

Actual
 Frustrated
 Missed
 Extra
 Visits
 Total 0
 Tot Value 0

Comments

ANDREW@A.COM

Basic details about the supplier, service and service user are displayed.

This includes the hours of care due in the week.

The hours of care actually provided can now be entered.

The Quantity is equal to the number of hours commissioned.

Actual: enter the actual hours of care provided to the service user. All hours entered should be to a maximum of 4 decimal places. Enter the hours into the **Actual** field.

Please note; the **Actual** hours cannot exceed the **Quantity**, which is the number of hours commissioned.

Feedback | Logout

Care Services Demo

Menu List
Care Plan

- o [Enter Actuals](#)
- o [Service Capacity](#)
- o [Bulk Load Actuals](#)

View Documents Send Message Emergency Contact Cancel

Organisation : TESTING CARE LIMITED
 Service : Domiciliary Care Single carer
 Client Id : A1284493 Name : Mrs Service User1
 Date From : 02-DEC-2013 To

Actuals

Create

CPLI Ref 47108
 Period Start 02-JUN-2014 To
 Quantity 81.0 Status
 Unit Price 3.9900

Actual

Frustrated

Missed

Extra

Visits

Total 0
 Tot Value 0

Comments

ANDREW@A.COM

Click in the **Frustrated** field.

Frustrated: enter the number of hours where the carer(s) attended but were unable to gain access or where the service user cancelled the appointment without sufficient notice.

If applicable, enter the relevant hours into the **Frustrated** field.

Care Services Demo

Feedback | Logout

- Enter Actual
- Service Capacity
- Bulk Load Actuals

View Documents | Send Message | Emergency Contact | Cancel

Organisation : TESTING CARE LIMITED
Service : Domiciliary Care Single carer
Client Id : A1284493 Name : Mrs Service User1
Date From : 02-DEC-2013 To

Actuals

Create

CPLI Ref 47108
Period Start 02-JUN-2014 To Status
Quantity 81.0
Unit Price 3.9900

Actual
Frustrated
Missed
Extra
Visits

Total 70
Tot Value 279.3

Comments

ANDREW@A.COM

Click in the **Missed** field.

Missed: enter the number of hours where the care provider did not attend a scheduled appointment or where the appointment was cancelled with sufficient notice.

If applicable, enter the relevant number of hours into the **Missed** field.

Feedback | Logout

Care Services Demo

Menu List

- o [Enter Actual](#)
- o [Service Capacity](#)
- o [Bulk Load Actuals](#)

Care Plan

Organisation : TESTING CARE LIMITED
 Service : Domiciliary Care Single carer
 Client Id : A1284493 Name : Mrs Service User1
 Date From : 02-DEC-2013 To

Actuals

CPLI Ref 47108

Period Start 02-JUN-2014 To Status

Quantity 81.0

Unit Price 3.9900

Actual

Frustrated

Missed

Extra

Visits

Total 81

Tot Value 323.19

Comments

ANDREW@A.COM

Please note: the total of the Actual, Frustrated and Missed fields is displayed in 'Total' and must equal the Quantity (i.e. the total amount of care commissioned for the service user in the relevant period).

You will not be able to submit the claim unless the total matches the quantity.

Feedback | Logout

Care Services Demo

Menu List

- o [Enter Actual](#)
- o [Service Capacity](#)
- o [Bulk Load Actuals](#)

Care Plan

Organisation : TESTING CARE LIMITED
 Service : Domiciliary Care Single carer
 Client Id : A1284493 Name : Mrs Service User1
 Date From : 02-DEC-2013 To

Actuals

CPLI Ref 47108

Period Start 02-JUN-2014 To Status

Quantity 81.0

Unit Price 3.9900

Actual

Frustrated

Missed

Extra

Visits

Total 81

Tot Value 323.19

Comments

ANDREW@A.COM

Click in the **Extra** field. **Extra:** if applicable, enter the total number of hours provided over and above the commissioned total (the Quantity). This refers to unexpected extra hours such as remaining on site while a GP is called for the service user, or to reflect an agreed initial visit charge.

'Extra' should not be used where the package of care has been increased by agreement with the Social Worker in advance. This type of increase should already be reflected in the Quantity by an amendment to the Service User's care package that will be shown on the portal through a revised CPLI. If the current agreed care package is not reflected in the quantity you must contact the Social Worker accordingly to request that the care package is updated.

The number of visits will be calculated by the system. Please leave the **Visits** field blank.

Care Services Demo Feedback | Logout

Menu List | Care Plan

- Enter Actual
- Service Capacity
- Bulk Load Actuals

View Documents | Send Message | Emergency Contact | Cancel

Organisation : TESTING CARE LIMITED
Service : Domiciliary Care Single carer
Client Id : A1284493 Name : Mrs Service User1
Date From : 02-DEC-2013 To

Actuals Create

CPLI Ref 47108
Period Start: 02-JUN-2014 To Status
Quantity 81.0
Unit Price 3,9900

Actual
Frustrated
Missed
Extra
Visits
Total 81
Tot Value 323.19

Comments

ANDREW@A.COM

Done Local intranet 100%

If you have entered any hours into the Frustrated, Missed and / or Extra fields, you must provide full details for each in the comments field. Click in the **Comments** field to add supporting comments.

You may not be able to submit your claim if you do not include a comment and the Authority may reject the claim if a clear reason is not given.

The screenshot shows a web application titled "Care Services Demo" with a "Feedback | Logout" link in the top right. The main content area is divided into a "Menu List" on the left and a "Care Plan" section on the right. The "Menu List" includes links for "Enter Actuals", "Service Capacity", and "Bulk Load Actuals". The "Care Plan" section contains several buttons: "View Documents", "Send Message", "Emergency Contact", and "Cancel". Below these buttons, the following information is displayed:

Organisation : TESTING CARE LIMITED
Service : Domiciliary Care Single carer
Client Id : A1284493 Name : Mrs Service User1
Date From : 02-DEC-2013 To :

The "Actuals" section features a "Create" button in red. Below it, the following details are shown:

CPLI Ref 47108
Period Start: 02-JUN-2014 To
Quantity 81.0 Status
Unit Price 3,9900

Input fields for the following categories are provided:

- Actual: 70
- Frustrated: 6
- Missed: 5
- Extra: 2
- Visits: (empty)

Summary values:

Total 81
Tot Value 323.19

A "Comments" field contains the text: "Enter details if Frustrated, Missed or Extra fields completed".

The bottom of the browser window shows the address bar with "Local intranet" and a zoom level of "100%".

Check the details and amend if necessary.

Once the details are correct, click the **Create** link.

Care Services Demo

Feedback | Logout

Menu List

- o Enter Actuals
- o Service Capacity
- o Bulk Load Actuals

Care Plan

View Documents Send Message Emergency Contact Cancel

Organisation : TESTING CARE LIMITED
 Service : Domiciliary Care Single carer
 Client Id : A1284493 Name : Mrs Service User1
 Date From : 02-DEC-2013 To

Actuals

Save Submit Actuals

CPLI Ref 47108
 Period Start 02-JUN-2014 To
 Quantity 81.0
 Unit Price 3.9900
 Actual
 Frustrated
 Missed
 Extra
 Visits
 Total 81
 Tot Value 323.19

Status Valid - Requires Authorisation

Comments

ANDREW@A.COM

For this example, the status is 'Valid - Requires Authorisation' because extra charges are included.

If no extra hours are being claimed, the Status should appear as Valid.

You will need to correct the details if the status is invalid. This may be if the **Total** and **Quantity** fields do not match, or if a **comment** has not been entered where required.

Feedback | Logout

Care Services Demo

Menu List

- o [Enter Actual](#)
- o [Service Capacity](#)
- o [Bulk Load Actuals](#)

Care Plan

[View Documents](#) | [Send Message](#) | [Emergency Contact](#) | [Cancel](#)

Organisation : TESTING CARE LIMITED
 Service : Domiciliary Care Single carer
 Client Id : A1284493 Name : Mrs Service User1
 Date From : 02-DEC-2013 To :

Actuals

[Save](#) | [Submit Actuals](#)

CPLI Ref 47108
 Period Start 02-JUN-2014 To :
 Quantity 81.0
 Unit Price 3.9900
 Status Valid - Requires Authorisation

Actual
 Frustrated
 Missed
 Extra
 Visits
 Total 81
 Tot Value 323.19

Comments

ANDREW@A.COM

The details should now be saved or submitted. Please note: you cannot make changes once the details have been submitted, unless your submission is rejected by the Authority.

If you are not ready to submit the details yet, click the Save button.

To submit, click the **Submit Actuals** link.

The screenshot displays the 'Care Services Demo' web application. At the top, there is a blue header with the title 'Care Services Demo' and links for 'Feedback' and 'Logout'. Below the header, a 'Menu List' is visible on the left, containing links for 'Enter Actual', 'Service Capacity', and 'Bulk Load Actuals'. The main content area is titled 'Care Plan' and contains several buttons: 'View Documents', 'Send Message', 'Emergency Contact', and 'Cancel'. The 'Cancel' button is highlighted with a red border. Below the buttons, the following information is displayed:

Organisation : TESTING CARE LIMITED
Service : Domiciliary Care Single carer
Client Id : A1284493 Name : Mrs Service User1
Date From : 02-DEC-2013 To

Actuals

CPLI Ref 47108
Period Start 02-JUN-2014 To Status Submitted - Requires Authorisation
Quantity 81.0
Unit Price 3.9900
Actual 70.0000
Frustrated 6.0000
Missed 5.0000
Extra 2.0000
Visits
Total 81
Tot Value 323.19
Comments Enter details if Frustrated, Missed or Extra fields completed

At the bottom of the browser window, the address bar shows 'ANDREW@A.COM' and the status bar shows 'Done' and 'Local intranet'.

The status is now 'Submitted - Requires Authorisation'.

The Authority will now check and either authorise or reject the claim.

Click the **Cancel** link to return to the summary screen.

Care Services Demo
Feedback | Logout

Menu List
Search Service User

- o [Enter Actuals](#)
- o [Service Capacity](#)
- o [Bulk Load Actuals](#)

Supplier: TESTING CARE LIMITED

*Period Start Date from:

Service:

Service User No:

Surname:

Care Package Details

	CPLI Ref	Period Start	Service	Provider	SSREF	Service User	From Date	To Date	Quantity	Unit Price	Status
	47108	02-JUN-2014	Domiciliary Care Single carer	TESTING CARE LTD	A1284493	Mrs Service User1	02-DEC-2013	-	81.0	3.9900	Submitted - Requires Authorisation
	47107	02-JUN-2014	Domiciliary Care Single carer	TESTING CARE LTD	A1284493	Mrs Service User1	02-DEC-2013	-	87.0	0.0000	-

1 - 2

ANDREW@A.COM

The status is also displayed on the Care Package Details summary.

Please email invoicecare@lancashire.gov.uk if you need to update details which have been submitted.

The screenshot shows a web application interface for 'Care Services Demo'. At the top, there is a blue header with the title 'Care Services Demo' and links for 'Feedback' and 'Logout'. Below the header is a 'Message' box containing a welcome message: 'Welcome to the Care Services Portal. Please select an action from the Menu List. There are no additional messages today'. To the left of the message is a 'Menu List' with three items: 'Enter Actual', 'Service Capacity', and 'Bulk Load Actuals'. The 'Bulk Load Actuals' item is highlighted with a red border. At the bottom of the interface, there is a blue footer bar with the email address 'ANDREW@A.COM'.

An alternative to submitting actuals by service user is to use the Bulk Load Actuals functionality.

From the LCC Care Provider Portal portal home page, click the **Bulk Load Actuals** link.

Care Services Demo Feedback | Logout

Menu List

- o [Enter Actual](#)
- o [Service Capacity](#)
- o [Bulk Load Actuals](#)

Supplier Details

Supplier TESTING CARE LIMITED

Bulk Upload

[Upload Data via Excel file](#) | [Upload Data - via CSV file](#) | **[Download Template](#)** | [Cancel](#)

*Filename

*File [Browse...](#) [Load File](#)

Data to Upload

[Validate](#) [Clear](#)

[Show Valid Invalid](#) VALID INVALID

no data found

ANDREW@A.COM

Click the **Download Template** tab.

The screenshot shows a web application titled "Care Services Demo". At the top right, there are links for "Feedback" and "Logout". The main content area is divided into two sections: "Menu List" and "Supplier Details".

- Menu List:** Contains three links: "Enter Actual", "Service Capacity", and "Bulk Load Actuals".
- Supplier Details:** Shows "Supplier TESTING CARE LIMITED". Below this is a "Bulk Upload" section with three buttons: "Upload Data via Excel file", "Upload Data - via CSV file", and "Download Template".

Below the "Bulk Upload" section, there are two date input fields: "Period Start Date from" and "Period Start Date to", each with a calendar icon. A "Show Download" button is positioned to the right of the second date field. Below these fields is a "Download Region" section with a button labeled "Popup Calendar: Period Start Date from" and the text "no data found" below it.

At the bottom left of the application, the email address "ANDREW@A.COM" is displayed.

Use the calendar to enter the date you wish to search from. Dates are sorted by weekly cycles starting on a Monday, so if you are looking for a Service User who started services on Wednesday 11th June 2014, the date range searched for would need to contain 09-Jun-2014.

Click the **Popup Calendar: Period Start Date from** button.

The screenshot shows a web application titled "Care Services Demo" with a "Feedback | Logout" link. The main content area is divided into two sections: "Menu List" and "Supplier Details".

Menu List:

- Enter Actual
- Service Capacity
- Bulk Load Actuals

Supplier Details: Supplier: TESTING CARE LIMITED

Bulk Upload:

- Upload Data via Excel file
- Upload Data - via CSV file
- Download Template

Period Start Date from: Period Start Date to:

Download Region: no data found

Calendar (May 2014):

Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

ANDREW@A.COM

http://toraapp02.lancscc.gov.uk:8899/ords/f?p=310:32:9962924903046::NO::# Local intranet 100%

Click on the calendar to select the relevant **date**.

The screenshot shows a web application interface for 'Care Services Demo'. At the top right, there are links for 'Feedback' and 'Logout'. The main content area is divided into two sections: 'Menu List' and 'Supplier Details'. The 'Menu List' includes links for 'Enter Actual', 'Service Capacity', and 'Bulk Load Actuals'. The 'Supplier Details' section shows 'Supplier TESTING CARE LIMITED' and a 'Bulk Upload' section with three buttons: 'Upload Data via Excel file', 'Upload Data - via CSV file', and 'Download Template'. Below these buttons, there is a date selection area with 'Period Start Date from' set to '26-May-2014' and a calendar icon. To the right, there is a 'Period Start Date to' field and a 'Show Download' button. A tooltip for the calendar icon reads 'Popup Calendar: Period Start Date to'. At the bottom, there is a 'Download_Region' section with the text 'no data found'.

Use the calendar to enter the date you wish to search to.

Click the **Popup Calendar: Period Start Date to** button.

Care Services Demo

[Feedback](#) | [Logout](#)

Menu List



- [Enter Actual](#)
- [Service Capacity](#)
- [Bulk Load Actuals](#)

Supplier Details

Supplier TESTING CARE LIMITED

Bulk Upload

[Upload Data via Excel file](#) | [Upload Data - via CSV file](#) | [Download Template](#)

Period Start Date from  Period Start Date to  [Show Download](#)

Download_Region

no data found

June 2014

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

ANDREW@A.COM

Click on the calendar to select the relevant **date**.

Feedback | Logout

Care Services Demo

Menu List

- o [Enter Actual](#)
- o [Service Capacity](#)
- o [Bulk Load Actuals](#)

Supplier Details

Supplier TESTING CARE LIMITED

Bulk Upload

[Upload Data via Excel file](#)
[Upload Data - via CSV file](#)
[Download Template](#)

Period Start Date from
 Period Start Date to
[Show Download](#)

Download_Region

no data found

ANDREW@A.COM

Click the **Show Download** link.

[Actual Service Capacity](#) | [Bulk Load Actuals](#) | **Bulk Upload** | [Upload Data via Excel file](#) | [Upload Data - via CSV file](#) | [Download Template](#)

Period Start Date from | Period Start Date to | [Show Download](#)

Download_Region

LCC Ref	Period Start	Org Name	Service Level	CPLI Ref	Ssref	Client Fullname	Unit Cost	Quantity	Start Date	End Date	Act
122732	26/05/2014	TESTING CARE LTD	Domiciliary Care (ISF) - Weekly	71835	A196358	Mr Test ServiceUser2	708.1800	1.0	07/04/2014	-	-
122731	02/06/2014	TESTING CARE LTD	Domiciliary Care (ISF) - Weekly	71835	A196358	Mr Test ServiceUser2	708.1800	1.0	07/04/2014	-	-
68270	26/05/2014	TESTING CARE LTD	Domiciliary Care Single carer	33718	A335460	Miss Test ServiceUser3	4.9400	1.0	02/12/2013	-	-
68268	26/05/2014	TESTING CARE LTD	Domiciliary Care Single carer	33717	A335460	Miss Test ServiceUser3	4.7700	167.0	02/12/2013	-	-
68269	02/06/2014	TESTING CARE LTD	Domiciliary Care Single carer	33717	A335460	Miss Test ServiceUser3	4.7700	167.0	02/12/2013	-	-
68272	02/06/2014	TESTING CARE LTD	Domiciliary Care Single carer	33718	A335460	Miss Test ServiceUser3	4.9400	1.0	02/12/2013	-	-
90251	26/05/2014	TESTING CARE LTD	Domiciliary Care Single carer	47107	A1284493	Mrs Service User1	0.0000	87.0	02/12/2013	-	-
90253	26/05/2014	TESTING CARE LTD	Domiciliary Care Single carer	47108	A1284493	Mrs Service User1	3.9900	81.0	02/12/2013	-	-
90256	02/06/2014	TESTING CARE LTD	Domiciliary Care Single carer	47108	A1284493	Mrs Service User1	3.9900	81.0	02/12/2013	-	-
90250	02/06/2014	TESTING CARE LTD	Domiciliary Care Single carer	47107	A1284493	Mrs Service User1	0.0000	87.0	02/12/2013	-	-

[Save to CSV](#)

ANDREW@A.COM

Local intranet | 100%

A summary of the care package details for the dates requested will now be displayed.

This information can now be exported into a spreadsheet.

Scroll down until you see the Save to CSV link on the bottom left of the screen. Click the **Save to CSV** link.

Actual Service Capacity Bulk Load Actuals

Bulk Upload

Upload Data via Excel file | Upload Data - via CSV file | Download Template

Period Start Date from 26-May-2014 | Period Start Date to 08-Jun-2014 | Show Download

Download Region

LCC Ref	Period Start	Org Name	Service Level	CPLI Ref	Ssref	Client Fullname	Unit Cost	Quantity	Start Date	End Date	Actu
122732	26/05/2014	TESTING CARE LTD	Domiciliary Care (ISF) - Weekly	71835	A196358	Mr Test ServiceUser2	708.1800	1.0	07/04/2014	-	-
122731	02/06/2014	TESTING CARE LTD	Domiciliary Care (ISF)	71835	A196358	Mr Test	708.1800	1.0	07/04/2014	-	-
68270	26/05/2014	TESTING CARE LTD					0	1.0	02/12/2013	-	-
68268	26/05/2014	TESTING CARE LTD					0	167.0	02/12/2013	-	-
68269	02/06/2014	TESTING CARE LTD					0	167.0	02/12/2013	-	-
68272	02/06/2014	TESTING CARE LTD					0	1.0	02/12/2013	-	-
90251	26/05/2014	TESTING CARE LTD					0	87.0	02/12/2013	-	-
90253	26/05/2014	TESTING CARE LTD	Care Single carer	47108	A1284493	Mrs Service User1	3.9900	81.0	02/12/2013	-	-
90256	02/06/2014	TESTING CARE LTD	Domiciliary Care Single carer	47108	A1284493	Mrs Service User1	3.9900	81.0	02/12/2013	-	-
90250	02/06/2014	TESTING CARE LTD	Domiciliary Care Single carer	47107	A1284493	Mrs Service User1	0.0000	87.0	02/12/2013	-	-

Save to CSV

File Download

Do you want to open or save this file?

Name: download_region.csv
 Type: Microsoft Office Excel Comma Separated Values Fil...
 From: toraapp02.lancsc.gov.uk

Open Save Cancel

While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. [What's the risk?](#)

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Downloading from site: http://toraapp02.lancsc.gov.uk:8899/ords/f?p=310:32:9962924903046:FLOW_EXCEL_OUT

You now need to save the file before entering the relevant details of care provided.

Click the **Save** button.

Actual Service Capacity Bulk Load Actuals

Bulk Upload

Upload Data via Excel file | Upload Data - via CSV file | **Download Template**

Period Start Date from 26-May-2014 | Period Start Date to 08-Jun-2014 | Show Download

Download Region

LCC Ref	Period Start	Org Name	Service Level	CPLI Ref	Ssref	Client Fullname	Unit Cost	Quantity	Start Date	End Date	Acti
122732	26/05/2014	TESTI; CARE LTD	Domiciliary			Mr Test			2014	-	-
122731	02/06/2014	TESTI; CARE LTD							2014	-	-
68270	26/05/2014	TESTI; CARE LTD							2013	-	-
68268	26/05/2014	TESTI; CARE LTD							2013	-	-
68269	02/06/2014	TESTI; CARE LTD							2013	-	-
68272	02/06/2014	TESTI; CARE LTD							2013	-	-
90251	26/05/2014	TESTI; CARE LTD							2013	-	-
90253	26/05/2014	TESTI; CARE LTD							2013	-	-
90256	02/06/2014	TESTI; CARE LTD							2013	-	-
90250	02/06/2014	TESTI; CARE LTD	Domiciliary Care Single carer	47107	A1284493	Mrs Service User1	0.0000	87.0	02/12/2013	-	-

Save to CSV

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Done | Local intranet | 100%

Save the spreadsheet file to a convenient location. Use the 'Save in' section to search for and select your preferred file location.

Rename the file, by double-clicking in the **File name** field. Enter the name into the **File name** field.

Actual Service Capacity Bulk Load Actuals

Bulk Upload

Upload Data via Excel file | Upload Data - via CSV file | Download Template

Period Start Date from 26-May-2014 | Period Start Date to 08-Jun-2014 | Show Download

Download Region

LCC Ref	Period Start	Org Name	Service Level	CPLI Ref	Ssref	Client Fullname	Unit Cost	Quantity	Start Date	End Date	Act
122732	26/05/2014	TESTIN; CARE LTD	Domiciliary			Mrs Test			2014	-	-
122731	02/06/2014	TESTIN; CARE LTD							2014	-	-
68270	26/05/2014	TESTIN; CARE LTD							2013	-	-
68268	26/05/2014	TESTIN; CARE LTD							2013	-	-
68269	02/06/2014	TESTIN; CARE LTD							2013	-	-
68272	02/06/2014	TESTIN; CARE LTD							2013	-	-
90251	26/05/2014	TESTIN; CARE LTD							2013	-	-
90253	26/05/2014	TESTIN; CARE LTD							2013	-	-
90256	02/06/2014	TESTIN; CARE LTD							2013	-	-
90250	02/06/2014	TESTIN; CARE LTD	Domiciliary Care Single carer	47107	A1284493	Mrs Service User1	0.0000	87.0	02/12/2013	-	-

Save to CSV

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Done | Local intranet | 100%

Save As

Save in: Care Services Portal

My Recent Documents

Desktop

My Documents

My Computer

My Network

File name: 26 May 2014 to 8 June 2014

Save as type: Microsoft Office Excel Comma Separated Value

Save

Cancel

Click the **Save** button.

Actual Service Capacity Bulk Load Actuals

Bulk Upload

Upload Data via Excel file | Upload Data - via CSV file | **Download Template**

Period Start Date from 26-May-2014 | Period Start Date to 08-Jun-2014 | Show Download

Download_Region

LCC Ref	Period Start	Org Name	Service Level	CPLI Ref	Ssref	Client Fullname	Unit Cost	Quantity	Start Date	End Date	Act
122732	26/05/2014	TESTING CARE LTD	Domiciliary Care (ISF) -	71835	A196358	Mr Test ServiceUser2	708.1800	1.0	07/04/2014	-	-
122731	02/06/2014	TESTING CARE LTD					00	1.0	07/04/2014	-	-
68270	26/05/2014	TESTING CARE LTD						1.0	02/12/2013	-	-
68268	26/05/2014	TESTING CARE LTD						167.0	02/12/2013	-	-
68269	02/06/2014	TESTING CARE LTD						167.0	02/12/2013	-	-
68272	02/06/2014	TESTING CARE LTD						1.0	02/12/2013	-	-
90251	26/05/2014	TESTING CARE LTD	carer			User1		87.0	02/12/2013	-	-
90253	26/05/2014	TESTING CARE LTD	Domiciliary Care Single carer	47108	A1284493	Mrs Service User1	3.9900	81.0	02/12/2013	-	-
90256	02/06/2014	TESTING CARE LTD	Domiciliary Care Single carer	47108	A1284493	Mrs Service User1	3.9900	81.0	02/12/2013	-	-
90250	02/06/2014	TESTING CARE LTD	Domiciliary Care Single carer	47107	A1284493	Mrs Service User1	0.0000	87.0	02/12/2013	-	-

Save to CSV

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Done | Local intranet | 100%

Download complete

Download Complete

Downloaded: 1.77KB in 1 sec
 Download to: \\corpd...26 May 2014 to 8 June 2014.csv
 Transfer rate: 1.77KB/Sec

Close this dialog box when download completes

Open | Open Folder | Close

The spreadsheet has now been saved. You may complete the spreadsheet when you are ready.

Click the **Open** button.

Bulk Upload - Download Template

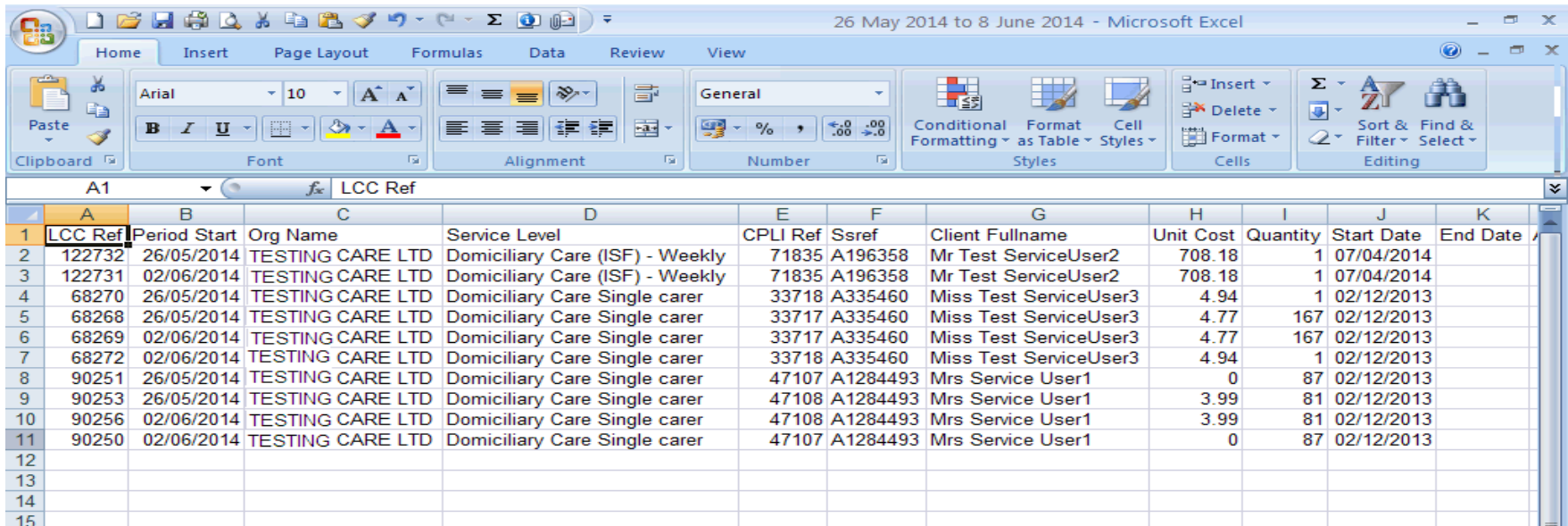
26 May 2014 to 8 June 2014 - Microsoft Excel

	A	B	C	D	E	F	G	H	I	J	K
1	LCC Ref	Period Start	Org Name	Service Level	CPLI Ref	Ssref	Client Fullname	Unit Cost	Quantity	Start Date	End Date
2	122732	26/05/2014	TESTING CARE LTD	Domiciliary Care (ISF) - Weekly	71835	A196358	Mr Test ServiceUser2	708.18	1	07/04/2014	
3	122731	02/06/2014	TESTING CARE LTD	Domiciliary Care (ISF) - Weekly	71835	A196358	Mr Test ServiceUser2	708.18	1	07/04/2014	
4	68270	26/05/2014	TESTING CARE LTD	Domiciliary Care Single carer	33718	A335460	Miss Test ServiceUser3	4.94	1	02/12/2013	
5	68268	26/05/2014	TESTING CARE LTD	Domiciliary Care Single carer	33717	A335460	Miss Test ServiceUser3	4.77	167	02/12/2013	
6	68269	02/06/2014	TESTING CARE LTD	Domiciliary Care Single carer	33717	A335460	Miss Test ServiceUser3	4.77	167	02/12/2013	
7	68272	02/06/2014	TESTING CARE LTD	Domiciliary Care Single carer	33718	A335460	Miss Test ServiceUser3	4.94	1	02/12/2013	
8	90251	26/05/2014	TESTING CARE LTD	Domiciliary Care Single carer	47107	A1284493	Mrs Service User1	0	87	02/12/2013	
9	90253	26/05/2014	TESTING CARE LTD	Domiciliary Care Single carer	47108	A1284493	Mrs Service User1	3.99	81	02/12/2013	
10	90256	02/06/2014	TESTING CARE LTD	Domiciliary Care Single carer	47108	A1284493	Mrs Service User1	3.99	81	02/12/2013	
11	90250	02/06/2014	TESTING CARE LTD	Domiciliary Care Single carer	47107	A1284493	Mrs Service User1	0	87	02/12/2013	
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Ready | 26 May 2014 to 8 June 2014 | 100%

The information previously viewed on the portal is now displayed in your spreadsheet.

Complete Actuals in Spreadsheet



The screenshot shows a Microsoft Excel spreadsheet with the following data:

	A	B	C	D	E	F	G	H	I	J	K
1	LCC Ref	Period Start	Org Name	Service Level	CPLI Ref	Ssref	Client Fullname	Unit Cost	Quantity	Start Date	End Date
2	122732	26/05/2014	TESTING CARE LTD	Domiciliary Care (ISF) - Weekly	71835	A196358	Mr Test ServiceUser2	708.18	1	07/04/2014	
3	122731	02/06/2014	TESTING CARE LTD	Domiciliary Care (ISF) - Weekly	71835	A196358	Mr Test ServiceUser2	708.18	1	07/04/2014	
4	68270	26/05/2014	TESTING CARE LTD	Domiciliary Care Single carer	33718	A335460	Miss Test ServiceUser3	4.94	1	02/12/2013	
5	68268	26/05/2014	TESTING CARE LTD	Domiciliary Care Single carer	33717	A335460	Miss Test ServiceUser3	4.77	167	02/12/2013	
6	68269	02/06/2014	TESTING CARE LTD	Domiciliary Care Single carer	33717	A335460	Miss Test ServiceUser3	4.77	167	02/12/2013	
7	68272	02/06/2014	TESTING CARE LTD	Domiciliary Care Single carer	33718	A335460	Miss Test ServiceUser3	4.94	1	02/12/2013	
8	90251	26/05/2014	TESTING CARE LTD	Domiciliary Care Single carer	47107	A1284493	Mrs Service User1	0	87	02/12/2013	
9	90253	26/05/2014	TESTING CARE LTD	Domiciliary Care Single carer	47108	A1284493	Mrs Service User1	3.99	81	02/12/2013	
10	90256	02/06/2014	TESTING CARE LTD	Domiciliary Care Single carer	47108	A1284493	Mrs Service User1	3.99	81	02/12/2013	
11	90250	02/06/2014	TESTING CARE LTD	Domiciliary Care Single carer	47107	A1284493	Mrs Service User1	0	87	02/12/2013	
12											
13											
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15											

Enter the details onto the spreadsheet as you would enter them online.

Delete any lines for which you are not ready to enter the details.

Please do not change the format of the spreadsheet or this may mean it cannot be uploaded successfully once completed.

	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
	Service Level	CPLI Ref	Ssref	Client Fullname	Unit Cost	Quantity	Start Date	End Date	Actual	Fstd	Missed	Extra	Visits	Comments
1	Domiciliary Care Single carer	33717	A335460	Miss Test ServiceUser3	4.77	167	02/12/2013		167					
2	Domiciliary Care Single carer	33717	A335460	Miss Test ServiceUser3	4.77	167	02/12/2013							
3														
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Click the relevant cell in the spreadsheet in which you want to enter information.

Enter the hours into the **Actual** field.

Actual: enter the actual hours or proportion of care provided to each service user.

Please note: hours and proportion of weeks should always be entered to a maximum of 4 decimal places.

For more information about entering details of care provided, please refer to the [LCC Care Provider Portal FAQs](#), portal scenarios and useful information (view the links to the right of the LCC Care Provider Portal FAQs page).

Complete Actuals in Spreadsheet

The screenshot shows a Microsoft Excel spreadsheet with the following data:

	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
	Service Level	CPLI Ref	Ssref	Client Fullname	Unit Cost	Quantity	Start Date	End Date	Actual	Fstd	Missed	Extra	Visits	Comments
2	Domiciliary Care Single carer	33717	A335460	Miss Test ServiceUser3	4.77	167	02/12/2013		140					
3	Domiciliary Care Single carer	33717	A335460	Miss Test ServiceUser3	4.77	167	02/12/2013							
4														
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Press **[Tab]** to move between cells or click on the cell you want to populate.

26 May 2014 to 8 June 2014 - Microsoft Excel

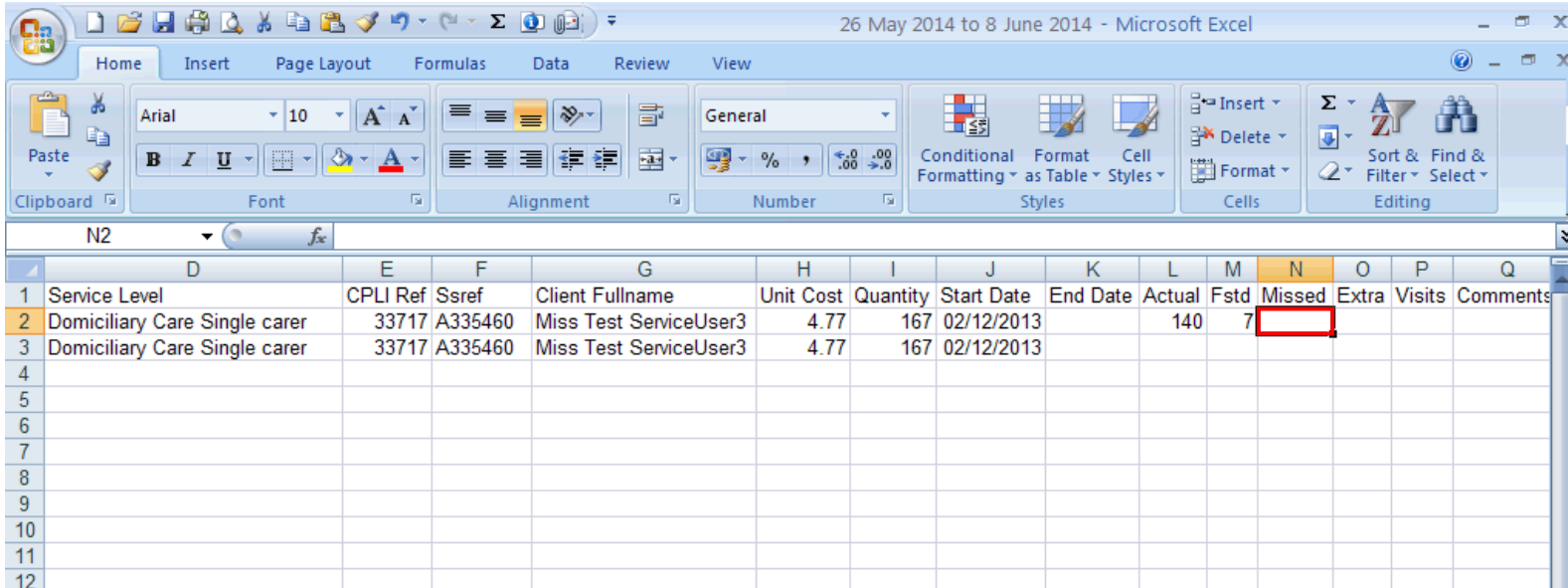
	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
	Service Level	CPLI Ref	Ssref	Client Fullname	Unit Cost	Quantity	Start Date	End Date	Actual	Fstd	Missed	Extra	Visits	Comments
2	Domiciliary Care Single carer	33717	A335460	Miss Test ServiceUser3	4.77	167	02/12/2013		140					
3	Domiciliary Care Single carer	33717	A335460	Miss Test ServiceUser3	4.77	167	02/12/2013							
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Frustrated: Only required for services where hours are input.

Enter the number of hours where the care provider attended but was not able to gain access to the premises or when the service user cancelled the appointment without sufficient notice.

If applicable, enter the number of relevant hours into the **Fstd** cell.

Complete Actuals in Spreadsheet



The screenshot shows a Microsoft Excel spreadsheet with the following data:

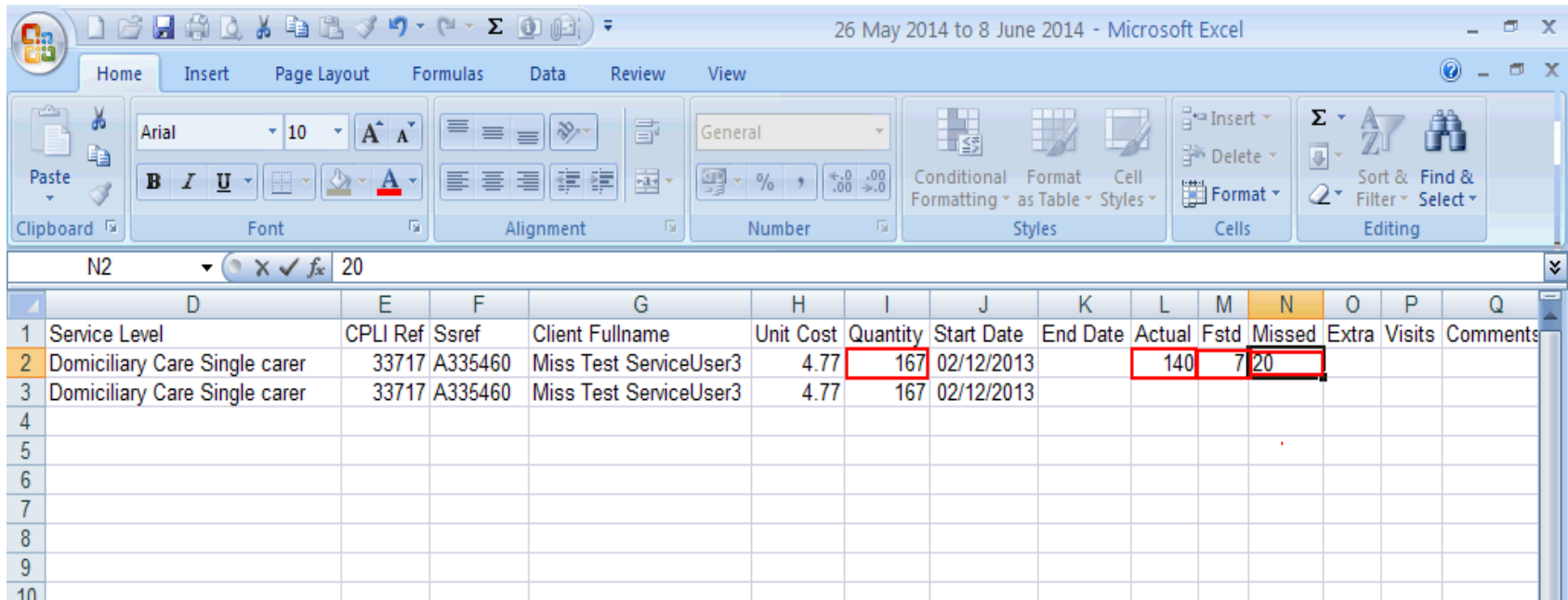
	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
	Service Level	CPLI Ref	Ssref	Client Fullname	Unit Cost	Quantity	Start Date	End Date	Actual	Fstd	Missed	Extra	Visits	Comments
1	Domiciliary Care Single carer	33717	A335460	Miss Test ServiceUser3	4.77	167	02/12/2013		140	7				
2	Domiciliary Care Single carer	33717	A335460	Miss Test ServiceUser3	4.77	167	02/12/2013							
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Missed: If applicable, enter the relevant missed hours or proportion into the **Missed** cell.

Domiciliary Care, Single or Dual Carer: enter the hours where the care provider failed to attend the appointment or the appointment was cancelled with sufficient notice.

Domiciliary Care (ISF) Weekly / Residential Care: enter the proportion of care not provided to the service user, irrespective of the reason.

Complete Actuals in Spreadsheet



26 May 2014 to 8 June 2014 - Microsoft Excel

	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	Service Level	CPLI Ref	Ssref	Client Fullname	Unit Cost	Quantity	Start Date	End Date	Actual	Fstd	Missed	Extra	Visits	Comments
2	Domiciliary Care Single carer	33717	A335460	Miss Test ServiceUser3	4.77	167	02/12/2013		140	7	20			
3	Domiciliary Care Single carer	33717	A335460	Miss Test ServiceUser3	4.77	167	02/12/2013							
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Please note: the total of the Actual, Frustrated and Missed cells must equal the value shown in the Quantity cell.

The spreadsheet can be uploaded but will be invalid (and cannot be submitted) if the quantity and the total values do not match.

26 May 2014 to 8 June 2014 - Microsoft Excel

	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	Service Level	CPLI Ref	Ssref	Client Fullname	Unit Cost	Quantity	Start Date	End Date	Actual	Fstd	Missed	Extra	Visits	Comments
2	Domiciliary Care Single carer	33717	A335460	Miss Test ServiceUser3	4.77	167	02/12/2013		140	7	20			
3	Domiciliary Care Single carer	33717	A335460	Miss Test ServiceUser3	4.77	167	02/12/2013							
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If applicable, enter the additional hours into the **Extra** cell. **Extra** is only required for Domiciliary Care, Single or Dual Carer, ie. services where hours are input.

Enter the total number of 'Extra' hours provided over and above the commissioned total (the Quantity). Note: the term 'Extra' refers to unexpected extra hours such as remaining on site while an ambulance is called for the service user, or to reflect an agreed initial visit charge.

'Extra' should not be used where the package of care has been increased by agreement with the Social Worker in advance. This type of increase should already be reflected in the Quantity by an amendment to the Service User's care package that will be shown on the portal through a revised CPLI. If the current agreed care package is not reflected in the quantity you must contact the Social Worker accordingly to request that the care package is updated.

The number of visits will be automatically calculated by the system. Please leave **Visits** cell blank.

	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
	CPLI Ref	Ssref	Client Fullname	Unit Cost	Quantity	Start Date	End Date	Actual	Fstd	Missed	Extra	Visits	Comments			
1	33717	A335460	Miss Test ServiceUser3	4.77	167	02/12/2013		140	7	20	3					
2	33717	A335460	Miss Test ServiceUser3	4.77	167	02/12/2013										
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If you have entered any hours into the Frustrated, Missed and / or Extra cells, you must provide full details for each in the **Comments** cell of the spreadsheet.

You may not be able to submit your claim if you do not include a comment and the Authority may reject the claim if a clear reason is not given.

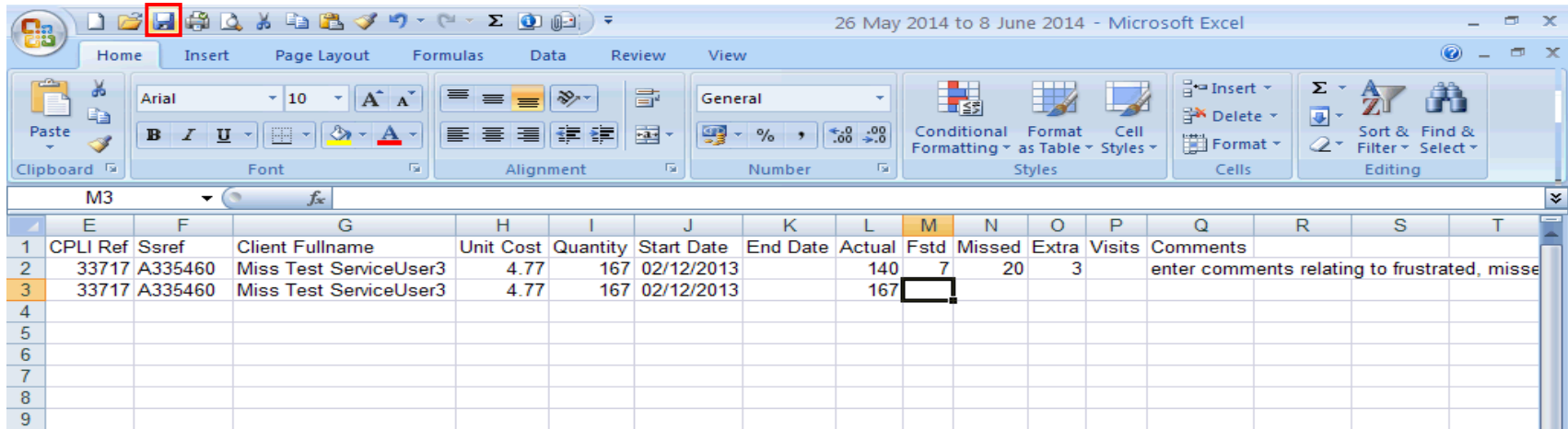
Complete Actuals in Spreadsheet

The screenshot shows a Microsoft Excel spreadsheet with the following data:

	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
	CPLI Ref	Ssref	Client Fullname	Unit Cost	Quantity	Start Date	End Date	Actual	Fstd	Missed	Extra	Visits	Comments			
1																
2	33717	A335460	Miss Test ServiceUser3	4.77	167	02/12/2013		140	7	20	3		enter comments relating to frustrated, misse			
3	33717	A335460	Miss Test ServiceUser3	4.77	167	02/12/2013										
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Repeat this process for each line that you wish to submit.

Complete Actuals in Spreadsheet



26 May 2014 to 8 June 2014 - Microsoft Excel

	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
1	CPLI Ref	Ssref	Client Fullname	Unit Cost	Quantity	Start Date	End Date	Actual	Fstd	Missed	Extra	Visits	Comments			
2	33717	A335460	Miss Test ServiceUser3	4.77	167	02/12/2013		140	7	20	3		enter comments relating to frustrated, misse			
3	33717	A335460	Miss Test ServiceUser3	4.77	167	02/12/2013		167								
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Once the details have been entered onto the spreadsheet, click the **Save** button (floppy disk icon).

Complete Actuals in Spreadsheet

26 May 2014 to 8 June 2014 - Microsoft Excel

	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
1	CPLI Ref	Ssref	Client Fullname	Unit Cost	Quantity	Start Date	End Date	Actual	Fstd	Missed	Extra	Visits	Comments			
2	33717	A335460	Miss Test ServiceUser3	4.77	167	02/12/2013		140	7	20	3		enter comments relating to frustrated, misse			
3	33717	A335460	Miss Test ServiceUser3	4.77	167	02/12/2013		167								
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Microsoft Office Excel

26 May 2014 to 8 June 2014.csv may contain features that are not compatible with CSV (Comma delimited). Do you want to keep the workbook in this format?

- To keep this format, which leaves out any incompatible features, click Yes.
- To preserve the features, click No. Then save a copy in the latest Excel format.
- To see what might be lost, click Help.

26 May 2014 to 8 June 2014

Ready 100%

Click the **Yes** button to save your file in CSV format, ready to upload.

Upload a Spreadsheet into the LCC Care Provider Portal

The screenshot shows the 'Care Services Demo' portal. At the top, there is a blue header with 'Feedback | Logout'. Below this is a 'Requery Collection' section. The main content area is titled 'Supplier Details' for 'Supplier TESTING CARE LIMITED'. Underneath, there is a 'Bulk Upload' section with three tabs: 'Upload Data via Excel file', 'Upload Data - via CSV file' (highlighted with a red box), and 'Download Template'. Below the tabs, there are date pickers for 'Period Start Date from' (26-May-2014) and 'Period Start Date to' (08-Jun-2014), along with a 'Show Download' button. The bottom section is titled 'Download_Region' and contains a table with the following data:

LCC Ref	Period Start	Org Name	Service Level	CPLI Ref	Ssref	Client Fullname	Unit Cost	Quantity	Start Date	End Date	Act
122732	26/05/2014	TESTING CARE LTD	Domiciliary Care (ISF) - Weekly	71835	A196358	Mr Test ServiceUser2	708.1800	1.0	07/04/2014	-	-
122731	02/06/2014	TESTING CARE LTD	Domiciliary Care (ISF) - Weekly	71835	A196358	Mr Test ServiceUser2	708.1800	1.0	07/04/2014	-	-
68270	26/05/2014	TESTING CARE LTD	Domiciliary Care Single carer	33718	A335460	Miss Test ServiceUser3	4.9400	1.0	02/12/2013	-	-
68268	26/05/2014	TESTING CARE LTD	Domiciliary Care Single carer	33717	A335460	Miss Test ServiceUser3	4.7700	167.0	02/12/2013	-	-
68269	02/06/2014	TESTING CARE LTD	Domiciliary Care Single carer	33717	A335460	Miss Test ServiceUser3	4.7700	167.0	02/12/2013	-	-
68272	02/06/2014	TESTING CARE LTD	Domiciliary Care Single carer	33718	A335460	Miss Test ServiceUser3	4.9400	1.0	02/12/2013	-	-
90251	26/05/2014	TESTING CARE LTD	Domiciliary Care Single carer	47107	A1284493	Mrs Service User1	0.0000	87.0	02/12/2013	-	-
90253	26/05/2014	TESTING CARE LTD	Domiciliary Care Single carer	47108	A1284493	Mrs Service User1	3.9900	81.0	02/12/2013	-	-
90256	02/06/2014	TESTING CARE	Domiciliary Care Single	47108	A1284493	Mrs Service User1	3.9900	81.0	02/12/2013	-	-

Once your spreadsheet is successfully saved, return to the portal.

The spreadsheet defaults to save as a CSV file, so click the **Upload Data - via CSV file** link.

If your spreadsheet has been saved as an Excel spreadsheet (not CSV), please use the **Upload Data via Excel File** tab.

Care Services Demo Feedback | Logout

Menu List

- [Enter Actual](#)
- [Service Capacity](#)
- [Bulk Load Actuals](#)

Supplier Details

Supplier TESTING CARE LIMITED

Bulk Upload

[Upload Data via Excel file](#) [Upload Data - via CSV file](#) [Download Template](#)

Data Load Source Cancel Next >

Import From **Upload file, comma separated (*.csv) or tab delimited**

Copy and Paste

*Separator

Optionally Enclosed By

First Row has Column Names Yes

*Copy and Paste Delimited Data

Data to Upload Validate Clear

Show Valid Invalid VALID INVALID

no data found

ANDREW@A.COM

Click the **Upload file, comma separated (*.csv) or tab delimited** option.

Upload a Spreadsheet into the LCC Care Provider Portal

Care Services Demo

Feedback | Logout

Menu List

- o [Enter Actual](#)
- o [Service Capacity](#)
- o [Bulk Load Actuals](#)

Supplier Details

Supplier TESTING CARE LIMITED

Bulk Upload

[Upload Data via Excel file](#) [Upload Data - via CSV file](#) [Download Template](#)

Data Load Source

[Cancel](#) [Next >](#)

Import From Upload file, comma separated (*.csv) or tab delimited
 Copy and Paste

*File Name [Browse...](#)

*Separator ,

Optionally Enclosed By "

First Row has Column Names Yes

Data to Upload

[Validate](#) [Clear](#)

Show Valid Invalid VALID INVALID

no data found

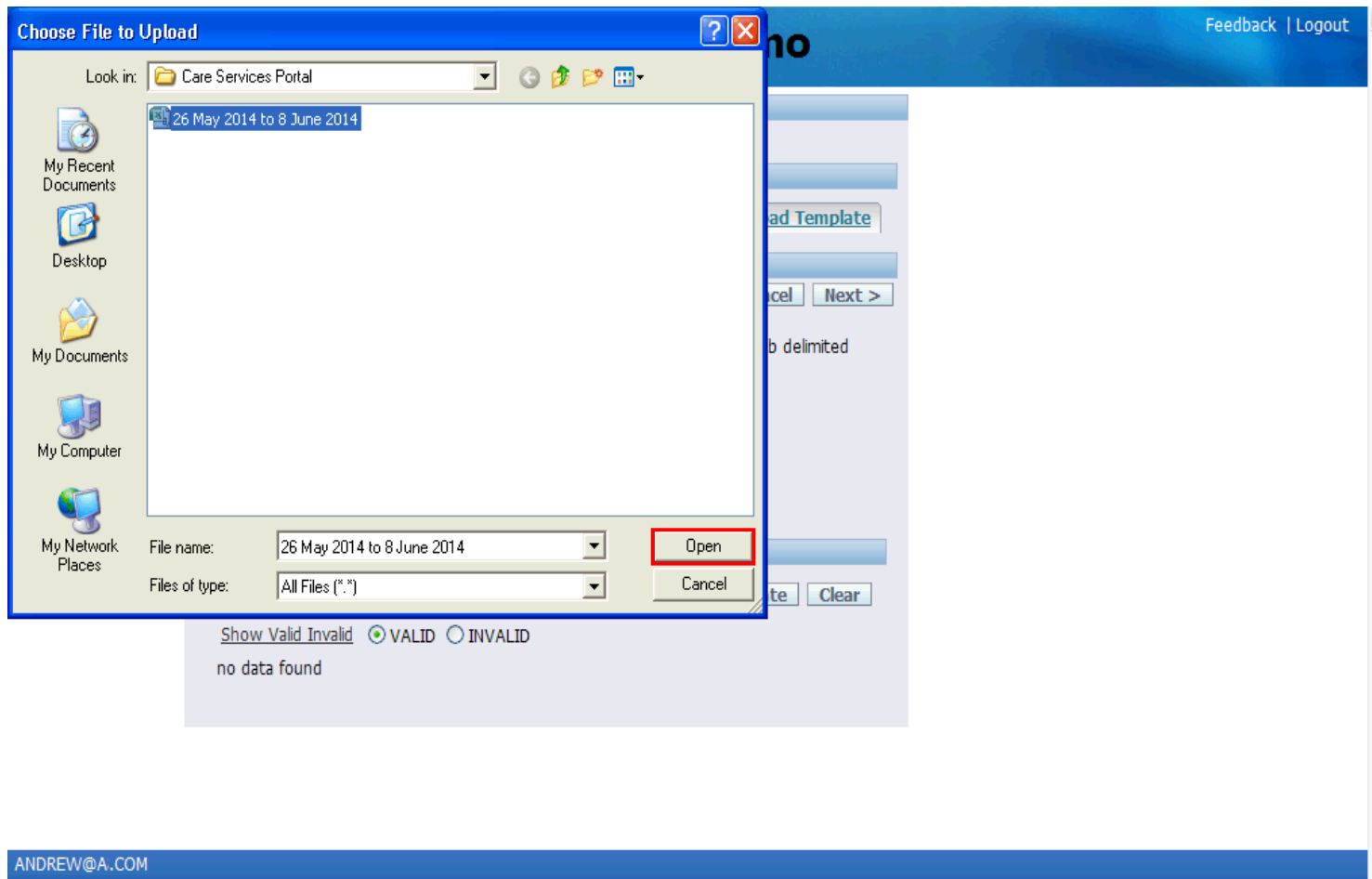
Click the **Browse** button to navigate to your completed spreadsheet file.

Upload a Spreadsheet into the LCC Care Provider Portal

The screenshot displays a web browser window with a blue header bar containing 'Feedback | Logout'. A file upload dialog box is open, titled 'Choose File to Upload'. The 'Look in:' field shows 'Care Services Portal'. The file list contains one entry: '26 May 2014 to 8 June 2014', which is highlighted with a red border. The dialog box includes a 'File name:' field, a 'Files of type:' dropdown set to 'All Files (*.*)', and 'Open' and 'Cancel' buttons. Below the dialog box, there are radio buttons for 'VALID' (selected) and 'INVALID', and a 'no data found' message. The background web page shows a 'Next >' button and a 'Clear' button.

Search for and select your completed spreadsheet.

Upload a Spreadsheet into the LCC Care Provider Portal



Click the **Open** button.

The screenshot shows the 'Care Services Demo' web application interface. At the top, there is a blue header with the title 'Care Services Demo' and links for 'Feedback' and 'Logout'. Below the header, there are two main sections: 'Menu List' and 'Supplier Details'. The 'Menu List' includes links for 'Enter Actual', 'Service Capacity', and 'Bulk Load Actuals'. The 'Supplier Details' section shows 'Supplier TESTING CARE LIMITED' and a 'Bulk Upload' section with buttons for 'Upload Data via Excel file', 'Upload Data - via CSV file', and 'Download Template'. The 'Data Load Source' section contains a 'Cancel' button and a 'Next >' button, which is highlighted with a red box. Below this, there are radio buttons for 'Import From' with options 'Upload file, comma separated (*.csv) or tab delimited' (selected) and 'Copy and Paste'. The '*File Name' field contains the path '\\corpdata01\lccusers3\$\asimp' and a 'Browse...' button. The '*Separator' field contains a comma character. The 'Optionally Enclosed By' field contains a double quote character. The 'First Row has Column Names' checkbox is checked and labeled 'Yes'. The 'Data to Upload' section has 'Validate' and 'Clear' buttons. At the bottom, there is a 'Show Valid Invalid' section with radio buttons for 'VALID' (selected) and 'INVALID', and the text 'no data found'. A blue footer bar at the bottom left contains the email address 'ANDREW@A.COM'.

The location of the spreadsheet is now displayed in the File Name field and is ready to be uploaded.

Click the **Next >** link.

Care Services Demo

Feedback | Logout

Menu List | **Supplier Details**

- o [Enter Actual](#)
- o [Service Capacity](#)
- o [Bulk Load Actuals](#)

Supplier TESTING CARE LIMITED

Bulk Upload

[Upload Data via Excel file](#) | [Upload Data - via CSV file](#) | [Download Template](#)

Data Load Source Cancel Next >

Import From Upload file, comma separated (*.csv) or tab delimited
 Copy and Paste

*File Name Browse...

*Separator

Optionally Enclosed By

First Row has Column Names Yes

Data to Upload

[Validate](#) Submit Clear

Show Valid Invalid VALID INVALID

no data found

Once the **Next** button has been clicked, the file name will then disappear from the 'File Name field'. Click the **Validate** link to complete the process.

Care Services Demo

Feedback | Logout

Menu List

- o [Enter Actual](#)
- o [Service Capacity](#)
- o [Bulk Load Actuals](#)

Supplier Details

Supplier TESTING CARE LIMITED

Bulk Upload

[Upload Data via Excel file](#) [Upload Data - via CSV file](#) [Download Template](#)

Data Load Source

Import From Upload file, comma separated (*.csv) or tab delimited
 Copy and Paste

*File Name [Browse...](#)

*Separator

Optionally Enclosed By

First Row has Column Names Yes

Data to Upload

Show Valid Invalid VALID INVALID

Edit	Org Name	Service Level	Period Start	Cpli Ref	Ssref	Client Fullname	Start Date	End Date	STATUS	Actual	Fstd	I
	TESTING CARE LTD	Domiciliary Care Single carer	26/05/2014	33717	A335460	Miss Test ServiceUser3	02/12/2013	-	VALID requires Authorisation	140	7	2
	TESTING CARE LTD	Domiciliary Care Single carer	02/06/2014	33717	A335460	Miss Test ServiceUser3	02/12/2013	-	VALID	167	-	-

[Download data](#)

ANDREW@A.COM

Done

Local intranet

100%

The data is now displayed. The Status for each row should be Valid or Valid Requires Authorisation.

Do not navigate away from this page without either submitting or clearing the data.

If you navigate away from this screen without doing so, the data will not be fully uploaded and submitted, meaning that you will not be able to upload the same lines by spreadsheet again later. You will however be able to upload the lines manually, if required.

Upload a Spreadsheet into the LCC Care Provider Portal

Care Services Demo Feedback | Logout

Menu List: Supplier Details

Supplier: TESTING CARE LIMITED

Bulk Upload

Upload Data via Excel file | Upload Data - via CSV file | Download Template

Data Load Source

Import From: Upload file, comma separated (*.csv) or tab delimited
 Copy and Paste

*File Name: Browse...

*Separator:

Optionally Enclosed By:

First Row has Column Names: Yes

Data to Upload

Show Valid Invalid: VALID INVALID

Edit	Org Name	Service Level	Period Start	Cpli Ref	Ssref	Client Fullname	Start Date	End Date	STATUS	Actual	Fstd
	TESTING CARE LTD	Domiciliary Care Single carer	26/05/2014	33717	A335460	Miss Test ServiceUser3	02/12/2013	-	VALID requires Authorisation	140	7
	TESTING CARE LTD	Domiciliary Care Single carer	02/06/2014	33717	A335460	Miss Test ServiceUser3	02/12/2013	-	VALID	167	-

[Download data](#)

ANDREW@A.COM

Done Local intranet 100%

Invalid Rows

If the Status of any row is invalid, the details have been transferred into the portal but you will not be able to submit them. You must then either:

- access, amend and submit the details of the invalid lines via the Enter Actual link, or
- click the clear button, amend or delete the invalid lines from the spreadsheet and upload again. If you clear and delete the invalid lines you will be able to upload these lines separately later once amended and validated.

Upload a Spreadsheet into the LCC Care Provider Portal

Services Demo Feedback | Logout

CSV file Download Template

Cancel Next >

Separated (*.csv) or tab delimited

Browse...

Validate Submit Clear

Cpli Ref	Ssref	Client Fullname	Start Date	End Date	STATUS	Actual	Fstd	Missed	Extra	Visits	Quantity	Unit Cost	Comments
33717	A335460	Miss Test ServiceUser3	02/12/2013	-	VALID requires Authorisation	140	7	20	3	-	167	4.77	enter comments relating to frustrated, missed or extra hours
33717	A335460	Miss Test ServiceUser3	02/12/2013	-	VALID	167	-	-	-	-	167	4.77	-

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Done Local intranet 100%

Scroll to the right hand side of the screen, then Click the **Submit** link.

The screenshot shows the 'Care Services Demo' interface. At the top right, there are links for 'Feedback' and 'Logout'. A notification box at the top left states '2 valid rows were loaded'. The main content area is divided into a 'Menu List' on the left and a 'Supplier Details' section on the right. The 'Supplier Details' section is for 'TESTING CARE LIMITED' and features a 'Bulk Upload' section with three buttons: 'Upload Data via Excel file', 'Upload Data - via CSV file', and 'Download Template'. Below this is the 'Data Load Source' section, which includes a 'Cancel' button and a 'Next >' button. The 'Import From' section has two radio buttons: 'Upload file, comma separated (*.csv) or tab delimited' (selected) and 'Copy and Paste'. There are input fields for '*File Name' (with a 'Browse...' button), '*Separator' (containing a comma), and 'Optionally Enclosed By' (containing a double quote). The 'First Row has Column Names' checkbox is checked and labeled 'Yes'. Below this is the 'Data to Upload' section with 'Validate', 'Submit', and 'Clear' buttons. At the bottom, there are radio buttons for 'Show Valid Invalid', with 'VALID' selected and 'INVALID' unselected. The text 'no data found' is displayed below these options. At the bottom left of the interface, the email address 'ANDREW@A.COM' is visible.

The data will disappear from the screen.

You will receive confirmation of the number of valid rows uploaded at the top of the screen, and a confirmation email will be sent to your registered email address..

Feedback | Logout

Care Services Demo

2 valid rows were loaded

Menu List

- [Enter Actual](#)
- [Service Capacity](#)
- [Bulk Load Actuals](#)

Supplier Details

Supplier TESTING CARE LIMITED

Bulk Upload

[Upload Data via Excel file](#) [Upload Data - via CSV file](#) [Download Template](#)

Data Load Source

Import From Upload file, comma separated (*.csv) or tab delimited
 Copy and Paste

*File Name

*Separator
Optionally Enclosed By

First Row has Column Names Yes

Data to Upload

Show Valid Invalid VALID INVALID

no data found

ANDREW@A.COM

To review the data which has been uploaded, click the [Enter Actual](#) link.

You will also be able to amend and submit any data which has an invalid status from this screen.



Care Services Demo

Feedback | Logout

Menu List | **Search Service User**

- o [Enter Actual](#)
- o [Service Capacity](#)
- o [Bulk Load Actuals](#)

Supplier: TESTING CARE LIMITED

*Period Start Date from  * Period Start Date to 

Service **Popup Calendar: Period Start Date from**

Service User No

Surname

Care Package Details

no data found

ANDREW@A.COM

Search for the relevant period.

Click the **Popup Calendar: Period Start Date from** button.

Care Services Demo

Feedback | Logout

Menu List

- Enter Actual
- Service Capacity
- Bulk Load Actuals

Search Service User

Supplier: TESTING CARE LIMITED

*Period Start Date from: * Period Start Date to:

Service: **May 2014**

Service User No:

Surname:

Care Package Details

no data found

Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

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Select the correct **date** from the calendar.

Upload a Spreadsheet into the LCC Care Provider Portal

Care Services Demo



Feedback | Logout

Menu List

- Enter Actuals
- Service Capacity
- Bulk Load Actuals

Search Service User

Supplier: TESTING CARE LIMITED

*Period Start Date from  * Period Start Date to 

Service

Service User No

Surname

Care Package Details

no data found

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Click the **Popup Calendar: Period Start Date to** button.

Upload a Spreadsheet into the LCC Care Provider Portal

Care Services Demo

Feedback | Logout

Menu List | **Search Service User**

- Enter Actuals
- Service Capacity
- Bulk Load Actuals

Supplier: TESTING CARE LIMITED

*Period Start Date from: 26-May-2014 | Period Start Date to:

Service:

Service User No:

Surname:

Care Package Details

no data found

June 2014

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

Select the correct **date** from the calendar.

Care Services Demo

Feedback | Logout

Menu List | **Search Service User**

- o [Enter Actuals](#)
- o [Service Capacity](#)
- o [Bulk Load Actuals](#)

Supplier TESTING CARE LIMITED

*Period Start Date from *

Service

Service User No

Surname

Care Package Details

no data found

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Click the **Search** link.

Feedback | Logout

Care Services Demo

Requery Collection
×

Menu List

- [Enter Actual](#)
- [Service Capacity](#)
- [Bulk Load Actuals](#)

Search Service User

Supplier: TESTING CARE LIMITED

*Period Start Date from: * Period Start Date to:

Service:

Service User No:

Surname:

Care Package Details

	CPLI Ref	Period Start	Service	Provider	SSREF	Service User	From Date	To Date	Quantity	Unit Price	Status
	33718	26-MAY-2014	Domiciliary Care Single carer	TESTING CARE LTD	A335460	Miss Test ServiceUser3	02-DEC-2013	-	1.0	4.9400	-
	33718	02-JUN-2014	Domiciliary Care Single carer	TESTING CARE LTD	A335460	Miss Test ServiceUser3	02-DEC-2013	-	1.0	4.9400	-
	33717	26-MAY-2014	Domiciliary Care Single carer	TESTING CARE LTD	A335460	Miss Test ServiceUser3	02-DEC-2013	-	167.0	4.7700	Submitted - Requires Authorisation
	33717	02-JUN-2014	Domiciliary Care Single carer	TESTING CARE LTD	A335460	Miss Test ServiceUser3	02-DEC-2013	-	167.0	4.7700	Submitted

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ANDREW@A.COM

The status of each line is displayed in the summary.

If a line has an Invalid status, you can amend (using the pencil icon) and then submit the corrected details.

Care Services Demo
Feedback | Logout

Requery Collection X

Menu List | **Search Service User**

- o [Enter Actuals](#)
- o [Service Capacity](#)
- o [Bulk Load Actuals](#)

Supplier: TESTING CARE LIMITED

*Period Start Date from: * Period Start Date to

Service:

Service User No:

Surname:

Care Package Details

	CPLI Ref	Period Start	Service	Provider	SSREF	Service User	From Date	To Date	Quantity	Unit Price	Status
	33718	26-MAY-2014	Domiciliary Care Single carer	TESTING CARE LTD	A335460	Miss Test ServiceUser3	02-DEC-2013	-	1.0	4.9400	-
	33718	02-JUN-2014	Domiciliary Care Single carer	TESTING CARE LTD	A335460	Miss Test ServiceUser3	02-DEC-2013	-	1.0	4.9400	-
	33717	26-MAY-2014	Domiciliary Care Single carer	TESTING CARE LTD	A335460	Miss Test ServiceUser3	02-DEC-2013	-	167.0	4.7700	Submitted - Requires Authorisation
	33717	02-JUN-2014	Domiciliary Care Single carer	TESTING CARE LTD	A335460	Miss Test ServiceUser3	02-DEC-2013	-	167.0	4.7700	Submitted

1 - 4

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View the details of each line you have uploaded by clicking on the pencil icon.

The screenshot shows a web application titled "Care Services Demo" with a navigation menu on the left containing "Enter Actuals", "Service Capacity", and "Bulk Load Actuals". The main content area is titled "Care Plan" and displays details for "TESTING CARE LIMITED". It includes buttons for "View Documents", "Send Message", "Emergency Contact", and "Cancel". Below this, an "Actuals" section shows a claim with a status of "Submitted - Requires Authorisation". The claim details include: CPLI Ref 33717, Period Start 26-MAY-2014, Quantity 167.0, Unit Price 4.7700, Actual 140.0000, Frustrated 7.0000, Missed 20.0000, Extra 3.0000, Visits Total 167, and Tot Value 796.59. A comment field is present at the bottom of the actuals section.

Menu List | Care Plan

- o [Enter Actuals](#)
- o [Service Capacity](#)
- o [Bulk Load Actuals](#)

View Documents | Send Message | Emergency Contact | **Cancel**

Organisation : TESTING CARE LIMITED
Service : Domiciliary Care Single carer
Client Id : A335460 Name : Miss Test ServiceUser3
Date From : 02-DEC-2013 To

Actuals

CPLI Ref 33717
Period Start 26-MAY-2014 To Status Submitted - Requires Authorisation
Quantity 167.0
Unit Price 4.7700
Actual 140.0000
Frustrated 7.0000
Missed 20.0000
Extra 3.0000
Visits
Total 167
Tot Value 796.59
Comments enter comments relating to frustrated, missed or extra hours

ANDREW@A.COM

The status for this example is '**Submitted - Requires Authorisation**'. The data can only be amended now if your claim is rejected by the Authority. Please email invoicecare@lancashire.gov.uk if you realise that there is an error in your submitted claim and you need to update details which have been submitted.

Click **Cancel** to return to the summary screen.