

# **OHIO CHILD CARE TIME, ATTENDANCE AND PAYMENT (TAP) SYSTEM**

## **REPAIR AND REPLACEMENT POLICY**

Upon discovering an issue with the equipment, the Program will contact the Controltec Support Center by email or phone at [supportoh@controltec.com](mailto:supportoh@controltec.com) or (833) 866-1708.

Support will try to diagnose and resolve the issue remotely. If this is not possible, the Program will have to return the device.

The support center will over-night a package with a new Attendance Device. The Attendance Device will be mailed with informational materials so the Program can return the broken or defective Attendance Device back to Controltec.

If the Attendance Device was defective, the Program will not be charged.

If the Attendance Device is broken due to the Program's misuse, a fee may be assessed, up to but not exceeding the cost of a new Attendance Device plus shipping and handling charges.

If the Attendance Device is reported by the Program as missing or stolen, the cost of a new Attendance Device will be assessed.

Controltec tracks the number of times a Program reports a stolen or broken Attendance Device. If a cost will be charged to the Program, Controltec will collect reimbursement directly from the Program. The Program will be able to pay the reimbursement fee via Controltec's PayPal account, if they want to use a credit card or bank account number, or by a check made out to Controltec. Controltec may refer a Program to the Ohio Department of Job and Family Services (ODJFS) who will notify the Program in writing if ODJFS intends to adjust the Program's payment to recover the cost of Attendance Device repair or replacement.

If the Program no longer cares for publicly funded children, the Program must return the Attendance Device to the Controltec Support Center. The equipment should be returned no more than 30 days after the authorization end-date for their last publicly funded child, unless special arrangements are made with the Program (example: The program contacts the Support Center because they plan to have another publicly funded child enroll within 60 days).

If the Program fails to return the Attendance Device for any reason, Controltec has the right to collect payment directly from the Program, including filing a lien and court action if deemed necessary.