

**EARLY YEARS**

**Oxfordshire**

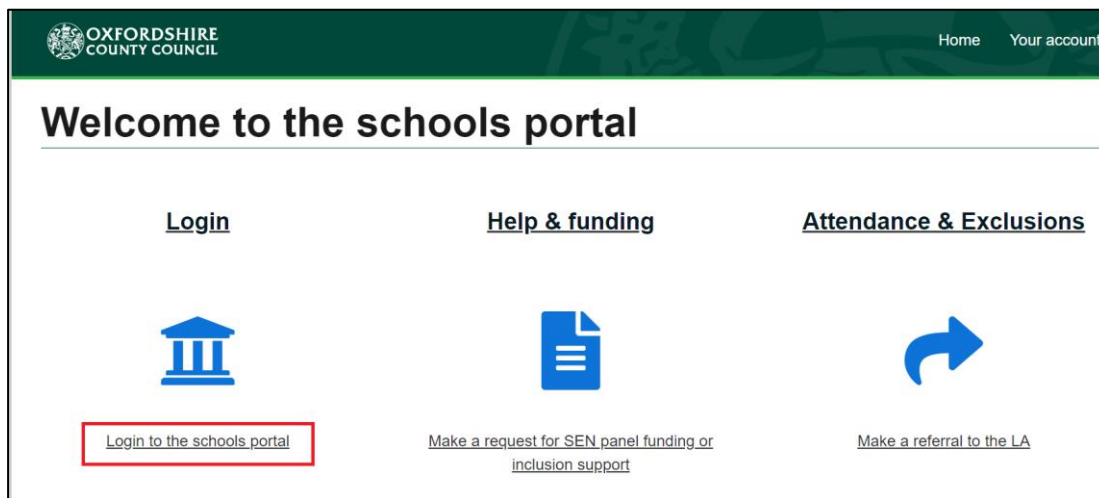
**Establishment Portal – How  
to submit a Headcount  
Submission –  
Guidance for Schools &  
Academies**

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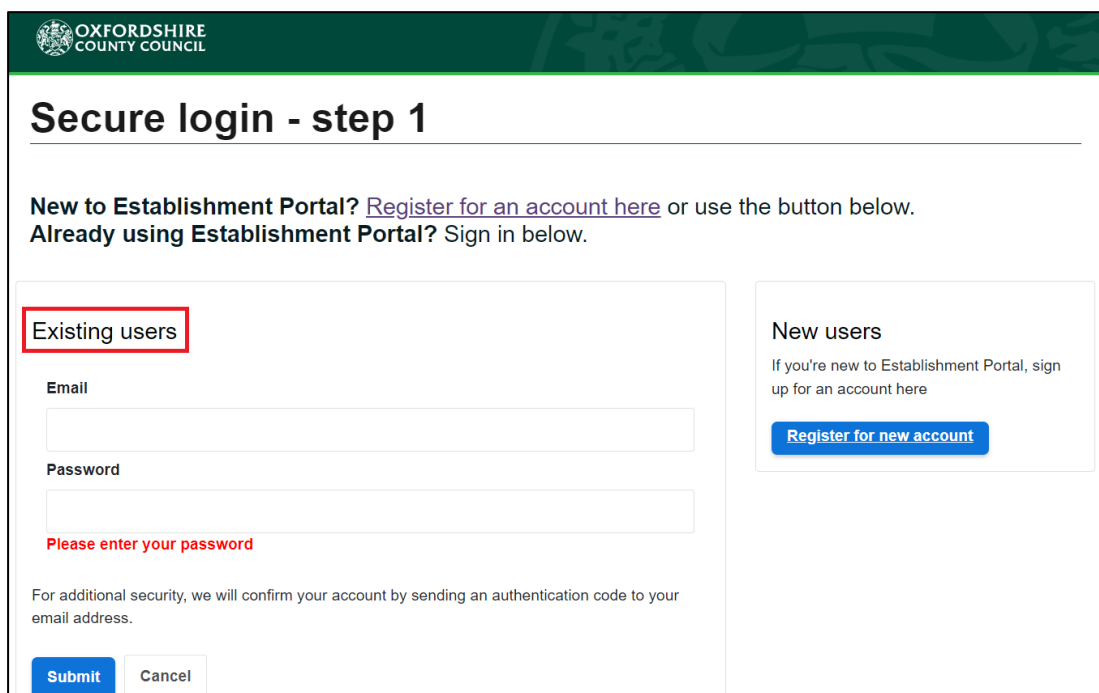
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# 1. Establishment Portal Signing in

Once on the logon page – select Login to school’s portal link

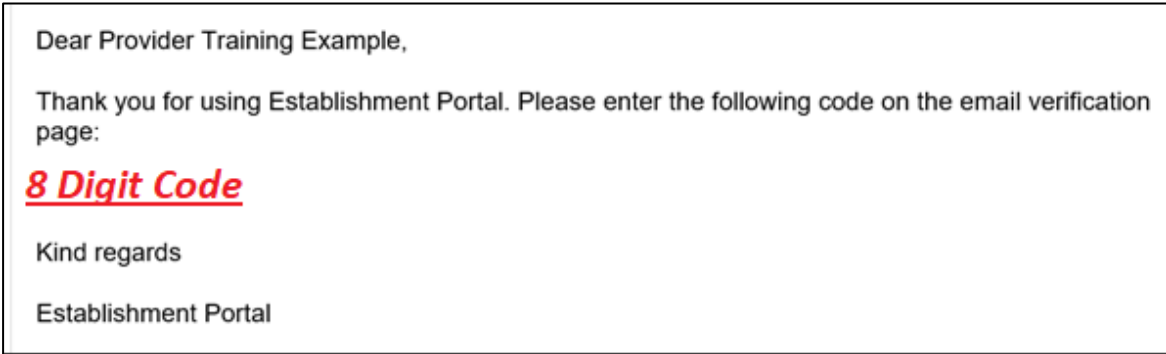


From the Secure login – step1 screen under Existing users - Enter your registered email and password and Click **Submit**



The portal will send a verification code to the email supplied to confirm the email is valid. If you can't find this email, it may be in your spam/junk email folder. If you can't find this email, please check your spam/junk email folder. If you have not received the email containing the code, use the [Please send me a new code](#) to get the code sent again. It might also be worth clicking on cancel to return to Step 1 and check the email supplied is correct and repeat the steps. Access the email to copy the code sent and paste/type it into the box below.

Here is a sample email that will be received with the 8 digits code.



Enter the code from the email and click on Finish.

**OXFORDSHIRE COUNTY COUNCIL**

## Secure login - step 2

We have just sent you an email to confirm your account. Please enter the code this contains below.

If you can't find this email, it may be in your spam/junk email folder.

Code

[Please send me a new code](#)

**Finish** Cancel


Please enter the verification code that we sent you.

## 2. Headcount Submissions


Please refer to our guidance notes 'Maintaining your Live register for Schools and Academies' before completing the following steps. They can be found on our webpages.

The Dashboard will inform you when the headcount submission is due. Please do also refer to our [termly timeline](#). You must complete your Live register first before completing the headcount – the Live register is the basis of your headcount, but it is not your headcount. Any hours and codes need to be changed in your Live register first.


Please note a headcount can only be submitted **once** per term

 Estimates and Headcounts  
**The Estimate day for Summer term was 10-May-2022. Your submission is due by today.**

If you access submissions when the Headcount is not due, you will see the below message

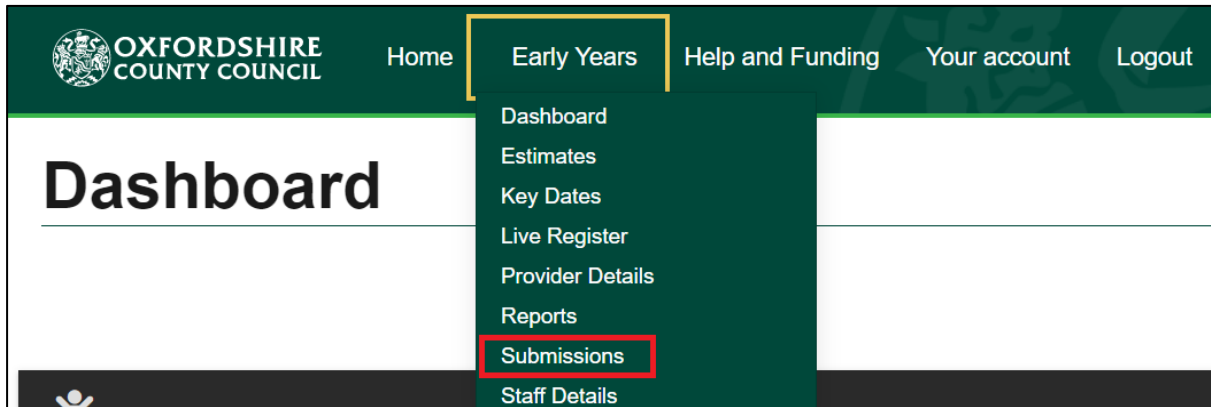
 **Welcome to the Submissions Wizard.**  
It is not currently time for a Headcount.

Alternatively, if no children have been registered for the term, then the Wizard will reflect this as below.

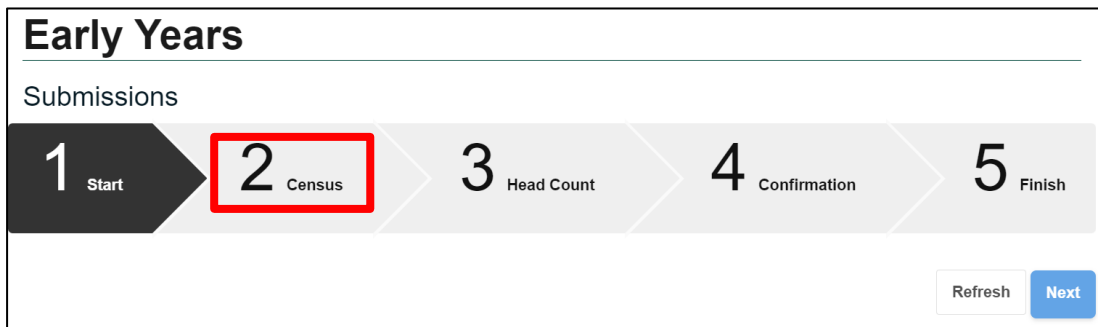
 **Welcome to the Submissions Wizard.**  
There are no funded children currently attending your provider to be included in a Headcount / Census, so no Submission is required.

### 3.1 Starting the Submissions Wizard

Once you are happy that your live register is up to date and all the children are on it with the correct hours, click on the Early Years drop-down menu from the main menu bar at the top of the screen and select Submissions from the dropdown list of options that appear.



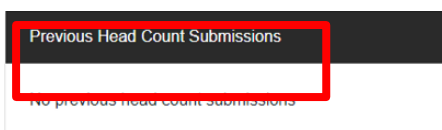
This will navigate you to the Submissions wizard.



The wizard is made up of 4 sections but when a term is an EY census term (always January / Spring Term) our *private providers* will see an extra tab. As a school, you should not see this unless you are required to fill out an EY census (if your provision takes some children under S27 Governor's powers or you are required to fill out the EY census). If you do see it and believe you shouldn't as you submit all your data via the school's census, please contact [earlyeducation@oxfordshire.gov.uk](mailto:earlyeducation@oxfordshire.gov.uk)

Please note where we require you to complete census data for the term, the headcount wizard will include Census details as part of the headcount submission.

If any previous submissions have been completed on the Establishment Portal these will be visible on this screen under Previous Submissions.



Clicking on Next will allow you to progress through the sections.

**Early Years**

Submissions

1 Start   2 Census   3 Head Count   4 Confirmation   5 Finish

Refresh   **Next**

Welcome to the Submissions Wizard.

Click the "Next" button to automatically calculate your headcount based on the children currently in your Live Register.

Previous Head Count Submissions

No previous head count submissions

Previous Census Submissions

No census submissions

Click on Next to progress to Census section of the Wizard.

**3.2 Census (only visible for census term) Skip to 3.3 Headcount if this is not a census term.**

Please note if you fill out a school census and not an EY census then you can also skip to [3.3 Headcount](#)

When it is a census term, the Census screen will be available to review data. There are 2 tabs – Provider Details and Staff Totals. This will show any data already recorded for review but also requires input from you.

**Early Years**

Submissions

1 Start   2 Census   3 Head Count   4 Confirmation   5 Finish

Reset   Previous   **Next**

Census for Summer 2022/23

A Census has been generated below for you to review.

Provider Details   Staff Totals

### 3.2.1 Provider Details tab

The Provider details tab on the Census screen has 5 sections –

- 3.2.1.1 Main details
- 3.2.1.2 Contact details
- 3.2.1.3 Pupil Details
- 3.2.1.4 Opening Details
- 3.2.1.5 Comments

All of these must be reviewed and updated where required.

#### 3.2.1.1 Main Details

Main Details are read only and must be reviewed. No updates are needed for these headings

Main Details
LA Number: 931 Provider URN: 999999 Ofsted URN: 99999 Provider Name: EYES Training Provider Provider Category: Childminder Setting Type: N/A EY Day Care: N/A Childminder Category: Individual child minder Maintained School Relationship: No Other Establishment Partnership: No Funding Weeks: 38.0

#### 3.2.1.2 Contact details

Contact Details are read only and must be reviewed. No updates are needed for these headings

Contact Details
Telephone: Postcode: OX16 0AZ

#### 3.2.1.3 Pupil Details

Pupil Details – will default to “0” but can be updated if you have privately funded pupils that attend your setting.

Pupil Details	
Privately funded 2 year olds *	<input type="text" value="0"/>
Privately funded 3 year olds *	<input type="text" value="0"/>
Privately funded 4 year olds *	<input type="text" value="0"/>



### 3.2.1.4 Opening Details

- Opening Details require data to be completed.
- Weeks Open = this is the total number of weeks your setting is open for. For most providers this will be 38.0

Opening Details

Weeks Open: \*

Open 24 / 7  Yes  No

- Open 24/7 this will default to **No** – you must complete the weekly schedule by enter opening hours for each day of the week your setting is operational.
- Click Yes for the day of the week and this will allow you to enter Opening and Closing time

Day	Open	Opening Time	Closing Time
Monday	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="text"/>	<input type="text"/>
Tuesday	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="text"/>	<input type="text"/>

### 3.2.1.5 Comments

- You can add comments in the box below

Comments

Comments

### 3.2.2 Staff Details tab

- Please review/enter/update staff numbers on this screen.

Provider Details		Staff Totals
Staff with an early years Level 2 qualification <input type="text" value="0"/>	Staff with an early years Level 3 qualification (non-managerial role) <input type="text" value="0"/>	Staff with an early years Level 3 qualification (managerial role) <input type="text" value="0"/>
Staff with qualified teacher status <input type="text" value="0"/>	Staff with early years professional status <input type="text" value="0"/>	Staff with early years teacher status <input type="text" value="0"/>
		Total Staff working with children under 5 <input type="text" value="0"/>

- Once data on both tabs has been reviewed and updated Click Next to progress the wizard

**Early Years**

Submissions

1  
Start

2  
Census

3  
Head Count

4  
Confirmation

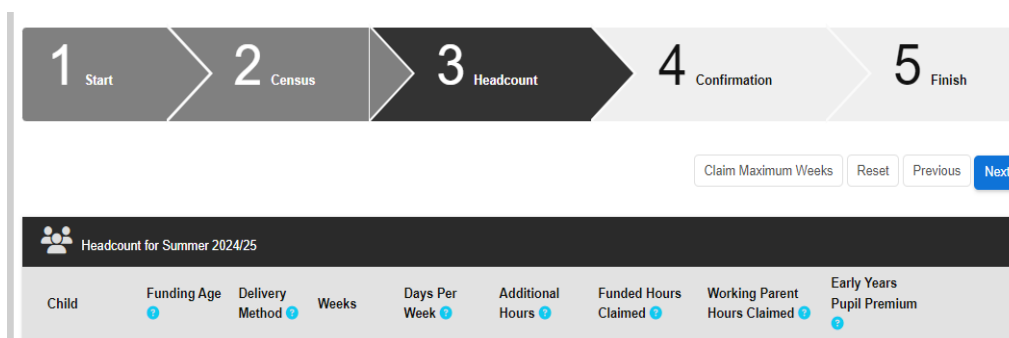
5  
Finish

### 3.3 Headcount Submission

- The headcount screen is in a table format with children listed as individual rows and data filled in from details from the Live Register. If you wish to amend the child's demographic details, for example Name, Address, DOB you must do this on your school system, which will migrate overnight to the Live Register. Any change in hours will NOT populate from your school's system- hours can be changed on your 'Live Register' within the portal.
- All claims are (TTO) Term Time Only over the 38 weeks of the school term year. It's also important to note the system will pay from the date the child started – if you are claiming from the beginning of term for the full number of weeks then you will need to add a start date of the beginning of the term. OCC are unable to change start dates.
- If you are open and wish to claim for each child for the maximum time for that term according to the start dates you have in the system then press – claim maximum weeks at the top of the submission. If you do not wish to do this, then you can put in the weeks manually.



- Review details for each child – you can update data for the below fields in the Headcount if required:
  - Days Per Week
  - Additional Hours - **these will be hours that are privately paid for**
  - Funded Hours Claimed = **Universal Hours on this screen**
  - Working Parent Hours Claimed. if the child is a 3- & 4-year-old and entitled to 30 hours add them here. Or if the child is a 2-year-old and entitlement to working parent entitlement for 15 hours.



Ann Example	3	TTO	50	150	150	00			
Training Example	2	TTO	50	00	150	N/A			

- SEN and DAF Funding: You need to update SEN by selecting 'K' in your school MIS and adding a primary need. DAF please select Yes on the live register and confirm you have seen the letter. Then upload your document. We will review the claim and then get back to you with the result of eligibility.
- If you believe a child is eligible for EYPP under [non-economic grounds](#) then you will need to tell The Early Education Funding Team and provide evidence that the family meet these criteria. To do this either email the team using Egress and attach the evidence to the email or tell us you have uploaded the relevant documents by pressing 'Add File' against the child it relates to. The Early Education Funding Team will let you know the result by email after headcount deadline day.
- Once you have carefully reviewed and checked all children on your headcount then you can proceed by clicking onto the next wizard.

### 3.4 Confirmation

- This section presents a summary prior to submission.

Submissions

1 Start

2 Census

3 Head Count

4 Confirmation

5 Finish

Confirmation

It looks like you're ready to submit your headcount. Once you click **Submit** you will no longer be able to make any changes because it will be securely sent to Early Years for approval.

By clicking **Submit** you are confirming that:

- the children on your Headcount were attending your setting during Summer 2022/23
- incorrectly claimed funded hours must be repaid
- where parental information has been submitted, signed mandates are held by the setting giving the parent's consent for an Early Years Pupil Premium check to be completed

The confirmation screen has 2 tabs – Summary Tiles and Headcount Overview. Please review both tabs. This is your responsibility to make sure your claim is correct. Please do not submit if the details are not correct.

### 3.4.1 Summary Tiles

This tab displays data in a tile format. If you spot an error, you can use the Previous button to return to the Headcount section of the wizard to correct this. If you are happy Click on **Headcount Overview** to navigate to this tab.

Summary Tiles		Headcount Overview	
Total 3/4 year olds (TTO)	1	Universal Hours Claimed (TTO)	15.0
Total 3/4 year olds (AYR)	0	Extended Hours Claimed (TTO)	0.0
Total 2 year olds (TTO)	1	Total Hours Claimed (TTO)	15.0
2 year old funded hours (TTO)	15.0	Total 3/4 year olds (AYR)	0
Total 2 year olds (AYR)	0	Universal Hours Claimed (AYR)	0.0
2 year old funded hours (AYR)	0.0	Extended Hours Claimed (AYR)	0.0
		Total Hours Claimed (AYR)	0.0

### 3.4.2 Headcount Overview

This tab displays data under 3 headings – All Year Round (not in use), Term Time Only and Other Task. If you spot an error, you can use the Previous button to return to the Headcount section of the wizard to correct this.

Please review the following head count details.

Summary Tiles	Headcount Overview
<p><b>All Year Round</b>            0 x 2 year olds claiming 0.0 funded hours per week.            0 x 3/4 year olds claiming 0.0 universal hours per week and 0.0 extended hours per week. This adds up to a total of 0.0 hours claimed.</p>	
<p><b>Term Time Only</b>            1 x 2 year olds claiming 15.0 funded hours per week.            1 x 3/4 year olds claiming 15.0 universal hours per week and 0.0 extended hours per week. This adds up to a total of 15.0 hours claimed.</p>	
<p><b>Other Totals</b>            0 children claiming Extended Entitlement.            1 children claiming Early Years Pupil Premium.            0 children claiming DAF.            0 privately funded 2 year olds, 0 privately funded 3 year olds and 0 privately funded 4 year olds.</p>	
<p>Census for Summer 2022/23</p> <p>There's a total of 2 staff working with children under 5.</p>	

If you are happy, then Click on Submit. This will submit the headcount claim and progress to the Finish section.

**Note: Once you have clicked submit you can no longer make changes to this submission wizard. If you need assistance, please contact the Early Education Funding team. You can only submit the headcount once, so please be sure the details are correct before pressing submit.**

Submissions

1 Start → 2 Census → 3 Head Count → 4 Confirmation → 5 Finish

Reset Previous **Submit**

**Confirmation**

It looks like you're ready to submit your headcount. Once you click **Submit** you will no longer be able to make any changes because it will be securely sent to Early Years for approval.

By clicking **Submit** you are confirming that:

- the children on your Headcount were attending your setting during Summer 2022/23
- incorrectly claimed funded hours must be repaid
- where parental information has been submitted, signed mandates are held by the setting giving the parent's consent for an Early Years Pupil Premium check to be completed

### 3.4 Finish

- Once the Headcount has been submitted a Finished message is displayed

Early Years

Submissions

1 Start → 2 Census → 3 Head Count → 4 Confirmation → 5 Finish

Return **Submit**

**Finished**

Thank you, your headcount has been submitted.

- Once the wizard is completed the dashboard will update to reflect this as below.


Estimates and Headcounts

A Headcount has already been submitted for Summer term.

## 4. Mid Term Change

1. A child has changed their hours and I have already submitted a headcount.

If the headcount deadline has passed and you wish to make a change to the hours for a child, you can do this by going back onto your live register and clicking onto the

pencil icon on the child's row  .

Scroll down to the 'Edit funding details' area.

You will come to the attendance details. If the child has increased or decreased their hours please complete the relevant eligibility checks ( by making sure the parent /guardian details are filled out correctly and pressing the eligibility check buttons relevant for the child within the section above ) and add in the new funded hours.

You will then see the question 'Apply Funding Changes as a Mid-Term Adjustment'. Select 'Yes' if the change relates to the current term and therefore you would like to change the claim for the remaining weeks of the current term.

Attendance Details

Provider Delivery Method	Term Time Only
Universal Entitlement From	01-04-2025
Days Per Week *	3
Additional Hours	0.0
2 Year Old Funded Entitlement	0.0
Working Parent Entitlement	15.0

If you are making changes to this child's attendance information and want these to be submitted as a mid-term adjustment then please select 'Yes' below and enter the details of when this change should be applied from. Otherwise the changes you have made will be saved in preparation for your next headcount.

Apply Funding Changes as a Mid-Term Adjustment  Yes  No

This then open the following questions:

Please add in the date the change is effective from.

Then add the weeks you wish to claim before the change – in the example summer term 24/25 started on 15<sup>th</sup> April and that was the child's start date for Summer.

Therefore, there are 2 weeks before the date of the effective change (01/05/2024) and 10 weeks of funding left to claim as Summer is a 12-week term.

If you are making changes to this child's attendance information and want these to be submitted as a mid-term adjustment then please select 'Yes' below and enter the details of when this change should be applied from. Otherwise the changes you have made will be saved in preparation for your next headcount.


Apply Funding Changes as a Mid-Term Adjustment  Yes  No

Effective From \*

01/05/2024

Weeks Before Change 

2

Weeks After Change 

10

Once you are happy please press save at the bottom of the screen.

This will then ask you to check and confirm your Mid-Term – Change Submission – press Confirm.

#### Alter Hours - Summary

x

The following changes will be applied.

Type	From Date	To Date	2 Year Old Funded Entitlement	Working Parent Entitlement	Weeks
Current Hours	15-Apr-2024	30-Apr-2024	0.0	15.0	2
New Hours / Claim	01-May-2024	31-Aug-2024	0.0	15.0	10

Are you sure you wish to continue?

You will then be taken back to your live register, and you should see the green notification that the child has been successfully saved – please double check the new hours are correct

The details of Suzie Funding have been successfully saved.

## How to complete Mid-term changes:

### 1. A child at my setting has now left mid-term- how do I add an end date?

Please add an end date in your school MIS. The leave date should come through to us. To check this please make sure the child is no longer on your Live register. Please go to your Live Register of children on your Establishment Portal.

### 2. A child has joined our setting mid-term.

You can claim for new starters by adding them to your school MIS.

This will take over night to populate in the portal. Fill out all the funding details on the LR and click save. Once you have done this successfully you will receive a notification to say you are adding this child to your claim.

If you do not see this message, email [earlyeducation@oxfordshire.gov.uk](mailto:earlyeducation@oxfordshire.gov.uk) and we can investigate the reason.



## How to check your headcount submissions for the term.

Go to – Early Years – Submissions

You can open the submission by pressing the arrow next to the term. This will expand and all the Childrens names will show. You will clearly see the children accepted and any Childrens claims that may have been rejected. If we have rejected a claim, we will have already contacted your setting to tell you the reason why. We may have changed some children’s hours from universal to extended if the claim was shared between providers. We did this based on who run the working parent code check, if both settings had then we based this on what was taken last term and payment will not be affected.

Term	Submission Type	Total Universal Hrs Claimed	Total Universal Hrs Approved	Total Extended Hrs Claimed	Total Extended Hrs Approved	Total Additional Hrs	EYPP Count	\$
▼ Autumn 2022/23	Mid Term Change	0.0	0.0	0.0	0.0	0.0	0	2
▼ Autumn 2022/23	Head Count	486.5	461.5	220.0	200.0	368.5	0	0

Alternatively, you can see this as a report in excel format. For this go to Early Years – Reports and select the headcount submission you wish to download.

**OXFORDSHIRE COUNTY COUNCIL** Home **Early Years** Your account Logout

## Reports

Reports

Get a report of all Estimates previously submitted.

Estimates

Get reports about children on (or previously on) your live register.

All children currently on your live register

Live Register

Get a report of all entries from the selected Submission.

Head Counts: Autumn 2022/23

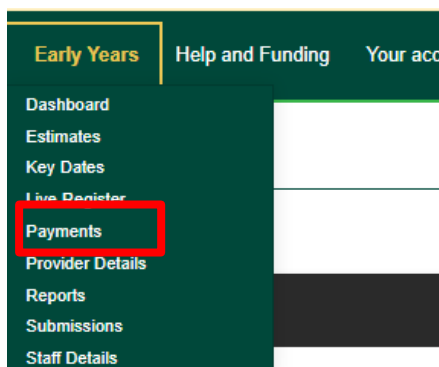
Submissions

This will be downloaded into Excel for you to clearly see who you have claimed for and for how many hours.

You can change hours and add alterations of hours as above. Alternatively, please contact the early Education Funding team if you are unsure and we will do our best to talk you through these steps.

### 3. Payment

To review the payments that have been made to your setting please go to Early Years – Payments



When a payment has been approved and is ready for payment this area will be updated. Please do refer to our termly timeline for more information each term on the date the payment is due.

This screen has 3 tabs

#### Payments:

The screenshot shows the 'Payments for Spring 2023/24 (01-Jan-2024 to 29-Mar-2024)' interface. It features three tabs: 'Payments' (highlighted with a red box), 'Payment Totals', and 'Payment Rates'. Below the tabs is a filter section for 'Spring 2023/24' with various checkboxes for age groups (Under 2, 2 year old, 3 year old, 4 year old), DAF, Pupil Premium, Headcount, Mid-Term Joiner, and Mid-Term Leaver. An 'Apply Filter' button (highlighted with a red box) and an 'Export Payments' button are also visible. Below the filters is a table with the following data:

First Name	Last Name	Type	Cohort	DOB	Start Date	End Date	Total Hours	Total Weeks	Claim Amount (£)	DAF (£)	Pupil Premium (£)
Hermione	Granger	Mid-Term Joiner	3 Year Old	19-Nov-2020	08-Jan-2024	29-Mar-2024	360.0	12.0	2,030.40	910.00	122.40
Galaxy	Mars	Headcount	3 Year Old	10-Dec-2020	08-Jan-2024	29-Mar-2024	360.0	12.0	1,908.00		

You can change the year and apply any filters you wish to to this screen to show you a total of the children you have been/ will be paid for. If you click onto the child, it will open further payment details.

The only payment that is not reflected on this area is SEN inclusion funding. For this funding you will need to review your remittances sent via email.

### Payment Totals:

Here you will see a breakdown of all the payments made to your setting for the term you have selected. Please pay attention to the Total payment areas at the top as this will show you if you are in a credit situation where your estimated payment may have been higher than your actual headcount payment. This funding if a minus figure will need to be paid back to OCC.

☰ Payments for Spring 2023/24 (01-Jan-2024 to 29-Mar-2024)

Payments		Payment Totals	Payment Rates																
<b>Total Payment</b> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="background-color: #ccc;"><b>Amount</b></td> <td style="text-align: right;">£3,938.40</td> </tr> <tr> <td style="background-color: #ccc;"><b>Minus Estimate</b></td> <td style="text-align: right;">£-2,579.40</td> </tr> </table>		<b>Amount</b>	£3,938.40	<b>Minus Estimate</b>	£-2,579.40	<b>Total Payment (with DAF)</b> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="background-color: #ccc;"><b>Amount</b></td> <td style="text-align: right;">£4,848.40</td> </tr> <tr> <td style="background-color: #ccc;"><b>Minus Estimate</b></td> <td style="text-align: right; border: 2px solid red;">£-1,669.40</td> </tr> </table>			<b>Amount</b>	£4,848.40	<b>Minus Estimate</b>	£-1,669.40							
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<b>Estimate</b> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="background-color: #ccc;"><b>Total</b></td> <td style="text-align: right;">£10,863.00</td> </tr> <tr> <td style="background-color: #ccc;"><b>Advance</b></td> <td style="text-align: right;">£6,517.80</td> </tr> </table>		<b>Total</b>	£10,863.00	<b>Advance</b>	£6,517.80	<b>Headcount</b> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="background-color: #ccc;"><b>Universal</b></td> <td style="text-align: right;">£954.00</td> </tr> <tr> <td style="background-color: #ccc;"><b>Working Parent</b></td> <td style="text-align: right;">£954.00</td> </tr> <tr> <td style="background-color: #ccc;"><b>Pupil Premium</b></td> <td style="text-align: right;">£0.00</td> </tr> <tr> <td style="background-color: #ccc;"><b>Total</b></td> <td style="text-align: right;">£1,908.00</td> </tr> </table>			<b>Universal</b>	£954.00	<b>Working Parent</b>	£954.00	<b>Pupil Premium</b>	£0.00	<b>Total</b>	£1,908.00			
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		<b>Mid-Term Changes</b> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="background-color: #ccc;"><b>Joiners</b></td> <td style="text-align: right;">£2,030.40</td> </tr> <tr> <td style="background-color: #ccc;"><b>Leavers</b></td> <td style="text-align: right;">£0.00</td> </tr> <tr> <td style="background-color: #ccc;"><b>Total</b></td> <td style="text-align: right;">£2,030.40</td> </tr> </table>			<b>Joiners</b>	£2,030.40	<b>Leavers</b>	£0.00	<b>Total</b>	£2,030.40									
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		<b>DAF</b> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="background-color: #ccc;"><b>DAF</b></td> <td style="text-align: right;">£910.00</td> </tr> </table>			<b>DAF</b>	£910.00													
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<b>Cohort Payments</b> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Age</th> <th>Headcount</th> <th>Joiners</th> <th>Leavers</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>3 year old</td> <td style="text-align: right;">£1,908.00</td> <td style="text-align: right;">£2,030.40</td> <td style="text-align: right;">£0.00</td> <td style="text-align: right;">£3,938.40</td> </tr> <tr> <td><b>Total</b></td> <td style="text-align: right;">£1,908.00</td> <td style="text-align: right;">£2,030.40</td> <td style="text-align: right;">£0.00</td> <td style="text-align: right;">£3,938.40</td> </tr> </tbody> </table>					Age	Headcount	Joiners	Leavers	Total	3 year old	£1,908.00	£2,030.40	£0.00	£3,938.40	<b>Total</b>	£1,908.00	£2,030.40	£0.00	£3,938.40
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### Payment Rates:

This tab refers to the rate of pay that is specific to the term you have selected for each funding stream.



Payments	Payment Totals	Payment Rates
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Cohort Payment Rates

Age	Rate Category	Amount
Under 2	Base rate	£0.00
Under 2	Pupil Premium rate	£0.00
Under 2	Deprivation rate 1	£0.00
2 Year Old (Working Parent)	Base rate	£7.83
2 Year Old (Working Parent)	Pupil Premium rate	£0.68
2 Year Old (Working Parent)	Deprivation rate 1	£0.47
2 Year Old (Disadvantaged)	Base rate	£7.83
2 Year Old (Disadvantaged)	Pupil Premium rate	£0.68
2 Year Old (Disadvantaged)	Deprivation rate 1	£0.47
3 Year Old	Base rate	£5.30
3 Year Old	Pupil Premium rate	£0.68
3 Year Old	Deprivation rate 1	£0.47
4 Year Old	Base rate	£5.30
4 Year Old	Pupil Premium rate	£0.68
4 Year Old	Deprivation rate 1	£0.47

When a payment has been processed you will also receive a remittance. One will be automated from our central finance. Please wait until the second one comes through to check against the payment area within the portal.

We rely on your inputted data to make accurate payments. Therefore, check your claim data to make sure payments have been made correctly.

Check your submissions on the Establishment Portal before contacting the funding team as you may be able to follow the above guidance to make changes if they are missing from your original claim or not correct.