Quality Rated Workforce Bonus Application Frequently Asked Questions

Issues With My Account

I got a message saying, "Invalid SSN," what can I do?

- Make sure your name is exactly as it appears on your social security card. If you have a second last name appearing on your social security card, use both names. If your social security card has your maiden name, use that name.

I got a message saying, "SSN already in use," what can I do?

- This means you already have an account in our system. Please reset your password using the email address you used to apply for the QR Restoration Grant, Scholarships, Incentives or other DECAL Scholars programs.

My account does not show my new name, what can I do?

- [Click here](#) for instructions for what is needed to update your name.

How do I change the email address associated with my account?

- If you still have access to your email address on file, [click here](#) for instructions on how to update it in your account. If you no longer have access to the email on file:
- Send an email to support@decalqrpayments.com with the subject line "Request Email Update/ Change."
- The body of the email should include your name, the last 4 digits of your social security number, the previous email address and new email address.
- Please allow 3-5 business days for us to update your information.

What does the status of my application mean?

- Not Yet Submitted - You have not finished completing your application. It must be completed and submitted before it can be reviewed.
- Employer Verification - Your application is submitted and waiting for Employment Verification. It must be verified by your employer before Care Solutions can review it.
- Received - Your application was verified by your Employer and sent to Care Solutions for review.
- Under Review - Your application is actively being reviewed by Care Solutions.
- Incomplete - Your application has been reviewed. More documentation (or updated documentation) is required in order to complete the processing of your application. Please upload the requested documentation.
- Denied - Your application has been reviewed. It was determined that you do not meet the eligibility criteria to receive the QR Workforce Bonus.
- Approved with Stipulations - Your application is going through E-verify to confirm your eligibility to work in the United States.
- Approved - Your application has been reviewed and approved for payment. Please allow 2-4 weeks for payment to be processed.
- Payment Sent - Your application was approved and payment has been sent.

How do I check the status of my payment?

- Once your application has been processed and approved, you will receive notification of your status via email. Make sure to check your email spam folder or add support@decalqrpayments.com to your address book.

Issues With My Application

I am getting a server error message with my document upload.
- All documents must be in .pdf, .png, or .jpg format.
- If using a device with a camera, take a picture of the document and upload the photo. Please make sure everything is legible when submitting a photo. If using an iPhone to take a photo, you must convert your images from .heic format (click here for instructions on how to do so).

I do not have a scanner, is there a way to upload my documents?
- You can complete the application on your mobile device and upload pictures for each requested document using your phone, or you can take a picture of your documents and email them to yourself to upload using your computer (download the pictures and save each separately to upload).
- Please ensure that all photos are clear and legible. Refer to the previous FAQ for accepted document format types for images.

My director did not receive the email for Employment Verification, what do I need to do?
- Log into your account and resend the "Resend Verification" button next to your application.

The email address listed for Employment Verification is not the Director or Owner of my program. What do I need to do?
- Please have your Director or Owner of your program send an email to support@decalqrpayments.com with the subject line "Facility Email Update."
- The body of the email should have the program License number, the new employment verification contact's name and updated email address.
- Please allow 3-5 business days for us to update the information.
- Once we have updated the email address, your Director will receive an email requesting your employment verification.

How do I create a GaPDS profile?

[Click here](#) for instructions on how to create your GaPDS profile account.

I received a request for additional documents. Can I email you the document(s)?

- We do not accept emailed documents. Please click on the link in the document request email you received and follow the directions to upload the requested document(s).
- You may also [log into your profile](#). Click on your initials in the top-right corner and select Uploads. The required documents will be listed and will allow you to upload and submit them.

How do I remove the Pop-up Blocker?

- If using Google Chrome - [click here](#)
- If using Microsoft Edge - [click here](#)
- If using Firefox - [click here](#)

General Questions

I recently changed employers; can I apply for the Workforce Bonus at my new facility if I meet all the requirements?

You must meet the eligibility criteria at your current facility to receive the bonus. You can only receive one bonus per calendar year.

I am the owner of several Daycare Centers; can I receive a bonus for each center?

This is a one-time per calendar year individual bonus. You must work onsite at one of your locations and meet the eligibility criteria to receive the bonus.

If I received funding or scholarships in the past from DECAL, do I have to submit my information again?

Each application requires specific documentation. You will need to submit all documents requested in your application. Have copies of your most recent paystubs, updated GaPDS profile, and identification ready to upload.