NEICE Reports Training

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Objectives

By end of today's session, CMS/MCMS users will:

- Learn the purpose of each report
- Identify which variables to enter for each report
- See how results appear
- Understand how reports are calculated

As a reminder, two user roles have access to reports

- ICPC Coordinator / ICPC Coordinator with delete authority
- State Admin

Agenda

- Review all reports for ICPC Coordinators/State Admin
  1. Finding Cases Needing Closure Report
  2. Children Placed In-State and Out of State Report
  3. Children over the Age of Majority Report
  4. Requests Sent to Agencies by Receiving State ICPC Central Office
  5. Missing Home Study Report
  6. 100B Termination Statistics Report -
  7. Violation Statistics Report
  8. State System - NEICE Comparison Report
  9. ICWA Report
  10. Home Studies Pending/Completed/Overdue Report
  11. Monthly State Data Report Home Studies Request In
  12. NEICE Case Statistics
- Review ways to get NEICE Support

ICPC COORDINATOR REPORTS

AAICPC
Association of Administrators of the
Interstate Compact on the Placement of Children
an affiliate of the American Public Human Services Association

APHSA
American Public Human Services Association

Report 1: 100B Termination Statistics

Purpose: This report provides a list of cases that have been terminated during a specified date range based on Date of Termination on the 100B.

Users specify:

- Cases terminated during a date range
- Start Date and End Date, Sending or Receiving, One or all Agencies
- List of Terminated Cases

Note: in order for a case to appear in the 100B Termination Report, a user must have created a 100B Closure (in which the 100B termination date is entered)

Options: 100B Termination Statistics

100B Termination Statistics

This report provides a list of cases that have been terminated during a specified date range based on Date of termination on the 100B.

Date Range * MM/DD/YYYY **to** MM/DD/YYYY

Case Type ◉ Sending ○ Receiving

Agency All Agencies

Run Report Print

Results: 100B Termination Statistics

100B Termination Statistics

Reporting period 01/01/2018 to 06/30/2018 for ALL Agencies

NEICE ID	Child ID	Child Name	Placement Type	Agency Name	Receiving State	Reason for Termination	Termination Date
2332	86227	Michael Levy	Relative (Not Parent)	Montgomery Co. DHHS, MD - MCDHHS	MD	Unilateral Termination	01/30/2018
2385	86271	Sophia Rubino	Foster Care - Relative	Bernalillo Co. W PS	NM	Unilateral Termination	02/07/2018
2447	50373	David Crockett	Foster Care - Relative	Washington ICPC Central Office	WA	Proposed Placement Request Withdrawn	03/26/2018
2492	86342	Giovanni Pellegrino	Foster Care - Relative		MD	Proposed Placement Request Withdrawn	06/11/2018
2492	86352	Giuseppe Pellegrino	Foster Care - Relative		MD	Proposed Placement Request Withdrawn	06/11/2018
2497	86358	Tom Brady	Relative (Not Parent)		DE	Child Returned to Sending State	02/19/2018

Report 2: Children Over the Age of Majority

Purpose: This report provides list of Children who are over the age of majority based on whether the state is Sending or Receiving and the Child's Title IV-E Eligibility.

- Lists children whose age exceeds state's age of majority as of current date (system identifies)
- Report shows:
  - Child Name
  - Date of Birth
  - Case Status
  - Title IV-E Eligibility
- Staff specifies: Sending or Receiving

Options: Children Over Age of Majority

Children Over Age of Majority

This report provides a list of children who are over the age of majority based on a specified date range and Title IV-E Eligibilty.

Case Type * (•) Sending ( ) Receiving

Run Report | Print

Results: Children Over the Age of Majority

Children Over Age of Majority

NEICE ID	Child ID	Child Name	Date of Birth	Current Age	Case Status	Title IV-E Eligibility
1216	50259	Patrick Henry	12/12/1990	27	Active	Yes
1222	50265	Boris Becker	11/11/1989	28	Active	Yes
1224	50267	Stefan Edberg	11/11/1980	37	Closed	Yes
1291	50164	George Washington	08/01/1990	27	Active	Yes
1355	50164	George Washington	08/01/1990	27	Active	Yes
1379	50164	George Washington	08/01/1990	27	Active	Yes
1473	50164	George Washington	08/01/1990	27	Active	Yes
1482	50164	George Washington	08/01/1990	27	Active	Yes

Report 3: Children Placed In State and Out of State

Purpose: This report provides a list of children placed by either the sending state or the receiving state during the specified date range based on a selected agency or all agencies in that state.

- Staff specifies:
  - In-State or Out-of-State option
  - Date Range
- Criterion based on the "Placement Made on Date" field entered by the user on case details

Options: Children Placed In State/Out of State

Children Placed In State / Out of State

This report provides a list of children placed either in the state during the specified date range based on an agency or all agencies selected.

Date From * MM/DD/YYYY **Date To** * MM/DD/YYYY

Children Placed * (•) In State ( ) Out of State

Agency All Agencies

State Florida

Report Output Format (•) Complete List ( ) Counts Only

Run Report Print

Results: Children Placed In State and Out of State

Children Placed Report

for Out of State between 01/01/2018 to 06/01/2018 - All Agencies

Agency: Florida ICPC Central Office **Total: 2**

NEICE ID	Child ID	Child Name	Placement Type	Sending State	Receiving State	100B Sent Date	Placement Date
2286	85798	Mary Williams	REG 2	FL	NE	3/1/2018	1/19/2018
2463	86341	FI - reg1 Test	REG 1	FL	NM	1/18/2018	1/5/2018

Report 4: Finding Cases Needing Closure

Purpose: This report provides cases that were created prior to a date specified by user, but have had no Transmittals since that date.

- Staff specifies:
  - Start Date
  - Sent to or Sent from
- Report lists cases without a Transmittal since date entered
- Results include only active cases

Options: Finding Cases Needing Closure

Find Cases Needing Closure

This report provides a list of cases that were created prior to the date specified, but have no Transmittals after that date.

Transmittal Date * MM/DD/YYYY (find cases with no transmittals after this date)

Select State

- (•) **Case Sent To**
- ( ) **Case Received From**

All States

Run Report | Print

Results: Finding Cases Needing Closure

Find Cases Needing Closure

This report provides a list of cases that were created prior to the date specified, but have no Transmittals after that date.

Transmittal Date * 08/01/2019 (find cases with no transmittals after this date)

Select State ◉ **Case Sent To** ○ **Case Received From**

All States

Run Report | Print

1 of 18 Find | Next

Find Cases Needing Closure

Cases with no transmittals after 8/1/2019

Sending State FL

Alabama

NEICE ID	Regulation Type	Last Transmittal Date	Case Status
1047	REG 2		Active
1176	REG 1		Pending
1191	REG 2		Active
1252	REG 1	03/11/2016	Active
1364	REG 2		Active

Report 5: Home Studies Pending/Completed/Overdue

Purpose: Report lists Home Studies based on Pending, Completed, or Overdue during specified date range.

Staff specifies:

- Sending or Receiving State;
- Pending, Completed, or Overdue, or All;
- Date Range, and
- Regulation Type.

Criteria for whether home study is overdue is based on each reg

Criteria for Pending/Completed and Overdue

- Home Studies Pending – All Home Studies open during the date range specified with the Home Study Decision status Pending.
- Home Study Decision Completed – All Home Studies who have a Home Study Decision Sent On Date within the date range specified.
- Home Study Overdue – All Home Studies that have no decision and have passed the due date based on the Regulation Type within the date range specified.

Criteria for Home Studies Report-Overdue Based on Regulation Type

If not within these times, request is marked Overdue:

- Reg1: 5 business days for SS to send request to RS; 5 business days for RS to send response back to SS; Calculates based in the Completed Request Received date on both the sides.
- Reg2: Safe and timely processing for Home Study is 60 calendar days applies to the RS. This time starts from the Completed Request Received date entered by the RS.
- Reg4: The RS has 3 business days to complete the Home Study Request and send a Transmittal with a response. This time starts from the Completed Request Received date entered by the RS.
- Reg7: Local Agency CW must send the completed request to SS CO within 5 business days, date order is signed "Order Rendered Date" in the Court Details section of the Case Details screen. The SS CO has 2 business days to send the request to the RS Central Office. The RS must submit a recommendation within 20 business days of receiving the completed request.
- Reg12: SS has no time limit. RS ICPC Coordinator must provide approval or denial within 3 business days of receipt of the completed packet.

Options: Home Studies Pending/Completed/Overdue

Home Studies Pending / Completed / Overdue

This report provides a list of cases whithin the specified date range that have a Pending, Completed, of Overdue Home Study by selecting one or all of the options.

Date From * MM/DD/YYYY **Date To** * MM/DD/YYYY

HS Status All

Regulation Type All

Case Type (•) **Sending** ( ) **Receiving**

Report Output Format (•) Complete List ( ) Counts Only

Run Report Print

Results: Home Studies Pending/Completed/Overdue

Home Studies Pending / Completed / Overdue

Reporting Period 01/01/2018 to 06/01/2018

Completed **Total : 9**

Neice ID	Child ID	Regulation Type	Sending State	Receiving State	100A Sent Date	Placement Type	HS Decision
2286	85798	REG 2	FL	NE	09/09/2017	Relative (Not Parent)	Approved
2322	86188	REG 2	FL	NY		Foster Care - Relative	Approved
2322	86214	REG 2	FL	NY	10/17/2017	Foster Care - Relative	Approved
2461	86330	REG 2	FL	NM	01/18/2018	Foster Care - Relative	Denied
2589	86352	REG 2	FL	CT	05/08/2018	Foster Care - Relative	Approved
2591	86391	REG 4	FL	CT	05/08/2018	Residential Treatment - Mental Health	Approved
2593	50373	REG 2	FL	CT	05/17/2018	Foster Care - Relative	Approved
2596	86433	REG 2	FL	CT	05/24/2018	Foster Care - Relative	Approved
2601	50375	REG 2	FL	TX	05/25/2018	Foster Care - Relative	Approved

Results: Pending

Pending **Total : 576**

Neice ID	Child ID	Regulation Type	Sending State	Receiving State	100A Sent Date	Placement Type	HS Decision
1009	50008	REG 2	FL	SC		Relative (Not Parent)	Pending
1010	50009	REG 2	FL	AS			Pending
1010	50010	REG 2	FL	AS			Pending
1014	50015	REG 2	FL	SC		Relative (Not Parent)	Pending
1019	50024	REG 2	FL	SC			Pending
1027	50009	REG 2	FL	CA	07/30/2014	INSTITUTIONAL CARE(ARTICLE VI)	Pending
1034	50045	REG 2	FL	NV		CHILD CARING INSTITUTION	Pending
1040	50054	REG 2	FL	NV		Relative (Not Parent)	Pending
1040	50055	REG 2	FL	NV		Relative (Not Parent)	Pending
1041	50056	REG 2	FL	NV		CHILD CARING INSTITUTION	Pending
1043	50057	REG 2	FL	CA	07/30/2014	Foster Care - Non-Relative	Pending

Results: Overdue

Overdue **Total : 13**

Neice ID	Child ID	Regulation Type	Sending State	Receiving State	100A Sent Date	Placement Type	HS Decision
1035	50046	REG 7	FL	NV		Relative (Not Parent)	Pending
1108	50025	REG 7	FL	NV		Relative (Not Parent)	Pending
1108	50121	REG 7	FL	NV		Relative (Not Parent)	Pending
1339	50382	REG 7	FL	DC		Relative (Not Parent)	Pending
1340	50383	REG 7	FL	DC		Relative (Not Parent)	Pending
1391	50414	REG 7	FL	CA			Pending
1432	50257	REG 7	FL	AL		Adoption - Private	Pending
1434	50161	REG 1	FL	SC		Adoption - Independent	Pending
1823	85548	REG 7	FL	WI			Pending
1843	85659	REG 7	FL	NV		ADOPTION (RELATIVE)	Pending
2188	86063	REG 1	FL	AK			Pending
2219	86018	REG 1	FL	GA		Foster Care - Relative	Pending
2631	50373	REG 7	FL	CT		Relative (Not Parent)	Pending

Report 6: ICWA

Purpose: This report provides children and case statistics for an individual Participant State on how many AIAN children and cases are in NEICE and how many children and cases have children with ICWA Eligibility for a given date range.

Summary report lists # of children who

- Have been identified as ICWA eligible in state
- Have been identified as AIAN in state
- Have been identified as AIAN **and** ICWA eligible
- Indicates how many AIAN children considered for possible placement by placement type.
- Indicates how many AIAN children were placed by placement type.
- Indicates how many AIAN children were in NEICE by priority type

Options: ICWA

ICWA Report

This report provides extensive data on number of American Indian/Alaskan Native Children in NEICE and their case related data from all Pilot States.

State Florida

Date Range * MM/DD/YYYY **to** MM/DD/YYYY

Sending Receiving Both

Run Report Print

Results: ICWA Report

Reporting Period 01/01/2018 to 06/30/2018

	FL	
Number Of Cases involving American Indian/Alaskan Native children (AIAN)	58	
Number of AIAN children in NEICE	46	
Number of children with ICWA Eligibility	142	
Number of AIAN children with ICWA Eligibility	38	
Number of AIAN Children by Placement Type	**Total**	**Placed**
Adoption - Private	2	
ADOPTION (RELATIVE)		
Adoption Public - Non-Relative	5	
Adoption Public - Relative	2	
CHILD CARING INSTITUTION	1	
Foster Care - Non-Relative	3	
Foster Care - Relative	25	1
GROUP HOME CARE	2	
Non-Relative	1	
Parent	2	
Relative (Not Parent)	2	
Residential Treatment - Delinquency/Article VI		
Residential Treatment - Mental Health	2	
Unselected	15	
Number of AIAN Children by Priority Type	**Total**	**Placed**
REG 1 – Intact Family Relocation		
REG 12 - Private adoption	6	
REG 2 – Home Study Request	48	1
REG 4 – Residential Placement	4	

Report 7: Missing Home Study

Purpose: This report is used to indicate if there is a delay in creation of a 100A for a case in the sending state.

Report lists cases created in NEICE without 100A created for a given date range

Staff selects:

- Agency or all agencies
- Date Range
- Complete List or Count

Options: Missing Home Study

Missing Home Study Report

This report provides a list of cases that were created by an agency or all agencies within the state during the specified date range that do not have a 100A created.

Date Range * MM/DD/YYYY to MM/DD/YYYY

Agency All Agencies

Report Output Format Complete List Counts Only

Run Report Print

Results: Missing Home Study

For Cases created between 01/01/2018 to 06/01/2018

Cbc - childnet, inc. **Total Cases : 1**

Neice ID	Child ID	Child Name	Case Create Date
2443	86188	Peter Rubino	01/12/2018

Family Support Services of North Florida **Total Cases : 1**

Neice ID	Child ID	Child Name	Case Create Date
2535	86387	Marco Feliciano	03/01/2018
2535	86388	Leo Feliciano	03/01/2018

Florida ICPC Central Office **Total Cases : 5**

Neice ID	Child ID	Child Name	Case Create Date
2414	50352	Richard Rubino	01/05/2018
2422	86192	Fred Rubino	01/08/2018
2464	86342	Giovanni Pellegrino	01/18/2018
2512	86305	Peter Pan	02/15/2018
2598	85658	George Wythe	05/24/2018

Report 8: Monthly State Data

Report provides basic information about home studies and placements which is requested by the AAICPC.

- Lists home study and placement information for a given month in a given year
- Staff specifies:
  - Year
  - Month
  - State

Criteria: Monthly State Data Report includes

1. Home Studies request In - The number of Regulation 1, 2 and 7 Home Studies received during the month.
2. Home Studies request Out- The number of Regulation 1, 2 and 7 Home Studies sent during the month.
3. Placements In - This is calculated based on the Placement Made On date entered by user on the case details screen during the month for your state as the receiving state. If the users did not enter the date, the placement will not be counted in the report.
4. Placements Out - This is calculated based on the Placement Made On date entered by user on the case details screen during the month for your state as the sending state. If the users did not enter the date, the placement will not be counted in the report.

Criteria: Monthly State Data Report includes (cont.)

5. Private Adoptions In – The number of Regulation 12 Home Studies received in your state during the month.
6. Private Adoptions Out - The number of Regulation 12 Home Studies that are sent from your state during the month.
7. Residential Request In - The number of Regulation 4 Home Studies that received in your state during the month.
8. Residential Request Out - The number of Regulation 4 Home Studies that are sent from your state during the month.

Options: Monthly State Data

Monthly State Data Report

Based on the logged in user state data only, this report provides totals for the month and year selected.

Year * : Year

Month * : Month

State : Florida

Run Report Print

Reports: Monthly State Data

Monthly State Data Report For January 2018 - Florida

	FL
Home Studies Request In**	14
Home Studies Request Out**	28
Placements In*	
Placements Out*	2
Private Adoptions In	
Private Adoptions Out	
Residential Request In	
Residential Request Out	5

* - Number of children placed during reporting month.
** - Parent/Foster/Relative/Public Adoption

Report 9: Requests Sent to Agencies by Receiving State ICPC Central Office

Purpose:

Report helps ICPC central office monitor case status in local and regional agencies.

- **Provides a list of cases that were sent to an agency or all agencies within the Receiving State during the specified date range and provides the Home Study Decision.**
- **Staff specifies:**
  - Sent to agency
  - Date range

Options: Requests Sent to Agencies by ICPC CO

Requests Sent to Agencies by ICPC Central Office (Receiving State only)

This report provides a list of cases that were sent to an agency or all agencies within the state during the specified date range including the Home Study Decision.

Sent To Agency Select Agency

Date From * MM/DD/YYYY **Date To** * MM/DD/YYYY

Run Report Print

Results: Requests Sent to Agencies by Receiving State ICPC Central Office

Requests Sent to Agencies by ICPC Central Office (Receiving State only)

Reporting period 01/01/2018 through 06/01/2018

Agency: Cbc - childnet, inc. **Total : 6**

Neice ID	Child ID	Child Name	100A Sent Date	HS Decision
2402	86291	Kevin Bark	1/4/2018	Approved
2402	86294	Meow Meow	1/4/2018	Approved
2438	86316	Princess Petunia	1/11/2018	Approved
2438	86318	Prince Petunia	1/11/2018	Approved
2466	86336	Stein Frank	1/19/2018	Denied
2570	86410	Stephanie Sanders	3/29/2018	Approved

Report 10: State System – NEICE Comparison

Purpose: Report is used by states with an interface between NEICE CMS/MCMS and state's child welfare information system.

- Provides a list of NEICE Children not in the State System/SACWIS or with different data in the State System/SACWIS than in NEICE for a given date range
- Lists children with different information in SACWIS and NEICE
- Staff specifies:
  - Date range

Options: State System – NEICE Comparison

State System - NEICE Comparison Report

This report will generate the State System - NEICE Comparison Report

Date Range * MM/DD/YYYY to MM/DD/YYYY

Run Report Print

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State System – NEICE Comparison

State System - NEICE Comparison Report

for Date Range 05/01/2015 to 06/04/2015

Neice Child ID	Child Name	DOB	Is Child in State System (Yes or No)	State ID	Child Info matches with State System (Yes or No)
889	Margareta Sen	05/01/2015	No		
890	Smith White	05/06/2015	No		
891	Harvey Sirota	11/10/2013	No		
892	John Paul	08/18/2010	No		
893	Peter Perez		No		
894	Kesper Sen		No		
895	Lumia Sen		No		
896	Test Test		No		
899	Kimberly Clark		No		
900	Peter White	06/01/2015	No		

Report 11: Violation Statistics

Purpose: Report identifies cases where sending state A placed receiving state B in violation or vice versa.

Provides list of cases where a state is in violation based on a specified date range and the role of either sending or receiving state in a case.

States cannot place themselves in violation.

Staff selects:

- Date Range
- Sending or Receiving State

Options: Violation Statistics

Violation Statistics

This report provides a list of cases where a state is in violation based on a specified date range and role of either sending or receiving state in a case that the logged in user's state is a participant.

Date From * MM/DD/YYYY **Date To** * MM/DD/YYYY

Case Type * ◉ Sending ○ Receiving

Report Output Format ◉ Complete List ○ Counts Only

Run Report Print

Violation Statistics

Violation Statistics Report

From 01/01/2017 to 06/01/2018 and Case Type : Sending

NEICE ID	State of Violation	Violation Type	Violation Start Date	Violation End Date
2291	FL	Placement without ICPC referral	9/20/2017	
2309	MD	Placement made without receiving state ICPC approval	10/6/2017	10/11/2017

State Admin Report

In addition to ICPC Coordinator Reports

Report 12: NEICE Case Statistics

Purpose: Report provides children and case statistics for your state including all cases sent or received for a given date range.

Staff specifies:

- Date Range
- State

Options: NEICE Case Statistics

NEICE Case Statistics Report

This report provides children and case statistics for all Pilot States or for individual states.

State Florida

Date Range * MM/DD/YYYY **to** MM/DD/YYYY

Run Report Print

Results: NEICE Case Statistics

NEICE Case Statistics Report for Florida

For period 1/1/2018 through 6/1/2018

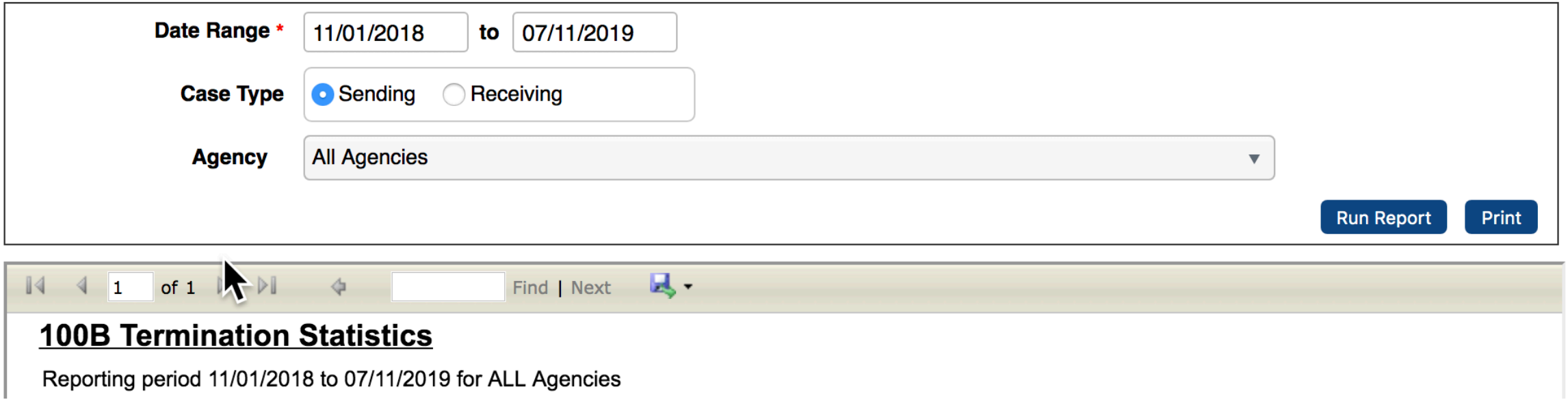
	Receiving	Sending	Total
Total Cases :	289	562	851
New Cases :	64	88	152
Cases Closed :	0	2	2
Home Studies Requested / Received :	22	67	89
Home Studies Completed :	16	3	19
Children Placed :	0	2	2
Transmittal Sent / Received :	72	136	208
Total Children Count :	48	36	84

REPORT TOOLS

Report Tools

- View Report Pages
- Return to Original Reports
- Search and Find (go to Next Match)
- Download to:
  - Word
  - Excel
  - PDF

Reports Tool Bar



HOW TO GET NEICE SUPPORT

Ways to Get NEICE Support

1. NEICE Knowledge Base Online: http://support.neice.us/support/solutions
2. State users encouraged to ask your state NEICE lead for help on basic questions (reset password, etc.)
3. NEICE Support Desk (7 am – 7 pm)
   - Email: Support@NEICE.US
   - Online Portal: http://support.neice.us/support/home

FYI: Service Level Agreement established with Tetrus to handle requests according to priority: Low, Medium, High, Critical

Find SLA Appendix 7 of MOU Here: https://aphsa.org/AAICPC/AAICPC/NEICE.aspx

NEICE Support Desk

Welcome Marci Roth

Edit profile | Sign out

Home | Solutions | Forums | Tickets

Enter your search term here...

New Support Ticket | Check Ticket Status

Knowledge base

NEICE FAQs and Job Aids

Getting Started: Login Info and Your User Profile (3)

- Logging into NEICE
- Reset Password
- Create Your Electronic Signature

Using NEICE - The Basics (5)

- NEICE Case IDs
- Send New Case: From Local Office to State ICPC Coordinator
- Notifications Generated by Transmittals and Messages
- Using the Case List to Manage Caseload
- NEICE User Guide

Before You Add a New Case (3)

- Best Practice: Before You Add a New Case
- Create and/or Manage New Child in NEICE
- Create and Manage Placement Resource

Add New Case to NEICE (4)

- Create or Add New Case
- Add Case Details
- Add 100A to the Case
- Add Documents to a Case (NOT 100As or 100Bs)

ICPC Coordinator Tasks (3)

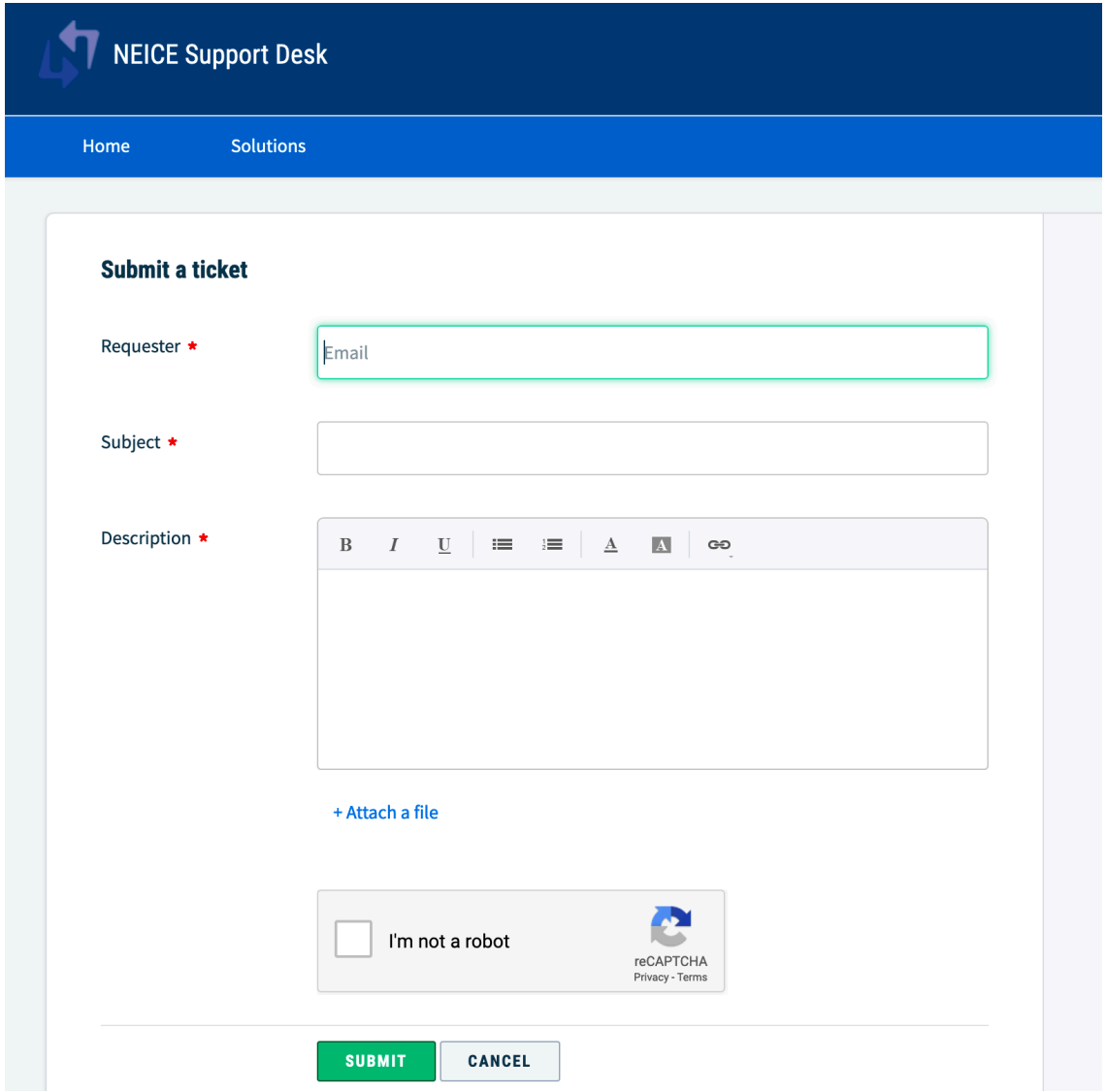
- Signing the 100A and Sending the Home Study Decision
- Change Child Jurisdiction
- Convert a Case

Reports (3)

- How to Use Reports
- NEICE Reports for ICPC Coordinators
- NEICE Reports for State Admins

Submitting a Support Ticket

- Send email Support@NEICE.US or submit a ticket through portal
- Be as specific as possible about error.
- Attach a screenshot if it helps explain your challenge.
- Tetrus will respond as soon as possible, according to item priority.



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SLA: Tetrus Ticket Response/Resolution Targets (Business Days)

Priority	Description	Target Response	Target Resolution
Level 4 – Low	Changes to existing software/hardware	Within 2 days	Within 5 days
Level 3 – Medium	• Incident may disrupt productivity; functional workaround available • General hardware or software problems serviced by Tetrus • Re-image of a functioning but problematic system	Initial response within 1 day	Within 5 days
Level 2 – High	• Incident that halts productivity where a functional workaround is not available • Network, hardware or software problems affecting a subset of users in a single location • Staff cannot perform their job.	Work to resolve issue begins within 4 hours of ticket receipt	Within 3 days
Level 1 - Critical	Items prohibiting staff from mission-based productivity. • Network-wide outage • Critical applications not working for the entire state or other onboarded states • Unplanned downtime impacting mission-critical work • Security breach affecting the well-being of children or the security systems of the individual state. Must be entered into ticketing system and/or call 888-511-1489, EXT. 191	Work to resolve issue begins within 1 hour of ticket receipt	Within one (1) business day or until fixed

THANKS!