

Commonwealth of Virginia



Virginia ECC

**Vendor POS
User Manual**

www.vaecc.org



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1 | GENERAL INFORMATION

1 | General Information

The Virginia Department of Social Services (VDSS) and Conduent will make available the equipment you will be using for the Virginia Electronic Child Care (ECC) system. This is the system VDSS is using to record the time and attendance of children in child care facilities. Throughout this manual, the equipment is referred to as a Point-of-Service machine or by the abbreviation POS. However, you may also hear it referred to as a 'terminal.'

A child's parents and/or responsible adults must use this machine to enter time and attendance information for children receiving subsidized child care services.

It is very important the parent or secondary cardholder check their child(ren) in and out of your facility every day. For policies regarding Electronic Child Care, please refer to your local department of social services.

The POS machine will provide you with a daily receipt of the times children have checked in or out of your facility. This information is available through a link on the web site www.vaecc.org. The POS machine allows a vendor to void all transactions for a child performed on the same day.

This machine and standard 6-foot cords, and cables are made available to you at no cost. Additional customization, such as longer cords or installing telephone jacks, is the vendor's responsibility. Replacement and repair of the POS is the responsibility of Conduent, or its agents, unless the need for replacement or repair is due to theft, destruction of the machine or negligent handling. In these instances, you are financially responsible for the cost of the repair or replacement of the equipment. You are provided with two rolls of heat sensitive paper for the machine when it is installed. After that time, you are responsible for purchasing replacement paper.

2 | Glossary

The following is a list of some of the terms and abbreviations you used in this Operations Manual.

Conduent State and Local Solutions - Conduent is the company under contract with the Virginia Department of Social Services (VDSS) to install and maintain the Electronic Child Care (ECC) system.

Virginia Department of Social Services (VDSS) - The agency responsible for the Electronic Child Care system.

Electronic Child Care (ECC) - The name of the system used to record child care time and attendance and deliver payment.

Point-of-Service (POS) - The equipment used at your center to check children in and out, obtain reports, or void attendance for a child.

Daily Receipt - The receipt that is printed each time a transaction is completed on the POS.

Exceptions Report - A report showing any child who has been checked in but not checked out.

Vendor Password - The vendor password for the POS terminal is set to "123456". This password only allows the vendor to perform certain transactions that should not be performed by a parent or secondary cardholder. This password cannot be changed.

3 | Call Centers

Vendor Help Line

Vendors can call **1-877-918-2776** for help with:

- Questions about the operation of the POS device
- Technical difficulties with the POS device

Cardholder Call Center (for parents and other secondary cardholders)

Parent and secondary cardholder customer services are available through the **Cardholder Call Center 1-877-918-2322** for persons having problems swiping their cards through the POS or identifying the approved vendor for their child(ren). Parents who have questions regarding their eligibility will be referred back to their local department of social services.

Vendor Help - Authorizations and Payments

If you have a question about the status of a child's authorization, payments or program policy questions, you will need to contact your local department of social services. The contact information can be found on the public VDSS web site at <https://dss.virginia.gov/localagency/index.cgi> or your local telephone directory.

4 | ATTENDANCE TRANSACTIONS

4 | Attendance Transactions

Attendance transactions allow the parent to record the duration of the child care services by performing various types of transactions on the POS terminal. Under normal circumstances, a parent or secondary cardholder will perform a Check In transaction when the child arrives at the facility to begin recording attendance for that day. When the child leaves the facility, a Check Out transaction is performed to capture the ending time of the child care services. There are a variety of transactions that can be performed to accurately record these times. It is important to remember that while children may be dropped off and then attend school during the day and return later in the day, each attendance can be recorded with one of the four basic transactions including Check In, Check Out, Previous Check In, and Previous Check Out. In addition, there are Vendor Options that allow transactions to be voided in order to remove incorrect entries. However, basic Check In and Check Out functions will be the predominant transactions performed.

The Previous Check In and Previous Check Out transactions are used in situations where the parent or secondary cardholder is not available to swipe their card at the time the child arrives or leaves the child care facility. If this occurs, the Previous Check In and Previous Check Out transactions can be performed by the cardholder to record attendance for the current day (earlier times that day) or for the eight previous calendar days. Examples of when these transactions must be used include, but are not limited to, the following:

- The parent or secondary cardholder forgot to bring their card on the day the child was in care.
- The child is picked up by a bus and transported to the child care facility and a parent or secondary cardholder is not available to swipe the card through the machine.
- The child comes to the child care facility after school and a parent or secondary cardholder is not available to swipe the card through the machine.

In each of the above examples, the parent or secondary cardholder must use the Previous Check In or Previous Check Out transaction the next time they are at the facility. Previous Check Ins and Check Outs must be completed within nine calendar days of the missed swipes. The nine day allowance is the current day and the previous eight calendar days, including weekends and holidays.

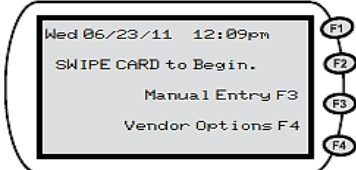

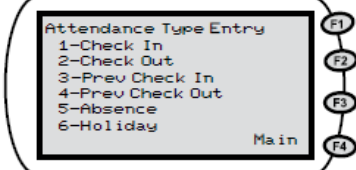
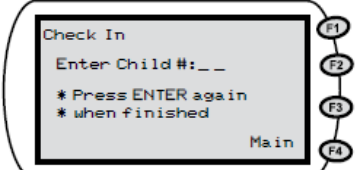

Child absences from a child care facility and holidays can also be reported using the POS. These transactions are described in detail in this section.

For each transaction processed, the terminal will print a receipt. For a sample of the receipt, see section **DAILY RECEIPT** later in this manual. The vendor also has the ability to reprint a receipt as described in a later section.

4 | ATTENDANCE TRANSACTIONS

CHECK IN

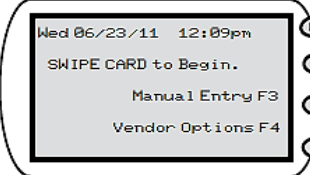
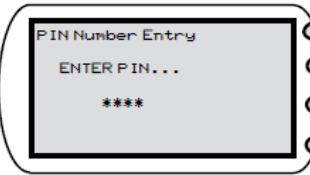
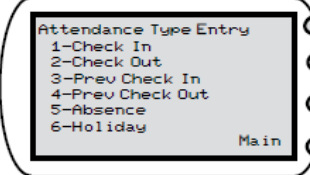
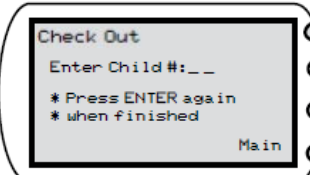

To record a child's time and attendance, the parent's or secondary cardholder's assigned card must be swiped through the POS machine. The following are the procedures for this process:

DEVICE SCREEN	ACTION
	Parent swipes their card.
	Parent enters 4-digit PIN and presses the green enter key .
	Parent presses 1 for Check In .
	<p>Parent keys in child number and presses the green enter key. You may also use "00" for all children. When finished press enter again.</p> <p>Note: If entering more than one child, enter the next child number and press the green enter key.</p>
	<p>Wait for authorization. The system displays "CONNECTING" then "SENDING" / "RECEIVING", followed by an approved or denial message.</p> <p>When a response is received and a receipt is printed, the terminal returns to the main menu for further transaction processing.</p>

4 | ATTENDANCE TRANSACTIONS

CHECK OUT

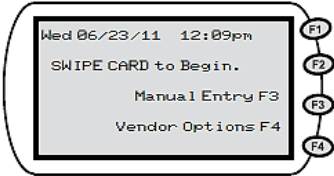
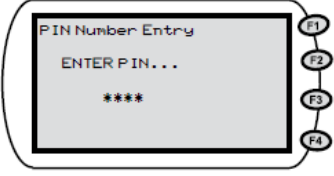
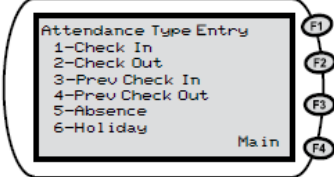
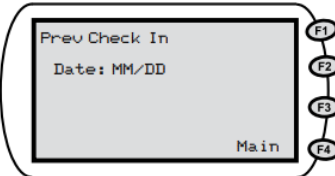
When a child leaves the facility for the day, the parent's assigned card must be swiped through the POS machine. The following are the procedures for this process:

DEVICE SCREEN	ACTION
	<p>Parent swipes their card.</p>
	<p>Parent enters 4-digit PIN and presses the green enter key.</p>
	<p>Parent presses 2 for Check Out.</p>
	<p>Parent keys in child number and presses the green enter key. You may also use "00" for all children. When finished press enter again.</p> <p>Note: If entering more than one child, enter the next child number and press the green enter key.</p>
	<p>Wait for authorization. The system displays "CONNECTING" then "SENDING" / "RECEIVING", followed by an approved or denial message.</p> <p>When a response is received and a receipt is printed, the terminal returns to the main menu for further transaction processing.</p>

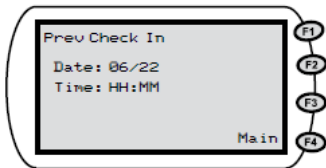
4 | ATTENDANCE TRANSACTIONS

PREVIOUS CHECK IN

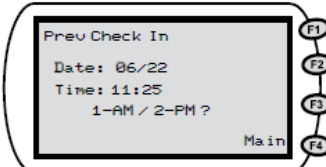
When a child is dropped off and a parent or secondary cardholder is not present to perform a Check In transaction, then the child's actual arrival time can be entered into the POS terminal using a Previous Check In. This transaction may be entered anytime within the current day or within the next eight days. For example, if the child is picked up by a bus in the morning and the parent picks up the child in the evening, then a Previous Check In transaction can be performed in the evening followed by a regular Check Out transaction to properly record the child care hours. To perform a Previous Check In transaction, the parent performs the following steps:

DEVICE SCREEN	ACTION
	Parent swipes their card.
	Parent enters 4-digit PIN and presses the green enter key .
	Parent presses 3 for Previous Check In .
	Parent keys in the date for the Previous Check In (MM/DD, Example 06/22) then presses the green enter key .

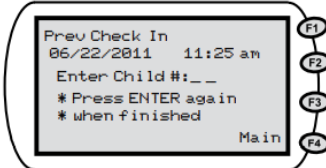
4 | ATTENDANCE TRANSACTIONS



Parent keys in the time the child arrived (HH:MM, Example 11:25) then presses the **green enter key**.

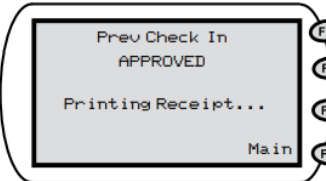


Parent selects **1** for **AM** or **2** for **PM**.



Parent keys in child number and presses the green enter key. You may also use "00" for all children. When finished press enter again.

Note: If entering more than one child, enter the next child number and press the green enter key.



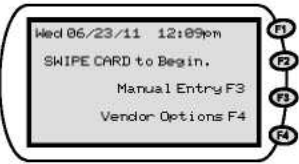




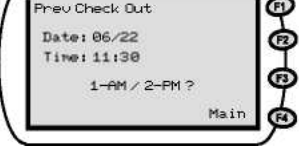
Wait for authorization. The system displays "CONNECTING" then "SENDING" / "RECEIVING", followed by an approved or denial message.

When a response is received and a receipt is printed, the terminal returns to the main menu for further transaction processing.

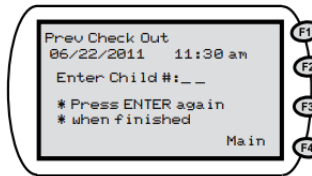
4 | ATTENDANCE TRANSACTIONS

PREVIOUS CHECK OUT

As with the Previous Check In transaction, these steps allow a parent to record an earlier Check Out for a period of eight previous days plus the current day. Used with the other transaction types, this transaction allows the accurate recording of the child's attendance.

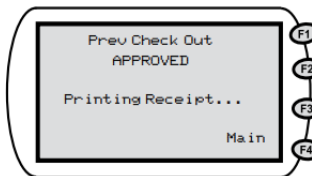
DEVICE SCREEN	ACTION
	Parent swipes their card.
	Parent enters 4-digit PIN and presses the green enter key .
	Parent presses 4 for Previous Check Out .
	Parent keys in the date for the Previous Check Out (MM/DD, Example 06/22) then presses the green enter key .
	Parent keys in the time the child departed (HH:MM, Example 11:30) then presses the green enter key .
	Parent selects 1 for AM or 2 for PM .

4 | ATTENDANCE TRANSACTIONS



Parent keys in child number and presses the **green enter key**. You may also use "00" for all children. When finished press **enter** again.

Note: If entering more than one child, enter the next child number and press the **green enter key**.



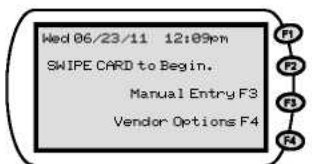
Wait for authorization. The system displays "CONNECTING" then "SENDING" / "RECEIVING", followed by an approved or denial message.

When a response is received and a receipt is printed, the terminal returns to the main menu for further transaction processing.

ABSENCE OR HOLIDAY

Recording an absence or a holiday for child care services follows the same transaction steps except for the selection of the Attendance Type. For an absence, the parent selects the number five key or, for a holiday, the parent selects the number six key.

DEVICE SCREEN	ACTION
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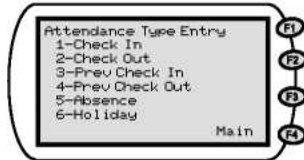


Parent swipes their card.

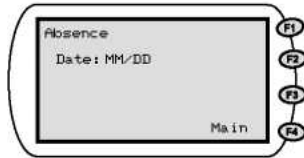


Parent enters **4-digit PIN** and presses the **green enter key**.

4 | ATTENDANCE TRANSACTIONS



Parent presses **5** to report an **Absence**.
OR
Parent presses **6** to report a **Holiday**.



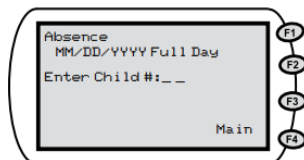
Parent keys in the **date** of the **Absence** or the **Holiday** (MM/DD, Example 06/28) then presses the **green enter key**.

Note: **Absence** or **Holiday** will display on the POS terminal depending on which key was pressed.

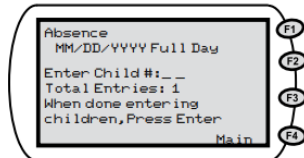


Parent selects **1** for **Full Day** or **2** for **Part Day**.

Note: **Absence** or **Holiday** will display on the POS terminal depending on which key was pressed.

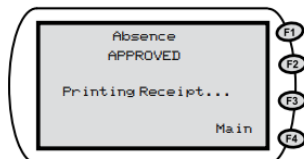


Parent keys in child number and presses the **green enter key**.



You may also use "00" for all children. When finished press **enter** again.

Note: If entering more than one child, enter the next child number and press the **green enter key**. **Absence** or **Holiday** will display on the POS terminal depending on which key was pressed.



Wait for authorization. The system displays "CONNECTING" then "SENDING" / "RECEIVING", followed by an approved or denial message.

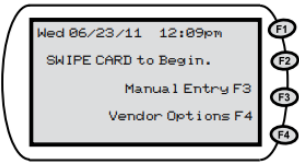
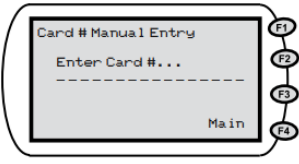
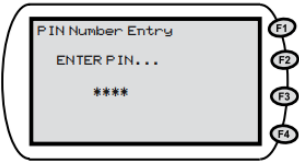
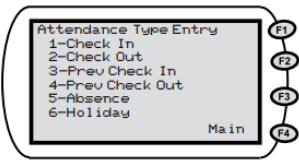
When a response is received and a receipt is printed, the terminal returns to the main menu for further transaction processing.

Note: **Absence** or **Holiday** will display on the POS terminal depending on which key was pressed.

5 | MANUAL CARD ENTRY

5 | Manual Card Entry

In the event the card swipe fails due to a defective or damaged magnetic stripe on the back of the card, the card number can be entered into the POS terminal using the Manual Entry F3 key. The following illustration shows the manual entry screen. After entering the card number on the keypad, the parent is prompted to enter their PIN number. Normal transaction processing prompts will follow the PIN entry screen. Refer to the transaction types in Section 4 for the remainder of the transaction steps.

DEVICE SCREEN	ACTION
	Parent presses the F3 key to bypass the card swipe and use the keypad to enter their card number.
	Parent enters their 16 digit card number and presses the green enter key .
	Parent enters 4-digit PIN and presses the green enter key .
	Resume normal transaction steps described in Section IV.

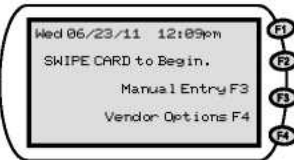



6 | VENDOR OPTIONS

6 | Vendor Options


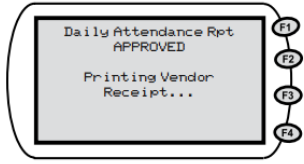
There are four additional features available under the Vendor Options selection. This menu is accessed by pressing the F4 key from the Main Menu. From this selection, the user can access reports, void transactions, and send Store and Forward (SAF) transactions. The steps to access each option are described on the following pages.

VENDOR OPTION 1 - REPORTS (DAILY ATTENDANCE AND EXCEPTIONS REPORTS)

There are two types of reports available to vendors using this option. The first report is the Daily Attendance Report and the second report is the Exceptions Report. The Daily Attendance Report will print a summary of the transactions performed on the date entered in to the POS terminal. The Exceptions Report will print a report of the children that have been checked in but have not been checked out on the date entered. This report is useful in identifying Check Out transactions that were not successfully processed. The following are the procedures for obtaining these two reports:

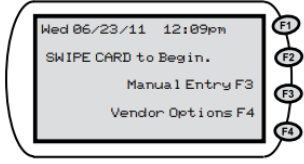
DEVICE SCREEN	ACTION
	Vendor presses the F4 key.
	Vendor enters 6-digit Password and presses the green enter key .
	Vendor presses 1 for Reports .
	Vendor presses 1 for the Daily Attendance Report OR Vendor presses 2 for the Exceptions Report .

6 | VENDOR OPTIONS

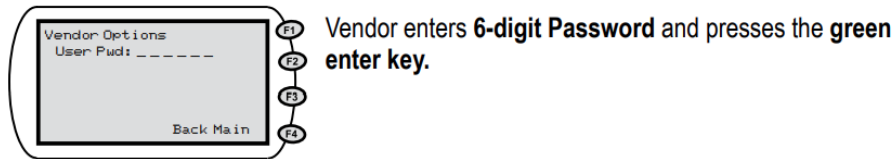
DEVICE SCREEN	ACTION
	<p>Vendor enters the date of the report (MM/DD) then presses the green enter key.</p> <p>Note: Daily Attendance Rpt or Exception Report will display on the POS terminal depending on which key was pressed.</p>
	<p>Wait for authorization. The system displays "CONNECTING" then "SENDING" / "RECEIVING", followed by a Printing Report message.</p> <p>When a response is received and a report is printed, the terminal returns to the main menu for further transaction processing.</p> <p>Note: Daily Attendance Rpt or Exceptions Report will display on the POS terminal depending on which key was pressed.</p>

VENDOR OPTION 2 – VOID TRANSACTIONS

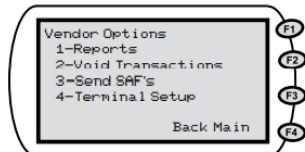
The vendor can void every transaction, for a single child, on a date entered. For example, if a parent entered incorrect attendance information for a child one day, the 'Void Transactions' option can remove the child's transactions that day. This allows the parent to reenter correct attendance for their child for that day, if needed. The steps to void every attendance transaction for a child on a day is detailed in the instructions below:

DEVICE SCREEN	ACTION
	<p>Vendor presses the F4 key.</p>

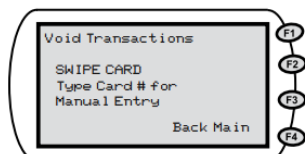
6 | VENDOR OPTIONS



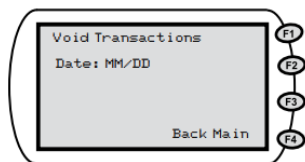
Vendor enters **6-digit Password** and presses the **green enter key**.



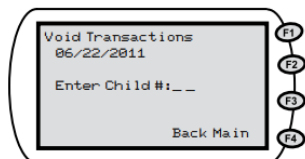
Vendor presses **2** for **Void Transactions**.



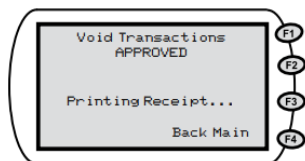
Vendor enters the card number and presses the **green enter key** or if the Parent is present, the Parent can swipe their card.



Vendor enters the date to void all transactions for a specific child (MM/DD) then presses the **green enter key**.



Vendor keys in child number and presses the **green enter key**



Wait for authorization. The system displays "CONNECTING" then "SENDING" / "RECEIVING", followed by a printing the void receipt.

When a response is received and a receipt is printed, the terminal returns to the main menu for further transaction processing.

6 | VENDOR OPTIONS

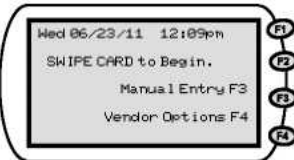
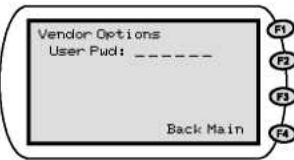

VENDOR OPTION 3 – SEND SAF'S

There may be times when your electricity is on but your telephone or internet service is unavailable. When this happens, the parent or secondary cardholder can still use the POS to check children in or out. The POS machine stores the information for a period of seven days plus the current day. When telephone or internet service is restored, the terminal sends the information as soon as a connection is detected.

If your electrical service is out, it is suggested that you keep a log of the time and date children attended your facility to assist the parents in entering the correct day and time when your service is restored.

When information has been stored, your Daily Receipt report will show SAF STORED. The POS automatically attempts to send the SAF after the telephone or internet service has been restored. If it does not automatically send the SAF transactions, follow the steps below.

Please note that if your POS device is connected to a telephone line and you are currently using any form of voice mail on your telephone, the messages must be cleared in order for your POS device to work. The POS system must have a clear dial tone in order to dial out. If you happen to get SAF's because of this problem, this is a perfect opportunity to use the steps listed below to send all transactions stored on your machine.

DEVICE SCREEN	ACTION
	Vendor presses the F4 key.
	Vendor enters 6-digit Password and presses the green enter key .
	Vendor presses 3 for Send SAF's . The terminal will automatically transmit the stored transactions and return to the Main Menu. A receipt will print with an approval or denial message for each SAF transaction transmitted.

6 | VENDOR OPTIONS

VENDOR OPTION 4 – TERMINAL SETUP

This option is reserved for installation use only and should only be accessed by authorized installation technicians. The vendor is responsible for any damages resulting from entering this option and changing any setup information.

7 | DAILY RECEIPT

7 | Daily Receipt

Each time a daily attendance transaction is completed, the information will be printed on the Daily Receipt Report. An example of this report is shown below:

Receipt Sample

```
Child Care Vendor
Street 1
Anywhere, VA 11119
Ph: 111-555-1234

Term#:55555555          2/15/10
Prov#:555555555555     9:30:04am
-----
---
Daily Transaction Receipt
For: 2/15/2010

Item #: 1
-----
---
10/21/2009 08:28:22pm
CHECK IN

F. Lastname
Client ID: 123456789
Case#: 111111111      Child#: 01
APPROVED              Tran#: 1001
Cumulative Duration Today: HH:MM
Full Day Units Remaining: 25
Part Day Units Remaining: 5
Absences Remaining:   5

=====
```

This type of receipt is printed for each of the following transactions: Check In, Check Out, Previous Check In, Previous Check Out, Absence, and Holiday. Each of these receipts may have different information printed depending on the transaction type.

8 | Supplies

The only item you will need to purchase for your POS is replacement paper for the printer. At the time of installation, you are provided with the name of a reputable supplier of this paper or you may purchase the paper at any office supply store. The POS machine will operate without paper.

It is very important to remember the paper used by the machine is heat sensitive paper. The machine prints on the paper without using a ribbon. The VeriFone device can use either of the following types of replacement paper:

- VeriFone Part # - CRM0039 - High-grade thermal paper, 2-1/4 inch (57 mm) wide roll
- VeriFone Part # - CRM0027 - Medium-grade thermal paper, 2-1/4 inch (57 mm) wide roll

9 | FREQUENTLY ASKED QUESTIONS (FAQS)

9 | Frequently Asked Questions (FAQs)

What is Virginia's ECC System?

- ECC stands for Electronic Child Care system. It is an automated attendance reporting and payment delivery system. This will allow the parent or responsible adult to record the child's attendance through a card reading machine (Point of Service device).

What is a Point of Service Device?

- A Point of Service Device (POS) is used to record the time and date of the child's attendance at the child care facility. It looks like a credit/debit card machine that you see in retail stores.

How do I get a POS device?

- Child care vendors will receive a packet from Conduent Inc. This agreement must be filled out and returned to Conduent to receive a POS device.

What type of connection do I need?

- To install and use the POS device, you will need a standard, analog landline or a high speed internet connection. The POS can share the same line with your telephone or high speed internet connection. You also need an electrical outlet to power the POS.

Do I have to pay for the POS device?

- No.

How many POS device do vendors receive?

- Vendors will receive 1 POS device for every 50 children receiving subsidized care.

Who is responsible for maintenance/ replacement of the POS device?

- Conduent is responsible for maintenance and replacement cost of the POS device for normal wear and tear. The child care vendor is responsible for replacing the POS in cases of loss from fire, theft, damage, or abuse.

Do I have to use a POS device?

- Yes, for most vendors, using the POS device is required in order to participate in the ECC System.

How does swiping work?

- The parent or secondary cardholder swipes their card through the POS device every time the child checks in or out of the child care facility. The POS will record the specific date and time the child attended the child care facility.

9 | FREQUENTLY ASKED QUESTIONS (FAQS)

Can vendors swipe the ECC card for the parent or secondary cardholder?

- No, vendors are not allowed to be in possession of the ECC card. If a vendor is found with a card, the vendor may be fined and the parent or responsible adult may lose child care services.

What if there is more than one child in the family?

- Each child is assigned a specific child number formatted in two digits - 01, 02, 03 and so on. The assigned number will appear on the card mailer that the parent will receive.

Will the POS indicate whether the child is authorized?

- Yes. Once the card is swiped, the POS screen will display whether the transaction is approved or denied. The POS will print a receipt showing the transaction was approved or denied. It is also displayed on the ECC Vendor Web Portal.

What if the parent or secondary cardholder forgets to bring the ECC card or is unable to report the child's attendance?

- The parent or secondary cardholder can catch up on missing days by using "Previous Check In/Out" process on the POS device. They have eight (8) calendar days plus the current day to record previous attendance.

How will I be paid?

- Child care vendors will be paid twice a month, around the middle and end of the month. Payments are transferred directly into the checking or savings account that you designate to Conduent.

What if my payment is incorrect?

- Contact 1-855-635-4370 or vendor.services@dss.virginia.gov.

Whom do I call for technical questions for the POS?

- Call the vendor help desk at 1-877-918-2776.

Whom do I call if I have policy questions?

- Call the child care worker at the local department of social services.

10 | POS DEVICE MESSAGES

10 | POS Device Messages

The following are **POS Device Messages** that may be received:

INVALID DATE!	This error is displayed when the date entered is not in the correct format.
INVALID TIME!	This error is displayed when the time entered is not in the correct format.
FUTURE DATE!	This error is displayed when a future date is entered when only current or past date is allowed.
SESSION ERROR	This error message is displayed when the session has expired, gets interrupted, or is invalid.
OUTSIDE ALLOWED RANGE	The 9-day limit for entering transactions has expired.
UNREADABLE CARD	The POS machine is unable to read the magnetic stripe on the card.
NO HOST RESPONSE	The POS machine could not receive a response from the main computer.
NO SAF'S FOUND	The system tried to complete a Store and Forward transaction but there was no information to process.
INVALID PASSWORD	The password entered is either incorrect or invalid.
WAITING FOR LINE	Internet or phone line is busy or out of service.
DIALING	The POS is dialing phone to reach the main computer.
LOST COMM W/HOST	The POS has lost the connection with the main computer and is not receiving a response. You should attempt the transaction again. If the problem persists, contact the Vendor Help Line.

11 | HOST RESPONSE MESSAGES

11 | HOST Response Messages

The following are **Error Codes** that may be received:

00	SUCCESS/APPROVED
01	SUCCESS/DENIAL
12	HOLIDAY EXISTS
55	INVALID PIN
56	CARD NOT FOUND
75 or A0	AUTH NOT FOUND
A1	NO AUTH UNITS LEFT
A4	CARD NOT ACTIVE
AA	ATTENDANCE EXISTS
AB	NO ATTENDANCE TO VOID
AD	DATE NOT A HOLIDAY
BB	OUTSIDE ALLOWED RANGE
BE	INVALID VOID DATE
D0	INVALID VENDOR
D1	UNKNOWN POS DEVICE
D3	VENDOR NOT AUTHORIZED
D6	INVALID CARD
D7	MAN ATTENDANCE EXISTS
DA	INV CLIENT ID
DC	INACTIVE VENDOR
DD	CHECK IN EXISTS MM/DD
DE	ATTENDANCE OVERLAPS
DF	AUTH SUSPENDED
E0	ABSENCE EXISTS
E1	ALREADY VOIDED
E6	CASE NOT FOUND
ED	CHECK-IN NOT FOUND
EF	ALL ABSENCES USED
95	SYSTEM ERROR - RETRY

12 | VENDOR WEB PORTAL

12 | Vendor Web Portal

Visit the Vendor Web Portal at www.vaecc.org/eccpw to perform the following tasks. The Vendor Web Portal User Manual (available on the portal website) details how to access and navigate the portal.

View Vendor Profile and Authorizations

Acknowledge Purchase of Service Order (POSO) Acknowledgment

View Payment Information or Child Attendance

View the Vendor Web Portal User Manual and Vendor POS User Manual

13 | HOW TO GET HELP

13 | How to Get Help

Visit www.vaecc.org for up-to-date information about the **VIRGINIA e-Child Care** program. See below for other phone numbers and websites that can help.

CONDUENT VENDOR HELP DESK



Tel **1-877-918-2776**

Use the menu 24 hours/day, or speak to a representative during business hours:

- To assist with technical issues regarding POS Equipment
- To update vendor banking information for payment
- To receive assistance with their portal login
- To ask questions about the interactive voice response (IVR) system
- To talk to Customer Service for additional questions