



Virginia Electronic Child Care (ECC) Vendor POS Quick Reference Guide



*This guide outlines the most common functions of the Virginia ECC Point of Service (POS) machine.
The Virginia ECC POS User Manual contains more detailed information.*

Vendor Help Desk: 1-877-918-2776

Vendor Web Portal: www.vaecc.org/eccpw/

TIPS

- If a card cannot be swiped due to damage or if it is unavailable, the client should manually enter the card number.
- To check in or out all of the authorized children in a family, use "00" as the child number.
- If the POS sends transactions to "Store & Forward" for more than 24 hours without clearing, call the Vendor Help Desk.

GETTING STARTED (FOR ATTENDANCE)

Terminal Display	Action
SWIPE CARD to Begin	Swipe your Card (Press F3 for manual entry)
Please ENTER PIN	Parent enters PIN

CHECK-IN/CHECK-OUT

Terminal Display	Action
Attendance Type?	Press "1" for Check In Press "2" for Check Out
Enter Child #	Enter Child's # or Use "00" for all children Press Enter after each child
Press ENTER again after last child	

PREVIOUS CHECK-IN/CHECK-OUT

Terminal Display	Action
Attendance Type?	Press "3" for Previous Check-In Press "4" for Previous Check-Out
Enter Child #	Enter Child's # or Use "00" for all children Press Enter after each child
Date: MM/DD	Enter MM/DD Press Enter
Time: HH:MM	Enter HH:MM Press Enter
AM or PM ?	Press "1" for AM Press "2" for PM
Enter Child #	Enter Child #'s Press Enter after each child
Press ENTER again after last child	

MANUAL CARD ENTRY

Terminal Display	Action
Select Manual Entry	Press "F3"
Enter Card #	Parent enters card number Press Enter
Please ENTER PIN	Parent enters PIN
Attendance Type?	Proceed with normal steps

ABSENCE OR HOLIDAY

Terminal Display	Action
Attendance Type?	Press "5" for Absence Press "6" for Holiday
Date: MM/DD	Enter MM/DD Press Enter
Full Day or Part Day?	Press "1" for Full Day Press "2" for Part Day
Enter Child #	Enter Child's # or Use "00" for all children Press Enter after each child
Press ENTER again after last child	

CALL THE VENDOR HELP DESK AT 1-877-918-2776 FOR:

- Questions about POS equipment operation
- Assistance with technical difficulties
- If a cardholder needs assistance, they may call 1-877-918-2322

GETTING STARTED (VENDOR OPTIONS)

Terminal Display	Action
Main Menu	Press "F4" for Vendor Options
Enter User Password	Enter "123456" Press Enter

POS TERMINAL REPORTING

Terminal Display	Action
Vendor Options	Press "1" for Reports
Reports	Press "1" for Daily Attendance Press "2" for Exceptions
Enter Report Date	Enter MM/DD Press Enter
Report Confirmation	Report will print

VOID TRANSACTIONS

Terminal Display	Action
Vendor Options	Press "2" for Void Transaction
Swipe or type card number to void	Swipe Parent card or Enter card number
Date: MM/DD	Enter MM/DD Press Enter
Select Child	Select Child Number Press Enter

NOTE: You can only void one child's transaction at a time.

SAF (STORE AND FORWARD)

Terminal Display	Action
Vendor Options	Press "3" to send SAF (Transactions will process)



Virginia Electronic Child Care (ECC) Vendor IVR Quick Reference Guide



This guide outlines the most common functions of the Virginia ECC Interactive Voice Response (IVR) system. Vendors may contact the IVR for attendance information, voiding transactions and support questions.

Vendor Help Desk: 1-877-918-2776

Vendor Web Portal: www.vaecc.org/eccpw/

TIPS

- You can find the 10-digit Client ID on the Purchase of Service Order next to the Child Name.
- To check in or out all of the authorized children in a family, use "00" as the child number.
- Review Attendance Report tab on www.vaecc.org for attendance entry.

Report POS Equipment Problems

IVR Prompt	Action
Vendor ECC Help	Call 1-877-918-2776
Select Language	Press "1" for English Press "2" for Spanish
Main Menu	Press "1" for trouble with POS equipment and follow prompts

CALL THE VENDOR HELP DESK AT 1-877-918-2776 FOR:

- Questions about IVR or POS equipment operation
- To submit a banking change information
- Assistance with technical difficulties
- If a cardholder needs assistance, they may call 1-877-918-2322

Void a Transaction

IVR Prompt	Action
Vendor ECC Help	Call 1-877-918-2776
Select Language	Press "1" for English Press "2" for Spanish
Main Menu	Press "2" to confirm attendance information
Enter Client ID	Enter Client ID Press #
Enter Case #	Enter 9-digit case number Press #
Date: MM/DD	Enter MM/DD for date to check Press #
Confirm Date	Press "1" if date is correct Press "2" if not and re-enter
<i>If attendance details are available</i>	Press "2" to void transactions on this date for this child
IVR repeats client and date to be voided	Press "1" to void Press "2" to cancel
IVR confirms attendance was successfully voided	
Check/void additional dates or children	Press "1" to hear attendance for a different date for this child Press "2"

VISIT THE VENDOR WEB PORTAL www.vaecc.org/eccpw/ TO:

- View Vendor Profile and Authorizations
- Acknowledge **Purchase of Service Order (POSO)** Acknowledgment
- View Payment Information or Child Attendance
- View the Vendor Web Portal User Guide and Vendor POS User Manual

CALL YOUR LOCAL DEPARTMENT OF SOCIAL SERVICES FOR:

- Questions about program policy or status of a child's authorization
- Find your local office at the VDSS website dss.virginia.gov/localagency/index.cgi

