# 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 authorized children at a facility, use “00” as the child number on the POS.
- If the POS sends transactions to “Store & Forward” for more than 24 hours without clearing, call the Vendor Help Desk.

## Getting Started (for Attendance)

<table>
<thead>
<tr>
<th>Terminal Display</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SWIPE CARD to Begin</strong></td>
<td>Swipe your Card (Press F3 for manual entry)</td>
</tr>
<tr>
<td><strong>Please ENTER PIN</strong></td>
<td>Parent enters PIN</td>
</tr>
</tbody>
</table>

## Check-In/Check-Out

<table>
<thead>
<tr>
<th>Terminal Display</th>
<th>Action</th>
</tr>
</thead>
</table>
| **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

<table>
<thead>
<tr>
<th>Terminal Display</th>
<th>Action</th>
</tr>
</thead>
</table>
| **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

<table>
<thead>
<tr>
<th>Terminal Display</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Select Manual Entry</strong></td>
<td>Press “F3”</td>
</tr>
</tbody>
</table>
| **Enter Card #** | Parent enters card number  
Press Enter |
| **Please ENTER PIN** | Parent enters PIN |

## Absence or Holiday

<table>
<thead>
<tr>
<th>Terminal Display</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Attendance Type?</strong></td>
<td>Proceed with normal steps</td>
</tr>
</tbody>
</table>
| **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** | |

## Getting Started (Vendor Options)

<table>
<thead>
<tr>
<th>Terminal Display</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Main Menu</strong></td>
<td>Press “F4” for Vendor Options</td>
</tr>
</tbody>
</table>
| **Enter User Password** | Enter “123456”  
Press Enter |

## POS Terminal Reporting

<table>
<thead>
<tr>
<th>Terminal Display</th>
<th>Action</th>
</tr>
</thead>
</table>
| **Vendor Options** | Press “1” for Reports  
Press “2” for Exceptions |
| **Enter Report Date** | Enter MM/DD  
Press Enter |
| **Report Confirmation** | Report will print |

## Void Transactions

<table>
<thead>
<tr>
<th>Terminal Display</th>
<th>Action</th>
</tr>
</thead>
</table>
| **Vendor Options** | Press “2” for Void Transaction  
Swipe or type card number to void |
| **Date:** MM/DD | Enter MM/DD  
Press Enter |
| **Select Child** | Select Child Number  
Press Enter |

## 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

## SAF (Store and Forward)

<table>
<thead>
<tr>
<th>Terminal Display</th>
<th>Action</th>
</tr>
</thead>
</table>
| **Vendor Options** | Press “3” to send SAF  
(Transactions will process) |
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/](http://www.vaecc.org/eccpw/)

<table>
<thead>
<tr>
<th>Report POS Equipment Problems</th>
<th>Void a Transaction</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>IVR Prompt</strong></td>
<td><strong>Action</strong></td>
</tr>
<tr>
<td>Vendor ECC Help</td>
<td>Call 1-877-918-2776</td>
</tr>
</tbody>
</table>
| Select Language | Press “1” for English  
Press “2” for Spanish | Select Language | Press “1” for English  
Press “2” for Spanish |
| Main Menu | Press “1” for trouble with POS equipment and follow prompts | 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 |
| If attendance details are available | Press “2” to void transactions on this date for this child | If attendance details are available | 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 repeats client and date to be voided | Press “1” to void  
Press “2” to cancel |
| IVR confirms attendance was successfully voided | | 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” | Check/void additional dates or children | Press “1” to hear attendance for a different date for this child  
Press “2” |

**TIPS**
- You can find the 10-digit Client ID on the Purchase of Service Order next to the Child Name.
- **Parents may** check in or out all authorized children at a facility using option “3” to enter children on the IVR.
- Review Attendance Report tab on [www.vaecc.org](http://www.vaecc.org) for attendance entry.

**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

**VISIT THE VENDOR WEB PORTAL [www.vaecc.org/eccpw](http://www.vaecc.org/eccpw) TO:**
- View Vendor Profile and Authorizations
- Acknowledge **Purchase of Service Order (POSO)** Acknowledgment
- View Payment Information or Child Attendance

**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](http://dss.virginia.gov/localagency/index.cgi)