CONDUENT

New Jersey ECC
Provider POS Manual

Provider Help Desk: 1-877-516-5776

Contents

I. General Information

The New Jersey Division of Family Development (DFD) and Conduent State and Local Solutions will make available the equipment you will be using for the New Jersey Electronic Child Care (ECC) system. This is the system DFD 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 designees must use this machine to enter time and attendance information for children receiving subsidized child care services.

It is very important that the parent or designee check their child(ren) in and out of your facility every day. For policies regarding Electronic Child Care, please refer to your local CCR&R.

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 also available through a link on the web site www.echildcarenj.org. The POS machine allows a provider to void a transaction for a specific child by transaction number.

This machine and standard six foot cords, cables, and splitters are made available to you at no cost. Additional customization, such as longer cords or installing telephone jacks, is the provider'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, providers 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 obtaining replacement paper. Additional details on supplies is provided later in this manual.

II. 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 New Jersey Division of Family Development (DFD) to install and maintain the Electronic Child Care (ECC) system.

New Jersey Division of Family Development (DFD) – The agency responsible for implementing 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 or to obtain an Exception Report.

Daily Receipt – The receipt that is printed each time a Check In or Check Out is done.

Exception Report – A report showing any child who has been checked in but not checked out for the current day.

Provider Password – The provider password for the POS terminal is set to "123456". This password only allows the provider to perform certain transactions that should not be performed by a parent or designee.

III. Call Centers

Provider Help Line
Providers can call 1-877-516-5776 for help with:
- Questions about the operation of the POS device
- Technical difficulties with the POS device

Cardholder Call Center (for parents or designee)
Parent and designee customer services are available through the Cardholder Call Center 1-800-997-3333 for persons having problems swiping their cards through the POS or determining who the approved provider is for their child(ren). Parents who have questions regarding their eligibility will be referred back to their local CCR&R.

Provider Help – Agreements and Payments
If you have a question about the status of agreements, payments or program policy questions, you will need to contact your local CCR&R. The contact information can be found on the DFD web site at http://www.state.nj.us/humanservices/child/ccrr/index.html or your local telephone directory.

IV. 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 designee will perform a Check In transaction when the child is dropped off at the facility and the start of child care services begin. 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, that each attendance can be recorded with the four basic transactions including Check In, Check Out, Previous Check In, and Previous Check Out. In addition, there are Provider Option Transactions that allow transactions to be voided in order to correct time entries. However, basic Check In and Check Out functions will be the predominant transactions performed.

If a child's time and attendance did not get recorded when the child arrived at the child care facility, it may be entered up to 14 days (the current day and the previous 13 days) after the date of time and attendance. The Previous Check In and Previous Check Out transaction is used in situations where the parent or designee is not available to swipe their card at the time the child arrives or leaves the child care facility. Examples of when this transaction must be used include but are not limited to:

- The parent or designee has forgotten 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 designee is not available to swipe the card through the machine.

- The child comes to the child care facility after school and a parent or designee is not available to swipe the card through the machine.

In each of the above examples, the parent or designee 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 14 calendar days of the missed swipes. The 14 day allowance is the current day and the previous 13 calendar days, including weekends and holidays.
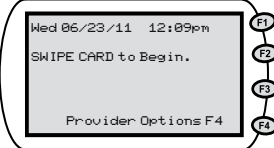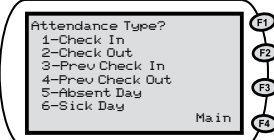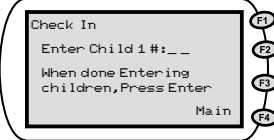
Using the POS terminal, absence from child care services and sick days can also be reported using those transaction types. Each of these transactions is described in detail in this section.

For each Attendance Transaction processed, the terminal will print a receipt. For a sample of the receipt, see section DAILY TRANSACTION RECEIPT later in this manual. The provider also has the ability to reprint a receipt using the Provider Options/4-Reprint function as described in that section.
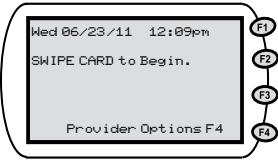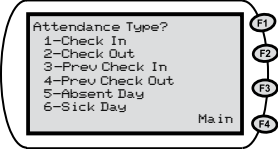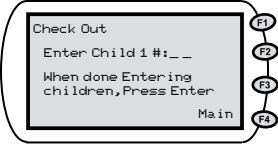
Check In

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

DEVICE SCREEN	ACTION
Wed 06/23/11 12:09pm SWIPE CARD to Begin. Provider Options F4	Parent swipes their card.

PIN Number Required
 	
  Please ENTER PIN...
 	
    ****
 	
      [X] - Exit
	Parent enters **4-digit PIN** and presses the **green enter key.**

Attendance Type? 1-Check In 2-Check Out 3-Prev Check In 4-Prev Check Out 5-Absent Day 6-Sick Day Main	Parent presses **1** for **Check In.**

Check In
 	
  Enter Child 1 #:_ _
 	
  When done Entering
  children, Press Enter
              Main
	Parent keys in child number and presses the **green enter key.**
	
	Note: If entering more than one child, enter the next child number and press the **green enter key**. Total Entries will be shown on the screen. When finished press **enter** again.

Check In
        APPROVED
 	
  Printing Receipt...
 	
              Main
	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.

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:

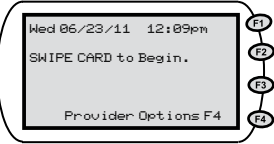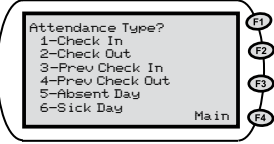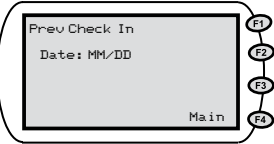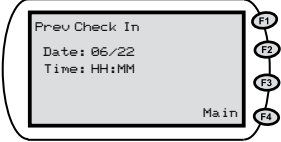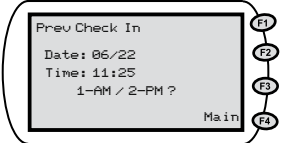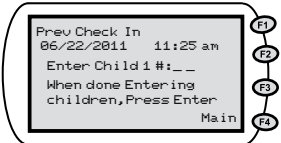| DEVICE SCREEN	ACTION
Wed 06/23/11 12:09pm SWIPE CARD to Begin. Provider Options F4	Parent swipes their card.
PIN Number Required Please ENTER PIN... **** [X] – Exit	Parent enters **4-digit PIN** and presses the **green enter key.**
Attendance Type? 1-Check In 2-Check Out 3-Prev Check In 4-Prev Check Out 5-Absent Day 6-Sick Day Main	Parent presses **2** for **Check Out.**
Check Out Enter Child 1 #:_ _ When done Entering children, Press Enter Main	Parent keys in child number and presses the **green enter key.** Note: If entering more than one child, enter the next child number and press the **green enter key**. Total Entries will be shown on the screen. When finished press **enter** again.
Check Out APPROVED Printing Receipt... Main	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.

Previous Check In

When a child is dropped off and a parent or designee 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 the previous 13 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:
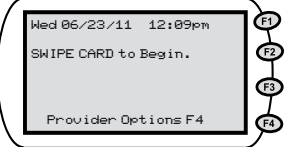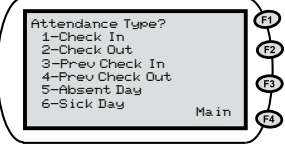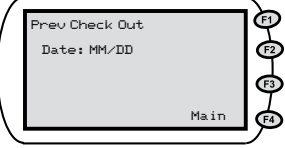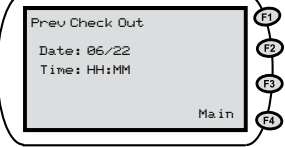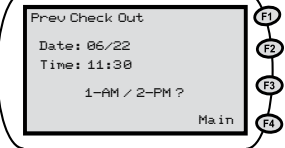
DEVICE SCREEN	ACTION
Wed 06/23/11 12:09pm SWIPE CARD to Begin. Provider Options F4	Parent swipes their card.
PIN Number Required Please ENTER PIN... **** [X] – Exit	Parent enters **4-digit PIN** and presses the **green enter key.**
Attendance Type? 1–Check In 2–Check Out 3–Prev Check In 4–Prev Check Out 5–Absent Day 6–Sick Day Main	Parent presses **3** for **Previous Check In.**
Prev Check In Date: MM/DD Main	Parent keys in the **date** for the **Previous Check In** (MM/DD, Example 06/22) then presses the **green enter key.**

Previous Check In (cont'd)
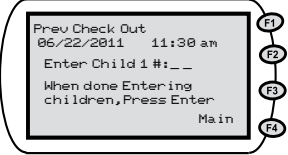
DEVICE SCREEN	ACTION
Prev Check In Date: 06/22 Time: HH:MM Main F1 F2 F3 F4	Parent keys in the time the child arrived (HH:MM, Example 11:25) then presses the **green enter key.**
Prev Check In Date: 06/22 Time: 11:25 1-AM / 2-PM ? Main F1 F2 F3 F4	Parent selects **1** for **AM** or **2** for **PM.**
Prev Check In 06/22/2011 11:25 am Enter Child 1 #:_ _ When done Entering children, Press Enter Main F1 F2 F3 F4	Parent keys in child number and presses the **green enter key.** Note: If entering more than one child, enter the next child number and press the **green enter key.** Total Entries will be shown on the screen. When finished, press **enter** again.
Prev Check In APPROVED Printing Receipt... Main F1 F2 F3 F4	Wait for authorization. The system displays "CONNECT-ING" 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.

Previous Check Out

As with the Previous Check In transaction, these steps allow a parent to record the child's attendance for a period of 13 previous days plus the current day. Used with the other transaction types, this transaction allows the accurate recording of the child's attendance.
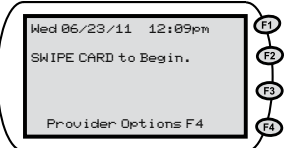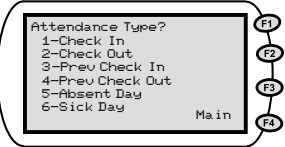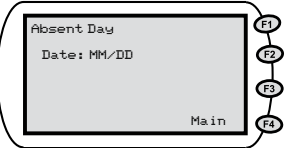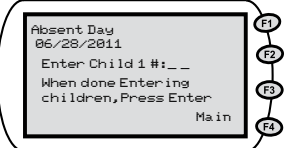
DEVICE SCREEN	ACTION
Wed 06/23/11 12:09pm SWIPE CARD to Begin. Provider Options F4	Parent swipes their card.

PIN Number Required
  Please ENTER PIN...
    ****
    [X] - Exit
	Parent enters **4-digit PIN** and presses the **green enter key.**

Attendance Type? 1-Check In 2-Check Out 3-Prev Check In 4-Prev Check Out 5-Absent Day 6-Sick Day Main	Parent presses **4** for **Previous Check Out.**
Prev Check Out Date: MM/DD Main	Parent keys in the **date** for the **Previous Check Out** (MM/DD, Example 06/22) then presses the **green enter key.**
Prev Check Out Date: 06/22 Time: HH:MM Main	Parent keys in the time the child arrived (HH:MM, Example 11:30) then presses the **green enter key.**

Prev Check Out
 Date: 06/22
 Time: 11:30
    1-AM / 2-PM ?
          Main
	Parent selects **1** for **AM** or **2** for **PM.**

Previous Check Out (cont'd)

DEVICE SCREEN	ACTION

```
Prev Check Out
06/22/2011   11:30 am
 Enter Child 1 #:_ _
 When done Entering
 children,Press Enter
               Main
```
F1
F2
F3
F4

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

Note: If entering more than one child, enter the next child number and press the **green enter key.** Total Entries will be shown on the screen. When finished press **enter** again.

```
   Prev Check Out
     APPROVED

  Printing Receipt...

               Main
```
F1
F2
F3
F4

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.

Absent Day or Sick Day

An absent day or a sick day from child care services follows the same transaction steps except for the selection of the Attendance Type. For an absent day the parent selects the number 5 key or for a sick day, the parent selects the number 6 key.

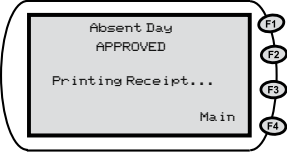| DEVICE SCREEN	ACTION
Wed 06/23/11 12:09pm SWIPE CARD to Begin. Provider Options F4 F1 F2 F3 F4	Parent swipes their card.
PIN Number Required Please ENTER PIN... **** [X] – Exit F1 F2 F3 F4	Parent enters **4-digit PIN** and presses the **green enter key.**
Attendance Type? 1-Check In 2-Check Out 3-Prev Check In 4-Prev Check Out 5-Absent Day 6-Sick Day Main F1 F2 F3 F4	Parent presses **5 to report an Absent Day.** **OR** Parent presses **6 to report a Sick Day.**
Absent Day Date: MM/DD Main F1 F2 F3 F4	Parent keys in the **date** of the absence or the sick day (MM/DD, Example 06/28) then presses the **green enter key.** Note: **Absent Day** or **Sick Day** will display on the POS terminal depending on which key was pressed.
Absent Day 06/28/2011 Enter Child 1 #:_ _ When done Entering children,Press Enter Main F1 F2 F3 F4	Parent keys in child number and presses the **green enter key** Note: If entering more than one child, enter the next child number and press the **green enter key.** Total Entries will be shown on the screen. When finished press **enter** again. **Absent Day** or **Sick Day** will display on the POS terminal depending on which key was pressed.

Absent Day or Sick Day (cont'd)

DEVICE SCREEN	ACTION

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: **Absent Day** or **Sick Day** will display on the POS terminal depending on which key was pressed.
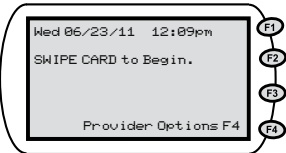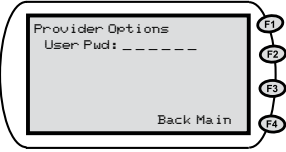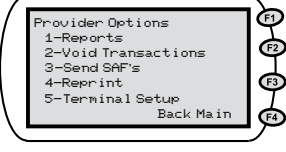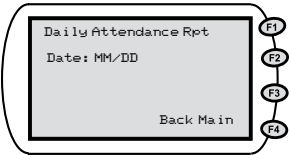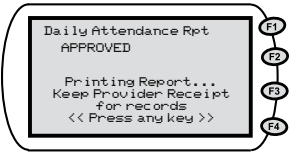
V. Provider Options

There are five additional features available under the Provider Option selection. This menu is accessed by pressing the F4 key from the Main Menu. From this selection, the user can access reports, void transactions, send Store and Forward transactions, reprint receipt/last report, and perform terminal setup. The steps to access each option are described on the following pages. Note: **Provider Option 5-Terminal Setup** is reserved for parameters that may be changed only with the assistance of the Provider Help Desk or Technical Support staff. This section is not described in this manual.

Provider Option 1-Reports: [1] Daily Attendance, [2] Summary Attendance, [3] Exceptions Report
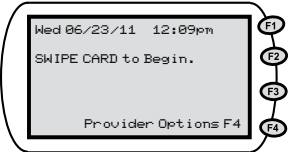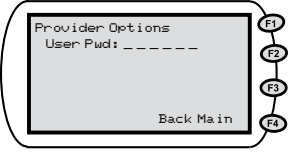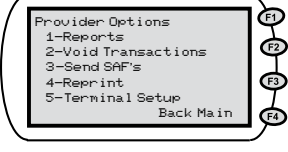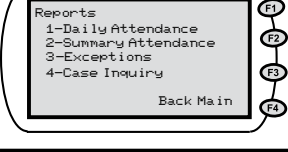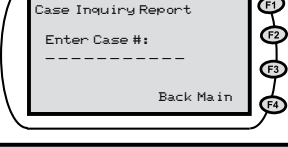
There are three types of reports available to providers using this option. The first report is the Daily Transactions Report. The second report is the Summary Attendance Report and the third report is the Exceptions Report. The Daily Attendance Report will print all attendance transactions performed on a specified date. The Summary Attendance Report will produce a recap of all the transactions performed on a specified date. The Exceptions Report will print a report of the children that have been checked in but have not been checked out. This report is useful in identifying Check Out transactions that were not successfully processed. The following are the procedures for obtaining these three reports:
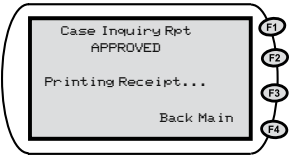
DEVICE SCREEN	ACTION
Wed 06/23/11 12:09pm SWIPE CARD to Begin. Provider Options F4	Provider presses the **F4** key.
Provider Options User Pwd: _ _ _ _ _ _ Back Main	Provider enters **6-digit password** and presses the **green enter key.**
Provider Options 1-Reports 2-Void Transactions 3-Send SAF's 4-Reprint 5-Terminal Setup Back Main	Provider presses **1** for Reports.
Reports 1-Daily Attendance 2-Summary Attendance 3-Exceptions 4-Case Inquiry Back Main	Provider presses **1** for the **Daily Attendance Report.** Provider presses **2** for the **Summary Attendance Report.** Provider presses **3** for the **Exceptions Report.**

DEVICE SCREEN	ACTION

```
Daily Attendance Rpt

 Date: MM/DD




              Back Main
```
F1
F2
F3
F4

Provider enters the date of the report (MM/DD) then presses the green enter key. The date is not required for the **Exceptions Report.**

Note: **Daily Attendance Rpt**, **Summary Attendance Report**, or **Exceptions Report** will display on the POS terminal depending on which key was pressed.
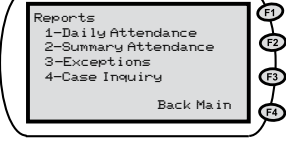
```
Daily Attendance Rpt
    APPROVED

   Printing Report...
 Keep Provider Receipt
      for records
   << Press any key >>
```
F1
F2
F3
F4

Wait for authorization. The system displays "CONNECTING" then "SENDING" / "RECEIVING", followed by a Printing Report message.

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

Note: **Daily Attendance Rpt**, **Summary Attendance Report**, or **Exceptions Report** will display on the POS terminal depending on which key was pressed.

Provider Option 1-Reports: [4] Case Inquiry Report
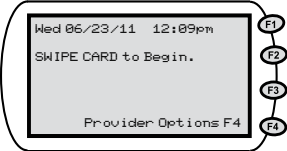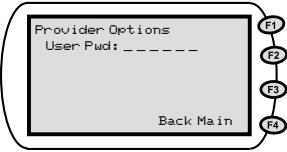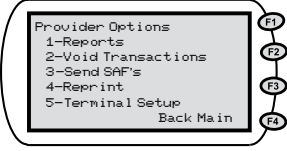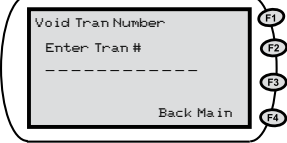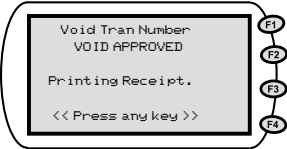
There is an additional report available for providers using the POS terminal. This report is called the Case Inquiry Report which produces a list of transactions completed for a specified case. The following are the procedures for obtaining this report:

DEVICE SCREEN	ACTION
Wed 06/23/11 12:09pm SWIPE CARD to Begin. Provider Options F4 F1 F2 F3 F4	Provider presses the **F4** key.
Provider Options User Pwd: _ _ _ _ _ _ Back Main F1 F2 F3 F4	Provider enters **6-digit Password** and presses the **green enter key.**
Provider Options 1-Reports 2-Void Transactions 3-Send SAF's 4-Reprint 5-Terminal Setup Back Main F1 F2 F3 F4	Provider presses **1** for **Reports.**
Reports 1-Daily Attendance 2-Summary Attendance 3-Exceptions 4-Case Inquiry Back Main F1 F2 F3 F4	Provider presses **4** for the **Case Inquiry Report**
Case Inquiry Report Enter Case #: _ _ _ _ _ _ _ _ _ _ _ Back Main F1 F2 F3 F4	Provider enters the case number for the transactions requested then presses the **green enter key**.

DEVICE SCREEN	ACTION

Case Inquiry Rpt
APPROVED

Printing Receipt...

Back Main

F1
F2
F3
F4

Wait for authorization. The system displays "CONNECTING" then "SENDING" / "RECEIVING", followed by a Printing Report message.

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

Provider Option 2-Void Transactions

The provider can void transactions by using this provider option. Each transaction is voided by using its transaction number which can be found on a previous receipt or through the provider web portal. The steps required to delete a transaction is detailed in the instructions below:

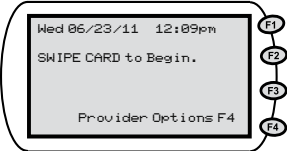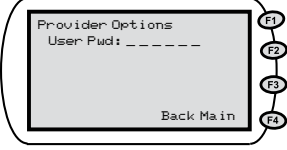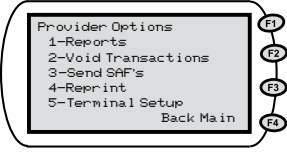| DEVICE SCREEN	ACTION
Wed 06/23/11 12:09pm SWIPE CARD to Begin. Provider Options F4 F1 F2 F3 F4	Provider presses the **F4** key.
Provider Options User Pwd: _ _ _ _ _ _ Back Main F1 F2 F3 F4	Provider enters **6-digit Password** and presses the **green enter key.**
Provider Options 1-Reports 2-Void Transactions 3-Send SAF's 4-Reprint 5-Terminal Setup Back Main F1 F2 F3 F4	Provider presses **2** for **Void Transactions.**
Void Tran Number Enter Tran # _ _ _ _ _ _ _ _ _ _ _ _ Back Main F1 F2 F3 F4	Provider enters the transaction number and presses the **green enter key.**
Void Tran Number VOID APPROVED Printing Receipt. << Press any key >> F1 F2 F3 F4	Wait for authorization. The system displays "CONNECT-ING" 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.

Provider 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 designee can still use the POS to check children in or out. The POS machine stores the information for a period of 13 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 is not, please follow the steps given below.
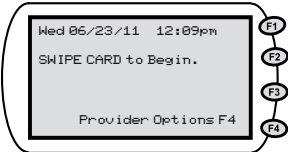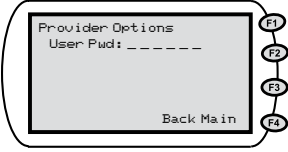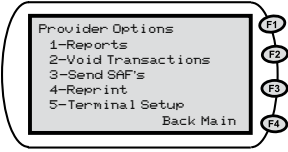
If the POS has not automatically sent the SAF transactions you may use the following steps to push through all stored transactions. Please note that if your POS device is connected to a telephone line and you are currently using voice mail on your telephone, the messages must be cleared in order for 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.

Provider Option 3-Send SAF's (cont'd)
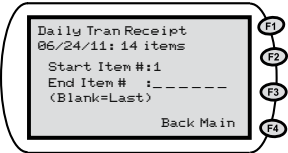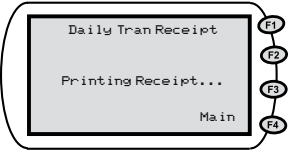
DEVICE SCREEN	ACTION
Wed 06/23/11 12:09pm SWIPE CARD to Begin. Provider Options F4 F1 F2 F3 F4	Provider presses the **F4** key.
Provider Options User Pwd: _ _ _ _ _ _ Back Main F1 F2 F3 F4	Provider enters **6-digit Password** and presses the **green enter key.**

Provider Options
  1-Reports
  2-Void Transactions
  3-Send SAF's
  4-Reprint
  5-Terminal Setup
         Back Main
F1 F2 F3 F4
	Provider presses **3** for **Send SAF's**. The terminal will automatically transmit the stored transactions and return to the Main Menu.

Provider Option 4-Reprint

DEVICE SCREEN	ACTION
Wed 06/23/11 12:09pm SWIPE CARD to Begin. Provider Options F4 F1 F2 F3 F4	Provider presses the **F4** key.
Provider Options User Pwd: _ _ _ _ _ _ Back Main F1 F2 F3 F4	Provider enters **6-digit Password** and presses the **green enter key.**
Provider Options 1-Reports 2-Void Transactions 3-Send SAF's 4-Reprint 5-Terminal Setup Back Main F1 F2 F3 F4	Provider presses **4** for **Reprint.**
Reprint 1-Daily Tran Receipt 2-Last Report Back Main F1 F2 F3 F4	Provider selects **1** to reprint the **Daily Transaction Receipt OR** Provider selects **2** to reprint the **Last Report** printed. To reprint the **Last Report**, the starting number and ending number shown below are not required.
Daily Tran Receipt 06/24/11: 14 items Start Item #:_ _ _ _ _ _ (Blank=First) Back Main F1 F2 F3 F4	Provider enters the **starting number** of the receipt(s) to reprint. The screen will display the current date and the number of receipts available to print. The provider then presses the **green enter key.**

Provider Option 4-Reprint (cont'd)

DEVICE SCREEN	ACTION
| ```
Daily Tran Receipt
06/24/11: 14 items
  Start Item #:1
  End Item #  :_ _ _ _ _ _
  (Blank=Last)
            Back Main
``` F1 F2 F3 F4 | Provider enters the **ending number** of the receipt(s) to reprint. The screen will display the current date and the number of receipts available to print. The provider then presses the **green enter key.** |
| ```
  Daily Tran Receipt


  Printing Receipt...

            Main
``` F1 F2 F3 F4 | The terminal will print the selected range of receipts that are stored and then returns to the Reprint Menu. |

Provider Option 5-Terminal Setup

This section is reserved for installation use only.

VI. Receipt and Report Samples

This section contains some commonly used sample reports that providers may find helpful. Additional reports are available through the Provider Options menu.

Daily Transaction Receipt

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

This type of receipt is printed for each of the following transactions: Check In,

```
              Provider Name
                 Street 1
            Anywhere, NJ 11119
             Ph: 111-555-1234

Term#:55555555              2/15/11
Prov#:123456789012345   8:28:24am
-------------------------------

Daily Transaction Receipt
For: 2/15/2011
-------------------------------
Item #: 1              SAF STORED *
Cardholder: Tom B.
Cardholder ID: 1234567890
CHECK IN  02/15/2011  08:28:22am
-------------------------------

Case# 1234567890
Name: Joshua F.         Child#: 01
Child ID: 123456789012
Care: FT   Weekly Copay: $25.00
PT Rate: $16.00  FT Rate: $32.00
APPROVED       Tran#: 1001
##:## Hours Of Care Exceeded

Case# 1234567890
Name: Jessica          Child# 02
Child ID: 9876543210
Care: FT    Copayment: $25.00
PT Rate: $16.00    FT Rate: $32.00
DENIED              Tran#: 1002
Reason: Agreement Expired
===============================
     SAMPLE BROADCAST MESSAGE
The State Central Office will be
closed for the July 4th holiday.
The office will reopen on Tuesday
July 5th.*
```

Check Out, Previous Check In, Previous Check Out, Absent Day, and Sick Day.

Daily Attendance Receipt

The Daily Attendance Report is accessed through the Provider Options menu and produces a report showing all attendance transactions performed on a specific date. An example of this report is shown below:

```
                Provider Name
                  Street 1
              Anywhere,NJ 11119
               Ph: 111-555-1234

Term#:55555555               2/15/11
Prov#:123456789012345    9:30:04am
------------------------------

Daily Attendance Report
For: 2/15/2010
------------------------------
Name: Tina H.           Child# 01
Child ID: 123456789012
Case# 8973456798
 IN 06:28:32am    TRN# 123456789023
OUT 05:24:32pm    TRN# 123456789012

Name: Billy S.          Child# 01
Child ID: 998756789012
Case# 2563456798
 IN 07:00:22am    TRN# 123456789023
OUT 04:34:32pm    TRN# 123456789012

Name: Heather K.        Child# 03
Child ID: 234256789012
Case# 5743456798
 IN 08:43:22am    TRN# 123456789023
OUT 03:34:32pm    TRN# 123456789012
 IN 04:00:00pm    TRN# 230928309820
OUT 05:05:32pm    TRN# 239827309742

Name: Thomas B.         Child# 01
Child ID: 773656789012
Case# 209238092
 ABSENT           TRN# 283927983738

Name: Amy P.            Child# 02
Child ID: 643656789012
Case# 5465465484
 SICK DAY         TRN# 570987908230

Name: Travis K.         Child# 01
Child ID: 234256789012
Case# 884345679822
 NO REPORT
```

Summary Attendance Report

The Summary Attendance Report is accessed through the Provider Options menu and produces a report showing a recap of the number of transactions performed on a specific date. An example of this report is shown below:

```
                Provider Name
                  Street 1
              Anywhere,NJ 11119
               Ph: 111-555-1234

Term#:55555555              2/15/11
Prov#:123456789012345   9:30:04am
------------------------------

Summary Attendance Report
Date: 02/02/2011
------------------------------
Attendance                   Count
-------------
Present                        3
Absent Day                     1
Sick Day                       1
No Report                      2
-------------
Total Agreements               7
```

VII. Supplies

The only supply you need to purchase for your equipment 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. Providers are reimbursed for the POS paper associated with transactions completed on the POS equipment. Supply reimbursement is sent by Conduent on a quarterly basis through a deposit to the providers bank account indicated on the ACH Settlement Form. The amount of reimbursement is based on the number of transactions completed and not on the amount of paper purchased.

<u>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.</u> 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

VIII. Frequently Asked Questions

What is New Jersey'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 designee to record the child's attendance through a card reading machine, called a Point of Service (POS) 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 providers 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. You will need to verify the availability of a telephone jack or high speed Ethernet connection.

Do I have to pay for the POS device?
- No

How many POS device do providers receive?
- Providers will receive 1 POS device for every 25 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 provider is responsible for replacing the POS in cases of loss from fire, theft, damage, or abuse.

Do I have to use a POS device?
- Child Care Centers serving more than five children who are receiving a subsidy must use a POS. Those centers serving five or fewer children in subsidy must use the Interactive Voice Response (IVR) system.

How does swiping work?
- The parent or designee 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.

Can providers swipe the ECC card for the parent or designee?
- No, providers are not allowed to be in possession of the ECC card. If a provider is found with a card, the provider may be terminated from the program and the parent or designee 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.

Will the POS indicate whether the child is authorized?
- Yes. Once the card is swiped, the POS will display whether the child is accepted or denied. The POS will print a receipt showing the transaction was approved or denied. It is also displayed on the ECC provider web portal.

What if the parent or designee forgets to bring the ECC card or is unable to report the child's attendance?
- The parent or designee can catch up on missing days by using "Previous Check In/Out" process on the POS device. They have thirteen (13) calendar days plus the current day to record previous transactions.

How will I be paid?
- Payments are made every two weeks, for care provided two weeks ago. Payments are transferred directly into the banking account that you designate to Conduent.

What if my payment is incorrect?
- Contact your local CCR&R.

Whom do I call for technical questions for the POS?
- Call the provider help desk at 1-877-516-5776.

Whom do I call if I have subsidy policy questions?
- Call the CCR&R.

IX. Denied Messages

DIFF PROVIDER – This is not the provider shown on the child care agreement.

INVALID AUTH – There is no valid referral for the person(s) entered.

INV AUTH DATE – A child cannot be checked in before the date services are authorized by the CCR&R agency.

INV PROVIDER – The child care agreement shows a provider that is not recognized as an approved child care provider.

SWIPE IN FRST – Child must be checked in before being checked out.

NO AUTH – There is no agreement for this child(ren).

X. Error Messages

PLEASE TRY AGAIN – There was a mistake made when the information was entered. Re-enter the information.

NOT AVAILABLE – The selection made is not available.

NOT ALLOWED – The user is not authorized to do the selected transaction.

OVER 14 DAYS OLD – The 14-day limit for entering transactions has expired.

DUPLICATE ENTRY –The same information was entered twice.

UNREADABLE CARD – The POS machine is unable to read the magnetic stripe on the card.

TRANS REJECTED – The attempted action has been rejected.

NO HOST RESPONSE – The POS machine could not receive a response from the main computer.

NO SAF TO SETTLE – The system tried to complete a Store and Forward transaction but there was no information to process.

VOID NOT ALLOWED – User attempted to void a transaction that cannot be voided.

INVALID PASSWORD –The password entered is either incorrect or invalid.

XI. Communication Messages

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 Provider Help Line.

XII. POS Error Codes

The following are Error Codes that may be received:

05 – General Decline

55 – Invalid PIN

75 – PIN Tries Exceeded

D6 – Not a Childcare Card

A4 – Card Not Active

DA – No Auth for Person Number

DO – Provider Record Not Found

B4 – Provider Differs from Auth Record

DD – Must Swipe in Before Swipe Out

XIII. Provider Web Portal Quick Login Guide

The following pages contain a quick login guide designed to allow easy access to the New Jersey Electronic Child Care (ECC) Provider Web Portal website. Users may wish to copy these pages and keep them near their computer for quick reference.

The Provider Web Portal is very easy to use, as it allows you to view information about your **facility, agreements, transactions, and attendance summary reports.** The Provider Web Portal User Guide will assist you with using the screens and features on the www.echildcarenj.org Web Portal. You may print out this manual if necessary, or simply view it online.

1. To get to the Provider Web Portal, go to www.echildcarenj.org. Click on the link to the Provider ECC Web Portal to display the following login page:

2. The first time you login to the New Jersey Provider Web Portal, you will use the following information: The User ID which is your seven digit provider number. The Password is the five digit zip code of your facility.

3. When you login for the very first time, you will be prompted to change your password immediately. Follow the steps below to set your new password.

   Passwords must meet these requirements:
   • Must be at least eight (8) characters long
   • Must have at least one (1) lower case letter
   • Must have at least one (1) number
   • Special characters (such as $ % & @ !) and UPPER case letters are allowed but not required
   • Password must be changed every 90 days
   • Password cannot be the same as the current password or the previous 5 passwords
   • Password cannot be reused for one (1) year

Password Change on Initial Login

EPPIC™

○ User Password Change

| User Password Change |
Old Password	
New Password	
Confirm Password:	

CHANGE

• You are logged in for the first time, please change your password.

1. Enter your current password in the "Old Password" field. (Since this is your initial login, the "Old Password" is still your five digit zip code.)

2. After considering the password requirements above, create a new password and enter it in the "New Password" field. Enter that same password again in the "Confirm Password" field and click on the Change button.

The screen will now look like this:

EPPIC™

○ User Profile

User Profile		
Security Question	Security Answer	Confirm Security Answer
It what city were you born? ▼	[ ]	[ ]

SAVE

- You do not have a security question. Please select a question and an answer.
- Successfully changed password.

The next step is to create a security question to help you, in case you forget the password. Follow the steps below.

3. Select a security question from the drop down menu. Enter the answer in the "Security Answer" field and enter that same answer in the "Confirm Security Answer" field. You must enter the answers exactly the same. Click the "Save" button when finished.

    When the security question has been saved, the system will automatically take you to the Provider Profile screen. This is indication that you have logged on successfully!

    ** NOTE: You will be prompted to change your password at the time of your initial login, and then again every 90 days.

Password Change if too many failed login attempts

If you attempt three (3) bad login ID's or passwords, you will be locked out. If this happens, you will be able to create a new password as follows:

1. On the main login menu, click on the "Forgot Password" link underneath the blue "Login" button.

2. Enter your seven digit provider number in the Security Question screen.

○ Security

Security
Please enter your User ID to retrieve your security question.
User ID: [   ]
SUBMIT CANCEL

3. You will be prompted to enter your Security Answer in the next screen.

4. After the Security Question has been answered correctly, the Change Password Screen will display. Follow the same steps outlined above to change your password.

   **NOTE: If you have forgotten your User ID or the User ID does not seem to be working, contact the Provider Help Line at (877) 516-5776.

Expired Password after 90 days

You will be required to change your password every 90 days as a security measure. The screen below will automatically appear when you login after 90 days without a password change.

1. Following the same password requirements, enter a new password in the "New Password" field.

2. Enter the same password in the "Confirm Password" field and click the Change button.

When the password has been saved, the system will automatically take you to the Provider Profile screen. This is indication you have logged on successfully!

Manual Password Change

You may also change your password at any time. To change the password manually, follow the steps below.

1. Login to the Web Portal.

2. Click on the Admin tab at the top of the screen. Then select the "Password Change" submenu.

3. The User Password Change screen will display. Enter the old password. Enter a new password. Then enter the same password again to confirm it. Click the "Change" button, just as the instructions above.

4. The screen will then prompt you to answer a security question. Follow the same instructions as above. Select a security question from the drop down menu and enter the security answer. Click "Save" to complete the password change.

When the security question has been completely saved, the system will automatically take you to the Provider Profile screen. This is indication you have logged on successfully!

For more details on the Provider Web Portal, download the New Jersey Provider ECC Web Portal User Guide from the DFD website.

Where to Call for Help:

Refer to the Quick Reference Guide provided with your POS device

Provider Help Desk
1-877-516-5776

CONDUENT