

Commonwealth of Virginia

Virginia ECC
ELECTRONIC CHILD CARE

ELECTRONIC CHILD CARE

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VIRGINIA DEPARTMENT OF
SOCIAL SERVICES



Vendor Interactive Voice Response (IVR)

1-877-918-2776

User Manual

www.vaecc.org

CONDUENT



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1 | WELCOME TO THE IVR MANUAL

1 | Welcome to the IVR Manual

GENERAL INFORMATION

The Virginia Department of Social Services (VDSS) and Conduent have implemented an Interactive Voice Response (IVR) system for parents and vendors using the Electronic Child Care (ECC) system. This is the system VDSS uses to record the time and attendance of children in child care facilities. The vendor equipment necessary to use the IVR system is a landline telephone number registered with VDSS. The Parent IVR and the Vendor IVR have separate functions and separate telephone numbers.

A child's parents and/or responsible adults must use the Parent IVR, 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 the facility every day, as well as reporting absences electronically. For policies regarding Electronic Child Care, please contact your local department of social services.

The Vendor IVR will provide a daily confirmation 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.doe.virginia/cc in Resources under the Provider's tab. The Vendor IVR allows a vendor to void a transaction for a specific child by date. Call 877-918-2776 to complete an IVR void.

2 | GLOSSARY

2 | Glossary

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

Conduent	Conduent is the company under contract to the Virginia Department of Social Services (VDSS) that maintains 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.
Interactive Voice Response (IVR)	The IVR equipment used to check children in and out or for vendors to confirm or void attendance using a telephone. The Parent IVR is used by parents and secondary cardholders. The IVR system utilizes a toll-free number.
Point-of-Service (POS)	The equipment used at your center to check children in and out and to create voided transactions as needed.

3 | CALL CENTERS

3 | Call Centers

3.1 VENDOR HELP LINE

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

- Questions about the operation of the IVR system
- Technical difficulties with the IVR system

3.2 CARDHOLDER CALL CENTER (FOR PARENTS FOR SECONDARY CARDHOLDERS)

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

3.3 VENDOR HELP – AGREEMENTS AND PAYMENTS

If you have a question about the status of the purchase orders login to www.vaecc.org. The latest purchase orders will be available in the Broadcast messages. Payment questions should be sent to vendor.services@dss.virginia.gov or call 855-635-4370 for assistance. Please contact the local department of social services for policy related questions. Contact information can be found on the purchase of service orders.

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 Parent ECC IVR system. Under normal circumstances a parent or secondary cardholder will perform a Check In transaction, when the child is dropped off at the facility and 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 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. **School-age children** only need to be checked-in and checked-out once per day (for example: check in and check out after school only). The parent or secondary cardholder performs those transactions through the Parent ECC IVR.

If a child's time and attendance was not recorded when the child arrived at the child care facility, it may be entered up to 8 days (the current day and the previous 7 days) after the date of time and attendance. The Previous Check In and Previous Check Out transactions are used in situations where the parent or secondary cardholder is not available to place a call to the IVR 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 secondary cardholder has forgotten the card number and does not have the card in their possession.
- 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 call the IVR.
- The child comes to the child care facility after school and a parent or secondary cardholder is not available to call the IVR.

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 8 calendar days of the missed transactions. The allowable back swipe period is nine calendar days, defined as the current day plus previous eight days.

Child care absences and attendance may be recorded using any telephone from any location. Each of these transactions is described in detail in this section.

For each Attendance Transaction processed, the IVR will confirm attendance. The vendor also has the ability to view the transaction data through the Vendor Web Portal.

4 | ATTENDANCE TRANSACTIONS

4.1 CHECK IN

To record a child's time and attendance, the parent's or secondary cardholder's assigned card must be entered into the Parent IVR system. The following are the procedures for this process:

IVR Message	Action/Description
Call is placed into Parent IVR.	Parent calls 877-918-2322. The phone number can be found on the back of the ECC card.
You have reached the automated attendance tracking system for the Department of Social Services Child Care Program.	
<ul style="list-style-type: none"> For English, press 1. Para español, oprima dos. 	Select the preferred language option.
Please enter your 16-digit card number, followed by the pound sign.	Parent enters their card number and the # key.
Please enter your 4-digit PIN, followed by the pound sign.	Parent enters their PIN number and the # key.
<ul style="list-style-type: none"> To check your child in or out of this Child Care Facility, press 1. To enter a Holiday, press 2. To enter an Absence, press 3. To change your PIN, press 4. To report your card lost, stolen or damaged, press 5. To speak to a customer service representative, press 6. 	Press 1 to check in child.
<ul style="list-style-type: none"> If you are checking in your child right now, press 1. If you are checking out your child right now, press 2. If you are checking in your child for a time earlier today or for a previous day, press 3. If you are checking out your child for a time earlier today or for a previous day, press 4. To return to the main menu, press 5. 	Press 1 to check in child now.
<ul style="list-style-type: none"> To enter the child number you are checking-in, press 1. To hear a playback of authorized child numbers and names, press 2. To check in all of your children associated with this child care facility, press 3. To return to the main menu, press 4. 	<ul style="list-style-type: none"> Option 1 allows the child number to be directly entered into the system. Option 2 provides a list of children and corresponding child numbers, if there are multiple children and/or the child number(s) is unknown. Option 3 allows all children at this child care facility to be checked in.
<p>If option 1 was selected:</p> <ul style="list-style-type: none"> Enter the 2-digit child number followed by the pound sign. <p>If option 2 was selected:</p> <ul style="list-style-type: none"> The available child numbers are [child numbers/names]. 	
<p>You are checking in [child/children's name(s)].</p> <ul style="list-style-type: none"> If this is correct, press 1. If not, press 2. 	Confirm the information entered is correct.

4 | ATTENDANCE TRANSACTIONS

IVR Message	Action/Description
<p>You have successfully checked-in [child name/your children].</p> <ul style="list-style-type: none">• [For Option 1 or 2 only] If you would you like to check in another child, press 1.• To return to the main menu, press 2.• To end the call, press 3.	<ul style="list-style-type: none">• Option 1 will bring the IVR system back to a previous menu, so that another child may be checked-in.• Option 2 will bring the IVR system back to the very beginning where another option/service may be selected.• If no additional children require check in and no other services are needed, press 3 to end the call.
<p>Thank you for calling the Department of Social Services Child Care automated attendance tracking system.</p>	

4 | ATTENDANCE TRANSACTIONS

4.2 CHECK OUT

To record a child's Check Out time, the parent's or secondary cardholder's assigned card must be entered into the Parent IVR system. The following are the procedures for this process:

IVR Message	Action/Description
Call is placed into Parent IVR.	Parent calls 877-918-2322. The phone number can be found on the back of the ECC card.
You have reached the automated attendance tracking system for the Department of Social Services Child Care Program.	
<ul style="list-style-type: none"> For English, press 1. Para español, oprima dos. 	Select the preferred language option.
Please enter your 16-digit card number followed by the pound sign.	Parent enters their card number and the # key.
Please enter your 4-digit PIN, followed by the pound sign.	Parent enters their PIN number and the # key.
<ul style="list-style-type: none"> To check your child in or out of this Child Care Facility, press 1. To enter a Holiday, press 2. To enter an Absence, press 3. To change your PIN, press 4. To report your card lost, stolen or damaged, press 5. To speak to a customer service representative, press 6. 	Press 1 to check out child.
<ul style="list-style-type: none"> If you are checking in your child right now, press 1. If you are checking out your child right now, press 2. If you are checking in your child for a time earlier today or for a previous day, press 3. If you are checking out your child for a time earlier today or for a previous day, press 4. To return to the main menu, press 5. 	Press 2 to check out child now.
<ul style="list-style-type: none"> To enter the child number you are checking-out, press 1. To hear a playback of authorized child numbers and names, press 2. To check out all of your children associated with this child care facility, press 3. To return to the main menu, press 4. 	<ul style="list-style-type: none"> Option 1 allows the child number to be directly entered into the system. Option 2, provides a list of children and corresponding child numbers, if there are multiple children and/or the child number(s) is unknown. Option 3 allows all children at this child care facility to be checked out.
If option 1 was selected: <ul style="list-style-type: none"> Enter the 2-digit child number followed by the pound sign. If option 2 was selected: <ul style="list-style-type: none"> The available child numbers are [child numbers/names]. 	
You are checking out [child/children's names]. <ul style="list-style-type: none"> If this is correct, press 1. If not, press 2. 	Confirm the information entered is correct.

4 | ATTENDANCE TRANSACTIONS

IVR Message	Action/Description
<p>You have successfully checked-out [child name/your children].</p> <ul style="list-style-type: none"> • [For Option 1 or 2 only] If you would you like to check out another child, press 1. • To return to the main menu, press 2. • To end the call, press 3. 	<ul style="list-style-type: none"> • Option 1 will bring the IVR system back to a previous menu, so that another child may be checked-out. • Option 2 will bring the IVR system back to the very beginning where another option/service may be selected. • If no additional children require check out and no other services are needed, press 3 to end the call.
<p>Thank you for calling the Department of Social Services Child Care automated attendance tracking system.</p>	

4 | ATTENDANCE TRANSACTIONS

4.3 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 IVR system using a Previous Check In transaction. This transaction may be entered anytime within the current day or the previous 7 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. The following are the procedures for this process:

IVR Message	Action/Description
Call is placed into Parent IVR.	Parent calls 877-918-2322. The phone number can be found on the back of the ECC card.
You have reached the automated attendance tracking system for the Department of Social Services Child Care Program.	
<ul style="list-style-type: none"> For English, press 1. Para español, oprima dos. 	Select the preferred language option.
Please enter your 16-digit card number, followed by the pound sign.	Parent enters their card number and the # key.
Please enter your 4-digit PIN, followed by the pound sign.	Parent enters their PIN number and the # key.
<ul style="list-style-type: none"> To check your child in or out of this Child Care Facility, press 1. To enter a Holiday, press 2. To enter an Absence, press 3. To change your PIN, press 4. To report your card lost, stolen or damaged, press 5. To speak to a customer service representative, press 6. 	Press 1 to check in child.
<ul style="list-style-type: none"> If you are checking in your child right now, press 1. If you are checking out your child right now, press 2. If you are checking in your child for a time earlier today or for a previous day, press 3. If you are checking out your child for a time earlier today or for a previous day, press 4. To return to the main menu, press 5. 	Press 3 to check in a child for a time earlier today or a previous day.
Please enter the two-digit month and two-digit day for the check in date, followed by the pound sign.	
You entered [date] for the date of this check in. <ul style="list-style-type: none"> If this is correct, press 1. If not, press 2. 	Confirm the information entered is correct.
Enter the 2-digit hour from 0-1 to 12. For example, if you are checking-in a child at 9:05 AM, your entry here would be '0-9'	
Enter the 2-digit minute from 00 to 59. For example, if you are checking-in a child at 9:05 AM your entry here would be '0-5'.	

4 | ATTENDANCE TRANSACTIONS

IVR Message	Action/Description
<ul style="list-style-type: none"> For AM, press 1. For PM, press 2 	
<p>You entered [time].</p> <ul style="list-style-type: none"> If this is correct, press 1. If not, press 2. 	<p>Confirm the information entered is correct.</p>
<ul style="list-style-type: none"> To enter the child number you are checking-in, press 1. To hear a playback of authorized child numbers and names, press 2. To check in all of your children associated with this child care facility, press 3. To return to the main menu, press 4. 	<ul style="list-style-type: none"> Option 1 allows the child number to be directly entered into the system. Option 2 provides a list of children and corresponding child numbers, if there are multiple children and/or the child number(s) is unknown. Option 3 allows all children associated with this child care facility to be checked in.
<p>If option 1 was selected:</p> <ul style="list-style-type: none"> Enter the 2-digit child number followed by the pound sign. <p>If option 2 was selected:</p> <ul style="list-style-type: none"> The available child numbers are [child numbers/names]. 	
<p>You are checking in [child/children's name(s)].</p> <ul style="list-style-type: none"> If this is correct, press 1. If not, press 2. 	<p>Confirm the information entered is correct.</p>
<p>You have successfully checked-in [child name or your children].</p> <ul style="list-style-type: none"> If you would you like to check in another child, press 1. To return to the main menu, press 2. To end the call, press 3. 	<ul style="list-style-type: none"> Option 1 will bring the IVR system back to a previous menu, so that another child may be checked-in. Option 2 will bring the IVR system back to the very beginning where another option/service may be selected. If no additional children require check in and no other services are needed, press 3 to end the call.
<p>Thank you for calling the Department of Social Services Child Care automated attendance tracking system.</p>	

4 | ATTENDANCE TRANSACTIONS

4.4 PREVIOUS CHECK OUT

The Previous Check Out steps allows a parent or secondary cardholder to record the child's attendance for a period of 7 previous days plus the current day. Used with the other transaction types, this transaction allows the accurate recording of the child's attendance. The following are the procedures for this process:

IVR Message	Action/Description
Call is placed into Parent IVR.	Parent calls 877-918-2322. The phone number can be found on the back of the ECC card.
You have reached the automated attendance tracking system for the Department of Social Services Child Care Program.	
<ul style="list-style-type: none"> For English, press 1. Para español, oprima dos. 	Select the preferred language option.
Please enter your 16-digit card number followed by the pound sign.	Parent enters their card number and the # key.
Please enter your 4-digit PIN, followed by the pound sign.	Parent enters their PIN number and the # key.
<ul style="list-style-type: none"> To check your child in or out of this Child Care Facility, press 1. To enter a Holiday, press 2. To enter an Absence, press 3. To change your PIN, press 4. To report your card lost, stolen or damaged, press 5. To speak to a customer service representative, press 6. 	Press 1 to check out child.
<ul style="list-style-type: none"> If you are checking in your child right now, press 1. If you are checking out your child right now, press 2. If you are checking in your child for a time earlier today or for a previous day, press 3. If you are checking out your child for a time earlier today or for a previous day, press 4. To return to the main menu, press 5. 	Press 4 to check out a child previously today or another day.
Please enter the two-digit month and two-digit day for the check out date, followed by the pound sign.	
You entered [date] for the date of this check out. <ul style="list-style-type: none"> If this is correct, press 1. If not, press 2 	Confirm the information entered is correct.
Enter the 2-digit hour from 0-1 to 12. For example, if you are checking-out a child at 9:05 AM, your entry here would be '0-9.'	
Enter the 2-digit minute from 0-0 to 59. For example, if you are checking-out a child at 9:05 AM your entry here would be '0-5'.	
<ul style="list-style-type: none"> For AM, press 1. For PM, press 2 	

4 | ATTENDANCE TRANSACTIONS

IVR Message	Action/Description
<p>You entered [time].</p> <ul style="list-style-type: none"> If this is correct, press 1. If not, press 2. 	<p>Confirm the information entered is correct.</p>
<ul style="list-style-type: none"> To enter the child number you are checking-out, press 1. To hear a playback of child numbers and child names, press 2. To check out all of your children associated with this child care facility, press 3. To return to the main menu, press 4. 	<ul style="list-style-type: none"> Option 1 allows the child number to be directly entered into the system. Option 2 provides a list of children and corresponding child numbers, if there are multiple children and/or the child number(s) is unknown. Option 3 allows all children associated with this child care facility to be checked out.
<p>If option 1 was selected:</p> <ul style="list-style-type: none"> Enter the 2-digit child number followed by the pound sign. <p>If option 2 was selected:</p> <ul style="list-style-type: none"> The available child numbers are [child numbers/names]. 	
<p>You are checking out [child/children's name(s)].</p> <ul style="list-style-type: none"> If this is correct, press 1. If not, press 2. 	<p>Confirm the information entered is correct.</p>
<p>You have successfully checked-out [child name or all your children].</p> <ul style="list-style-type: none"> [For Option 1 or 2 only] If you would you like to check out another child, press 1. To return to the main menu, press 2. To end the call, press 3. 	<ul style="list-style-type: none"> Option 1 will bring the IVR system back to a previous menu, so that another child may be checked-out. Option 2 will bring the IVR system back to the very beginning where another option/service may be selected. If no additional children require check out and no other services are needed, option 3 will end the call.
<p>Thank you for calling the Department of Social Services Child Care automated attendance tracking system.</p>	

4 | ATTENDANCE TRANSACTIONS

4.5 ABSENCE

An absence from child care services has the same transaction steps to those for the Check In and Check Out process. The following are the procedures for this process:

IVR Message	Action/Description
Call is placed into Parent IVR.	Parent calls 877-918-2322 from any telephone.
You have reached the automated attendance tracking system for the Department of Social Services Child Care Program.	
<ul style="list-style-type: none"> For English, press 1. Para español, oprima dos. 	Select the preferred language option.
Please enter your 16-digit card number followed by the pound sign.	Parent enters their card number and the # key.
Please enter your 4-digit PIN, followed by the pound sign.	Parent enters their PIN number and the # key.
<ul style="list-style-type: none"> To check your child in or out of this Child Care Facility, press 1. To enter a Holiday, press 2. To enter an Absence, press 3. To change your PIN, press 4. To report your card lost, stolen or damaged, press 5. To speak to a customer service representative, press 6. 	Press 3 to enter an absence for a child.
<ul style="list-style-type: none"> To enter the child number for which you are entering an absence, press 1. To hear a playback of child numbers and child names, press 2. To enter an absence for all of your children, press 3. 	<ul style="list-style-type: none"> Option 1 allows the child number to be directly entered into the system. Option 2 provides a list of children and corresponding child numbers, if there are multiple children and/or the child number(s) is unknown. Option 3 allows entry of an absence for all children associated with this vendor.
Enter the 2-digit child number followed by the pound sign.	
You are recording an absence for [child/children's name(s)].	Confirm the information entered is correct.
<ul style="list-style-type: none"> If this is correct, press 1. If not, press 2. 	
<ul style="list-style-type: none"> For vendor, [Facility Name], press 1. For vendor, [Facility Name], press 2. 	<ul style="list-style-type: none"> If a child has more than one vendor, the IVR system will prompt to select one of the vendor numbers listed. If there are no additional vendors, the IVR system will skip this step.
Enter the two-digit month and two-digit day representing the date of absence for this child, followed by the pound sign.	
You entered [date].	Confirm the information entered is correct.
<ul style="list-style-type: none"> If this is correct, press 1 If not, press 2 	
<ul style="list-style-type: none"> To submit this as a Full Day absence, press 1. To submit this as a Part Day absence, press 2. 	

4 | ATTENDANCE TRANSACTIONS

IVR Message	Action/Description
<p>You have successfully recorded an absent day [or an absent day for all your children associated with this vendor.</p> <ul style="list-style-type: none">• If you would like to record another absence, press 1.• To return to the main menu, press 2.• To end the call, press 3.	<ul style="list-style-type: none">• Option 1 will bring the IVR system back to a previous menu, so that another absence may be entered.• Option 2 will bring the IVR system back to the very beginning where another option/service may be selected.• If no additional absences require entering and no other services are needed, option 3 will end the call.
<p>Thank you for calling the Department of Social Services Child Care automated attendance tracking system.</p>	

4 | ATTENDANCE TRANSACTIONS

4.6 HOLIDAY

A holiday from child care services follows similar transaction steps to those for the Check In and Check Out process. The following are the procedures for this process:

IVR Message	Action/Description
Call is placed into Parent IVR.	Parent calls 877-918-2322 from any telephone.
You have reached the automated attendance tracking system for the Department of Social Services Child Care Program.	
<ul style="list-style-type: none"> For English, press 1. Para español, oprima dos. 	Select the preferred language option.
Please enter your 16-digit card number followed by the pound sign.	Parent enters their card number and the # key.
Please enter your 4-digit PIN, followed by the pound sign.	Parent enters their PIN number and the # key.
<ul style="list-style-type: none"> To check your child in or out of this Child Care Facility, press 1. To enter a Holiday, press 2. To enter an Absence, press 3. To change your PIN, press 4. To report your card lost, stolen or damaged, press 5. To speak to a customer service representative, press 6. 	Press 2 to enter a holiday.
<ul style="list-style-type: none"> To enter the child number for which you are entering a holiday, press 1. To hear a playback of child numbers and child names, press 2. To enter a holiday for all your children associated with this child care facility, press 3. 	<ul style="list-style-type: none"> Option 1 allows the child number to be directly entered into the system. Option 2 provides a list of children and corresponding child numbers, if there are multiple children and/or the child number(s) is unknown. Option 3 allows a holiday to be entered for all children associated with this child care facility.
Enter the 2-digit child number followed by the pound sign.	
You are recording a holiday for [child/children's name(s)].	Confirm the information entered is correct.
<ul style="list-style-type: none"> If this is correct, press 1. If not, press 2. 	
Enter the two-digit month and two-digit day representing the date of holiday for this child, followed by the pound sign.	
You entered [date].	Confirm the information entered is correct.
<ul style="list-style-type: none"> If this is correct, press 1. If not, press 2. 	
<ul style="list-style-type: none"> To submit this as a Full Day holiday, press 1. To submit this as a Part Day holiday, press 2. 	

4 | ATTENDANCE TRANSACTIONS

You have successfully reported a holiday entry.

- If you would like to record another holiday entry, press 1.
- To return to the main menu, press 2.
- To end the call, press 3.

- Option 1 will bring the IVR system back to a previous menu, so that another holiday may be entered.
- Option 2 will bring the IVR system back to the very beginning where another option/service may be selected.
- If no additional holidays require entering and no other services are needed, option 3 will end the call.

Thank you for calling the Department of Social Services Child Care automated attendance tracking system.

Confirm the information entered is correct.

4 | ATTENDANCE TRANSACTIONS

4.7 PIN CHANGE

The Parent IVR system may be used to change a Personal Identification Number (PIN). The following are the procedures for this process:

IVR Message	Action/Description
Call is placed into Parent IVR.	Parent calls 877-918-2322 from any telephone.
You have reached the automated attendance tracking system for the Department of Social Services Child Care Program.	
<ul style="list-style-type: none"> For English, Press 1. Para español, oprima dos. 	Select the preferred language option.
Please enter your 16-digit card number followed by the pound sign.	Parent enters their card number and the # key.
Please enter your 4-digit PIN, followed by the pound sign.	Parent enters their PIN number and the # key.
<ul style="list-style-type: none"> To check your child in or out of this Child Care Facility, press 1. To enter a Holiday, press 2. To enter an Absence, press 3. To change your PIN, press 4. To report your card lost, stolen or damaged, press 5. To speak to a customer service representative, press 6. 	Press 4 to change a PIN.
To select a new PIN or change your PIN, please enter the two-digit month, two-digit day and four-digit year of the date of birth of the card holder, followed by the pound sign.	Parent enters their date of birth and the # key.
You entered [date] for the date of birth. <ul style="list-style-type: none"> If this is correct, press 1. If not, press 2. 	Confirm the information entered is correct.
Please enter your new 4 digit PIN.	Choose a new PIN.
Please reenter your new four digit PIN.	Re-enter the new PIN.
Your PIN has been successfully changed. <ul style="list-style-type: none"> To return to the main menu, press 1. To end this call, press 2. 	<ul style="list-style-type: none"> Option 1 will bring the IVR system back to the very beginning where another option/service may be selected. If no additional services are needed, option 2 will end the call.
Thank you for calling the Department of Social Services Child Care automated attendance tracking system.	

4 | ATTENDANCE TRANSACTIONS

4.8 LOST, STOLEN OR DAMAGED CARD

The Parent ECC IVR system may be used to report a lost, stolen or damaged card. The following are the procedures for this process:

IVR Message	Action/Description
Call is placed into Parent IVR.	Parent calls 877-918-2322 from any telephone.
You have reached the automated attendance tracking system for the Department of Social Services Child Care Program.	
<ul style="list-style-type: none"> For English, press 1. Para español, oprima dos. 	Select the preferred language option.
Please enter your 16-digit card number followed by the pound sign.	Parent enters their card number and the # key. If the ECC card number is not available contact the local department of social services for assistance.
Please enter your 4-digit PIN, followed by the pound sign.	Parent enters their PIN number and the # key.
<ul style="list-style-type: none"> To check your child in or out of this Child Care Facility, press 1. To enter a Holiday, press 2. To enter an Absence, press 3. To change your PIN, press 4. To report your card lost, stolen or damaged, press 5. To speak to a customer service representative, press 6. 	Press 5 to report a lost, stolen or damaged card.
<ul style="list-style-type: none"> If your card is lost, press 1. If your card has been stolen, press 2. If your card is damaged, press 3. To return to the main menu, press 4. 	Select the option which corresponds to the reason the card is being reported.
Our records indicate the numeric portion of your street address or post office box is: [address].	
<ul style="list-style-type: none"> If this address is correct, press 1. If this address is incorrect, press 2. To repeat this information, press 3. 	<p>Confirm the address is correct.</p> <p>If option 2 is selected, the IVR system will prompt: "Please contact your local department of social services to update your address and request further assistance in getting a new card." The IVR system will then end the call.</p>
Your card is now deactivated and can no longer be used.	
A new card will be mailed to you. Please allow 3 to 5 business days to receive your new card. Once you receive your new card, you must call this number to activate the card with the information provided with the card.	
Thank you for calling the Department of Social Services Child Care automated attendance tracking system.	

4 | ATTENDANCE TRANSACTIONS

4.9 TRANSFER TO CUSTOMER SERVICE

The Parent ECC IVR system allows the parent or secondary cardholder the opportunity to speak to a Customer Service Representative, if necessary. The following are the procedures for this process:

IVR Message	Action/Description
Call is placed into Parent IVR.	Parent calls 877-918-2322 from any telephone.
You have reached the automated attendance tracking system for the Department of Social Services Child Care Program.	
<ul style="list-style-type: none"> For English, press 1. Para español, oprima dos. 	Select the preferred language option.
Please enter your 16-digit card number followed by the pound sign.	Parent enters their card number and the # key.
Please enter your 4-digit PIN, followed by the pound sign.	Parent enters their PIN number and the # key.
<ul style="list-style-type: none"> To check your child in or out of this Child Care Facility, press 1. To enter a Holiday, press 2. To enter an Absence, press 3. To change your PIN, press 4. To report your card lost, stolen or damaged, press 5. To speak to a customer service representative, press 6. 	Select option 6 to speak to a customer service representative.
<p>For assistance with Child Care program information, eligibility or authorization information, please contact your local Department of Social Services.</p> <p>The customer service help desk can assist you with the following inquiries:</p> <ul style="list-style-type: none"> Authorization attendance transaction information. Your Virginia ECC card status. To transfer to a customer service representative, press 1. 	

5 | Vendor Options

There are four additional features available through the Vendor's ECC IVR access. They are:

- POS Help
- Confirm Attendance
- Void a Transaction
- Transfer to Customer Service

The steps to access each feature are described on the following pages.

5 | VENDOR OPTIONS

5.1 IVR HELP

Additional help is available through the Vendor ECC IVR system. The help found here is designed to assist the vendor with simple, but common, issues. The following are the procedures for obtaining help through the Vendor ECC IVR system:

IVR Message	Action/Description
Call is placed into Vendor IVR.	Vendor calls 877-918-2776 from any telephone.
You've reached the Department of Social Services Child Care Vendor information line.	
<ul style="list-style-type: none"> • For English, press 1. • Para español, oprima 2. 	
<ul style="list-style-type: none"> • If you are having trouble with your POS equipment, press 1. • To confirm attendance information, press 2. • To transfer to a customer service representative, press 3. 	
<ul style="list-style-type: none"> • Ensure that your POS device is turned on by checking that the display is lit. • Unplug the power to the device and plug it back in allowing the device to reset. • Check that the cable connecting the POS device is securely connected to the device in the correct port, depending on your connection method: <ul style="list-style-type: none"> ○ If you are connected through a high speed internet connection, the cable should be connected to the port on the far right, labeled <u>10BaseT</u>. The other two ports will accept the cable, but the connection will not work. ○ If you use a dial up internet connection, the cable should be connected to the phone port, which has a picture of a phone directly above it. • Next, ensure the other end of the cable is securely connected to the telephone jack or network port. • If using dial up, check the wall phone jack by connecting a phone to ensure you hear a dial tone. • The function you are performing may require paper. Load paper into the device and re-attempt the POS function. • To repeat this information, press 1. • To return to the main menu, press 2. • To end this call, press 3. 	
Thank you for using the Department of Social Services Child Care Vendor information line. Goodbye.	

5 | VENDOR OPTIONS

5.2 CONFIRM ATTENDANCE

The vendor may confirm a child's attendance for today, using the IVR system. The following are the procedures for confirming a child's attendance for today's date:

IVR Message	Action/Description
Call is placed into Vendor IVR.	Vendor calls 877-918-2776 from any telephone.
You've reached the Department of Social Services Child Care Vendor information line.	.
<ul style="list-style-type: none"> For English, press 1. Para español, oprima 2. 	Select the preferred language option.
<ul style="list-style-type: none"> If you are having trouble with your POS equipment, press 1. To confirm attendance information, press 2. To transfer to a customer service representative, press 3. 	Press 2 to confirm attendance information.
<p>Please enter the child's 10-digit client ID, followed by the pound sign.</p> <p>You can find the child's identification number on the Purchase of Service Order you received.</p>	Vendor enters the child's 10 digit client ID and the # key.
Please enter the 9-digit case number followed by the pound sign.	Vendor enters the 9-digit case number and the # key.
Enter the two-digit month and two-digit day for the date you wish to check, followed by the pound sign.	Vendor enters the date and the # key.
<p>You entered [date].</p> <ul style="list-style-type: none"> If this is correct, press 1. If not, press 2 	Confirm the date entry.

5 | VENDOR OPTIONS

IVR Message	Action/Description
<p>If attendance information is available, the IVR system will prompt:</p> <p>Child Client ID [child ID] has the following attendance information for [date].</p> <ul style="list-style-type: none"> • [Attendance Type] [Attendance Time] • [Attendance Type] [Attendance Time] • To repeat this information, press 1. • If you would like to void all transactions on this date for this child, press 2. • To hear attendance for this child on a different date, press 3. • To hear attendance for a different child, press 4. • To return to the main menu, press 5. <p>If no attendance information is available for the date selected, the IVR system will prompt:</p> <p>Child Client ID number [child ID] has no attendance information recorded for this date.</p> <ul style="list-style-type: none"> • To hear attendance for this child on a different date, press 1. • To hear attendance for a different child, press 2. • To return to the main menu, press 3. 	<p>The IVR system will provide a response, for the date selected, based on what was previously recorded for the child's attendance.</p> <p>After listening to the response, the system will offer additional available options to select.</p>
<p>Thank you for using the Department of Social Services Child Care Vendor information line. Goodbye.</p>	

5 | VENDOR OPTIONS

5.3 VOID A TRANSACTION

The vendor may find it necessary to void transactions entered today. The following are the procedures for voiding a transaction for today's date:

IVR Message	Action/Description
Call is placed into Vendor IVR.	Vendor calls 877-918-2776 from a registered telephone.
You've reached the Department of Social Services Child Care Vendor information line.	
<ul style="list-style-type: none"> For English, press 1. Para español, oprima 2. 	Select the preferred language option.
<ul style="list-style-type: none"> If you are having trouble with your POS equipment, press 1. To confirm attendance information, press 2. To transfer to a customer service representative, press 3. 	To void a transaction, press 2 to select attendance information.
<p>Please enter the child's 10-digit client ID followed by the pound sign.</p> <p>You can find the child's identification number on the Purchase of Service Order you received.</p>	Vendor enters the child's 10 digit client ID and the # key.
Please enter the 9-digit case number followed by the pound sign.	Vendor enters the 9-digit case number and the # key.
Enter the two-digit month and two-digit day for the date you wish to check followed by the pound sign.	Vendor enters the date and the # key.
<p>You entered [date].</p> <ul style="list-style-type: none"> If this is correct, press 1. If not, press 2. 	Confirm the information entered is correct.

5 | VENDOR OPTIONS

IVR Message	Action/Description
<p>If attendance information is available, the IVR system will prompt:</p> <p>Child Client ID [child ID] has the following attendance information for [date].</p> <ul style="list-style-type: none"> • [Attendance Type] [Attendance Time] • [Attendance Type] [Attendance Time] <ul style="list-style-type: none"> • To repeat this information, press 1. • If you would like to void all transactions on this date for this child, press 2. • To hear attendance for this child on a different date, press 3. • To hear attendance for a different child, press 4. • To return to the main menu, press 5. <p>If no attendance information is available for the date selected, the IVR system will prompt:</p> <p>Child Client ID number [child ID] has no attendance information recorded for this date.</p> <ul style="list-style-type: none"> • To hear attendance for this child on a different date, press 1. • To hear attendance for a different child, press 2. • To return to the main menu, press 3. 	<p>The IVR system will provide a response, for the date selected, based on what was previously recorded for the child's attendance.</p> <p>After listening to the response, the system will offer additional available options to select.</p> <p>To continue voiding the transaction, press 2.</p>
<p>You have requested to void all attendance for child client ID [child client ID] for [date].</p> <ul style="list-style-type: none"> • This will permanently remove all of this child's attendance for this date. To continue voiding this child's attendance data, press 1. • To cancel this void request, press 2. 	<p>Again, to continue voiding the transaction, press 1.</p> <p>If option 2 is selected, the IVR system will prompt: This void request has been cancelled.</p> <ul style="list-style-type: none"> • To hear attendance for this child on a different date, press 1. • To hear attendance for a different child, press 2. • To return to the main menu, press 3. • To end this call, press 4. <p>If option 4 is selected, the call will be ended and the additional steps below will be skipped.</p>
<p>Child attendance for this date has been successfully voided.</p>	

5 | VENDOR OPTIONS

IVR Message	Action/Description
<ul style="list-style-type: none">• To hear attendance for this child on a different date, press 1.• To hear attendance for a different child, press 2.• To return to the main menu, press 3.• To end this call, press 4.	<p>Once the voided transaction has been confirmed, the IVR system will offer additional available options to select from.</p> <p>If no additional transactions need to be voided and no other services are needed, press 4 to end the call.</p>
Thank you for using the Department of Social Services Child Care Vendor information line. Goodbye.	

5 | VENDOR OPTIONS

5.4 TRANSFER TO CUSTOMER SERVICE

The Vendor ECC IVR system allows the vendor the opportunity to speak to a Customer Service Representative, if necessary. The following are the procedures for this process:

IVR Message	Action/Description
Call is placed into Vendor IVR.	Vendor calls 877-918-2776 from any telephone.
You've reached the Department of Social Services Child Care Vendor information line.	
<ul style="list-style-type: none">• For English, press 1.• Para español, oprima 2.	Select the preferred language option.
<ul style="list-style-type: none">• If you are having trouble with your POS equipment, press 1.• To confirm attendance information, press 2.• To transfer to a customer service representative, press 3.	Press 3 to be transferred to a customer service representative.
Please hold while your call is being transferred to the next available representative. This call may be recorded for quality assurance purposes.	

6 | FREQUENTLY ASKED QUESTIONS (FAQS)

6 | 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. The system allows the parent or responsible adult to record the child's attendance through a card reading machine (POS).

What is an Interactive Voice Response system?

An Interactive Voice Response system used to record the time and date of the child's attendance by at the child care facility using a touch tone telephone. This system prompts the caller to enter data using the telephone keypad.

How do I get an IVR device?

Child care vendors only need a telephone registered with VDSS to reach the ECC system. No other special equipment is required.

Can I use a cell phone or internet phone?

The ECC system requires you to use a registered line to ensure void transactions are occurring at your child care facility. This requires your telephone service vendor to accurately deliver Caller ID information. Cell phone and internet phone vendors may or may not deliver such information. Also, cell phones may not allow the caller to generate the touch tones necessary to perform the attendance transactions. For these two reasons, a land line is highly recommended.

Parents can record attendance by IVR using any phone to call the phone number on the back of the child care card. The attendance transaction does not have to occur in the child care facility. If the vendor needs to complete a voided transaction then they would call 877-918-2776 from the registered phone number with the child care facility found in the vendor portal.

Do I have to use the IVR system?

Parents can use the IVR at all types of child care programs.

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

No, vendors are not allowed to be in possession of the ECC card or to perform attendance transactions. If a vendor is found with a card, the vendor may be terminated from the program.

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.

6 | FREQUENTLY ASKED QUESTIONS (FAQS)

Will the IVR indicate whether the child is authorized?

Yes. Once the transaction is entered into the ECC IVR, the system will verbally confirm whether the child is accepted 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 Parent ECC IVR system. The allowable back swipe period is nine calendar days, defined as the current day plus previous eight days.

How will I be paid?

Payments are made semi-monthly on the first and fifteenth day of the month. Payments are transferred directly into the banking account that you designate to Conduent.

What if my payment is incorrect?

Contact your local DSS.

Whom do I call for technical questions for the IVR?

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

Whom do I call if I have subsidy policy questions?

Call the child care worker at the local DSS.

7 | CLIENT ERROR MESSAGES

7 | Client Error Messages

7.1 ADDRESS

Address Not Confirmed:

“Please contact your local department of social services to update your address and request further assistance in getting a new card.”

7.2 CARD NUMBER

Invalid:

1st & 2nd Attempts: “You have entered an invalid card number. Please try again.”

3rd Attempt: “We're sorry you are having trouble making a valid entry. Please call again later.”

7.3 CARD STATUS

Invalid:

1st & 2nd Attempts: “You have entered an invalid card number. Please try again.”

3rd Attempt: “We're sorry you are having trouble making a valid entry. Please call again later.”

Lost/Stolen/Damaged:

“The card number you entered is no longer active. If you requested a replacement card, please allow 3 to 5 business days for the new card to arrive at your home address.”

Unable to Access:

“Due to system difficulties, we are temporarily unable to access your account. Please call again later.”

7 | CLIENT ERROR MESSAGES

7.4 CHECK IN

Check In Exists:

“This child has an outstanding check in on [date] at [time]. To enter a check out for this child, press 1. To return to the main menu, press 2.”

Overlapping Transaction Error:

“This check in is being entered where there is already an attendance, absence, or holiday transaction entered. Verify the current attendance for this child with the vendor and work with the vendor to make corrections if needed. To return to the main menu, press 1.”

Authorized Days Used Error / Authorization Expired:

“A Check In for this child cannot be recorded. “Either all authorized units for the month have been used or an authorization is not active for the date entered. If this is incorrect, please contact your local Department of Social Services for assistance. To return to the main menu, press 1.”

7.5 CHECK OUT

No Check In Error:

“This check out cannot be performed because the child does not have a check in within the last 24 hours. To enter a check in for this child, press 1. To return to the main menu, press 2. To end the call, press 3.”

Overlapping Care Error:

“This check out is being entered where there is already a completed attendance transaction. Verify the current attendance for this child with the vendor and work with the vendor to make corrections if needed. To return to the main menu, press 1. To end the call, press 2.”

Future Time Entered Error:

“You’ve entered an invalid time for the date entered. Please call again later.”

7 | CLIENT ERROR MESSAGES

7.6 CHILD NUMBER:

Child Number Invalid Format:

1st & 2nd Attempts: "You entered [number entered]. This is an invalid entry. You must enter an authorized 2-digit child number."

3rd Attempt: "We're sorry you are having trouble making a valid entry. Please call again later."

7.7 DATE OF BIRTH:

DOB 2nd Retry:

1st & 2nd Attempts: "You entered [entry]. This entry is invalid."

3rd Attempt:

- Month: "Please enter the two digit month of your birth. For example, if you were born in May, your entry would be '0-5'."
- Day: "Please enter the two digit day of your birth. For example, if you were born on the 8th, your entry would be '0-8'."
- Year: "Please enter the four digit year of your birth. For example, if you were born in nineteen sixty-two, your entry would be '1-9-6-2'."

4th Attempt: "We're sorry you are having trouble making a valid entry. Please call again later."

No Match:

"The date of birth you entered does not match cardholder's date of birth on record. If this is incorrect, please contact your local Department of Social Services for assistance."

7.8 DATES:

Previous Date Format:

1st & 2nd Attempts: "You entered [numbers]. This entry is invalid. The date should be entered as a 4-digit number. For example if you were entering June 23, you would enter zero, six, two, three. Please try again."

3rd Attempt: "We're sorry you are having trouble making a valid entry. Please call again later."

7 | CLIENT ERROR MESSAGES

Unavailable Date:

1st & 2nd Attempts: "You entered [entry]. This entry is invalid. The date entered must be within the back-swipe period. Please try again."

3rd Attempt: "We're sorry you are having trouble making a valid entry. Please call again later."

7.9 HOLIDAY

Holiday Entry Not Allowed for Vendor Level or Type:

"A Holiday transaction for this vendor is not allowed. To return to the main menu, press 1. To end the call, press 2."

Holiday Date Format:

1st & 2nd Attempts: "You entered [numbers]. This entry is invalid. The date should be entered as a 4-digit number. For example if you were entering June 23, you would enter zero, six, two, three. Please try again."

3rd Attempt: "We're sorry you are having trouble making a valid entry. Please call again later."

Transaction Exists:

"This holiday entry is not accepted. Another attendance entry exists for this date. If this is incorrect, please contact the vendor for assistance in correcting the transaction information. To return to the main menu, press 1. To end the call, press 2."

Invalid Holiday Date:

"This date is not a recognized holiday. To re-enter the holiday date, press 1. To return to the main menu, press 2. To end the call, press 3."

Authorized Days Used Error / Authorization Expired:

"A holiday entry for this child cannot be recorded. Either all authorized units for the month have been used or an authorization is not active for the date entered. If this is incorrect, please contact your local Department of Social Services for assistance. To return to the main menu, press 1. To end the call, press 2."

7 | CLIENT ERROR MESSAGES

7.10 PERSONAL IDENTIFICATION NUMBER (PIN):

No Match:

1st & 2nd Attempts: "Your card number and PIN do not match. To create a new PIN, press 1. To re-enter your PIN, press 2."

3rd Attempt: "We're sorry you are having trouble making a valid entry. Please call again later."

New Pin - No Match

1st & 2nd Attempts: "We're sorry, but the PINs you entered do not match."

3rd Attempt: "We're sorry you are having trouble making a valid entry. Please call again later."

7.11 TIMEOUT

PAN Timeout:

1st & 2nd Attempts: "We did not receive a 16-digit card number. This number is located on the front of your card or on the letter that was included with your card when it was mailed to you. To re-enter your card, press 1. To end this call, press 2."

3rd Attempt: "We did not receive a 16-digit card number. We're sorry you are having trouble making a valid entry. If you do not know your card number, contact your local Department of Social Services for assistance."

Host Timeout:

"We are unable to complete your PIN selection request at this time due to system difficulties. Please try your call again later."

Timeout (More than 5 seconds elapses while waiting for the caller selection.):

1st & 2nd Attempts: "We're sorry; we did not receive your selection. Please try again."

3rd Attempt: "We're sorry you are having trouble making a valid selection. Please call again later."

Invalid Selection (Caller makes an entry not available on the current menu.):

1st & 2nd Attempts: "We're sorry; your menu selection was invalid. Please try again."

3rd Attempt: "We're sorry you are having trouble making a valid selection. Please call again later."

Entry Timeout:

1st & 2nd Attempts: "We're sorry; we did not receive your entry. Please try again."

3rd Attempt: "We're sorry you are having trouble making a valid entry. Please call again later."

8 | VENDOR ERROR MESSAGES

8 | Vendor Error Messages

8.1 ATTENDANCE

Attendance 1st Retry:

1st & 2nd Attempts: "You entered [number entered]. This entry is invalid. The date should be entered as a 4-digit number. For example if you were entering June 23, you would enter zero, six, two, three. Please try again."

3rd Attempt: "We're sorry you are having trouble making a valid entry. Please call again later."

No Attendance for Child Client ID/Date:

"Child Client ID number [child ID] has no attendance information recorded for this date. To hear attendance for this child on a different date, press 1. To hear attendance for a different child, press 2. To return to the main menu, press 3."

Unable to Access/Timeout:

"Due to system difficulties, we are temporarily unable to access your account, please call again at a later time."

8.2 CASE NUMBER

Case Number Retry:

1st & 2nd Attempts: "We did not receive your nine digit case number. To re-enter your case number, press 1. To end this call, press 2."

3rd Attempt: "We're sorry you are having trouble making a valid entry. Please call again later."

8.3 CHILD ID:

Invalid:

1st & 2nd Attempts: "The child identification number that you've entered is not authorized for this vendor or case. Please try again."

3rd Attempt: "We're sorry you are having trouble making a valid entry. Please call again later."

8 | VENDOR ERROR MESSAGES

8.4 CLIENT ID

Child's Client ID Number Retry:

1st & 2nd Attempts: "We did not get the child's client ID. To re-enter the child's client ID, press 1. To end this call, press 2."

3rd Attempt: "The child's client ID number that you entered is not authorized for this vendor. Please call again later."

8.5 PHONE NUMBER

Phone Number Invalid for Transaction:

"The phone number from which you are calling is unknown to our system. Please try again using the vendor phone number registered with the Department of Social Services."

8.6 TIMEOUT:

Timeout (More than 5 seconds elapses while waiting for the caller selection.):

1st & 2nd Attempts: "We're sorry; we did not receive your selection. Please try again."

3rd Attempt: "We're sorry you are having trouble making a valid selection. Please call again later."

Invalid Selection (Caller makes an entry not available on the current menu.):

1st & 2nd Attempts: "We're sorry; your menu selection was invalid. Please try again."

3rd Attempt: "We're sorry you are having trouble making a valid selection. Please call again later."

Entry Timeout:

1st & 2nd Attempts: "We're sorry; we did not receive your entry. Please try again."

3rd Attempt: "We're sorry you are having trouble making a valid entry. Please call again later."

8 | VENDOR ERROR MESSAGES

8.7 VOID

Void Error: Unavailable Date:

“You may only void attendance data that is within the back-swipe period. To return to the main menu, press 1. To end the call, press 2.”

Unable to access or Timeout:

“Due to system difficulties, we are temporarily unable to access your account. Please call again later.”

9 | HOW TO GET HELP

9 | How to Get Help

Visit www.vaecc.org for up-to-date information about the **VIRGINIA Electronic Child Care (ECC)** program. See below for information about the Conduent Vendor Help Desk.

CONDUENT VENDOR
HELP DESK



Telephone **1-877-918-2776**

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

- 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