

# Commonwealth of Virginia

**Virginia ECC**  
ELECTRONIC CHILD CARE



[www.dss.virginia.gov](http://www.dss.virginia.gov)



VIRGINIA DEPARTMENT OF  
SOCIAL SERVICES

**Vendor Web  
Portal**

**User Manual**



**[www.vaecc.org](http://www.vaecc.org)**



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# 1 | WELCOME TO THE VENDOR WEB PORTAL

## 1 | Welcome to the Vendor Web Portal

Welcome to the Virginia Department of Social Services (VDSS) **Electronic Child Care (ECC) Vendor Web Portal**. This Virginia Vendor Web Portal user manual provides information about the features and uses of the screens on the Virginia Vendor Web Portal.

### ABOUT THE MANUAL

#### **Purpose**

This user manual provides basic descriptions of the nature and features of screens used on the Virginia Vendor Web Portal. Throughout the remainder of this user guide, the Virginia Vendor Web Portal will be referred to as Vendor Web.

#### **Use of this Manual**

This user manual does not provide step-by-step instructions for site navigation. However, it does provide detailed screen information and instructions for accessing various screen details which may be viewed by vendors.

### ABOUT THE VENDOR WEB PORTAL

The Vendor Web (Portal) is an internet website for vendors allowing them to view specific child care data and assist in the management of their attendance and payments through the VDSS Electronic Child Care (ECC) program. All Vendor Web (Portal) screens use drop-down menus and point-and-click techniques to provide users with an easy-to-use method to access and view child care data.

Users can retrieve and view data associated with:

- Vendor profile information
- Payments
- Authorizations
- Attendance Transactions
- Purchase of Service Orders (POS0)

Specific Vendor Web information availability:

- Attendance transactions which are listed by child
- Monthly report showing attendance entries and paid attendance designations
- Vendor payment history by pay period
- Adjustments and credits made to authorizations for a given pay period
- Listing of all authorizations assigned to the Vendor as well as detailed benefit information for each authorization
- Available attendance day balances of all children assigned to the Vendor
- Purchase of Service Orders (POS0s) details including the ability to electronically acknowledge receipt

## 2 | VENDOR WEB PORTAL BASICS

### 2 | Vendor Web Portal Basics

#### 2.1 ACCESSING THE VENDOR WEB PORTAL

Once connected to the internet, log in to [www.vaecc.org](http://www.vaecc.org).

#### 2.2 LOGIN SCREEN & SETUP

The Vendor Web opens at the **Login Screen**, which requires a valid User ID and Password. All User IDs and initial Passwords will be assigned to the vendor. For security reasons, users will be required to change their password after the first login.



The screenshot shows the login screen for the Virginia Department of Social Services. At the top left is the department's logo and name. To the right are buttons for "ENGLISH" and "ESPAÑOL". The main content area features a yellow box with the "Virginia ECC" logo and "ELECTRONIC CHILD CARE CARD" text. Below this are input fields for "USER ID" and "PASSWORD", a "DSS Only" label, a "LOGIN" button, and a "Forgot Password?" link. To the right of the login box is a "Program Materials" section with a list of links: "VA ECC Vendor Training", "VA ECC POS Manual", "VA ECC Agreement Conduent", "DSS Virginia Website", "POS-IVR Training", and "Vendor Help Desk: 1-877-918-2776". At the bottom, there is a footer with contact information and links for "Contact Us", "Mission & Strategic Plan", and "Web Policy".

#### Change Site Language

The Vendor Web Portal serves Spanish speaking individuals as well. At the top right of the login screen, you will see buttons for **ENGLISH** and for **ESPAÑOL**. The user can change the site's language by clicking the appropriate language button. Only screen labels and system text will change. Any user entering information (data) into the system will be stored as it was entered. English text entered, for example, an address, will not automatically translate into Spanish.

#### Create a Password

Upon initial login, it is required that you change your Password. You will be requested to enter your **Old Password**, then enter and confirm the **New Password**.



The screenshot shows a "User Password Change" form. It has a title bar with a blue header and a white background. The form contains three input fields: "Old Password:", "New Password:", and "Confirm Password:". Below the fields is a blue "CHANGE" button.

## 2 | VENDOR WEB PORTAL BASICS

The Password can be anything that meets the following format rules:

- The Password must be at least 8, but no more than 16, alphanumeric characters.
- The Password must contain a minimum of one lower-case alpha character, one upper-case alpha letter, and one number.
- The Password **also** must contain a minimum of one special character.
- **User ID** and **Password** can NOT be the same.
- **User ID** and **Password** are case-sensitive, so the User Name “Jsmith” is NOT the same as “jsmith” or “JSMith”.

### Password Requirements

Must be at least 8 characters long, but no more than 16 characters and is case-sensitive

Must have:

- At least one (1) number
- At least one (1) upper-case letter
- At least one (1) lower-case letter
- At least one (1) special character

After entering a **User ID** and **Password** that meet the rules above, read and accept by clicking check-box the **Terms and Conditions** and click **Submit**.

**NOTE:** Once you create an account, your **Password** must be changed **every 90 days**. The Portal will alert you within ten (10) days of your password expiration date and continue reminding you until the password expires.

After creating a **User ID** and **Password**, you will be asked to choose and answer **Security Questions** to use to reset your account if you forget your password in the future.

### Choose & Answer Your Security Questions

On the following screen, you will be asked to choose four (4) **Security Questions** from standard security questions. First, choose a security question from the drop-down list of options. Then, type in your answer to that question. (**NOTE:** You will be asked for this answer if you forget your Password in the future. You also will need to remember which Security Questions you set up for your account.) Security Question answers must meet the following format rules:

### Security Question Answers

Must be at least 3 characters long, but no more than 30 characters

- Answer must use characters a-z, A-Z, 0-9, or a space
- You cannot use a space at the beginning or end of your answer
- You cannot use two spaces in a row
- One answer cannot be the same as an answer to another question
- Answers are **not** case-sensitive (i.e., treats “A” and “a” as the same)

## 2 | VENDOR WEB PORTAL BASICS

The screenshot shows the VA-ECC web portal interface. At the top left is the logo 'VA-ECC'. At the top right are links for 'Log-out', 'Reports', and 'Admin'. Below these is a 'USER INFO' section. The main heading is 'Manage Security Questions'. Underneath is a 'USER PROFILE' section with the instruction: 'Please select four unique questions and then enter your security answers/confirm answers for each question.' The form contains four rows, each with a 'Security Question' dropdown menu, a 'Security Answer' text input field, and a 'Confirm Security Answer' text input field. A blue 'SAVE' button is located at the bottom left of the form area. A small copyright notice '©EPPIC' is visible in the bottom left corner of the screenshot.

After choosing and answering your security questions, click the **Save** button to complete the account set-up process. (**NOTE:** This screen is also used if you choose to change your Security Question answers in the future.)

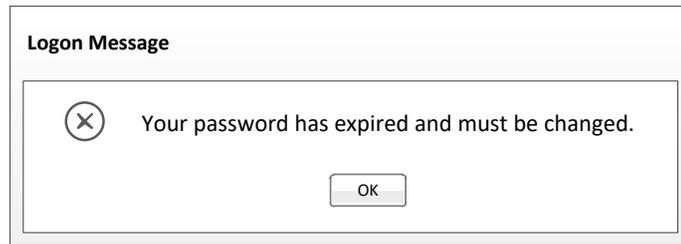
### Manage Your Password

Your password will expire every 90 days and you will need a new password. If you log in within ten (10) days of your password expiration date, you will see the following message:

The screenshot shows a 'Logon Message' dialog box. It features an information icon (i) on the left. The text reads: 'Your password will expire in 8 days. Do you want to change it now?'. Below the text are two buttons: 'Yes' and 'No'.

## 2 | VENDOR WEB PORTAL BASICS

The first time you log in after your password expires, you will see the following message:



After clicking "Yes" to the early warning message or "OK" on the expiration message, you will be taken to the password change screen.

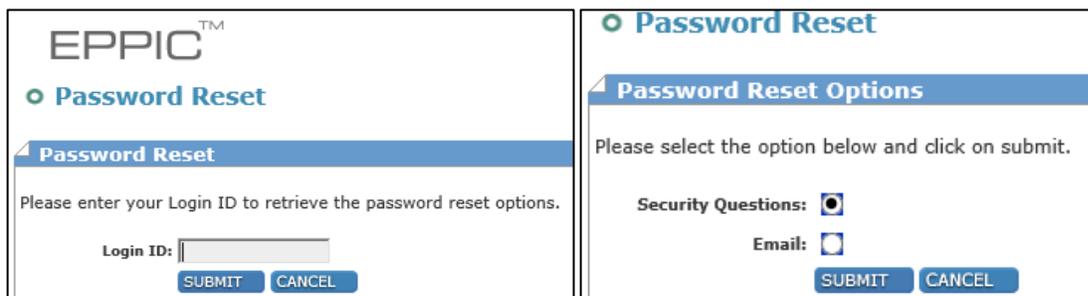
### 2.3 PASSWORD RESET SCREENS

Password reset requirements:

- The User ID is typically the vendor number.
- Follow prompts to set the password.
- If you have trouble creating the User ID or password, call **1-877-918-2776** for assistance.
- Once you create an account, your password must be changed every 90 days.
- The Portal will alert you within ten (10) days of your password expiration date and continue reminding you until the password expires.

#### Forgotten Password

If you've forgotten your password, you can begin the password reset process by entering your **Login ID** and click **Submit**. After clicking **Submit**, you will choose whether to complete Security Questions or receive an Email to the registered address to reset your password.

Two side-by-side screenshots of the password reset process. The left screenshot shows the "EPPIC™ Password Reset" screen. It has a blue header with "Password Reset" and a sub-header "Password Reset". Below the sub-header, it says "Please enter your Login ID to retrieve the password reset options." There is a text input field for "Login ID:" and two buttons: "SUBMIT" and "CANCEL". The right screenshot shows the "Password Reset Options" screen. It has a blue header with "Password Reset" and a sub-header "Password Reset Options". Below the sub-header, it says "Please select the option below and click on submit." There are two radio button options: "Security Questions:" (which is selected) and "Email:". Below these options are "SUBMIT" and "CANCEL" buttons.

After clicking Submit you will choose whether to complete **Security Questions** or receive an **Email** to the registered address to reset your password. If selecting **Security Questions**, you will correctly answer two (2) of the four (4) Security Questions you chose during account set-up and enter the Security Answer. If the answers match what you provided during account set-up, you will be taken to a screen to change your password.

## 2 | VENDOR WEB PORTAL BASICS

### Security Question

Please select your security question and provide your security answer.

Login ID: PSABNANI

Security Question:

Security Answer:

Questions Answered Correctly: 1  
Questions Answered Incorrectly: 0

- If you are locked out of the portal, please call **1-877-918-2776** to unlock the account.
- If you do not log into the **Vendor Web Portal** for 90 days, your account will be locked out and your password will need to be changed.

### 2.4 BROADCAST MESSAGES

VDSS can send messages to **VIRGINIA e-Child Care** vendors using the **Vendor Web Portal**. If you have a message(s) from VDSS, it will be displayed after you log in to the portal. VDSS can send messages statewide or to a specific county. Broadcast messages will also include **Purchase of Service Order (POSO)** notifications that are ready for approval.

This screen will be displayed only if there are broadcast messages for the vendor. Click on the **Broadcast Message** to read the full message or click on an action link. Messages will disappear from the vendor portal view when they have reached the end date set by VDSS.

## VA-ECC

Log-out

Reports | Admin

USER INFO

### Broadcast Messages

Date Sent	Message Text
03/23/2020	You have a purchase of Service Order ready for approval. Poso Request Date:03/01/2020, Case #:989000001, Child Name:KID1, LASTNAME, Child ID:9890100001, Auth ID:989100001
03/23/2020	You have a purchase of Service Order ready for approval. Poso Request Date:03/01/2020, Case #:989000001, Child Name:KID2, LASTNAME, Child ID:9890200001, Auth ID:989200001
04/03/2020	You have a purchase of Service Order ready for approval. Poso Request Date:04/01/2020, Case #:989000001, Child Name:KID7, LASTNAME, Child ID:9890910001, Auth ID:989700001
04/03/2020	You have a purchase of Service Order ready for approval. Poso Request Date:04/01/2020, Case #:989000001, Child Name:KID4, LASTNAME, Child ID:9890700001, Auth ID:989400001
04/03/2020	You have a purchase of Service Order ready for approval. Poso Request Date:04/01/2020, Case #:989000001, Child Name:KID6, LASTNAME, Child ID:9890900001, Auth ID:989600001
04/03/2020	You have a purchase of Service Order ready for approval. Poso Request Date:04/01/2020, Case #:989000001, Child Name:KID8, LASTNAME, Child ID:9890920001, Auth ID:989800001
04/03/2020	You have a purchase of Service Order ready for approval. Poso Request Date:04/01/2020, Case #:989000001, Child Name:KID3, LASTNAME, Child ID:9890600001, Auth ID:989300001
04/03/2020	You have a purchase of Service Order ready for approval. Poso Request Date:04/01/2020, Case #:989000001, Child Name:KID5, LASTNAME, Child ID:9890800001, Auth ID:989500001

## 2 | VENDOR WEB PORTAL BASICS

### 2.5 INFORMATION MENUS

Each screen view will provide the user access to all information menus. There are **Reports** and **Admin** menus. The **Admin** menu, below, includes the option to **Change Password** and **Manage Security Questions**.



## 2 | VENDOR WEB PORTAL BASICS

### 2.6 VENDOR PROFILE

The Vendor Web Portal includes a **Vendor Profile** section providing a vendor overview and access to other areas of the Vendor Web Portal.

The screenshot displays the VA-ECC Vendor Profile page. At the top left is the VA-ECC logo, and at the top right is a Log-out button. Below the logo is a navigation menu with links for Reports and Admin, and a highlighted USER INFO button. The main content area is titled 'Vendor - Profile' and contains a 'Vendor Information' section with two columns: Vendor Information and Address Information. The Vendor Information column lists details such as Vendor Name, ID, Level, Type, FIPS, Phone #, License #, and End Date. The Address Information column lists Address, City/State, ZIP, Email, Contact Name, and Contact Phone #. Below these columns is a 'POS Information' table with columns for Install Date, Deinstall Date, and POS Telephone number. At the bottom of the page are four navigation buttons: AUTHORIZATIONS, TRANSACTION, ATTENDANCE REPORT, and BROADCAST MESSAGES.

Vendor Information		Address Information	
Vendor Name:	LN1461, RYAN	Address:	7311 RICHMOND ROAD
Vendor ID:	510012078	City/State:	WILLIAMSBURG,VA
Vendor Level:	2	ZIP:	23188
Vendor Type:	Licensed Family Day Homes (Family)	Email:	bridgett.alford@dss.virginia.gov
Vendor FIPS:	095-James City County	Contact Name:	LN1461, RYAN
Vendor Phone #:	(0)- ex	Contact Phone #:	(555)555-5555
License #:	146140		
License End Date:	05/30/2023		

POS Information		
Install Date	Deinstall Date	POS Telephone number
02/19/2019	12/31/9999	---
01/01/1900	12/31/9999	---
01/01/1900	12/31/9999	---
09/22/2020	12/31/2025	---

#### Purpose

Displays basic vendor and location information, as well as allowing a user to select more specific child care data to view through the buttons at the bottom of the screen.

#### General Information

This screen is accessed by logging into the Vendor Web(Portal) or by clicking the **Home** hyperlink from any screen. The **Home** hyperlink is the VA-ECC image in the top left of  your screen.

Users can view the Vendor Profile to retrieve and review data.

- Vendor profile information
- Authorizations
- Attendance Transactions
- Attendance Reports
- Broadcast Messages

# 3 | VENDOR AUTHORIZATIONS

## 3 | Vendor Authorizations

### 3.1 VENDOR AUTHORIZATIONS REPORT

VA-ECC
Log-out

[Reports](#) | [Admin](#)

USER INFO

### Vendor Authorizations Report

Vendor Information		Address Information	
<b>Vendor Name:</b>	LN1461, RYAN	<b>Address:</b>	7311 RICHMOND ROAD
<b>Vendor ID:</b>	510012078	<b>City/State:</b>	WILLIAMSBURG, VA
<b>Vendor Level:</b>	2	<b>ZIP:</b>	23188
<b>Vendor Type:</b>	Licensed Family Day Homes (Family)	<b>Email:</b>	bridgett.alford@dss.virginia.gov
<b>Vendor FIPS:</b>	095-James City County	<b>Contact Name:</b>	LN1461, RYAN
<b>Vendor Phone #:</b>	(0)- ex	<b>Contact Phone #:</b>	(555)555-5555
<b>License #:</b>	146140		
<b>License End Date:</b>	05/30/2023		

Select Children
SUBMIT

Active Children  
Inactive Children

### Authorization Report

⏪
⏩
📄
🔍
🔄

Case Name	Case #	Child Name	Child #	Client ID	Full Day Balance	Part Day Balance	Last Activity	POSO Signed Date
Jose, Julian	114360880	Jose, Amara	002	2106282575	22	9		
Jose, Julian	114360880	Jose, Shelly	001	2106283067	0	22		
Dave, Jitisha	113665484	Dave, Maulika	002	2104620120	22	0		
Brown, Rachel	113681682	Brown, Ron	002	2104672126	22	0		
Shah, Bhavini	113665487	Shah, Bhavna	001	2104619629	22	0		
Lane, Abby	113761281	Lane, Liam	001	2104847125	22	0		
Dave, Jitisha	113665484	Dave, Mauli	001	2104619623	22	0		
Brown, Rachel	113681682	Brown, Rebecca	001	2104672125	22	0		
Hurley, Simpson	113761283	Hurley, Sarah	001	2104847129	22	0		
Singh, James	113760682	Singh, Jeremiah	001	2104846623	22	0		
Smith, Jason	113762281	Smith, Jimmy	002	2104850625	22	0		
Jones, Steve	113760882	Jones, Sarah	001	2104847121	22	0		
Borne, George	113761481	George, Jimmy	001	2104848621	22	0		
Daniels, Abby	113725682	Daniels, Johnson	001	2104767122	13	0		
Bhel, Varsha	113720482	Behl, Vinny	001	2104754127	21	0		
John, Jeremiah	113726482	John, Jaimy	001	2104768627	26	0		
Davis, Joanna	113766882	Davis, Florence	002	2104863129	22	0		
Smith, Jason	113762281	Smith, Jessica	001	2104850624	22	0		
Jones, Steve	113760882	Jones, Susan	002	2104847122	22	0		
Davis, Joanna	113766882	Davis, James	001	2104863128	22	0		

Results 1 - 20 of 33.

DETAILS
TRANSACTION
ATTENDANCE REPORT
BROADCAST MESSAGES

## 3 | VENDOR AUTHORIZATIONS

### Purpose

The **Vendor Authorizations Report** provides a summary of the Vendor and lists all Authorizations assigned to you, the vendor, based on a selection of **Active** or **Inactive Children**.

### General Information

When arriving at the **Vendor Authorizations Report** screen, *by default*, the screen will only display authorizations with **Active Children** associated with that vendor.

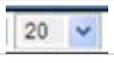
To see past authorizations for historical reference or research, you will select the drop down button and choose **Inactive Children**, then click the **SUBMIT** button to display the historical or active authorizations.

The report contains Case Name, Case#, Child Name, Child #, Client ID, Full Day Balance, Part Day Balance, Last Activity (transaction), POSO Signed date (date vendor accepted the POSO with e-signature).

**NOTE:** A quick way for the vendor to identify families who are not keeping up with their attendance is to sort on Last Activity.

You can click on the blue hyperlink underneath **Case #** to navigate to the **Case Profile** screen or **Child Name** to navigate to the relevant **Authorizations Profile** screen.

If the report lists multiple entries, it may be helpful to use some of the report navigation features seen in the screen above in the results toolbar.

	Click the arrows to move to the first page, previous page, next page or last page, from left to right
	Click the drop down arrow to change the amount of results displayed per page
	Click on these icons to export your list of attendance records to a text file (.txt) or Microsoft Excel file (.xls)
	Click the magnifying glass to find a specific record, and click the arrows to refresh (or update) the list
	Enter one or more letters or numbers into the fields above column names to find records with those letters or numbers (for example, type "John" above Child First Name to find attendance records for John).

# 3 | VENDOR AUTHORIZATIONS

## 3.2 CASE PROFILE

**VA-ECC** | Reports | Admin | Log-out

**USER INFO**

### Case - Profile

#### CASE - INFORMATION

CASE - INFORMATION	
Case Name:	LASTNAME, PPARENT1
Case #:	989000001
Case Status:	O
Case FIPS:	Albemarle County
Home Phone:	867-895-7689
Work Phone:	
Work Ext:	
Mobile Phone :	768-875-8689

#### Physical Address

Address:	PCASE ADDRESS LINE1 PCASE ADDRESS LINE2
City/State:	HERNDON,VA
Zip:	123451232
Mail to this Address:	No

#### Mailing Address

Address:	MCASE ADDRESS LINE 1 MCASE ADDRESS LINE 2
City/State:	HERNDON,VA
Zip:	123451232
Mail to this Address:	Yes
Mailing Address End Date:	01/01/2025

#### Cardholders

Name	Card #	P/S	Case Access
LASTNAME, PPARENT 1	8047031217796831	P	Y
LASTNAME, SPARENT 1	8047031227796839	S	Y
LASTNAME, SPARENT 2	8047031237796837	S	Y

#### Authorizations

Child Name	Child #	Child ID
LASTNAME, KID1	01	9890100001
LASTNAME, KID2	02	9890200001

[PROFILE](#) [TRANSACTION](#)

### Purpose

This screen provides a profile view of a selected case.

### General Information

The **Case Profile** lists basic information about your case, including cardholders and authorizations/child information associated with the case.

Click a blue, hyperlink **Child Name** to view more detailed information about that child's authorization on the **Authorizations Profile**. Click the **Transaction** button to view the **Case Transactions Report**.

# 3 | VENDOR AUTHORIZATIONS

## 3.3 AUTHORIZATIONS PROFILE

VA-ECC Log-out

| Reports | Admin

USER INFO

### Authorization - Profile

#### Authorization Information

Person Information		Address Information	
Child Name:	LASTNAME,KID1	Address:	PCASE ADDRESS LINE1
Client ID :	9890100001		PCASE ADDRESS LINE2
Case Number:	989000001	City/ State:	HERNDON,VA
DOB:	01/01/2010	Zip:	123451232
Child #:	01	County:	003-Albemarle County

Absence Information		Home Phone:	
Absence Allowed:	0		867-895-7689
Absence Used:	0	Work Phone:	
		Work Ext:	

Locality Information		Mobile Phone :	
Locality Name:	LOCALITY NAME		768-875-8689
Locality Phone Number:	9688970689		
Locality Address:	LOCALITY ADDRESS 76875		
Locality Signing Officer:	LOC SIGN OFFICER NAME		
CaseWorker Name:	CASE WORKER NAME		

POSO Acknowledgement

Preview POSO PDF    Authorization ID : 989100001

Name :

[ACKNOWLEDGE POSO](#)

Select Status ▼

989100001 Vendor ID: 989000001 Client ID: 9890100001 Status: Discontinued Start Date: 01/01/2021

[PROFILE](#) [TRANSACTION](#)

### Purpose

This screen provides a profile view of a selected Authorization and displays the status at the bottom.

### General Information

The **Authorization Profile** lists basic information about the authorization you selected, Absence Information, Address Information, Locality Information and POSO Acknowledgement. It also displays the status associated with that vendor at the bottom of the screen.

The **Locality Information** section on this screen provides the local office information that is managing the case if contact is necessary.

You can click a blue, hyperlink **Case Number** to go to more detailed information about that child's case on the **Case Profile** screen.

Click the **Transaction** button to view the **Authorization Transactions Report**.

# 4 | VENDOR ATTENDANCE

## 4 | Vendor Attendance

### 4.1 MANUAL ATTENDANCE

**Authorization - Profile**

Authorization Information	
<b>Person Information</b>	<b>Address Information</b>
<b>Child Name:</b> Jose, Amara	<b>Address:</b> 4233 Rosewood Court
<b>Client ID :</b> 2106282575	<b>City/ State:</b> Williamsburg, VA
<b>Case Number:</b> 114360880	<b>Zip:</b> 23188
<b>DOB:</b> 12/12/2019	<b>County:</b> 095-James City County
<b>Child #:</b> 02	<b>Home Phone:</b>
<b>Absence Information</b>	<b>Work Phone:</b>
<b>Absence Allowed:</b> 36	<b>Work Ext:</b>
<b>Absence Used:</b> 0	<b>Mobile Phone :</b>
<b>Locality Information</b>	
<b>Locality Name:</b> James City	
<b>Locality Phone Number:</b> 8047267007	
<b>Locality Address:</b> 5249 OLD TOWNE ROAD, WILLIAMSBURG, VA, 23188	
<b>Locality Signing Officer:</b> Charlie Chan	
<b>CaseWorker Name:</b> Juanita Mason	

Select Status

**310036590** Vendor ID: 510012078 Client ID: 2106282575 Status: Authorized Start Date: 06/01/2021

Vendor ID : 510012078

Vendor Name # : LN1461, RYAN

Authorization Segments			
Segment #	Start Date	End Date	Status
001	06/01/2021	05/31/2022	Authorized

[AUTH SEGMENT HISTORY](#)

Authorization Utilization					
Service Month/Year	Authorized		Utilized		
	Full Day Units	Part Day Units	Full Day Units	Part Day Units	
Jun 2021	22	8	0	0	<a href="#">MANUAL ATTENDANCE</a>
Jul 2021	22	9	0	0	<a href="#">MANUAL ATTENDANCE</a>
Aug 2021	22	9	0	0	<a href="#">MANUAL ATTENDANCE</a>
Sept 2021	22	8	0	0	<a href="#">MANUAL ATTENDANCE</a>
Oct 2021	21	10	0	0	<a href="#">MANUAL ATTENDANCE</a>
Nov 2021	22	8	0	0	<a href="#">MANUAL ATTENDANCE</a>
Dec 2021	23	8	0	0	<a href="#">MANUAL ATTENDANCE</a>
Jan 2022	21	10	0	0	<a href="#">MANUAL ATTENDANCE</a>
Feb 2022	20	8	0	0	<a href="#">MANUAL ATTENDANCE</a>
Mar 2022	23	8	0	0	<a href="#">MANUAL ATTENDANCE</a>
Apr 2022	21	9	0	0	<a href="#">MANUAL ATTENDANCE</a>
May 2022	22	9	0	0	<a href="#">MANUAL ATTENDANCE</a>

**310036589** Vendor ID: 510012078 Client ID: 2106282575 Status: Discontinued Start Date: 05/11/2021

**310036534** Vendor ID: 510012078 Client ID: 2106282575 Status: Discontinued Start Date: 05/07/2021

#### Purpose

This screen provides the ability to enter **Manual Attendance** for authorized children. View the **Authorization Profile** screen to start a manual attendance entry. The **Manual Attendance** buttons for each month are accessed by clicking the '+' box on the active Authorization and navigating to the **Authorization Utilization** section on the screen.

## 4 | VENDOR ATTENDANCE

### Entering Manual Attendance

Click the **Manual Attendance** button and select the attendance month:

- Select **Attendance Type** (Attendance, Absence, Holiday),
- Enter "1" in the selected unit type,
- Click **Save**.

The user will have the opportunity to review all entries and click the Confirm button on the bottom of the **Manual Attendance** summary screen or click **Cancel** and return to the previous screen. Click the **Remove** button to delete the entry and re-enter if necessary. This screen also gives a quick summary on the current Authorization Utilization and Absence information. The other columns of information will display the Status, Entry Method, and Modified Date (if any) once an attendance date has changed. See the **Manual Attendance** example below.

#### Manual Attendance

**Authorization Information**

Person Information		Address Information	
Child Name:	Dave, Maui	Address:	975 Hilton Heights Road
Client ID :	2104619623	City/ State:	Charlottesville, VA
Case Number:	113665484	Zip:	22901
DOB:		County:	540-Charlottesville City
Child #:	01	Home Phone:	
<b>Absence Information</b>		Work Phone:	
Absence Allowed:	36	Work Ext:	
Absence Used:	0	Mobile Phone :	
<b>Locality Information</b>			
Locality Name:	Charlottesville		
Locality Phone Number:			
Locality Address:			
Locality Signing Officer:	Sunny Day		
CaseWorker Name:	Bridgett Alford		

**Attendance Report**

	Attendance Date	Attendance Type	Full Day Units	Part Day Units	Status	Entry Method	Modified Date
1	01/01/2022	NONE ▼	<input type="text"/>	<input type="text"/>			
2	01/02/2022	NONE ▼	<input type="text"/>	<input type="text"/>			
3	01/03/2022	NONE ▼	<input type="text"/>	<input type="text"/>			
4	01/04/2022	NONE ▼	<input type="text"/>	<input type="text"/>			
5	01/05/2022	NONE ▼	<input type="text"/>	<input type="text"/>			
6	01/06/2022	NONE ▼	<input type="text"/>	<input type="text"/>			
7	01/07/2022	NONE ▼	<input type="text"/>	<input type="text"/>			
8	01/08/2022	NONE ▼	<input type="text"/>	<input type="text"/>			
9	01/09/2022	NONE ▼	<input type="text"/>	<input type="text"/>			
10	01/10/2022	NONE ▼	<input type="text"/>	<input type="text"/>			
11	01/11/2022	NONE ▼	<input type="text"/>	<input type="text"/>			
12	01/12/2022	NONE ▼	<input type="text"/>	<input type="text"/>			
13	01/13/2022	NONE ▼	<input type="text"/>	<input type="text"/>			
14	01/14/2022	Attendance	1	0	Settled	MANUAL	02/01/2022
15	01/15/2022	Attendance	1	0	Settled	MANUAL	02/01/2022
16	01/16/2022	Attendance	1	0	Settled	MANUAL	02/01/2022
17	01/17/2022	Attendance	1	0	Unsettled	MANUAL	02/02/2022

# 4 | VENDOR ATTENDANCE

VA-ECC
Log-out

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USER INFO

### Manual Attendance

**Authorization Utilization**

Service Month/Year	Authorized FD Units	PD Units	Utilized FD Units	PD Units
Jun 2021	22	8	0	0

**Absence Information**

Absence Allowed: 36

Absence Used: 0

**Attendance Report**

Attendance Date	Attendance Type	Full Day Units	Part Day Units
1 06/08/2021	Attendance	1	0

CONFIRM
CANCEL

	Attendance Date	Attendance Type	Full Day Units	Part Day Units	Status	Entry Method	Modified Date
1	06/01/2021	NONE					
2	06/02/2021	NONE					
3	06/03/2021	NONE					
4	06/04/2021	NONE					
5	06/05/2021	NONE					
6	06/06/2021	NONE					
7	06/07/2021	NONE					
8	06/08/2021	Attendance	1	0	Submitted	MANUAL	07/07/2021
9	06/09/2021	NONE					
10	06/10/2021	NONE					
11	06/11/2021	NONE					
12	06/12/2021	NONE					

After confirming that the **Manual Attendance** summary screen is correct, an updated Attendance Report section will display. To remove this entry, click **Remove** at the end of the attendance date update.

# 4 | VENDOR ATTENDANCE

## 4.2 VENDOR ATTENDANCE INQUIRY

Case #	Case Name	Child #	Child Name	Auth #	Service Date	Entry Date	Attend Type	Full Day Units	Part Day Units	Duration (HH:MM)	Paid Date	Paid ID
113648481	Sommers, Shelly	2104577124	Sommers, Una	312028254	05/17/2021	05/17/2021	OUT	1	0	09:40		
113648481	Sommers, Shelly	2104577124	Sommers, Una	312028254	05/17/2021	05/17/2021	P/IN	1	0	09:40		
113648481	Sommers, Shelly	2104577123	Sommers, Twyna	312028253	05/18/2021	05/18/2021	OUT	1	0	10:19		

### Purpose

This screen provides the ability to perform an **Attendance Detail Inquiry** search by a service date range, Child ID, or Authorization ID and view the results. Click the **Reports** link in the upper right of the screen and choose **Attendance Detail Inquiry**.

### General Information

The **Vendor Attendance Inquiry** screen contains fields to enter the start and end date (by month/day/year). You can further refine the search by entering a **Child ID** or **Authorization ID** to help reduce the number of results that may return. Click the **Search** button to return results or the **Reset** button to clear your search parameters.

# 4 | VENDOR ATTENDANCE

## 4.3 VENDOR ATTENDANCE REPORT

**VA-ECC** | Reports | Admin | USER INFO

### Vendor - Attendance Report

**Vendor Information**

<b>Vendor Name:</b> Orez, Arya	<b>Address:</b> 22 First st
<b>Vendor ID:</b> 510012598	<b>City/State:</b> Sat
<b>Vendor Level:</b> 2	<b>City/State:</b> Roanoke,VA
<b>Vendor Type:</b> Licensed Family Day System-Approved Family Day Homes (Family)	<b>ZIP:</b> 22233
<b>Vendor FIPS:</b> 161-Roanoke County	<b>Email:</b> Orez, Arya
<b>Vendor Phone #:</b> (0)- ex	<b>Contact Name:</b> Orez, Arya
<b>License #:</b>	<b>Contact Phone #:</b> (804)775-2635
<b>License End Date:</b> 12/31/9999	

**Vendor Attendance Report Search**

Reporting Period: 11/2021

SEARCH

**Vendor Attendance Report Search Results(11/2021)**

Child Name	Case# / Auth#	PD A/U	PD A/U	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	
Shands Shay	114254542 / 310037499	14/06	08/01	FD	FD						A	H	A	FD	PD																				
Graves Gia	114254545 / 310037548	22/08	00/00		FD	A					H	A	A	FD	A			A	I																
Matters Matt	114271498 / 310037683	22/02	00/00	FD								FD																							
Wright Jenny	114336281 / 310037534	21/00	00/00																																
Noggins Nia	114347879 / 310037345	14/00	00/00																																
Collins Cam	114347881 / 310037409	22/00	00/00																																
Collins Chad	114347881 / 310037419	22/00	00/00																																
Byrne Haylie	114351477 / 310037744	22/00	00/00																																
James Michael	114402478 / 310038529	22/04	00/00								H				A			A	A																

Results 21 - 29 of 29.

**Legend:**

- PD Attendance (Part Day)
- FD Attendance (Full Day)
- I Incomplete Attendance Transaction
- A Absence Attendance
- H Holiday Attendance
- Authorized Period
- Discontinued Period
- PD\$ Attendance (Part Day) Paid
- FD\$ Attendance (Full Day) Paid

### Purpose

This screen provides the ability to perform a **Vendor Attendance Report Search** by reporting period and view the results of attendance for the date range. Click the **Attendance Report** button from the **Vendor Profile** screen or **Vendor Authorizations** screen.

### General Information

Visible in the search results are Child Names and Case #/Authorization #'s for this vendor during that reporting period. The legend at the bottom of the screen indicates what each color box and letters indicate. Paid attendance days are identified with a '\$' after the partial day or full day icon. Green boxes indicate approved/complete. Red boxes indicate incomplete or needing action. Blue boxes indicate an Authorized Period. Attendance dates that

## 4 | VENDOR ATTENDANCE

have been processed for payment will display as a Gray box to clarify that the attendance was not entered by the parent but was paid by the system. White boxes indicate a discontinued period.

- PD – Attendance (Part Day) [Green]
- FD – Attendance (Full Day) [Green]
- I – Incomplete Attendance Transaction [Red – needing action]
- A – Absence Attendance
- H – Holiday Attendance
- Gray box – Attendance paid by the system

The **Vendor Attendance Report** contains a dropdown field to choose the reporting period month/year. Choose the correct period and click the Search button to view the results below. When the results are displayed at the bottom of the screen, you can also use the **Search Results Toolbar** to find what you need:

	Click the arrows to move to the first page, previous page, next page or last page, from left to right
	Click the drop down arrow to change the amount of results displayed per page
	Click on these icons to export your list of attendance records to a text file (.txt) or Microsoft Excel file (.xls)
	Click the magnifying glass to find a specific record, and click the arrows to refresh (or update) the list
	Enter one or more letters or numbers into the fields above column names to find records with those letters or numbers (for example, type “John” above Child First Name to find attendance records for John).

# 5 | VENDOR PAYMENTS

## 5 | Vendor Payments

### 5.1 VENDOR PAYMENT REPORT INQUIRY

VA-ECC Log-out

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### Vendor Payment Report Inquiry

#### Provider Payment Inquiry

Enter a Start Date and End Date for the Payment Date to view the Vendor Payment Report

Start Date:  /  /

End Date:  /  /   
(MM/DD/YYYY)

SEARCH RESET PROFILE

#### Purpose

This screen allows you to perform a **Vendor Payment Report Inquiry** by a date range and bring back the resulting Vendor Payment Summary. Access this screen by clicking the **Reports** link in the upper right of the screen and choosing the **Vendor Payment Report Inquiry** link.

#### General Information

The **Vendor Payment Report Inquiry** screen contains fields to enter the start and end date (by month/day/year) for the payment you wish to view.

Click the **Search** button to return the Vendor Payment Report, the **Reset** button to clear your date parameters, or **Profile** button to return to the **Vendor Profile** screen.

Vendor payment search results are displayed below. To view more information than what is displayed in the search results, click the **Details** button to see the **Vendor Payment Report**.

VA-ECC Log-out

| Reports | Admin

USER INFO

### Vendor Payment Report

#### Vendor Payment Search Results

Vendor Name	Vendor ID	Payment ID	Payment Date	Payment Amount	Payment Status	
LN1461, RYAN	510012078	411078825	05/17/2021	\$316.80	Issued	DETAILS

Results 1 - 1 of 1.

SEARCH PROFILE

#1

# 5 | VENDOR PAYMENTS

## 5.2 VENDOR PAYMENT SUMMARY REPORT

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Log-out

[Reports](#) | [Admin](#)

**USER INFO**

### Vendor - Payment Summary

#### Vendor Profile

Vendor Information	Address Information
<b>Vendor Name:</b> LN1461, RYAN	<b>Address:</b> 7311 RICHMOND ROAD
<b>Vendor ID:</b> 510012078	
<b>Vendor Level:</b> 2	<b>City/State:</b> WILLIAMSBURG,VA
<b>Vendor Type:</b> LICFDHF	<b>ZIP:</b> 23188
<b>Vendor FIPS:</b> 095-James City County	<b>Email:</b> bridgett.alford@dss.virginia.gov
<b>Vendor Phone #:</b> (0)- ex	<b>Contact Name:</b> LN1461, RYAN
<b>License #:</b> 146140	<b>Contact Phone #:</b> (555)555-5555
<b>License End Date:</b> 05/30/2023	

#### Vendor - Payment Summary

Payment Date:	05/17/2021
Payment ID:	411078825
Payment Status:	Issued

---

Attendance Amount:	\$352.00
Absence Amount:	\$0.00
Holiday Amount:	\$0.00
Registration Fee Amount:	\$0.00
Adjustment Amount:	\$0.00
Copay Amount:	\$0.00
<b>Payment Subtotal:</b>	\$352.00

#2

Vendor Withholding Amount:	\$35.20
Tax Amount:	\$0.00
<b>Adjustments Subtotal:</b>	\$35.20

**Total Payment Amount:** \$316.80

#### Vendor Case Payment Details

⏪ ⏩ 📄 🔍 🔄

Case Name	Service Month	Case #	Case FIPS	Attendance Amount	Absence Amount	Holiday Amount	Reg Fee Amount	Adjustment Amount	Copay Amount	Total Amount
Locke, Lilly	04/2021	113816088	095 - James City County	\$352.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$352.00

Results 1 - 1 of 1.

#3

AUTHORIZED PAYMENT SUMMARY
PROFILE

## 5 | VENDOR PAYMENTS

### Purpose

This screen provides the details of the **Vendor Payment Report Inquiry** performed on the previous screen. The **Vendor Payment Summary Report** screen displays the profile and address of the Vendor, a section displaying the **Payment Summary** financials related to the vendor payments and **Vendor Case Payment Details**.

### General Information

The sections within the Vendor – Payment Summary screen contain blue hyperlinks to take you to the Vendor Profile or case-related information by clicking on either of those hyperlinked numbers.

Quick navigation to display the dates of attendance for the child are:

- Click **Details** (see #1, page 19),
- Click **Payment Subtotal** (see #2, page 20),
- Click **Total Amount**, on the next screen (see #3, page 20),
- Click **Paid Units** to display dates of attendance for the child (see #4, below).

Below are the detailed screens with names and data views you will see as you navigate the portal to reconcile your payment. The **Payment Subtotal** is calculated as the sum of Absence Amount + Holiday Amount+ Absence Amount + Registration Fee + Adjustment Amount – Copayment Amount. The adjustments total includes any deductions for withholdings or taxes. The total payment amount is calculated as the Payment Subtotal minus the Adjustments Subtotal.

Vendor Authorization Payment Details									
<b>Payment Date</b>	05/17/2021	<b>Case #:</b>	113816088	<b>Service Month:</b>	04/2021				
<b>Payment ID</b>	411078825	<b>Case Name:</b>	Locke, Lilly						
[Navigation icons: back, forward, search, etc.]									
Child Name	Case FIPS	Paid Units FD / PD	Attendance Amount	Absence Amount	Holiday Amount	Reg Fee Amount	Adjustment Amount	Copay Amount	Total Amount
<a href="#">Locke, Leah</a>	095 - James City Count	<a href="#">11 / 0</a>	\$352.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$352.00
Results 1 - 1 of 1.									
									Total Case Payment Amount \$352.00

#4

The **Vendor Case Payment Details** section will provide case-specific information, the Service Month, Case Number and office location, as well as attendance and payment details. Clicking on the **Total Amount** will display the **Vendor Authorization Payment Details** screen.

## 5 | VENDOR PAYMENTS

Vendor Authorization Payment Details									
<b>Payment Date</b>	05/17/2021	<b>Case #:</b>	113816088	<b>Service Month:</b>	04/2021				
<b>Payment ID</b>	411078825	<b>Case Name:</b>	Locke, Lilly						
Child Name	Case FIPS	Paid Units FD / PD	Attendance Amount	Absence Amount	Holiday Amount	Reg Fee Amount	Adjustment Amount	Copay Amount	Total Amount
Locke, Leah	095 - James City County	11 / 0	\$352.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$352.00
Results 1 - 1 of 1.									
Total Case Payment Amount \$352.00									

Clicking on the blue 'Paid Units' data will display the **Authorization Attendance Details**. Repeat this process for each child. As an alternative to see all payments you can use the blue buttons at the bottom of the screen to navigate through all paid children by clicking **Authorized Payment Summary** button, then click the **Attendance Payment Summary** button on the next screen. If you increase the number of records shown on each screen and refresh the view, then you can export the payment history to excel using the excel button at the top of any results screen.

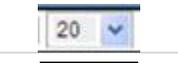


Authorization Attendance Details					
<b>Payment Date:</b>	05/17/2021	<b>Case #:</b>	113816088	<b>Service Month:</b>	04/2021
<b>Payment ID:</b>	411078825	<b>Case Name:</b>	Locke, Lilly	<b>Child Name:</b>	Locke, Leah
Auth ID	Transaction Date	Attendance Type	Full Day Units	Part Day Units	Duration (HH:MM)
312030651	04/16/2021	RT Regular Attendance	1	0	00:00
312030651	04/19/2021	RT Regular Attendance	1	0	00:00
312030651	04/20/2021	RT Regular Attendance	1	0	00:00
312030651	04/21/2021	RT Regular Attendance	1	0	00:00
312030651	04/22/2021	RT Regular Attendance	1	0	00:00
312030651	04/23/2021	RT Regular Attendance	1	0	00:00
312030651	04/26/2021	RT Regular Attendance	1	0	00:00
312030651	04/27/2021	RT Regular Attendance	1	0	00:00
312030651	04/28/2021	RT Regular Attendance	1	0	00:00
312030651	04/29/2021	RT Regular Attendance	1	0	00:00
312030651	04/30/2021	RT Regular Attendance	1	0	00:00
Results 1 - 11 of 11.					

The **Authorization Attendance Details** screen displays specifics on attendance transactions for this authorization. The data table includes the Auth ID, Transaction Date, Attendance Type, Full and Part Day Units, and Duration (HH:MM).

## 5 | VENDOR PAYMENTS

In all of the search results and data tables that appear at the bottom of each screen, you can use the **Search Results Toolbar** to sort or filter if the results returned are too many to view on one page. See the specific functionality of the Search Results Toolbar below:

	Click the arrows to move to the first page, previous page, next page or last page, from left to right
	Click the drop down arrow to change the amount of results displayed per page
	Click on these icons to export your list of attendance records to a text file (.txt) or Microsoft Excel file (.xls)
	Click the magnifying glass to find a specific record, and click the arrows to refresh (or update) the list
	Enter one or more letters or numbers into the fields above column names to find records with those letters or numbers (for example, type "John" above Child First Name to find attendance records for John).

### 5.3 CHILD PAYMENT REPORT INQUIRY



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#### Child Payment Report Inquiry

##### Child Payment Inquiry

Enter data in one or more of the following fields to retrieve all child payment report. At least one element must be entered to perform a search.

**First Name:**

**Last Name:**

**Client ID:**

**Start Date:**  /  /

**End Date:**  /  /   
(MM/DD/YYYY)

#### Purpose

This screen allows you to perform a **Child Payment Report Inquiry** by a date range, name, client ID and bring back the resulting **Child Payment Report Search Results**. Access this screen by clicking the **Reports** link in the upper right of the screen and choosing the **Child Payment Report Inquiry** link.

#### General Information

The **Child Payment Report Inquiry** screen contains fields to enter First Name and Last Name, Client ID and the start and end date (by month/day/year). Click the **Search** button to return the Child Payment Report search

## 5 | VENDOR PAYMENTS

results, the **Reset** button to clear your search parameters, or **Profile** button to return to the **Vendor Profile** screen.

Child payment search results are displayed below. Click the **Details** button to see the selected **Child Payment Report**.

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**USER INFO**

### Child Payment Report Search Results

Search Results

Navigation: [Back] [Forward] [Page 20]

Child Name	Client ID	Case FIPS	
Locke, Leah	2104981624	095-James City County	<a href="#">DETAILS</a>

Results 1 - 1 of 1.

[SEARCH](#) [PROFILE](#)

### 5.4 CHILD PAYMENT REPORT

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**USER INFO**

### Child Payment Report

#### Authorization Information

Person Information	Address Information
<b>Child Name:</b> Locke, Leah	<b>Address:</b> 1411 Summer Place
<b>Client ID :</b>	
<b>DOB:</b>	<b>City/State:</b>
	<b>Zip:</b>
	<b>County:</b>
	<b>Home Phone:</b>
	<b>Work Phone:</b>
	<b>Work Ext:</b>
	<b>Mobile Phone :</b>

#### Payment to Vendors for Leah Locke (Client ID: 2104981624) from 03/01/2021 to 07/30/2021

Navigation: [Back] [Forward] [Page 20]

Case #	Auth ID	Vendor Name	Vendor ID	Payment ID	Full Day Units	Part Day Units	Payment Date	Service Month	Amount
113816088	312030651	LN1461, RYAN	510012078	411078825	01	00	05/17/2021	04/2021	\$352.00

Results 1 - 1 of 1.

[PROFILE](#)

**Total Amount: \$352.00**

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## 5 | VENDOR PAYMENTS

### Purpose

The **Child Payment Report** displays details of the payments made to the vendor by this child. Access this screen by clicking the **Details** button within the search results of the **Child Payment Report Inquiry** screen.

### General Information

The **Child Payment Report** contains fields that display the personal information and address of the child. In the data table at the bottom of the screen it shows the Case Number, Auth ID, Vendor Name and ID, Payment ID, Full and Part Day Units, Payment Date, Service Month and Amount.

To review payment details:

- Click Payment ID number
- Click Payment Subtotal on the Vendor Payment Summary report
- Select Case name
- Click Total Amount
- Select Child's name
- Click Paid Units – FD/PD to review the paid attendance dates
- Repeat these steps for each child's payment

# 6 | PURCHASE OF SERVICE ORDER (POSO) ACKNOWLEDGEMENT

## 6 | Purchase of Service Order (POSO) Acknowledgement

The **POSO Acknowledgement** section of the **Authorizations Screen** above is an important function within the Vendor Web Portal. Your POSO authorizes you to provide subsidized care for a specific child with the agreement to receive payment from VDSS.

**POSO Acknowledgement**

Preview POSO PDF      Authorization ID : 989100001

Name :

**ACKNOWLEDGE POSO**

When a new authorization for care is created by VDSS, a POSO is generated (see below) providing child information, available payment rates, start date, co-pay amount, local office information managing the case and parent/guardian information. The POSO can also be generated if any updates have been made to the POSO since being created.

Division of Child Care and Early Childhood Development Child Care Subsidy Program		Commonwealth of Virginia Department of Social Services																										
<b>CHILD CARE PURCHASE OF SERVICE ORDER (POSO)</b>																												
Correspondence Id: <u>712739548</u>																												
JAMES CITY 5249 OLD TOWNE ROAD, WILLIAMSBURG, VA, 23188  LN1461, LEE 12605 BRAEMAR PARKWAY BRISTOW VA 20136		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="text-align: left;">PARENT / CARETAKER</th> <th style="text-align: left;">ADDRESS</th> </tr> <tr> <td>Patterson, Patsy</td> <td>1204 Jolly Pond Road , Williamsburg VA 23188</td> </tr> <tr> <th colspan="2" style="text-align: left;">CASE IDENTIFICATION</th> </tr> <tr> <td>FIPS :</td> <td>LOCALITY :</td> <td>CASE # :</td> <td>CASE WORKER :</td> <td>PHONE :</td> </tr> <tr> <td>095</td> <td>James City County(095)</td> <td>113895067</td> <td>Juanita Mason</td> <td>(804)726-7007</td> </tr> </table>		PARENT / CARETAKER	ADDRESS	Patterson, Patsy	1204 Jolly Pond Road , Williamsburg VA 23188	CASE IDENTIFICATION		FIPS :	LOCALITY :	CASE # :	CASE WORKER :	PHONE :	095	James City County(095)	113895067	Juanita Mason	(804)726-7007									
PARENT / CARETAKER	ADDRESS																											
Patterson, Patsy	1204 Jolly Pond Road , Williamsburg VA 23188																											
CASE IDENTIFICATION																												
FIPS :	LOCALITY :	CASE # :	CASE WORKER :	PHONE :																								
095	James City County(095)	113895067	Juanita Mason	(804)726-7007																								
POSO EFFECTIVE DATE 09/01/2019		FAMILY CO-PAY AMOUNT \$ 136.00																										
		FAMILY CO-PAY EFFECTIVE 09/01/2019																										
<b>VENDOR INFORMATION</b>																												
VENDOR ID :	VENDOR TYPE :	VENDOR NAME :	VENDOR LOCATION :																									
510012198	Licensed Family Day Homes (Family)	LN1461, LEE	BRISTOW																									
LOCATION ADDRESS :		VENDOR FIPS :	TELEPHONE NUMBER :																									
12605 BRAEMAR PARKWAY BRISTOW VA 20136		Prince William County(153)	(0)-																									
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(POSO example continued on next page)

# 6 | PURCHASE OF SERVICE ORDER (POSO) ACKNOWLEDGEMENT

CHILD CARE PURCHASE OF SERVICE ORDER (POSO)																							
Correspondence Id: Z12739546																							
	SEP		OCT		NOV		DEC		JAN		FEB		MAR		APR		MAY						
	FD	PD	FD	PD	FD	PD	FD	PD	FD	PD	FD	PD											
NAME: Patterson, Pattie	21	0	23	0	21	0	22	0	23	0	20	0	22	0	22	0	21	0					
SCHEDULE EFF. DATE: 09/01/2019																							
PD = PART DAY (LESS THAN 5 HOURS) FD = FULLDAY (BETWEEN 5 AND 12 HOURS)																							
<b>VIRGINIA DEPARTMENT OF SOCIAL SERVICES</b>  Juanita Mason                      10/08/2019                      (804)726-7007 _____ Signature of Case Worker                      Date                      Phone												<b>AUTHORIZED REPRESENTATIVE VENDOR</b>  INDICATE ACCEPTANCE OR REFUSAL AND RETURN APPROPRIATE COPY TO THE LOCAL SOCIAL SERVICES OFFICE <u>IMMEDIATELY</u> .  <input type="checkbox"/> I HEREBY AGREE TO PROVIDE THE SERVICES REQUESTED ABOVE IN ACCORDANCE WITH OUR AGREEMENT FOR PURCHASE OF SERVICES OR INDIVIDUAL VENDOR AGREEMENT.  _____ (0)- Signature of Authorized Representative of Vendor                      Date                      Phone											
Charlie Chan                      10/08/2019                      (804)726-7007 _____ Signature of Case Supervisor                      Date                      Phone																							

This document is sent to the Vendor’s Portal Account (EPPIC System) and triggers a **Broadcast Message** indicating that there is a new or updated POSO to acknowledge.



Clicking on the link in the **Broadcast Message** will take you to this **Authorizations Screen** to view the POSO in an Adobe Acrobat .PDF file.

To review the POSO from the **Authorizations Screen**, click on the blue **Preview POSO**, hyperlink to display the .PDF file in your browser or PDF viewer.

After reading the POSO and when you are ready to accept the assignment, return to the **POSO Acknowledgment** section and type your full name into the **Name** field. Click the **ACKNOWLEDGE POSO** button at the bottom of the section. A confirmation screen will appear and the button and name field will be disabled.

As a vendor, you can always view the POSO document again by coming to the **Authorizations Screen**. After confirmation, the POSO will display the name that acknowledged the document along with the date this occurred. This same information is shared with VDSS to be recorded in their system.

**NOTE:** You **cannot undo** an acknowledgement. If there is a change to the authorization, a new POSO will be issued in the portal and the vendor will receive an updated Broadcast Message and POSO with a request to acknowledge the updated agreement.

## 7 | HOW TO GET HELP

### 7 | How to Get Help

Visit [www.vaecc.org](http://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



Tel 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