



June 9, 2015

Subject: Notice of Termination of North Carolina Provider Equipment Agreement

Dear SEEK Child Care Provider,

This Notice is to serve as a follow-up to the letter you received from the North Carolina Division of Development and Early Education (DCDEE) dated April 13, 2015. As announced in the April 13 letter, the Subsidized Early Education for Kids (SEEK) program ended on April 30, 2015. Consequently, in accordance with the North Carolina Provider Equipment Agreement that you entered into with Xerox State & Local Solutions, Inc. (the "Equipment Agreement"), Article 3.3, Termination, this Notice is to alert you that the Equipment Agreement is being terminated effective July 1, 2015.

In accordance with the Equipment Agreement, all Point of Service (POS) devices must be returned to Xerox. To simplify the return process, you should access www.eccreturns.com through your Web browser and follow the directions to request a box and pre-paid postage mailing label. If you are unable to access this web page or need further assistance, you may contact customer service at 1-877-606-2776.

Once you access the web page www.eccreturns.com, you will need your Provider ID. If you do not know your Provider ID, it can be found at the top of a paper receipt generated from the POS device itself. Below is an example of such a receipt with the Provider ID highlighted.

```
01234567890123456789012345678901
  Training Provider
    Street 1
  Anywhere, VA 11119
    Ph: 111-555-1234
Term#:55555555          2/15/10
Prov#:555555555555     9:30:04am
-----
*** TRAINING MODE ***
Exception Report
  For: 2/15/2010

F. Lastname
Case ID:1111111         Child#:01
DOB: 08/01/2001
CHECK-IN: 08:01am      Tran#: 1001

F. Lastname
Case ID:1111111         Child#:01
DOB: 08/01/2001
CHECK-IN: 09:11am      Tran#: 1012
-----
```

Total Exceptions: 2

*** TRAINING MODE ***

If you do not have a receipt and need to print one to locate your Provider ID, please perform the following steps on your POS.

- Press F4 – Provider Options
- Enter password 123456 and press the green Enter key
- Press the number 5 key – Terminal Set Up
- Press the number 2 key – Print Configuration

By July 8, 2015, you must complete the request for the box and prepaid shipping label either through www.eccreturns.com or through customer service at 1-877-606-2776. In order to properly close out your obligations under the Equipment Agreement, it is very important that you complete the instructions sent with your box and shipping label quickly so that the device is returned by no later than Wednesday July 22, 2015. Providers who do not return the POS device will be held financially responsible for the cost of the device in the amount of \$330.00. Keep your package tracking number in case of dispute. No refunds will be available after September 7, 2015. If you have requested a box and mailing label and have not received it within 5 business days of your request, or if you believe this communication has reached you in error, please contact our customer service specialists at 1-877-606-2776.

Thank you for your attention to this matter and please feel free to contact customer service with any questions.

Sincerely,

Xerox Provider Management Services