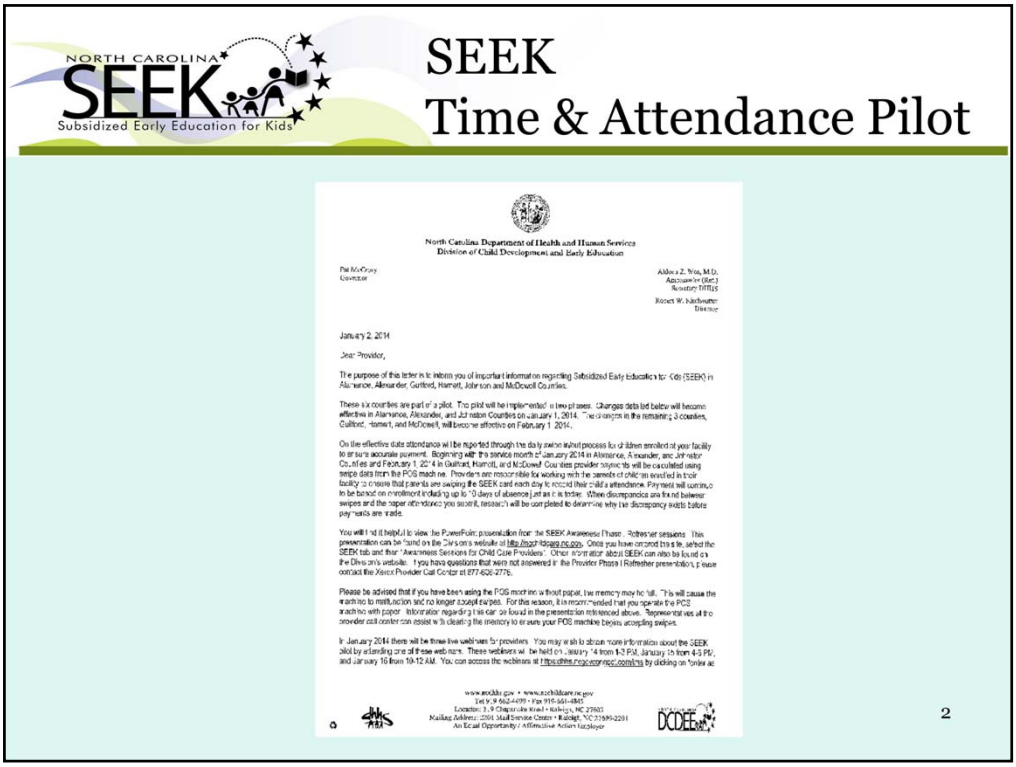
This training pertains to NC SEEK Phase 1 Time & Attendance. This phase of SEEK was implemented back in 2011 and is the current phase in place today. If you possibly remember and/or had the opportunity to attend the most recent Provider Awareness Sessions, these sessions were pertaining to NC SEEK Phase 2 Payments. At this time, NC SEEK Phase 2 Payments has been redirected. Further information regarding Phase 2 will be forthcoming in the future. In order to prepare for the coming Phase 2, DCDEE is working with (6) counties that volunteered to be a part of the Pilot for NC SEEK Phase 1 Time & Attendance. This training will be geared towards the tools that will better assist you as a Provider in properly swiping and maintaining Time & Attendance.



All Providers in the selected (6) Pilot Counties (Alamance, Alexander, Guilford, Harnett, Johnston, McDowell) were mailed out the following letter as of January 7, 2014. The letter explains the purpose and focus of the SEEK Time & Attendance Pilot as well as gives the specific dates and times that Training regarding the Pilot will occur as well as contacts if there are questions.

If you have not received this letter, please contact your local County DSS Staff Member.

North Carolina Department of Health and Human Services
Division of Child Development and Early Education

Pat McCrory
Governor

Aldona Z. Wos, M.D.
Ambassador (Ret.)
Secretary DHHS

Robert W. Kindsvatter
Director

January 2, 2014

Dear Provider,

The purpose of this letter is to inform you of important information regarding Subsidized Early Education for Kids (SEEK) in Alamance, Alexander, Guilford, Harnett, Johnson and McDowell Counties.

These six counties are part of a pilot. The pilot will be implemented in two phases. Changes detailed below will become effective in Alamance, Alexander, and Johnston Counties on January 1, 2014. The changes in the remaining 3 counties, Guilford, Harnett, and McDowell, will become effective on February 1, 2014.

On the effective date attendance will be reported through the daily swipe in/out process for children enrolled at your facility to ensure accurate payment. Beginning with the service month of January 2014 in Alamance, Alexander, and Johnston Counties and February 1, 2014 in Guilford, Harnett, and McDowell Counties provider payments will be calculated using swipe data from the POS machine. Providers are responsible for working with the parents of children enrolled in their facility to ensure that parents are swiping the SEEK card each day to record their child's attendance. Payment will continue to be based on enrollment including up to 10 days of absence just as it is today. When discrepancies are found between swipes and the paper attendance you submit, research will be completed to determine why the discrepancy exists before payments are made.

You will find it helpful to view the PowerPoint presentation from the SEEK Awareness Phase I Refresher sessions. This presentation can be found on the Division's website at http://ncchildcare.nc.gov. Once you have entered the site, select the SEEK tab and then "Awareness Sessions for Child Care Providers". Other information about SEEK can also be found on the Division's website. If you have questions that were not answered in the Provider Phase I Refresher presentation, please contact the Xerox Provider Call Center at 877-606-2776.

Please be advised that if you have been using the POS machine without paper, the memory may be full. This will cause the machine to malfunction and no longer accept swipes. For this reason, it is recommended that you operate the POS machine with paper. Information regarding this can be found in the presentation referenced above. Representatives at the provider call center can assist with clearing the memory to ensure your POS machine begins accepting swipes.

In January 2014 there will be three live webinars for providers. You may wish to obtain more information about the SEEK pilot by attending one of these webinars. These webinars will be held on January 14 from 1-3 PM, January 15 from 4-6 PM, and January 16 from 10-12 AM. You can access the webinars at https:dhhs.ncgovconnect.com/ims by clicking on "enter as

www.ncdhhs.gov • www.ncchildcare.nc.gov
Tel 919-662-4499 • Fax 919-661-4845
Location: 319 Chapanoke Road • Raleigh, NC 27603
Mailing Address: 2201 Mail Service Center • Raleigh, NC 27699-2201
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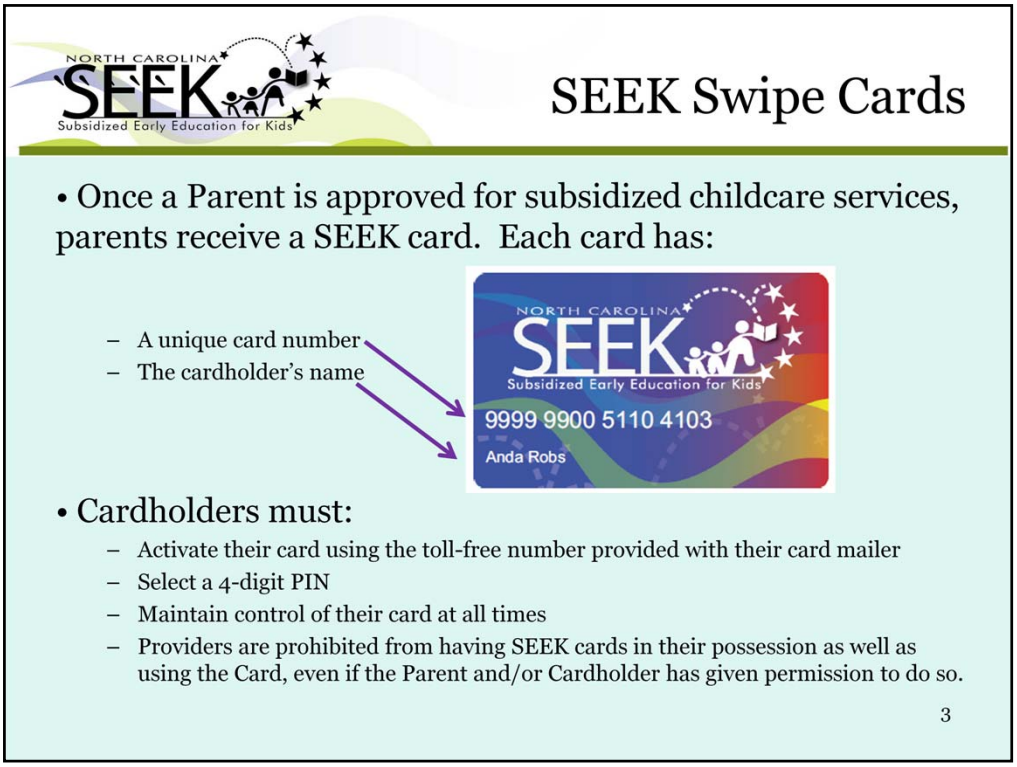
a guest" on the lower left portion of the screen. Each webinar has a limit of 250 participants filled in first come, first served manner. If you are unable to login, the webinar is likely at maximum capacity. If this occurs, please try another date and time. If you have questions about how to log into the webinar please contact dcdee.seek.help@dhhs.nc.gov for assistance.

If you have questions about the information contained in this letter, please contact me at kim.miller@dhhs.nc.gov or via phone at 919-662-4561.

Sincerely,

Kim Miller, Child Day Care Program Manager
Subsidy Services Section

cc: Directors of County Departments of Social Services
Child Care Coordinators of County Departments of Social Services



If you haven't already seen one, this is what the SEEK card looks like. Each card has a unique number and the cardholder's name embossed on the card. Only the person assigned the card should be using the card.

When the cardholder first receives the card, they need to call the 800 number on the back of the card and select a 4-digit PIN number for the card. They cannot use the card until this is accomplished.

The cardholder will also need the 2-digit child number for each child on the authorization. These numbers are printed on the card mailer that the card is attached to when it is mailed to the cardholder. If the cardholder does not know the child number, he/she will need to contact the cardholder call center or the local DSS office to obtain the child number. You also have the ability to access the child number from the provider web portal.

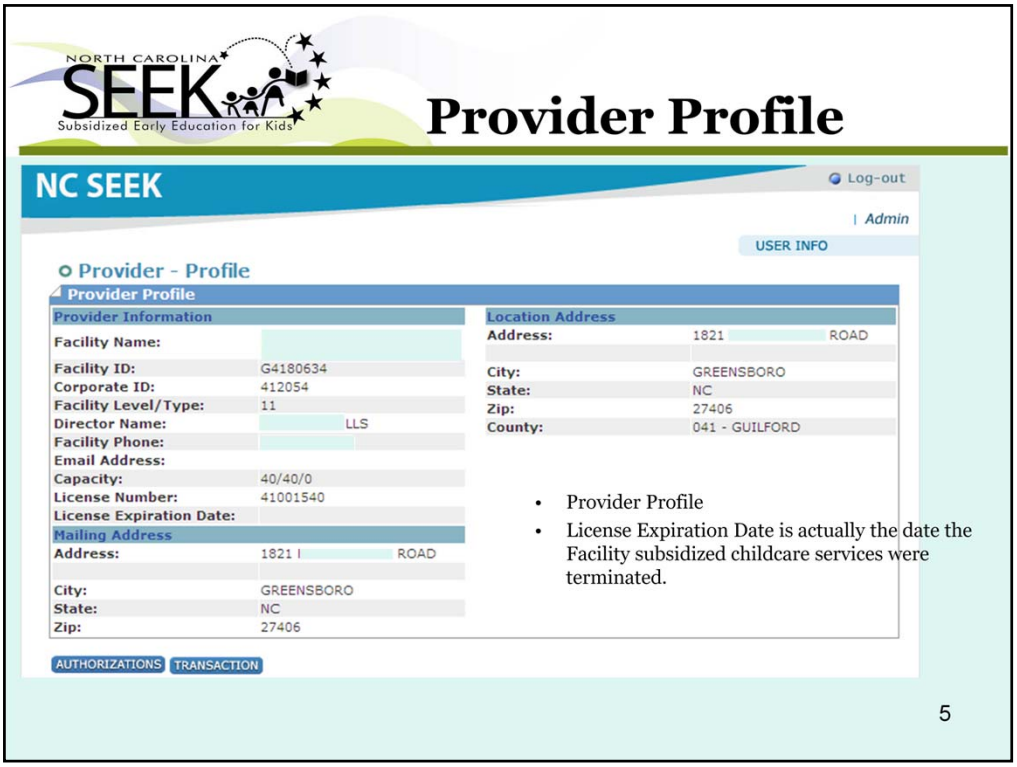
Please do not take possession of the SEEK card for any reason. If a cardholder accidentally leaves one at your location or drops it in the parking lot, please put the card in a sealed envelop with the cardholders name on the outside. It is considered fraud for anyone other than the assigned cardholder to use the SEEK card.

Responsible adults must use their SEEK card and the POS device to record attendance. If they are not already, your cardholders need to start tracking attendance via the POS now. Do not wait – even if they receive the message that their authorization is not found. Cardholders need to get into the habit of swiping regularly NOW. This information will be

used to validate against the paper attendance reports.

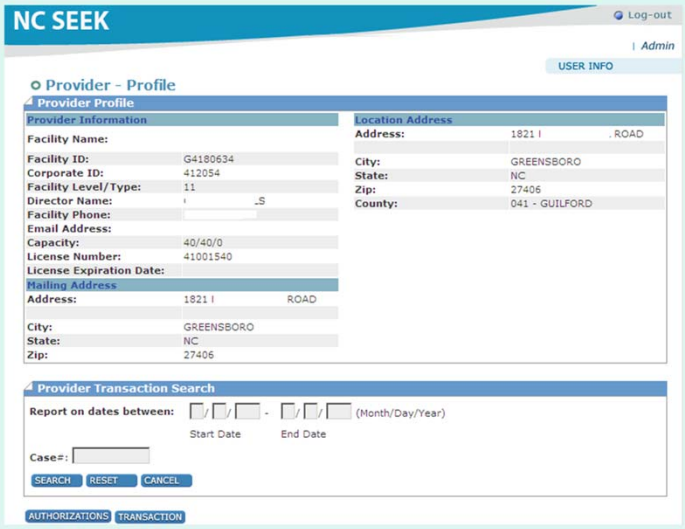
The Child's Authorization is transmitted to SEEK the same night it is entered into the State system. The Child's Authorization will appear in the Provider's (Facility) list of Authorizations. A list of children authorized for services at a Facility can be viewed either in the SEEK AT or the SEEK Provider Web Portal. Providers (Facilities) can only access this information using the SEEK Provider Web Portal, but County DSS and State Staff can access this information using either method.

To access the SEEK Provider Web Portal, use the URL (web address) www.ncseek.nc.gov. The User ID for Licensed Facilities is the Facility License Number. The User ID for a Non-Licensed Facility is the Subsidized Child Care (SCC) Facility ID. The Facility initial password is the Facility Location's Zip Code.



When you log into the Provider Web Portal, you are immediately taken to the Provider (Facility) Profile screen which shows all of the demographic information for the facility. From this screen, you can view the Facility's "active" authorizations or transactions by using the action buttons at the bottom of the screen.

Provider Transaction Search



- Transactions (swipes) can be searched for by Date Range or Child Case ID Number.
- Only the last 90 days of Transactions (swipes) can be searched.

6

Transactions (Swipes) can be searched for by a date range or by the Child Family Case ID Number.

The system will only allow a user to search as far back as the most recent 90-days/3-months; i.e. today is January 14, 2014, the system will allow you to search as far back as the beginning of October 1, 2013. The system uses a full month increment, rather than day for day increment, meaning 3-months from the month of January, is October.

Provider Transaction Search

NC SEEK

Log-out

| Admin

USER INFO

Provider - Transaction Report

Provider Information

Provider Information		Location Address		
Facility Name:		Address:	1821	ROAD
Facility ID:	G4180634	City:	GREENSBORO	
Facility Level/Type:	11	State:	NC	
Director Name:		Zip:	27406	
Facility Phone:		County:	041 - GUILFORD	

Provider Transaction Search

Report on dates between: 09/ 30/ 2013 - 01/ 31/ 2014 SEARCH RESET

(Month/Day/Year) Start Date End Date

Case#:

Please fix the following errors:

1. Search date range can not be more than 90 days from today

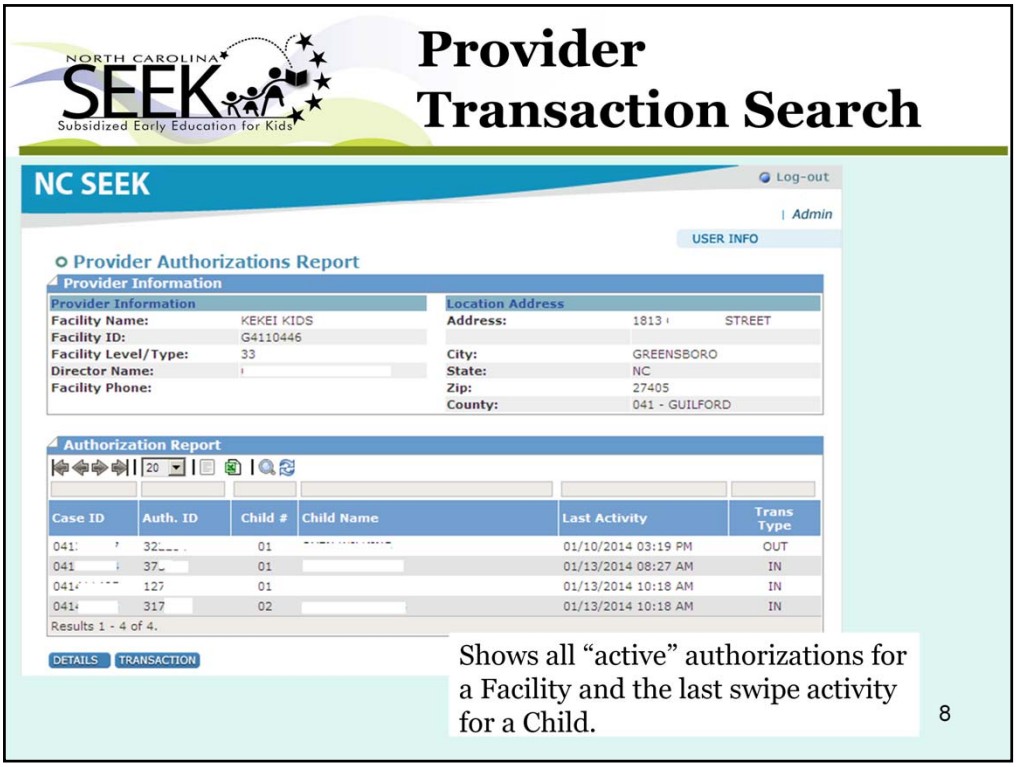
If Date Range is outside of the 90-day/3-month range, User will receive the Error Message pictured.

Provider Transaction Report

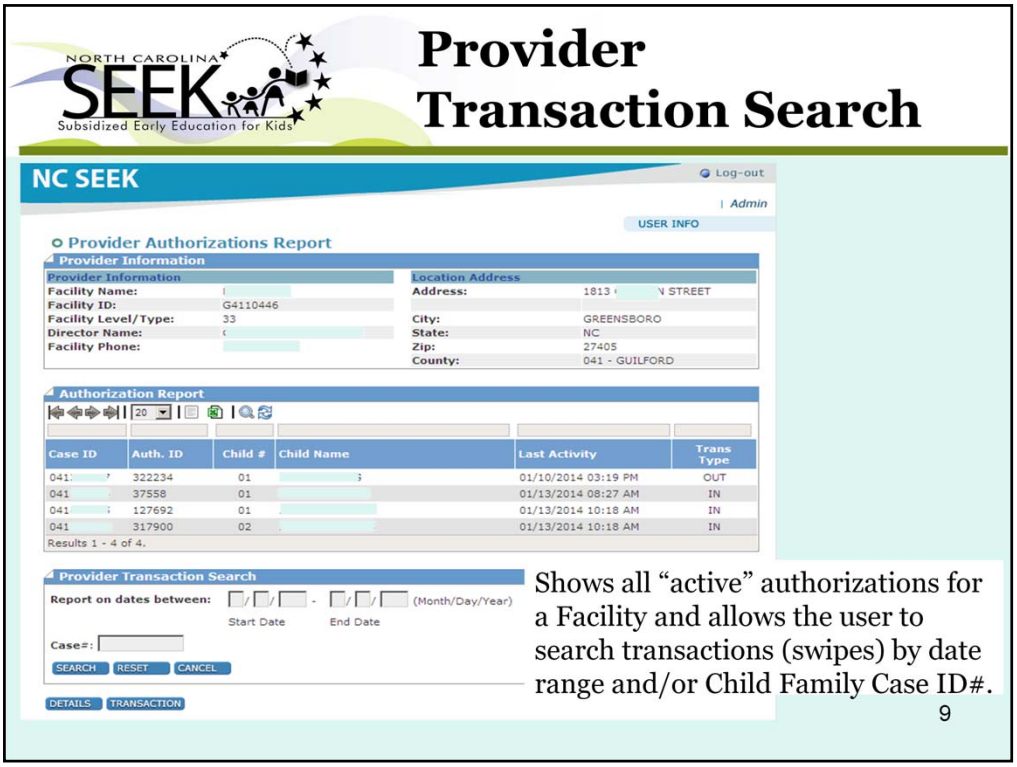
No matching Transactions found. Please retry search

DETAILS AUTHORIZATIONS

7

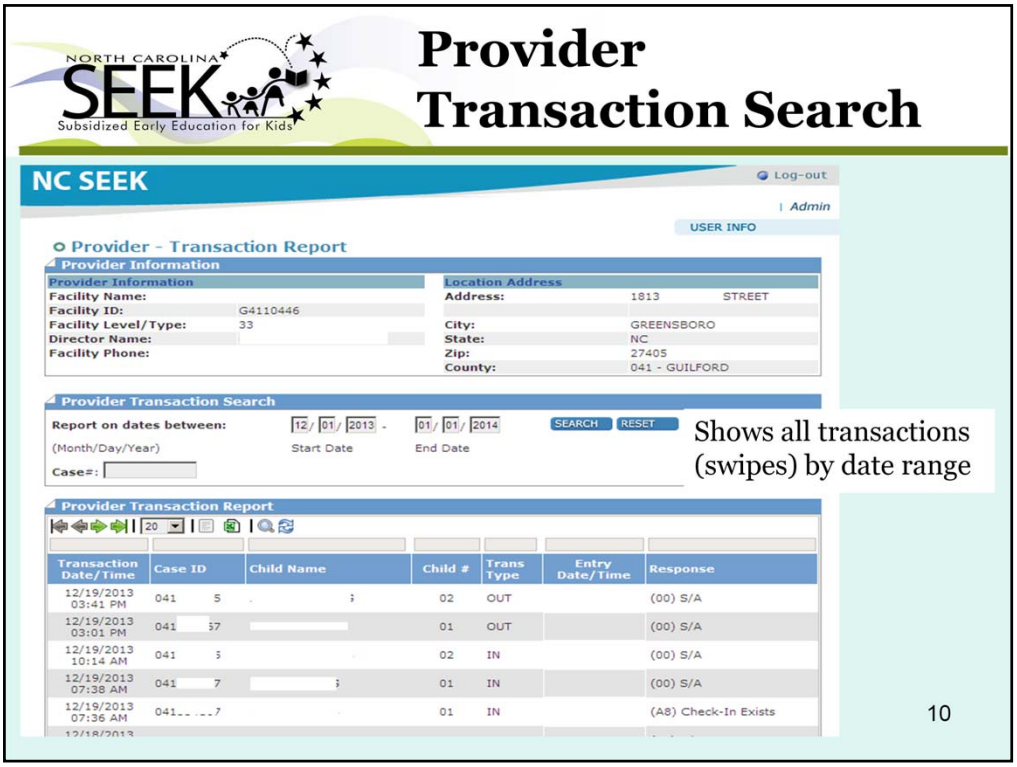


The Provider Authorizations Report screen can be accessed by clicking on [Authorizations] at the bottom of the Provider Profile Screen. It shows all "active" authorizations for the Facility and the last swipe activity for a Child. If a child on the report appears with "--" in the (Last Activity) column, this means that there are no existing swipe activity for that child.



From the Provider Authorizations Report screen, the user can view all transactions (swipes) by a date range and/or Child Family Case ID number by clicking on [Transactions] at the bottom of the screen.

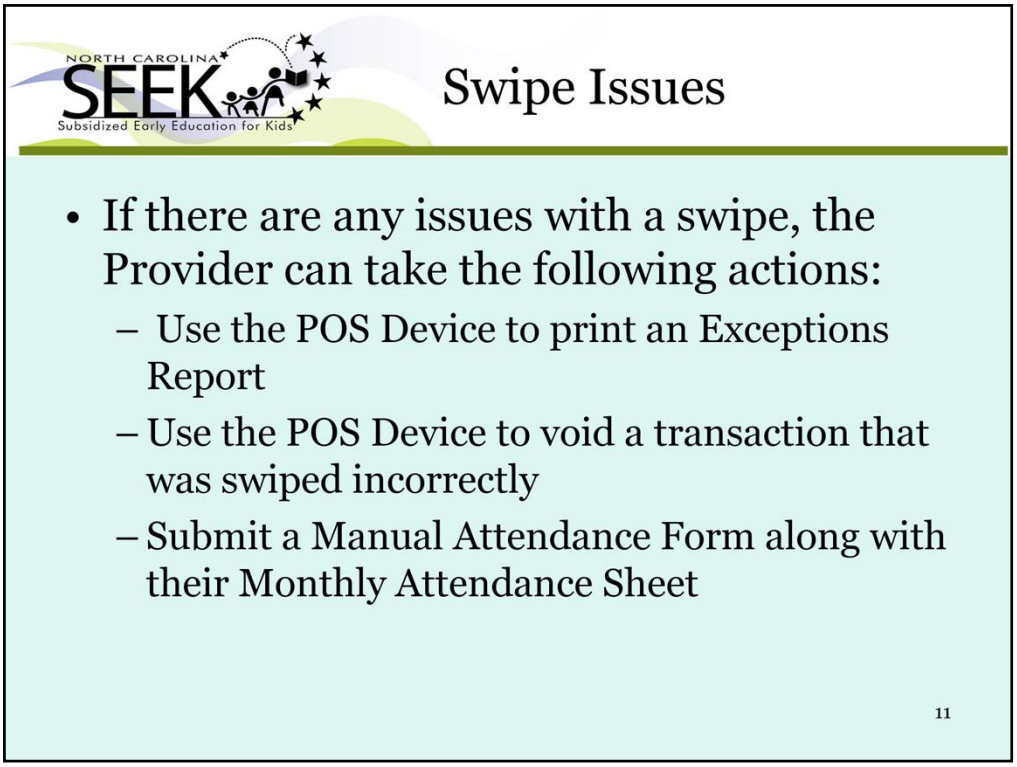
The system will only show the last 90-days/3-months of transactions (swipes) for a Facility.



The user can view all transactions (swipes) by a date range by entering a date range in the "Start Date" and "End Date" fields that is within the most current 90-day/3-month period.

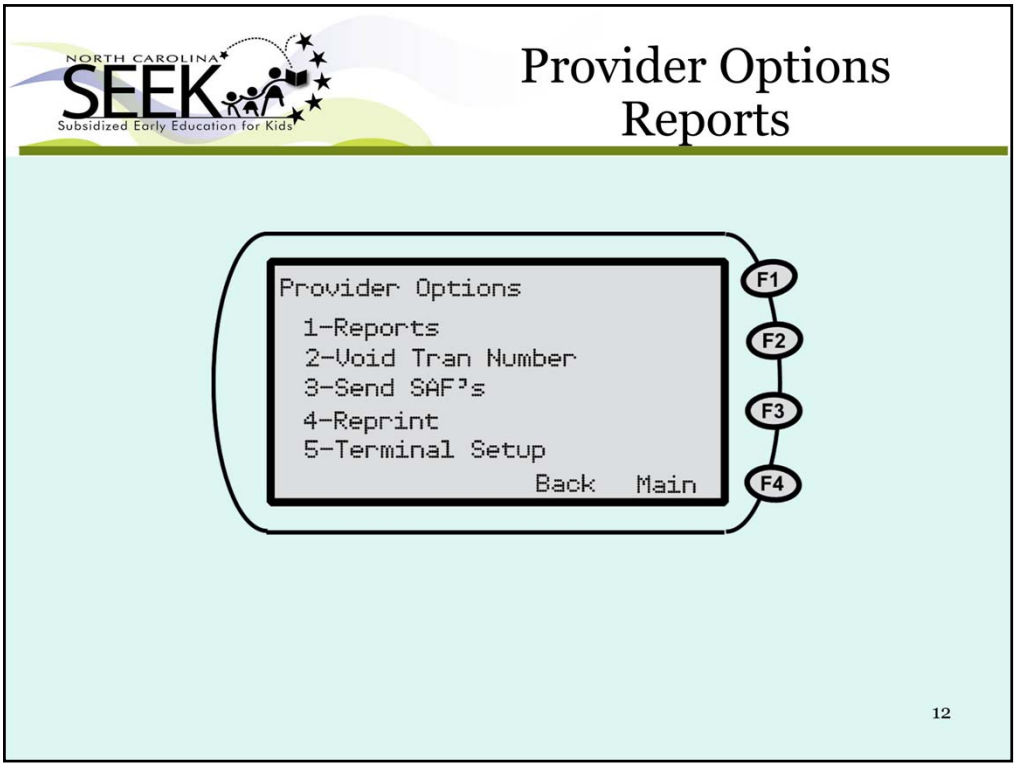
All transactions (swipes) performed during the period entered will display along with the POS Device response for the swipe.

Swipes can only viewed in the SEEK Provider Web Portal.

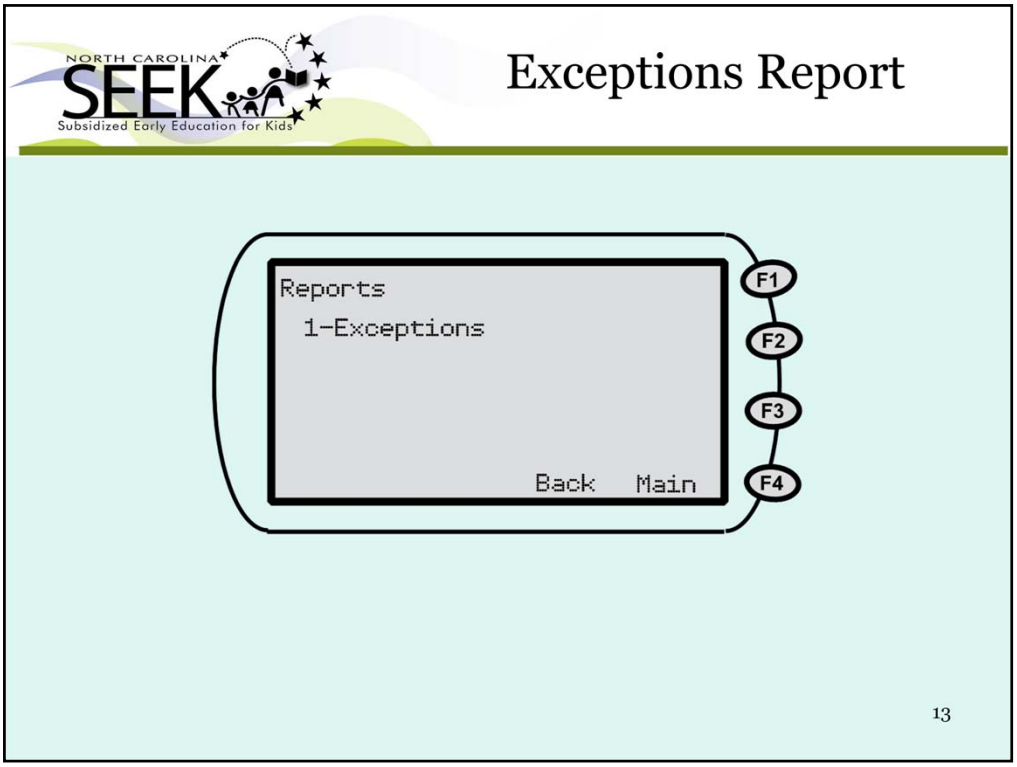


If there are any issues with a swipe or an authorization, the Provider has a few options to assist with getting the issue resolved.

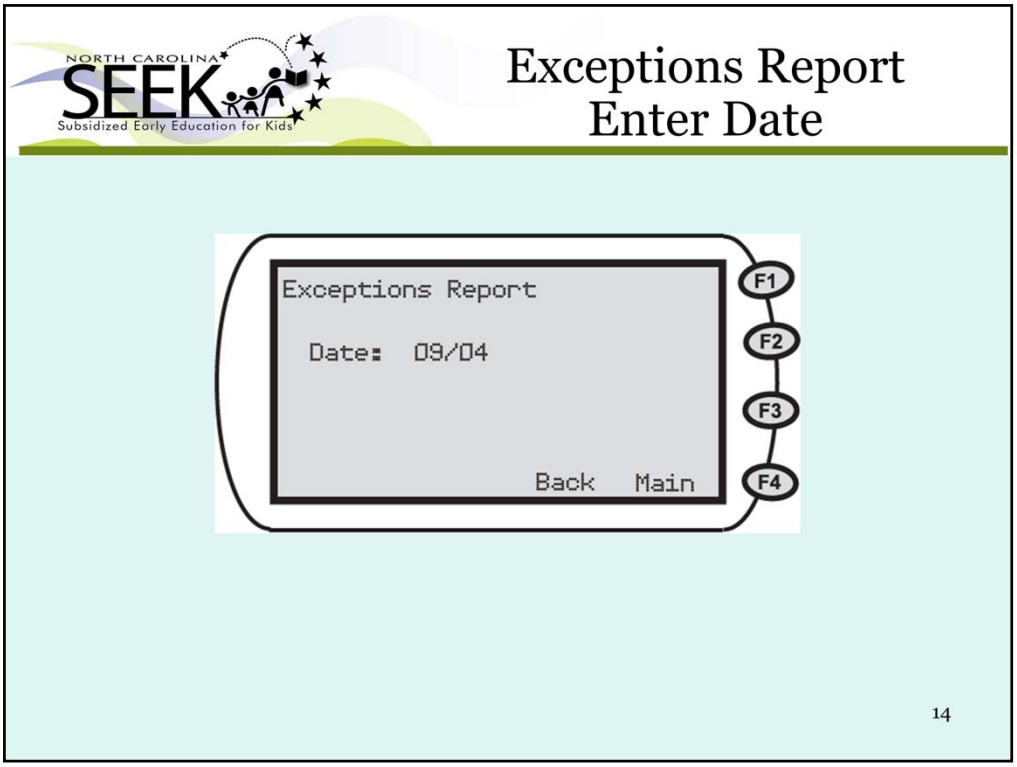
- Exceptions Report – can be used to print a list of swipes that were in error
    - Suggest printing this report twice a day to assist with managing communications to the Parent regarding issues with their card, an authorization, or the POS Device
- Void a Swipe Transaction
- Submit a Manual Attendance Form with the Monthly Attendance Sheet



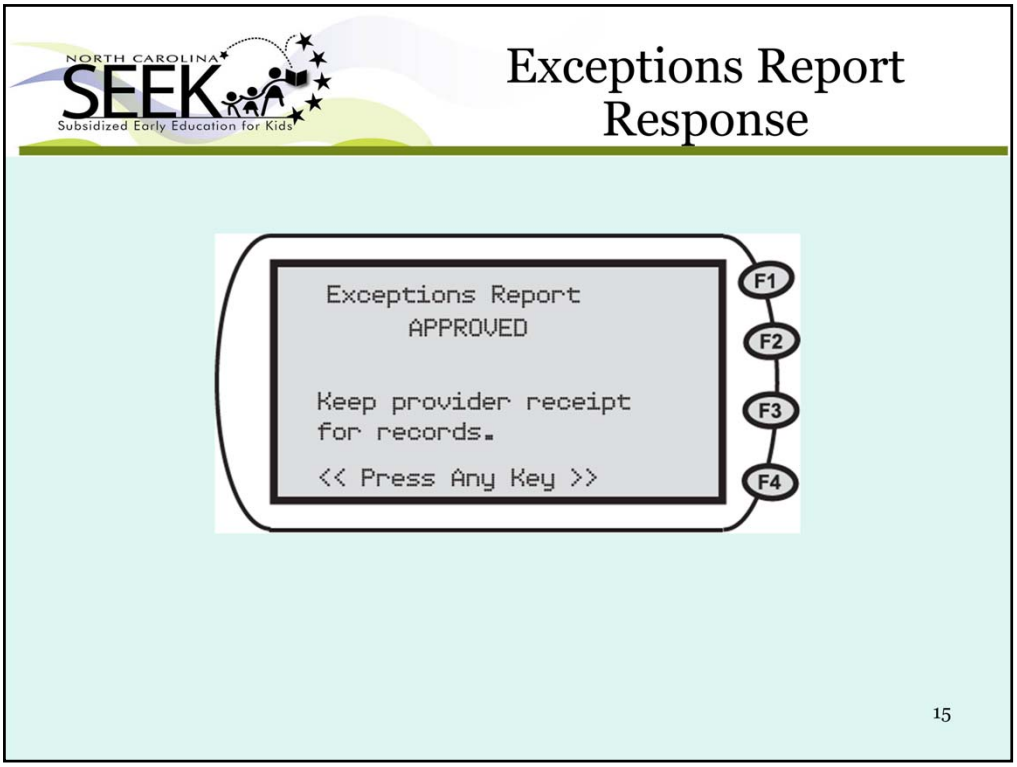
Option 1 allows the user to print reports. Select 1 on the number key pad.



The only report option in the POS device is to print an Exceptions Report. The Exceptions Report shows a listing of all unmatched swipes for a specified date. An unmatched swipe is a check in without a check out. Printing this nightly will allow you to ensure cardholders catch up on their swipes the next morning when they drop off their child. To print the report, select 1 on the number key pad.



Enter the desired date as mm/yy and hit the green enter key.



Machine will connect with SEEK and screen will show “connecting” then “processing” followed by an approved or denied message. You will need to have paper in the machine to receive the report.

Exceptions Report

```
012345678901234567890123456789 01

            Training Provider
                Street 1
            Anywhere, VA 11119
             Ph: 111-555-1234

Term#: 55555555                    2/15/10
Prov#: 55555555555               9:30:04am
-------------------------------
        *** TRAINING MODE ***
Exceptions Report
  For: 02/15/2010

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
Reason: Authorization Expired
-------------------------------
Total Exceptions: 2

        *** TRAINING MODE ***
```

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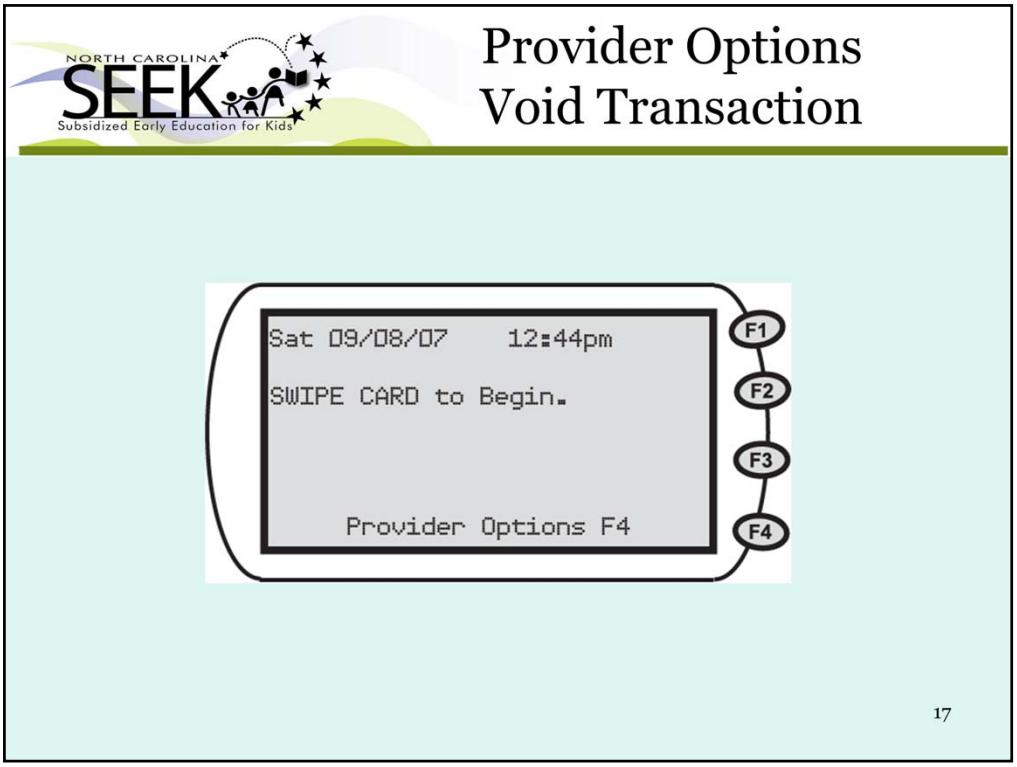
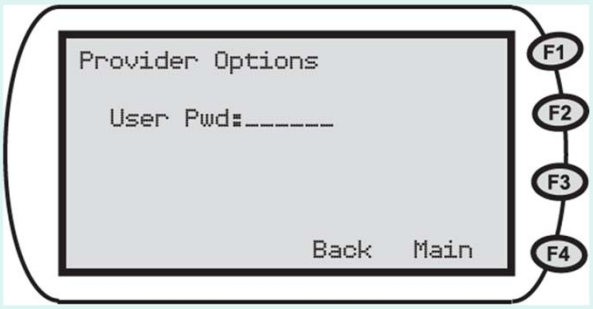
This is a sample of an Exceptions Report.



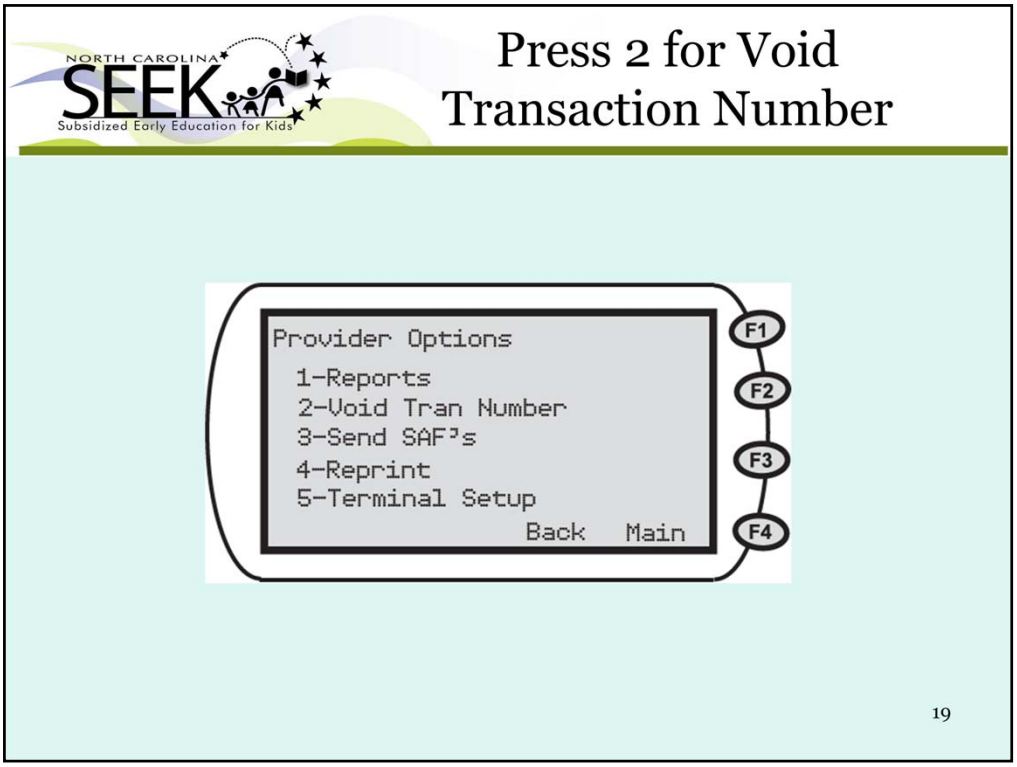
The next most used provider option is probably the Void Transaction. You begin the same way by selecting F4 from the function keys.

Enter 6-digit User Password



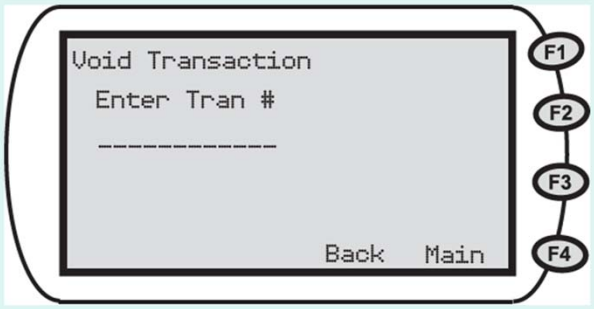
18

Key in your 6-digit user password (123456). Press green enter key.



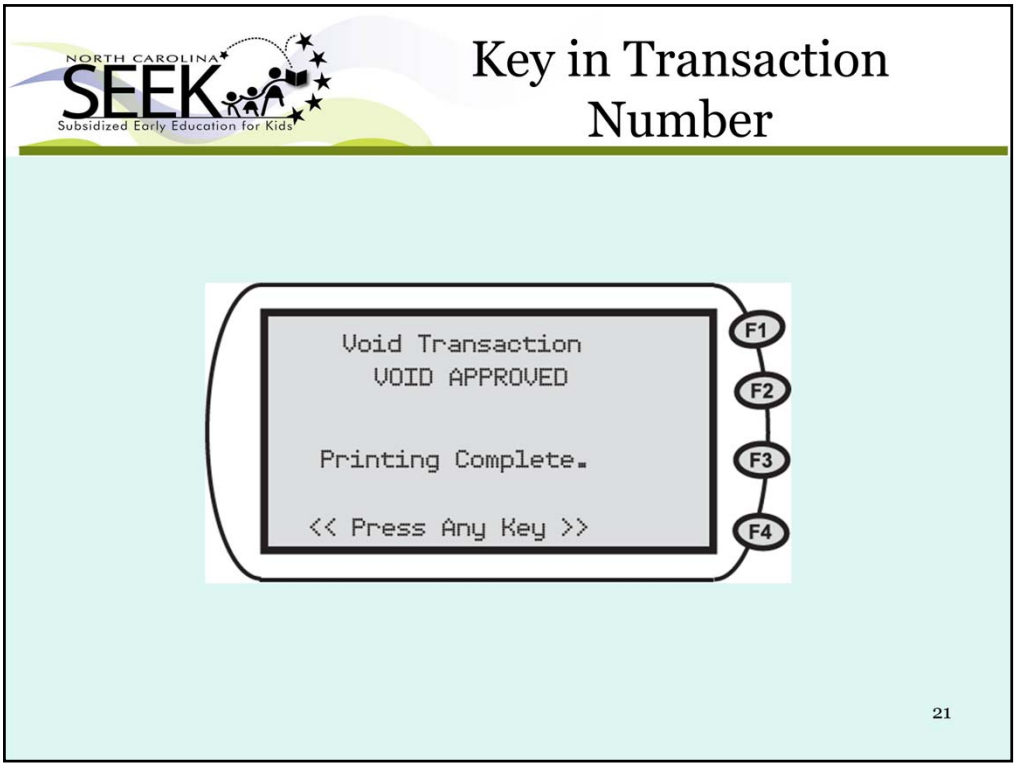
Press **2 for Void Transaction Number**

Key in Transaction Number

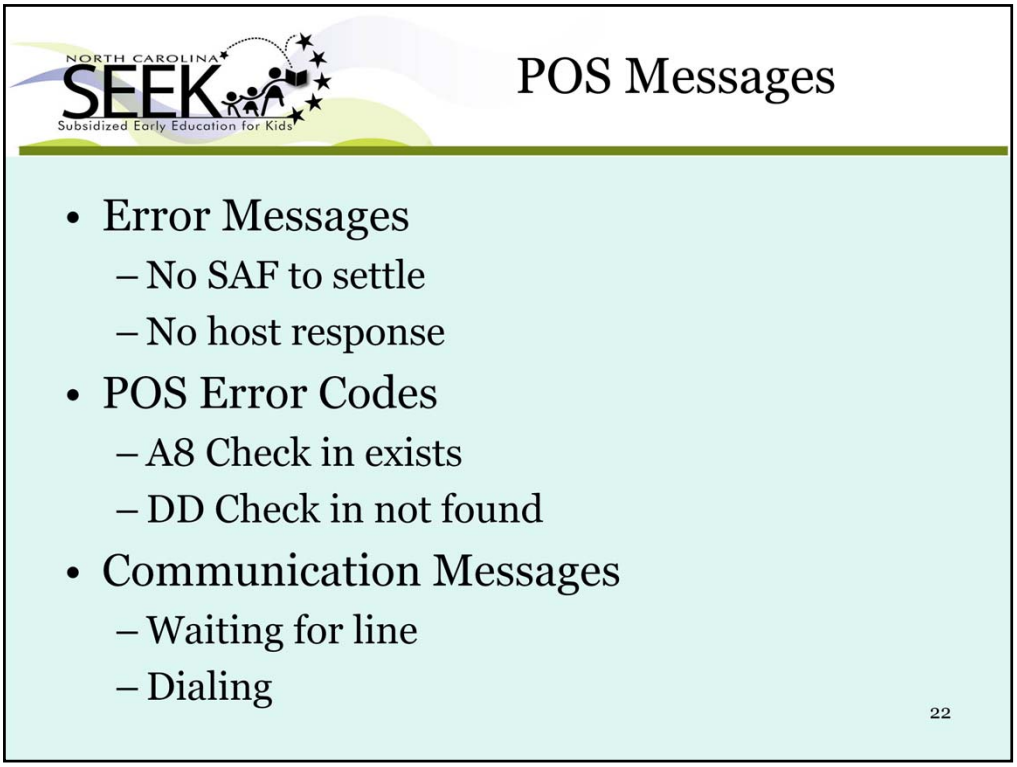


20

Key in up to 12 digit transaction number. Press green enter key. Remember that the transaction number may be found on the receipt.



Wait for confirmation. The system displays
"CONNECTING" then "PROCESSING" followed by an
approved or denied message. If paper is being used, a receipt will print.



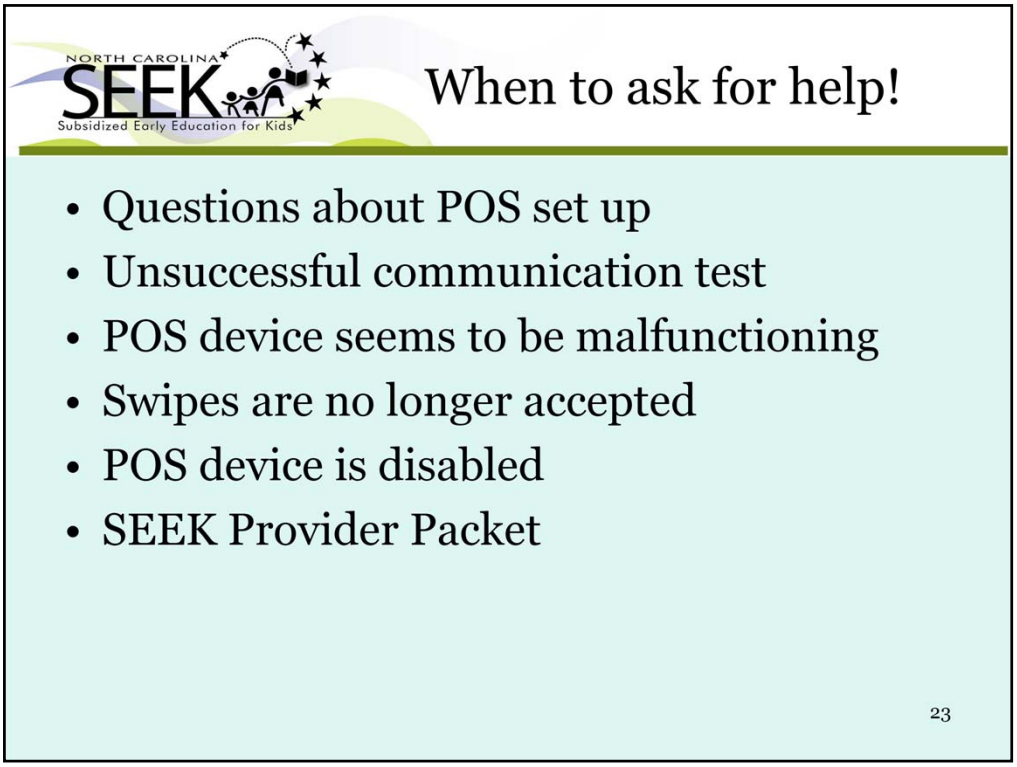
The POS device tries to let you know what is happening at all times through a series of messages.

Error message typically mean you have tried to do something the device can't do such as trying to send store and forward swipes that don't exist (No SAF to settle) or if there is no connection to SEEK, you will see No Host Response.

POS Error codes are explanations for why a swipe is denied such as Check in exists. This error typically occurs when a user has forgotten to check out the previous evening and needs to perform a previous check-out before checking in for the current day. Check in not found occurs when the user is trying to check out and there is not a matching check in. The user needs to perform a previous check in before performing a check out. The two digit code in front of the error message is not really significant and do not show up on the POS device, but you will see those codes in the Provider Web Portal in front of the description.

The device will also give you informative messages such as the Communication Messages to let you know what is happening. For example, if your device shares a line with your phone, when the phone is in use and the device cannot send a swipe, you will see Waiting for Line. Or, if someone swipes and the device is sending the information, you will see Dialing as the device is establishing a connection.

For a list of all of the different error codes and communication messages, please refer to your POS User Guide.



When should you contact the help line? Just about any time you have a question, but specifically

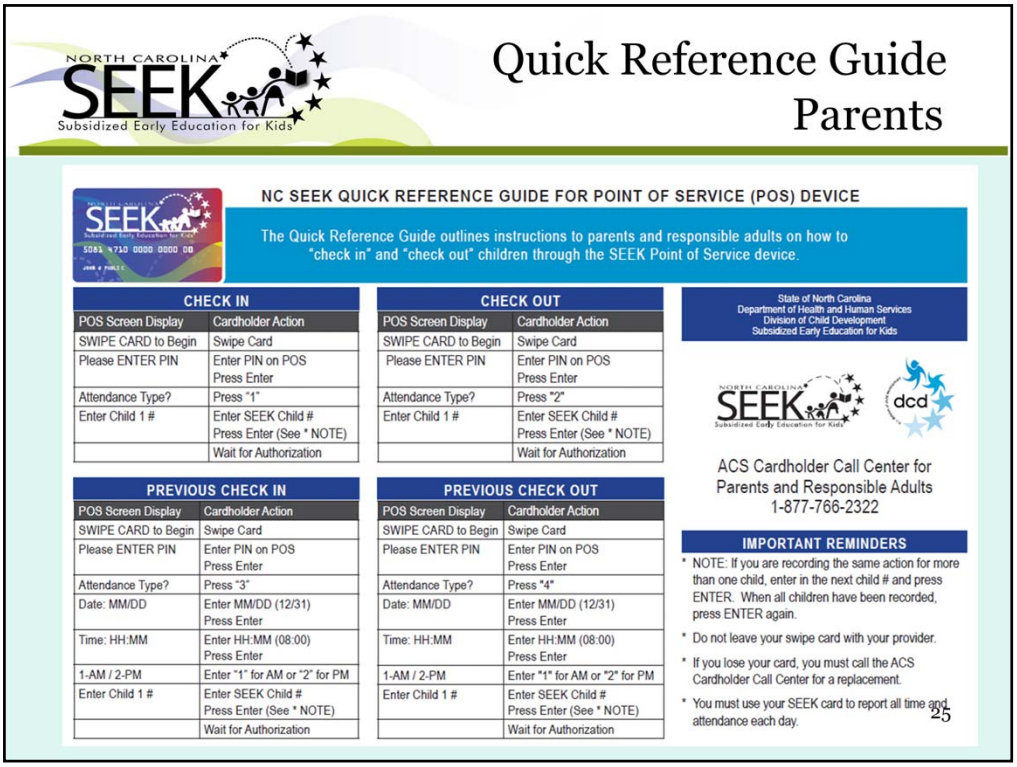
- if you have questions about how to set up your device
- you can't complete a successful communication test
- your working POS device is suddenly malfunctioning
- swipes that were previously accepted are no longer accepted
- your POS device is disabled

or if you have problems accessing the Provider Web Portal.

The Provider Call Center will offer troubleshooting for the POS device. The IVR will step the caller through the troubleshooting steps. If there are still problems, the caller can opt out to speak with a live person to further troubleshoot or have a new device shipped.

If you are a new provider or were recently shipped your POS device and need additional help with setting up your device, you can contact the depot at this number. There are instructions included in the box with your device on performing a communications test and troubleshooting. This document also includes the contact information for the depot.

If you are not sure who to call, start with the Provider Help Line.



NORTH CAROLINA SEEK Subsidized Early Education for Kids

Quick Reference Guide Parents

NC SEEK QUICK REFERENCE GUIDE FOR POINT OF SERVICE (POS) DEVICE

The Quick Reference Guide outlines instructions to parents and responsible adults on how to "check in" and "check out" children through the SEEK Point of Service device.

CHECK IN

POS Screen Display	Cardholder Action
SWIPE CARD to Begin	Swipe Card
Please ENTER PIN	Enter PIN on POS Press Enter
Attendance Type?	Press "1"
Enter Child 1 #	Enter SEEK Child # Press Enter (See * NOTE)
	Wait for Authorization

CHECK OUT

POS Screen Display	Cardholder Action
SWIPE CARD to Begin	Swipe Card
Please ENTER PIN	Enter PIN on POS Press Enter
Attendance Type?	Press "2"
Enter Child 1 #	Enter SEEK Child # Press Enter (See * NOTE)
	Wait for Authorization

PREVIOUS CHECK IN

POS Screen Display	Cardholder Action
SWIPE CARD to Begin	Swipe Card
Please ENTER PIN	Enter PIN on POS Press Enter
Attendance Type?	Press "3"
Date: MM/DD	Enter MM/DD (12/31) Press Enter
Time: HH:MM	Enter HH:MM (08:00) Press Enter
1-AM / 2-PM	Enter "1" for AM or "2" for PM
Enter Child 1 #	Enter SEEK Child # Press Enter (See * NOTE)
	Wait for Authorization

PREVIOUS CHECK OUT

POS Screen Display	Cardholder Action
SWIPE CARD to Begin	Swipe Card
Please ENTER PIN	Enter PIN on POS Press Enter
Attendance Type?	Press "4"
Date: MM/DD	Enter MM/DD (12/31) Press Enter
Time: HH:MM	Enter HH:MM (08:00) Press Enter
1-AM / 2-PM	Enter "1" for AM or "2" for PM
Enter Child 1 #	Enter SEEK Child # Press Enter (See * NOTE)
	Wait for Authorization

State of North Carolina
Department of Health and Human Services
Division of Child Development
Subsidized Early Education for Kids

ACS Cardholder Call Center for Parents and Responsible Adults
1-877-766-2322

IMPORTANT REMINDERS

* NOTE: If you are recording the same action for more than one child, enter in the next child # and press ENTER. When all children have been recorded, press ENTER again.
* Do not leave your swipe card with your provider.
* If you lose your card, you must call the ACS Cardholder Call Center for a replacement.
* You must use your SEEK card to report all time and attendance each day.

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With your POS device, you should have received a laminated Quick Reference Guide. This is a great tool to keep near the POS device at all times. One side is geared towards the Parents/Responsible Adults. The guide shows the user step by step how to perform a check in, check out, previous check in and previous check out. It also references the cardholder call center number if there are any problems.

Quick Reference Guide
Providers

NC SEEK QUICK REFERENCE GUIDE FOR POINT OF SERVICE (POS) DEVICE

This Guide outlines the most common provider actions on the Point of Service device.
Below are instructions for child care providers on how to access reports, void parent errors, and store and forward information on the POS when the telephone line or internet connection is not working.

EXCEPTIONS REPORT

POS Screen Display	Provider Action
SWIPE CARD to	Press F4 Button
Begin User Pwd:	Enter Password (ex: 123456)
Provider Options	Press "1" for Reports
Reports	Press "1" for Exceptions

PRINT DAILY TRANSACTION RECEIPTS

POS Screen Display	Provider Action
SWIPE CARD to Begin	Press F4 Button
User Pwd:	Enter Password (ex: 123456)
Provider Options	Press "4" for Reprint
Reprint	Press "1" for Daily Tran Receipt
Daily Tran Receipt Start Item	Leave Blank and Press Enter
Daily Tran Receipt End Item	Leave Blank and Press Enter
	Wait for Receipt to Print
Printing Complete	

VOID "ONLY" ERROR TRANSACTIONS

POS Screen Display	Provider Action
SWIPE CARD to Begin	Press F4 Button
User Pwd:	Enter Password (ex: 123456)
Provider Options	Press "2" for Void Transactions
Enter Tran #	Enter Transaction Number
	Press Enter Button
	Wait for Authorization
Printing Complete	
NOTE: You only have seven (7) days to void error transactions.	

STORE AND FORWARD

POS Screen Display	Provider Action
SWIPE CARD to Begin	Press F4 Button
User Pwd:	Enter Password (ex: 123456)
Provider Options	Press "3" for Send SAF's
The stored transactions will transmit and clear the device.	

State of North Carolina
Department of Health and Human Services
Division of Child Development
Subsidized Early Education for Kids

Provider Call Center
1-877-606-2776

NC DHHS is an equal opportunity employer and provider.

NC DHHS has paid for this publication through a contract with ACS

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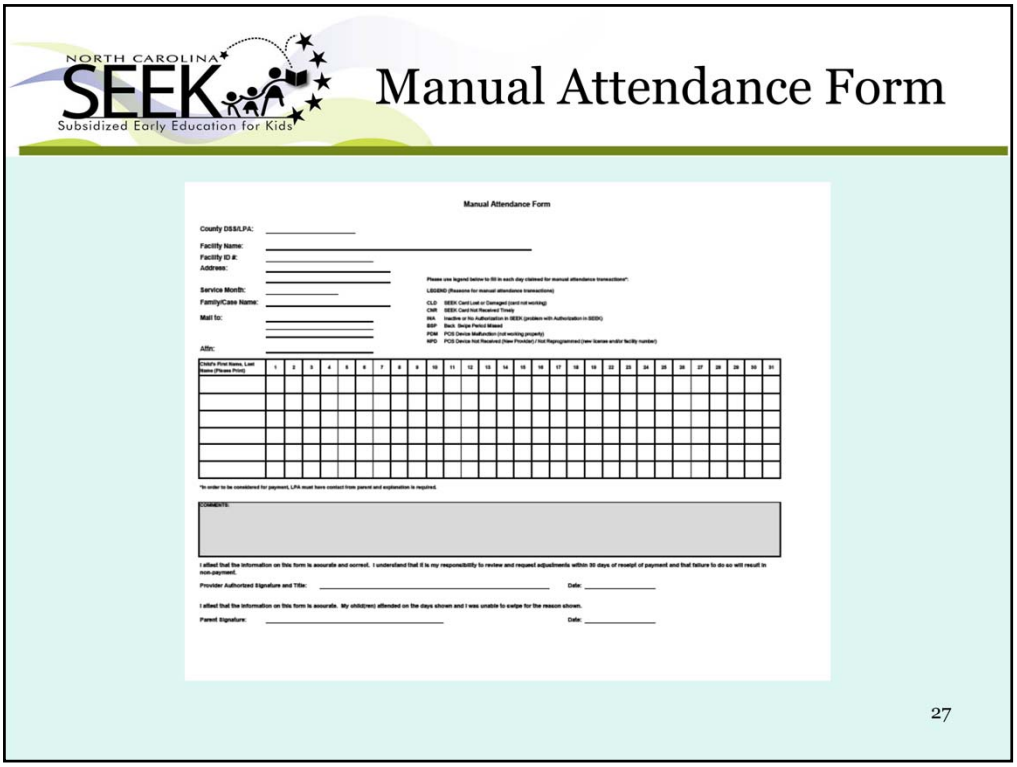
On the reverse side is the quick reference for providers. This shows the user how to print an exceptions report and daily transaction receipts, how to void a transaction and how to send stored swipes. This side also references the provider call center number.



NORTH CAROLINA SEEK Subsidized Early Education for Kids

Manual Attendance Form

Manual Attendance Form

County DSS/LPA: _____

Facility Name: _____

Facility ID #: _____

Address: _____

Service Month: _____

Family/Case Name: _____

Mail to: _____

Attn: _____

Please use legend below to fill in each day claimed for manual attendance transactions*:

LEGEND (Reasons for manual attendance transactions)

CLD SEEK Card Lost or Damaged (card not working)
CNR SEEK Card Not Received Timely
INA Inactive or No Authorization in SEEK (problem with Authorization in SEEK)
BSP Back Swipe Period Missed
PDM POS Device Malfunction (not working properly)
NPD POS Device Not Received (New Provider) / Not Reprogrammed (new license and/or facility number)

Child's First Name, Last Name (Please Print)	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

*In order to be considered for payment, LPA must have contact from parent and explanation is required.

COMMENTS:

I attest that the information on this form is accurate and correct. I understand that it is my responsibility to review and request adjustments within 30 days of receipt of payment and that failure to do so will result in non-payment.

Provider Authorized Signature and Title: _____ Date: _____

I attest that the information on this form is accurate. My child(ren) attended on the days shown and I was unable to swipe for the reason shown.

Parent Signature: _____ Date: _____

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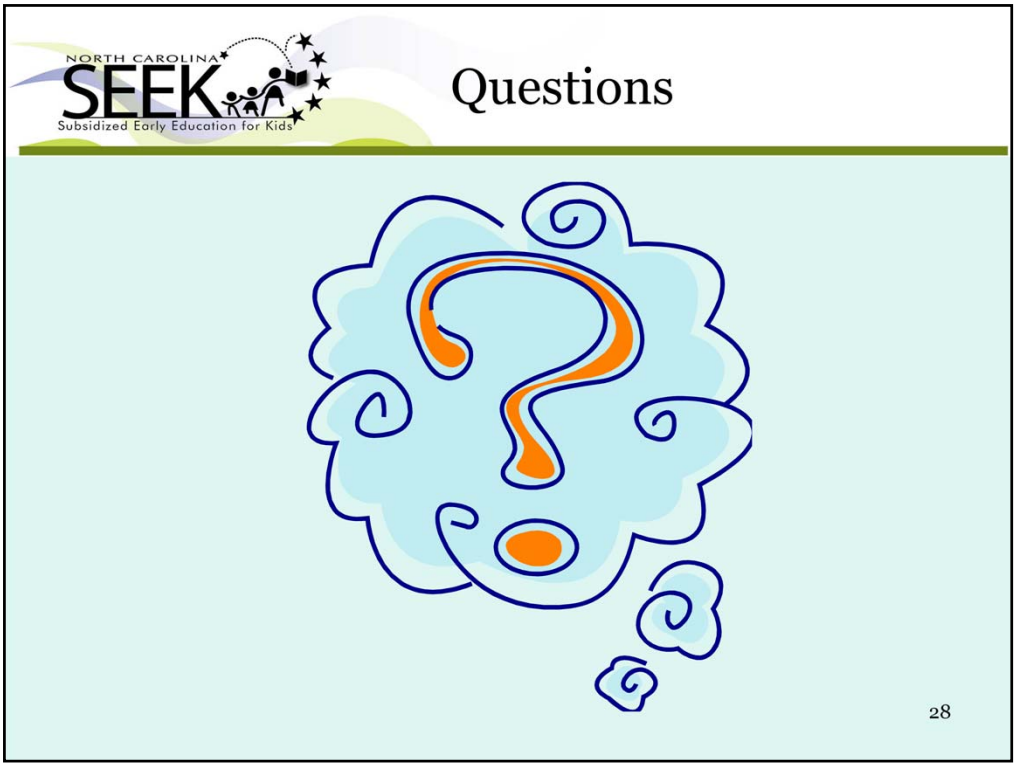
The Manual Attendance Form is used to report issues with swiping at the Child Family Case level. The Form is filled out for each Family Case that has one of the issues listed with swiping. Each child that belongs to the Family that authorized to receive subsidized childcare are listed on the Form. The Parent must sign the form before it is submitted with the Monthly Attendance Sheet.

The form cannot be used to record any other issues outside those issues listed on the form. If there is an issue with swiping that is not listed on the form, please contact your local DSS Staff Member.



Thank you for attending. If you have questions after this presentation, please contact your local DSS Staff Representative and they will assist you as best they can and/or direct you to someone who can.

For further assistance, you may also access our SEEK Frequently Asked Questions (FAQs) using the following URL:

http://ncchildcare.dhhs.state.nc.us/general/mb_SEEK.asp