

Provider FAQs about SEEK

What is North Carolina SEEK?

SEEK stands for Subsidized Early Education for Kids. It is an automated attendance reporting and payment delivery system. Parents or responsible adults use a magnetic stripe card with a card-reading machine, called a Point of Service (POS) device. The POS is installed at the provider's child care home or center to record the child's attendance. This process will reduce paperwork for providers. The attendance information is used when determining the payment to the provider.

POS Device

What is a Point of Service (POS) device?

A POS device is used to record the specific time and date of the child's attendance at the child care facility. It looks and works just like a credit or debit card machine that you see at retail stores.

Who receives a POS device?

All regulated providers who are enrolled in the Subsidized Child Care Program will receive a POS device.

How do I get a POS device?

Child care providers will receive a packet from Affiliated Computer Services (ACS), Inc., the company developing and implementing SEEK. The packet includes a North Carolina Provider Equipment Agreement form which must be signed and returned to ACS in order to receive a POS device.

What type of connection do I need?

To install and use the POS device, you need a standard analog landline (type of line used for a telephone, fax machine, or credit card machine) or high-speed internet connection. A VeriFone Vx510 POS device will be connected to the ACS system through your telephone line (in most cases, you will **not** need an additional telephone line) or through the internet. You also need a power source – an electrical outlet. Your installer will set up the POS device in your facility and will make certain that it works correctly.

How many POS devices do providers receive?

A child care provider will receive one (1) POS device at no charge for every 50 children at the child care facility who are

receiving subsidy services. Up to four (4) POS devices can be connected to one telephone line. When a facility has more than one POS device, the additional device(s) will store swipes while the phone line is in use and forward them when the phone line is free.

Do I have to pay for the POS device?

No. There is no cost to any provider for the POS, installation, and maintenance for normal wear and tear.

Who is responsible for maintenance and replacement costs for the POS device?

ACS is responsible for maintenance and replacement costs of the POS device for normal wear and tear. The child care provider is responsible for the replacement of the POS in cases of fire or theft, or if the device is lost or damaged because of abuse or gross negligence. Arrangements for maintenance and replacement of POS devices are described in the North Carolina Provider Equipment Agreement.

Do I have to use a POS device?

Yes, using a POS device is required in order to participate in the Subsidized Child Care Program. North Carolina will only pay for care that is recorded through SEEK.

Swiping

How does the swiping work?

Parents or responsible adults will be mailed a magnetic stripe card. The parent swipes the card through the POS device every time the child checks in or out of the child care facility. The swipes indicate that the child is attending child care at a specific time and date. These swipes are often called "transactions".

Can providers swipe the SEEK card for the parent or responsible adult?

Child care providers are not allowed to be in possession of the SEEK card. If found with a card, the provider may have to pay a fine and the parent or responsible adult may lose his/her child care services.

What if there is more than one child in the family?

Each child is assigned a specific child number. The child numbers are formatted in two digits – 01, 02, 03, and so on.

If there is more than one child approved for child care services, the parent swipes the SEEK card one time and then enters each child number.

Will the POS indicate whether the child is authorized?

Yes. Once the card is swiped, the POS device will display whether the child is accepted or denied. This is also printed on the receipt and displayed on the SEEK Provider Web Portal.

What if the parent or responsible adult forgets to bring the SEEK card or is not able to report the child's attendance?

Parents or responsible adults can catch up on missing days by using the "Previous Check-In" and "Previous Check-Out" process on the POS device. They have seven (7) calendar days in which to record previous transactions.

Payment

How will I be paid?

Child care providers will be paid twice a month, around the middle and the end of the month. Your payments will be transferred directly into the checking or savings account that you designate to ACS.

What if my payment is incorrect?

There should be fewer payment errors with the new automated system. If you should find errors in your payment, contact your local department of social services or local purchasing agency immediately.

Questions

Who should I call after the POS has been installed about technical questions?

Call the Provider Call Center at 1-877-606-2776.

Who should I call if I have subsidy policy questions?

Call the child care worker at the local department of social services or local purchasing agency.

