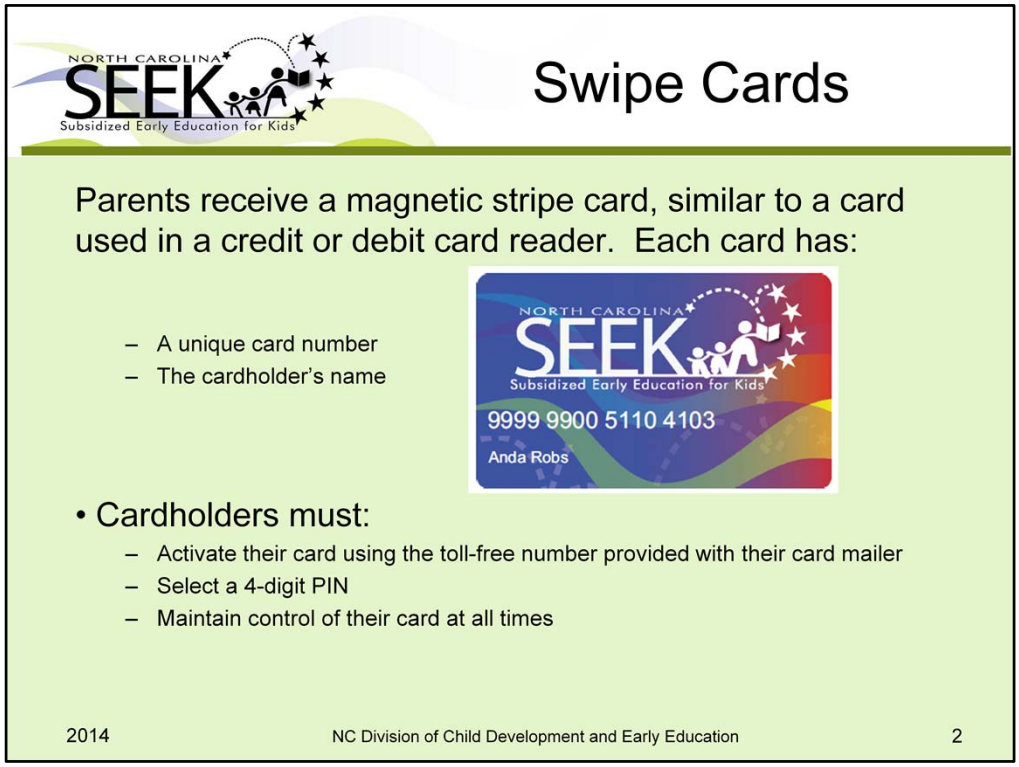
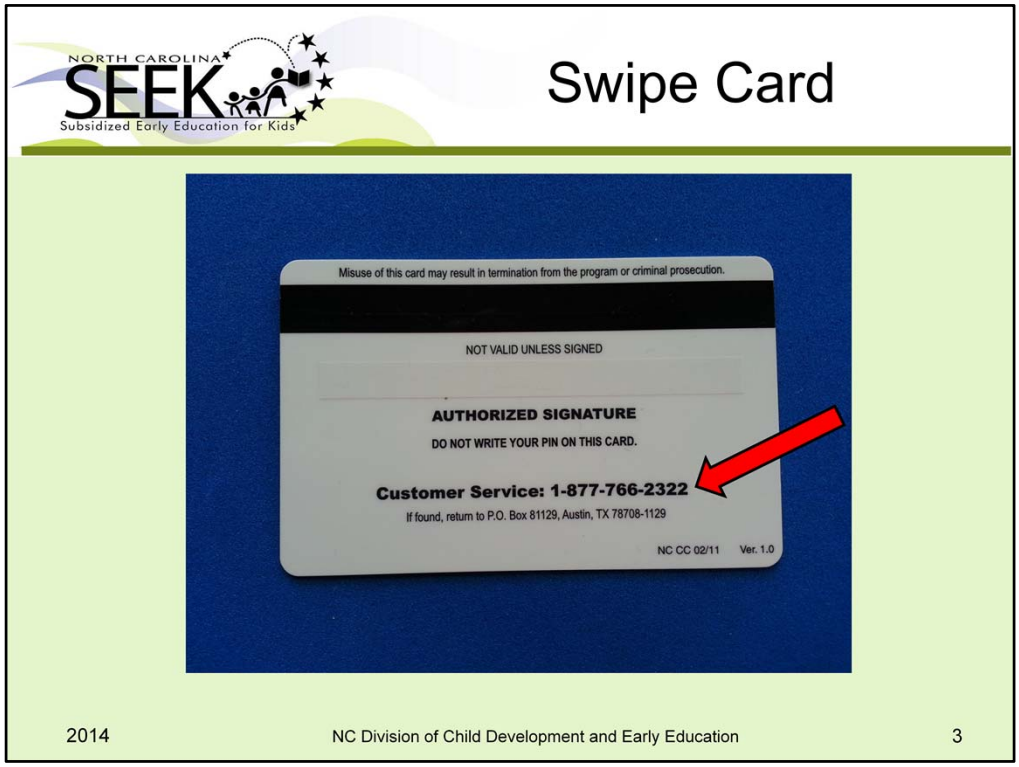
How to Use your SEEK Card and the POS Device

The following presentation

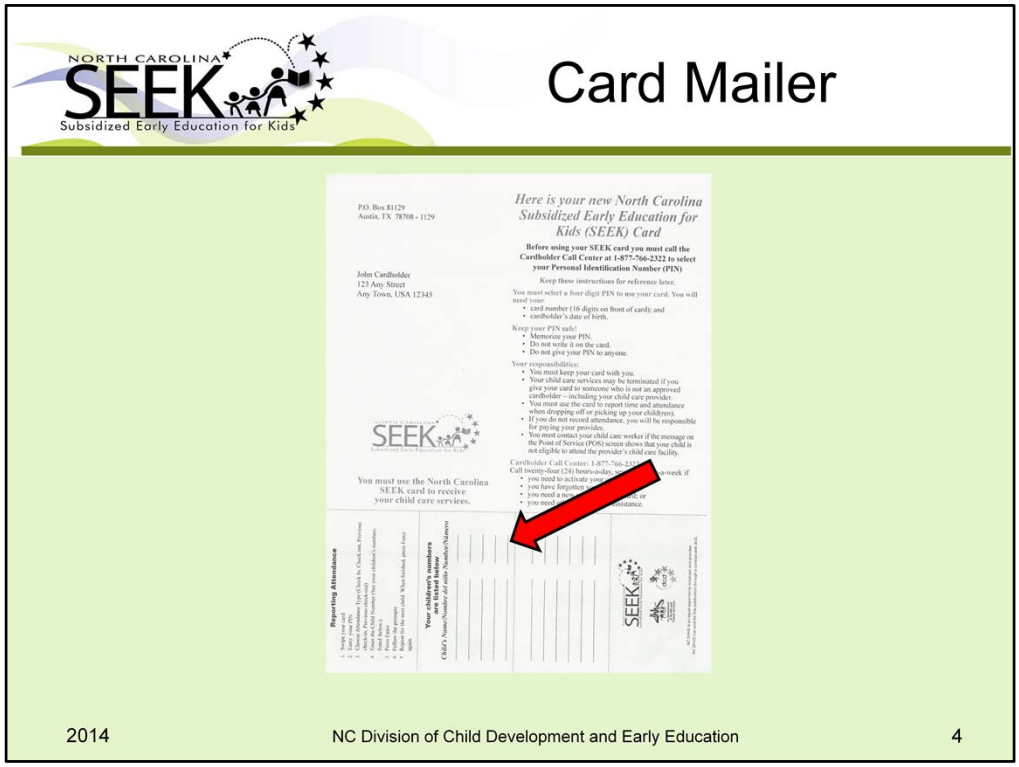
will guide you through the process of swiping your child(ren)'s attendance into the SEEK system.



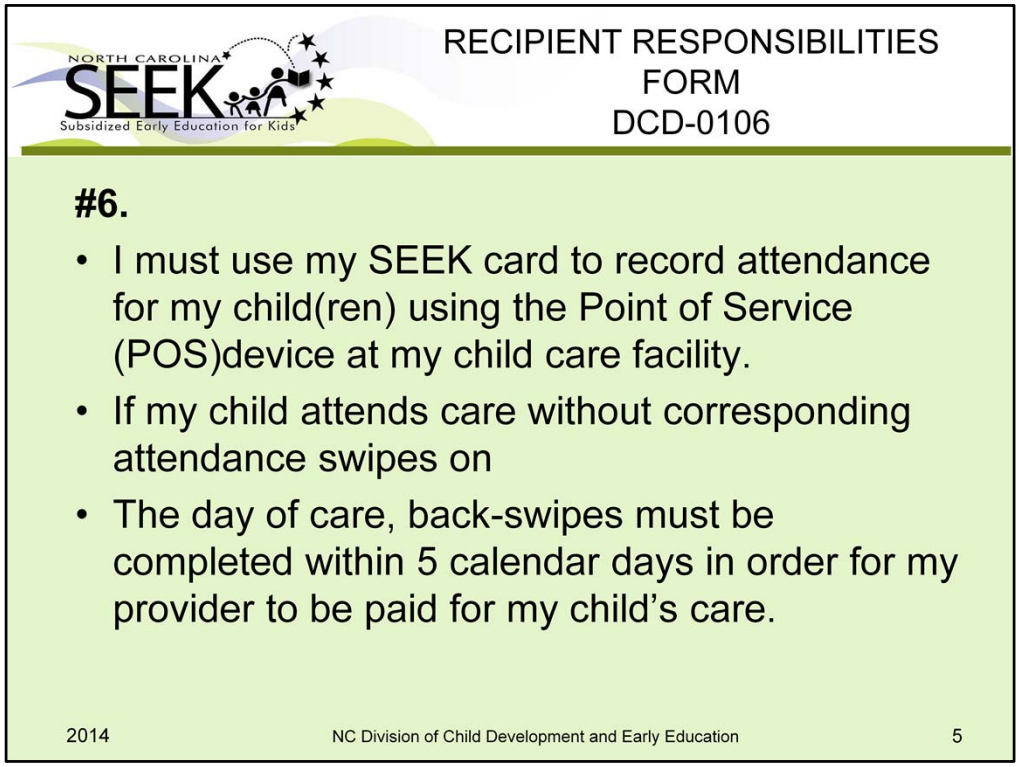
If you haven't already received your card, this is what the SEEK card looks like. Each card has a unique number and the cardholder's name embossed on the card. Only the person assigned the card is authorized to use the card. If you need a second card for a family member or friend to swipe your child in or out, you will need to request an alternate card holder from your child care worker. This card will be in the persons name and sent to your address. It is up to you to provide the card to your alternate card holder. Please watch your mail for a plain looking envelope that looks like it could be potential junk mail. You should receive your card in 7-10 days after being determined eligible for Child Care Subsidy Services. If you have not received your SEEK card within a month please contact your child care worker to determine the reason why.



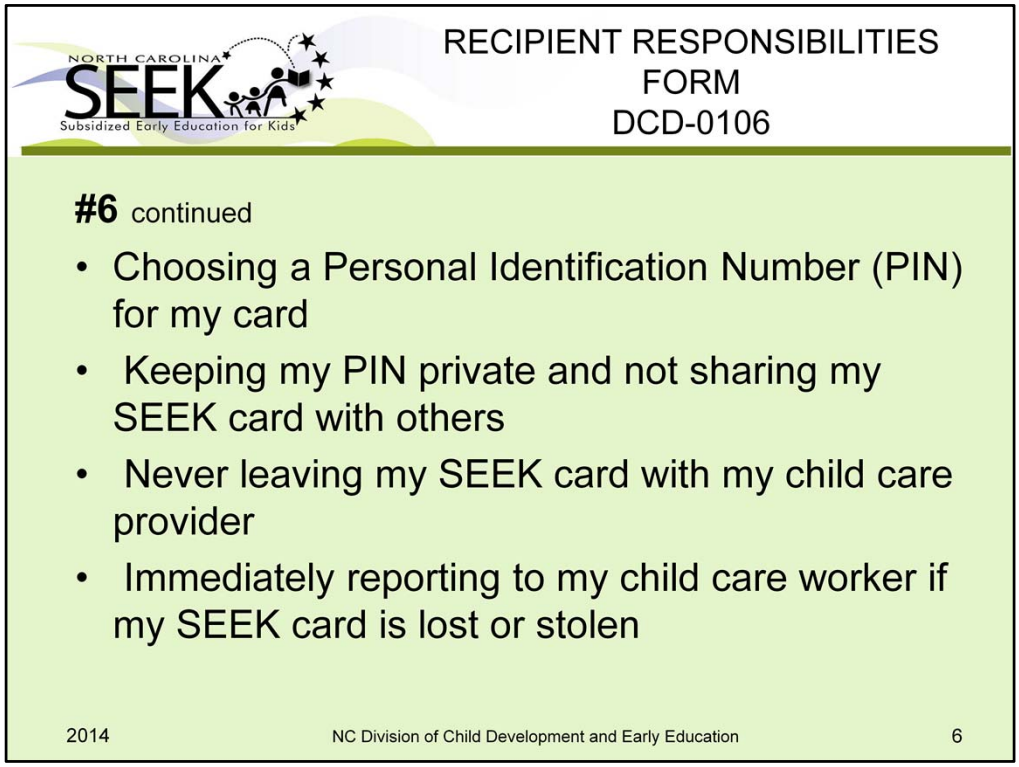
When you first receive your SEEK card, you will need to call the 877 number on the back of the card. Follow the prompts and select a 4-digit PIN number for the card. Keep the pin number is a safe place in case you forget the numbers. Your SEEK card will not work until this has been completed.



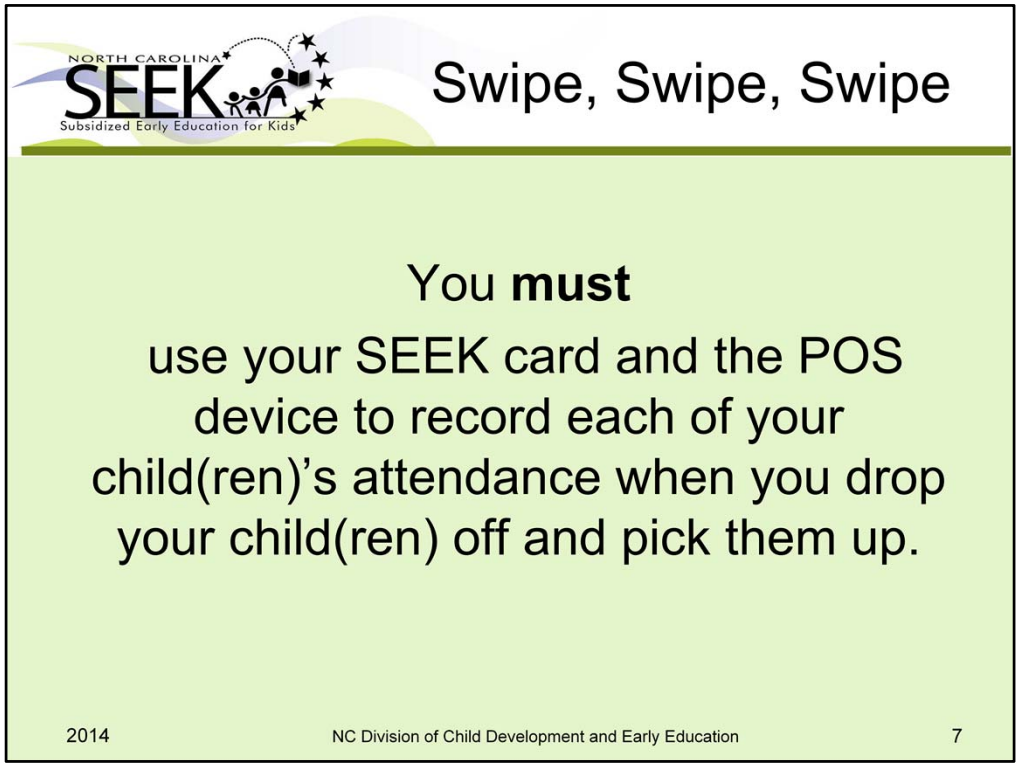
With your card in the envelope, you will find a card mailer which will have printed the 2-digit child number for each child authorized in your household. Please keep the section of the card holder which identifies the 2- digit number for each child. If you, the cardholder, do not know the child's number, you will need to contact the cardholder call center or your local DSS office to obtain the child number.



When you applied for Child Care assistance, part of the application process is signing the DCD-0106 Recipient Responsibilities Form and receiving as copy for your records. In regards to your responsibilities pertaining to the SEEK process, please refer to #6 as noted on this slide.



This is a continuation of #6 on the DCD-0106 Recipient Responsibilities Form pertaining to your SEEK card.

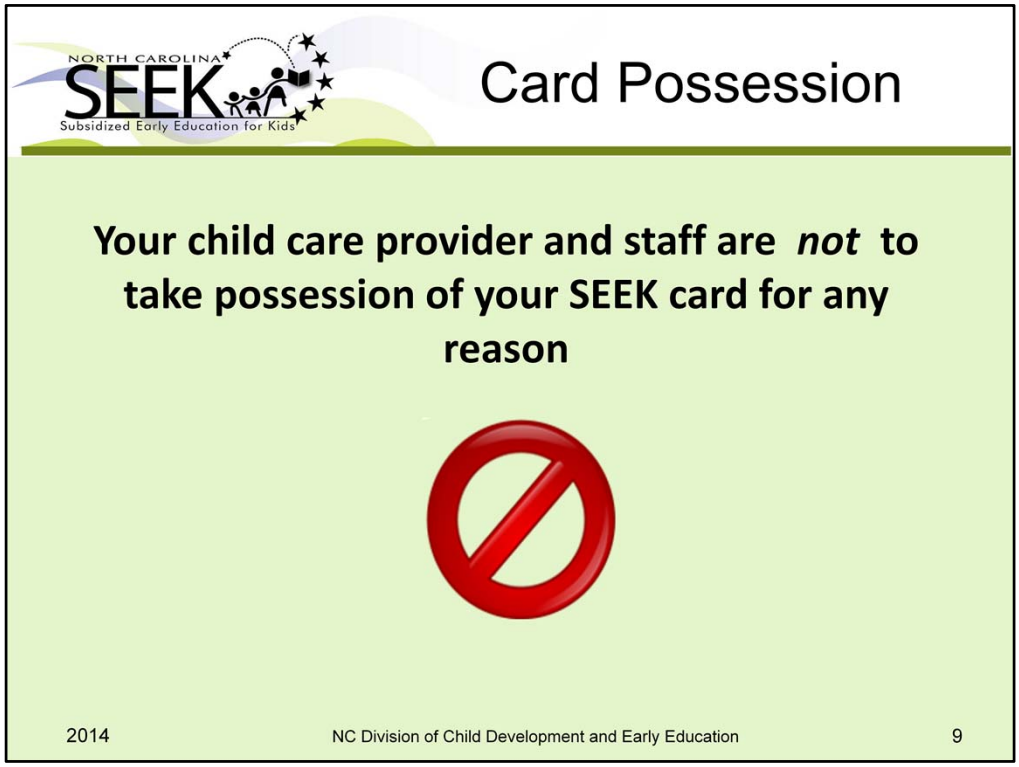


It is recommended that you review your copy of the Recipient Responsibilities Form.

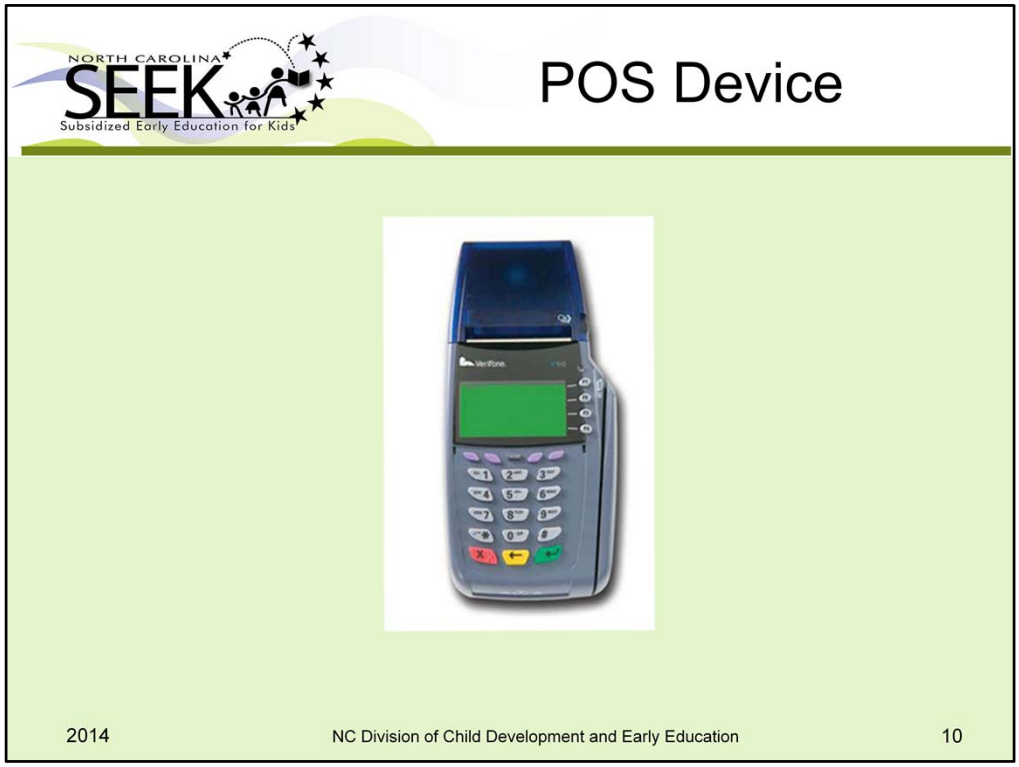
Keep swiping – even if you receive a message that states "Authorization Not Found". If you receive this message (Authorization Not Found) please contact your child care worker.

CHANGE OF PROVIDERS

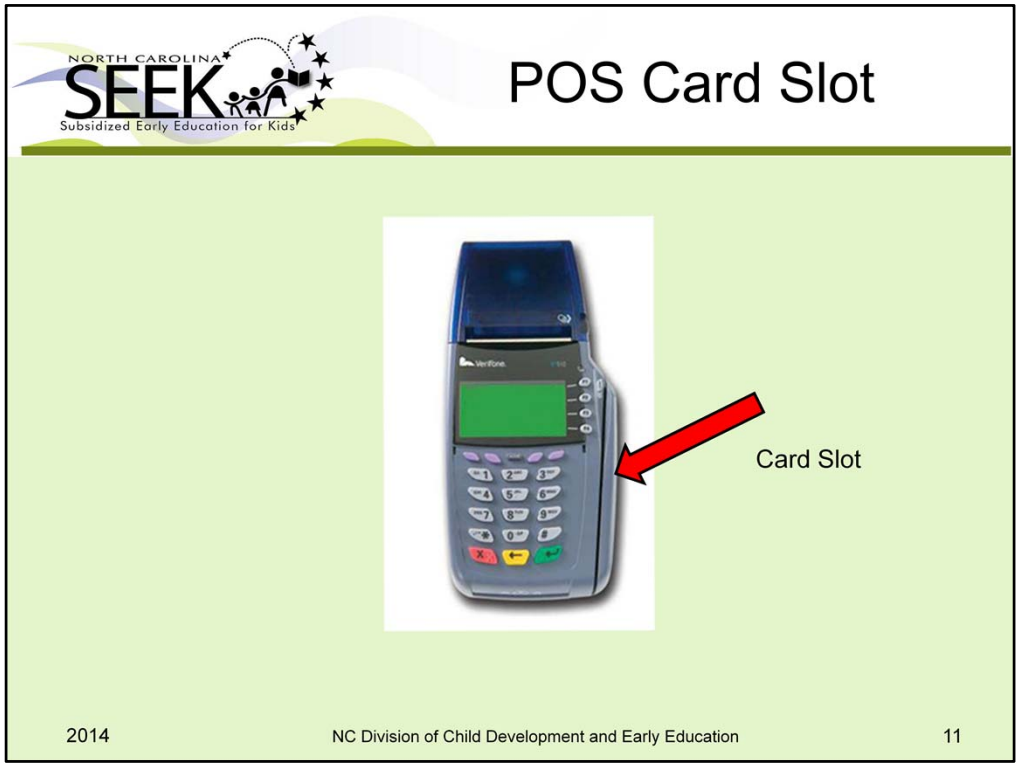
If you need to change providers there is no need for a new card. This card will be modified behind the scenes to discontinue your current provider and authorize your new provider.



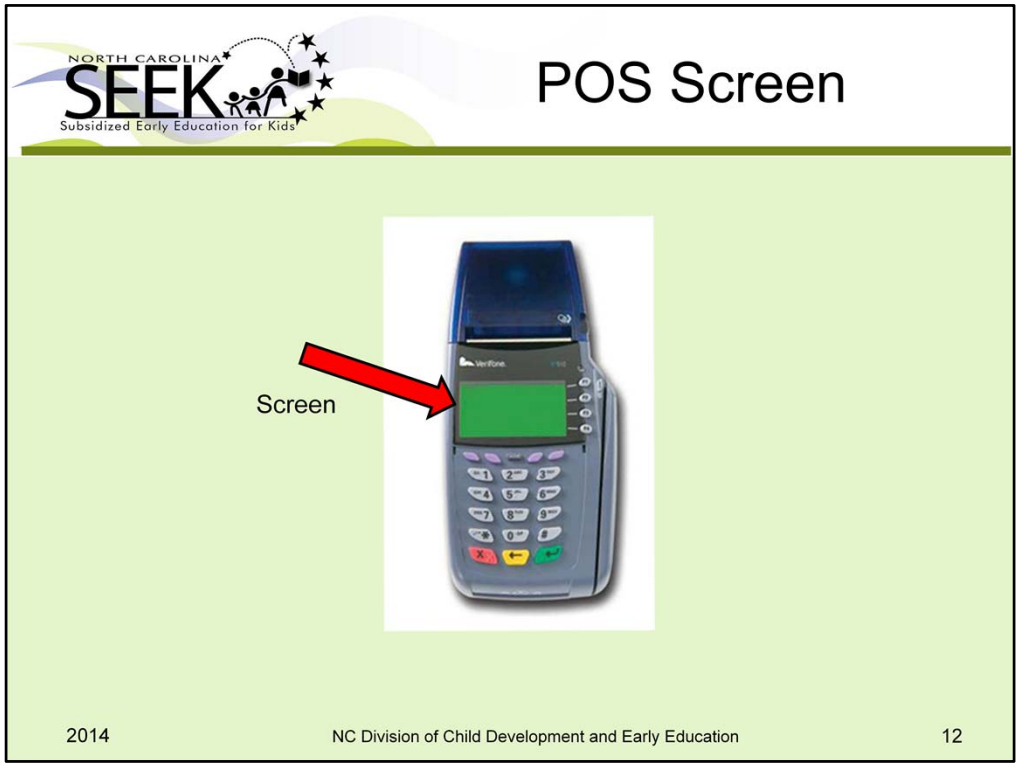
It is considered fraud for anyone other than the assigned cardholder (you) to use the SEEK card.



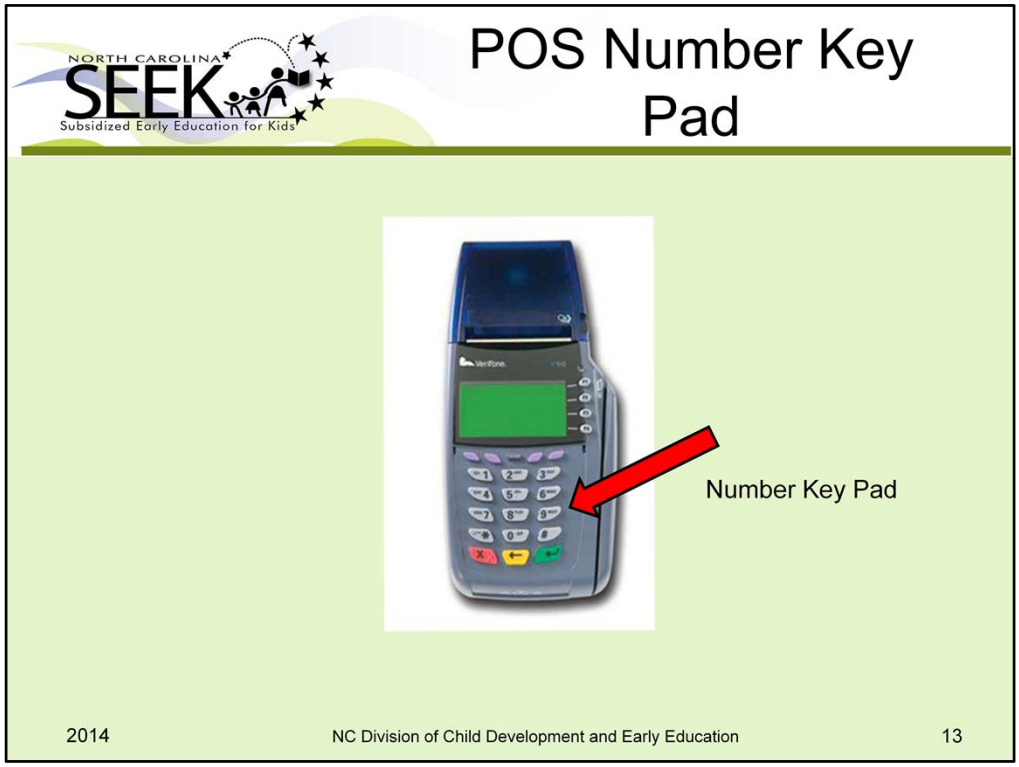
This is what the POS device looks like. Your child care facility should have a device that looks something like this one in the picture. Depending on the size of the facility that your child is attending, your provider may have more than one POS device.



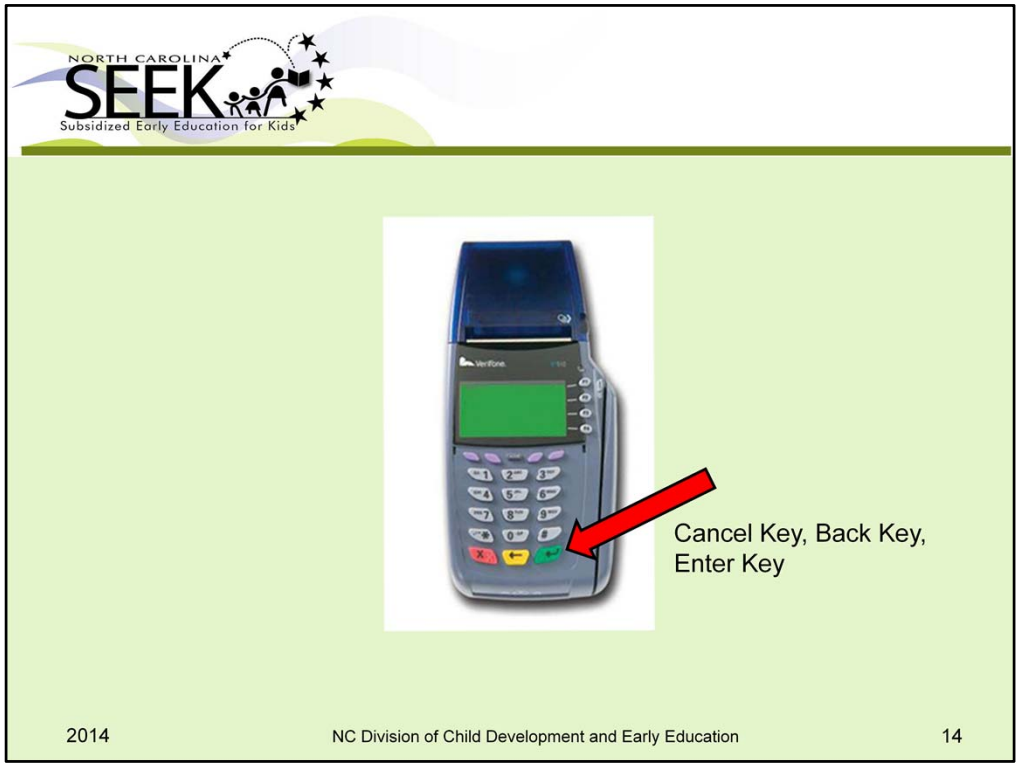
Let's take a look at the different parts of the POS device. This is the card slot where you will be swiping your card – just like at a POS machine at the grocery store or in a retail store.



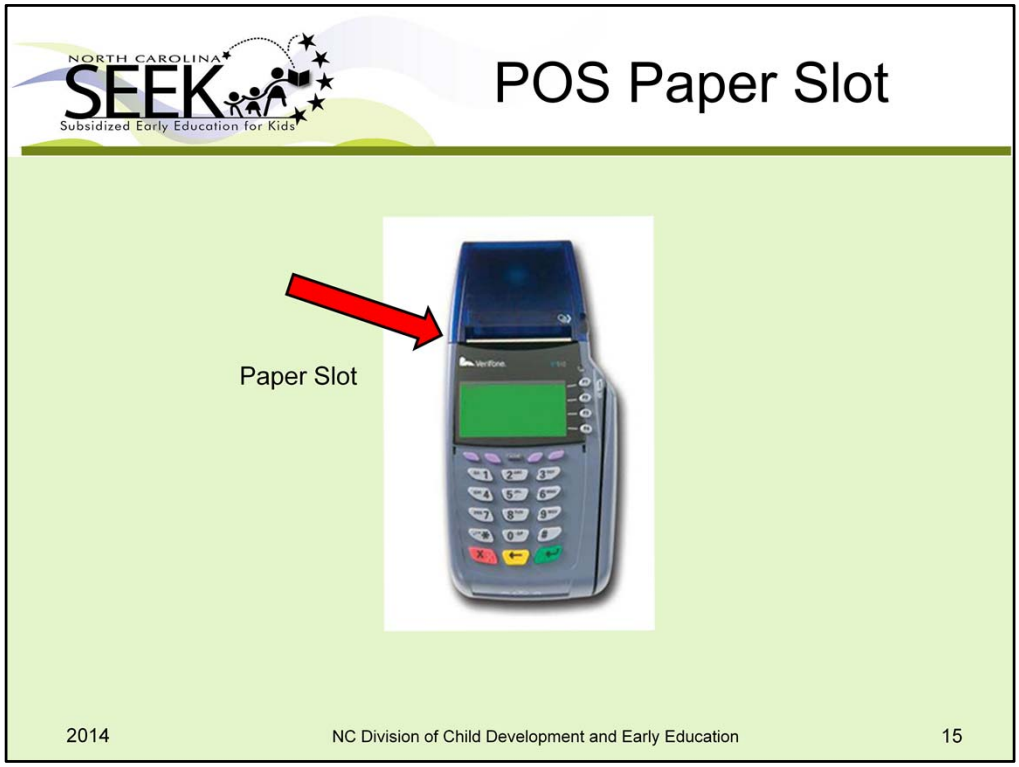
Continuing with the overview of the parts of the POS device. This is the screen where you will see the prompts for checking your child(ren) in and checking out each day.



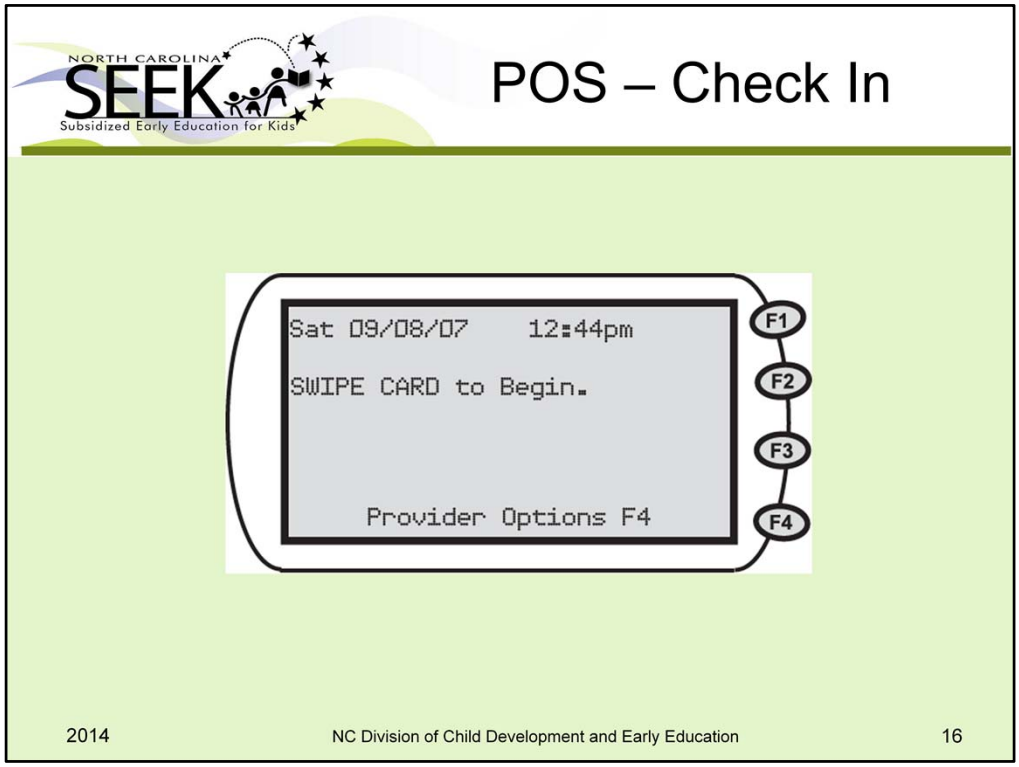
These are the number keys you will use to enter the child's number, dates and time when completing a previous swipe in or out.



These three keys at the bottom are used to cancel a step (red button), enter a step (green button) or backspace (yellow button)



This is the paper slot, where the receipts will come out of the machine. After you have completed your swipe, and have entered the information it is your responsibility to look at the screen and the receipt. This is to ensure that your swipe was accepted. Speak with your provider about his/her individual procedure regarding the receipt.



Now we are going to look at how each of the swipes are performed by you, the cardholder. We'll start with a basic Check-In. When not otherwise in use, the default screen always says "SWIPE CARD to begin" You will need to line up your card with the black stripe facing the machine and run the card through the card slot on the side of the machine.

POS - Enter 4 Digit Pin Number

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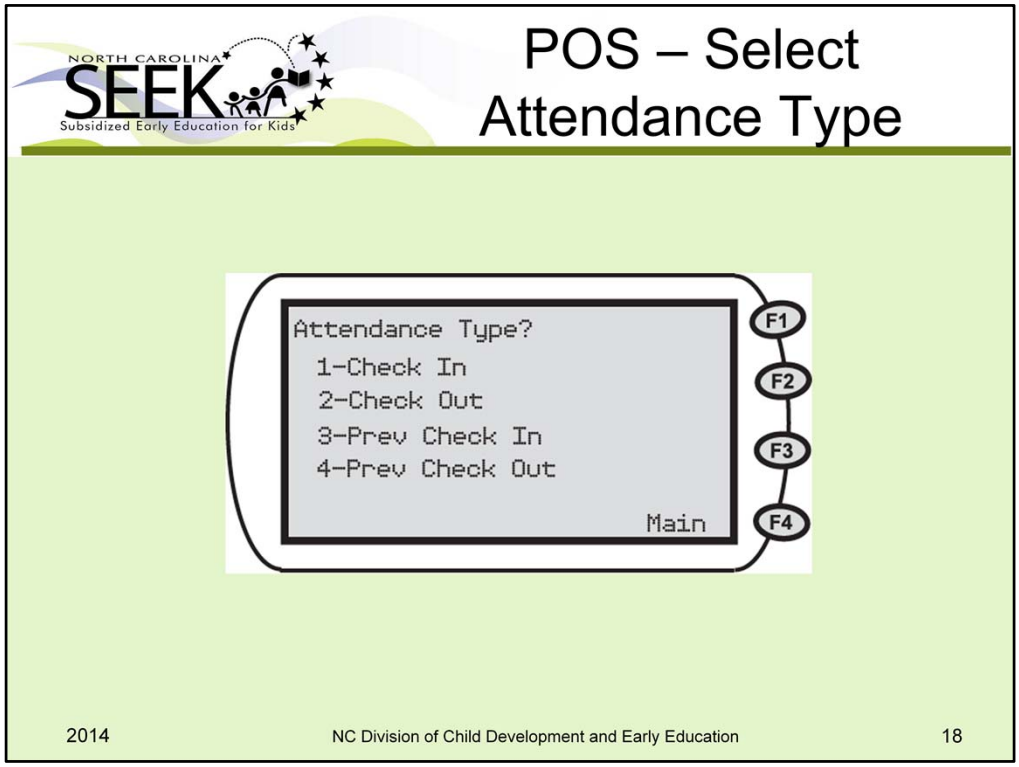
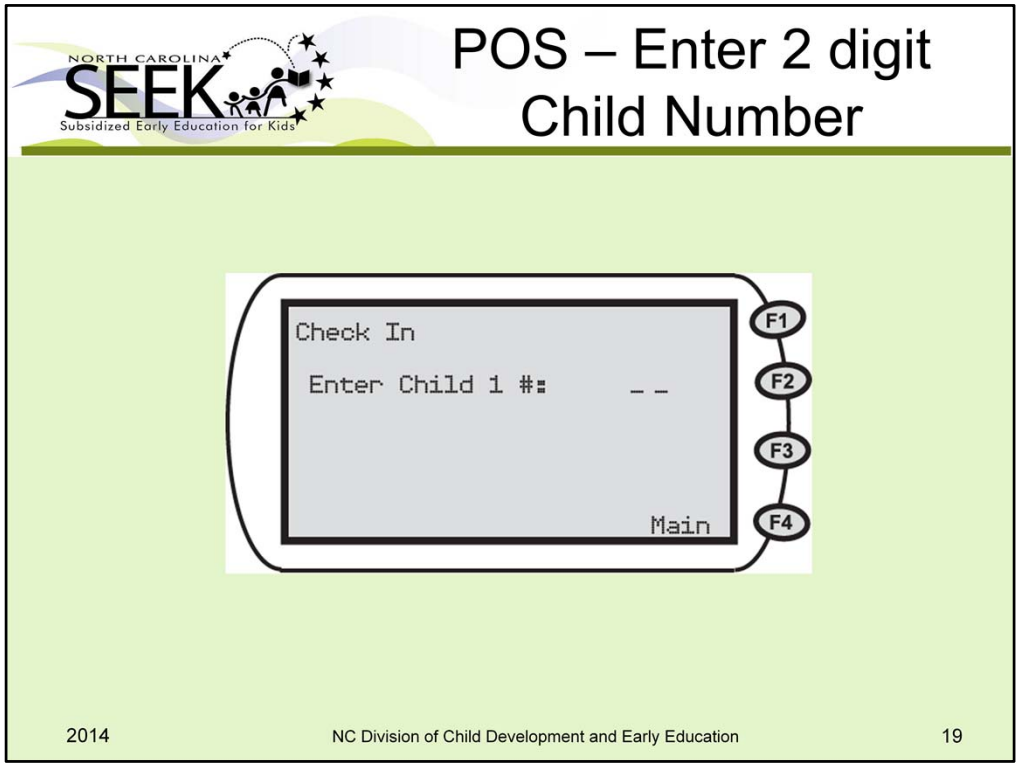
You will be asked to enter your 4 digit PIN number using the keypad and when completed press the **green enter key**.

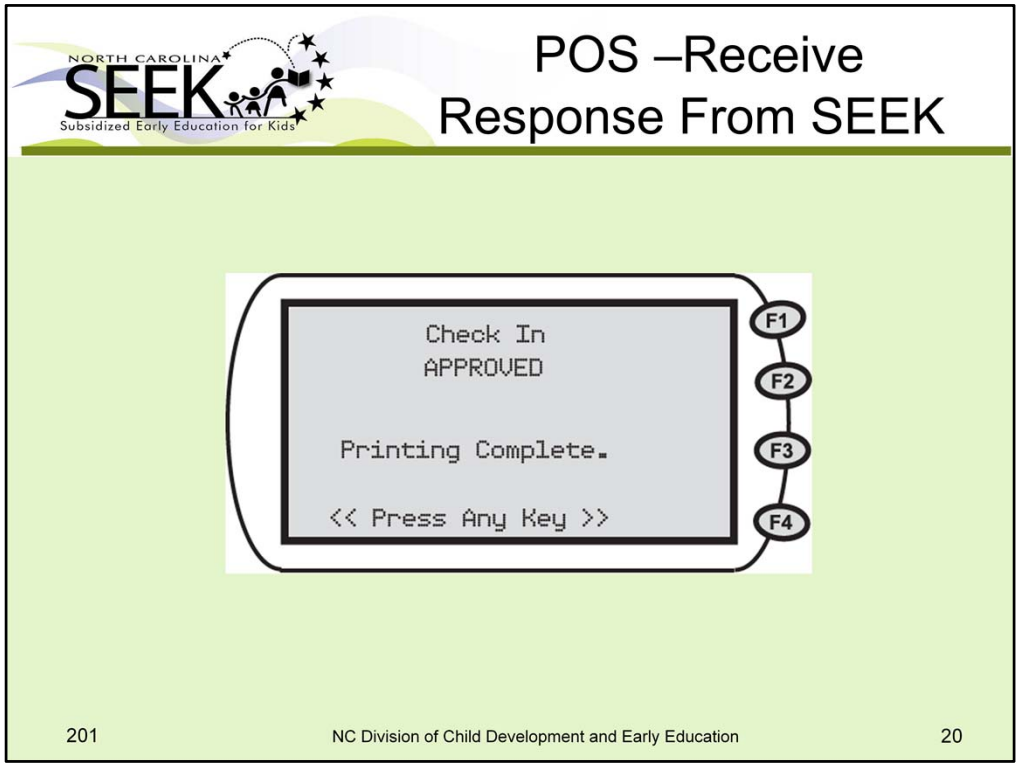


You will then be prompted to select the type of attendance transaction that you want to perform – check in, check out, previous check in, previous check out. You will do this by selecting the number of your choice on the number key pad. For checking in and out on the actual date you do not have to enter a date. This is one reason that it is a must to check the screen or the receipt when it prints to ensure you have an approved check in and out for each day. Let's start with a check in. Press the #1 button and then press the **green enter key**



This is where you would key in the appropriate child number and press the **green enter key**. On your card mailer it tells you each of your child(ren)'s numbers. Refer to slide # 3. If you do not have your card mailer, contact your child care worker.

Note: If entering more than one child, enter the next child number and press the **green enter key**. When finished entering the children, press the **green enter key** again.

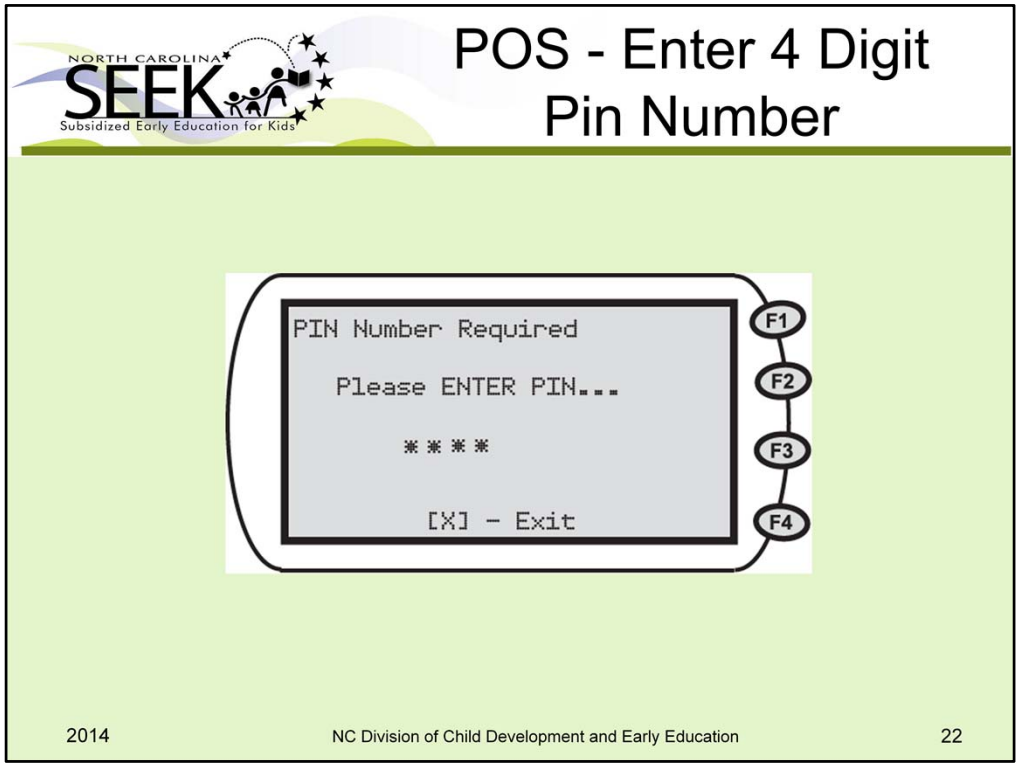


You will need to wait for an authorization. The system displays “CONNECTING” then “PROCESSING”, followed by an approved or denial message. The POS device will automatically print out the receipt.

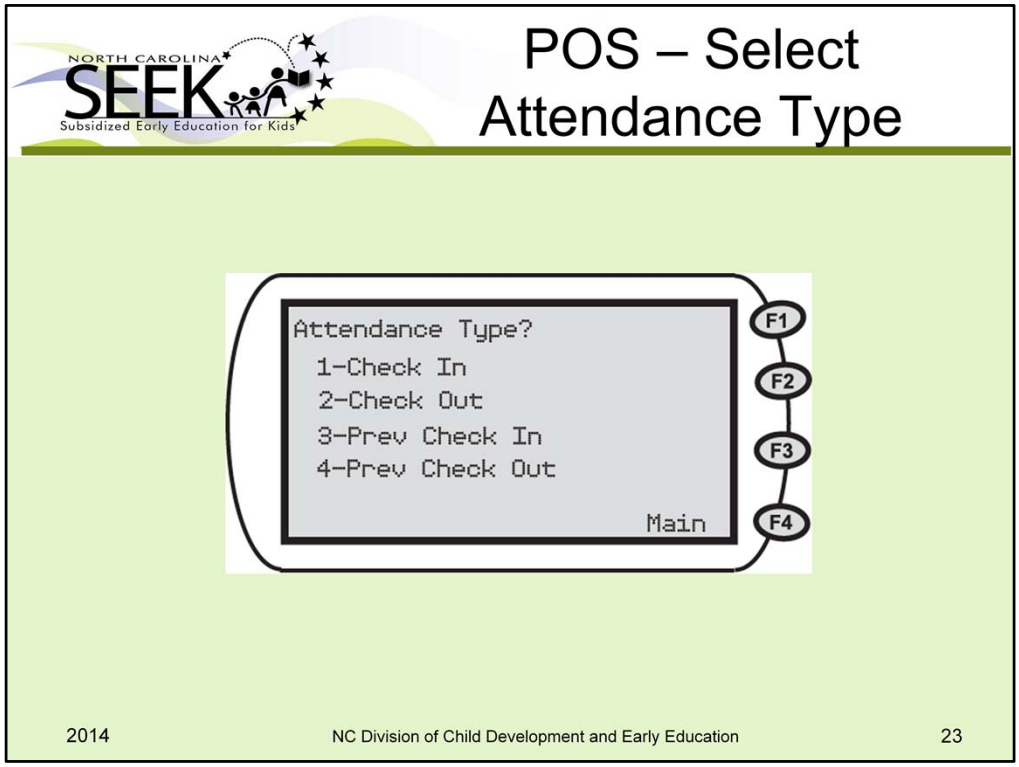
If the machine is not plugged into a data source – phone line or internet connection, or the phone line is in use or the data line is otherwise busy, the device will STORE the swipe and try to access a connection every 30 seconds until it successfully sends the transaction.

POS – Check Out

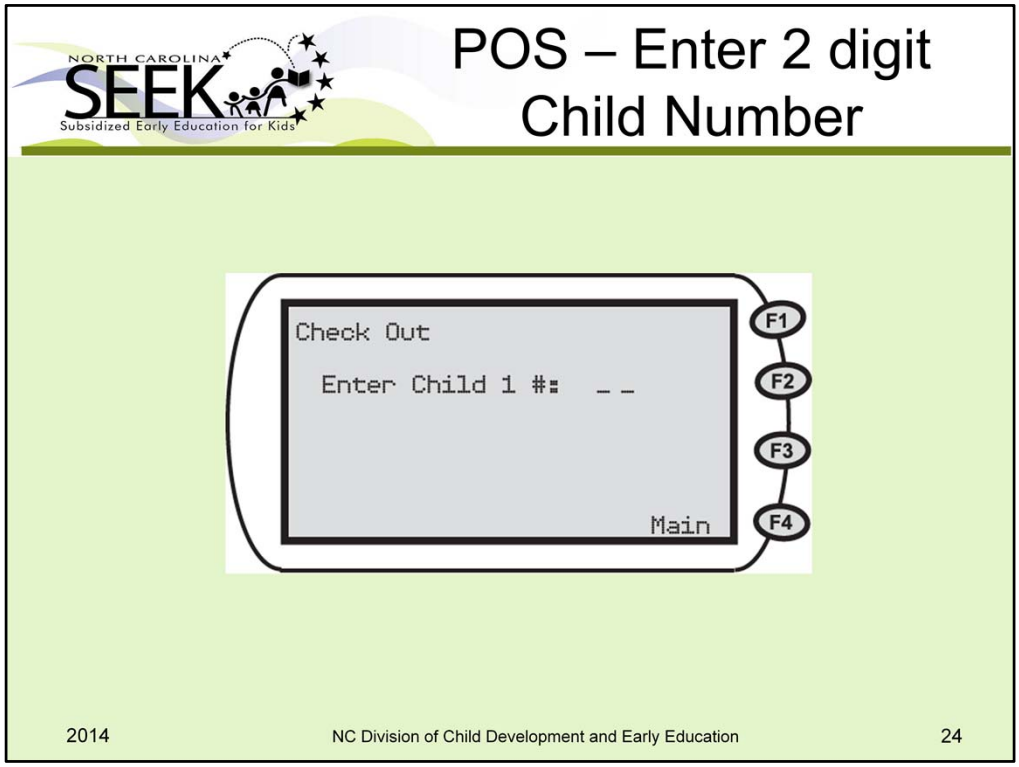
To check out, the screen starts out the same way – Swipe card to begin.



You'll note that the process is basically the same for each type of attendance transaction. Enter the 4 digit PIN number and hit the **green enter key.**



Select 2 for Check Out, press the **green enter key.**



You would then key in child number and presses the **green enter key**.

Note: If entering more than one child, enter the next child number and press the **green enter key**. When finished entering all the children press the **green enter key** again.

POS –Receive Response From SEEK

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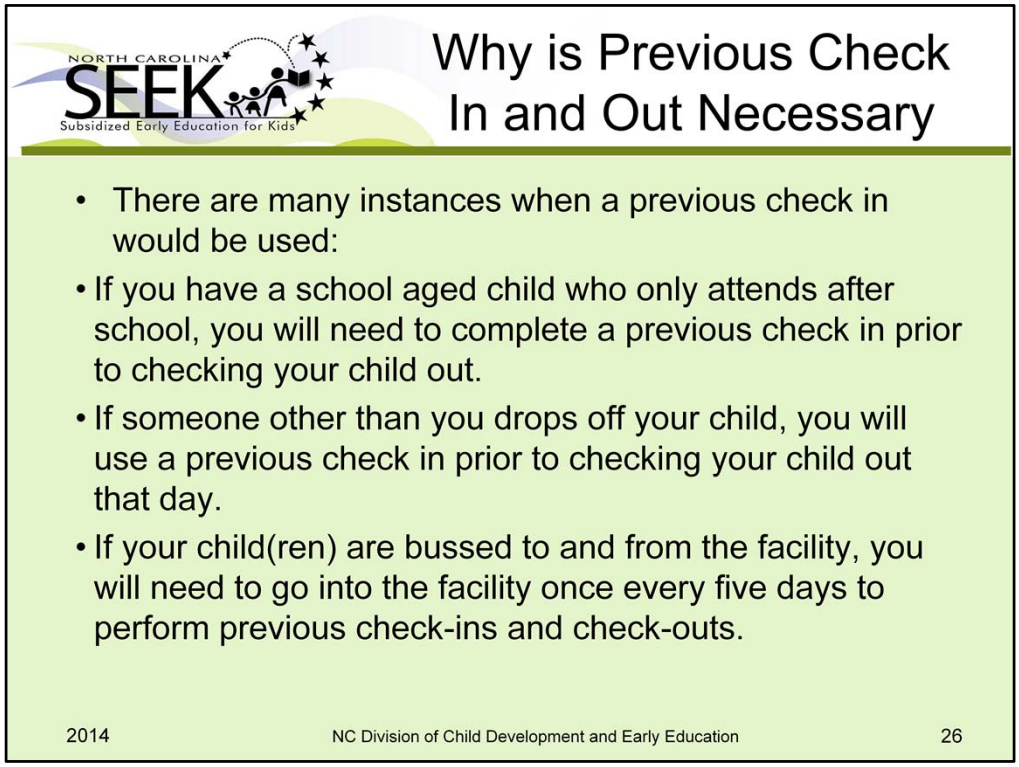
You need to wait for an authorization. The system displays “CONNECTING” then “PROCESSING”, followed by an approved or denial message. A receipt will automatically print out.



A regular check out can be completed after you enter the previous check in if it is on the same day. If you have more than one child at the facility, you will need to do this for each child.

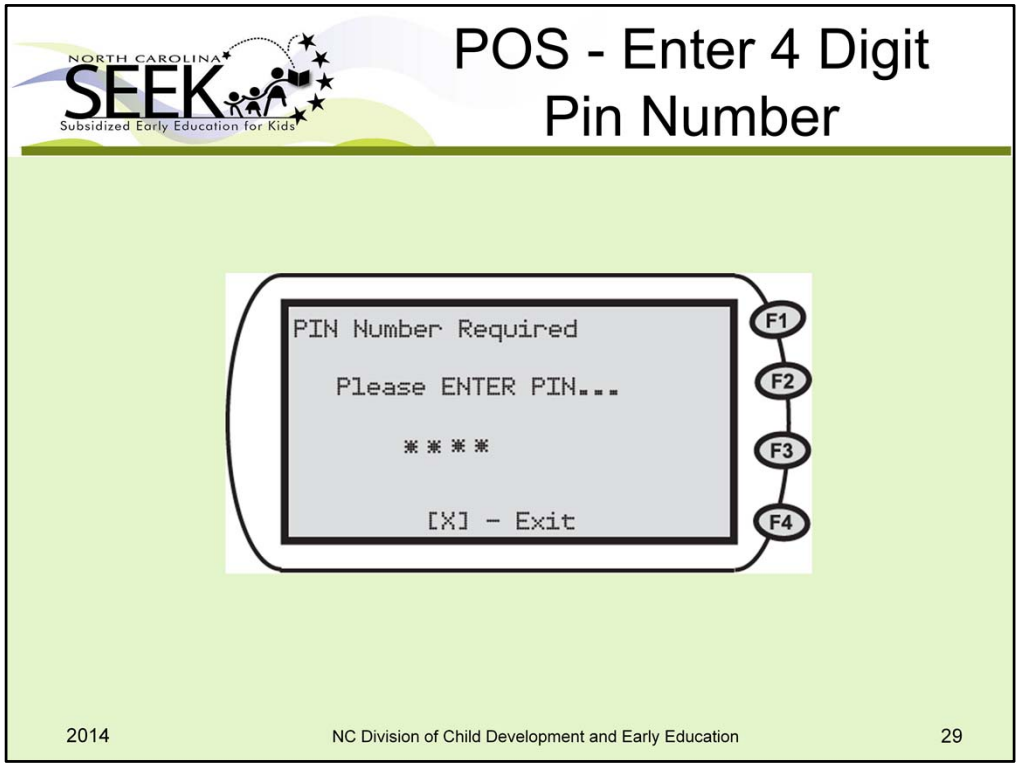
If you do not complete this procedure, your child's attendance will not be recorded.

Time Frame for Previous Check In and Outs

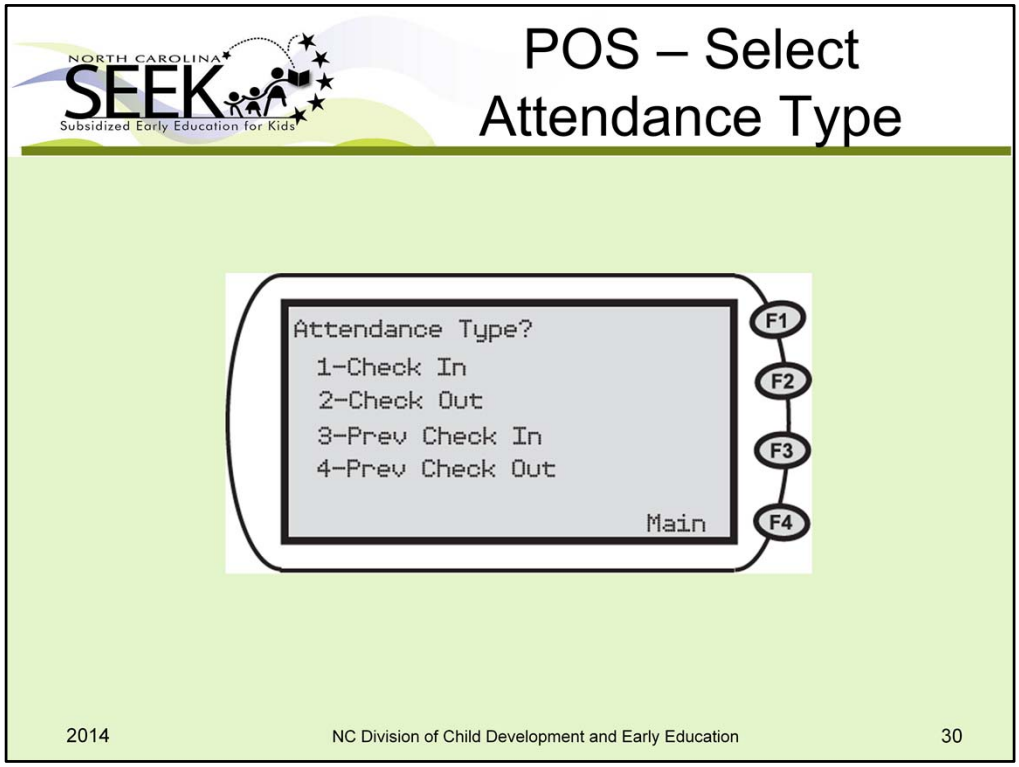
- **Cardholders have FIVE days to perform a previous check-in or check-out.**

POS – Previous Check In

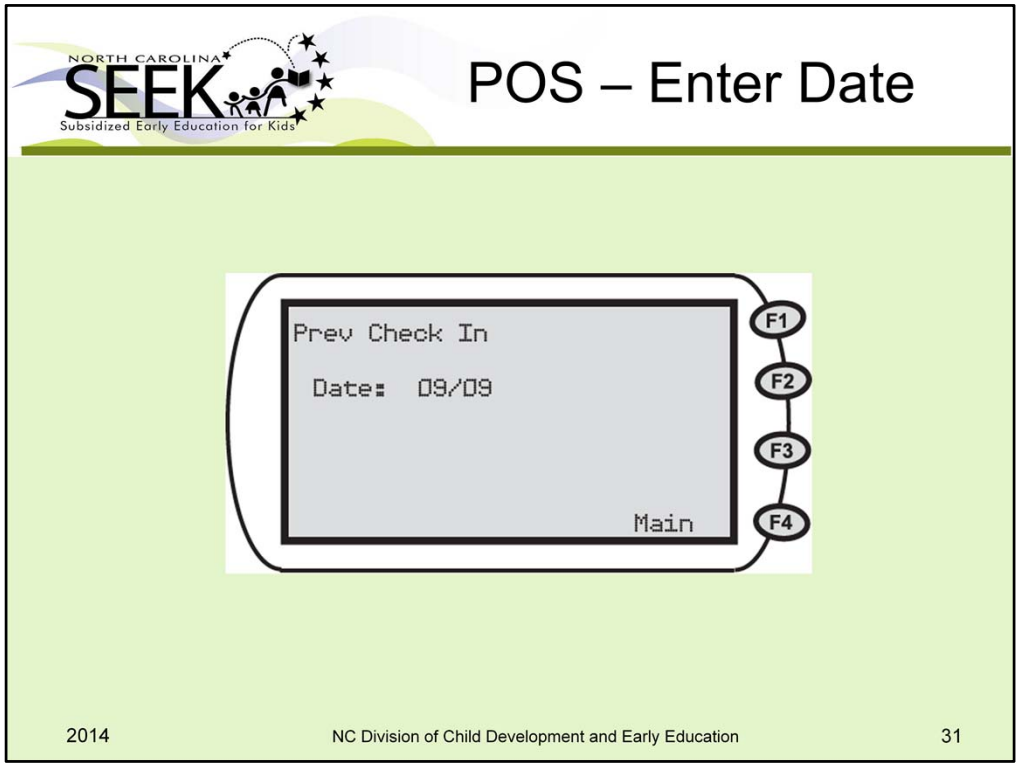
Now, let's look at a previous check in.
To perform a previous check in, you will swipe your SEEK card.



Enter the 4 digit PIN and press the **green enter key**

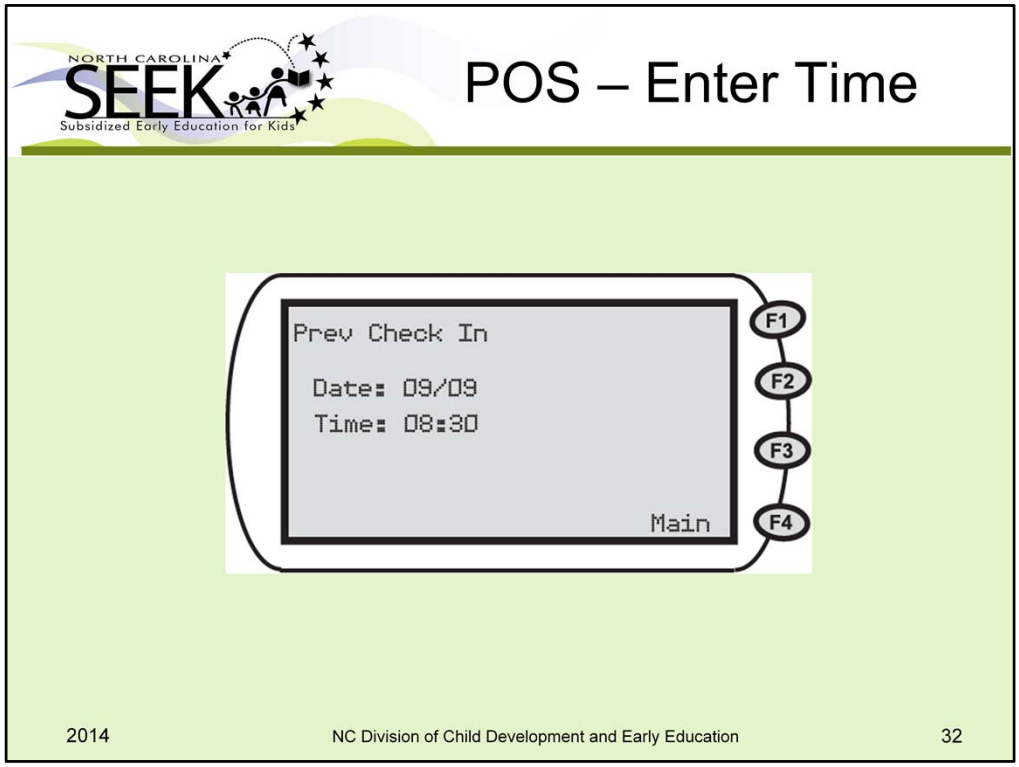


Select 3 for previous check in, press the **green enter key .**



On this screen you will key in the **date** for the **Previous Check-in** (MM/DD, Example 09/09) using the number key pad then press the **green enter key**.

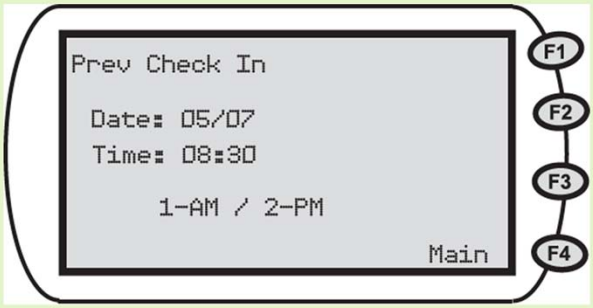
An example would be if your child does not attend before school and is bussed from the school for after school care. You would need to complete this previous check in using todays date.



You will then key in the time the child arrived (HH:MM, Example 08:30) then presses the **green enter key**. Please enter the time that the child would have been swiped in on had it been the actual date. So in continuing our example from the previous slide, the school age child arrived at the facility around 3pm. You would use 3:00 pm as the previous check in time.

Please note that you are mindful when entering the dates, make sure it is a day that your child was in care at the facility and not a weekend, holiday or inclement weather day when the provider was actually closed.

POS – Select AM or PM



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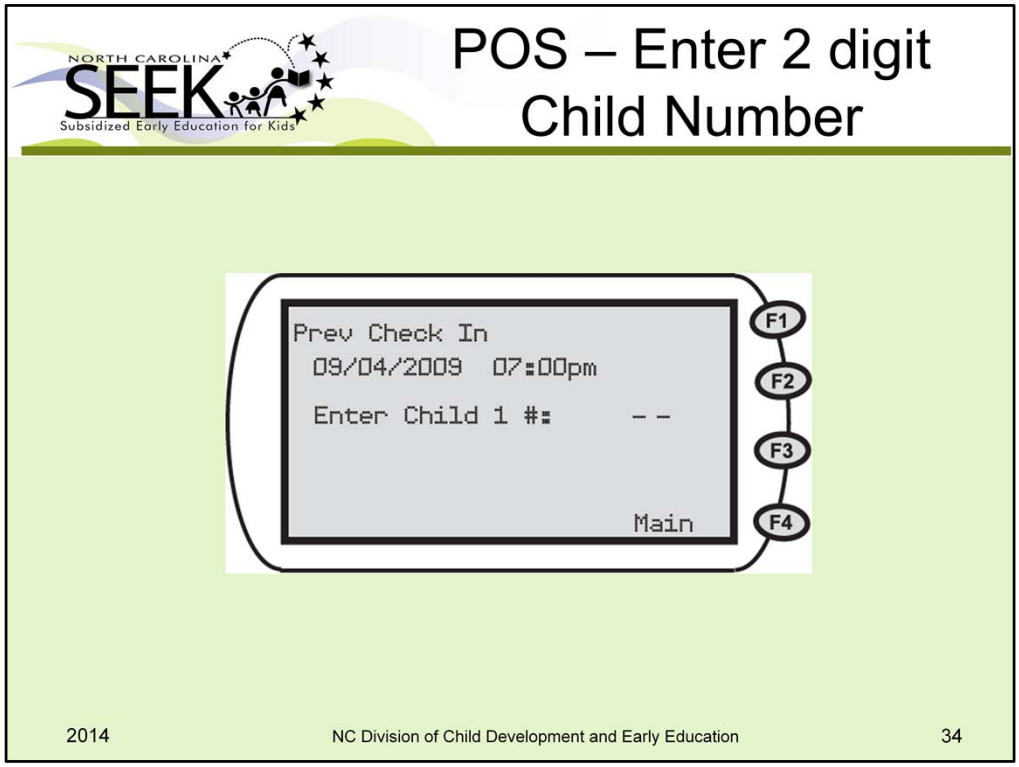
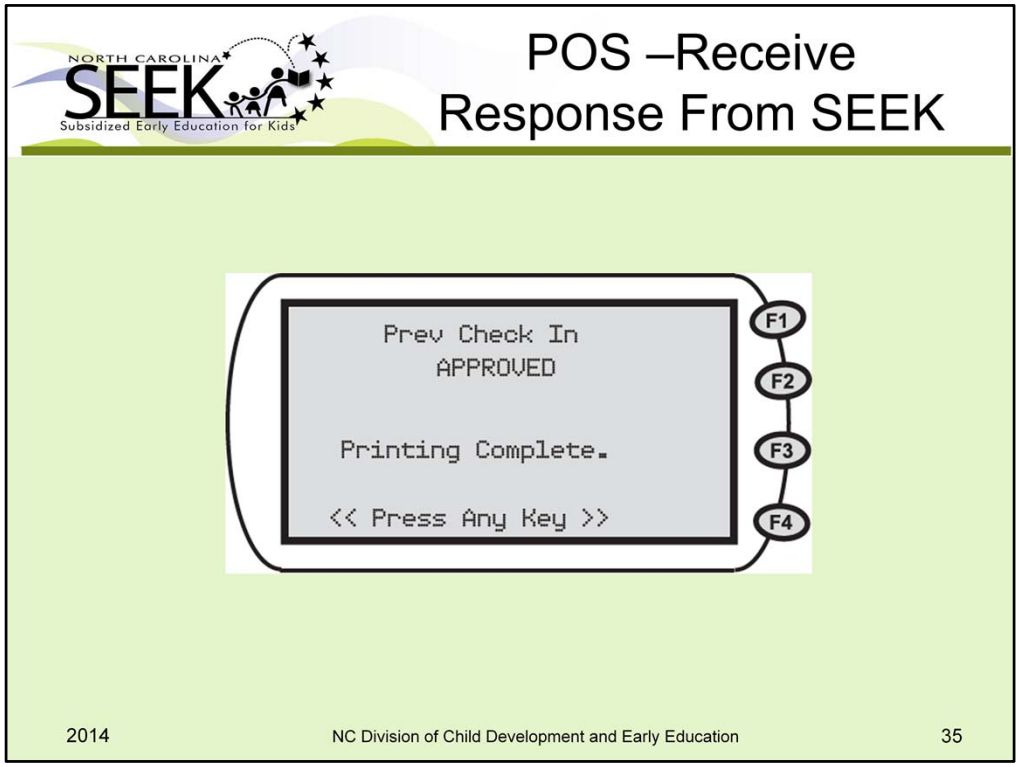
On this screen you need to select **1** for **AM** or **2** for **PM**. Hit the **green enter key.**



On this screen you will key in the child's number and then press the **green enter key.**

Note: If entering more than one child, enter the next child number and press the **green enter key. When finished press enter again.**



Wait for the authorization to appear on the screen. The system displays “CONNECTING” then “PROCESSING” followed by an
approved or denied message. The POS device will automatically print out the receipt.

POS - Receipt

```
012345678901234567890123456789 01

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

Term#: 55555555                    2/15/10
Prov#: 123456789012345          9:30:04am
-----------------------------
        *** TRAINING MODE ***
Daily Transaction Receipt
For: 02/15/2010

Item #: 1                  * SAF STORED *
-------------------------------
10/21/2009  08:28:22pm
CHECK IN

F. Lastname
Case ID: #: 1111111          Child #:01
DOB: 08/01/2001
APPROVED                    Tran#: 1001

F. Lastname
Case ID: #: 2222222          Child #:02
DOB: 08/01/2001
DENIED                      Tran#: 2001
Reason: Authorization Expired
==============================

        *** TRAINING MODE ***
```

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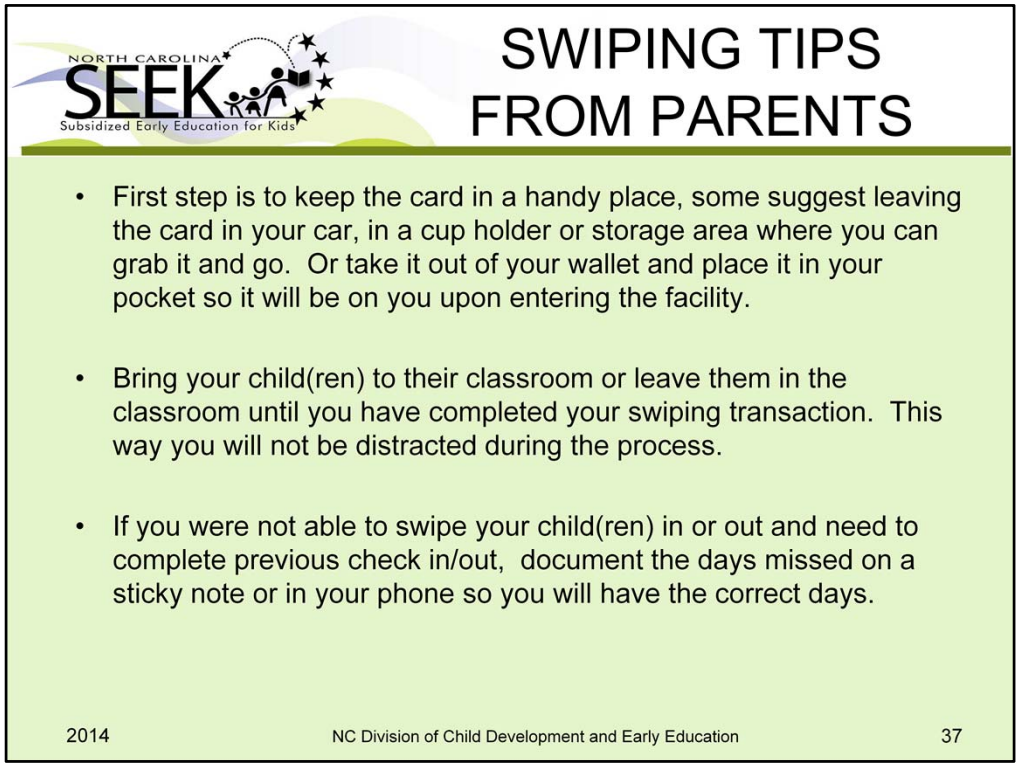
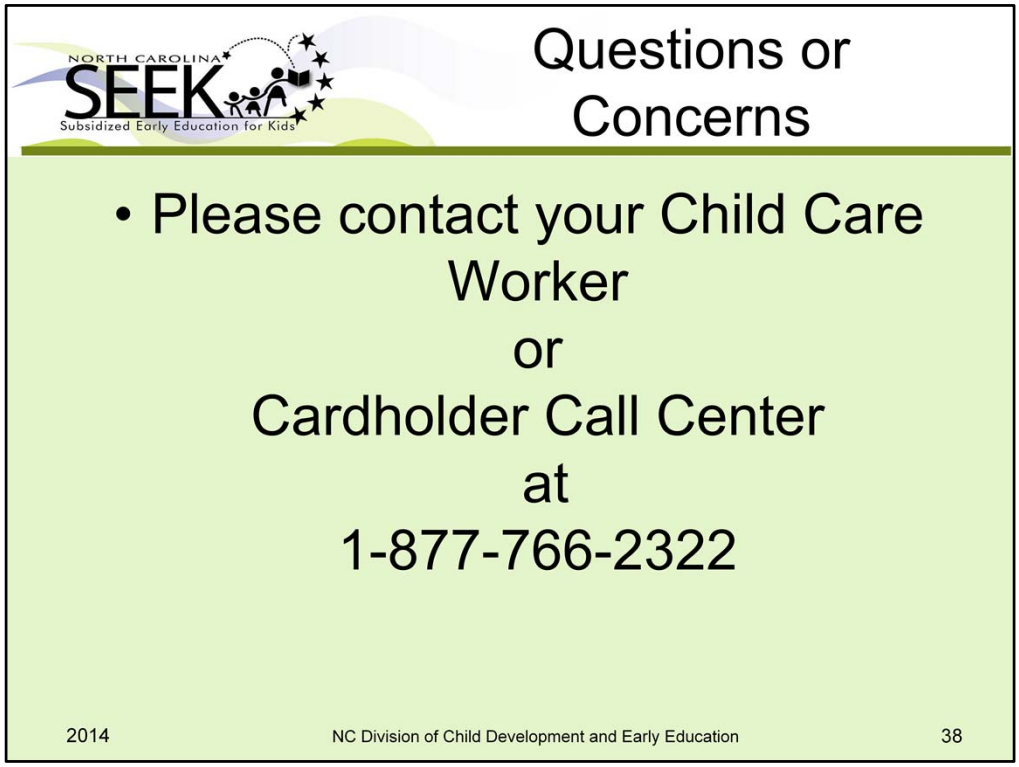
This is what a normal receipt will look like. The provider information is at the top followed by the transaction that was performed. In this case, the cardholder checked in two children – one was approved and the other was denied because the authorization expired. This is why it is important to wait for the authorization and reviewing it on the screen or on the receipt.



Here are some tips and helpful hints from parents who have a SEEK card and have been using the card daily.


NORTH CAROLINA
SEEK
Subsidized Early Education for Kids
Questions or Concerns
• Please contact your Child Care Worker
or
Cardholder Call Center
at
1-877-766-2322
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