

## 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 a power failure occurs.

### REPORTS

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

### REPORT OPTIONS

#### DAILY TRANSACTIONS REPORT

Reports	Press "1" for Daily Attendance
Date: MM/DD	Enter Date (12/31)
	Press Enter Button
Printing Complete	

#### EXCEPTIONS REPORT

Reports	Press "2" for Exceptions
Date: MM/DD	Enter Desired Date (12/31)
	Press Enter Button
	Wait for Report 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  
Telephone Number  
1-877-606-2776



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

### Easy to Follow Instructions for SEEK Cardholders

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

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

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

### 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.
- \* You must never 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.