New Jersey ECC

IVR User Manual

Provider Help Desk:
1-877-516-5776

Parent Help Desk:
1-800-997-3333

xerox

Contents

I. General Information....4

II. Glossary....5

III. Call Centers....6

Provider Help Line....6
Cardholder Call Center....6
Provider Help – Referrals and Payments....6

IV. Attendance Transactions....7

Attendance Transactions....7
Check In....9
Check Out....10
Previous Check In....11
Previous Check Out....13
Absent Day....15
Sick Day....16
PIN Change....17
Lost, Stolen or Damaged Card....18

V. Provider Options....19

Provider Options....19
POS Help....20
Confirm Attendance - Today....21
Confirm Attendance – Previous Date....23
Void Transaction....25

VI. Frequently Asked Questions (FAQs)....27

VII. Client Error Messages....29

VIII. Provider Error Messages....32

IX. Provider Web Portal Quick Login Guide....33

I. General Information

The New Jersey Division of Family Development (DFD) and Xerox State and Local Solutions has implemented an Interactive Voice Response (IVR) system for providers using for the New Jersey Electronic Child Care (ECC) system. This is the system DFD is using to record the time and attendance of children in child care facilities. The provider equipment necessary to use the Interactive Voice Response system is a simple touch tone telephone and a telephone land line. This Interactive Voice Response system is referred to as IVR. The provider's telephone number must be registered with DFD in order to participate in this system.

A child's parents and/or designees must use this IVR from the provider's registered land line telephone phone to enter time and attendance information for children receiving subsidized child care services.

It is very important that the parent or designee check their child(ren) in and out of your facility every day. For policies regarding Electronic Child Care, please refer to your Child Care Resource & Referral Agency (CCR&R).

The IVR will provide you with a daily confirmation of the times children have checked in or out of your facility. This information is also available through a link on the web site www.echildcarenj.org. The IVR allows a provider to void a transaction for a specific child by transaction number.

II. Glossary

The following is a list of some of the terms and abbreviations you used in this IVR User Manual.

Xerox State and Local Solutions – Xerox is the company under contract with the New Jersey Division of Family Development (DFD) to install and maintain the Electronic Child Care (ECC) system.

Child Care Resource & Referral Agency (CCR&R) – The agency responsible for providing guidance and assistance in child care matters to child care facilities and parents.

New Jersey Division of Family Development (DFD) – The agency responsible for implementing the Electronic Child Care system.

Electronic Child Care (ECC) – The name of the system used to record child care time and attendance and deliver payment.

Interactive Voice Response (IVR) – The IVR equipment used at your center to check children in and out or for providers to confirm or void attendance using a touch tone telephone. The Parent ECC IVR is used by parents and designees, while the Provider ECC IVR is used exclusively by providers. Each IVR utilizes a separate toll-free number.

III. Call Centers

Provider Help Line

Providers can call 1-877-516-5776 for help with:

- Questions about the operation of the IVR system
- Technical difficulties with the IVR system

Cardholder Call Center (for parents or designee)

Parent and designee customer services are available through the Cardholder Call Center 1-800-997-3333 for persons having problems performing transactions or determining who the approved provider is for their child(ren). Parents who have questions regarding their eligibility will be referred back to their local CCR&R.

Provider Help – Agreements and Payments

If you have a question about the status of agreements, payments or program policy questions, you will need to contact your local CCR&R. The contact information can be found on the DFD web site at http://www.state.nj.us/humanservices/child/ccrr/index.html or your local telephone directory.

IV. Attendance Transactions

Attendance transactions allow the parent to record the duration of the child care services by performing various types of transactions on the Parent IVR system. Under normal circumstances a parent or designee will perform a Check In transaction when the child is dropped off at the facility and the start of child care services begin. When the child leaves the facility a Check Out transaction is performed to capture the ending time of the child care services. There are a variety of transactions that can be performed to accurately record these times. It is important to remember that while children may be dropped off and then attend school during the day and return later in the day, that each attendance can be recorded with the four basic transactions including Check In, Check Out, Previous Check In, and Previous Check Out. The parent or designee performs those transactions through the Parent IVR. In addition, the Provider IVR allows transactions to confirm attendance and void transactions.

If a child's time and attendance did not get recorded when the child arrived at the child care facility, it may be entered up to 14 days (the current day and the previous 13 days) after the date of time and attendance. The Previous Check In and Previous Check Out transaction is used in situations where the parent or designee is not available to place a call to the IVR at the time the child arrives or leaves the child care facility. Examples of when this transaction must be used include but are not limited to:

- The parent or designee has forgotten the card number and does not have the card in their possession.

- The child is picked up by a bus and transported to the child care facility and a parent or designee is not available to call the IVR.

- The child comes to the child care facility after school and a parent or designee is not available to call the IVR.

In each of the above examples, the parent or designee must use the Previous Check In or Previous Check Out transaction the next time they are at the facility. Previous Check Ins and Check Outs must be completed within 14 calendar days of the missed transactions. The 14 day allowance is the current day and the previous 13 calendar days, including weekends and holidays.

Using any touch tone telephone from any location, absence from child care services and sick days can also be reported using those transaction types. Each of these transactions is described in detail in this section.

For each Attendance Transaction processed, the IVR will confirm attendance. The provider also has the ability to view the transaction data through the Provider Web Portal.

Check In

To record a child's time and attendance, the parent's or designee's assigned card must be entered into the Parent IVR system using the provider's touch tone telephone and registered land line. The following are the procedures for this process:

IVR Message	Action/Description
Call is placed into Parent IVR.	Parent calls 1-800-997-3333. The call is placed using a registered land line located at the child care facility.
Caller has the option to select their preferred language and then select EBT or ECC: • For English, press 1. • Para Espanol, oprima 2 • For EBT, press 1 for ECC, press 2	Select the language option preferred and which system to access. For ECC, the caller selects 2.
Please enter your 16-digit card number.	Parent enters their card number.
Please enter your PIN.	Parent enters their pin number and the # sign.
• To check your child in or out of this Child Care Facility, press 1. • To record a sick day, press 2 • To enter an Absence, press 3. • To change your PIN, press 4. • To report your card lost, stolen or damaged, press 5.	Press 1 to check-in child.
• If this is a current child check-in, press 1. • If this is a current child check-out, press 2. • If this is a child check-in for earlier today or a previous day, press 3. • If this is a child check-out for earlier today or a previous day, press 4	Press 1 to check-in child now.
Enter the two digit child number followed by the pound sign.	Parent enters their child number and the # sign.
You entered <play back child number> for this child check-in. • If this is correct, press 1. • If not, press 2.	Confirm the information entered is correct.
You have successfully checked-in this child. • If you would you like to check-in another child, press 1. • If you are finished checking-in your children for today, press 2.	By pressing 1, the IVR system will go back to a previous menu so that another child may be checked-in. If no other children need to be checked-in, press 2 to end the call.
Thank you for calling the New Jersey Division of Family Development's Child Care Program automated attendance tracker.	

Check Out

To record a child's Check-Out time, the parent's or designee's assigned card must be entered into the IVR system using the provider's touch tone telephone and registered land line. The following are the procedures for this process:

IVR Message	Action/Description
Call is placed into Parent IVR.	Parent calls 1-800-997-3333. The call is placed using a registered land line located at the child care facility.
Caller has the option to select their preferred language and then select EBT or ECC: • For English, press 1. • Para Espanol, oprima 2 • For EBT, press 1 for ECC, press 2	Select the language option preferred and which system to access. For ECC, the caller selects 2.
Please enter your 16-digit card number.	Parent enters their card number.
Please enter your PIN	Parent enters their pin number and the # sign.
• To check your child in or out of this Child Care Facility, press 1. • To record a sick day, press 2 • To enter an Absence, press 3. • To change your PIN, press 4. • To report your card lost, stolen or damaged, press 5.	Press 1 to check-out child.
• If this is a current child check-in, press 1. • If this is a current child check-out, press 2. • If this is a child check-in for earlier today or a previous day, press 3. • If this is a child check-out for earlier today or a previous day, press 4	Press 2 to check-out a child now.
Enter the two digit child number followed by the pound sign.	Parent enters their child number and the # sign.
You entered <play back child number> for this child check-out. • If this is correct, press 1. • If not, press 2.	Confirm the information entered is correct.
You have successfully checked-out this child. • If you would you like to check-out another child, press 1. • If you are finished checking-out your children for today, press 2.	By pressing 1, the IVR system will go back to a previous menu so that another child may be checked-out. If no other children need to be checked-out, press 2 to end the call.
Thank you for calling the New Jersey Division of Family Development's Child Care Program automated attendance tracker.	

Previous Check In

When a child is dropped off and a parent or designee is not present to perform a Check-In transaction, then the child's actual arrival time can be entered into the IVR system using a Previous Check-In. This transaction may be entered anytime within the current day or the previous 13 days. For example, if the child is picked up by a bus in the morning and the parent picks up the child in the evening, then a Previous Check-In transaction can be performed in the evening, followed by a regular Check-Out transaction to properly record the child care hours. The following are the procedures for this process:

IVR Message	Action/Description
Call is placed into Parent IVR.	Parent calls 1-800-997-3333. The call is placed using a registered land line located at the child care facility.
Caller has the option to select their preferred language and then select EBT or ECC: • For English, press 1. • Para Espanol, oprima 2 • For EBT, press 1 for ECC, press 2	Select the language option preferred and which system to access. For ECC, the caller selects 2.
Please enter your 16-digit card number.	Parent enters their card number.
Please enter your PIN	Parent enters their pin number and the # sign.
• To check your child in or out of this Child Care Facility, press 1. • To record a sick day, press 2 • To enter an Absence, press 3. • To change your PIN, press 4. • To report your card lost, stolen or damaged, press 5.	Press 1 to check-in child.
• If this is a current child check-in, press 1. • If this is a current child check-out, press 2. • If this is a child check-in for earlier today or a previous day, press 3. • If this is a child check-out for earlier today or a previous day, press 4	Press 3 to check-in a child previously today or another day.
Enter the two digit child number followed by the pound sign.	Parent enters their child number and the # sign.
You entered <play back child number> for this child check-in. • If this is correct, press 1. • If not, press 2.	Confirm the information entered is correct.
Enter the date for the previous day check-in. Please enter a 2-digit month and 2-digit day.	Parent enters date.
You entered <play back date> for the date of this check-in. • If this is correct, press 1. • If not, press 2	Confirm the information entered is correct.
Enter the hour number from 1 to 12. For example, if you wanted to check-in a child at 9:15 AM, your entry here would be '0-9'.	Parent enters hour.

Previous Check In (cont'd)

IVR Message	Action/Description
Enter the minute from 0 to 59. For example, if you wanted to check-in a child at 9:15 AM your entry here would be '1-5'.	Parent enters minute.
• For AM, press 1. • For PM, press 2.	Parent enters 1 for am or 2 for pm.
You entered <play back time>. • If this is correct, press 1. • If not, press 2.	Confirm the information entered is correct.
You have successfully checked-in this child. • If you would you like to check-in another child, press 1. • If you are finished checking-in your children for today, press 2.	By pressing 1, the IVR system will go back to a previous menu so that another child may be checked-in. If no other children need to be checked-in, press 2 to end the call.
Thank you for calling the New Jersey Division of Family Development's Child Care Program automated attendance tracker.	

Previous Check Out

As with the Previous Check-In transaction, these steps allow a parent to record the child's attendance for a period of 13 previous days plus the current day. Used with the other transaction types, this transaction allows the accurate recording of the child's attendance. The following are the procedures for this process:

IVR Message	Action/Description
Call is placed into Parent IVR.	Parent calls 1-800-997-3333. The call is placed using a registered land line located at the child care facility.
Caller has the option to select their preferred language and then select EBT or ECC: • For English, press 1. • Para Espanol, oprima 2 • For EBT, press 1 for ECC, press 2	Select the language option preferred and which system to access. For ECC, the caller selects 2.
• Please enter your 16-digit card number.	Parent enters their card number.
• Please enter your PIN	Parent enters their pin number and the # sign.
• To check your child in or out of this Child Care Facility, press 1. • To record a sick day, press 2 • To enter an Absence, press 3. • To change your PIN, press 4. • To report your card lost, stolen or damaged, press 5.	Press 1 to check-out child.
• If this is a current child check-in, press 1. • If this is a current child check-out, press 2. • If this is a child check-in for earlier today or a previous day, press 3. • If this is a child check-out for earlier today or a previous day, press 4	Press 4 to check-out a child previously today or another day.
Enter the two digit child number followed by the pound sign.	Parent enters their child number and the # sign.
You entered <play back child number> for this child check-in. • If this is correct, press 1. • If not, press 2.	Confirm the information entered is correct.
Enter the date for the previous day check-out. Please enter a 2-digit month and 2-digit day.	Parent enters date.
You entered <play back date> for the date of this check-out. • If this is correct, press 1. • If not, press 2	Confirm the information entered is correct.
Enter the hour number from 1 to 12. For example, if you wanted to check-out a child at 9:15 AM, your entry here would be '0-9'.	Parent enters hour.
Enter the minute from 0 to 59. For example, if you wanted to check-in a child at 9:15 AM your entry here would be '1-5'.	Parent enters minute.

Previous Check Out (cont'd)

IVR Message	Action/Description
• For AM, press 1. • For PM, press 2.	Parent enters1 for am or 2 for pm.
You entered <play back time>. • If this is correct, press 1. • If not, press 2.	Confirm the information entered is correct.
You have successfully checked-out this child. • If you would you like to check-out another child, press 1. • If you are finished checking-out your children for today, press 2.	By pressing 1, the IVR system will go back to a previous menu so that another child may be checked-out. If no other children need to be checked-out, press 2 to end the call.
Thank you for calling the New Jersey Division of Family Development's Child Care Program automated attendance tracker.	

Absent Day

An absence from child care services follows similar transaction steps to those for the Check-In and Check-Out process. The following are the procedures for this process:

IVR Message	Action/Description
Call is placed into Parent IVR.	Parent calls 1-800-997-3333. The call is placed using a registered land line located at the child care facility.
Caller has the option to select their preferred language and then select EBT or ECC: • For English, press 1. • Para Espanol, oprima 2 • For EBT, press 1 for ECC, press 2	Select the language option preferred and which system to access. For ECC, the caller selects 2.
Please enter your 16-digit card number.	Parent enters their card number.
Please enter your PIN	Parent enters their pin number and the # sign.
• To check your child in or out of this Child Care Facility, press 1. • To record a sick day, press 2 • To enter an Absence, press 3. • To change your PIN, press 4. • To report your card lost, stolen or damaged, press 5.	Press 3 to enter an Absence.
Enter the two digit child number followed by the pound sign.	Parent enters their child number and the # sign.
You entered <play back child number>. • If this is correct, press 1. • If not, press 2.	Confirm the information entered is correct.
• For child care provider, [Facility Name], press 1. • For child care provider, [Facility Name], press 2.	If the child has more than one provider, the IVR will prompt the parent to select one of the provider numbers listed.
Enter the 2-digit month and 2-digit day representing the date of absence for this child.	Parent enters month.
You entered <play back date>. • If this is correct, press 1 • If not, press 2	Confirm the information entered is correct.
You have successfully recorded an absent day. • If you would like to record another absence, press 1. • If you would like to return to the main menu, press 2. • To end the call, press 3.	By pressing 1, the IVR system will go back to a previous menu so that another absence may be entered. If no other absences need to be entered, press 3 to end the call.
Thank you for calling the New Jersey Division of Family Development's Child Care Program automated attendance tracker.	

Sick Day

A sick day from child care services follows similar transaction steps to those for the Check-In and Check-Out process. The following are the procedures for this process:

IVR Message	Action/Description
Call is placed into Parent IVR.	Parent calls 1-800-997-3333. The call is placed using a registered land line located at the child care facility.
Caller has the option to select their preferred language and then select EBT or ECC: • For English, press 1. • Para Espanol, oprima 2 • For EBT, press 1 for ECC, press 2	Select the language option preferred and which system to access. For ECC, the caller selects 2.
Please enter your 16-digit card number.	Parent enters their card number.
Please enter your PIN	Parent enters their pin number and the # sign.
• To check your child in or out of this Child Care Facility, press 1. • To record a sick day, press 2 • To enter an Absence, press 3. • To change your PIN, press 4. • To report your card lost, stolen or damaged, press 5.	Press 2 to record a sick day.
Enter the two digit child number followed by the pound sign.	Parent enters their child number and the # sign.
You entered <play back child number>. • If this is correct, press 1. If not, press 2.	Confirm the information entered is correct.
For child care provider, [Facility Name], press 1. For child care provider, [Facility Name], press 2. Etc.	If the child has more than one provider, the IVR will prompt the parent to select one of the provider numbers listed.
Enter the 2-digit month and 2-digit day representing the date of the sick day for this child. <MMDD> EPCP	Parent enters month.
You entered <play back date>. If this is correct, press 1 If not, press 2	Confirm the information entered is correct.
You have successfully recorded a sick day If you would like to record another sick day, press 1. If you would like to return to the main menu, press 2. To end the call, press 3	By pressing 1, the IVR system will go back to a previous menu so that another sick day may be entered. If no other sick days need to be entered, press 3 to end the call.
Thank you for calling the New Jersey Division of Family Development's Child Care Program automated attendance tracker.	

PIN Change

The IVR system may be used to change a Personal Identification Number (PIN). The following are the procedures for this process:

IVR Message	Action/Description
Call is placed into Parent IVR.	Parent calls 1-800-997-3333. The call is placed using a registered land line located at the child care facility.
Caller has the option to select their preferred language and then select EBT or ECC: • For English, press 1. • Para Espanol, oprima 2 • For EBT, press 1 for ECC, press 2	Select the language option preferred and which system to access. For ECC, the caller selects 2.
Please enter your 16-digit card number.	Parent enters their card number.
Please enter your PIN	Parent enters their pin number and the # sign.
• To check your child in or out of this Child Care Facility, press 1. • To record a sick day, press 2 • To enter an Absence, press 3. • To change your PIN, press 4. • To report your card lost, stolen or damaged, press 5.	Press 4 to change a PIN.
To select a new PIN, please enter the following information.	Parent enters information requested below.
Please enter your 2-digit month, 2-digit day and four-digit year of birth of the card holder.	Parent enters month, day and year of birth of the card holder.
You entered <play back date> for the date of birth. • If this is correct, press 1 • If not, press 2	Confirm the information entered is correct.
Enter your new 4 digit PIN.	Choose a new PIN.
To verify your entry, please reenter your new four digit PIN	Re-enter the new PIN.
Your PIN has been successfully changed. • To return to the main menu, press 1. • To end this call, press 2	Press 2 to end the call.
Thank you for calling the New Jersey Division of Family Development's Child Care Program automated attendance tracker.	

Lost, Stolen or Damaged Card

The IVR system may be used to report a lost, stolen or damaged card. The following are the procedures for this process:

IVR Message	Action/Description
Call is placed into Parent IVR.	Parent calls 1-800-997-3333. The call is placed using a registered land line located at the child care facility.
Caller has the option to select their preferred language and then select EBT or ECC: • For English, press 1. • Para Espanol, oprima 2 • For EBT, press 1 for ECC, press 2	Select the language option preferred and which system to access. For ECC, the caller selects 2.
Please enter your 16-digit card number.	Parent enters their card number.
Please enter your PIN	Parent enters their pin number and the # sign.
• To check your child in or out of this Child Care Facility, press 1. • To record a sick day, press 2 • To enter an Absence, press 3. • To change your PIN, press 4. • To report your card lost, stolen or damaged, press 5.	Press 5 to report a lost, stolen or damaged card.
• If your card has been lost, press 1. • If your card has been stolen, press 2. • If your card has been damaged, press 3. • To return to the main menu, press 4.	Select the option which corresponds to the reason the card is being reported.
Our records indicate the numeric portion of the primary card holder's street address or post office box is <street num>.	
• If this address is correct, press 1. • If this address is incorrect, press 2. • To repeat this information, press 3.	If option 2 is selected, the IVR system will state: "Please contact your local Child Care Resource and Referral agency to update your address and request further assistance in getting a new card."
Your card is now deactivated and can no longer be used.	
Because you are using a single card for Child Care Benefits and EBT benefits, you must request a replacement card through the EBT call system. • To transfer to the EBT call center and request a new benefits card, press 1. • To end this call, press 2.	This prompt will only be heard if the parent is using a single card for Child Care and EBT Benefits. Otherwise, this prompt will be skipped and will move to the next row. If the benefits are linked, select option 1 to obtain a new card.
You have confirmed that the address is correct. A new card will be issued and mailed to this address. Please allow 3 to 5 business days to receive your new card. Once you receive your new card call the number on the back of the card to activate the card. You will need the information provided with the card.	
Thank you for calling the New Jersey Division of Family Development's Child Care Program automated attendance tracker.	

V. Provider Options

The Provider has access to additional functions using a separate provider-only IVR system. This access is separate from the Parent IVR previously described in the manual. By calling the Provider IVR telephone number listed in Section III, providers have access to five additional features.

- POS Help
- Confirm Attendance for Today
- Confirm Attendance for a Previous Date
- Void a Transaction for Today
- Void a Transaction for a Previous Date

The steps to access each feature are described on the following pages.

POS Help

Additional help is available through the IVR system. This help feature is designed to assist the provider in addressing common problems. The following are the procedures for obtaining help through the IVR system:

IVR Message	Action/Description
Call is placed into Provider IVR.	Provider calls 1-877-516-5776.
You've reached the New Jersey Division of Family Development's Child Care Program information line.	
• For English, <Press 1> • Para Espanol, <Oprima 2>	Select the language option preferred.
• If you are having trouble with your POS equipment, press 1. • To confirm attendance information, press 2. • To transfer to a customer service representative, press 3.	Press 1 for POS help information.
1. Ensure that your point of service device is turned on by checking that the display is lit. 2. Unplug the power to the device and plug it back in allowing the device to reset. 3. Check that the cable connecting the point of service device is securely connected to the device in the correct port, depending on your connection method. 4. Next, ensure that the cable is securely connected to the telephone jack in your wall. 5. Now, check the wall phone jack by plugging a phone into the jack to ensure you hear a dial tone. 6. Lastly, ensure there is paper loaded in your point of service device. • To end this call, press 1. • To return to the previous menu, press 2. • To repeat this information, press 3	The IVR system will provide standard solutions to most issues. If no additional attendance actions are necessary, press 1 to end the call.
Thank you for using the New Jersey Division of Family Development's Child Care provider information line. Goodbye.	

Confirm Attendance - Today

The provider may confirm a child's attendance for today, using the IVR system. The following are the procedures for confirming a child's attendance for today's date:

IVR Message	Action/Description
Call is placed into Provider IVR.	Provider calls 1-877-516-5776.
You've reached the New Jersey Division of Family Development's Child Care Program information line.	
• For English, <Press 1> • Para Espanol, <Oprima 2>	Select the language option preferred.
• If you are having trouble with your POS equipment, press 1. • To confirm attendance information, press 2. • To transfer to a customer service representative, press 3.	Press 2 to confirm attendance information.
Please enter the Case ID followed by the pound sign. If the case ID begins with a "C" or "S" please use the number 3 for the letter "C" or the number 7 for the letter "S" followed by the remaining digits.	Parent enters Case ID followed by # sign.
Enter the 2-digit child number followed by the pound sign. You can find the two digit child number for a child through the Provider Web portal.	Parent enters their child number and the # sign.
• To hear attendance information for today, press 1. • To hear attendance information for another date, press 2.	For today's attendance information, press 1.

Confirm Attendance for Today is continued on the next page.

Confirm Attendance - Today (cont'd)

<table>
<tr><th colspan="2">IVR Message</th><th>Action/Description</th></tr>
<tr><td colspan="2">Depending on the date selected and the attendance recorded, one of the following messages will be prompted:</td><td rowspan="5">The IVR system will provide a response, for the date selected, based on what has been previously recorded for the child's attendance.

After listening to the response, the system will offer additional available options to select from. Choose from the available options provided.

If no additional information is needed, press 7 to end the call.</td></tr>
<tr><td>Child Present</td><td>Child Number <play back child number> was present on <play back date> and has the following attendance information: <Attendance Type> <Attendance Time>.
• To repeat this information, press 1.
• If this information is inaccurate and you would like to void all transactions for this child and for this date, press 2.
• To choose another date for this child, press 3.
• To choose another child for the same family case number, press 4.
• To hear information on another child with a different family case number, press 5.
• To return to the main menu, press 6.
• To end this call, press 7.
To repeat these options, press 8.</td></tr>
<tr><td>Child Absent</td><td>Child Number <play back child Number> was absent on <play back date>.
• To choose another date for this child, press 1.
• To choose another child for the same family case number, press 2.
• To hear information on another child with a different family case number, press 3.
• To return to the main menu, press 4.
• To end this call, press 5.
• To repeat these options, press 6.
EPCP</td></tr>
<tr><td>No Attendance Information Recorded</td><td>Child Number <play back child Number> has no attendance information recorded for <play back date>.
• To choose another date for this child, press 1.
• To choose another child for the same family case number, press 2.
• To hear information on another child with a different family case number, press 3.
• To return to the main menu, press 4.
• To end this call, press 5.
• To repeat these options, press 6.
EPCP</td></tr>
<tr><td>No Authorization</td><td>Child number <play back child number> has no authorization for <play back date>.
• To choose another date for this child, press 1.
• To choose another child for the same family case number, press 2.
• To hear information on another child with a different family case number, press 3.
• To return to the main menu, press 4.
• To end this call, press 5.
• To repeat these options, press 6.
EPCP</td></tr>
<tr><td colspan="2">Thank you for using the New Jersey Division of Family Development's Child Care provider information line. Goodbye</td></tr>
</table>

Confirm Attendance - Previous Date

The provider may confirm a child's attendance for a previous day, using the IVR system. The following are the procedures for confirming a child's attendance on a previous day:

IVR Message	Action/Description
Call is placed into Provider IVR.	Provider calls 1-877-516-5776.
You've reached the New Jersey Division of Family Development's Child Care Program information line.	
• For English, <Press 1> • Para Espanol, <Oprima 2>	Select the language option preferred.
• If you are having trouble with your POS equipment, press 1. • To confirm attendance information, press 2. • To transfer to a customer service representative, press 3.	Press 2 to confirm attendance information.
Please enter the Case ID followed by the pound sign. If the case ID begins with a "C" or "S" please use the number 3 for the letter "C" or the number 7 for the letter "S" followed by the remaining digits.	Parent enters Case ID followed by the # sign.
Enter the 2-digit child number followed by the pound sign. You can find the two digit child number for a child through the Provider Web portal.	Parent enters their child number and the # sign.
• To hear attendance information for today, press 1. • To hear attendance information for another date, press 2.	For another attendance date, press 2.
Enter the 2-digit month and 2-digit day representing the date you wish to check.	Parent enters month and day.
You entered <play back date>. • If this is correct, press 1 • If not, press 2	If the information is incorrect, press 2 and the system will prompt for the correct date entry. Once entered, the system will confirm the new date entry. If the information is correct, press 1 to continue.

Confirm Attendance for a Previous Day is continued on the next page.

Confirm Attendance - Previous Date (cont'd)

IVR Message		Action/Description
Depending on the date selected and the attendance recorded, one of the following messages will be prompted:		The IVR system will provide a response, for the date selected, based on what has been previously recorded for the child's attendance. After listening to the response, the system will offer additional available options to select from. Choose from the available options provided. If no additional information is needed, press 7 to end the call.
Child Present	Child Number <play back child number> was present on <play back date> and has the following attendance information: <Attendance Type> <Attendance Time>. • To repeat this information, press 1. • If this information is inaccurate and you would like to void all transactions for this child and for this date, press 2. • To choose another date for this child, press 3. • To choose another child for the same family case number, press 4. • To hear information on another child with a different family case number, press 5. • To return to the main menu, press 6. • To end this call, press 7. • To repeat these options, press 8.	
Child Absent	Child Number <play back child Number> was absent on |<play back date>. • To choose another date for this child, press 1. • To choose another child for the same family case number, press 2. • To hear information on another child with a different family case number, press 3. • To return to the main menu, press 4. • To end this call, press 5. • To repeat these options, press 6. EPCP	
No Attendance Information Recorded	Child Number <play back child Number> has no attendance information recorded for <play back date>. • To choose another date for this child, press 1. • To choose another child for the same family case number, press 2. • To hear information on another child with a different family case number, press 3. • To return to the main menu, press 4. • To end this call, press 5. • To repeat these options, press 6. EPCP	
No Authorization	Child number <play back child number> has no authorization for <play back date>. • To choose another date for this child, press 1. • To choose another child for the same family case number, press 2. • To hear information on another child with a different family case number, press 3. • To return to the main menu, press 4. • To end this call, press 5. • To repeat these options, press 6. EPCP	
Thank you for using the New Jersey Division of Family Development's Child Care provider information line. Goodbye		

Void Transaction

The provider may find it necessary to void transactions for a specific day. The provider verifies attendance for the desired date (today or any previous day) and then voids the transactions for that date. The following are procedures for voiding a transactions for the selected date.

IVR Message	Action/Description
Call is placed into Provider IVR.	Provider calls 1-877-516-5776.
You've reached the New Jersey Division of Family Development's Child Care Program information line.	
• For English, <Press 1> • Para Espanol, <Oprima 2>	Select the language option preferred.
• If you are having trouble with your POS equipment, press 1. • To confirm attendance information, press 2. • To transfer to a customer service representative, press 3.	To void a transaction, press 2 to select attendance information.
Please enter the Case ID followed by the pound sign. If the case ID begins with a "C" or "S" please use the number 3 for the letter "C" or the number 7 for the letter "S" followed by the remaining digits.	Provider enters Case ID and the # sign.
Enter the 2-digit child number followed by the pound sign. You can find the two digit child number for a child through the Provider Web portal.	Provider enters their child number and the # sign.
• To hear attendance information for today, press 1. • To hear attendance information for another date, press 2.	Press 1 to continue voiding a transaction for today.
Child Number <play back child number> was present on <play back date> and has the following attendance information: <Attendance Type> <Attendance Time>. • To repeat this information, press 1. • If this information is inaccurate and you would like to void all transactions for this child and for this date, press 2. • To choose another date for this child, press 3. • To choose another child for the same family case number, press 4. • To hear information on another child with a different family case number, press 5. • To return to the main menu, press 6. • To end this call, press 7. • To repeat these options, press 8.	The IVR system will provide a response, for the date selected, based on what has been previously recorded for the child's attendance. After listening to the response, the system will offer additional available options to select from. To continue voiding the transaction, press 2.
You have requested to void all attendance data for child number <play back child number> for <play back date>. This will permanently remove the attendance data from the records. • To continue with voiding this attendance data, press 1. • To cancel this void request, press 2	To continue with voiding these transactions, press 1.
This attendance report has been successfully voided	

Void Transaction (cont'd)

IVR Message	Action/Description
• To hear information for the same child for a different date, press 1. • To hear information on another child with the same family case number, press 2. • To hear information on another child with a different family case number, press 3. • To return to the main menu, press 4. • To end this call, press 5. • To repeat this menu, press 6.	Once the voided transaction has been confirmed, the system will offer additional available options to select from. If no additional information is requested, press 7 to end the call.
Thank you for using the New Jersey Division of Family Development's Child Care provider information line. Goodbye	

VI. Frequently Asked Question (FAQ)

What is New Jersey's ECC System?

- ECC stands for Electronic Child Care system. It is an automated attendance reporting and payment delivery system. This will allow the parent or designee to record the child's attendance through a card reading machine (POS).

What is an Interactive Voice Response system?

- An Interactive Voice Response system is used to record the time and date of the child's attendance at the child care facility using a touch tone telephone. This system prompts the caller to enter data using the telephone keypad.

How do I get an IVR device?

- Child care providers only need a touch tone telephone to reach the ECC system. No other special equipment is required.

Can I use a cell phone or internet phone?

- The ECC system requires you to use a registered line to ensure transactions are occurring at your child care facility. This requires your telephone service provider to accurately deliver caller id information. Cell phone and internet phone providers may or may not deliver such information. Also, cell phones may not allow the caller to generate the touch tones necessary to perform the attendance transactions. For these two reasons, a land line is highly recommended.

Do I have to use the IVR system?

- Child Care Centers serving more than five children who are receiving a subsidy must use a POS. Those providers serving five or fewer children in subsidy must use an Interactive Voice Response system.

Can providers use the ECC card for the parent or designee?

- No, providers are not allowed to be in possession of the ECC card or to perform attendance transactions. If a provider is found with a card, the provider may be terminated from the program.

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

- Each child is assigned a specific child number formatted in two digits – 01, 02, 03 and so on. The assigned number will appear on the card mailer.

Will the IVR indicate whether the child is authorized?

- Yes. Once the transaction is entered into the IVR, the system will verbally confirm whether the child is accepted or denied. It is also displayed on the ECC provider web portal.

What if the parent or designee forgets to bring the ECC card or is unable to report the child's attendance?

- The parent or designee can catch up on missing days by using "Previous Check In/Out" process on the IVR system. They have thirteen (13) calendar days plus the current day to record previous transactions.

How will I be paid?

- Payments are made every two weeks for care provided two weeks ago. Payments are transferred directly into the banking account that you designate to Xerox.

What if my payment is incorrect?

- Contact your local CCR&R.

Whom do I call for technical questions for the IVR?

- Call the provider help desk at 1-877-516-5776.

Whom do I call if I have subsidy policy questions?

- Call the child care worker at the local CCR&R.

VII. Client Error Messages

Card Number:
- "You have entered an invalid card number, please try again."

Lost/Stolen/Damaged Card:
- "The card number you entered is no longer active. If you requested a replacement card, normally allow 3 to 5 business days for the new card to arrive at your home address."

Account Access:
- "We are temporarily unable to access your account, please call again at a later time."

Personal Identification Number (PIN):
- No Match - "Your card number and PIN do not match. To create a new PIN, press 1. To re-enter your PIN, press 2."
- New PIN/No Match - The PINs you entered do not match.
- New Pin – "We are unable to complete your PIN selection request at this time. Please try your call again later."

Date of Birth:
- 1st Retry – "The date of birth is an 8-digit number. For example if you were entering June 23, 1952, you would enter zero, six, two, three, one, nine, five, two. Please try again. Enter the date of birth."
- 2nd Retry – "That number was not recognized. You must enter an 8-digit number. Please try again. Enter the date of birth."
- Month – "Please enter the two digits representing the month of your birth. For example, if you were born in May, your entry would be '0-5'."
- Day – "Please enter the two digits representing the day of your birth. For example, if you were born on the 8th, your entry would be '0-8'."
- Year – "Please enter four digits representing the year of your birth. For example, if you were born in nineteen sixty-two, your entry would be '1-9-6-2'."
- No Match - The date of birth you entered does not match the cardholder information on record. If this is incorrect, please contact your local Child Care Resource and Referral Agency

Phone Number:
- Phone Number Invalid for Transaction – "We're sorry, but you're not calling from a number registered as a New Jersey child care provider. Please contact your local Child Care Resource and Referral agency for assistance."

Check-In:

- Check-In Exists – “This child has an outstanding check-in on <playback date> at <playback time>. To enter a check-out for this child, press 1. To end the call, press 2.”
- Overlapping Transaction Error – “This check-in is being entered where there is already an attendance, absence, sick day or closure day. Verify the current attendance for this child with the provider and work with the provider to make corrections if needed. To return to the main menu, press 1. To end the call, press 2.”
- Unauthorized days used/expired/ Authorized Care level type incorrect or Agreement expired – “The days authorized for this agreement have been used, are invalid, or the agreement has expired for this child. Verify the attendance and agreement for this child with your Child Care Resource and Referral agency. To return to the main menu, press 1. To end the call, press 2.”
- No Check-In Error – “This child does not currently have a check-in within the last 24 hours of the check-out time. To enter a check-in for this child, press 1. To end the call, press 2.”

Check-Out:

- Overlapping Care Error – “This check-out is being entered where there is already a matched check-in/check-out pair. Verify the current attendance for this child with your Child Care Resource and Referral agency and work with the provider to make corrections if needed. To return to the main menu, press 1. To end the call, press 2.
- Previous Day First Retry – “The date should be entered as a 4-digit number. For example if you were entering June 23, you would enter zero, six, two, three. Please try again. Enter the date for the previous day check-in.”
- Previous Day Second Retry – “That number was not recognized. You must enter a 4-digit number. Please try again. Enter the date for the previous day check-in.”
- Unavailable Date – “The date must be today or within the past thirteen days.”

Sick Day:

- Previous Day 1st Retry – “The date should be entered as a 4-digit number. For example if you were entering June 23, you would enter zero, six, two, three. Please try again. Enter the date of the sick day.”
- Previous Day 2nd Retry – “That number was not recognized. You must enter a 4-digit number. Please try again.
- Unavailable Date – “The date must be today or within the past thirteen days.”

- Transaction Exists – “This sick day transaction is not accepted. Another transaction entry already exists for this date. If this is incorrect, please contact the child care provider for assistance in correcting the transaction information. To return to the main menu, press 1. To end the call, press 2.”
- Sick Days Used, Remaining balance = 0 – “A sick day transaction for this child cannot be recorded because all sick days for this child have been used for the authorized time period. To return to the main menu, press 1. To end the call, press 2.”
- Authorized Days Used Error/Agreement Expired – “The authorized care has been used or the agreement has expired for the date entered; therefore, this sick day transaction cannot be recorded. If this is incorrect, please contact your local Child Care Resource and Referral agency. To return to the main menu, press 1. To end the call, press 2.”

Absent Day:

- Previous Day 1st Retry – “The date should be entered as a 4-digit number. For example if you were entering June 23, you would enter zero, six, two, three. Please try again. Enter the date of the absence.”
- Previous Day 2nd Retry – “That number was not recognized. You must enter a 4-digit number. Please try again. Enter the date of the absence.”
- Unavailable Date – “The date must be today or within the past thirteen days.”
- Transaction Exists – “This absent day transaction is not accepted. Another transaction entry already exists for this date. If this is incorrect, please contact the child care provider for assistance in correcting the transaction information. To return to the main menu, press 1. To end the call, press 2.”

Address:

- Not Confirmed – “Please contact your local Child Care Resource and Referral agency to update your address and request further assistance in getting a new card.”

VIII. Provider Error Messages

Phone Number:

- Phone Number Invalid for Transaction – "We're sorry, but you're not calling from a number registered as a New Jersey child care provider. Please contact the Child Care Resource Referral agency in your county for provider application information."

Provider ID:

- Provider ID Invalid – "We're sorry. The Provider ID you entered does not match with the phone number from which you are calling."

Case ID:

- Case ID Retry – "We did not get the case ID. To re-enter the case ID number press 1. To end this call, press 2."
- Case ID Failure – "The Case ID you entered was not recognized. To return to the main menu, press 1. To end this call, press 2."
- Case ID Failure (3rd Attempt) – "The Case ID you entered is invalid. To return to the main menu, press 1. To end this call, press 2."
- Invalid – "You have entered an invalid case ID. Please try again."
- Unauthorized – "You are not an authorized provider for this case ID. Please try again. (1st try re-prompt & reprocess, 2nd try, call terminated.)

Child Number:

- Invalid – "The child number that you've entered is not authorized for this provider or case. Please try again."

Attendance:

- Attendance 1st Retry – "The date should be entered as a 4-digit number. For example if you were entering June 23, you would enter zero, six, two, three. Please try again."
- Attendance Failure – "That number was not recognized."
- Void Error: Unavailable Date – "You have exceeded the allowable timeframe for voiding child attendance. To return to the main menu, press 1. To end the call, press 2."

Account Access:

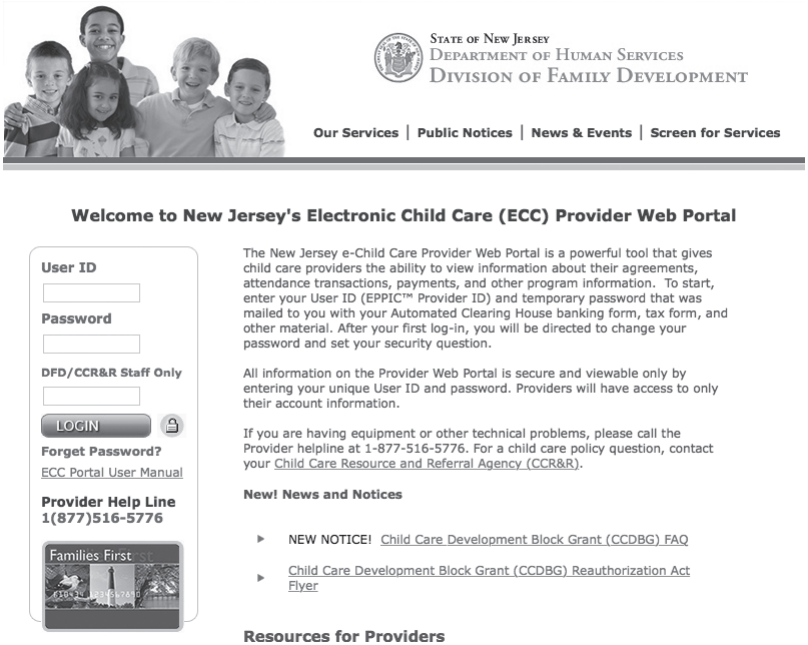
- Unable to access/Timeout – "We are temporarily unable to access your account, please call again at a later time."

IX. Provider Web Portal Quick Login Guide

The following pages contain a quick login guide designed to allow easy access to the New Jersey Electronic Child Care (ECC) Provider Web Portal website. Users may wish to copy these pages and keep them near their computer for quick reference.

The Provider Web Portal is very easy to use, as it allows you to view information about your **facility, agreements, transactions, and attendance summary reports.** The Provider Web Portal User Guide will assist you with using the screens and features on the www.echildcarenj.org Web Portal. You may print out this manual if necessary, or simply view it online.

1. To get to the Provider Web Portal, go to www.echildcarenj.org. Click on the link to the Provider ECC Web Portal to display the following login page:



2. The first time you login to the New Jersey Provider Web Portal, you will use the following information: The User ID which is your seven digit provider number. The Password is the five digit zip code of your facility.

3. When you login for the very first time, you will be prompted to change your password immediately. Follow the steps below to set your new password.

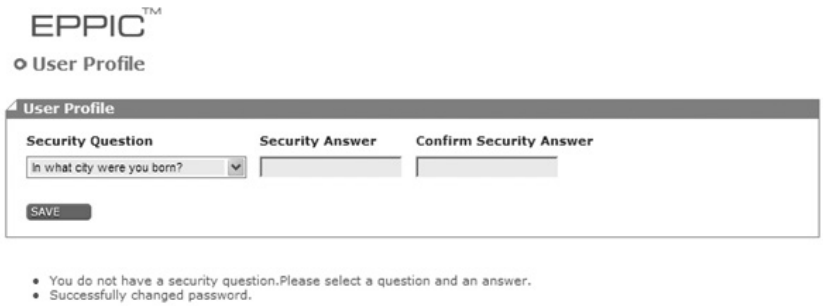
   Passwords must meet these requirements:
   - Must be at least eight (8) characters long
   - Must have at least one (1) lower case letter
   - Must have at least one (1) number
   - Special characters (such as $ % & @ !) and UPPER case letters are allowed but not required
   - Password must be changed every 90 days
   - Password cannot be the same as the current password or the previous 5 passwords
   - Password cannot be reused for one (1) year

Password Change on Initial Login

1. Enter your current password in the “Old Password” field. (Since this is your initial login, the “Old Password” is still your five digit zip code.)

2. After considering the password requirements above, create a new password and enter it in the “New Password” field. Enter that same password again in the “Confirm Password” field and click on the Change button.

The screen will now look like this:



The next step is to create a security question to help you, in case you forget the password. Follow the steps below.

3. Select a security question from the drop down menu. Enter the answer in the "Security Answer" field and enter that same answer in the "Confirm Security Answer" field. You must enter the answers exactly the same. Click the "Save" button when finished.

   When the security question has been saved, the system will automatically take you to the Provider Profile screen. This is indication that you have logged on successfully!

   ** NOTE: You will be prompted to change your password at the time of your initial login, and then again every 90 days.

Password Change if too many failed login attempts

If you attempt three (3) bad login ID's or passwords, you will be locked out. If this happens, you will be able to create a new password as follows:

1. On the main login menu, click on the "Forgot Password" link underneath the blue "Login" button.

2. Enter your seven digit provider number in the Security Question screen.

3. You will be prompted to enter your Security Answer in the next screen.

4. After the Security Question has been answered correctly, the Change Password Screen will display. Follow the same steps outlined above to change your password.

   **NOTE: If you have forgotten your User ID or the User ID does not seem to be working, contact the Provider Help Line at (877) 516-5776.

Expired Password after 90 days

You will be required to change your password every 90 days as a security measure. The screen below will automatically appear when you login after 90 days without a password change.

1. Following the same password requirements, enter a new password in the “New Password” field.

2. Enter the same password in the “Confirm Password” field and click the Change button.

When the password has been saved, the system will automatically take you to the Provider Profile screen. This is indication you have logged on successfully!

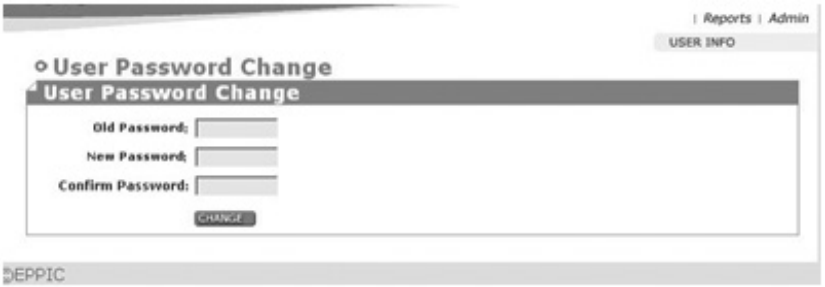
Manual Password Change

You may also change your password at any time. To change the password manually, follow the steps below.

1. Login to the Web Portal.

2. Click on the Admin tab at the top of the screen. Then select the "Password Change" submenu.

3. The User Password Change screen will display. Enter the old password. Enter a new password. Then enter the same password again to confirm it. Click the "Change" button, just as the instructions above.



4. The screen will then prompt you to answer a security question. Follow the same instructions as above. Select a security question from the drop down menu and enter the security answer. Click "Save" to complete the password change.

When the security question has been completely saved, the system will automatically take you to the Provider Profile screen. This is indication you have logged on successfully!

For more details on the Provider Web Portal, download the New Jersey Provider ECC Web Portal User Guide from the Provider Web Portal.

Notes

Notes

Provider Help Desk:
1-877-516-5776

Parent Help Desk:
1-800-997-3333