



ACS is now a Xerox company

A **xerox** Company

March 16, 2011

Dear North Carolina Child Care Provider:

As you may know, the North Carolina Division of Child Development recently selected Affiliated Computer Services (ACS) State and Local Solutions, Inc. to implement and manage North Carolina's Subsidized Early Education for Kids (SEEK) electronic time and attendance reporting system. ACS is now making preparations for installing the Point of Service (POS) device on-site at all child care facilities throughout North Carolina that are enrolled as providers of subsidized child care.

If you have a standard analog telephone line, a VeriFone Vx510 Point of Service (POS) device will be connected to the ACS system through your telephone line (you **will not** need an additional line). If you do not have a standard analog phone line but do have a high-speed internet connection, a VeriFone Vx570 POS device will be connected to the ACS system through the internet.

The installation and maintenance of these devices are the responsibility of ACS and are at no cost to the provider. The provider is responsible for the replacement of the POS device due to fire or theft. You will be trained on the operation of these devices at the time of installation.

ACS will be using a business partner called Media Riders, Inc. (MRI) who will provide on-site installation of the POS device and training which will start in May 2011. In early May, a representative from MRI will begin contacting all providers who will be receiving the POS devices to schedule an on-site visit during the months of May through August. Providers will be called and scheduled for onsite installation and training appointments per the attached statewide county by county rollout schedule which is included in this package. Installation and training should take no more than one hour to complete.

Child care providers will be eligible for one (1) POS device at no charge for every 50 children who have subsidized child care. If you have between 51 and 100 children who are receiving subsidized child care, you will receive two (2) POS devices at no charge. If you have between 101 and 150 children who are receiving subsidized child care, you will receive three (3) POS devices, and so on.

Included with this mailing is the Equipment Installation Guidelines which provides information on how to prepare your facility for the type of connection you choose before the MRI installers arrive at your location. In addition, you will receive information about upcoming SEEK training events in your area which will provide information on the POS device, installation requirements and on-site training by the installer.

ACTION REQUIRED: In order to help with the POS installation process, please complete the four (4) attached forms. These forms are the North Carolina Provider Equipment Agreement, the North Carolina Reimbursement and Settlement Authorization, the Provider Location Confirmation, and the Federal W-9. Enclosed are two copies of these four (4) documents. After completing the paperwork, be sure to keep one copy of the documents for your records. **Please return one completed and signed copy of the following forms: North Carolina Provider Equipment Agreement, North Carolina Provider Reimbursement and Settlement, the Provider Location Confirmation, and the Federal W-9 to ACS by April 20, 2011. ACS and Media Riders cannot install equipment at your facility until the required paperwork is returned to ACS.** Directions for completing the paperwork are enclosed with a pre-addressed, postage-paid envelope for returning the necessary paperwork.

The ACS team looks forward to developing a beneficial business relationship with you. If you have any questions or concerns, please call the ACS Provider Information Helpline at 1-866-217-1076.

Sincerely,

Ed Yorkavich

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ACS North Carolina ECC Provider Manager