Dear Provider:

Welcome to Ohio's Electronic Child Care program. Xerox, formerly ACS, is the vendor selected in Ohio to provider Point-of-Service (POS) equipment to authorized child care providers.

Effective May 7, 2012, all POS equipment is shipped to the provider. In addition to providing the POS to providers, Xerox also provides training on how to install the equipment, how the provider can assist the parent or guardian if needed, how to run reports as well as many other topics. This box contains the POS equipment and the following printed training collaterals:

PLEASE REVIEW EACH TRAINING ITEM CAREFULLY

- Ohio ECC Provider User Manual
- POS Device Quick Reference Card for the Ohio Electronic Child Care (Ohio ECC) System
- Ohio ECC Point-of-Service (POS) Terminal Quick Set-up Guide
- POS Communication Troubleshooting Tips
- Ohio ECC Provider FAQs (*Frequently Asked Questions)*

Once you have unpacked the POS, you will need to identify where the equipment will be located. Your equipment will need an electrical outlet and depending on the type of equipment you requested, you will need either a phone or data port outlet. See the printed POS diagram for steps to install the POS. If you experience problems installing the POS, we will walk you through the process before a brief training session over the phone. If you are able to successfully install the POS, please follow the POS Communication Test instructions to run a communication test. If the test fails, we will also address this before the training session.

Once you have reviewed ALL the training materials thoroughly, you must contact us for training and activation of the POS. To schedule a training date and time that is best for you, please call 1-800-797-7474 and press x-2433. If you reach a voice mail recording, leave your name and a good phone number, including area code, where you can be reached. You should expect a call back before the end of the next business day to schedule the training. Please allow at least 30 minutes for the training. Be sure you have your Ohio ECC Provider User Manual available during the training.