

VaECC Assistance – WHO CAN HELP?

Call the **Vendor Help Desk 877-918-2776** for answers to questions, such as:

- Who can assist with setting up banking information?
- Who can assist if the banking information changes?
- Who can assist if payments have not been received?
- Who can assist in obtaining a POS device?
- Who can assist if the POS device is inoperable?
- Who can assist with POS device error messages?



Call the **Parent Help Desk**

877-918-2322

for answers to questions, such as:

- Who can assist if the VaECC card is lost?
(only if card number is accessible)

Call the **Child Care Worker**

for answers to questions, such as:

- Who can assist if the VaECC card was never received?
- Who can assist if the VaECC card is lost?
(only if card number is inaccessible)