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)