

Child Care Subsidy Audio Response Unit (ARU) Worksheet

May be completed when a Point of Sale (POS) machine is **not** used and when using the toll free number, ARU. This may also serve as a receipt for providers or parents.

1. **Date:** _____ **Time:** _____
(If the payment is transferred prior to 6pm it should be deposited in the provider's account the next business day - weekends and holidays are not considered business days).

2. **Provider Name:** _____.

3. **Provider ID number:** _____.

4. **Parent Name:** _____.

5. **Alternate Payee Name (if needed):** _____.

6. **Child Name(s):** _____

_____.

7. **Period of time payment covers:**
From: _____ To: _____.

8. **CC Benefits from the Vision Card transferred to provider's bank account (see instructions on back of this form):** \$ _____.

9. **Amount of non-child care benefits (personal funds used to meet this child care payment). If none was used, indicate none:** \$ _____.

10. **Authorization (confirmation) Number:** _____
(given after CC payment made)

Parent/Alternate Signature

Provider Signature

Original - client, Copy - provider

Child Care Payment Transfer - Audio Response Unit (ARU) Instructions

You must use a touch tone phone. If you have problems at any point during the call, you can pause or not select an option and you will be able to speak to someone who can help you.

1. Call 1-800-997-6666.
2. You will be given a choice of languages and asked to choose one language.
3. You will need to have your Vision card ready. Press 1 to indicate you have the card.
4. Enter your 16 digit Vision card number.
5. You will hear the total amount of money in your child care account, as well as any money in your food stamp and/or cash accounts. Press 2 for more options.
6. You will hear 5 options. Press 4 for child care.
7. Select option 1 (on the child care menu).
8. If your provider's ID number begins with the letter B, press 2. If it begins with the letter C press 3. If it begins with D press 4. Your provider's ID is on the Family Plan you receive in the mail, or you can ask your provider for it. An example of a provider ID# is B123456.
9. You will be asked to enter your provider's 7 digit ID number followed by the pound (#) sign. Use the star (*) key for the letter portion of the ID number (the number will be repeated back to you). **Example - If the provider ID# is B123456, you will enter (*)123456#.**
10. You will be asked to enter the amount of the child care payment you want to make to the provider. Use the star (*) key for the decimal point, and press the pound (#)/number sign (#) when you are done. **For example, if you to transfer \$56.50, you would press five-six-star-five-zero-pound (56*50#).**
11. Listen for the amount you entered to be repeated. If it is correct press 1. If it's not correct press 2 and then repeat step 10 above.
12. Enter your PIN. **Example - If your PIN is 1234, you will enter 1234.**
13. Listen for the message saying the payment has been approved. You will be given a 6 digit authorization number that you should write down. You can press 1 if you want to hear the number repeated.
14. If the payment is denied either for not enough money or an incorrect PIN, they will tell you why. You will be given a second chance to enter the correct information. If it is still incorrect or the maximum number of PIN tries has been reached, the system will end the call. You may want to call the 1-800 number again and speak to someone.
15. Hang up to end the call.