



**Conduent State and Local  
Solutions**  
PO Box 80469  
Austin, TX 78708

**RE: IMPORTANT INFORMATION ABOUT YOUR CONDUENT ECC TERMINAL**

Dear ECC Provider:

Conduent will no longer be providing the Point of Sale (POS) equipment for your Child Care Attendance Automation. If you no longer need the machine to record attendance, it can be returned at anytime. **In order to avoid being charged or billed for our unreturned POS device(s) you must return the equipment no later than April 16, 2021. You will be charged \$300 if the equipment is not returned within April 16, 2021.**

For your convenience, please call 866-320-8720 and request a return packet for your Conduent POS equipment.

Instructions to return your Conduent POS equipment:

1. Pack each set of the VX510/3730/VX570 equipment and cables into a box or boxes.
2. To ensure your equipment return is properly recorded to your account, complete the "Conduent Equipment Return" form (included in the packet) and return with your equipment; tape the box(s) securely.
3. Write your Locations Name, Provider ID, and address on the UPS shipping label(s).
4. Attach a shipping label to the side of each box shipped. The box or boxes can be given to your UPS driver at your next scheduled pick-up or taken to your nearest UPS location (drop box or store).
5. Retain a copy of your call tag tracking number.

The return address for the Conduent equipment is:

CDE Services Inc.  
1200 Williams Drive  
Suite 1210  
Marietta, GA. 30066

We appreciate your immediate attention to this matter and urge you to make this a top priority. Please note that your terminal(s) will be disabled at the end of the day on March 31, 2021.

Thank you for your attention to this matter and we look forward to hearing from you soon.

Sincerely,

Conduent State and Local Solutions