Stand-Beside POS Procedures Manual for WIC Transactions

Verifone V200c

Revised Date: February 24, 2025

Website www.ebtedge.com

Table of Contents

1   POS Equipment

This manual describes how to set up and operate the Verifone V200c stand-beside point-of-sale (POS) terminal for Women, Infants and Children (WIC) benefit transactions.

Equipment Location Considerations

When selecting a location for the stand-beside POS terminal, be sure to:

- Place the equipment in a location that is convenient for both the clerk and the cardholder. The equipment should be placed so the cardholder can easily enter their 4-digit personal identification number (PIN) in such a manner that the PIN cannot be compromised.
- Place the terminal in a location where it can lie flat, near an Ethernet connection and a power outlet.
- Moving the equipment creates a high risk of damage.

  Note: *This POS equipment supports the transaction processing over a broadband internet connection. If you process transactions over a broadband connection, connectivity should be readily available.*

- Avoid using power outlets that are currently used for other devices as this can cause voltage fluctuations or electrical noise.
- Avoid placing the stand-beside POS terminal in areas:
  - With direct sunlight, heat sources, oil, moisture, and dust.
  - Near devices that can cause voltage fluctuations or electrical noise, such as air conditioners, electric motors, fans, neon signs, or high frequency security equipment.
  - Where electrical outlets are not grounded. (Do not use adaptor plugs or outdoor outlets.)

Equipment Components

Three main pieces of equipment are provided: the terminal with an integrated printer, the external PIN pad, and the handheld scanner. Make sure all components are included in the package and no components are damaged. The following items should be included in the package:

- V200c POS Terminal
- Alternating Current (AC) power cord with power supply adaptor

- External PIN pad
- RS-232 cable (to connect terminal with PIN pad)

- Handheld Scanner
- Paper roll

If a part is damaged or missing, call the Merchant Help Desk at the number provided on the terminal itself (on a sticker) or on the cover of the quick reference documentation. We recommend that you write this number in the space provided on the cover page of this document.

Device Installation

Terminal equipment installation requires one power outlet and one broadband connection, using an ethernet cable. No special wiring is needed for the device; however, you must provide your own ethernet cable for the broadband connection. The AC power cord that comes with the device is approximately six (6) feet long.

IMPORTANT: Before connecting the PIN pad, make sure the stand-beside POS terminal is not connected to the power source. The terminal should not have power until after the PIN pad is connected.

Locate the Connection Ports

The power and other connection ports are on the back of the terminal.

V200c Connection Ports

From left to right, there are five ports:

1. If you are setting up a **dial-up connection**, insert the telephone cord into the first slot on the left
   (☎) and connect the other end of the cord into a wall jack dedicated to the terminal.

   Note: The V200c terminal is not configured to support a dial-up connection.

2. To connect the **external PIN pad** to the terminal, insert one end of the RS-232 cable into the
   PIN pad and the other end of the cable into the second slot from the left (⬅).

   *Note: You should connect the PIN pad to the terminal before you plug the terminal into the
   electrical outlet.*

3. To set up a **broadband connection**, insert one end of the ethernet (LAN) cable into the middle
   slot (⊟) and the other end into the LAN connection in the store (ethernet port/wall jack).

   *Note: LAN connectivity can vary by location. Please talk to your internet provider for any
   configuration questions or issues.*

4. The **USB port** (�psi), second from the right, is used to connect the handheld scanner.

5. To power up the terminal, insert the barrel-shaped connector into the **power port** (⚡) then
   insert the AC power cord into an indoor electrical outlet.

   *Note: You should connect the PIN pad to the terminal before you plug the terminal into the
   electrical outlet.*

External PIN Pad

A cardholder uses an external PIN pad to enter their PIN. Clerks cannot enter a cardholder's PIN for them. The PIN pad draws its power from the V200c terminal.
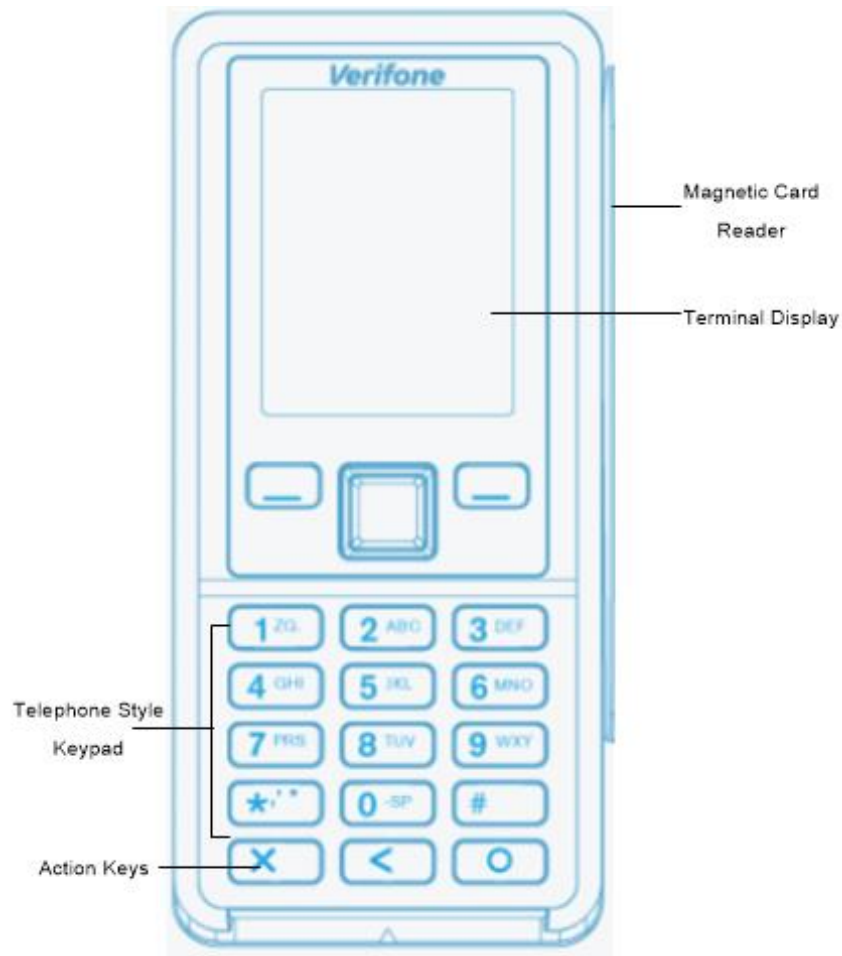
External PIN Pad

Handheld Scanner

To connect the scanner, simply insert the USB cord end of the scanner into the USB port on the right side of the terminal.

Honeywell Voyager XP 1470g Handheld Scanner

V200c Printer Paper

The terminal uses paper that can be purchased at most office supply stores.

Specifications: Roll of single-ply, thermal-sensitive paper 2 ¼ inches wide with 50 feet of rolled paper.

A pink out-of-paper indicator line appears on the edge of the paper approximately 18 inches before the end of the roll. After this line appears, there is enough paper remaining on the roll to conclude at least one transaction.

2 POS Terminal Overview

The V200c POS terminal (as shown below) is used for swiping a cardholder's EBT card and performing clerk and supervisor transactions. The terminal display responds to the selections you make using the keys and other buttons on the terminal.
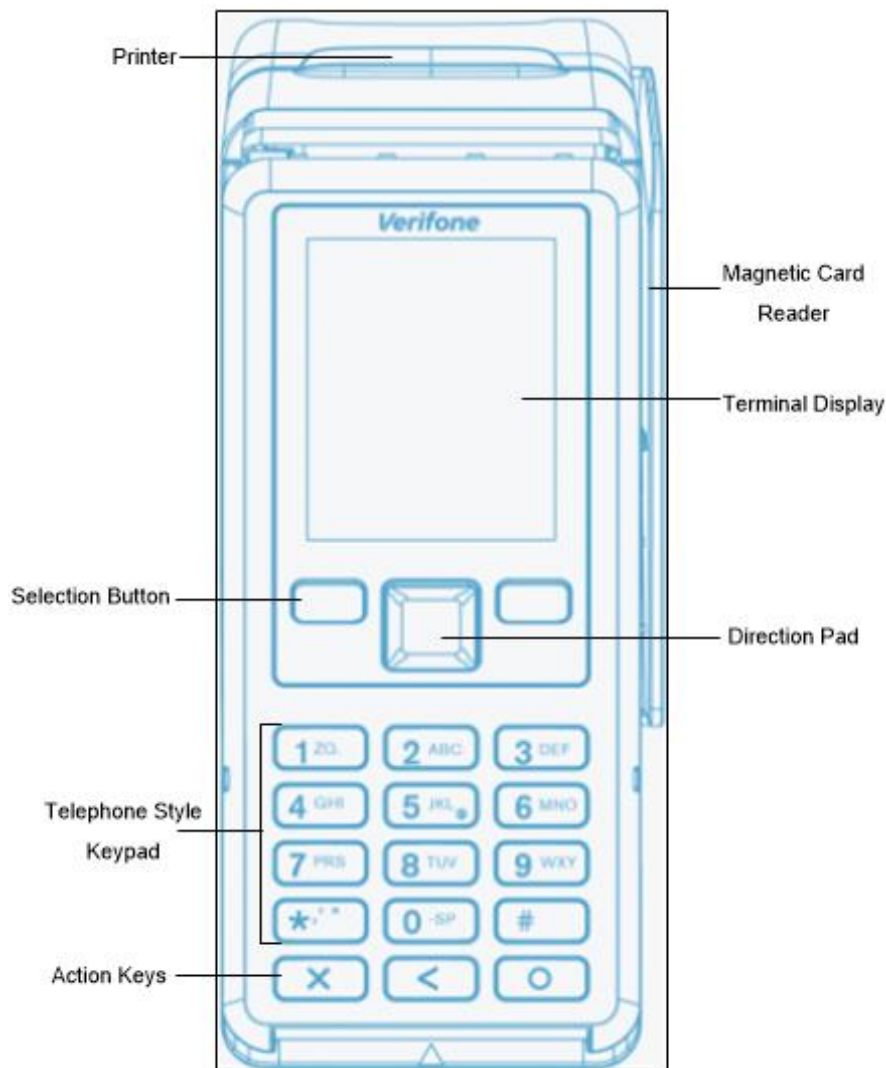
Verifone V200c POS Terminal

POS Terminal Features

Main Screen

The main screen displays a set of large "buttons" that let you pick the type of transaction you want to perform. For WIC transactions, reports, and related functions, you will select the **FIS WIC** button.
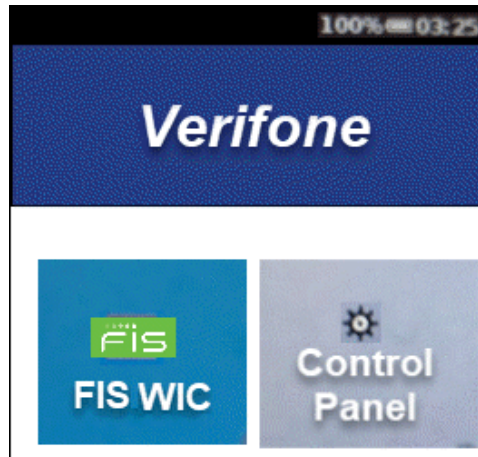
Main Screen

Menu Options

To perform clerk or supervisor transactions, you start by selecting an option from the menu on the terminal display. The screen refreshes dynamically with new menu options each time you make a menu selection.
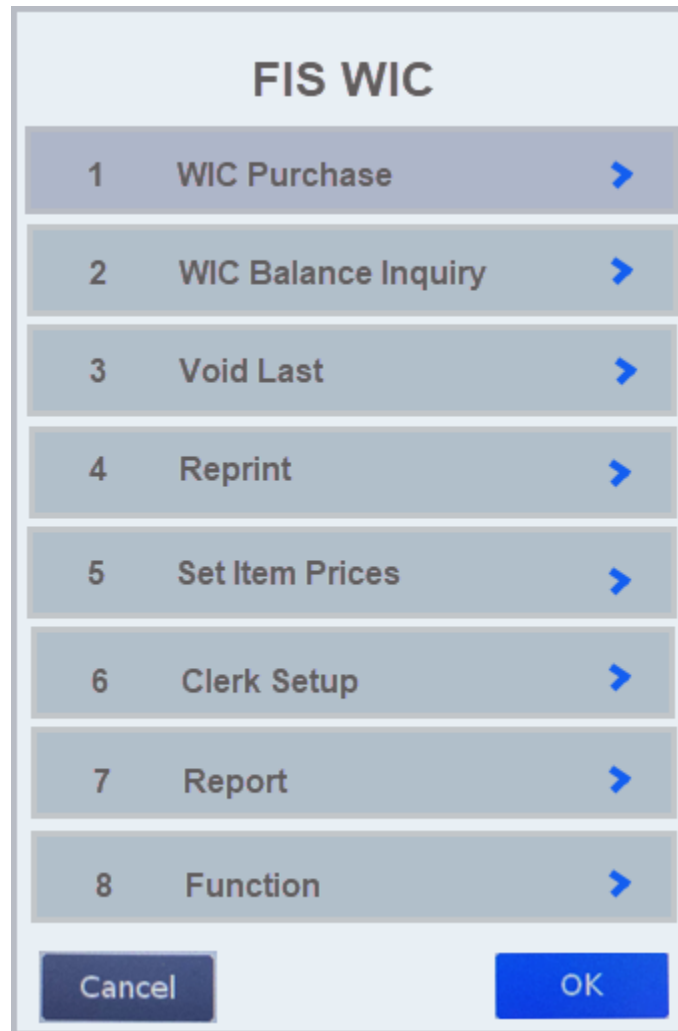
FIS WIC Menu Options with Virtual Command Buttons

There are two ways to select a menu option:

- Use the direction pad to bring the option into focus (highlighted with a blue or gray background) and then press either the right selection button (**OK**) or the green (**OK**) action button.

- Menu options that start with numbers can also be selected using the corresponding number on the keypad. For example, to open the **WIC Purchase** menu item, you can select the number **1** on the keypad.

Navigation Keys

Beneath the display area, there are three navigation keys:

Key	Description
Left and Right Selection Buttons	Press the button (marked with a dash/horizontal line) to the left or right of the central direction pad to select the command button that appears directly above it in the display area. For example, referring to the graphic in the previous topic, you can press the left selection button to select **Cancel** or press the right selection button to select **OK**.
Direction Pad	Press one of the four dots on this central button to direct your focus on the display screen before selecting a menu option. Each dot moves the focus in the direction it indicates, i.e., up, down, right, or left.

Telephone Style Keypad

The numbered keys are located below the display screen; the telephone style keypad includes two additional keys for special characters, including * and **#**.

- Use the keypad to enter your login information, product prices, as needed, and other necessary information to complete transactions and reports.

- Cardholders use the same style keypad on the PIN pad to enter their PIN.

- In certain circumstances, you can use the numbered keypad to select alphabetical characters. You can press a numbered key multiple times to select the corresponding letter that appears on the key; your selected letter displays on the terminal's main screen.

Color-Coded Action Keys

The red, yellow, and green action keys at the bottom of the keypad are used as follows:

Key	Description
Red X (Cancel)	Clears the display and returns the user to the main menu from any point in a transaction.
Yellow < (Back)	Deletes the previously-keyed character.
Green O (OK)	Completes the user's action to select the command button that is active in the display area.

The external PIN pad has the same action keys with the same functions.

WIC Command Buttons

Several WIC procedures allow you to review a list of items by viewing one item at a time. When you select the List button to review the items included in a purchase transaction, you see the following set of buttons:

- **Qty** – Lets you change the quantity of the selected item included in the purchase. You can change the quantity to 0 (zero) to remove it from the purchase transaction.

- **Prev** – Returns to the previous item in the list.

- **Next** – Advances to the next item in the list.

- **Print** – Prints the current list to let you (or the cardholder) review the items.

WIC Purchase – Command Buttons

When you open the Set Item Prices procedure, you see the following set of buttons:

- **Edit** – Lets you change the price of an item in the UPC list.
- **Prev** – Returns to the previous item in the list.
- **Next** – Advances to the next item in the list.
- **Print** – Prints the current list to let you (or the cardholder) review the items.

Edit UPC List – Command Buttons

WIC Card

The WIC card is issued to a WIC benefit recipient so the cardholder can use their benefit authorizations to make WIC benefit purchases.
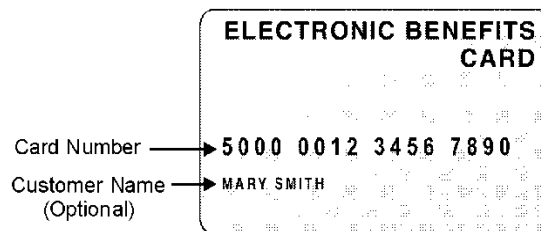
Sample Front of Card

A magnetic stripe is located on the back of the card (as shown below).
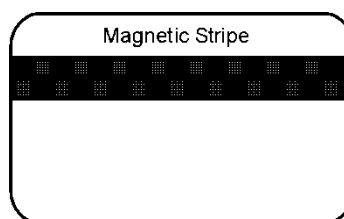
Sample Back of Card

How to Swipe the WIC Card

1. Insert the card in the card reader. To ensure a proper read of the card, insert the card from the top of the unit, as shown here. Make sure the magnetic stripe faces down and toward the terminal keypad.
2. Swipe the card through the card reader slot using a quick, smooth motion.
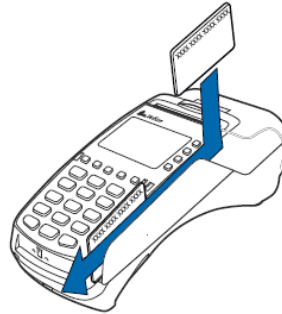
Cardholder Receipt

When a transaction is complete, a cardholder receipt prints automatically. The receipt shows the amount and type of transaction requested and a message indicating whether the transaction is approved or declined. Tear off and give this receipt to the cardholder.

Receipt Header →

YOUR STORE NAME
1234 ANY STREET ADDRESS
YOUR TOWN, STATE, ZIP CODE

Unique Terminal ID →
ID of Employee Using Terminal →

TERMINAL ID: WICW006   ← Unique POS Terminal ID
MERCHANT TERM ID: WICW006001
CLERK ID: 123
DATE & TIME: 09/17/20XX 10:30 AM   ← Transaction Date & Time

Transaction Sequence Number →
Approved Transaction Authorization Code →

SEQUENCE NUMBER: 038
CARD: ************0007   ← Cardholder's WIC Card Number
AUTH CODE: 123500

WIC PURCHASE ← Transaction Type

QTY	UNITS	DESCRIPTION	PRICE
12.00	OZ	Crispy Rice	
		1.00 @ $3.99	3.99
1.00	CON	Canned Beans	
		1.00 @ $2.35	2.35
1.00	CAN	SimSensitive12pwd	
		1.00 @ $18.69	18.69
1.00	GAL	1% Milk	
		1.00 @ $4.49	4.49
1.00	CON	Juice – Calcium Fortifie	
		1.00 @ $5.99	5.99
7.00	$$$	Fruits and Vegetables	
		7.00 @ $1.00	7.00

Transaction Details

PURCHASE SUBTOTAL   42.51   ← Transaction Total Before Coupons
Applied Coupon Total → DISCOUNTS APPLIED   0.00

APPROVED PURCHASE TOTAL   32.15   ← Purchase Total Includes NTE Adjustments and Coupons Applied

Balance Due from Cardholder → **BALANCE DUE - $ 0.00**

BENEFITS EXPIRE ON 10-04-20XX ← Benefit's Expiration Date

QTY	UNITS	DESCRIPTION
1.00	LB	Cheese
0.00	DOZ	Eggs
24.00	OZ	Breakfast Cereal
0.00	CON	Beans/Peas/Peanut Butter
1.00	CAN	Sim Sensitive (12 oz pwd)
1.00	QT	Yogurt-Low/NonFat (32 oz)
2.00	GAL	Fat Free/Skim or 1%
0.00	CON	Juice (froz. 11.5–12 oz)
8.00	GAL	1% Milk
3.00	$$$	Fruits and Vegetables
2.00	$$$	Fresh Fruit & Vegetable

Cardholder's Benefit Balance

**** CARDHOLDER COPY ****

****PLEASE SAVE THIS RECEIPT****

Sample of Cardholder Receipt

Merchant Receipt

The merchant receipt is similar to the cardholder receipt, with the following differences:

- The NTE price appears for appropriate items in the body of the receipt.

  Note: The NTE price does not appear on the Cardholder Receipt.

- The lower portion of the receipt includes sub-totals for coupons applied and NTE adjustments.

- The cardholder's benefit balance does not appear.

- MERCHANT COPY is printed at the bottom instead of CARDHOLDER COPY.

The Merchant Receipt is kept at the store.

Receipt Header →
YOUR STORE NAME
1234 ANY STREET ADDRESS
YOUR TOWN, STATE, ZIP CODE

Unique Terminal ID → TERMINAL ID: WICW006
MERCHANT TERM ID: WICW006001 ← Unique POS Terminal ID
ID of Employee Using Terminal → CLERK ID: 123
DATE & TIME: 09/17/20XX 10:30 AM ← Transaction Date & Time
Transaction Sequence Number → SEQUENCE NUMBER: 038
CARD: ***********0007 ← Cardholder's WIC Card Number
Approved Transaction Authorization Code → AUTH CODE: 123500

WIC PURCHASE ← Transaction Type

QTY	UNITS	DESCRIPTION	PRICE
12.00	OZ	Crispy Rice	
		1.00 @ $3.99	3.99
1.00	CON	Canned Beans	
		1.00 @ $2.35	2.35
	NTE	1.00 @ $1.68	0.67 –
1.00	CAN	SimSensitive12pwd	
		1.00 @ $18.69	18.69
	NTE	1.00 @ $10.00	8.69 –
0.50	GAL	1% Milk	
		1.00 @ $4.49	4.49
1.00	CON	Juice – Calcium Fortifie	
		1.00 @ $5.99	5.99
	NTE	1.00 @ $4.99	1.00 –
7.00	$$$	Fruits and Vegetables	
		7.00 @ $1.00	7.00

Transaction Details (label for above)

PURCHASE SUBTOTAL   42.51 ← Transaction Total Before Coupons
Applied Coupon Total → DISCOUNTS APPLIED   0.00

PURCHASE TOTAL   42.51 ← Purchase Total Includes NTE Adjustments and Coupons Applied
NTE Adjustment Total → NTE ADJUSTMENT   10.36

PAYMENT TO MERCHANT   32.15 ← NTE Adjustment is Subtracted from Purchase Total
Balance Due from Cardholder → **BALANCE DUE/OTHER TENDER - $ 0.00**

**** MERCHANT COPY ****

****PLEASE SAVE THIS RECEIPT****

Sample of Merchant Receipt

Messages

Printed on Receipts

Important messages, such as: **DEMO MODE**, **DECLINED**, and **REPRINT**, appear in bold on transaction receipts.

Demo Mode

DEMO MODE is printed on the receipt when transactions are performed in demo mode. For more information, see *Demo Mode*.

Declined Codes

When a transaction is declined, **DECLINED** displays on the terminal screen, the terminal beeps, and a message prints on the receipt. The most common denial codes and solutions are:

Code	Description	Solution
188	Cannot process Call Customer Service	Call the Merchant Help Desk.
AF	Invalid card prefix	Try entering the cardholder's WIC card number again. If the same message prints, confirm that a valid WIC card was presented and try again.
CA	Acceptor/Store ID not defined	Call the Merchant Help Desk.
CB	PIN not selected	Have the cardholder call the Customer Service number on the back of their WIC card.
CC	Card not active	Have the cardholder call the Customer Service number on the back of their WIC card.
CD	Return exceeds prior authorization	Have the cardholder call the Customer Service number on the back of their WIC card.
I	Invalid PIN	Have the cardholder enter their PIN again. If the same message prints, have the cardholder call the Customer Service number on the back of their WIC card.
N	Host unavailable/Cannot process	Try the transaction again. If it still does not work, call the Merchant Help Desk.
ND	Lost/Stolen card	Have the cardholder call the Customer Service number on the back of their WIC card.
NH	Expired card	Have the cardholder call the Customer Service number on the back of their WIC card.
NR	PIN tries exceeded	Have the cardholder call the Customer Service number on the back of their WIC card.
P	Client not on file	Try the transaction again. If the same message prints, have the cardholder call the Customer Service number on the back of their WIC card.
PW	Invalid password	Enter your password again. If the same message prints, call the Merchant Help Desk.
PX	Invalid ID	Enter your ID again. If the same message prints, call the Merchant Help Desk.

Code	Description	Solution
PZ	System problems	Call the Merchant Help Desk.
QI	General denial	General denial. Call the Merchant Help Desk.
RK	System malfunction	Call the Merchant Help Desk.
S	No funds available	Cardholder should check the balance on their receipt. If the cardholder has questions, have them call the Customer Service number on the back of the WIC card.
U	Insufficient funds	Cardholder should perform a stand-alone Balance Inquiry to confirm which purchase items are available to the cardholder. If the cardholder has questions, have them call the Customer Service number on the back of the WIC card.

Note: *For all other declined messages or error codes printed on the receipt, call the Merchant Help Desk.*

Reprint

When **REPRINT** is printed on the receipt, it means the clerk or supervisor reprinted a receipt for the last transaction performed at a particular terminal. For more information, see *WIC Purchase – Reprint Receipt*.

Displayed on Terminal Screen

The following messages may display on the terminal screen during a transaction.

Displayed	Explanation
APPROVED	Transaction is accepted.
CLOSED	Terminal is closed. No user is signed on.
CONNECTED	Host answered.
DECLINED	Transaction is declined.
DEMO MODE	Terminal is in training mode.
PLEASE WAIT	Terminal is processing.
PRIMARY FAILED TO CONNECT	Terminal could not connect with primary host.
RECEIVING	Terminal is receiving transaction data from host.
SECONDARY FAILED TO CONNECT	Terminal could not connect with secondary (backup) host.
TRANSMITTING	Terminal is sending transaction data to host.

3 Processing WIC Transactions

The following section describes how to process WIC transactions on the WIC POS equipment. To sign on to the terminal, you must have your ID already added to the terminal by the store supervisor. Only a supervisor is able to set up a new clerk ID or supervisor ID, delete an ID, or change a password. Refer to *Supervisor Transactions* for more details.

Using the Terminal

Turn Terminal On

To turn on the terminal and the connected PIN pad at the same time:

1. Connect it to the power source

   The device cycles through several processes and then opens the main screen.

2. To perform transactions, follow the sign on procedure.

Turn Terminal Off

To turn off the terminal and the connected PIN pad at the same time:

1. Disconnect it from the power source.

   The device shuts down immediately.

Reboot the Device

To reboot the device:

1. Select **Control Panel** on the main screen.

2. Select **Power Panel**.

3. Select **Reboot**.

   The device cycles through several processes to restart and return you to the main screen. The reboot process should take approximately one minute.

Shut Down the Device

To shut down the device:

1. Select **Control Panel** on the main screen.

2. Select **Power Panel**.

3. Select **Shut Down**.

   The device shuts down.

4. To restart the device, press the green action button (**O**).

Sign On / Sign Off

Sign On

You must sign on to the stand-beside POS terminal to perform transactions.

*Note: Once a user is signed onto a terminal, if another user tries to sign on, the terminal asks if the current user wants to sign off. Select **Yes**, and sign onto the terminal.*

To sign on:

1. Turn the terminal on (if necessary) and select **FIS WIC** on the main screen.

    The message on the Sign On screen says CLOSED.

2. Select **Sign On**.

3. Key in your 3-digit ID number and select **OK**.

4. Key in your 4-digit password and select **OK**.

    You are signed on when the terminal displays the FIS WIC menu, and the PIN pad screen says OPEN.

Note: If you enter your ID or password incorrectly, EDIT ERROR displays on the terminal screen. If an edit error occurs, a declined receipt will print automatically.

Sign Off

You must sign off if you leave the terminal for any reason. The sign off procedure closes the terminal and prevents someone else from performing transactions on that terminal.

To sign off:

1. Select **FIS WIC** on the main screen.

2. Select **Function**.

3. Select **Sign Off**.

    The device prints the *Clerk Totals Report*.

```
         YOUR STORE NAME
        1234 ANY STREET ADDRESS
       YOUR TOWN, STATE, ZIP CODE

  STORE ID:          WICW006
  TERMINAL ID:       WICW006001
  CLERK ID:          123
  Sign on Date/Time:  09/20/20XX  09:15 AM
  Sign off Date/Time: 09/20/20XX  04:45 PM


           WIC SIGN-OFF


  WIC Checkout        000      $53.00
  Coupons/Discounts           $10.36-
  Adjustments (NTE & Coupons)  $10.36-

  WIC Reimbursement Total      $42.64
           END OF REPORT
```

Sign Off Receipt

WIC Balance Inquiry

The balance inquiry transaction gives a cardholder the current balance of their benefit authorizations. The balance is not displayed on the screen; the printed receipt includes the balance. The balance inquiry transaction can be performed by a cardholder or a clerk.

*Note: The cardholder can also check their account balance(s) using the ebtEDGE Mobile Application or the Cardholder Portal (*www.ebtEDGE.com*) or by calling the Customer Service phone number located on the back of the EBT card.*

1. Select **WIC Balance Inquiry** on the FIS WIC menu.

2. Ask the cardholder to slide their card through the card reader slot.

   Note: After three (3) attempts, if sliding the card does not work, ask the cardholder to enter their card number using the PIN pad.

3. Ask the cardholder to enter their PIN and select **OK**.

   IMPORTANT! Never ask the cardholder for their PIN!

   The terminal processes the transaction and prints the customer receipt automatically.

4. If the transaction is:

   - **APPROVED**, give the cardholder copy to the cardholder and tell the cardholder to keep their last receipt so they know their account balance before going to the store again.

   - **DECLINED**, give the cardholder copy to the cardholder and identify the reason the transaction was declined. The reason appears on the receipt.

Balance Inquiry Receipts

5. Select **YES** to print the merchant copy of the receipt or select **NO/CANCEL** if you do not want to print the merchant copy.

WIC Purchase

A WIC Purchase transaction is performed when the cardholder is ready to check out. This transaction accepts WIC benefits from cardholders as payment for WIC eligible items, as determined by the cardholder's WIC program.

Remember: WIC cards can only be used to purchase items in the jurisdiction where the card was issued (usually a WIC agency). A cardholder cannot use a card issued by another jurisdiction to complete a WIC purchase.

Most items in the cardholder's prescription, like boxes of cereal or cartons of milk, have **UPC** bar codes that you can scan before you enter or confirm the price for each item.

Cardholders may also receive a **Cash Value Benefit** (**CVB**), which is a dollar amount they can use to purchase fresh, canned, or frozen fruits and vegetables. Fresh produce items often have a 4 or 5-digit **PLU** code instead of a longer UPC bar code.

There are different ways to enter CVB items before entering or confirming the item price:

- If the CVB item has a UPC code, scan it normally.

- If the CVB item has a PLU code, enter the PLU code manually on the keypad.

- If the **Use CVB?** prompt appears, you can enter the price of a fresh produce item without entering the PLU code.

To complete a WIC Purchase:

1. Select **WIC Purchase** on the FIS WIC menu.

2. Ask the cardholder to slide their card through the card reader slot.

   Note: If sliding the card does not work after three (3) attempts, ask the cardholder to enter their card number using the PIN pad.

3. Ask the cardholder to enter their PIN and select **OK**.

   IMPORTANT! Never ask the cardholder for their PIN!

4. To scan items:

   a. Use the handheld scanner to scan the UPC for the item.

      Note: If the UPC does not scan, you can enter the numeric UPC code manually.

   b. Enter or confirm the price of the item and select **OK.**

      Note: If your store has pre-defined prices for specific items, confirm the price and select OK.

   c. Scan and enter or confirm the price for each additional item.

5. To enter a PLU code for fresh produce items:

   a. Enter the number from the PLU sticker on the item.

  b. Enter the price of the item and select **OK**.

  c. Enter the PLU and the price for each additional item.

6. Select **#** when you have entered all items with PLU codes.

7. Next, the terminal may present the **Use CVB?** prompt, which allows you to enter the price for Cash Value Benefit (CVB) items without entering the PLU code.

    If the cardholder does not have CVB items, select **No** at the Use CVB? prompt.

8. If the cardholder has CVB items:

    a. Select **Yes** at the Use CVB? prompt.

    b. Enter the CVB item price and press **OK** after each item.

        The cardholder's CVB balance appears on the screen and updates with each CVB item you enter.

    c. Select **#** when you have entered all CVB amounts.

9. If the total CVB purchase amount exceeds the cardholder's CVB balance, the following message will be displayed: "Insufficient Balance Continue?"

10. Ask the cardholder if they would like to continue with the purchase of the items that exceeds their WIC balance and use another form of payment.

11. Select **Yes** if the cardholder would like to continue or **No** to remove CVB items from the cardholder's purchase.

    See _WIC Purchase – Add or Remove Items_ for instructions.

12. If the cardholder is using coupons:

    a. Select **Yes** at the Use Coupons? prompt.

    b. Enter the coupon amount and select **OK** after each coupon.

    c. Select **#** when you have entered all coupons.

13. Select **Yes** at the Continue Transaction? prompt to complete the transaction.

    The receipt prints automatically; it shows whether the transaction is approved or declined. (See samples below.)

14. Give the cardholder copy of the receipt to the cardholder. If the transaction is declined, show the cardholder the reason at the bottom of the receipt.

15. If there is a balance due, collect payment from the cardholder.

16. Select **Yes** if you want to print the merchant copy or select **No** if you do not.

```
            YOUR STORE NAME
           1234 ANY STREET ADDRESS
          YOUR TOWN, STATE, ZIP CODE

TERMINAL ID:            WICW006
MERCHANT TERM ID:       WICW006001
CLERK ID:               123
DATE & TIME:            09/17/20XX 10:30 AM
SEQUENCE NUMBER:        038
CARD:                   ***********0007
AUTH CODE:              123500

              WIC PURCHASE

QTY    UNITS   DESCRIPTION          PRICE
----------------------------------------
 12.00 OZ     Crispy Rice
              1.00 @ $3.99           3.99
  1.00 CON    Canned Beans
              1.00 @ $2.35           2.35
  1.00 CAN    SimSensitive12pwd
              1.00 @ $18.69         18.69
  1.00 GAL    1% Milk
              1.00 @ $4.49           4.49
  1.00 CON    Juice – Calcium Fortifie
              1.00 @ $5.99           5.99
  7.00 $$$    Fruits and Vegetables
              7.00 @ $1.00           7.00
--------------------------------------:
PURCHASE SUBTOTAL               42.51
DISCOUNTS APPLIED                0.00
--------------------------------------:
APPROVED PURCHASE TOTAL         32.15
        BALANCE DUE - $ 0.00

    BENEFITS EXPIRE ON 10-04-20XX

QTY    UNITS   DESCRIPTION
  1.00 LB     Cheese
  0.00 DOZ    Eggs
 24.00 OZ     Breakfast Cereal
  0.00 CON    Beans/Peas/Peanut Butter
  1.00 CAN    Sim Sensitive (12 oz pwd)
  1.00 QT     Yogurt-Low/NonFat (32 oz)
  2.00 GAL    Fat Free/Skim or 1%
  0.00 CON    Juice (froz. 11.5-12 oz)
  8.00 GAL    1% Milk

  3.00 $$$    Fruits and Vegetables
  2.00 $$$    Fresh Fruit & Vegetable

       **** CARDHOLDER COPY ****

      ****PLEASE SAVE THIS RECEIPT****
```

```
            YOUR STORE NAME
           1234 ANY STREET ADDRESS
          YOUR TOWN, STATE, ZIP CODE

TERMINAL ID:            WICW006
MERCHANT TERM ID:       WICW006001
CLERK ID:               123
DATE & TIME:            09/17/20XX 10:30 AM
SEQUENCE NUMBER:        038
CARD:                   ***********0007
AUTH CODE:              123500

              WIC PURCHASE

QTY    UNITS   DESCRIPTION          PRICE
----------------------------------------
 12.00 OZ     Crispy Rice
              1.00 @ $3.99           3.99
  1.00 CON    Canned Beans
              1.00 @ $2.35           2.35
        NTE   1.00 @ $1.68           0.67 -
  1.00 CAN    SimSensitive12pwd
              1.00 @ $18.69         18.69
        NTE   1.00 @ $10.00          8.69 -
  0.50 GAL    1% Milk
              1.00 @ $4.49           4.49
  1.00 CON    Juice - Calcium Fortifie
              1.00 @ $5.99           5.99
        NTE   1.00 @ $4.99           1.00 -
  7.00 $$$    Fruits and Vegetables
              7.00 @ $1.00           7.00
--------------------------------------:
PURCHASE SUBTOTAL               42.51
DISCOUNTS APPLIED                0.00
--------------------------------------:
PURCHASE TOTAL                  42.51
NTE ADJUSTMENT                  10.36
--------------------------------------:
PAYMENT TO MERCHANT             32.15
  BALANCE DUE/OTHER TENDER - $ 0.00

       **** MERCHANT COPY ****

      ****PLEASE SAVE THIS RECEIPT****
```

WIC Purchase – Add or Remove Items

During a purchase transaction, you can review the items you have already entered and make changes without canceling the whole transaction.

1. Select **List** on the Enter or Scan Product Code screen to view the first item you entered.

a. You can select **Prev** or **Next** to move through the list of items on the screen. For more information, see the *WIC Purchase – Print Scanned Items* topic below.

b. You can select **Print** to print a list of all the items currently included in the transaction so you can review them.

2. To remove an item, select **Qty** and enter **0** (zero) on the keypad.

3. To change the quantity of an item, select **Qty** and enter the new quantity on the keypad.

4. Select **#** when you have made all your changes.

5. Select **Yes** to complete the transaction. The receipt prints automatically.

6. Give the cardholder copy of the receipt to the cardholder. If the transaction is declined, show the cardholder the reason at the bottom of the receipt.

7. Select **Yes** if you want to print the merchant copy or select **No** if you do not.

WIC Purchase – Print Scanned Items

This function can be used to print a list of the items you have scanned before completing the transaction.

1. On the Enter or Scan Product Code screen, select **List** to view the list of scanned items.

2. Select **Print** to print the list of items.

```
12.00 OZ      Cream of Wheat  12 Oz.
              1.00 @ $2.99            2.99
28.00 OZ      Cream of Wheat  12 Oz.
              1.00 @ $3.99            3.99
10.00 $$$     Fruit and Vegetables
              1.00 @ $10.00         10.00
```

Scanned Items Print Receipt

WIC Purchase – Reprint Receipt

You can reprint the cardholder copy of the receipt for any transaction completed at the terminal on the current day.

1. Select **Reprint** on the FIS WIC menu to view the most recent transaction.

2. Select **Prev** or **Next** to review other transactions on the screen until you find the one you're looking for.

3. Select **Print** to print the receipt for the transaction displayed on the screen.

Note: REPRINT appears at the top of the receipt.

YOUR STORE NAME
1234 ANY STREET ADDRESS
YOUR TOWN, STATE, ZIP CODE

TERMINAL ID:	WICW006
MERCHANT TERM ID:	WICW006001
CLERK ID:	123
DATE & TIME:	09/17/20XX 10:45 AM
SEQUENCE NUMBER:	039
CARD:	************0007
AUTH CODE:	123501

WIC PURCHASE

***   REPRINT   ***

QTY	UNITS	DESCRIPTION	PRICE
1.00	GAL	1% Milk	
		1.00 @ $4.49	4.49
6.00	$$$	Fruits and Vegetables	
		6.00 @ $1.00	6.00

PURCHASE SUBTOTAL	10.49
DISCOUNTS APPLIED	0.00

APPROVED PURCHASE TOTAL	10.49

BALANCE DUE - $ 3.00

BENEFITS EXPIRE ON 10-04-20XX

QTY	UNITS	DESCRIPTION
1.00	LB	Cheese
0.00	DOZ	Eggs
24.00	OZ	Breakfast Cereal
0.00	CON	Beans/Peas/Peanut Butter
1.00	CAN	Sim Sensitive (12 oz pwd)
1.00	QT	Yogurt-Low/NonFat (32 oz)
2.00	GAL	Fat Free/Skim or 1%
0.00	CON	Juice (froz. 11.5-12 oz)
7.00	GAL	1% Milk
0.00	$$$	Fruits and Vegetables
0.00	$$$	Fresh Fruit & Vegetable

**** CARDHOLDER COPY ****

****PLEASE SAVE THIS RECEIPT****

YOUR STORE NAME
1234 ANY STREET ADDRESS
YOUR TOWN, STATE, ZIP CODE

TERMINAL ID:	WICW006
MERCHANT TERM ID:	WICW006001
CLERK ID:	123
DATE & TIME:	09/17/20XX 10:45 AM
SEQUENCE NUMBER:	039
CARD:	************0007
AUTH CODE:	123501

WIC PURCHASE

***   REPRINT   ***

QTY	UNITS	DESCRIPTION	PRICE
1.00	GAL	1% Milk	
		1.00 @ $4.49	4.49
6.00	$$$	Fruits and Vegetables	
		6.00 @ $1.00	6.00

PURCHASE SUBTOTAL	10.49
DISCOUNTS APPLIED	0.00

PURCHASE TOTAL	10.49
NTE ADJUSTMENT	0.00

PAYMENT TO MERCHANT	10.49

BALANCE DUE/OTHER TENDER - $ 3.00

**** MERCHANT COPY ****

****PLEASE SAVE THIS RECEIPT****

WIC Purchase – Reprint Receipts

Void Last WIC Purchase

The Void Last transaction voids the previous transaction completely. Only the last transaction can be voided, and it must be done on the same terminal as the original transaction.

1. Select **Void Last** on the FIS WIC menu.

2. Ask the cardholder to slide their card through the card reader slot.

   Note: After three (3) attempts, if sliding the card does not work, ask the cardholder to enter their card number using the PIN pad.

3. Review the transaction and select **Yes** to void the transaction and print the receipt.

4. Select **No** to cancel the void.

5. The merchant receipt prints automatically.

```
            YOUR STORE NAME
          1234 ANY STREET ADDRESS
         YOUR TOWN, STATE, ZIP CODE

TERMINAL ID:          WICW006
MERCHANT TERM ID:     WICW006001
CLERK ID:             123
DATE & TIME:          09/17/20XX 10:24 AM
SEQUENCE NUMBER:      007
CARD:                 ***********0007
AUTH CODE:            123517


              VOID LAST
             SUCCESSFUL


           WIC PURCH VOIDED

         ** DO NOT DISP CASH **

        **** MERCHANT COPY ****

       ****PLEASE SAVE THIS RECEIPT****
```

WIC Purchase – Void Last Receipt

27

4 Supervisor Transactions

ID and Password Setup

Only a supervisor is allowed to set up a new user (clerk or supervisor), delete an ID, or change a password. Follow these guidelines:

- Assign a separate ID to each clerk or supervisor using the stand-beside POS terminal.

- Make sure each ID is three digits: 900 to 998 for a supervisor and 001 to 899 for a clerk.

- Assign each password using four digits, but not four zeros (0000).

Setup for a New Terminal

Follow these steps if you are setting up users on a new terminal. The master clerk ID and password are included in the training contact letter you received with the terminal.

- Sign on to the terminal, using the master clerk ID.

- Add your own ID and password. We recommend adding a supervisor ID first, so you can use it to add other IDs.

- Sign off and sign on to the terminal again using your own ID, not the master clerk ID.

Note: *Do not change the password for the master clerk ID.*

Add a Clerk or Supervisor ID

Use any stand-beside POS terminal in the store to add an ID for a clerk or supervisor. To begin this transaction:

1. Select **Clerk Setup** on the FIS WIC menu.

2. Select **Add Clerk**.

3. Enter your supervisor ID and select **OK**.

4. Enter your supervisor password and select **OK**.

5. Enter the 3-digit ID for the new clerk or supervisor and select **OK**.

   Note: *Supervisor IDs must begin with "9."*

6. Enter the 4-digit password for the new clerk or supervisor and select **OK**.

7. Enter the new 4-digit password again to confirm and select **OK**.

   Processing messages display on the screen.

- If the ID is successfully added to the system, a confirmation receipt prints.

- If the ID is not successfully added, a message prints on the receipt to indicate the problem.

```
            YOUR STORE NAME
          1234 ANY STREET ADDRESS
          YOUR TOWN, STATE, ZIP CODE

TERMINAL ID:           WICW006
MERCHANT TERM ID:      WICW006001
CLERK ID:              123
DATE & TIME:           09/17/20XX 11:10 AM
SEQUENCE NUMBER:       015


              CLERK SETUP

PASSWORD/ID HAS BEEN ADDED FOR
EMPLOYEE 123


          **** MERCHANT COPY ****

        ****PLEASE SAVE THIS RECEIPT****
```

Add an ID Receipt – Confirmation

Change a Password

Use any stand-beside POS terminal in the store to change a password for a clerk or supervisor. To begin this transaction:

1. Select **Clerk Setup** on the FIS WIC menu.

2. Select **Change Password**.

3. Enter your supervisor ID and select **OK**.

4. Enter your supervisor password and select **OK**.

5. Enter the 3-digit ID for the clerk or supervisor whose password is being changed and select **OK**.

6. Enter the new 4-digit password for the clerk or supervisor and select **OK**.

7. Enter the new 4-digit password again to confirm and select **OK**.

   Processing messages display on the screen.

   - If the password was successfully changed, a confirmation receipt prints.
   - If the password was not successfully changed, a message prints on the receipt to indicate the problem.

```
              YOUR STORE NAME
           1234 ANY STREET ADDRESS
          YOUR TOWN, STATE, ZIP CODE

  TERMINAL  ID:          WICW006
  MERCHANT  TERM ID:     WICW006001
  CLERK  ID:             123
  DATE & TIME:           09/17/20XX 11:27 AM
  SEQUENCE  NUMBER:      016


                CLERK SETUP


  PASSWORD/ID  HAS BEEN  CHANGED  FOR
  EMPLOYEE  123



        **** MERCHANT  COPY ****

      ****PLEASE  SAVE THIS  RECEIPT****
```

Change Password Receipt – Confirmation

Delete a Clerk or Supervisor ID

Use any stand-beside POS terminal in the store to delete an ID. The clerk or supervisor must be signed off before you can delete their ID from the system. To begin this transaction:

1. Select **Clerk Setup** on the FIS WIC menu.

2. Select **Delete Clerk**.

3. Enter your supervisor ID and select **OK**.

4. Enter your supervisor password and select **OK**.

5. Enter the 3-digit ID for the clerk or supervisor being deleted select **OK**.

6. Select **YES** to confirm your request or select **NO/CANCEL** to cancel it.

    Processing messages display on the screen.

    - If the ID is successfully deleted from the system, a confirmation receipt prints.
    - If the ID is not successfully deleted, a message prints on the receipt to indicate the problem.

```
          YOUR STORE NAME
        1234 ANY STREET ADDRESS
       YOUR TOWN, STATE, ZIP CODE

TERMINAL ID:          WICW006
MERCHANT TERM ID:     WICW006001
CLERK ID:             123
DATE & TIME:          09/17/20XX 11:32 AM
SEQUENCE NUMBER:      017


              CLERK SETUP


PASSWORD/ID HAS BEEN DELETED FOR
EMPLOYEE 123



        **** MERCHANT COPY ****

     ****PLEASE SAVE THIS RECEIPT****
```

Delete an ID Receipt – Confirmation

UPC Price Maintenance

This function is used to maintain the shelf price for frequently-purchased WIC items. You can scan UPC and save the shelf price so when a clerk scans the item during a purchase the price will be automatically provided by the terminal.

Note: Shelf prices are stored on the terminal itself and are not shared between terminals. If you have more than one terminal, you must maintain the shelf prices on all of your terminals, individually.

Add an Item Price

1. Select **Set Item Prices** on the FIS WIC menu.

2. Select **Add** to display the Set Item Prices screen.

3. Scan the UPC or use the keypad to enter the code manually.

4. On the next screen, use the keypad to enter the price of the item and select **OK**.

5. Press any key to return to the Set Item Prices screen, where you can add the price for another item, review and edit prices for items you have already added, or print a list of all items added to the terminal's shelf list..

Review and Edit an Item Price

1. Select **Set Item Prices** on the FIS WIC menu.

2. Select **Review** to display the Set Item Prices screen.

3. Review the information for the first item in the list. The screen shows the item's UPC, the product description, and the price.

4. Take one of the following actions:

    a. Select **Edit** to change the price of the item.

    b. Select **Prev** to review the previous item in the list.

    c. Select **Next** to review the next item in the list.

    d. Select **DELT** to delete the item that is currently displayed.

5. When you are finished your review, press any key on the keypad to return to the Set Item Prices screen.

Print the Item Price List

1. Select **Set Item Prices** on the FIS WIC menu.

2. Select **Print** to print the full list of item prices saved on the terminal.

YOUR STORE NAME
1234 ANY STREET ADDRESS
YOUR TOWN, STATE, ZIP CODE

SHELF PRICES

STORE ID:	AA12345
TERMINAL ID:	WICW006
DATE/TIME:	09/17/20XX 3:34 PM

Kroger 2% Milk ½ Gal.	$2.20
Kroger Whole Milk 1 Gal.	$3.99
Kroger 2% Milk 1 Gal.	$3.65
Mont Jack Cheese 8 oz.	$2.99
Cheddar Cheese 16 oz.	$3.76
Medium Eggs Dozen	$0.99
Large Eggs Dozen	$1.26
Peanut Butter 18 oz.	$2.99
Pink Salmon 6 oz.	$5.99
Tuna 6 oz.	$1.89
Black Beans 16 oz.	$0.87
Wheat Chex 16 oz.	$2.25
Wheat Chex 8 oz.	$2.25
Whole Grain Bread 24 oz.	$1.25
Corn Chex 16 oz.	$1.25
Corn Chex 8 oz.	$1.25
Kix 16 oz.	$2.25

Number of Items = 17

END OF REPORT

Store Shelf Prices Print Out

Demo Mode

Demo Mode allows a user to practice performing a transaction.

CAUTION: Demo Mode is for training only. Always exit Demo Mode before letting a user start an actual transaction. Transactions performed in the Demo Mode are not added to the store's food purchase totals, so the store's bank account will not receive settlement for transactions performed in Demo Mode.

To initiate sign on in Demo Mode:

1. Select **Function** on the FIS WIC menu.

2. Select **Demo Mode.**

3. Enter the demo mode password **0723** and select **OK**.

   The terminal displays a message, IN DEMO MODE, on the screen and the heading above the menu options changes to **FIS WIC (Demo)**.

4. Practice various transactions.

   While in Demo Mode, the device prints cardholder and merchant receipts (if requested) that clearly indicate the transaction was performed in Demo Mode. You can discard these receipts.

```
                YOUR STORE NAME
              1234 ANY STREET ADDRESS
              YOUR TOWN, STATE, ZIP CODE

TERMINAL ID:            WICW006
MERCHANT TERM ID:       WICW006001
CLERK ID:               123
DATE & TIME:            09/17/20XX 10:55 AM
SEQUENCE NUMBER:        040
CARD:                   ************0007
AUTH CODE:              123503

              WIC PURCHASE

           ***  DEMO MODE  ***

QTY    UNITS   DESCRIPTION          PRICE
------------------------------------------

 1.00 GAL      1% Milk
                 1.00 @ $4.49         4.49
 6.00 $$$      Fruits and Vegetables
                 6.00 @ $1.00         6.00
------------------------------------------
PURCHASE SUBTOTAL                    10.49
DISCOUNTS APPLIED                     0.00
------------------------------------------
APPROVED PURCHASE TOTAL              10.49
         BALANCE DUE - $ 3.00

   BENEFITS EXPIRE ON 10-04-20XX

QTY     UNITS   DESCRIPTION
  1.00 LB       Cheese
  0.00 DOZ      Eggs
 24.00 OZ       Breakfast Cereal
  0.00 CON      Beans/Peas/Peanut Butter
  1.00 CAN      Sim Sensitive (12 oz pwd)
  1.00 QT       Yogurt-Low/NonFat (32 oz)
  2.00 GAL      Fat Free/Skim or 1%
  0.00 CON      Juice (froz. 11.5-12 oz)
  7.00 GAL      1% Milk

  0.00 $$$      Fruits and Vegetables
  0.00 $$$      Fresh Fruit & Vegetable

      ****  CARDHOLDER  COPY  ****

     ****PLEASE SAVE THIS RECEIPT****
```

Demo Mode Receipt
When a transaction is practiced in Demo Mode, DEMO MODE prints at the top of the receipt.

To Exit Demo Mode

Always exit Demo Mode before letting a user start an actual transaction. Transactions performed in Demo Mode are not added to the store's WIC purchase totals, so the store will not be paid for the transaction.

1. Select **Function** on the FIS EBT menu.

2. Select **Demo Mode.**

   The terminal displays a message, IN LIVE MODE, on the screen and the heading above the menu options changes to **FIS EBT**.

3. When the main menu displays, you may begin actual transactions or sign off of the terminal.

5   Totals Reporting

The procedures that follow explain how to generate each of the reports.

Vendor Totals

This report is recommended for single-lane stores and is a summary of all the store's transactions (automatically cut off at your store's pre-determined time) for the reporting day.

To initiate a *Store Totals Report*:

1. Select **Reports** on the FIS WIC menu.

2. Select **Vendor Totals**.

3. Enter the Supervisor ID and press **OK**.

4. Enter the Supervisor password and press **OK**.

5. Enter the reporting date **<MM/DD/YY>** and press **OK**.

   The report prints automatically.

```
              YOUR STORE NAME
           1234 ANY STREET ADDRESS
           YOUR TOWN, STATE, ZIP CODE

DATE & TIME:           09/17/20XX 5:30 PM

              VENDOR TOTALS

TERMINAL ID:          WICW006001
SEQUENCE NUMBER:      136
SETTLEMENT DATE:      09/18/20XX


WIC Checkout              004      $53.00
Coupons/Discounts                 $10.36-
Adjustments (NTE & Coupons)       $10.36-

WIC Reimbursement Total           $42.64


              END OF REPORT
```

Store Totals Report

Terminal Totals

This report provides the summary of transactions for all terminals in the store (automatically cut off at your store's pre-determined time) for the reporting day. To initiate a *Terminal Totals Report*:

1. Select **Reports** on the FIS WIC menu.

2. Select **Terminal Totals**.

3. Enter the Supervisor ID and press **OK**.

4. Enter the Supervisor password and press **OK**.

5. Enter the reporting date **<MM/DD/YY>** and press **OK**.

   The report prints automatically.

```
          YOUR STORE NAME
        1234 ANY STREET ADDRESS
        YOUR TOWN, STATE, ZIP CODE

DATE & TIME:          09/17/20XX 5:40 PM

          TERM TOTALS

TERMINAL ID:          WICW006001
SEQUENCE NUMBER:      140
SETTLEMENT DATE:      09/18/20XX


          TERMINAL : WICW006

WIC Checkout              003      $53.00
Coupons/Discounts                 $10.36-
Adjustments (NTE & Coupons)       $10.36-

WIC Reimbursement Total           $42.64

          TERMINAL : WICW003

WIC Checkout              003      $50.56
Coupons/Discounts                  $7.00-
Adjustments (NTE & Coupons)        $7.00-

WIC Reimbursement Total           $43.56


          END OF REPORT
```

Terminal Totals Report

Clerk Totals

This report provides the summary of an individual clerk's transactions on all terminals in the store (automatically cut off at your store's pre-determined time) for the reporting day. You can run this report for the current day or the previous day.

To initiate a Clerk Totals Report:

1. Select **Reports** on the FIS WIC menu.

2. Select **Clerk Totals**.

3. Enter the reporting date **<MM/DD/YY>** and press **OK**.

   The report prints automatically.

```
          YOUR  STORE  NAME
        1234 ANY STREET  ADDRESS
        YOUR TOWN, STATE, ZIP CODE

DATE & TIME:          09/17/20XX 5:38 PM

        CLERK TOTALS

TERMINAL  ID:           WICW006001
SEQUENCE  NUMBER:    138
SETTLEMENT  DATE:     09/18/20XX


            CLERK:  123

WIC  Checkout           004      $53.00
Coupons/Discounts                $10.36-
Adjustments (NTE  & Coupons)     $10.36-

WIC  Reimbursement Total          $42.64


        END  OF REPORT
```

Clerk Totals Report

6   Maintenance

This section gives you instructions for:

- Completing software updates manually

- Checking network connections

- Reviewing the stand-beside POS terminal's configuration and parameter settings

- Contacting the Merchant Help Desk

- Ordering supplies

- Preparing for the first transaction of the day

- Replacing paper for each terminal

Automatic Software Updates

While the terminal is in use, it contacts the Verifone download server (VHQ) throughout the day to check for software updates. When updates are available, the VHQ schedules the update to the terminal, usually during the overnight maintenance window, and completes the update as scheduled and prints a Configuration Report automatically.

Follow these steps if you have reason to perform a manual software update:

1. Select **Function** on the FIS WIC menu.

2. Select **Download Tools**.

3. Enter the password (**0923**).

4. Select **Check for Updates**.

   Messages display on the screen while the application updates are processed. This process can take up to 15 minutes to complete.

   When the update is successfully completed, the device prints the Configuration Report, which provides the version of the application, the APL file details, and other information. For more information, see *Configuration Report*.

   Note: *If the report does not print, you can either reboot the terminal or power it off and turn it back on, then repeat the download steps above.*

Configuration and Connection Information

The following procedures enable you to see how your terminal is configured and connected.

Configuration Report

The Configuration Report provides the software version and other information about the terminal configuration. The Configuration Report also shows the APL file name, date, and size. This can be helpful should an item be reported as Not WIC Eligible, and you want to confirm that the terminal's APL file is up to date. The Merchant Help Desk may ask you to print this report when you report a problem.

To print the report:

1. Select **Function** on the FIS EBT menu.

2. Select **Configuration Report**.

   The report prints automatically.

Parameter Report

The Parameter Report provides more detailed information about the terminal configuration. You can view this report on the screen or print it.

*IMPORTANT! You should not use the **Edit** function unless instructed by the Merchant Help Desk.*

To print the report:

1. Select **Function** on the FIS EBT menu.

2. Select **Param View/Edit**.

3. Enter the password (**0823**).

   The parameters appear on the screen; you can use the touchscreen to scroll up and down to view all the settings or press **Print** to print the full report.

Current Connections

The Communication Panel provides a quick way to confirm how your terminal is connecting to the internet.

1. Select **Com Control** on the main screen.

2. Review the settings on the Communication Panel:

   a. **LAN** –This setting says **Up** when the terminal is connected to broadband (ethernet) service. If it says **Down**, you should check the connection. See *Broadband Internet Connection* for more troubleshooting instructions.

   b. **Dial-Up** –This setting should always say **Down**.

Communication Test

You can run a communication test to confirm that the terminal is communicating with the FIS transaction authorization processor.

Note: A support analyst from the Merchant Help Desk may ask you to run this report if you have reported issues with your terminal.

1. Select **Function** on the FIS EBT menu.

2. Select **Comm Test.**

   The device prints a receipt that shows the results of the test. Typically, the message should be: COMM TEST ACCEPTED.

Contact Information

The Merchant Help Desk, which is available 24 hours a day, 7 days a week, provides the merchant with customer service.

Note: The toll-free number to call depends on the state where your business is located. You can find the number either on the terminal itself (on a sticker) or on the cover of the quick reference documentation. There is also room for you to write the Terminal ID number from the sticker on the cover of this manual.

Have this information ready before calling:

- Merchant Name

- Location ID Number (first 7 digits of the 10-digit number included on the sticker applied to the terminal)

- Terminal ID Number (10-digit number included on the sticker applied to the terminal)

- Problem or Error

When you call the Merchant Help Desk, enter your Location ID using the telephone keypad and follow the IVR prompts.

Ordering Supplies

For certain states, FIS provides supplies, such as receipt paper, for State-supported stand-beside terminals deployed on behalf of the the state as part of their core services. Supply orders can be placed through the Merchant Help Desk or the *ebt*EDGE Merchant Portal application.

Stand-beside merchants who pay for their own equipment are responsible for purchasing their own supplies. When ordering paper from a vendor, contact the vendor chosen by your store to order the paper roll for either terminal. Specify single-ply, thermal sensitive roll paper, 2.25 inches or 58 mm wide.

Quick Tip! Buy enough supplies from the vendor to accommodate your WIC transaction needs.

Daily Preparation

Each day, check the stand-beside POS terminal and printer to make sure they are ready when the store opens.

To get the terminal and printer ready:

- Make sure the PIN pad, terminal, power cord, and ethernet cable are connected properly.
- Make sure the terminal is plugged into the power outlet.

Check the printer's paper supply and if it is low, replace the paper by following the instructions below.

Paper Replacement

This section describes how to replace the paper roll in the terminal.

IMPORTANT!

- *The device screen displays the following message when it is time to replace the paper roll: Reload Paper and Press Enter Key.*
- *A pink line appears on the receipt paper to indicate that the roll should be replaced.*
- *Make sure the shiny side of the paper is on the outside of the roll once it is installed.*

To install a paper roll in the terminal:

1. Locate the groove at the top of the device where the receipt paper exits the terminal and pull the raised edge toward the device screen until it releases the cover.

2. Lift the cover to expose the paper roll.

3. Remove any partial roll of paper in the printer tray.

4. Remove the new roll of paper from its packaging and loosen the glued leading edge.

5. Unwind the paper roll past any glue residue and remove all excess paper that has glue on it.

6. Insert the new roll of paper so the paper feeds from the back over the top of the roll.

7. Pull out at least 2" – 4" of paper before closing the lid.

8. While holding the paper up, firmly close the paper tray door until it clicks shut.

9. Pull up and across to tear the paper off against the serrated metal strip.

Handheld Scanner

The scanner provides reliable and efficient operation with minimum care. Although specific maintenance is not required, the following periodic checks ensure dependable scanner operation.

Cleaning the Device

Reading performance may degrade if the scanner's window is not clean. If the window is visibly dirty, or if the scanner is not operating well, clean the window with a soft cloth or lens tissue dampened with water (or a mild soapy water solution). If a soapy water solution is used, rinse with a clean lens tissue dampened with water only.

|	
Warning!	*Do not submerge the imager in water. Do not use abrasive wipes or tissues on the imager's window – abrasive wipes may scratch the window.* *Never use solvents (e.g., acetone, benzene, ether, or phenol-based agents) on the housing or window – solvents may damage the finish or the window.*

Replacing the Interface Cable

Inspect the scanner's interface cable and connector for wear or other signs of damage. A badly worn cable or damaged connector may interfere with scanner operation. The standard interface cable is attached to the scanner with a 10-pin modular connector. When properly seated, the connector is held in the 1300g scanner's handle by a flexible retention tab. The interface cable is designed to be field replaceable.

To Replace the 1300g Interface Cable:

1. Turn the power to the host system OFF.

2. Disconnect the scanner's cable from the terminal or computer.

3. Locate the small hole on the side of the scanner's handle. This is the cable release.

4. Straighten one end of a paper clip.

5. Insert the end of the paper clip into the small hole and press in. This depresses the retention tab, releasing the connector. Pull the connector out while maintaining pressure on the paper clip, and then remove the paper clip.

Cable Release

Replace with the new cable by inserting the connector into the opening and pressing firmly. The connector is keyed to go in only one way and will click into place.

7   POS Equipment Troubleshooting

The following are basic troubleshooting guidelines for each piece of POS equipment. If a message or a problem is not discussed in this section, call the Merchant Help Desk for assistance.

Terminal

Problem	Possible Solution
Incorrect screen display	• Check all cables and make sure they are properly connected. • Make sure the terminal is plugged in. • Make sure the correct steps for the transaction were followed.
Keypad does not work	• If the terminal does not function, call the Merchant Help Desk.
Unable to perform a transaction	• Make sure the terminal is properly connected to the internet an ethernet cable. • Make sure the PIN pad is properly connected to the terminal. • Make sure the EBT card is properly swiped through the card reader slot. • Perform a manual transaction. If it does not work, call the Merchant Help Desk.
Blank screen	• Make sure the power cord and connection cable (if appropriate) are plugged into the back of the terminal. • Make sure the power pack is plugged in. • Plug an adding machine or small appliance into the power outlet to test it. • Try another outlet. • Disconnect the terminal from the power source to shut it down, and then re-connect it to power it up.
Card does not swipe	• Make sure the card reader slot is clear. If not, swipe a piece of paper through it.
Terminal freezes	• Check all cable connections, and make sure the Ethernet (LAN) cable is properly connected.
Message displays: Invalid Supervisor or Clerk ID	• Check the ID and re-enter it. • See _Setup for a New Terminal_ if an ID is missing.

External PIN Pad

Problem	Possible Solution
PIN pad does not work	• Check the cable connections. • Check the terminal power pack cable.
Number is stuck or the display does not change on the PIN pad	• Press **ENTER**, and then press **CANCEL** on the stand-beside POS terminal. • Call the Merchant Help Desk.
Blank screen	• Make sure the PIN pad cable is plugged into the terminal. • Make sure the PIN pad is connected. • Unplug the terminal's power cable and plug it back in.
Message displays: Invalid "M" key	• Call the Merchant Help Desk.
Message displays: Packet error 2 or 3	• Press any key and retry the transaction.

Broadband Internet Connection

Problem	Possible Solution
No internet connection	• Check the ethernet (LAN) cable by using another cable to test the connection. If the test cable works, have the defective cable replaced. • If the ethernet (LAN) cable on the terminal is working, call the Merchant Help Desk to verify the system is operating.

Printer

Problem	Possible Solution
Printer does not work	• Check all cable connections. • Make sure the printer has enough paper and is feeding from the bottom of the roll.
Message appears on screen: Reload Paper and Press Enter Key	• Printer is out of paper. Follow the instructions in _Paper_ Replacement.
The paper is stuck in the printer	• Follow the instructions in _Paper_ Replacement to make sure the paper roll is properly installed. • Re-install the paper roll. If the problem persists, discard the roll, and replace with a new roll of paper.
Receipt did not print after an approved transaction	• Make sure the printer paper is installed with the shiny side up. • Follow the instructions for _WIC Purchase – Reprint Receipt_. If the receipt still does not print, call the Merchant Help Desk.

Handheld Scanner

The scanner automatically performs self-tests whenever you turn it on. If your scanner is not functioning properly, review the following Troubleshooting Guide to try to isolate the problem.

Contact the Merchant Help Desk for any other scanner related issues.

Problem	Possible Solution
Aiming beam is not illuminated	• Check that the cable is connected properly. • Check that the host system power is on. (In this situation, the host system is the stand-beside POS terminal.) • Check to see if the trigger works.
Scanner is not reading symbols well	• Check that the symbols are not smeared, rough, scratched, or exhibiting voids. • Check that the symbols are not coated with frost or water droplets on the surface. • Verify that the scanner is connected securely to the stand-beside POS terminal.
Scanner reads a bar code, but the data is not displayed correctly on the host screen	• The scanner may not be programmed for the appropriate terminal interface. For example, you scan "12345," and the host displays "@es%." • Follow the directions for *Resetting the Scanner*. If that does not fix the problem, contact the Merchant Help Desk and request a replacement scanner.

Resetting the Scanner

Scanners shipped with POS devices are configured to handle both standard (12 digit) and short (7 digit) UPCs; however, if you experience issues scanning short UPCs for WIC approved products, you can scan the configuration barcode below to reset the scanner.

UPC-E0 Expand ON

~ U P E E X P 1 . ³

8   Error Messages

This section provides examples of common error messages you may see during daily operations, along with an explanation of the error and suggestions to avoid or correct them. If you see an error that is not shown or need further assistance, please contact Cardholder Customer Service.

Code	Description	Resolution
000	Approved	
100	Do Not Honor	Try the transaction again. If the same message prints, have the cardholder call the Cardholder Customer Service number on the back of their card.
106	PIN Attempts Exceeded	Have the cardholder call the Cardholder Customer Service number on the back of the card.
110	Invalid Amount Field	Call the Merchant Help Desk.
111	Card Not Supported	Verify a WIC card is being used, and then try entering the cardholder's card number again. If the same message prints, call the Merchant Help Desk.
114	Card Number Exists but is Not Assigned	Try the transaction again. If the same message prints, have the cardholder call the Cardholder Customer Service number on the back of the card.
115	Working Key May Not Be Changed for Passed Institution	Try the transaction again. If the same message prints, have the cardholder call the Cardholder Customer Service number on the back of the card.
116	Insufficient Funds	Cardholder should perform a stand-alone Balance Inquiry to confirm which purchase items are available to the cardholder. If the cardholder has questions, have him or her call the Cardholder Customer Service number on the back of his or her WIC card.
117	Invalid PIN	Have the cardholder enter the PIN again. If the same message prints, have the cardholder call the Cardholder Customer Service number on the back of the card.
118	Card Number Does Not Exist	Try swiping the cardholder's card again or entering the number manually. If the same message prints, call the Merchant Help Desk.
119	Transaction Not Permitted for Cardholder	Try swiping the cardholder's card again or entering the number manually. If the same message prints, call the Merchant Help Desk.
120	Transaction Not Permitted To Terminal	Try swiping the cardholder's card again or entering the number manually. If the same message prints, call the Merchant Help Desk.
121	Exceeds Withdrawal Amount Limit	Reduce the number of items scanned for purchase. Current limit is 50 unique items. Try the transaction

Code	Description	Resolution
		again. If the same message prints, call the Merchant Help Desk.
128	PIN Key Synch Error	Call the Merchant Help Desk.
132	Lost/Stolen Card	Have the cardholder call the Cardholder Customer Service number on the back of the card.
166	PIN Does Not Exist for Passed Card Number	Have the cardholder call the Cardholder Customer Service number on the back of the card.
307	Format Error	Call the Merchant Help Desk.
905	Institution Does Not Exist	Call the Merchant Help Desk.
907	Issuer or Switch is Inoperative/Decline	Call the Merchant Help Desk.
908	Financial Institution Cannot Be Found For Routing/Decline	Call the Merchant Help Desk.
909	Unknown Error. Please Contact Support	Call the Merchant Help Desk.
910	Card Issuer Signed Off	Call the Merchant Help Desk.
913	Error	Call the Merchant Help Desk.
919	Encryption Key Synch Error	Call the Merchant Help Desk.

Error Messages Displayed on Terminal Screen

Function	Message	Action/Resolution
Clerk Setup	Invalid Entry Try again?	Entered password could be wrong. Try again with correct password.
WIC Purchase	Not WIC Approved Invalid WIC Item	Scanned product is not a WIC approved item and cannot be purchased with a WIC card. Remove the item from the cardholder's WIC purchase (shopping list). If you believe this message was received in error and the scanned item is a WIC approved item, you can run a Configuration Report to see if the APL file is up-to-date. If the file is not current, see *Automatic Software Updates* for instructions for updating the software.
WIC Purchase	Item Not Avail To Cardholder	Scanned product is a WIC approved item but not available to the cardholder. Remove the item from the cardholder's WIC purchase (shopping list).
All Transactions	Transmit Status CANCELLED	Transaction was interrupted in the middle of the transaction and is not sent to the host. Follow the on-screen prompts or try the transaction again.
Edit UPC List	UPC Not Found xxxxxxxxxxx	Scanned item is not a WIC approved item. If you believe this message was received in error and the scanned item is a WIC approved item, you can run a Configuration Report to see if the APL file is up-to-date. If the file is not current, see *Automatic Software Updates* for instructions for updating the software.
Reprint Receipt	No Items Press Any Key	Transaction/Sequence Number is not found. Navigate through on-screen options to find the correct sequence number and continue.
WIC Purchase with CVB	Insufficient Balance Continue?	Entered CVB price exceeds the cardholder's available CVB balance. In this situation, the cardholder may choose to use another method to pay the remaining balance. Follow the on-screen instructions carefully and review the receipt for the balance due. *Note: The cardholder also has the option to remove CVB items from their order and complete the purchase with their available CVB balance.*

9   Glossary

Glossary of WIC Terms

The following pages provide descriptions of WIC terms:

Item	Description
Authorization Number	The number returned from the host computer to approve an WIC transaction.
Authorized Product List (APL)	List of all WIC-authorized food items identified by food category and subcategory.
Automated Clearing House (ACH)	ACH is a facility that processes electronic debits and credits between financial institutions. The ACH process will be used to reimburse vendors for benefits extended to cardholders who have purchased WIC items using WIC cards.
Balance Inquiry	A non-financial transaction that allows the WIC cardholder to obtain the current balance in their WIC benefit account.
Card Reader	Located on the front right side of the terminal, it reads the card number off the magnetic stripe on the back of the WIC card when the card slides through the slot on the POS terminal.
Cash Value Benefit (CVB)	A cash benefit used to purchase fruits and vegetables at a WIC authorized retailer. CVB is also referred to as a Cash Value Voucher (CVV).
Clerk ID	The sign on ID used by the clerk at the POS device.
Communications	Transmission of information between a POS terminal and the transaction processor that operates the terminal, also known as the terminal driving vendor.
Coupon	A certificate accompanying a product that is exchanged for a reduction in purchase price.
Custom Data Processing (CDP)	Company that provides WIC Direct software and related services.
Display	Visible presentation of data on the POS terminal.
EBA	Electronic Benefit Account.
Ethernet	Network protocol. The *Ethernet (LAN) connection* refers to the port on the POS terminal and the merchant's network. The *Ethernet (LAN) cable* connects the POS terminal to the merchant's network port. See LAN.
eWIC	Women, Infants and Children (WIC) benefit program administered as an Electronic Benefits Transfer (EBT) program.
FIS	Fidelity National Information Services.
Handheld Scanner	The electronic scanner that is used to read UPC/barcodes from items.
Hardware	The WIC equipment (stand-beside POS terminal/printer, scanner, external PIN pad—if used) installed at vendor locations that is used to process WIC transactions.

Item	Description
Host Computer	The FIS mainframe computer that records all activity from the WIC equipment installed at vendor locations. The host computer transmits the approvals and/or denial messages back to the WIC equipment.
Idle Prompt	The message that is displayed on the terminal window when the terminal is not processing a transaction.
LAN	Local Area Network. See Ethernet.
LCD	Liquid-Crystal Display.
LED	Light-Emitting Diode.
Lockout	If the cardholder enters the wrong PIN he or she will have a limited number of chances to enter the correct number. If the correct PIN is not entered on the last attempt, the card is locked out and the cardholder must call the Cardholder Customer Service number.
Magnetic Stripe	The black stripe on the back of the WIC card that contains information needed to process an WIC transaction.
Net Reimbursement Payment	The WIC total as identified on the VENDOR TOTALS report shown in the Totals Reporting Function chapter of this manual.
Not to Exceed (NTE)	The cost amount approved by the WIC Agency for WIC-authorized vendors that subjects vendors to price limitations. For NTE items, payments to vendors are adjusted or reduced to ensure the price paid for individual food items may be equal to, but not in excess of, the maximum, or not-to-exceed, price.
Price Look-Up (PLU) Codes	A system of numbers that uniquely identify bulk produce sold in grocery stores and supermarkets.
Primary Account Number (PAN)	A number that identifies the Issuer and the Cardholder, which is fully embossed or printed and encoded on a card.
Universal Product Code (UPC)	A barcode symbology used to identify specific items for purchase.
VMAC	VeriFone Multiple Application Controller, which can also be referred as the Main Menu for multiple applications such as SNAP and WIC.
WIC Card	Electronic Benefits Transfer card. A benefit card that is issued to eligible WIC cardholders to access WIC benefits via WIC equipment located at WIC authorized vendor outlets.
WIC Card Account Number	The account number that appears on the WIC card.