CONDUENT

Retailer Policy & Procedures Manual

for WIC Programs using VeriFone Vx520 POS Devices

Retailer Customer Service Call Center

Refer to the Quick Reference Guide provided with your POS device

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Introduction

Welcome to the Women, Infants and Children (WIC) Electronic Benefits Transfer (EBT) Program!

The WIC program has contracted with Conduent State and Local Solutions to implement and deliver an electronic method for WIC Participants to access their WIC food benefits through Point-Of-Sale (POS) devices.

The WIC Program has many benefits to retailers, cardholders and the government. These benefits include secure benefits for the cardholder, reduced opportunity for fraud, fewer paper WIC food instruments for retailers to process, and reimbursement/settlement for WIC transactions within two business days.

Conduent has designed this manual to provide the information needed to understand and receive WIC payments for food benefits provided to eligible participants. All retailers who process WIC transactions using Conduent POS equipment will receive this manual. Retailers are required to follow the procedures presented in this manual.

I.   How to Use this Manual

Format and Organization

This manual is designed to provide needed information to retailers so that they are able to participate in and understand WIC benefits. The manual is divided into two primary sections. The first section contains WIC benefit guidelines and procedures and the second section contains WIC terminal transaction information. Also included is a glossary, which defines various terms and/or phrases used in this manual.

Retailers and their designated employees are encouraged to read the Conduent WIC Retailer Manual to become familiar with WIC guidelines and procedures.

II. Overview of the WIC Program

The Special Supplemental Nutrition Program for Women, Infants and Children (WIC) was created in 1972 as a two-year pilot program during a time of public concern about malnutrition among low-income mothers and children. The program was established as a permanent program in 1975. WIC is administered by the United States Department of Agriculture (USDA) Food and Nutrition Service (FNS). The program is available in each State, the District of Columbia, 33 Indian Tribal Organizations, Puerto Rico, the Virgin Islands, American Samoa, and Guam.

The target population for WIC services includes specific categories of low-income women, infants and children, who meet income and residency guidelines and who have a nutritional risk.

WIC is not an entitlement program; it is a federal grant program with a specific amount of money made available annually to each state agency or other administering unit. The number of participants that can be served each year depends on the annual appropriation and the cost of operating the program. WIC funds are to be used for supplemental foods, nutrition counseling and education and administrative costs.

WIC benefits are provided free of charge to the participant and include a specific supplemental food package. Other WIC benefits include nutrition education and referrals to other health care and social service programs.

III. The WIC Electronic Benefit Transfer Program

WIC Program Purpose

The purpose of WIC EBT is to provide a more efficient system for the distribution of WIC food benefits. The goal is to use the existing electronic infrastructure to deliver food benefits quickly and safely to WIC participants.

How Conduent Supports the Retailer

Conduent, State and Local Solutions, the prime WIC contractor to the state agency, provides the necessary training and assistance to all retailers using Conduent-provided POS equipment in the WIC program. WIC authorized retailers using Conduent-provided POS equipment must sign a WIC Retailer Agreement with Conduent, which is in addition to any agreement required by the state that you are authorized to accept WIC.

Conduent provides a toll free WIC Retailer Help Desk phone number that is available 24 hours a day, 7 days a week. Please refer to your Quick Reference Guide for the WIC Retailer Help Desk phone number.

Retailers using the Conduent-provided POS equipment should call the WIC Retailer Help Desk number to:

- Obtain service assistance for Conduent-provided POS equipment
- Clarify WIC Program guidelines and procedures relative to store WIC transaction processing
- Address training issues
- Provide assistance with adjustment requests and resolution of settlement out-of-balance conditions
- Obtain signage and supplies

IV. WIC Benefit Delivery Guidelines

The following guidelines apply to all retailers who are authorized by the state agency to participate in the WIC Program.

a) A valid WIC Card (card must be physically present) and PIN must be presented at the time of purchase in order for the cardholder to purchase their WIC food items.

b) Retailers may not enter a cardholder's Personal Identification Number (PIN). A cardholder must enter his/her own PIN.

c) Retailers must give the cardholder a printed Conduent WIC terminal receipt that reflects the appropriate quantities of WIC food items purchased.

d) Retailers must place WIC signage at their store to inform cardholders that they can use their WIC card at that store.

e) Retailers must submit an Conduent Retailer Settlement Authorization Form for a WIC settlement bank account change to Conduent at least 14 calendar days prior to the new account effective date.

f) All WIC purchases are for the quantities of WIC food items issued to WIC participants or their corresponding dollar amount. WIC purchases do not allow for cash back or change to be provided to the cardholder.

g) At the completion of an WIC transaction, retailers must provide a receipt with ending balance of the account.

h) Retailers must return all Conduent POS equipment if and when they no longer participate in the WIC Program. Retailers must call the WIC Retailer Help Desk for procedures to return equipment.

i) Buy one, get one free transactions should be scanned into the store's system but only one item of the items being purchased should be scanned into the WIC POS system. If accepted for non-WIC customers, retailers are required to process store and manufacturer cents-off coupons.

Note: At no time may retailers exchange food benefits for cash.

V. WIC Card & Personal Identification Number (PIN)

The WIC Card

The WIC card allows a cardholder to purchase WIC food benefits at authorized WIC retailers through electronic Point-of-Sale (POS) terminals. A cardholder can obtain their current food balance by:

- Referring to their last store receipt
- Accessing the cardholder portal; www.wicconnect.com
- Calling Conduent WIC Customer Service at the phone number found on your Quick Reference Guide
- Performing a Balance Inquiry transaction on a retailer's WIC terminal

The WIC card is a plastic card the same size as other credit, debit, or ATM cards. The cardholder's Primary Account Number (PAN) is located on the face of the card. The back of the card contains a magnetic stripe that contains the information needed to process an WIC transaction through the POS terminal. The cardholder uses the WIC card for as long as they are eligible for WIC benefits. Therefore, the WIC participant uses the same WIC card month after month.

Personal Identification Number (PIN)

The PIN is a four-digit confidential number used in conjunction with the WIC card to ensure that only an authorized person accesses the participant's account. The system considers a correct entry of a PIN to be a cardholder's electronic signature. The retailer is not responsible for verifying the identity of the WIC cardholder for POS transactions. Thus, the retailer assumes no liability for performing a WIC transaction as long as the cardholder enters a correct PIN and the Conduent WIC system authorizes the transaction. If a cardholder enters an incorrect PIN four consecutive times, his or her card is locked. The PIN is reset at 12:01 a.m. (one minute past midnight) after the last invalid PIN attempt. If the cardholder does not remember the PIN, the cardholder should call the customer service number on the back of the card for instructions. If a card is lost, stolen or damaged, the cardholder must report it immediately to Conduent WIC Customer Service or their local clinic.

VI. WIC Point-of-Sale (POS) Equipment

Combination Terminal / Printer

The POS terminal is an electronic transaction device capable of data input, processing and high-speed transmittal of WIC transactions. The terminal communicates with a host computer via a standard telephone line or wired high-speed broadband connection to obtain authorizations for WIC transactions and other necessary retailer administrative functions, such as setting and/or changing clerk ID or passwords and printing retailer reports.

The VeriFone Vx520 terminal consists of a magnetic-stripe card reader, a multi-line read-out screen for displaying data input prompts and messages, and a thermal paper printer for receipts. All cardholder transactions require the entry of the card number by swipe or manual entry, the cardholder entering a PIN number, and the products being purchased to be scanned. A complete step-by-step discussion of every transaction and administrative function can be found on pages 29-64 of this manual.

Note: The WIC POS terminal must have power and connectivity at all times to receive nightly Authorized Product List (APL) updates.

PIN Pad

The PIN pad is connected to the terminal by a coiled expansion cord that allows participants to enter their 4-digit PIN in as much privacy as possible during checkout in the retailer's store. The PIN pad provides a visual response in the form of a star (*) after each entry is made on the pad; for security, the actual entry will not be visible. The PIN pad is a secure device providing protection for the participant's PIN from the instant each number is pressed throughout the entire transaction. Proper matching of the participant entered PIN is necessary to complete WIC transactions.

Bar Code Scanner

The hand held bar code scanner is connected to the terminal by a four-foot cord that allows the retailer to scan the UPC bar codes of the items being purchased. The scanner utilizes linear imaging technology that delivers exceptional reading performance providing greater range and reading distance than standard lasers for faster, easier point-of-sale scanning.

VII. Conduent Retailer Help Desk

The WIC Retailer Help Desk is available 24 hours a day, 7 days a week. All retailers should call the WIC Retailer Help Desk for information including:

- Ordering supplies
- Settlement issues and questions
- Correction or adjustment requests
- Equipment failure and/or other POS related problems and issues
- Returning equipment, or
- Other general WIC Retailer related questions

Confidentiality

All information about participants and WIC transactions is confidential. Retailers may not give out information such as WIC card numbers, purchase amounts, or benefits balance to anyone not associated with the administration of WIC benefits. The confidentiality section in the Conduent Retailer Agreement reiterates this requirement.

If an investigator, auditor, or police official requests WIC information, the retailer must ask the official for identification. **The Retailer must then call the WIC Retailer Help Desk for further instructions. The state office in charge of WIC determines whether any confidential information can be given to outside individuals.**

VIII. Signage, Supplies, and Record Retention

Window Decals

Conduent provides retailers with a WIC window decal that must be placed on either the storefront door or window to inform cardholders that the store accepts WIC cards. Additional decals may be ordered by calling the WIC Retailer Help Desk.

Supplies

Conduent provides an initial supply of printer paper rolls, a WIC Quick Reference Guide, a WIC Retailer Policy and Procedure Manual, and signage for retailers using Conduent equipment. Retailers may re-order additional supplies, based on their state policy or government regulation, by calling the WIC Retailer Help Desk as needed.

Retailers must purchase subsequent printer paper rolls from any general office supply store as needed. The VeriFone Vx520 uses the following types of paper:

- CRM0039 - High-grade thermal paper, 2 1/4 inch (57 mm) wide roll
- CRM0027 - Medium-grade thermal paper, 2 1/4 inch (57 mm) wide roll

Record Retention

Retailers must maintain WIC POS terminal transaction receipts for a period of three (3) years and (150) one hundred fifty days following Prescription redemption, or for such additional period as applicable regulations may require following the redemption of WIC food benefits.

Retailers must make these records available for an audit upon request of representatives of Conduent or authorized state agency and federal government agencies during the retailers normal business hours. In addition, upon written notice from Conduent and/or the state agency, a retailer must deliver the requested WIC-related documents for review within 14 business days.

IX. Automated Clearing House (ACH)

What is ACH?

ACH stands for Automated Clearing House. It is a facility that processes debits and credits between financial institutions electronically. In the WIC Program, the ACH will process transactions that occur between Conduent and retailers. Funds are settled directly to a retailers designated bank account via ACH for all approved transactions.

When are ACH Credits (Settlement) Available at the Bank?

The host system generates an ACH credit immediately following system cut-off each day. The Conduent WIC system has a cut-off time of 10:00 a.m. Eastern Standard Time. Retailers have the option of using the Conduent host system cut-off time or may designate a terminal cut-off time of their own choosing in the Conduent Retailer Agreement or by calling the WIC Retailer Help Desk. If the selected cut-off time is after the host system cut-off time, the ACH credit is sent the next business day. Funds are sent to the retailer's bank on a daily basis and are available based upon the individual bank's rules.

Example: If the retailer's cut-off is on or before 10:00 a.m. EST, payment for all WIC transactions for that business day will be available on the following business day. If the Retailer's cut-off is after 10:00 a.m. EST, payment for all WIC transactions will be available in two (2) business days.

How Will a Retailer Know if the Amount of the ACH Credit is Correct?

The credit that the retailer receives through ACH corresponds to the WIC transaction total for the retailer's business day. If the retailer's designated cut-off time is after 10:00 a.m. Eastern Standard Time, the ACH credit amount is for the prior business day. If the Retailer's cut-off time is before 10:00 a.m. Eastern Standard Time, the ACH credit amount is for the current business day. Individual bank guidelines also determine when an ACH credit/debit is applied. This could delay an ACH reimbursement by an additional day after the respective business day.

If a reimbursement credit does not arrive at a retailer's bank within three banking days of the respective retail business day, the retailer should first contact their bank to determine if all ACH credits have been posted for that day. The retailer can then call the WIC Retailer Help Desk. A representative will research and resolve the problem.

What if a Retailer Changes Banks, Bank Account Numbers, or Third Party Processors?

It is critical that the Conduent WIC host system has correct and up-to-date banking information for all WIC retailers. If a bank account is not current, the retailer cannot be paid. Retailers must call the WIC Retailer Help Desk with any bank account changes.

If a retailer wants to change the designated bank account that ACH settlement is sent to, the retailer must notify the WIC Retailer Help Desk at least 14 calendar days before the bank change request takes place. A Conduent Retailer Settlement Authorization Form will be mailed to the retailer which must be completed and mailed back to Conduent before the bank account can be changed.

X. Verifone Vx520 Setup Guide

Locate: Connection Ports

Locate the connection ports. On your Verifone Vx520, you can find them by opening the cover on the bottom side of the terminal.
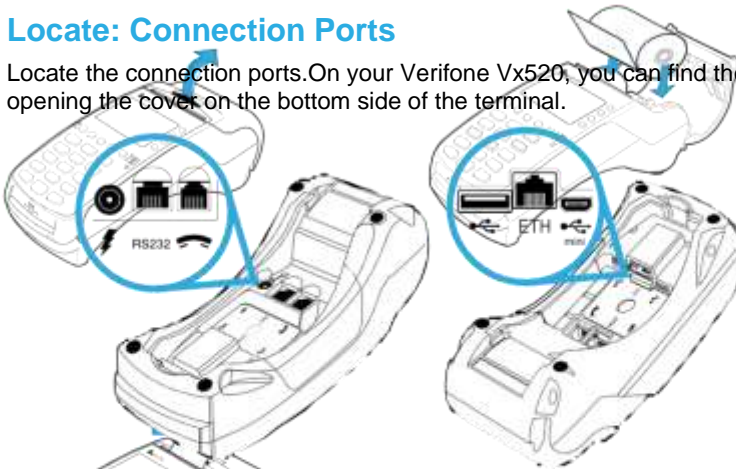
Connection Port Symbols

	RJ-11 Telephone Port	ETH	**Ethernet Port**		**Host USB Port**
RS232	**RS-232 Serial Port**		**Power Port Symbol**		**Client USB Port**
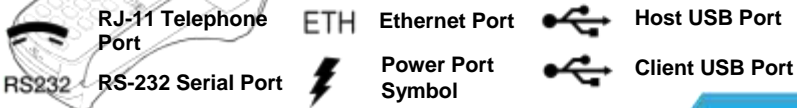
Step 1

Insert: Paper Roll

Opening Printer Cover

Hook your finger under the latch and lift up to swing paper roll cover open.

Loading Paper Roll

Drop paper roll into the printer tray.

Pull paper up past the glue residue from printer tray and tear the paper off against the serrated metal strip.

Closing Paper Roll Cover

Close the paper roll cover by gently pressing directly on the cover until it clicks shut, allowing a small amount of paper to stick out.

Connect: Ethernet Port or Telephone Line

Connect the ethernet cable to the 'ETH' port, then plug the other end into an open-numbered port on your network router. Make sure your router has an active connection to your Internet modem.

OR

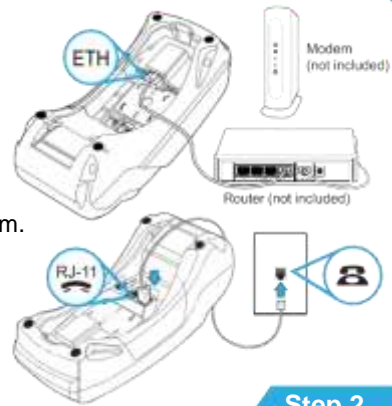Connect the telephone cord to the communication port, then route it directly to a telephone jack.

Step 2

Connect: PIN Pad

Remove the rear cover of the terminal. Insert the larger end of the RJ45-type connector into the PIN Pad RS-232 serial port on the back of the terminal.

Insert the smaller RJ45-type connector into the port located on the back of the PIN Pad device.

Step 4
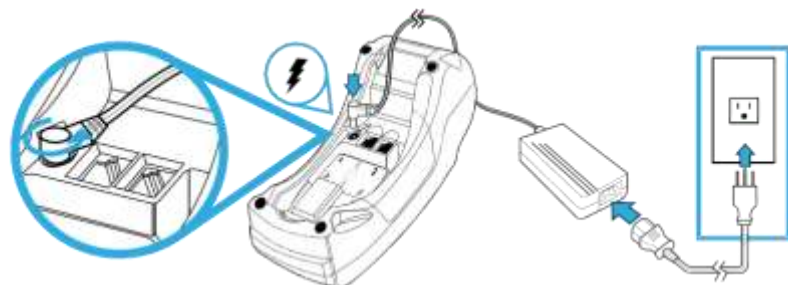
Connect: Terminal Power Pack

Remove the rear cover to access the power port. Insert the round barrel connector into the power port and rotate the power plug counter-clockwise, flush against the side panel.

Route the cable in the direction of the arrow to secure the power cord.

Insert the AC power cord into the power pack, then plug the AC power cord into a wall outlet or surge protector.

Step 5

XI. VeriFone Vx520 Features

Internal Thermal Printer

Paper Roll Cover Release

Terminal Display

Smart Keys
(see page 58 for description)

Magnetic Card Reader

Green ENTER Key

Yellow BACKSPACE Key

Red CANCEL Key

XII. Maintenance and Troubleshooting WIC POS Terminals

This section provides troubleshooting guidelines to help with installation and configuration of the VeriFone Vx520 terminal. If during normal, day-to-day operation of the VeriFone Vx520 terminal, minor malfunctions occur, please read through these troubleshooting examples. This section also contains typical examples of malfunctions that can occur while operating the WIC POS equipment and lists steps to take to resolve them.

Daily Preparation

Check the POS terminal every day so it is ready when the store opens.

1. Check all cable connections on the back of the terminal including the PIN pad, Bar Code Scanner, telephone line and power pack cable. A moving arrow should appear on the PIN pad

2. Make sure the terminal displays initial screen prompts

3. Check the printer's paper supply. Replace if low
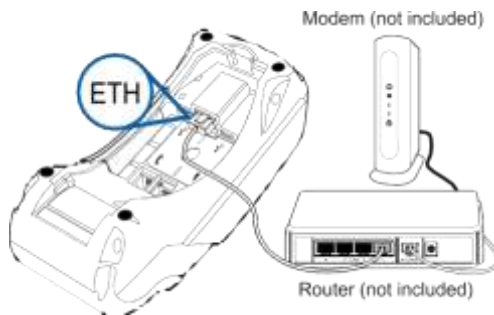
Printing on the VeriFone Vx520

A fast, quiet thermal printer is built in to the VeriFone Vx520. Because the printer receives power directly from the terminal, there are no additional cables to connect.

About Thermal Printer Paper

The VeriFone Vx520 can use either of the following types of replacement paper:

- CRM0039 - High-grade thermal paper, 2 1/4 inch (57 mm) wide roll
- CRM0027 - Medium-grade thermal paper, 2 1/4 inch (57 mm) wide roll

The VeriFone Vx520 printer uses single-ply, thermal-sensitive roll paper that is 2 1/4 inches (57 millimeters) wide and about 82 feet (25 meters) long. Before you can process transactions, you must load a paper roll into the printer unit. This procedure is described in this section.

Caution: Because impact, friction, temperature, humidity, light, and oil affect the coloring and storage characteristics of thermal paper, handle this type of paper carefully. Never load a roll of paper that has any folds, wrinkles, tears, or holes at edges or in the printing area. For best results, cut the leading edge of the paper, instead of tearing it, before feeding it into the printer.

Installing a Paper Roll

1. Turn on the terminal. The green LED indicator will blink on and off, indicating that the printer needs paper

2. Press the button on the side of the terminal to unlatch the paper roll cover, then rotate the cover up and back (as shown below)
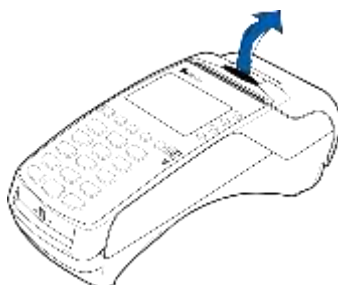
3. Remove partial rolls of paper in the printer tray by lifting up

4. Loosen the glued leading edge of the paper or remove the protective strip from the new roll of paper and cut a straight edge across its leading end

5. Hold the roll so the paper feeds from the bottom of the roll

6. Drop the paper roll into the printer tray, leaving about two inches of the paper sticking up past the serrated metal tear strip (as shown below)

7. Close the paper roll cover by gently pressing directly on the cover until it clicks shut. Allow a small amount of paper to extend outside the cover (as shown below)

   Caution: To prevent damage to the print roller on the paper roll cover, always close the cover by gently pressing down on the paper roll cover.

Note: If the terminal runs out of paper during a WIC transaction, finish installing paper roll as described above, and follow instructions on page 59 to "Reprint Last Receipt".

Cleaning the Terminal

To properly maintain a VeriFone Vx520 terminal, clean it regularly to remove dust, accumulations of dirt or grease, and fingerprints.

To clean the terminal, use a clean cloth slightly dampened with water and a drop or two of mild soap. For stubborn stains, use alcohol or an alcohol-based cleaner.

Caution: Never use thinner, trichloroethylene, or ketone-based solvents - they may deteriorate plastic or rubber parts.

Do not spray cleaners or other solutions directly onto the keypad or LCD screen.

Cleaning the Printer

Every few months, check and thoroughly clean the printer:

- Be sure the terminal is connected to a power source
- Open the roll paper cover. (See *Installing a Paper Roll*)
- Lift out the paper roll from the paper roll cradle, if necessary
- Tip the terminal and tap it to remove any dirt, dust, or bits of paper present in the printer compartment
- Re-install the paper roll, or install a new roll. (See *Installing a Paper Roll*)

Terminal Display Does Not Show Correct or Readable Information

- Check all cable connections and verify that each cable line is properly connected. Sometimes disconnecting and then re-connecting the power cable will solve the problem
- Check the electrical outlet. The plugs from the power pack may be loose or the outlet may not be supplying power
- If the problem persists, contact the WIC Retailer Help Desk

Terminal Does Not Dial Out

Note: If your Conduent WIC terminal is connected to a High Speed Broadband Service and you are experiencing any communication connection issues, please contact the WIC Retailer Help Desk.

If the terminal does not dial out:

- Check the telephone line connections
- Disconnect the terminal's telephone line from the wall jack, plug a working telephone into the same wall jack, and listen for dial tone
- If there is no dial tone, call the telephone company to report the problem
- If there is a dial tone, replace the telephone cable that connects the terminal to the wall jack with a cable you know is working correctly
- If the problem persists, contact the WIC Retailer Help Desk

Printer Does Not Print

If the printer does not work properly:

- Check all terminal power connections. The green power-on indicator light must be **on**
- Check that the paper roll cover is properly latched
- If the green power-on indicator is blinking on and off, the printer is out of paper
- Open the paper roll cover and install a new roll of printer paper

Printer Paper Jam

If paper jams inside the printer:

- Press the button on the side of the terminal to unlatch the paper roll cover, then open the cover
- Remove the damaged paper from the paper roll and clear the feed mechanism
- Install a roll of printer paper as described in *Installing a Paper Roll*
- If the problem persists, it may be due to poor paper quality. Install a new roll of higher-quality paper

PIN pad Does Not Work

- Check all PIN pad cable connections
- Check the PIN pad's display panel. When working properly, there should be an arrow scrolling right to left across the panel. Any other displayed message or blank screen indicates a broken PIN pad
- If the problem persists, contact the WIC Retailer Help Desk

Bar Code Scanner Does Not Work

- Check the Bar Code Scanner cable connections to the terminal
- Check the electrical outlet. The plugs from the power pack may be loose or the outlet may not be supplying power
- Scanner should be used at least 3 inches away from UPC bar codes
- Check bar code. Scanner will only read up to 13 characters for a UPC
- If the problem persists, contact the WIC Retailer Help Desk

Terminal Key Pad Does Not Work

- Check all cable connections and verify that they are properly connected
- Check the electrical outlet. The plugs from the power pack may be loose or the outlet may not be supplying power. Sometimes disconnecting and then reconnecting the power cable will solve the problem
- Check the terminal's display panel. If it displays the wrong character or nothing at all when you press a key, please follow the steps outlined in "Terminal Display Does Not Show Correct or Readable Information"
- If pressing a function key does not perform the expected action, refer to the Retailer Terminal Administrative Functions in this manual
- If the problem persists, contact the WIC Retailer Help Desk

Terminal Transactions Do Not Work

There are several reasons why the terminal may not process transactions. Use the following steps to troubleshoot failures.

– The cause of the problem may be the card reader:

- Make sure you are swiping cards properly. With the VeriFone Vx520 card reader, the black magnetic stripe on the card should face downward and in, toward the keypad
- Perform transactions with several different WIC cards, if available, to ensure the problem is not a defective card
- Process the transaction by keying in the card number instead of using the card reader
- If the key entered transaction works, contact the WIC Retailer Help Desk to have your terminal replaced
- If the key entered transaction does not work, follow the instructions in "Terminal Does Not Dial Out"
- If the problem persists, contact the WIC Retailer Help Desk

Note: If the terminal routinely cannot scan cards, then the terminal may need to be replaced.

– The cause of the problem may be a terminal software malfunction:

- If the problem is in the terminal software, an *Error Message* will show up on the terminal's display panel and on the receipt
- Look up the *Error Message* in the next section and follow the instructions
- If there is no *Error Message* or if the problem persists, contact the Conduent Retailer Help Desk

Error Messages

Code	Error Message	Reason	Resolution
C1	Lost Comm With Host - or - Lost Comm With Host	A communication error has occurred with the transfer of information between the store's equipment and the Host system resulting in a canceled transaction.	Re-enter the transaction. If the problem persists, call the WIC Retailer Help Desk.
C2	No ENQ From Host	A communication error has occurred with the transfer of information between the store's equipment and the Host system resulting in a canceled transaction.	Re-enter the transaction. If the problem persists, call the WIC Retailer Help Desk.
C3	No Response From Host	A communication error has occurred with the transfer of information between the store's equipment and the Host system resulting in a canceled transaction.	Re-enter the transaction. If the problem persists, call the WIC Retailer Help Desk.
C4	Packet TX Error - or - Packet Send Error	A communication error has occurred with the transfer of information between the store's equipment and the Host system resulting in a canceled transaction.	Re-enter the transaction. If the problem persists, call the WIC Retailer Help Desk.
C5	Packet RX Error - or - Packet Recv Error	A communication error has occurred with the transfer of information between the store's equipment and the Host system resulting in a canceled transaction.	Re-enter the transaction. If the problem persists, call the WIC Retailer Help Desk.
C6	Unexpected Host EOT	A communication error has occurred with the transfer of information between the store's equipment and the Host system resulting in a canceled transaction.	Re-enter the transaction. If the problem persists, call the WIC Retailer Help Desk.
C8	No Modem Response	A communication error has occurred with the transfer of information between the store's equipment and the Host system resulting in a canceled transaction.	Re-enter the transaction. If the problem persists, call the WIC Retailer Help Desk.

(Cont.)

Error Messages (continued)

Code	Error Message	Reason	Resolution
C9	No Phone Line Avail	The terminal has not detected a phone line connection or dial tone from a telephone line which needs to be connected to the terminal.	Check and secure all telephone line connections to the terminal and wall jack. You should also check the telephone line by connecting a working telephone to the same wall jack and listening for a dial tone. If there is no dial tone, call your telephone company to have them check the wall jack and the phone line. If there is a dial tone, re-enter the transaction. If the problem persists, call the WIC Retailer Help Desk.
C9	No Network Available	The LAN cable is not connected to the POS terminal or a local LAN is not detected by the POS terminal.	Check and secure all connections between the POS terminal, Server terminal, router, and any hubs that may be connected to the LAN network. Re-enter the transaction. If the problem persists, call the WIC Retailer Help Desk.
CB	No Answer From Dial	The terminal dialed the host phone number, but there was no answer from the host when it dialed.	Call the WIC Retailer Help Desk with the error code.
CB	Host Unreachable	The POS terminal or Server terminal was unable to establish a connection to the host system through the current network.	Call the WIC Retailer Help Desk with the error code.

(Cont.)

Error Messages (continued)

Code	Error Message	Reason	Resolution
CC	No Dial Tone	The terminal did not detect dial tone on the connected phone line and could not complete the call to the host system.	Check and secure all telephone line connections to the terminal and wall jack. Also, make sure the telephone line is not currently in use when attempting the transaction. If the terminal is shared with a telephone, hang up the voice call before attempting the transaction again. You should also check the telephone line by connecting a working telephone to the same wall jack and listening for a dial tone. If there is no dial tone, call your telephone company to have them check the wall jack and phone line. If there is a dial tone, re-enter the transaction. If the problem persists, call the WIC Retailer Help Desk.
CD	Phone Line In Use	The terminal has detected that there is another communication device (telephone, fax machine) currently being used on the same phone line as the terminal.	Re-enter the transaction after the other communication device has completed its call or has been turned off.
E0	Invalid Term ID/Pwd	The activation process for this terminal has not been completed or is invalid.	Call the WIC Retailer Help Desk with the error code.
E1	Invalid User ID/Pwd	A User (clerk or supervisor) has attempted to log-on to this terminal using an invalid User ID or password.	Confirm that the User ID and password is valid and has been set up on the terminal by the supervisor. If the User ID has not been set up, follow the "Add Clerk" procedures found in the WIC Retailer Policy and Procedures Manual to add a new User ID and password on the terminal. Re-attempt to Log On the terminal.

(Cont.)

Error Messages (continued)

Code	Error Message	Reason	Resolution
E3	Terminal Not Logged On	A clerk or supervisor User ID has not been logged into this terminal, or the terminal is out of synch with the Log On state on the Host system.	If the terminal screen reads "Swipe Card To Begin", complete the Log Off procedure. Reattempt the Log On procedure using a valid clerk or supervisor ID and password. If the terminal screen reads "Terminal Logged Out", re-attempt the Log On procedure using a valid clerk or supervisor ID.
E5	Call Retail Help Desk	The terminal's status in the Host system no longer matches the status at the local terminal.	Call the WIC Retailer Help Desk with the error code.
F2	Operator Aborted	The terminal operator/clerk canceled the transaction before it was transmitted.	Re-enter the transaction if desired.
F7	Out of Memory	The terminal's memory has been depleted due to the accumulation of stored Retailer Copies of transactions.	Follow the "Print and Reset Receipt Copies" procedure found in the WIC Retailer Policy and Procedures Manual to clear the terminal's memory.
FC	No WIC Benefits Avail	A purchase was attempted, but the client did not have WIC benefits available to use for the purchase.	Instruct the customer to verify their WIC benefit balance at a WIC Balance inquiry terminal.
S5	PIN Not Selected	A PIN number has not been assigned to this customer's WIC card.	Give the customer the error receipt and instruct the customer to call the Customer Service number located on the back of their WIC card to select a PIN number.
05	No WIC Retailer Number	The system is unable to process transactions using the current WIC Retailer number.	Call the WIC Retailer Help Desk.
05	WIC Retailer Not Found	The system is unable to process transactions using the current WIC Retailer number.	Call the WIC Retailer Help Desk.
05	Not a WIC Item	An item that was attempted to be purchased was not found as "WIC approved" in the UPC database.	Inform the customer that the specific item being purchased is not listed on the WIC Approved Product List (APL)..
05	Invalid WIC Retailer	The WIC Merchant number used in this transaction is no longer valid.	Call the WIC Retailer Help Desk with the error code.

(Cont.)

Error Messages (continued)

Code	Error Message	Reason	Resolution
06	Invalid Transaction	The system is unable to process this transaction.	Call the WIC Retailer Help Desk with the error code.
12	Invalid Transaction Type	The system is unable to process this transaction.	Call the WIC Retailer Help Desk.
14	Invalid Card Number	The transaction did not complete processing and has been canceled due to an invalid card number.	Re-enter the transaction. If the problem persists, give the customer the receipt with the error code and instruct the customer to call the Customer Service number located on the back of their WIC card.
19	Re-Enter Transaction	This transaction did not complete processing and has been canceled.	Re-enter the transaction.
30	Format Error – Retry - or - Format Err NNN-Retry	This transaction did not complete processing and has been canceled.	Re-enter the transaction. If the problem persists, call the WIC Retailer Help Desk.
31	Invalid Card Type	The card used for this transaction is not a valid WIC card.	Inform the cardholder that the card being used must be a WIC Card. NOTE: Attempting to use a SNAP card on the WIC POS device will result in this error.
41	Call Client Help Desk	This transaction did not complete processing and has been canceled.	Give the customer the receipt with the error code and instruct the customer to call the Customer Service number located on the back of their WIC card.
42	Call Client Help Desk	This transaction did not complete processing and has been canceled.	Give the customer the receipt with the error code and instruct the customer to call the Customer Service number located on the back of their WIC card.
43	Call Client Help Desk	This transaction did not complete processing and has been canceled.	Give the customer the receipt with the error code and instruct the customer to call the Customer Service number located on the back of their WIC card.
51	Insufficient Benefits	The amount of this transaction exceeds the WIC benefit balance in the customer's account.	Instruct the customer to verify their WIC benefit balance at the POS terminal.

(Cont.)

Error Messages (continued)

Code	Error Message	Reason	Resolution
55	Invalid PIN – Retry	The customer entered an invalid PIN number	Instruct the customer to re-enter their PIN number. Inform the customer that they are allowed only three attempts at entering their PIN. After the third attempt their account will be inaccessible until the next day. If the customer cannot remember their PIN, they should call the 800# on their WIC Card and follow the instructions given on the phone to select a new PIN.
56	Card Not Found	An incorrect card number was entered. This transaction did not initiate processing and was canceled.	Give the customer the receipt with the error code and instruct the customer to call the Customer Service number located on the back of their WIC card.
75	PIN Tries Exceeded	The customer has entered their PIN number incorrectly four times resulting in a canceled transaction. Their account is now inaccessible until the next day.	The PIN is re-set at 12:01 AM on the day following the last invalid PIN prompt. Give the customer the error receipt. If the cardholder does not remember their PIN, he/she should call the Customer Service number on the back of their WIC card.
76	Key Synch Error – Retry	This transaction did not complete processing and has been canceled.	Re-enter the transaction. If the same Error Code is displayed, perform a "Log Off" and "Log On" procedure on the terminal and then re-enter the transaction. If the problem persists, call the WIC Retailer Help Desk.
96	System Error – Retry	This transaction did not complete processing and has been canceled due to a Host System error.	Re-enter the transaction. If the problem persists, call the WIC Retailer Help Desk.
(XX)			**Note:** If you encounter an Error Code not found on this list, please call the WIC Retailer Help Desk with the error code for instructions. (XX will be the two digit error code).

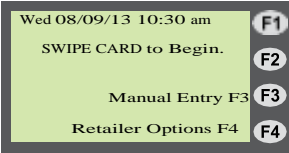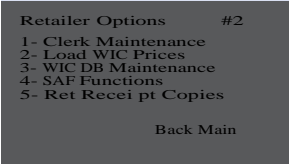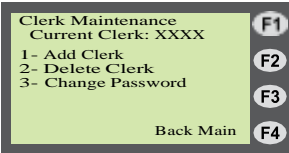# XIII.   Retailer Terminal Administrative Functions

FUNCTION	CLERK	SUPERVISOR
Add Clerk		X
Delete Clerk		X
Change Clerk Password		X
Load WIC Prices	X	
Change WIC Prices	X	
Clerk Totals Report		X
Terminal Totals Report		X
Retailer Totals Report		X
Shift Totals Report	X	
Reset Shift Totals		X
Reprint Last Receipt	X	
Set/Reset Training Mode	X	
Set Print Mode	X	
Print and Reset Receipt Copies	X	
Print Terminal Configuration	X	
Communication Test	X	

The chart to the left provides a high level overview of the different functions that can be performed by the "clerk" and "supervisor" roles. Specific details about each function are outlined in this section.
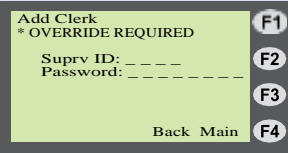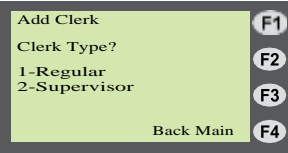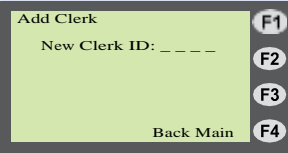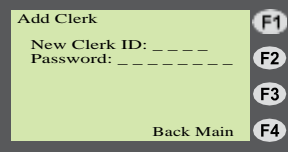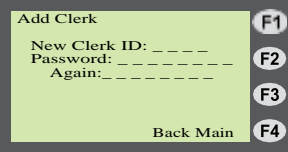
Add Clerk
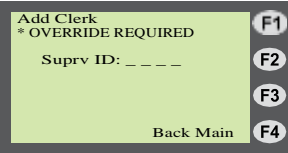
Purpose

Allows the retailer to add a new clerk/cashier, with their own password, to the online WIC host system's list of terminal users. All User IDs must be 4 numeric digits. Passwords may contain 4 to 8 numeric digits.

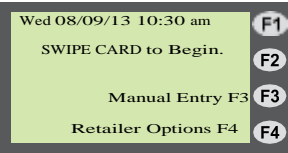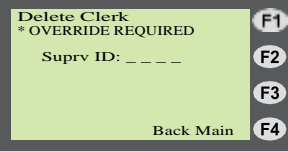| Terminal Screen	Action
Wed 08/09/13 10:30 am [F1] SWIPE CARD to Begin. [F2] Manual Entry F3 [F3] Retailer Options F4 [F4]	Press **Retailer Options** [F4].
Retailer Options #2 1- Clerk Maintenance 2- Load WIC Prices 3- WIC DB Maintenance 4- SAF Functions 5- Ret Recei pt Copies Back Main	Arrow down and select [1] **Clerk Maintenance**.
Clerk Maintenance [F1] Current Clerk: XXXX 1- Add Clerk [F2] 2- Delete Clerk 3- Change Password [F3] Back Main [F4]	Terminal displays currently logged on Clerk ID, if any. Select [1] **Add Clerk**.

(Cont.)

Add Clerk (continued)
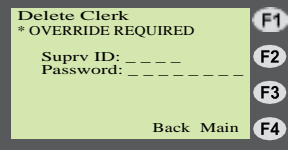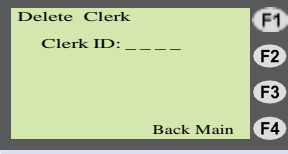
Terminal Screen	Action
Add Clerk * OVERRIDE REQUIRED Suprv ID: _ _ _ _ Back Main F1 F2 F3 F4	Enter **Supervisor ID**. Press green enter key.
Add Clerk * OVERRIDE REQUIRED Suprv ID: _ _ _ _ Password: _ _ _ _ _ _ _ Back Main F1 F2 F3 F4	Enter **Password**. Press green enter key.
Add Clerk Clerk Type? 1-Regular 2-Supervisor Back Main F1 F2 F3 F4	Select **Supervisor** or **Regular**.
Add Clerk New Clerk ID: _ _ _ _ Back Main F1 F2 F3 F4	Enter **New Clerk ID**. Press green enter key.
Add Clerk New Clerk ID: _ _ _ _ Password: _ _ _ _ _ _ _ Back Main F1 F2 F3 F4	Enter **New Clerk Password**. Press green enter key.
Add Clerk New Clerk ID: _ _ _ _ Password: _ _ _ _ _ _ _ Again: _ _ _ _ _ _ _ Back Main F1 F2 F3 F4	Re-enter **New Clerk Password**. Press green enter key.

Note: When adding Clerk IDs and Passwords, you must specify if the added Clerk ID will be a Supervisor or Regular ID. Supervisor IDs are allowed to perform all "Retailer Administrative Options". Regular IDs are restricted in the "Retailer Administrative Options" they may perform. Retailer may set up multiple Supervisor or Clerk IDs.
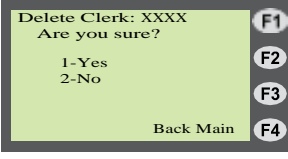
Delete Clerk

Purpose

Allows the retailer to delete a clerk and password from the online WIC host system's list of terminal users.

Terminal Screen	Action
Wed 08/09/13 10:30 am **F1** SWIPE CARD to Begin. **F2** Manual Entry F3 **F3** Retailer Options F4 **F4**	Press **Retailer Options** [F4].
Retailer Options #2 **F1** 1- Clerk Maintenance 2- Load WIC Prices **F2** 3- WIC DB Maintenance 4- SAF Functions **F3** 5- Ret Recei pt Copies ↑ ↓ Back Main **F4**	Arrow down and select [1] **Clerk Maintenance**.
Clerk Maintenance **F1** Current Clerk: XXXX 1- Add Clerk **F2** 2- Delete Clerk 3- Change Password **F3** Back Main **F4**	Terminal displays currently logged on Clerk ID, if any. Select [2] **Delete Clerk**.
Delete Clerk **F1** * OVERRIDE REQUIRED Suprv ID: _ _ _ _ **F2** **F3** Back Main **F4**	Enter **Supervisor ID**. Press green enter key.
Delete Clerk **F1** * OVERRIDE REQUIRED Suprv ID: _ _ _ _ **F2** Password: _ _ _ _ _ _ _ _ **F3** Back Main **F4**	Enter **Password**. Press green enter key.
Delete Clerk **F1** Clerk ID: _ _ _ _ **F2** **F3** Back Main **F4**	Enter **Clerk ID** to be deleted. Press green enter key.
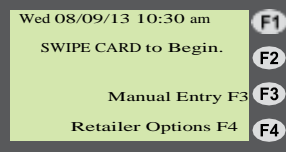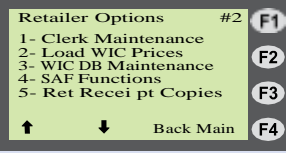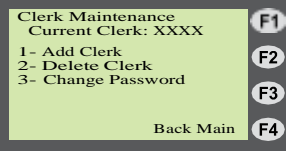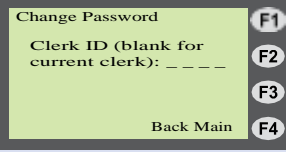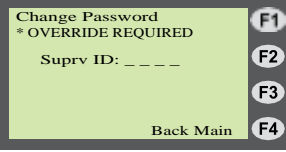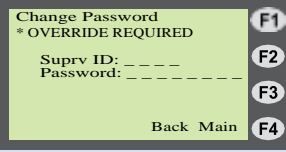
(Cont.)

Delete Clerk (continued)

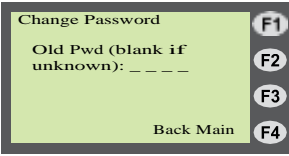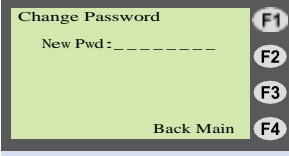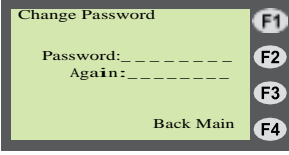| Terminal Screen	Action
Delete Clerk: XXXX Are you sure? 1-Yes 2-No Back Main (F1) (F2) (F3) (F4)	Terminal promptsif **Clerk ID** should be deleted. Enter **Yes** or **No**.

Change Clerk Password

Purpose

Allows the clerk to change his/her logon password at the online WIC host system. A supervisor can override the password change prompts if the clerk has forgotten his/her current password.

Terminal Screen	Action
Wed 08/09/13 10:30 am F1 SWIPE CARD to Begin. F2 Manual Entry F3 F3 Retailer Options F4 F4	Press **Retailer Options** [F4].
Retailer Options #2 F1 1- Clerk Maintenance 2- Load WIC Prices F2 3- WIC DB Maintenance 4- SAF Functions 5- Ret Recei pt Copies F3 ↑ ↓ Back Main F4	Arrow down and select [1] **Clerk Maintenance**.
Clerk Maintenance F1 Current Clerk: XXXX 1- Add Clerk F2 2- Delete Clerk 3- Change Password F3 Back Main F4	Terminal displays currently logged on Clerk ID, if any. Select [3] **Change Password**.
Change Password F1 Clerk ID (blank for current clerk): _ _ _ _ F2 F3 Back Main F4	Enter **Clerk ID**. Press green enter key.
Change Password F1 * OVERRIDE REQUIRED Suprv ID: _ _ _ _ F2 F3 Back Main F4	Enter **Supervisor ID**. Press green enter key.
Change Password F1 * OVERRIDE REQUIRED Suprv ID: _ _ _ _ F2 Password: _ _ _ _ _ _ _ _ F3 Back Main F4	Enter **Supervisor Password**. Press green enter key.

(Cont.)

Change Clerk Password (continued)
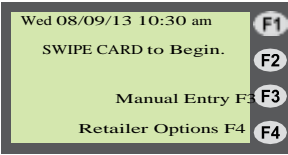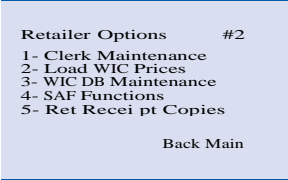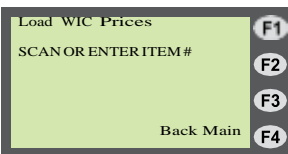
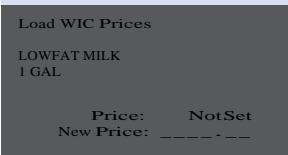| Terminal Screen	Action
Change Password Old Pwd (blank **if** unknown): _ _ _ _ F1 F2 F3 F4 Back Main	Enter **Old Password**. Press green enter key.
Change Password New Pwd:_ _ _ _ _ _ _ _ F1 F2 F3 F4 Back Main	Enter **New Password**. Press green enter key.
Change Password Password:_ _ _ _ _ _ _ _ Again:_ _ _ _ _ _ _ _ F1 F2 F3 F4 Back Main	Re-enter **New Password**. Press green enter key.

Load WIC Price(s)

Purpose

Allows the retailer to use the POS device to load the store's WIC product price(s) into the WIC UPC database. This is an optional function and not required before performing a WIC purchase.
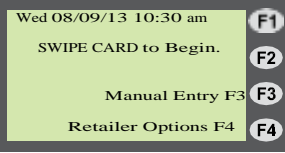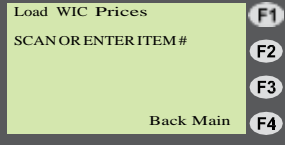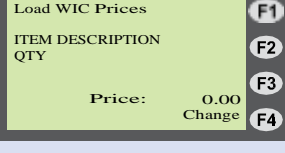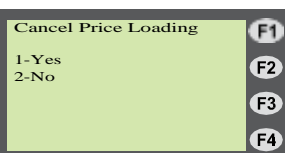
NOTE: UPC Database updating is a fully automated process and will not affect any existing UPC store prices. Only newly downloaded UPCs will prompt for a store price to be set.

Terminal Screen	Action
Wed 08/09/13 10:30 am [F1] SWIPE CARD to Begin. [F2] Manual Entry F3 [F3] Retailer Options F4 [F4]	Press **Retailer Options** [F4].
Retailer Options #2 1- Clerk Maintenance 2- Load WIC Prices 3- WIC DB Maintenance 4- SAF Functions 5- Ret Recei pt Copies Back Main	Arrow down and select [2] **Load WIC Prices**.
Load WIC Prices [F1] SCAN OR ENTER ITEM # [F2] [F3] Back Main [F4]	**Scan** or **Enter Item #**.
Load WIC Prices LOWFAT MILK 1 GAL Price: NotSet New Price: _ _ _ _ . _ _	**Enter Price**. Press Green Enter Key. Scan or Enter New Item # or press Red Cancel Key to return to previous screen. **Note:** If a price is not loaded in the POS at time of purchase, clerk may enter store price. The entry will carry forward as the permanent store price from that point.

Change WIC Price(s)

Purpose

Allows the retailer to use the POS device to change the store's WIC product price(s) in the WIC UPC database.
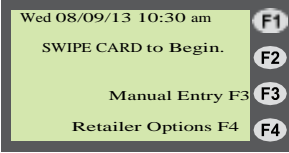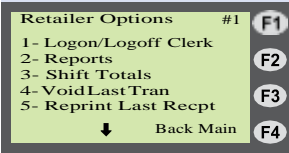
Terminal Screen	Action
Wed 08/09/13 10:30 am SWIPE CARD to Begin. Manual Entry F3 Retailer Options F4	Press **Retailer Options** [F4].
Retailer Options #2 1- Clerk Maintenance 2- Load WIC Prices 3- WIC DB Maintenance 4- SAF Functions 5- Ret Recei pt Copies ↑ ↓ Back Main	Arrow down and select [2] **Load WIC Prices**.
Load WIC Prices SCAN OR ENTER ITEM # Back Main	**Scan** or **Enter Item #**.
Load WIC Prices ITEM DESCRIPTION QTY Price: 0.00 Change	Terminal displays item description and current price. Press button beneath **Change** and enter new price. Press green enter key. Scan or Enter next Item # or if finished press the red cancel key.
Cancel Price Loading 1-Yes 2-No	Select **Yes** or **No**.

Clerk Totals Report

Purpose

Allows the retailer to print a report of the daily debits/credits for all WIC transactions totaled for a particular clerk. This report requires a supervisor ID and password.
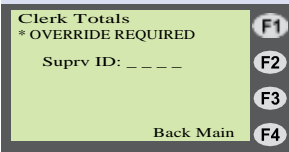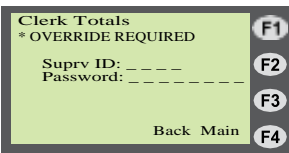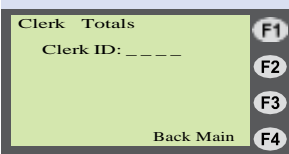
Terminal Screen	Action
Wed 08/09/13 10:30 am / SWIPE CARD to Begin. / Manual Entry F3 / Retailer Options F4	Press **Retailer Options** [F4].
Retailer Options #1 / 1- Logon/Logoff Clerk / 2- Reports / 3- Shift Totals / 4- Void Last Tran / 5- Reprint Last Recpt / ↓ Back Main	Select [2] **Reports**.
Reports / 1- Clerk Totals / 2- Terminal Totals / 3- Retailer Totals / Back Main	Select [1] **Clerk Totals**.
Clerk Totals / * OVERRIDE REQUIRED / Suprv ID: _ _ _ _ / Back Main	Enter **Supervisor ID**. Press green enter key.
Clerk Totals / * OVERRIDE REQUIRED / Suprv ID: _ _ _ _ / Password: _ _ _ _ _ _ _ _ / Back Main	Enter **Password**. Press green enter key.
Clerk Totals / Clerk ID: _ _ _ _ / Back Main	Enter **Clerk ID**. Press green enter key.

(Cont.)

Clerk Totals Report (continued)

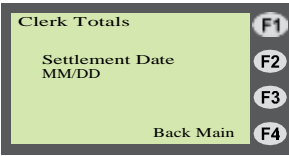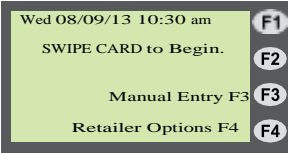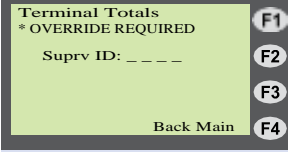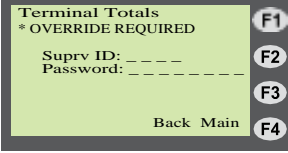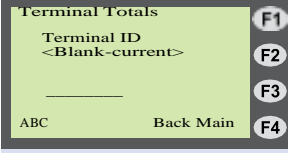| Terminal Screen	Action
Clerk Totals Settlement Date MM/DD Back Main F1 F2 F3 F4	Enter **Settlement Date (MM/DD)**. Press green enter key. **Note:** The date entered on this screen must be the "settlement" date for the business day you are requesting.
Report Request APPROVED Ke ep retailer recei pt for records. <<Press Any Key>> F1 F2 F3 F4	Clerk Totals Report prints out. Keep receipt for records.

Terminal Totals Report
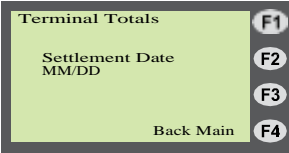
Purpose

Allows the retailer to print daily debits/credits for all WIC transactions accumulated at a particular terminal. This report requires a supervisor ID and password.

Terminal Screen	Action
Wed 08/09/13 10:30 am **F1** / SWIPE CARD to Begin. **F2** / Manual Entry F3 **F3** / Retailer Options F4 **F4**	Press **Retailer Options** [F4].
Retailer Options #1 **F1** / 1- Logon/Logoff Clerk **F2** / 2- Reports / 3- Shift Totals **F3** / 4- Void Last Tran / 5- Reprint Last Recpt **F4** / ↓ Back Main	Select [2] **Reports**.
Reports **F1** / 1- Clerk Totals / 2- Terminal Totals **F2** / 3- Retailer Totals **F3** / Back Main **F4**	Select [2] **Terminal Totals**.
Terminal Totals **F1** / * OVERRIDE REQUIRED **F2** / Suprv ID: _ _ _ _ **F3** / Back Main **F4**	Enter **Supervisor ID**. Press green enter key.
Terminal Totals **F1** / * OVERRIDE REQUIRED **F2** / Suprv ID: _ _ _ _ / Password: _ _ _ _ _ _ _ **F3** / Back Main **F4**	Enter **Password**. Press green enter key.
Terminal Totals **F1** / Terminal ID / <Blank-current> **F2** / **F3** / _____ / ABC Back Main **F4**	Press green enter key for report on current terminal being used or enter **Terminal ID** number and press green enter key.

(Cont.)

Terminal Totals Report (continued)

Terminal Screen	Action
Terminal Totals F1 / **Settlement Date MM/DD** F2 / F3 / **Back Main** F4	Enter **Settlement Date (MM/DD)**. Press green enter key. **Note:** The date entered on this screen must be the "settlement" date for the business day you are requesting.
Report Request APPROVED F1 / F2 / **Keep retailer receipt for records.** <<Press Any Key>> F3 / F4	Terminal Totals Report prints out. Keep receipt for records.

Retailer Totals Report

Purpose

Allows the retailer to print daily debits/credits for all WIC transactions accumulated for store's assigned Merchant ID number. This report requires supervisor ID and password.

Terminal Screen	Action
Wed 08/09/13 10:30 am [F1] SWIPE CARD to Begin. [F2] Manual Entry F3 [F3] Retailer Options F4 [F4]	Press **Retailer Options** [F4].
Retailer Options #1 [F1] 1- Logon/Logoff Clerk 2- Reports [F2] 3- Shift Totals 4- Void Last Tran [F3] 5- Reprint Last Recpt ↓ Back Main [F4]	Select [2] **Reports**.
Reports [F1] 1- Clerk Totals 2- Terminal Totals [F2] 3- Retailer Totals [F3] Back Main [F4]	Select [3] **Retailer Totals**.
Retailer Totals [F1] * OVERRIDE REQUIRED Suprv ID: _ _ _ _ [F2] [F3] Back Main [F4]	Enter **Supervisor ID**. Press green enter key.
Retailer Totals [F1] * OVERRIDE REQUIRED Suprv ID: _ _ _ _ [F2] Password: _ _ _ _ _ _ _ _ [F3] Back Main [F4]	Enter **Password**. Press green enter key.
Retailer Totals [F1] Settlement Date [F2] MM/DD [F3] Back Main [F4]	Enter **Settlement Date (MM/DD)**. Press green enter key. **Note:** The date entered on this screen must be the "settlement" date for the business day you are requesting.
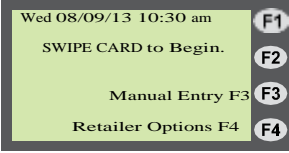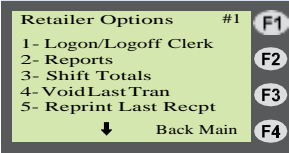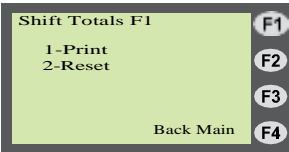
(Cont.)

Retailer Totals Report (cont'd)

Terminal Screen	Action
Report Request APPROVED Ke ep retailer recei pt for records. <<Press Any Key>> F1 F2 F3 F4	Retailer Totals Report prints out. Keep receipt for records.

Shift Totals Report

Purpose
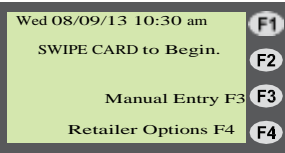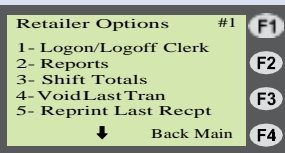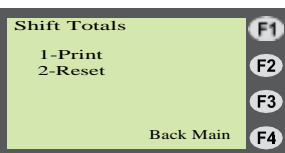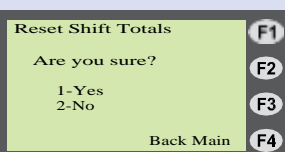
Allows the retailer to print accumulated shift totals since shift totals were last reset. Shift totals allow retailers a way to keep running totals from a particular point in time. This is especially useful for tracking summary totals for multiple clerks using the terminal throughout the day. Shift totals are stored locally on each POS terminal.

Terminal Screen	Action
Wed 08/09/13 10:30 am [F1] SWIPE CARD to Begin. [F2] Manual Entry F3 [F3] Retailer Options F4 [F4]	Press **Retailer Options** [F4].
Retailer Options #1 [F1] 1- Logon/Logoff Clerk 2- Reports [F2] 3- Shift Totals 4- Void Last Tran [F3] 5- Reprint Last Recpt ↓ Back Main [F4]	Select [3] **Shift Totals**.
Shift Totals F1 [F1] 1-Print 2-Reset [F2] [F3] Back Main [F4]	Select [1] **Print**.

Reset Shift Totals

Purpose

Allows the retailer to reset accumulated shift totals. Shift totals allow retailers a way to keep running totals from a particular point in time. This is especially useful for tracking summary totals for multiple clerks using the terminal throughout the day. Shift totals are stored locally on each POS terminal. A supervisor must be logged on to perform this function.
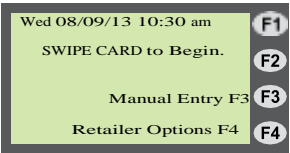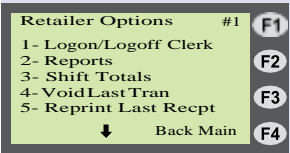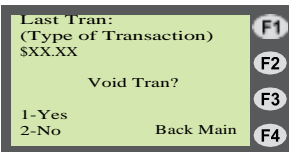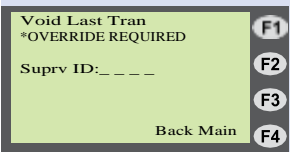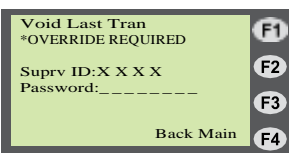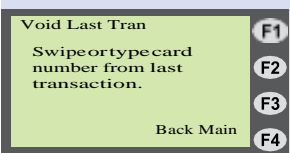
Terminal Screen	Action
Wed 08/09/13 10:30 am SWIPE CARD to Begin. Manual Entry F3 Retailer Options F4 F1 F2 F3 F4	Press **Retailer Options** [F4].
Retailer Options #1 1- Logon/Logoff Clerk 2- Reports 3- Shift Totals 4- Void Last Tran 5- Reprint Last Recpt ↓ Back Main F1 F2 F3 F4	Select [3] **Shift Totals**.
Shift Totals 1-Print 2-Reset Back Main F1 F2 F3 F4	Select [2] **Reset**. **Note:** If current clerk is not a Supervisor, then the terminal displays an error message and returns to the Shift Total menu.
Reset Shift Totals Are you sure? 1-Yes 2-No Back Main F1 F2 F3 F4	Terminal prompts for confirmation. Select **Yes** or **No**.

Void Last Transaction

Purpose

Allows a participant to void last WIC Purchase.

Terminal Screen	Action
Wed 08/09/13 10:30 am [F1] SWIPE CARD to Begin. [F2] Manual Entry F3 [F3] Retailer Options F4 [F4]	Select **Retailer Options** [F4].
Retailer Options #1 [F1] 1- Logon/Logoff Clerk 2- Reports [F2] 3- Shift Totals 4- Void Last Tran [F3] 5- Reprint Last Recpt ↓ Back Main [F4]	Select [4] **Void Last Tran**.
Last Tran: [F1] (Type of Transaction) $XX.XX [F2] Void Tran? [F3] 1-Yes 2-No Back Main [F4]	Press [1] for **Yes** and proceed to the next screen or press [2] for **No** to return to previous menu.
Void Last Tran [F1] *OVERRIDE REQUIRED Suprv ID:_ _ _ _ [F2] [F3] Back Main [F4]	Enter **Supervisor ID** and press green enter key.
Void Last Tran [F1] *OVERRIDE REQUIRED Suprv ID:X X X X [F2] Password:_ _ _ _ _ _ _ _ [F3] Back Main [F4]	Enter **Supervisor Password** and press green enter key.
Void Last Tran [F1] Swipe or type card number from last [F2] transaction. [F3] Back Main [F4]	Enter card number or swipe card from last transaction.
Void Last Tran [F1] APPROVED Void Successful [F2] Give recei pt to [F3] CUSTOMER. <<Press Any Key>> [F4]	**Approved Transaction.** *Give the receipt to the customer.*

Void Last Transaction Receipt

```
            ABC Market
               Stre et 1
           Anywhere,USA 12345
            Ph: (123) 456-7890
              Proc #: 1234567


Term#: T0000001          03/01/17
Clerk: 1111  Supv:2222 10:00:01am
--------------------------------
Void Last Tran
  – WIC Purchase

Card Num: XXXXXXXXXXXX5678
Settlement Date: 03/01

Balance Summary:
--------------------------------
WIC Purchase:        2.00   VOIDED
--------------------------------
Result: Approved
Auth #: 007852
Trace #: 000092-00000738057636

--------------------------------
V2.99 020 138 000 000 000 000 000
================================
         *** RETAILER COPY ***
```
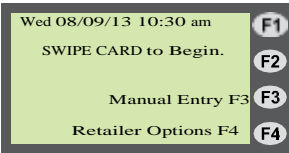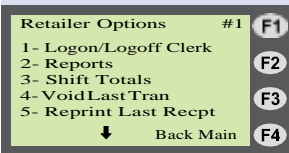
Reprint Last Receipt

Purpose

Allows the clerk to reprint the most recent receipt the terminal printed (or attempted to print).
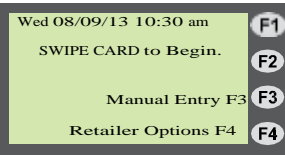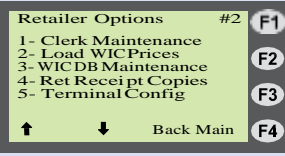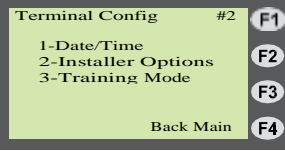
Terminal Screen	Action
Wed 08/09/13 10:30 am **F1** SWIPE CARD to Begin. **F2** Manual Entry F3 **F3** Retailer Options F4 **F4**	Press **Retailer Options** [F4].
Retailer Options #1 **F1** 1- Logon/Logoff Clerk 2- Reports **F2** 3- Shift Totals 4- Void Last Tran **F3** 5- Reprint Last Recpt ↓ Back Main **F4**	Select [5] **Reprint Last Receipt**.

Set/Reset Training Mode

Purpose
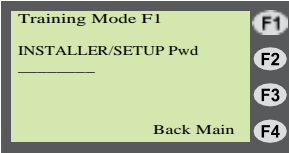
Allows the retailer to enable/disable a local simulation mode at the terminal. Used for training or testing purposes to demonstrate POS functionality without sending transactions to the "live" WIC host system.

Note: Be sure the training mode is disabled before completing actual WIC transactions. Any transaction performed in training mode DOES NOT actually occur. No data is saved while in training mode and the retailer will be liable for any transactions that occur in training mode.

Terminal Screen	Action
Wed 08/09/13 10:30 am SWIPE CARD to Begin. Manual Entry F3 Retailer Options F4 F1 F2 F3 F4	Press **Retailer Options** [F4].
Retailer Options #2 1- Clerk Maintenance 2- Load WIC Prices 3- WIC DB Maintenance 4- Ret Receipt Copies 5- Terminal Config ↑ ↓ Back Main F1 F2 F3 F4	Arrow down and select [5] **Terminal Config**.
Terminal Config #2 1-Date/Time 2-Installer Options 3-Training Mode Back Main F1 F2 F3 F4	Arrow down and select [3] **Training Mode**.
Reset Shift Totals Currently: OFF Turn ON? 1-Yes 2-No Back Main F1 F2 F3 F4	Terminal displays current status of **Training Mode** (ON or OFF) and prompts for confirmation to change mode.

(Cont.)
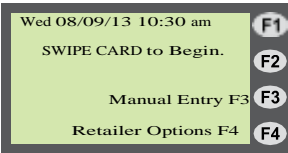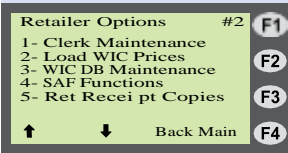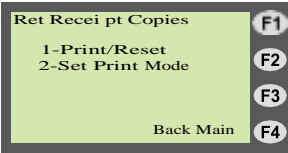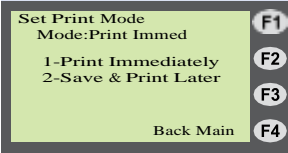
Set/Reset Training Mode (continued)

Terminal Screen	Action
Training Mode F1 INSTALLER/SETUP Pwd _____ Back Main F1 F2 F3 F4	Terminal prompts for Installer/Setup password. Enter Setup password: 753(alpha)80 Press green enter key. Terminal changes the state of the Training Mode and prints a receipt showing the mode change. **Note:** If disabling Training Mode, terminal returns to configuration state it was in prior to entering Training Mode. If enabling Training Mode, the current terminal configuration is saved for later restoration.

Set Print Mode

Purpose
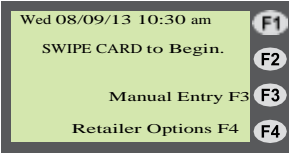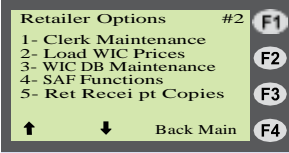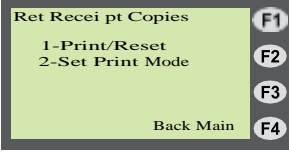
Allows the retailer to configure how and when POS terminal prints receipt copies. The VeriFone Vx520 is automatically configured to print retailer receipt copies immediately following a transaction. If retailer prefers, the POS can be configured to print retailer receipt copies on one continuous piece of receipt tape at a specified time.

Terminal Screen	Action
Wed 08/09/13 10:30 am [F1] SWIPE CARD to Begin. [F2] Manual Entry F3 [F3] Retailer Options F4 [F4]	Press **Retailer Options** [F4].
Retailer Options #2 [F1] 1- Clerk Maintenance 2- Load WIC Prices [F2] 3- WIC DB Maintenance 4- SAF Functions 5- Ret Recei pt Copies [F3] ↑ ↓ Back Main [F4]	Arrow down and select [5] **Ret Receipt Copies**.
Ret Recei pt Copies [F1] 1-Print/Reset 2-Set Print Mode [F2] [F3] Back Main [F4]	Select [2] **Set Print Mode**. Terminal displays current print mode.
Set Print Mode [F1] Mode:Print Immed 1-Print Immediately [F2] 2-Save & Print Later [F3] Back Main [F4]	Select **Print Immediately** or **Save & Print** Later. **Note:** If clerk selects Print Immediately when terminal was in Save and Print Later Mode and there are stored retailer copy receipts, an error message will be displayed. The screen prompts the clerk to first print and reset the retailer receipt copies before switching the mode. This message is followed by returning to the Ret Receipt Copies menu.

Print and Reset Receipt Copies

Purpose
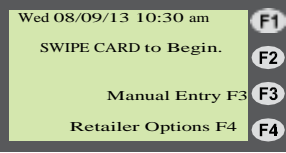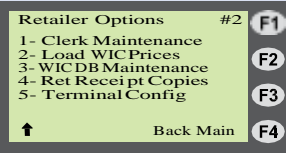
Allows the retailer to print out saved retailer copies of receipts and free up memory in the POS terminal by deleting the saved copies.

Terminal Screen	Action
Wed 08/09/13 10:30 am F1 SWIPE CARD to Begin. F2 Manual Entry F3 F3 Retailer Options F4 F4	Press **Retailer Options** [F4].
Retailer Options #2 F1 1- Clerk Maintenance 2- Load WIC Prices 3- WIC DB Maintenance F2 4- SAF Functions 5- Ret Recei pt Copies F3 ↑ ↓ Back Main F4	Arrow down and select [5] **Ret Receipt Copies**.
Ret Recei pt Copies F1 1-Print/Reset 2-Set Print Mode F2 F3 Back Main F4	Select [1] **Print/Reset**. Terminal displays number of copies stored in POS, if any. **Note:** If no problem is detected during printing, the terminal prompts the clerk to clear the retailer copies from memory after printing is completed. If a problem is detected, terminal prompts to reprint all copies again or restart printing from the receipt where problem was detected.

Print Terminal Configuration

Purpose

Allows the retailer to print all terminal configuration information for verification and trouble-shooting purposes.
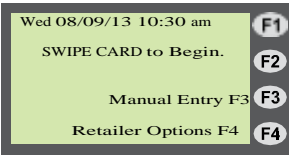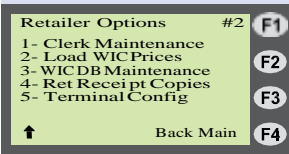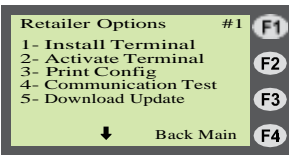
Terminal Screen	Action
Wed 08/09/13 10:30 am **F1** SWIPE CARD to Begin. **F2** Manual Entry F3 **F3** Retailer Options F4 **F4**	Press **Retailer Options** [F4].
Retailer Options #2 **F1** 1- Clerk Maintenance 2- Load WIC Prices **F2** 3- WIC DB Maintenance 4- Ret Receipt Copies 5- Terminal Config **F3** ↑ Back Main **F4**	Arrow down and select [5] **Terminal Config**.
Retailer Options #1 **F1** 1- Install Terminal 2- Activate Terminal **F2** 3- Print Config 4- Communication Test 5- Download Update **F3** ↓ Back Main **F4**	Select [3] **Print Config**.

Communication Test

Purpose

Allows the retailer to verify communication with the online WIC Host System.

Terminal Screen	Action
Wed 08/09/13 10:30 am F1 / SWIPE CARD to Begin. F2 / Manual Entry F3 F3 / Retailer Options F4 F4	Press **Retailer Options** [F4].
Retailer Options #2 F1 / 1- Clerk Maintenance / 2- Load WIC Prices F2 / 3- WIC DB Maintenance / 4- Ret Receipt Copies / 5- Terminal Config F3 / ↑ Back Main F4	Arrow down and select [5] **Terminal Config**.
Retailer Options #1 F1 / 1- Install Terminal / 2- Activate Terminal F2 / 3- Print Config / 4- Communication Test / 5- Download Update F3 / ↓ Back Main F4	Select [4] **Communication Test**.

Download Updates

Purpose
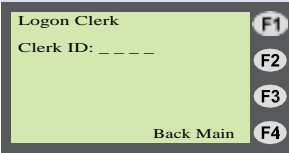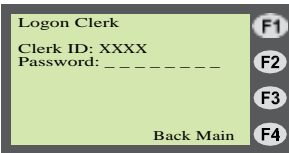
Not for retailer Use. Download updates is for installers and POS technicians only.

XIV. WIC POS Terminal Transactions

Logon Terminal/Clerk

Purpose

The terminal must be logged on to perform WIC transactions.

Terminal Screen	Action
Wed 08/09/13 10:30 am F1 – TERMINAL LOGGED OUT – F2 Login Clerk F3 F3 Retailer Options F4 F4	Press **Logon Clerk** [F3].
Logon Clerk F1 Clerk ID: _ _ _ _ F2 F3 Back Main F4	Enter **Clerk ID**. Press green enter key. (Must be 4 numbers)
Logon Clerk F1 Clerk ID: XXXX Password: _ _ _ _ _ _ _ _ F2 F3 Back Main F4	Enter **Clerk Password**. Press green enter key. (Must be 4 to 8 numbers)
Logon Clerk F1 APPROVED F2 Clerk XXXX Logged On F3 Ke ep retailer recei pt for records. <<Press Any Key>> F4	Press any key to begin transactions. **Note:** Prints a receipt with a logon message Clerk XXXX is logged on. Terminal is logged on and ready for operation.

Logon Terminal/Clerk Receipt

```
                ABC Market
                    Stre et 1
                Anywhere,USA 12345
                Ph: (123) 456-7890
                 Proc #: 1234567


Term#: T0000001              11/01/17
Clerk: 1111                  9:45:29am
-------------------------------
Clerk 1111 Logged On

Result: Approved
Trace#: 000176-000009056385
-------------------------------
V2.99 020 176 000 000 000 000 000
-------------------------------
```
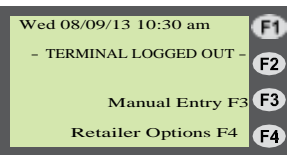
Logoff Clerk/Terminal

Purpose

Logs the current clerk off and prints clerk's totals since logon.

Terminal Screen	Action
Wed 08/09/13 10:30 am — F1 SWIPE CARD to Begin. — F2 Manual Entry F3 — F3 Retailer Options F4 — F4	Press **Retailer Options** [F4].
Retailer Options #1 — F1 1- Logon/Logoff Clerk 2- Reports — F2 3- Shift Totals 4- Void Last Tran — F3 5- Reprint Last Recpt ↓ Back Main — F4	Select [1] **Logon/Logoff Clerk**.
Logon/Logoff Clerk — F1 Current Clerk: XXXX — F2 1-Logon Clerk 2-Logoff Clerk — F3 Back Main — F4	Select [2] **Logoff Clerk**.
Logoff Clerk — F1 APPROVED — F2 Clerk XXXX Logged Off Ke ep retailer recei pt — F3 for records. <<Press Any Key>> — F4	Terminal prints clerk totals. Press any key. **Note:** Prints a receipt with a logoff message and clerk logoff totals.
Wed 08/09/13 10:30 am — F1 – TERMINAL LOGGED OUT – — F2 Manual Entry F3 — F3 Retailer Options F4 — F4	Terminal will not perform any transactions in this mode.

Logoff Clerk/Terminal Receipt

```
                 ABC Market
                    Stre et 1
                Anywhere,USA 12345
                Ph: (123) 456-7890
                  Proc #: 1234567


 Term#: T0000001              11/01/17
 Clerk: 1111                  11:45:29pm
 -------------------------------
 Clerk 1111 Logged Off

 Logon Time : 11/01/17 09:26:29am
 Logoff Time : 11/01/17 11:45:29pm

 Logoff Totals:
                      Count      Amount
 WIC:
    Purchases           2        25.35
                      -----      ------
 SUBTOTAL               2        25.35

 WIC Bal Inq            1          --
                      -----      ------
 TOTAL                  3        25.35
 -------------------------------
 Result: Approved
 Trace #: 000092-00000738057636
 -------------------------------
 V2.99 020 175 000 000 000 000 000
 -------------------------------
```
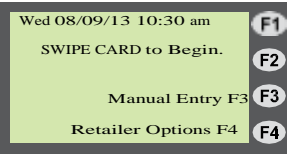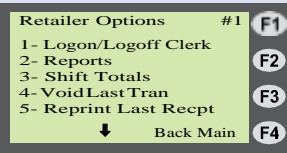
WIC Purchase SMART Keys

WIC Purchase Smart Keys are provided to improve clerk efficiency for common activities required during an WIC purchase. These keys are for convenience and can be used by either clerks or supervisors.

LOWFAT MILK
1 Gal   1 Ea @ 3.99

Tot Price: 3.99

Subtotal: 3.99

Qty Void   ⌨ Totl

F1
F2
F3
F4

ALPHA

LOWFAT MILK
1 GAL   1 Ea @ 2.99

Price Override?
1-Temporary
2-Permanent
3-Leave as is

Change store price temporarily, permanently or leave as is

Print detail so far?

1-Yes
2-No

Print detail of all items that have been scanned or voided in transaction

Quantity: 2

Subtotal: 0.00

Enter multiple quantities of an item BEFORE scanning or entering a new item

** VOID ITEM **

SCAN OR ENTER ITEM #
TO VOID

Last
Entry

Void any item scanned or entered in transaction thus far, or select smart key directly below "Last Entry" to void the last line item entered

Note: While function keys F1, F3, and F4 may be used for other activities, they do not have SMART key functions.

WIC Purchase
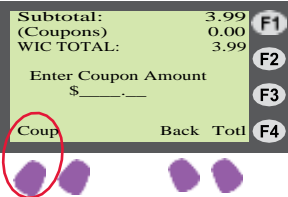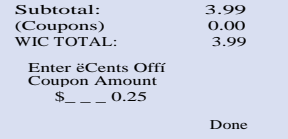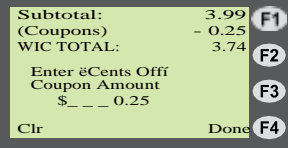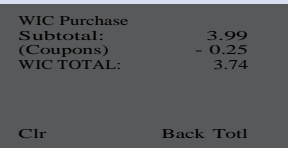
Purpose

Allows a participant to purchase WIC approved food using their WIC benefits account.

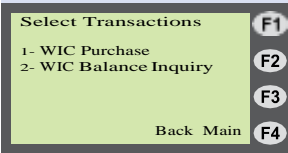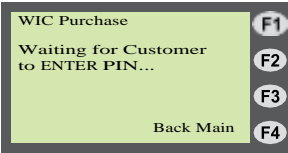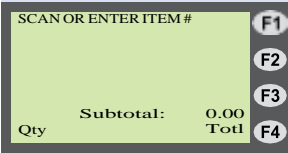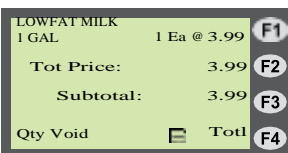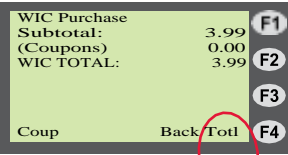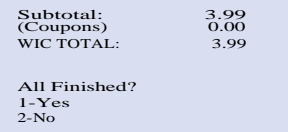| Terminal Screen	Action
Wed 08/09/13 10:30 am **F1** SWIPE CARD to Begin. **F2** Manual Entry F3 **F3** Retailer Options F4 **F4**	Swipe WIC card or press **Manual Entry** to manually enter card number. **Note:** If not logged on as a supervisor, terminal will prompt for a supervisor password if manually entering a card number.
Select Transactions **F1** 1- WIC Purchase **F2** 2- WIC Balance Inquiry **F3** Back Main **F4**	Select [1] **WIC Purchase**. **Note:** The WIC POS device is not connected to the store cash register system and all items must be scanned separately into each system.
WIC Purchase **F1** Waiting for Customer to ENTER PIN… **F2** **F3** Back Main **F4**	Customer enters PIN on the Pinpad and presses ENTER on PINpad. Screen will flash: **Contacting Host...Waiting For Line...** **Dialing Primary...Waiting For Answer...** Customer's WIC Benefits are now loaded in POS.
SCAN OR ENTER ITEM # **F1** **F2** **F3** Subtotal: 0.00 Qty Totl **F4**	Scan or Enter Item # to be purchased. **Note:** Qty key must be pressed first to enter multiple quantities of an item and will always default back to one quantity.
LOWFAT MILK **F1** 1 GAL 1 Ea @ 3.99 Tot Price: 3.99 **F2** Subtotal: 3.99 **F3** Qty Void Totl **F4**	Item Description and Price is displayed for 60 seconds. Price Override Smart Key may be selected during this time. *See page 16 for additional SMART keys available on this screen.* Scan or Enter Item # of remaining WIC items. When finished, press **Total** key.

(Cont.)

WIC Purchase (continued)

Terminal Screen	Action
WIC Purchase Subtotal: 3.99 (Coupons) 0.00 WIC TOTAL: 3.99 Coup Back/Totl F1 F2 F3 F4	Subtotal amount is displayed. If **NO Cents-Off Coupons** are presented by cardholder, press **TOTL** button. **DO NOT** enter the total amount of the WIC items sold. Doing so will "zero out" the transaction and the store will not be paid.
Subtotal: 3.99 (Coupons) 0.00 WIC TOTAL: 3.99 All Finished? 1-Yes 2-No	Terminal prompts if transaction is "All Finished". Press [1] to complete WIC Purchase.
Subtotal: 3.99 (Coupons) 0.00 WIC TOTAL: 3.99 Enter Coupon Amount $_____.__ Coup Back Totl F1 F2 F3 F4	**OR** If cardholder presents a Cents-Off Coupon(s), press the purple **COUP** button.
Subtotal: 3.99 (Coupons) 0.00 WIC TOTAL: 3.99 Enter ëCents Offí Coupon Amount $_ _ _ 0.25 Done	Enter Cents-Off coupon amount and press green enter key.
Subtotal: 3.99 (Coupons) – 0.25 WIC TOTAL: 3.74 Enter ëCents Offí Coupon Amount $_ _ _ 0.25 Clr Done F1 F2 F3 F4	Enter next Cents-Off coupon amount or press **DONE** button to exit coupon function. **Note:** Purple **CLR** key may be pressed to delete a coupon amount entered, but doing so will zero out all coupon amounts entered thus far. All store/cents-off coupons will then need to be re-entered.
WIC Purchase Subtotal: 3.99 (Coupons) – 0.25 WIC TOTAL: 3.74 Clr Back Totl	To complete the WIC Purchase transaction, press the purple **TOTL** button.

(Cont.)

WIC Purchase (continued)

Terminal Screen	Action
Subtotal: 3.99 (Coupons) 0.00 WIC TOTAL: 3.99 All Finished? 1-Yes 2-No F1 F2 F3 F4	Terminal prompts if transaction is "All Finished". Press [1] to complete WIC Purchase.
WIC Purchase APPROVED DISPENSE GOODS Give recei pt to CUSTOMER. <<Press Any Key>> F1 F2 F3 F4	Terminal connects to host and prints a receipt indicating completion of the transaction. Terminal will then print Retailer copy of receipt. (Receipt will list cardholder's remaining WIC benefits.) **Note:** Buy One, Get One Free transactions will be scanned in the store system, but NOT in the WIC POS system.
Subtotal: 3.99 (Coupons) - 3.99 WICTOTAL: 0.00 Max coupon total reached. Clr Done F1 F2 F3 F4	**Note:** If coupon amount(s) entered equal the subtotal, the terminal will display the message "Max coupon total reached" pictured here. Press **Clr** to re-set the coupon amount to zero and re-enter cents off amounts or press **Done** to exit coupon function.

WIC Purchase Receipt

Note: If an item exceeds max price, it will be adjusted down to the max price, noted with an asterisk (*) and reflected in both the item price and WIC TOTAL amount. The WIC TOTAL is the reimbursement amount for the transaction.

```
                ABC Market
                   Stre et 1
              Anywhere,USA 12345
              Ph: (123) 456-7890
                Proc #: 1234567


   Term#: T0000001          03/01/17
   Clerk: 1111              10:00:01am
   --------------------------------
   WIC Purchase

   Card Num: XXXXXXXXXXXX5678
   WIC Merchant ID: XXXXXXX
   Settlement Date: 03/01
   --------------------------------
   1 GAL,LOWFAT MILK
       Item#: 022592007014     2.99
   1 LB,CHEESE
       Item#: 041220345762     3.00 *
                               ------
       WIC SUBTOTAL            5.99
       (Coupons)             -0.50
                               ------
       WIC TOTAL              5.49

       TOTAL REQUESTED        6.59

       ITEMS PURCHASE: 2

   REMAINING WIC BENEFITS:

       3 GALLON MILK
       1 POUND CHEESE

          Use your WIC Benefits by:
                3/31/2017
   --------------------------------
   Result: Approved
   Auth #: 007852
   Trace #: 000092-00000738057636

      DISPENSE GOODS

   --------------------------------
```
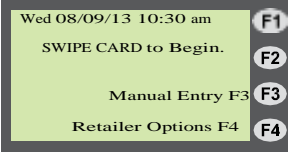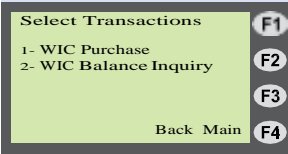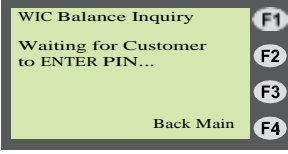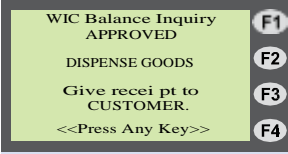
WIC Balance Inquiry

Purpose

Allows a participant to get a printed receipt showing the balance in their WIC benefit account.

Terminal Screen	Action
Wed 08/09/13 10:30 am — F1 SWIPE CARD to Begin. — F2 Manual Entry F3 — F3 Retailer Options F4 — F4	Swipe WIC card or press **Manual Entry** [F3] to manually enter card number. **Note:** Card Numbers that are manually entered on a Balance Inquiry Terminal require a supervisor password.
Select Transactions — F1 1- WIC Purchase 2- WIC Balance Inquiry — F2 — F3 Back Main — F4	Select [2] **WIC Balance Inquiry**.
WIC Balance Inquiry — F1 Waiting for Customer to ENTER PIN… — F2 — F3 Back Main — F4	Customer enters PIN on the PINpad and presses ENTER on PINpad. Screen will flash: **Contacting Host…Waiting For Line…** **Dialing Primary…Waiting for Answer…**
WIC Balance Inquiry APPROVED — F1 DISPENSE GOODS — F2 Give recei pt to CUSTOMER. — F3 <<Press Any Key>> — F4	Terminal will print WIC Balance Inquiry receipt.

Balance Inquiry Receipt

ABC Market
Stre et 1
Anywhere,USA 12345
Ph: (123) 456-7890
Proc #: 1234567

Term#: T0000001   03/01/17
Clerk: 1111   10:00:01am
– –
WIC Balance Inquiry

Card Num: XXXXXXXXXXXX5678
WIC Merchant ID: XXXXXXX
Settlement Date: 03/01

REMAINING WIC BENEFITS:

    3 GALLON MILK
    1 POUND CHEESE

    Use your WIC Benefits by:
         3/31/2017
– –
Result: Approved
Auth #: 007852
Trace #: 000092-00000738057636
– –
V2.99 020 138 000 000 000 000 000
– –
*** CUSTOMER COPY ***

XV. Glossary

This glossary provides definitions for commonly used acronyms, terms and words used in WIC and in this manual.

ACH – Automated Clearing House – ACH is the mechanism used to electronically transfer funds to a Retailer's bank account.

Authorization – The approval of retailer transactions by the WIC contractor online from their host computer.

Authorized Person – An adult WIC participant or a person who is authorized to shop for food benefits for a WIC participant, such as the participant's mother or other caretaker.

Balance Inquiry – A non-financial transaction that allows an WIC cardholder to obtain the current balance of his/her WIC Food Benefits. Cardholders can also obtain their current food benefit balance by calling the toll-free number provided on the back of the WIC card, by visiting the Participant Portal or by performing a Balance Inquire transaction on the Retailer's WIC POS equipment.

Business Day – All weekdays excluding those on which the Federal Reserve Bank is closed.

Buy One, Get One – A coupon or store promotion that enables a customer to receive a free item with the purchase of the same item.

Cardholder or Participant – An individual entitled to WIC benefits by the state agency.

Cashier ID – A 4-digit number that identifies each cashier uniquely to the WIC POS terminal. Also called a Clerk ID.

Cents-Off Coupon – A coupon that provides a designated cash discount off an item's retail price.

Communications – The transmission of information between an WIC POS terminal and the host computer. Currently, dial up or highspeed broadband services are used for this transmission of information.

Contractor – The WIC processing contractor (Conduent State & Local Solutions, Inc.) selected by the state agency to perform the service.

CSR – Customer Service Representative; a person at the Participant or Retailer Help Desk responsible for taking calls and providing specific information and services related to the WIC process.

CVB – A type of WIC benefit issued to a WIC participant for the purchase of fruits and vegetables. The WIC participant may purchase any fresh or frozen fruits and vegetables which have not been excluded on the WIC Approved Food Card.

Display – The visible presentation of data on the WIC POS terminal or the small screen on your terminal that guides you through transactions with prompts and messages.

Food Prescription – The specific set of foods prescribed by the State WIC Program for an individual WIC Participant for a specified period of time.

Host System – The Conduent mainframe computer that records all activity from WIC equipment installed at Retailer locations. The host system transmits approvals and/or denial messages back to the WIC equipment.

IVRU – Interactive Voice Response Unit – A computer that accepts data from touch-tone phones and responds with synthesized voice commands and information. Cardholders are trained to use the IVRU to obtain account balances.

Participant – An individual entitled to WIC Program benefits in a state's WIC program. It also refers to any duly authorized representative or agent for the participant. Also referred to as "cardholder".

Personal Identification Number (PIN) – Four-digit number used in conjunction with the WIC card to obtain WIC benefits. The PIN is considered an electronic signature – the cardholder's secret code.

PLU (Product Look Up) – A number used to identify individual fresh fruits and vegetables.

Processor ID – Unique number assigned to each retailer/merchant by Conduent.

Receipt – A paper record of a transaction.

Retailer – A store/merchant location that is authorized by the state agency to sell WIC foods and redeem WIC food benefits. Each unique location is considered to be a different retailer, even if they are part of the same chain or owned by the same person.

Terminal ID – Unique number for each terminal in a retailer location. This ID can be found on the terminal.

UPC (Universal Product Code) – A number and barcode that identifies an individual product.

WIC – The USDA/Food and Nutrition Services Special Supplemental Nutritional Program for Women, Infants and Children.

WIC Card – A plastic benefit card that is issued to eligible WIC cardholders to access WIC food benefits via WIC POS devices located at WIC certified Retailer outlets.

WIC EBT (Electronic Benefits Transfer)– An electronic payment system that transfers WIC benefits values from the WIC program, to a WIC cardholder, and then to the WIC retailer.

WIC Equipment – This is the contractor-supplied POS equipment for use with WIC transactions. The equipment is prohibited from use for commercial credit and debit card sales.

WIC Merchant ID/WIC Vendor ID – Unique vendor ID number assigned to each retailer/merchant by the WIC program.

WIC Shopping List – A list that identifies the items that can be purchased during the current and future benefit periods. The list contains the family identification number, the valid dates for the benefits, the current items authorized for purchase and the quantity of each item.

Conduent State & Local Solutions, Inc.

Notes:

Where to Call for Help:

Refer to the Quick Reference Guide provided with your POS device

wic connect

WIC Retailer Web Portal

www.WICconnect.com/retail

Commercial POS Equipment

Call your TPP Call Center

CONDUENT