## Reprint Receipt

This transaction allows you to print the receipt for the previous transactions performed at the terminal when a receipt is damaged or does not print.

1. To start the reprinting process, press **REPRINT**.
2. To print the last receipt, press **F3**.
3. To print any other previous receipts, press **F1**.
4. Toggle between **F1**, **F2** and **F3** to select previous and next transactions and print.
5. Toggle between **F1**, **F2** and **F3** to print merchant or customer or both copies.

NOTE: REPRINT appears on the top of the receipt.
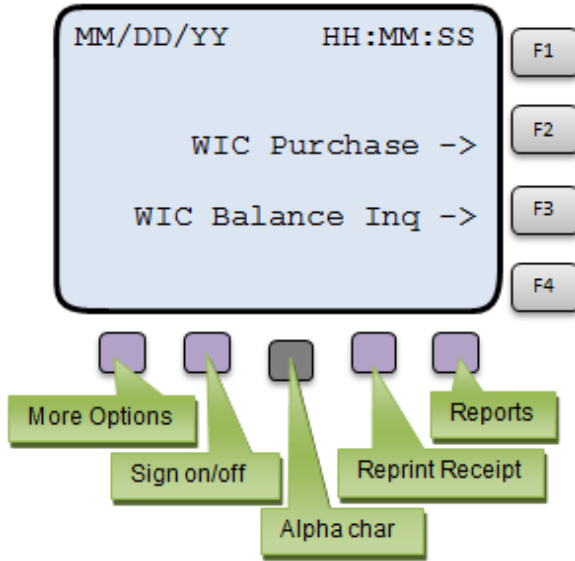
Clerk Report

This transaction allows you to print the clerk report.

1. To see the report options, press **REPORTS**.
2. To activate the **Clerk Totals** options, press **F4**.
3. Key in the Report Date; press **ENTER**.

Various processing displays appear. A receipt prints indicating the clerk total for the entered date.

WIC Vendor ID:

WIC X9 ID:

Location ID:

NOTE: Have these ID numbers with you when contacting the Help Desk at 1 (888) 529-1693

Trouble in Scanning Short UPC Codes

Scan the below barcode if you have trouble scanning short UPC codes for WIC approved products.

UPEEXP1.

For assistance, visit www.ebtEDGE.com

FIS

Clerk's WIC EBT Transactions Quick Reference

FIS Government Solutions

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VeriFone V*520

Michigan

Clerk EBT Transactions

This Quick Reference Guide provides the steps to perform different WIC EBT transactions. It assumes you are already familiar with WIC policies. Refer to the WIC EBT-Only Merchant's POS Procedures Manual for more detailed instructions on these clerk transactions.

Sign on

If the terminal displays "CLOSED," you must sign on to the POS terminal to perform EBT transactions.

1. To start the sign on procedure, press **SIGN on/off**.
2. Key in your 3-digit ID number; press **ENTER**.
3. Key in your 4-digit password; press **ENTER**.
4. You are signed on when the terminal displays the WIC Purchase and WIC Balance Inquiry options.

Sign off

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

1. To start the sign off procedure, press **SIGN on/off**.
2. To complete the process, press **F1**.

A receipt prints with a log off message and clerk totals.

WIC Balance Inquiry

This transaction prints the customer's current benefit balance.

1. To activate the **Balance Inquiry** option in the main menu, press **F3**.
2. Slide the card through the card reader slot, or enter the card number manually and press **ENTER**.
3. Ask the customer to enter his or her PIN into the terminal or handheld PIN pad and press **ENTER**.
4. Various transaction processing displays appear.
5. If the transaction is approved, a receipt is automatically generated. Give the receipt to the customer.
   OR
   If the transaction is declined, have the customer re-enter their PIN. If the transaction is again declined, have the customer contact WIC Customer Service.

WIC Purchase

This transaction accepts WIC benefits from customers as payment for WIC eligible items.

1. To activate the **WIC Purchase** option in the main menu, press **F2**.
2. Slide the card through the card reader slot, or enter the card number manually and press **ENTER**.

   > *NOTE: If the card is entered manually, a supervisor ID and password must be entered to continue the transaction.*

3. Ask the customer to enter their PIN into the terminal or handheld PIN pad and press **ENTER**.

   Various transaction processing displays appear and the WIC balance information is downloaded to the terminal.

4. To conduct a WIC transaction:
   - Use the handheld scanner to scan the bar code or manually enter the UPC of the item.
   - Enter the price of the item.
   - Press **ENTER** after each item is scanned.
   - Press **F1** when all items have been scanned.
5. If there are CVB items, enter the price and press **ENTER** after each entry. Press **F1** when all CVB items have been entered.
6. If coupons are being used enter the coupon amount and press **ENTER**.
7. Keep entering coupon amounts, pressing **ENTER** after each coupon amount.
8. Just like any other retail transaction, the coupon amount will reduce the redemption amount.
9. Press **F1** to complete the transaction.
10. A receipt will automatically print out.
11. If the transaction is approved or declined, give the customer copy of the receipt to the customer; press ENTER to print the merchant copy.

WIC Purchase - Cancel

This action allows for cancelation of the transaction during a purchase.

1. To cancel the transaction, press **CANCEL**.
2. To confirm the cancelation of the transaction, press **F1.**
3. To resume scanning, press F2.

WIC Purchase – Item Delete or Reduce Quantity

This transaction allows customers to remove or reduce the quantity of a particular product without cancelling the complete transaction.

1. To view the list of items scanned so far during the WIC purchase transaction, press **F2**.
2. To navigate between previous and next items, use **F1** and **F2**.
3. To delete the item from the scanned list, press **F3** and change the quantity to 0. Use **BACK** to clear value.
4. Navigate using function keys to delete or reduce additional items.
5. To save the changes, press **ENTER**.
6. To exit out of the screen, press CANCEL.

WIC Purchase – Void Last

This action allows the complete void of the last transaction.

1. To see more transaction options, press **MORE**.
2. To activate the **Void Last** option, press **F2**.
3. To void the transaction, press **F1**.
4. To cancel the void, press **F2**.

This action must be done prior to entering a new transaction or before the system times out.

Edit UPC List – Maintain Shelf Price

This transaction allows store management to maintain the shelf prices.

1. To see more transaction options, press **MORE**.
2. To activate the **Edit UPC List** option, press **F3**.
3. To navigate between previous and next items, use **F1** and **F2** keys.
4. Press **F3** to enter the new price and press **ENTER**.
5. Toggle between **F1**, **F2** and **F3** to select previous and next item and edit the price.
6. To exit, press **CANCEL**.
7. To save the changes, press F1.