



WIC Only Merchants POS Procedures Manual

For the Verifone Vx520

Revised Date: September 2020

Website www.ebtedge.com

Merchant Help Desk Number: _____

WIC Location ID: _____

WIC Terminal ID: _____

Table of Contents

1	POS Equipment.....	1
	Equipment Location Considerations.....	1
	Equipment Components.....	2
	Requirements and Installation	2
	Dial-up Connection – Connect the Phone Line.....	2
	Broadband Connection – Connect the Ethernet (LAN) Cable.....	3
	Connect the Scanner	3
	Connect the Power Pack Cable	3
	Optional Equipment - Connect the Handheld External PIN Pad	4
	Paper Replacement	4
	POS Terminal Function Keys.....	6
	F1 – F4 Keys	6
	Terminal Overlay and Function Keys	6
	Alpha Key	7
	Numbered Function Keys (1-0)	7
	Color-Coded Keys	7
	POS Terminal Overview.....	8
	WIC Card.....	8
	How to Swipe the WIC Card	9
	Receipts.....	10
	Messages	12
	Printed on Receipts.....	12
	Demo Mode	12
	Declined Codes	12
	Duplicate.....	13
	Displayed on Terminal Screen	13
2	Processing WIC Transactions.....	14
	Sign On Procedure	14
	Sign Off Procedure	14
	WIC Balance Inquiry	15

WIC Purchase.....	16
WIC Purchase with CVB Split Tender.....	19
WIC Purchase – Cancel	20
WIC Purchase – Item Delete.....	21
WIC Purchase – Reduce Quantity.....	21
WIC Purchase – Print Scanned Items.....	21
WIC Purchase – Reprint Receipt.....	22
WIC Purchase – Void Last.....	24
3 Supervisor Transactions	25
Add a Clerk or Supervisor ID	25
Add or Change a Password	26
Delete a Clerk or Supervisor ID.....	27
UPC Price Maintenance	28
Manual Card Entry	29
Demo Mode	29
To Exit Demo Mode	32
4 Totals Reporting	33
Vendor Totals.....	33
Terminal Totals	34
Clerk Totals	35
5 POS Download	36
Dial-Up Download Procedures.....	36
Broadband Download Procedures	37
EMA Partial Download.....	38
6 POS Equipment Troubleshooting.....	40
Terminal.....	40
External PIN Pad	41
Telephone Line	41
Broadband Internet Connection	41
Printer	42
Handheld Scanner	42

	Vx520 WIC Broadband Connectivity.....	43
	Check Hardware Connections.....	43
	Check Broadband Connection	43
	Restart a Network Connection	44
7	Maintenance	45
	Contact Information.....	45
	Daily Preparation	45
	Terminal.....	45
	PIN Pad.....	46
	Handheld Scanner	46
	Cleaning the Device.....	46
	Replacing the Interface Cable	46
8	Scanner Troubleshooting.....	48
9	Error Messages.....	49
	Error Messages Displayed on Terminal Screen.....	51
10	Glossary	52
	Glossary of WIC Terms	52

1 POS Equipment

This manual familiarizes you with the point-of-sale (POS) equipment and the application that allows merchants to serve customers eligible for WIC benefits. While using this application, merchants can assist customers with WIC benefit purchases at their stores.

Equipment Location Considerations

It is important to consider the following guidelines when selecting a location for the POS terminal:

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

Note

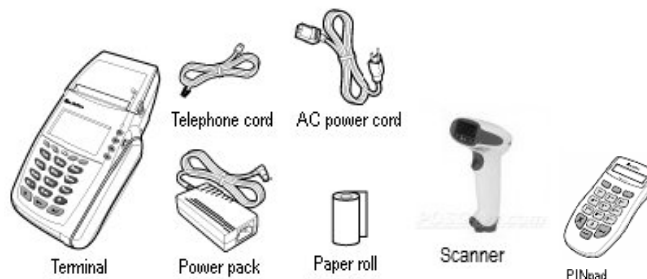
The telephone line and jack must be installed prior to POS equipment installation. This POS equipment supports the transaction processing over a broadband internet connection. If a vendor chooses to process transactions over broadband connection, connectivity should be readily available.

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

Equipment Components

Two main pieces of equipment are provided: the terminal with an integrated printer and the scanner. Make sure the components arrive with all of their parts. The following items should be included in the package:

- | | | |
|--|---|---|
| <ul style="list-style-type: none"> • Terminal • Alternating Current (AC) power cord • Scanner | <ul style="list-style-type: none"> • Power pack • Handheld PIN pad (optional equipment) • Paper roll | <ul style="list-style-type: none"> • Telephone cord • PIN pad |
|--|---|---|



Note

The Vx520 POS terminal comes equipped with an internal PIN pad. As a setup option, merchants can request a handheld PIN pad when they complete their contract agreement with FIS.

Requirements and Installation

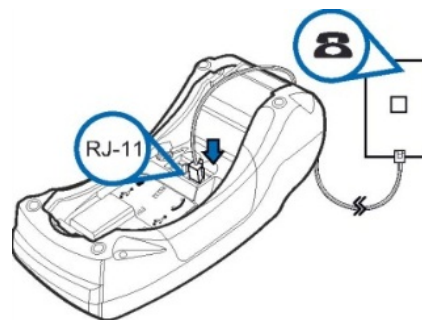
Terminal equipment installation requires one power outlet and either a telephone line with a modular telephone company jack (for dial-up connections) or an Ethernet (LAN) cable and port/wall jack (for broadband connections). No special wiring is needed. The power pack cables are approximately six (6) feet long, and the telephone cable runs up to seven (7) feet.

Dial-up Connection – Connect the Phone Line

1. Insert the telephone cord into the telephone port (☎) on the terminal.
2. Insert the other end of the telephone cord into the wall jack dedicated to the terminal.

Note

Your terminal may have a different configuration than the examples shown in this manual. However, the port symbols remain the same.

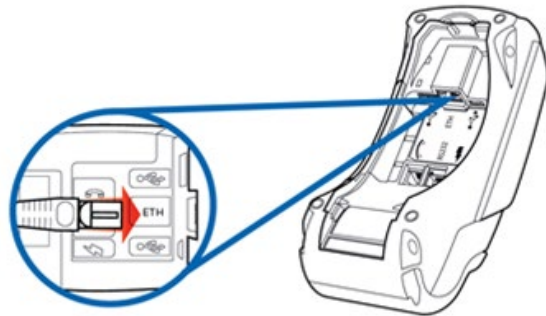


Broadband Connection – Connect the Ethernet (LAN) Cable

1. Insert one end of the Ethernet (LAN) cable into the ETH port on the terminal and the other end into the Ethernet (LAN) connection in the store (Ethernet port/wall jack).

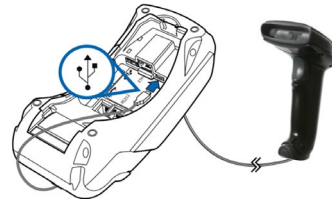
Note Each merchant must supply their own Ethernet cables.

2. LAN connectivity may vary by location. Please talk to your internet provider for any configuration questions or issues.



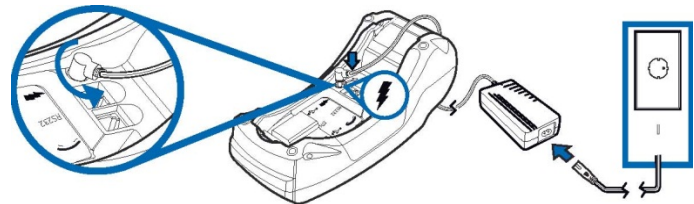
Connect the Scanner

1. Simply insert the USB cord end of the scanner into the USB port on the right side of the terminal.

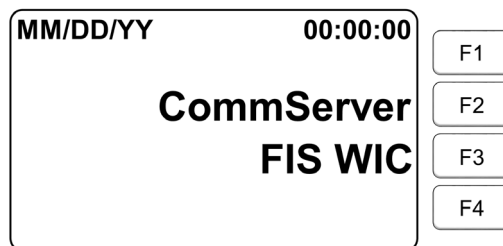


Connect the Power Pack Cable

1. Insert the barrel-shaped connector into the power port (⚡) on the terminal.
The power port location on the Vx520 is on the bottom of the terminal. Turn the connector to the locking position.
2. If available, route the cable through the cable retainer to secure the position of the power cord.
3. Insert the AC power cord into the power pack.
4. Plug the AC power cord into an indoor electrical outlet.



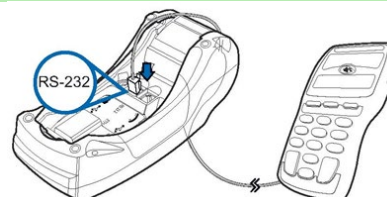
Your POS terminal is now ready for operation. When the terminal has power, the LCD screen lights up and the VeriFone logo blue LED indicator remains lit. The following screen is displayed.



Optional Equipment - Connect the Handheld External PIN Pad

Before connecting the PIN pad, make sure the green indicator LED is not lit. The terminal should not have power until after the PIN pad is connected.

1. If it is not already connected, insert the PIN pad cable grommet into the PIN pad device.
2. Insert the connector into the PIN pad port on the terminal.



Note

The Vx520 POS terminal comes equipped with an internal PIN pad, allowing the cardholder to enter their PIN using the terminal. An optional handheld PIN pad may also be used. If the handheld PIN pad is connected, the cardholder must enter the PIN using that device.

Paper Replacement

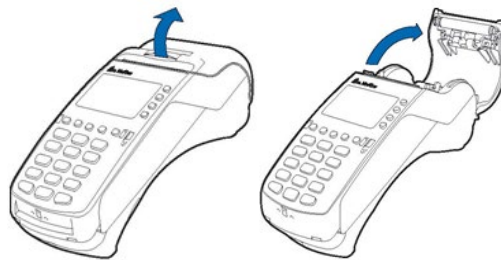
This section describes how to replace the paper roll in the Vx520 terminal. Each merchant should supply their own paper. The paper roll required is single-ply, thermal sensitive, 2.25 inches (58 millimeters) wide, by 82 feet.

Important

When the terminal is on, the green indicator light blinks to indicate the printer needs paper. A pink line will also appear on the receipt paper to indicate the need for replacement. Make sure the shiny side of the paper is on the outside of the roll once it is installed.

To install a paper roll in the terminal:

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



Opening the Printer Cover

2. Remove any partial roll of paper in the printer tray by lifting it up.
3. Loosen the glued leading edge of the new paper roll or remove the protective strip. Unwind the paper roll past any glue residue.
4. Hold the roll so the paper feeds from the bottom of the roll.
5. Drop the paper roll into the printer tray.



Loading the Paper Roll

6. Pull paper up past the glue residue.
7. Close the paper roll cover by gently pressing directly on the cover until it clicks shut, allowing a small amount of paper past the glue residue to extend outside the printer door.



Closing the Paper Roll Cover

Note

To prevent the paper roll cover from damaging the print roller, always gently press down on the printer dust cover to close it.

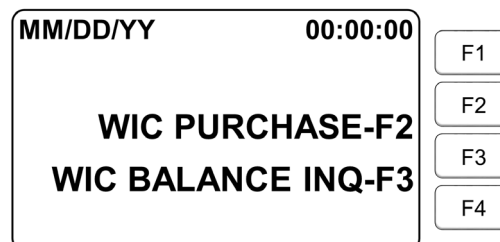
8. Tear the paper off against the serrated metal strip in the printer.

POS Terminal Function Keys

In addition to financial transactions, function keys allow you to perform clerk and supervisor transactions. The large display screen on the terminal provides helpful prompts for guidance through every transaction. Use the function keys by following the displayed prompts to initiate and complete transactions.

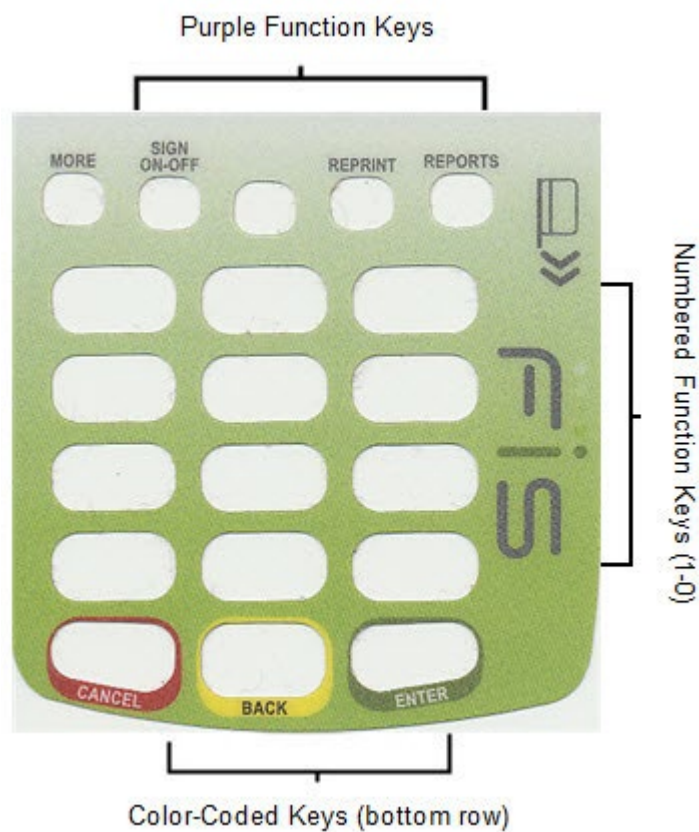
F1 – F4 Keys

The F1 – F4 keys are located to the right of the terminal screen. The display on the terminal screen shown here is the WIC Main Menu. Each menu option lines up with a function key (F1 - F4). For example, to perform a WIC purchase transaction, press **F2**.



Terminal Overlay and Function Keys

Below is a sample overlay that shows the terminal keys. The *purple function keys* are located directly below the terminal screen.



Purple Function Key	Purpose	Purple Function Key	Purpose
MORE 	Press the MORE function key to access additional functions.	SIGN ON-OFF 	Press the SIGN ON-OFF function key to display the SIGN ON-OFF options.
REPRINT 	Press the REPRINT function key to reprint the previous receipt.	REPORTS 	Press REPORTS to display the reports options.

Alpha Key

The ALPHA key is in the top, center between the purple function keys. It is used to change a number that has been entered into one of the corresponding alphabetic characters found on that numbered key. It also is used for troubleshooting situations. If needed, a Merchant Help Desk representative is available to walk you through the procedure.

Numbered Function Keys (1-0)

The keys numbered 1 through 0 are located below the purple function keys. They are used to enter the dollar amount and/or quantity for a transaction.

Color-Coded Keys

The keys on the bottom of the keypad are used as follows:

Key	Description
Cancel (Red)	Clears the display, and returns the user to the WIC Main Menu from any point in a transaction.
Back (Yellow)	Deletes the previously-keyed character.
Enter (Green)	Enters the information.

POS Terminal Overview

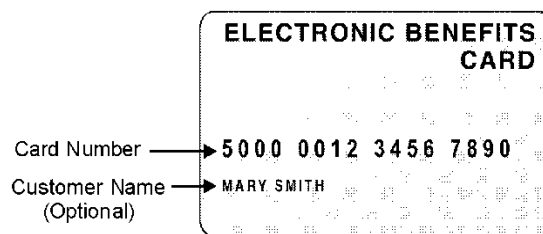
The terminal (as shown below) is used for swiping a customer's WIC card and performing clerk and supervisor transactions.



Terminal Key Identification

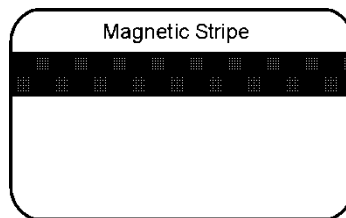
WIC Card

The WIC card is issued to a customer so the customer can use their benefit authorizations to make WIC benefit purchases.



Sample Front of Card

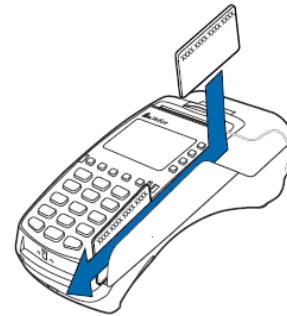
A magnetic stripe is located on the back of the card (as shown below).



Sample Back of Card

How to Swipe the WIC Card

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



Receipts

A Customer Receipt prints first. The receipt shows the amount and type of transaction requested and a message indicating whether the transaction is approved or denied. Tear off and give this receipt to the client.

YOUR STORE NAME 1234 ANY STREET ADDRESS YOUR TOWN, STATE, ZIP CODE																																																																		
Receipt Header																																																																		
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ID of Employee Using Terminal	MERCHANT TERM ID: WICW006001																																																																	
	CLERK ID: 123																																																																	
	DATE & TIME: 09/17/20XX 10:30 AM	Transaction Date & Time																																																																
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Approved Transaction	CARD: *****0007	Cardholder's WIC Card Number																																																																
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Transaction Details	<table border="1"> <thead> <tr> <th>QTY</th> <th>UNITS</th> <th>DESCRIPTION</th> <th>PRICE</th> </tr> </thead> <tbody> <tr> <td>12.00</td> <td>OZ</td> <td>Crispy Rice</td> <td></td> </tr> <tr> <td></td> <td></td> <td>1.00 @ \$3.99</td> <td>3.99</td> </tr> <tr> <td>1.00</td> <td>CON</td> <td>Canned Beans</td> <td></td> </tr> <tr> <td></td> <td></td> <td>1.00 @ \$2.35</td> <td>2.35</td> </tr> <tr> <td>1.00</td> <td>CAN</td> <td>SimSensitive12pwd</td> <td></td> </tr> <tr> <td></td> <td></td> <td>1.00 @ \$18.69</td> <td>18.69</td> </tr> <tr> <td>1.00</td> <td>GAL</td> <td>1% Milk</td> <td></td> </tr> <tr> <td></td> <td></td> <td>1.00 @ \$4.49</td> <td>4.49</td> </tr> <tr> <td>1.00</td> <td>CON</td> <td>Juice - Calcium Fortifie</td> <td></td> </tr> <tr> <td></td> <td></td> <td>1.00 @ \$5.99</td> <td>5.99</td> </tr> <tr> <td>7.00</td> <td>\$\$\$</td> <td>Fruits and Vegetables</td> <td></td> </tr> <tr> <td></td> <td></td> <td>7.00 @ \$1.00</td> <td>7.00</td> </tr> <tr> <td colspan="3">PURCHASE SUBTOTAL</td> <td>42.51</td> </tr> <tr> <td colspan="3">DISCOUNTS APPLIED</td> <td>0.00</td> </tr> <tr> <td colspan="3">APPROVED PURCHASE TOTAL</td> <td>32.15</td> </tr> </tbody> </table>	QTY	UNITS	DESCRIPTION	PRICE	12.00	OZ	Crispy Rice				1.00 @ \$3.99	3.99	1.00	CON	Canned Beans				1.00 @ \$2.35	2.35	1.00	CAN	SimSensitive12pwd				1.00 @ \$18.69	18.69	1.00	GAL	1% Milk				1.00 @ \$4.49	4.49	1.00	CON	Juice - Calcium Fortifie				1.00 @ \$5.99	5.99	7.00	\$\$\$	Fruits and Vegetables				7.00 @ \$1.00	7.00	PURCHASE SUBTOTAL			42.51	DISCOUNTS APPLIED			0.00	APPROVED PURCHASE TOTAL			32.15	Transaction Total Before Coupons
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	****PLEASE SAVE THIS RECEIPT****																																																																	

Sample of Customer Receipt

The Merchant Receipt is similar to the Customer Receipt. MERCHANT COPY is printed at the bottom instead of CARDHOLDER COPY. The Merchant Receipt is kept at the store.

Receipt Header	YOUR STORE NAME 1234 ANY STREET ADDRESS YOUR TOWN, STATE, ZIP CODE																																																																	
Unique Terminal ID	TERMINAL ID: WICW006 MERCHANT TERM ID: WICW006001	Unique POS Terminal ID																																																																
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		7.00 @ \$1.00	7.00																																																															
Applied Coupon Total	PURCHASE SUBTOTAL 42.51 DISCOUNTS APPLIED 0.00	Transaction Total Before Coupons																																																																
NTE Adjustment Total	PURCHASE TOTAL 42.51 NTE ADJUSTMENT 10.36	Purchase Total Includes NTE Adjustments and Coupons Applied																																																																
Balance Due from Cardholder	PAYMENT TO MERCHANT 32.15 BALANCE DUE/OTHER TENDER - \$ 0.00	NTE Adjustment is Subtracted from Purchase Total																																																																
	**** MERCHANT COPY **** ****PLEASE SAVE THIS RECEIPT****																																																																	

Sample of Merchant Receipt

Messages

Printed on Receipts

Bolded items, such as: ****DEMO MODE****, ****DECLINED****, and ****DUPLICATE RECEIPT**** are important to look for on a receipt when performing transactions.

Demo Mode

DEMO MODE is printed on the receipt when transactions are performed in demo mode. For more information on this topic, refer to [Demo Mode](#).

Declined Codes

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

Code	Description	Solution
AF	Invalid card prefix	Try entering the customer's WIC card number again. If the same message prints, call the Merchant Help Desk.
CA	Acceptor/Store ID not defined	Call the Merchant Help Desk.
CB	PIN not selected	Have the customer call the Cardholder Customer Service number on the back of his or her WIC card.
CC	Card not active	Have the customer call the Cardholder Customer Service number on the back of his or her WIC card.
CD	Return exceeds prior authorization	Have the customer call the Cardholder Customer Service number on the back of his or her WIC card.
I	Invalid PIN	Have the customer enter his or her PIN again. If the same message prints, have the customer call the Cardholder Customer Service number on the back of his or her WIC card.
N	Host unavailable/Cannot process	Try the transaction again. If it still does not work, call the Merchant Help Desk.
ND	Lost/stolen card	Have the customer call the Cardholder Customer Service number on the back of his or her WIC card.
NH	Expired card	Have the customer call the Cardholder Customer Service number on the back of his or her WIC card.
NR	PIN tries exceeded	Have the customer call the Cardholder Customer Service number on the back of his or her WIC card.
P	Client not on file	Try the transaction again. If the same message prints, have the customer call the Cardholder Customer Service number on the back of his or her WIC card.
PW	Invalid password	Enter your password again. If the same message prints, call the Merchant Help Desk.
PX	Invalid ID	Enter your ID again. If the same message prints, call the Merchant Help Desk.
PZ	System problems	Call the Merchant Help Desk.

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

Note	<i>For all other declined messages or error codes printed on the receipt, call the Merchant Help Desk.</i>
-------------	--

Duplicate

When this message is printed on the receipt, it means the clerk or supervisor reprinted a receipt for the last transaction performed at a particular POS terminal. (See [WIC Purchase – Reprint Receipt](#)) For more explanation, call the Merchant Help Desk.

Displayed on Terminal Screen

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

Displayed	Explanation
APPROVED	Transaction is accepted.
CLOSED	Terminal is closed. No user is signed on.
CONNECTED	Host answered.
DECLINED	Transaction is denied.
DEMO MODE	Terminal is in training mode.
DIALING PRIMARY	Terminal is dialing telephone number.
LINE CHECK	Terminal is checking for dial tone.
PLEASE WAIT	Terminal is processing.
RECEIVING	Terminal is receiving transaction data from host.
TRANSMITTING	Terminal is sending transaction data to host.

2 Processing WIC Transactions

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

Sign On Procedure

You only need to sign in when the terminal displays **CLOSED**.

Note

If your store has more than one terminal, you must sign on using a unique ID at each terminal. Whenever you move from one terminal to another, sign off from the current terminal and sign on to the next terminal.

You will be signed off automatically if you attempt to use two or more terminals with the same ID at the same time. Avoid this disruption by using a unique ID at each terminal.

To sign on to the POS terminal:

1. Press **SIGN ON-OFF** (2nd purple key at bottom of display).
2. Enter your 3-digit ID number, and press **ENTER**.
3. Enter your 4-digit password, and press **ENTER**.

The terminal displays **SIGN-ON PENDING SUCCESSFUL TRANSACTION**.

The host will verify your user credentials when you complete your first transaction.

Sign Off Procedure

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

Warning

The terminal does not time out. If you leave at the end of your shift without signing off, the next clerk to use that station will not be able to sign on.

To sign off of the POS terminal:

1. Press **SIGN ON-OFF** (2nd purple key at bottom of display).
2. Press **F1** (Yes) to complete the process or press **F2** (No) to cancel and return to the WIC Main Menu.
3. A receipt prints with a sign off message and your clerk totals.

The terminal displays **CLOSED** when your sign off is complete.

YOUR STORE NAME		
1234 ANY STREET ADDRESS		
YOUR TOWN, STATE, ZIP CODE		
STORE ID:	WICW006	
TERMINAL ID:	WICW006001	
CLERK ID:	123	
Sign on Date/Time:	09/20/20XX 09:15 AM	
Sign off Date/Time:	09/20/20XX 04:45 PM	
WIC SIGN-OFF		
WIC Checkout	000	\$53.00
Coupons/Discounts		\$10.36-
Adjustments (NTE & Coupons)		\$10.36-
WIC Reimbursement Total		\$42.64
END OF REPORT		

Sign Off Receipt

WIC Balance Inquiry

The balance inquiry transaction can be performed by a cardholder or a clerk.

1. Press **F3** (WIC Balance Inq).
2. Slide the card through the card reader slot, or enter the card number manually and press **ENTER**.
3. Have the customer enter his or her PIN.

Note

The Vx520 POS terminal comes equipped with an internal PIN pad, allowing the cardholder to enter their PIN using the terminal. If the optional, handheld PIN pad is connected, the cardholder must enter the PIN using that device.

In either situation, the customer enters their PIN using the keys (1-0), and then presses the green ENTER key.

The transaction message APPROVED or DECLINED displays on the screen. If approved, the WIC Main Menu displays after processing is complete. If denied, an error message displays indicating the denial reason (e.g., Error Invalid PIN).

Note

The customer's balance is not displayed on the terminal screen.

- The Customer Receipt (as shown below) prints, and shows whether the transaction is approved or denied. Tear it off and give this receipt to the customer.

YOUR STORE NAME	
1234 ANY STREET ADDRESS	
YOUR TOWN, STATE, ZIP CODE	
TERMINAL ID:	WICW006
MERCHANT TERM ID:	WICW006001
CLERK ID:	123
DATE & TIME:	09/17/20XX 10:25 AM
SEQUENCE NUMBER:	037
CARD:	*****0007
AUTH CODE:	123499
BALANCE INQUIRY	
BENEFITS EXPIRE ON 10-04-20XX	
QTY	UNITS DESCRIPTION
1.00	LB Cheese
0.00	DOZ Eggs
36.00	OZ Breakfast Cereal
1.00	CON Beans/Peas/Peanut Butter
2.00	CAN Sim Sensitive (12 oz pwd)
1.00	QT Yogurt-Low/NonFat (32 oz)
2.00	GAL Fat Free/Skim or 1%
1.00	CON Juice (froz. 11.5-12 oz)
9.00	GAL 1% Milk
10.00	\$\$\$ Fruits and Vegetables
10.00	\$\$\$ Fresh Fruit & Vegetable
**** CARDHOLDER COPY ****	
****PLEASE SAVE THIS RECEIPT****	

Balance Inquiry Receipt

WIC Purchase

A WIC Purchase transaction is performed when the cardholder is ready to check out. This transaction accepts WIC benefits from customers as payment for WIC eligible items.

- Press **F2** (WIC Purchase).
- Slide the card through the card reader slot, or manually enter the card number using the gray number keys (1-0) on the terminal and press **ENTER**.

Note

If the card number is entered manually, a supervisor ID and password must be entered to continue the transaction.

- Have the customer enter his or her 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.
- Scan the UPC bar code using the scanner, or manually enter the UPC code and press **ENTER**.
- Enter the price of the item, and press **ENTER**.

7. After all items have been scanned or manually entered, press **F1** (Total).
 - a. If there are CVB (fruit/vegetable) items, press **F1** (Yes). If there are no CVB items, press **F2** (No).
 - b. Enter the CVB amount and press **ENTER** after each CVB item.
 - c. After all the CVB items have been entered, press **F1** (Total).
8. If the cardholder has coupons, press **F1** (Yes). If the cardholder does not have coupons, press **F2** (No).
9. Enter the coupon amount and press **ENTER** after each coupon is entered.
10. After all the coupon amounts have been entered, press **F1** (Total).
11. Press **F1** (Yes) to complete the transaction.
12. The Customer Receipt prints, showing whether the transaction is approved or denied. Tear it off and give this receipt to the customer.
13. If there is a balance due, collect payment from the customer.
14. Press **F1** (Yes) to print the Vendor Receipt.

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

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

WIC PURCHASE

QTY	UNITS	DESCRIPTION	PRICE
12.00	OZ	Crispy Rice	
		1.00 @ \$3.99	3.99
1.00	CON	Canned Beans	
		1.00 @ \$2.35	2.35
1.00	CAN	SimSensitive12pwd	
		1.00 @ \$18.69	18.69
1.00	GAL	1% Milk	
		1.00 @ \$4.49	4.49
1.00	CON	Juice - Calcium Fortifie	
		1.00 @ \$5.99	5.99
7.00	\$\$\$	Fruits and Vegetables	
		7.00 @ \$1.00	7.00
PURCHASE SUBTOTAL			42.51
DISCOUNTS APPLIED			0.00
APPROVED PURCHASE TOTAL			32.15
BALANCE DUE - \$ 0.00			
BENEFITS EXPIRE ON 10-04-20XX			
QTY	UNITS	DESCRIPTION	
1.00	LB	Cheese	
0.00	DOZ	Eggs	
24.00	OZ	Breakfast Cereal	
0.00	CON	Beans/Peas/Peanut Butter	
1.00	CAN	Sim Sensitive (12 oz pwd)	
1.00	QT	Yogurt-Low/NonFat (32 oz)	
2.00	GAL	Fat Free/Skim or 1%	
0.00	CON	Juice (froz. 11.5-12 oz)	
8.00	GAL	1% Milk	
3.00	\$\$\$	Fruits and Vegetables	
2.00	\$\$\$	Fresh Fruit & Vegetable	

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

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

WIC PURCHASE

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

WIC Purchase Receipts

Note

Clerks must review the merchant copy of the receipt to ensure NTE amounts are reasonable. Merchants should contact the WIC Agency to report issues or to clarify approved prices for items.

WIC Purchase with CVB Split Tender

The FIS WIC POS solution allows the merchant to allow split tender functionality for CVB items. In this situation, the clerk need not remove the CVB items from the check-out lane if the purchase quantity is more than cardholder's balance. The clerk will be prompted in this situation and will be asked whether they wish to continue the transaction. If the transaction is continued, the WIC host authorizes the CVB items for available balance only and allows the clerk to collect the remaining balance in another form of tender.

1. Press **F2** (WIC Purchase).
2. Slide the card through the card reader slot, or manually enter the card number using the gray number keys (1-0) on the terminal and press **ENTER**.

Note	<i>If the card number is entered manually, a supervisor ID and password must be entered to continue the transaction.</i>
-------------	--

3. Have the customer enter his or her PIN, and press **ENTER**.

Note	<i>If a handheld PIN pad is connected to the POS terminal, the customer must enter his or her PIN on it.</i>
-------------	--

4. Various transaction processing displays appear and the WIC balance information is downloaded to the terminal.
5. Scan the UPC bar code using the scanner, or manually enter the UPC code using the number keys and press **ENTER**.
6. Enter the price of the item using the number keys, and press **ENTER**.
7. After all items have been scanned or manually entered, press **F1** (Total).
8. If there are CVB items, press **F1** (Yes). If there are no CVB items, press **F2** (No).
9. Enter the CVB amount using the number keys and press **ENTER** after each CVB item is entered.
10. If the total CVB purchase amount exceeds the cardholder's CVB balance, the following message will be displayed: "Insufficient Balance Continue?"
11. Press **F1** (Yes) to continue.
12. If the cardholder has coupons, press **F1** (Yes). If the cardholder does not have coupons, press **F2** (No).
13. Enter the coupon amount using the number keys and press **ENTER** after each coupon is entered.
14. After all the coupon amounts have been entered, press **F1** (Total).
15. Press **F1** (Yes) to complete the transaction.
16. The Customer Receipt prints, showing whether the transaction is approved or denied.
17. If there is a balance due, collect payment from the customer.
18. Press **F1** (Yes) to print the Vendor Receipt.

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

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

WIC PURCHASE

QTY	UNITS	DESCRIPTION	PRICE
1.00	GAL	1% Milk	
		1.00 @ \$4.49	4.49
6.00	\$\$\$	Fruits and Vegetables	
		6.00 @ \$1.00	6.00
PURCHASE SUBTOTAL			10.49
DISCOUNTS APPLIED			0.00
APPROVED PURCHASE TOTAL			10.49
BALANCE DUE - \$ 3.00			
BENEFITS EXPIRE ON 10-04-20XX			
QTY	UNITS	DESCRIPTION	
1.00	LB	Cheese	
0.00	DOZ	Eggs	
24.00	OZ	Breakfast Cereal	
1.00	CON	Beans/Peas/Peanut Butter	
1.00	CAN	Sim Sensitive (12 oz pwd)	
1.00	QT	Yogurt-Low/NonFat (32 oz)	
2.00	GAL	Fat Free/Skim or 1%	
0.00	CON	Juice (froz. 11.5-12 oz)	
7.00	GAL	1% Milk	
0.00	\$\$\$	Fruits and Vegetables	
0.00	\$\$\$	Fresh Fruit & Vegetable	

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

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

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

WIC PURCHASE

QTY	UNITS	DESCRIPTION	PRICE
1.00	GAL	1% Milk	
		1.00 @ \$4.49	4.49
6.00	\$\$\$	Fruits and Vegetables	
		6.00 @ \$1.00	6.00
PURCHASE SUBTOTAL			10.49
DISCOUNTS APPLIED			0.00
PURCHASE TOTAL			10.49
NTE ADJUSTMENT			0.00
PAYMENT TO MERCHANT			10.49
BALANCE DUE/OTHER TENDER - \$ 3.00			

**** MERCHANT COPY ****

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WIC Purchase Receipts with CVB Split Tender

WIC Purchase – Cancel

This action allows you to cancel a transaction.

1. At any time during the transaction, press **CANCEL** to cancel the transaction.
2. Press **F1** (Yes) to confirm cancellation and return to the WIC Main Menu. Press **F2** (No) to resume the transaction.

WIC Purchase – Item Delete

This function can be used to delete individual items from this purchase, but not the entire transaction.

1. At any point during the scanning process, press **F2** (List) to see the list of scanned items.
2. Press **F1** (Prev) and **F2** (Next) to navigate through the list.
3. When you locate the desired item, press **F3** (Qty) to view the quantity of the item.
4. Change the quantity to 0 by pressing **BACK** on the terminal to highlight the amount, and then press the **0** key on the terminal. When finished, press **ENTER**.

The item will be removed from the shopping list, but not from the individual's WIC benefit balance.

WIC Purchase – Reduce Quantity

This function can be used to reduce the individual item quantity.

1. At any point during the scanning process, press **F2** (List) to view the list of scanned items.
2. Press **F1** (Prev) and **F2** (Next) to navigate through the list.
3. When you locate the desired item, press **F3** (Qty) to view the quantity of the item.
4. Change the quantity to the desired amount by pressing **BACK** on the terminal to highlight the amount, enter the new amount , and press **ENTER**.

The item quantity will be modified in the shopping list, but not in the individual's WIC benefit balance.

5. Press **ENTER** to finish the transaction.

WIC Purchase – Print Scanned Items

This function can be used to print the scanned items before sending the transaction to the host.

1. At any point during the scanning process, press **F2** (List) to view the list of scanned items.
2. Press **F4** (Prnt) to print the list of items that have been scanned.

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

Scanned Items Print Receipt

WIC Purchase – Reprint Receipt

This function is used to reprint a receipt within 24 hours of the transaction. It will print both the cardholder and merchant receipts.

1. Press **REPRINT** (3rd purple function key).

By default, the last transaction will be displayed.

2. To print the last receipt, press **F3** (Prnt).
3. To find a different transaction receipt to print, press **F1** (Prev).
4. Navigate through the list by pressing **F1** (Prev) or **F2** (Next), and press **F3** (Prnt) when the desired item is located.

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

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

WIC PURCHASE

*** REPRINT ***

QTY	UNITS	DESCRIPTION	PRICE
1.00	GAL	1% Milk	
		1.00 @ \$4.49	4.49
6.00	\$\$\$	Fruits and Vegetables	
		6.00 @ \$1.00	6.00
PURCHASE SUBTOTAL			10.49
DISCOUNTS APPLIED			0.00
APPROVED PURCHASE TOTAL			10.49
BALANCE DUE - \$ 3.00			
BENEFITS EXPIRE ON 10-04-20XX			
QTY	UNITS	DESCRIPTION	
1.00	LB	Cheese	
0.00	DOZ	Eggs	
24.00	OZ	Breakfast Cereal	
0.00	CON	Beans/Peas/Peanut Butter	
1.00	CAN	Sim Sensitive (12 oz pwd)	
1.00	QT	Yogurt-Low/NonFat (32 oz)	
2.00	GAL	Fat Free/Skim or 1%	
0.00	CON	Juice (froz. 11.5-12 oz)	
7.00	GAL	1% Milk	
0.00	\$\$\$	Fruits and Vegetables	
0.00	\$\$\$	Fresh Fruit & Vegetable	

**** CARDHOLDER COPY ****

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

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

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

WIC PURCHASE

*** REPRINT ***

QTY	UNITS	DESCRIPTION	PRICE
1.00	GAL	1% Milk	
		1.00 @ \$4.49	4.49
6.00	\$\$\$	Fruits and Vegetables	
		6.00 @ \$1.00	6.00
PURCHASE SUBTOTAL			10.49
DISCOUNTS APPLIED			0.00
PURCHASE TOTAL			10.49
NTE ADJUSTMENT			0.00
PAYMENT TO MERCHANT			10.49
BALANCE DUE/OTHER TENDER - \$ 3.00			

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WIC Purchase – Reprint Receipts

WIC Purchase – Void Last

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

1. Press **MORE** (1st purple function key).
2. Press **F2** (Void Last).
3. Press **F1** (Yes) to void the transaction, or press **F2** (No) to cancel the void.

YOUR STORE NAME	
1234 ANY STREET ADDRESS	
YOUR TOWN, STATE, ZIP CODE	
TERMINAL ID:	WICW006
MERCHANT TERM ID:	WICW006001
CLERK ID:	123
DATE & TIME:	09/17/20XX 10:24 AM
SEQUENCE NUMBER:	007
CARD:	*****0007
AUTH CODE:	123517
VOID LAST SUCCESSFUL	
WIC PURCH VOIDED	
** DO NOT DISP CASH **	
**** MERCHANT COPY ****	
****PLEASE SAVE THIS RECEIPT****	

WIC Purchase – Void Last Receipt

3 Supervisor Transactions

The following section describes the functions managers can perform from any WIC POS terminal. Only a supervisor is able to set up a new clerk or supervisor's ID, delete an ID, and add or change a password. Follow these guidelines:

- Add your own ID, using a Supervisor ID number 900-998.
- Assign a separate ID to each clerk or supervisor using the POS terminal by logging on with your Supervisor ID.
- Make sure each ID is three digits; 900-998 for a supervisor and 001 to 899 for a clerk.
- Assign each password using four digits, but not four zeros (0000).

Add a Clerk or Supervisor ID

Use any FIS supplied POS terminal in the store to add an ID for a clerk or supervisor.

Note

If a location has more than one terminal, the supervisor should only sign on to one terminal at a time. If the supervisor must move to another lane, he or she must first sign off of their current terminal before signing on to a different terminal.

To begin this transaction:

1. Press **MORE** (1st purple function key).
2. Press **F4** (Clerk Setup).
3. Press **F2** (Add Clerk).
4. Enter your supervisor ID, and press **ENTER**.
5. Enter your supervisor password, and press **ENTER**.
6. Enter the 3-digit ID for the new clerk or supervisor, and press **ENTER**.
7. Enter the 4-digit password for the new clerk or supervisor, and press **ENTER**.
8. Verify the password by re-entering the 4-digits previously entered, and press **ENTER**.

A message will display on the terminal to confirm the clerk or supervisor ID is added to the database.

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

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

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

CLERK SETUP

PASSWORD/ID HAS BEEN ADDED FOR
EMPLOYEE 123

**** MERCHANT COPY ****

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

Add an ID Receipt – Confirmation

Add or Change a Password

Use any FIS supplied POS terminal in the store to add or change a password for a clerk or supervisor. To begin this transaction:

1. Press **MORE** (1st purple function key).
2. Press **F4** (Clerk Setup).
3. Press **F3** (Change Password).
4. Enter your supervisor ID, and press **ENTER**.
5. Enter your supervisor password, and press **ENTER**.
6. Enter the 3-digit ID for the clerk or supervisor whose password is being changed, and press **ENTER**.
7. Enter the new 4-digit password for the clerk or supervisor, and press **ENTER**.
8. Enter the new 4-digit password again to confirm, and press **ENTER**.

A message will display on the terminal to confirm the password is changed in the database.

If the password is successfully changed in the system, a receipt prints to confirm the password has been changed. If the password is not successfully changed, a message prints on the receipt to indicate the problem.

YOUR STORE NAME	
1234 ANY STREET ADDRESS	
YOUR TOWN, STATE, ZIP CODE	
TERMINAL ID:	WICW006
MERCHANT TERM ID:	WICW006001
CLERK ID:	123
DATE & TIME:	09/17/20XX 11:27 AM
SEQUENCE NUMBER:	016
 CLERK SETUP	
PASSWORD/ID HAS BEEN CHANGED FOR EMPLOYEE 123	
 **** MERCHANT COPY ****	
****PLEASE SAVE THIS RECEIPT****	

Change Password Receipt – Confirmation

Delete a Clerk or Supervisor ID

Use any FIS supplied POS terminal in the store to delete an ID. The clerk or supervisor must be signed off before you can delete his or her ID from the system. To begin this transaction:

1. Press **MORE** (1st purple function key).
2. Press **F4** (Clerk Setup).
3. Press **F4** (Delete Clerk).
4. Enter your supervisor ID, and press **ENTER**.
5. Enter your supervisor password, and press **ENTER**.
6. Enter the 3-digit ID for the clerk or supervisor being deleted, and press **ENTER**.
7. Press **F2** (Yes) to complete the transaction.

A message will display on the terminal to confirm the clerk or supervisor ID is deleted from the database.

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

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

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

CLERK SETUP

PASSWORD/ID HAS BEEN DELETED FOR
EMPLOYEE 123

**** MERCHANT COPY ****

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

Delete an ID Receipt – Confirmation

UPC Price Maintenance

This function is used to maintain the shelf-price for all the WIC items in the store. You can scan each UPC and save the shelf-price so that during a purchase transaction the price entry will be handled by the terminal. You can also update prices that you have previously saved and press **F4** (Prnt) to print the complete list of shelf-prices stored in the terminal.

1. Press **MORE** (1st purple function key).
2. Press **F3** (Edit UPC List).
3. To add a new item:
 - a. Scan the item's UPC code. If it is WIC eligible, the description displays.
 - b. Press **F3** (Edit) to enter the price.
4. To change the price for an existing item:
 - a. Scan the item's UPC code or press **F1** (Prev) and **F2** (Next) to navigate through the list to locate the desired item.
 - b. Press **F3** (Edit) to edit the price.
5. Repeat steps 3 and 4 for remaining items.
6. Press **CANCEL** when you have finished adding items or updating prices.
7. Press **F1** (Yes) to save the changes.
8. The screen confirms the changes have been saved before the WIC Main Menu displays.

YOUR STORE NAME	
1234 ANY STREET ADDRESS	
YOUR TOWN, STATE, ZIP CODE	
TERMINAL ID:	WICW006
MERCHANT TERM ID:	WICW006001
CLERK ID:	123
DATE & TIME:	09/17/20XX 3:34 PM
SHELF PRICES	
Kroger 2% Milk ½ Gal.	\$2.20
Kroger Whole Milk 1 Gal.	\$3.99
Kroger 2% Milk 1 Gal.	\$3.65
Mont Jack Cheese 8 oz.	\$2.99
Cheddar Cheese 16 oz.	\$3.76
Medium Eggs Dozen	\$0.99
Large Eggs Dozen	\$1.26
Peanut Butter 18 oz.	\$2.99
Pink Salmon 6 oz.	\$5.99
Tuna 6 oz.	\$1.89
Black Beans 16 oz.	\$0.87
Wheat Chex 16 oz.	\$2.25
Wheat Chex 8 oz.	\$2.25
Whole Grain Bread 24 oz.	\$1.25
Corn Chex 16 oz.	\$1.25
Corn Chex 8 oz.	\$1.25
Kix 16 oz.	\$2.25
=====	
Number of Items = 17	
=====	

Store Shelf Prices Print Out

Manual Card Entry

Note Customers must have their WIC cards with them to perform a Manual Card Entry.

The manual card entry transaction is performed when the customer's card does not slide through the card reader slot or when the terminal cannot read the magnetic stripe.

Follow the instructions below to manually enter the customer's card number when **Swipe Card or Enter Card Number** displays on the terminal screen. (The card number is found on the front of the WIC card.)

1. Enter the customer's card number, and press **ENTER**.
2. Instruct the customer to enter their PIN to continue with the transaction.

Demo Mode

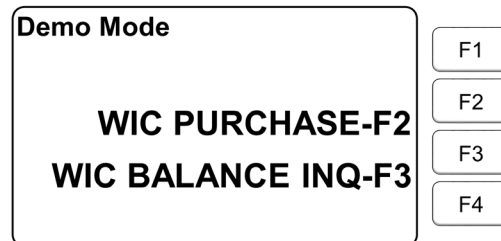
Caution Demo Mode is for training only. Stores are not paid for transactions performed in Demo Mode.

Demo Mode allows a user to practice performing a transaction. To sign on in Demo Mode:

1. Press **ENTER** for the Function screen.

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2. Press **9** using the number keys on the terminal.
3. Enter the demo mode password, **0723**, and press **ENTER**.
4. DEMO MODE displays at the top of the main menu screen.
5. Practice transactions in demo mode.



Display in Demo Mode

6. After a transaction has been practiced while in Demo Mode, a Customer Receipt prints, specifying the transaction was performed in Demo Mode. Tear off receipt and discard. Press any key to print the Merchant Receipt.

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

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

WIC PURCHASE

*** DEMO MODE ***

QTY	UNITS	DESCRIPTION	PRICE
1.00	GAL	1% Milk	
		1.00 @ \$4.49	4.49
6.00	\$\$\$	Fruits and Vegetables	
		6.00 @ \$1.00	6.00
PURCHASE SUBTOTAL			10.49
DISCOUNTS APPLIED			0.00
APPROVED PURCHASE TOTAL			10.49
BALANCE DUE - \$ 3.00			
BENEFITS EXPIRE ON 10-04-20XX			
QTY	UNITS	DESCRIPTION	
1.00	LB	Cheese	
0.00	DOZ	Eggs	
24.00	OZ	Breakfast Cereal	
0.00	CON	Beans/Peas/Peanut Butter	
1.00	CAN	Sim Sensitive (12 oz pwd)	
1.00	QT	Yogurt-Low/NonFat (32 oz)	
2.00	GAL	Fat Free/Skim or 1%	
0.00	CON	Juice (froz. 11.5-12 oz)	
7.00	GAL	1% Milk	
0.00	\$\$\$	Fruits and Vegetables	
0.00	\$\$\$	Fresh Fruit & Vegetable	

**** CARDHOLDER COPY ****

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

Demo Mode Receipt

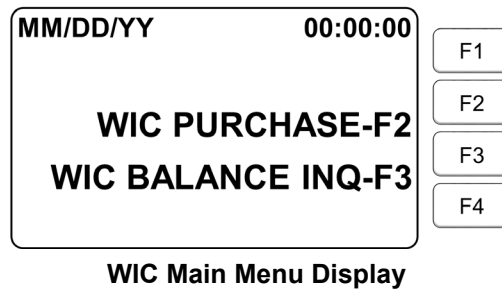
When a transaction is practiced in Demo Mode, DEMO MODE prints at the top of the receipt.

To Exit Demo Mode

1. Press **ENTER** for the Function screen.
2. Press **9** using the number keys on the terminal.

IN LIVE MODE displays on the screen for a few seconds.

3. When the WIC Main Menu displays, you may begin an actual transaction or sign off of the terminal.

**Caution**

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

4 Totals Reporting

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

Vendor Totals

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

To initiate a *Store Totals Report*:

1. Press **REPORTS** (last purple function key).
2. Press **F2** (Vendor Totals).
3. Enter the Supervisor ID, and press **ENTER**.
4. Enter the Supervisor password, and press **ENTER**.
5. Enter the reporting date **<MM/DD/YY>**, and press **ENTER**.
 - a. The terminal screen displays messages while the transaction is processed.
 - b. The *Store Totals Report* prints.

YOUR STORE NAME		
1234 ANY STREET ADDRESS		
YOUR TOWN, STATE, ZIP CODE		
DATE & TIME:		09/17/20XX 5:30 PM
VENDOR TOTALS		
TERMINAL ID:	WICW006001	
SEQUENCE NUMBER:	136	
SETTLEMENT DATE:	09/18/20XX	
WIC Checkout	004	\$53.00
Coupons/Discounts		\$10.36-
Adjustments (NTE & Coupons)		\$10.36-
WIC Reimbursement Total		\$42.64
END OF REPORT		

Store Totals Report

Terminal Totals

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

1. Press **REPORTS** (last purple function key).
2. Press **F3** (Terminal Totals).
3. Enter the Supervisor ID, and press **ENTER**.
4. Enter the Supervisor password, and press **ENTER**.
5. Enter the reporting date **<MM/DD/YY>**, and press **ENTER**.
 - a. The terminal screen displays messages while the transaction is processed.
 - b. The *Terminals Totals Report* prints.

YOUR STORE NAME		
1234 ANY STREET ADDRESS		
YOUR TOWN, STATE, ZIP CODE		
DATE & TIME:	09/17/20XX 5:40 PM	
TERM TOTALS		
TERMINAL ID:	WICW006001	
SEQUENCE NUMBER:	140	
SETTLEMENT DATE:	09/18/20XX	
TERMINAL : WICW006		
WIC Checkout	003	\$53.00
Coupons/Discounts		\$10.36-
Adjustments (NTE & Coupons)		\$10.36-
WIC Reimbursement Total		\$42.64
TERMINAL : WICW003		
WIC Checkout	003	\$50.56
Coupons/Discounts		\$7.00-
Adjustments (NTE & Coupons)		\$7.00-
WIC Reimbursement Total		\$43.56
END OF REPORT		

Terminal Totals Report

Clerk Totals

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

To initiate a Clerk Totals Report:

1. Press **REPORTS** (last purple function key).
2. Press **F4** (Clerk Totals).
3. Enter the reporting date **<MM/DD/YY>**, and press **ENTER**.
 - a. The terminal screen displays messages while the transaction is processed.
 - b. The *Clerk Totals Report* prints.

YOUR STORE NAME		
1234 ANY STREET ADDRESS		
YOUR TOWN, STATE, ZIP CODE		
DATE & TIME:	09/17/20XX 5:38 PM	
CLERK TOTALS		
TERMINAL ID:	WICW006001	
SEQUENCE NUMBER:	138	
SETTLEMENT DATE:	09/18/20XX	
CLERK: 123		
WIC Checkout	004	\$53.00
Coupons/Discounts		\$10.36-
Adjustments (NTE & Coupons)		\$10.36-
WIC Reimbursement Total		\$42.64
END OF REPORT		

Clerk Totals Report

5 POS Download

The following section describes how to perform analog and broadband download procedures, as well as an Estate Management Agent (EMA) application partial download. POS downloads contain a variety of software updates, including APL files.

Dial-Up Download Procedures

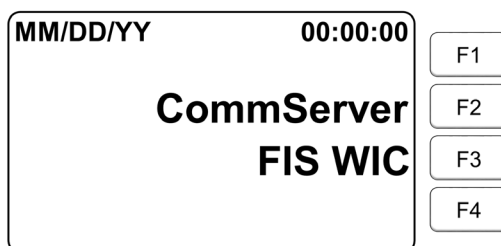
1. Press **F3** (FIS WIC) on the WIC Main Menu.
2. Press **ENTER**.

Note

*You can cancel the download anytime during steps 3 through 9. Press **CANCEL** to cancel the download and return to the WIC Main Menu.*

3. Press **3** using the gray number keys (1-0) on the terminal.
4. If the store does not require a dial prefix, press **ENTER** and **3**.
5. If the store requires a dial prefix (9) and it is not listed in the download number proceed
6. with the following steps:
 - a. Press the yellow **BACK** key eleven times (there should not be a telephone number listed).
 - b. Press **9**.
 - c. Press **ALPHA** one time.
 - d. Enter the download number, **18772296831**.
 - e. Press **ENTER** and **3**.
7. Press **ENTER**, again.
8. Press **ENTER**.
9. Press **F4** (FAST).
10. Press **F3** (FULL).
11. To continue the download, press **F1** (YES).

The device is being updated. Please wait until the download is complete and the WIC Main Menu is displayed before using the device.



12. Press **F3** (FIS WIC) on the WIC Main Menu.

The user is now able to **SIGN ON** to the terminal using their Clerk ID and password.

Broadband Download Procedures

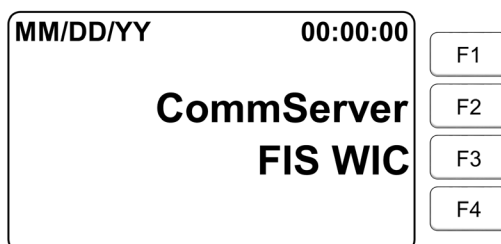
1. Press **F3** (FIS WIC).
2. Press **ENTER**.

Note

*You can cancel the download anytime during steps 3 through 9. Press **CANCEL** to cancel the download and return to the WIC Main Menu.*

3. Press **3** using the gray number keys (1-0) on the terminal.
4. If the URL/IP address is not present, proceed with the following steps:
 - a. Enter the URL/IP address, **SSLGTWYP1.FNIS.COM:8013**, or the dotted decimal IP address, **67.23.53.172:8013**.
 - b. Press **ENTER**.
5. Press **ENTER**.
6. Press **F4** (FAST).
7. Press **F3** (FULL).
8. To continue the download, press **F1** (YES).

The device is being updated. Please wait until the download is complete and the WIC Main Menu is displayed before using the device.



9. Press **F3** (FIS WIC) on the WIC Main Menu.

The user is now able to **SIGN ON** to the terminal using their Clerk ID and password.

EMA Partial Download

Estate Management Agent (EMA) application can be used to get the latest version of the application from the host (Vericentre). While the terminal is powered on and the WIC Main Menu is displayed, vendors do not need to check for an update. The terminal will dial in to the FIS terminal management system to check for updates to the APL. If there is an update, the terminal will automatically start the process to receive the latest APL. However, at the vendor's discretion, EMA can be used in two ways to initiate forced updates:

- Manual or forced update check and update.
 - Auto or scheduled update check and update.
1. From the WIC Main Menu, press **9** using the gray number keys (1-0) on the terminal.
 2. The EMA Options Menu is displayed.
 3. Press **F2** (Update Check).
 4. Enter the provided password, and press **ENTER**.

Note	<i>FIS will provide the necessary password needed to perform the download.</i>
-------------	--

The *Update Check Summary Report* will print.

ESTATE MANAGEMENT UPDATE CHECK SUMMARY REPORT	
12-MAR-20XX	08:31:04
UPDATES ARE AVAILABLE	
NEXT SCHEDULED UPDATE	
DATE TIME:	13-MAR-20XX 08:25:00
HOST:	VERICENTER
COMM TYPE:	ETHERNET
IP ADDRESS:	SSLGTWYD1.FNIS.COM
PORT:	8013
SSL:	OFF
NEXT UPDATE CHECK	
DATE TIME:	13-MAR-20XX 08:25:00
LAST ATTEMPTED UPDATE	
DATE TIME:	13-MAR-20XX 08:25:00
Terminal Info	
ID:	XXXXXXXXXX
SERIAL NUM:	XXX-XXX-XXX
PTID:	XXXXXXXXXX
OS:	QT520245
MODEL:	VX520

ESTATE MANAGEMENT UPDATE CHECK SUMMARY REPORT	
12-MAR-20XX	09:26:55
TERMINAL IS UP-TO-DATE	
NEXT UPDATE NOT SCHEDULED	
NEXT UPDATE CHECK	
DATE TIME:	13-MAR-20XX 12:50:00
LAST ATTEMPTED UPDATE	
DATE TIME:	12-MAR-20XX 09:20:43

Update Check Summary Reports

- If updates are available, follow the Dial-Up or Broadband Download Procedures listed above.

6 POS Equipment Troubleshooting

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

Terminal

Problem	Possible Solution
Incorrect screen display	<ul style="list-style-type: none"> • Check all cable connections, and make sure the telephone cable is properly connected. • Make sure the terminal is plugged in. • Make sure the correct steps for the transaction were followed.
Keypad does not work	<ul style="list-style-type: none"> • If the terminal does not beep when the keys are pressed, call the Merchant Help Desk.
Unable to perform a transaction	<ul style="list-style-type: none"> • Make sure there are two cables plugged into the back of the terminal (power cable and phone line/LAN cable). • Make sure the WIC card is properly swiped through the card reader slot. • Perform a manual transaction. If it does not work, call the Merchant Help Desk.
Blank screen	<ul style="list-style-type: none"> • Make sure both cables are plugged into the back of the terminal. • Make sure the power pack is plugged in. • Plug an adding machine or small appliance into the power outlet to test it. • Try another outlet. • Make sure the terminal is plugged in and the green light is on.
Card does not swipe	<ul style="list-style-type: none"> • Check the card and card reader condition. • Make sure the card reader slot is clear. If not, swipe a piece of paper through it.
Terminal freezes	<ul style="list-style-type: none"> • Check all cable connections, and make sure the Ethernet (LAN) cable is properly connected.
Message displays: Invalid Supervisor or Clerk ID	<ul style="list-style-type: none"> • Check the ID and re-enter it. • See Add a Clerk or Supervisor ID if an ID is missing.

External PIN Pad

Problem	Possible Solution
PIN pad does not work	<ul style="list-style-type: none"> • Check the cable connections. • Check the terminal power pack cable.
Number is stuck or the display does not change on the PIN pad	<ul style="list-style-type: none"> • Press ENTER, and then press CANCEL on the POS terminal. • Call the Merchant Help Desk.
Blank screen	<ul style="list-style-type: none"> • Make sure the PIN pad cable grommet is plugged into the PIN pad device. • Make sure the connector is inserted into the PIN pad port on the terminal. • Unplug the power pack cable from behind the terminal, and plug it back in.
Message displays: Invalid "M" key	<ul style="list-style-type: none"> • Call the Merchant Help Desk.
Message displays: Packet error 2 or 3	<ul style="list-style-type: none"> • The terminal is unable to communicate with the PIN pad. Press any key, and retry the transaction (from the beginning).

Telephone Line

Problem	Possible Solution
Telephone line does not work	<ul style="list-style-type: none"> • Check phone lines by using another standard telephone line to test. If the test line works, have the defective line replaced. • If the telephone line on the terminal is working, call the Merchant Help Desk to verify the system is operating.

Broadband Internet Connection

Problem	Possible Solution
Broadband internet connection does not work (Also see Vx520 WIC Broadband Connectivity .)	<ul style="list-style-type: none"> • Ensure the LAN/Ethernet cable is securely connected to the router and terminal. If necessary, unplug the cable and plug it in again ensuring the cable "clicks" into place. • Make sure the internet connection in the store is working for other devices, such as a personal computer. • If you are using a Static IP address for the terminal, contact your network administrator or your internet provider. • If you have performed the steps above and the broadband connection is working but the issue is still persisting, call the Merchant Help Desk to verify the system is operating.

Printer

Problem	Possible Solution
Printer does not work (green light is on)	<ul style="list-style-type: none"> • Check all cable connections. • Make sure the printer has enough paper and is feeding from the bottom of the roll.
Green light is blinking	<ul style="list-style-type: none"> • Printer is out of paper. Follow the instructions for the appropriate terminal in Paper Replacement.
Green light is on, and the paper is stuck	<ul style="list-style-type: none"> • Follow the instructions in Paper Replacement for the appropriate terminal to make sure the paper roll is properly installed. • Re-install the paper roll. If the problem persists, discard the roll, and replace with a new roll of paper.
Receipt did not print after an approved transaction	<ul style="list-style-type: none"> • Make sure the printer paper is installed with the shiny side up. • Follow the instructions for WIC Purchase – Reprint Receipt. If the receipt still does not print, call the Merchant Help Desk.

Handheld Scanner

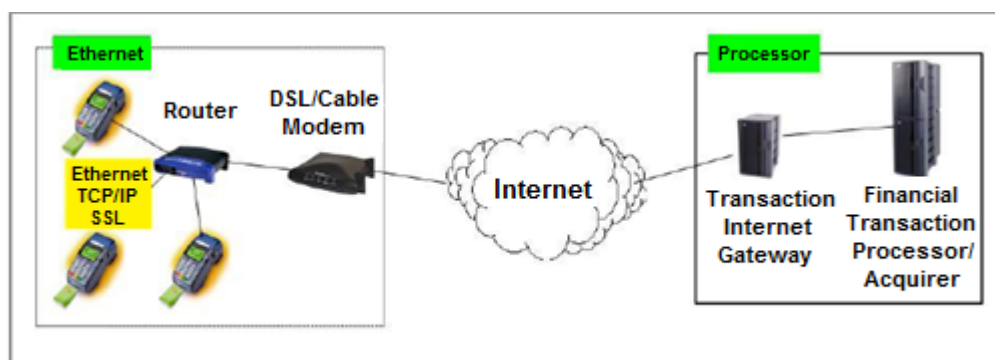
The scanner automatically performs self-tests whenever you turn it on. If your scanner is not functioning properly, review the following Troubleshooting Guide to try to isolate the problem.

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

Problem	Possible Solution
Aiming beam is not illuminated	<ul style="list-style-type: none"> • Check that the cable is connected properly. • Check that the host system power is on. (In this situation, the host system is the POS terminal.) • Check to see if the trigger works.
Scanner is not reading symbols well	<ul style="list-style-type: none"> • Check that the symbols are not smeared, rough, scratched, or exhibiting voids. • Check that the symbols are not coated with frost or water droplets on the surface. • Verify that the scanner is connected securely to the POS terminal.
Scanner reads a bar code, but the data is not displayed correctly on the host screen	<ul style="list-style-type: none"> • The scanner may not be programmed for the appropriate terminal interface. For example, you scan “12345,” and the host displays “@es%.” • Follow the directions for Scanner Troubleshooting. If that does not fix the problem, contact the Merchant Help Desk and request a replacement scanner.




Vx520 WIC Broadband Connectivity

This section provides instructions for troubleshooting the broadband connection to the POS device.



Ethernet Connection Diagram

Check Hardware Connections

		
CAT5 Cable	Terminal	Router (not provided by FIS)

Complete the steps below to connect the CAT5 cable or Ethernet cable to the correct port labeled on the terminal and router.

1. Connect one end of the CAT5 cable by inserting the RJ-45 connector into the CAT5 cable port, labeled ETH and located on the rear of the terminal.
2. Connect the other end of the CAT5 cable to the Ethernet port.
3. The router then connects to either a Cable modem or DSL modem. The Cable/DSL modems must be configured with information provided by the Internet Service Provider (ISP).
4. Make sure the network line is plugged into the ETH port on the terminal, and then reboot the terminal. This will correct most of the problems. If it does not, repeat these steps to try again.

Check Broadband Connection


1. To view the CommServer menu screen, press the **F2** key.
6. The following icon shows that the CommServer is connected to Broadband:



7. The following symbol shows that the CommServer is **NOT** connected to Broadband:



Restart a Network Connection

1. Press **F2** (CommServer).
2. Press the third purple key from the left, under the following symbol: 
3. Press **F4** (Repair).
4. The Repairing Connection Operation message appears. The process may take up to 60 seconds to complete.
5. The Connection Repair Successful message appears once the connection is restored.
6. Press any key to continue.

7 Maintenance

This section provides instructions for contacting the Merchant Help Desk and daily preparation before beginning transactions for each terminal. Guidelines when problems arise while using the POS terminal and responses to customers' frequently asked questions are also provided.

Contact Information

The Merchant Help Desk, which is available 24 hours a day, 7 days a week, provides the merchant with customer service. The toll-free number is located on the front cover of this manual.

Have this information ready before calling:

- Merchant Name
- WIC Vendor ID Number
- Location ID Number
- Terminal ID Number
- Problem or Error

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

Daily Preparation

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

To get the POS terminal and printer ready:

- Make sure the terminal, power pack cables, and telephone lines are connected properly.
- Make sure the terminal is plugged into the power outlet.
- Verify the terminal screen displays CLOSED or the WIC Main Menu screen.
- Check the printer's paper supply, and replace the paper if low by performing the instructions found in [Paper Replacement](#).

Terminal

- Do not spill liquids on the terminal.
- Use a head cleaner at least once a week (or more if the terminal usage is heavy). Dirty card readers are the biggest cause of machine downtime. (Note: Head cleaners are commercially-available cards used to clean card readers.)
- Use a clean damp cloth with water and mild soap to remove dirt. Do not use liquid or aerosol cleaners on your equipment.

- Never use paint thinner or other solvents to clean the equipment, because they may cause damage to plastic parts.

PIN Pad

- Do not spill liquids on the PIN pad.
- Use a clean damp cloth with water and mild soap to remove dirt.
- Do not use liquid or aerosol cleaners on your equipment.

Handheld Scanner

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

Cleaning the Device

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

Caution	<p><i>Do not submerge the imager in water. Do not use abrasive wipes or tissues on the imager's window – abrasive wipes may scratch the window.</i></p> <p><i>Never use solvents (e.g., acetone, benzene, ether, or phenol-based agents) on the housing or window – solvents may damage the finish or the window.</i></p>
----------------	---

Replacing the Interface Cable

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

To Replace the 1300g Interface Cable:

1. Turn the power to the host system OFF.
2. Disconnect the scanner's cable from the terminal or computer.
3. Locate the small hole on the side of the scanner's handle. This is the cable release.
4. Straighten one end of a paper clip.
5. Insert the end of the paper clip into the small hole and press in. This depresses the retention tab, releasing the connector. Pull the connector out while maintaining pressure on the paper clip, and then remove the paper clip.



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

8 Scanner Troubleshooting

Standard UPC codes contain 12 digits. Short UPC codes distinguish the usual 12-digit codes from the shorter values (for example; 7 digits). Scanners shipped with POS devices should be configured to handle the expected symbols; however, if you experience issues scanning short UPC codes for WIC approved products, you can scan the configuration barcode below to reset the scanner.



9 Error Messages

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

Code	Description	Resolution
000	Approved	
002	Approved for Partial Amount	<i><not being used currently></i>
100	Do Not Honor	Try the transaction again. If the same message prints, have the customer call the Cardholder Customer Service number on the back of their card.
101	Expired card	<i><not being used currently></i>
102	Suspected Fraud	<i><not being used currently></i>
104	Restricted Card	<i><not being used currently></i>
106	PIN Attempts Exceeded	Have the customer call the Cardholder Customer Service number on the back of the card.
108	Refer to Card Issuer Special Conditions	<i><not being used currently></i>
110	Invalid Amount Field	Call the Merchant Help Desk.
111	Card Not Supported	Verify an WIC card is being used, and then try entering the customer's card number again. If the same message prints, call the Merchant Help Desk.
113	Unacceptable Transaction Fee	<i><not being used currently></i>
114	Card Number Exists but is Not Assigned	Try the transaction again. If the same message prints, have the customer call the Cardholder Customer Service number on the back of the card.
115	Working Key May Not Be Changed for Passed Institution	Try the transaction again. If the same message prints, have the customer call the Cardholder Customer Service number on the back of the card.
116	Insufficient Funds	Customer should perform a stand-alone Balance Inquiry to confirm which purchase items are available to the customer. If the customer has questions, have him or her call the Cardholder Customer Service number on the back of his or her WIC card.
117	Invalid PIN	Have the customer enter the PIN again. If the same message prints, have the customer call the Cardholder Customer Service number on the back of the card.
118	Card Number Does Not Exist	Try swiping the customer's card again or entering the number manually. If the same message prints, call the Merchant Help Desk.

Code	Description	Resolution
119	Transaction Not Permitted for Cardholder	Try swiping the customer's card again or entering the number manually. If the same message prints, call the Merchant Help Desk.
120	Transaction Not Permitted To Terminal	Try swiping the customer's card again or entering the number manually. If the same message prints, call the Merchant Help Desk.
121	Exceeds Withdrawal Amount Limit	Reduce the number of items scanned for purchase. Current limit is 50 unique items. Try the transaction again. If the same message prints, call the Merchant Help Desk.
128	PIN Key Synch Error	Call the Merchant Help Desk.
132	Lost/Stolen Card	Have the customer call the Cardholder Customer Service number on the back of the card.
160	Invalid Voucher ID	<not being used currently>
161	Authorization Number Doesn't Match	<not being used currently>
162	Amount Greater Than Voice Authorization	<not being used currently>
163	FNS Number Doesn't Match	<not being used currently>
164	Already Been Cleared	<not being used currently>
165	Voucher Expired	<not being used currently>
166	PIN Does Not Exist for Passed Card Number	Have the customer call the Cardholder Customer Service number on the back of the card.
167	Unmatched Voucher Information	<not being used currently>
168	Authorized Retailer Number Doesn't Match	<not being used currently>
300	Successful	<not being used currently>
307	Format Error	Call the Merchant Help Desk.
902	Invalid Transaction Type	<not being used currently>
903	Re-enter Transaction	<not being used currently>
905	Institution Does Not Exist	Call the Merchant Help Desk.
907	Issuer or Switch is Inoperative/Decline	Call the Merchant Help Desk.
908	Financial Institution Cannot Be Found For Routing/Decline	Call the Merchant Help Desk.
909	Unknown Error. Please Contact Support	Call the Merchant Help Desk.
910	Card Issuer Signed Off	Call the Merchant Help Desk.
913	Error	Call the Merchant Help Desk.
914	Not Able to Trace Back to Original Transaction	<not being used currently>
919	Encryption Key Synch Error	Call the Merchant Help Desk.

Error Messages Displayed on Terminal Screen

Function	Message	Action/Resolution
Clerk Setup	Invalid Entry Try again?	Entered password could be wrong. Try again with correct password.
WIC Purchase	Not WIC Approved Invalid WIC Item	Scanned product is not a WIC approved item and cannot be purchased with a WIC card. Remove the item from the customer's WIC purchase (shopping list). If this message was received in error and the scanned item is a WIC approved item, call the Merchant Help Desk for help updating the APL file or perform an EMA Update Check to confirm that the APL file is up-to-date. (Directions can be found on EMA Partial Download topic.)
WIC Purchase	Item Not Avail To Cardholder	Scanned product is a WIC approved item but not available to the cardholder. Remove the item from the customer's WIC purchase (shopping list).
All Transactions	Transmit Status CANCELLED	Transaction was interrupted in the middle of the transaction and is not sent to the host. Follow the on-screen prompts or try the transaction again.
Edit UPC List	UPC Not Found xxxxxxxxxxx	Scanned item is not a WIC approved item. If this message was received in error and the scanned item is a WIC approved item, call the Merchant Help Desk for help updating the APL file or perform an EMA Update Check to confirm that the APL file is up-to-date. (Directions can be found on EMA Partial Download topic.)
Reprint Receipt	No Items Press Any Key	Transaction/Sequence Number is not found. Navigate through on-screen options to find the correct sequence number and continue.
WIC Purchase with CVB	Insufficient Balance Continue?	Entered CVB price exceeds the WIC balance. In this situation, the clerk has the option of collecting the overage amount from the cardholder. Follow the on-screen instructions carefully, and review the receipt for the balance due.

10 Glossary

Glossary of WIC Terms

The following pages provide descriptions of WIC terms:

Item	Description
Authorization Number	The number returned from the host computer to approve an WIC transaction.
Automated Clearing House (ACH)	ACH is a facility that processes electronic debits and credits between financial institutions. The ACH process will be used to reimburse vendors for benefits extended to customers who have purchased WIC items using WIC cards.
Balance Inquiry	A non-financial transaction that allows the WIC cardholder to obtain the current balance in their WIC benefit account.
Card Reader	Located on the front right side of the terminal, it reads the card number off the magnetic stripe on the back of the WIC card when the card slides through the slot on the POS terminal.
Cashier ID	Also known as "Clerk ID," it is the sign on ID used by the clerk at the POS device.
Cash Value Benefit (CVB)	A cash benefit used to purchase fruits and vegetables at a WIC authorized retailer. CVB is also referred to as a Cash Value Voucher (CVV).
Communications	Transmission of information between a POS terminal and the transaction processor that operates the terminal, also known as the terminal driving vendor. Communication takes place over telephone lines.
Coupon	A certificate accompanying a product that is exchanged for a reduction in purchase price.
Display	Visible presentation of data on the POS terminal.
Ethernet	Network protocol. The <i>Ethernet (LAN) connection</i> refers to the port on the POS terminal and the merchant's network. The <i>Ethernet (LAN) cable</i> connects the POS terminal to the merchant's network port. See LAN.
FIS	Fidelity National Information Services.
Fruit and Vegetable Benefit (FVB)	A cash benefit used to purchase fruits and vegetables at a WIC authorized retailer. FVB is also referred to as a Fruit and Vegetable Voucher (FVV).
Handheld Scanner	The electronic scanner that is used to read UPC/barcodes from items.
Hardware	The WIC equipment (WIC POS terminal/printer, scanner, external PIN pad—if used) installed at vendor locations that is used to process WIC transactions.
Host Computer	The FIS mainframe computer that records all activity from the WIC equipment installed at vendor locations. The host computer transmits the approvals and/or denial messages back to the WIC equipment.

Item	Description
Idle Prompt	The message that is displayed on the terminal window when the terminal is not processing a transaction.
LAN	Local Area Network. See Ethernet.
LCD	Liquid-Crystal Display.
LED	Light-Emitting Diode.
Lockout	If the cardholder enters the wrong PIN he or she will have a limited number of chances to enter the correct number. If the correct PIN is not entered on the last attempt, the card is locked out and the cardholder must call the Cardholder Customer Service number.
Magnetic Stripe	The black stripe on the back of the WIC card that contains information needed to process an WIC transaction.
Net Reimbursement Payment	The WIC total as identified on the VENDOR TOTALS report shown in the Totals Reporting Function chapter of this manual.
Not to Exceed (NTE)	The cost amount approved by the WIC Agency for WIC-authorized vendors that subjects vendors to price limitations. For NTE items, payments to vendors are adjusted or reduced to ensure the price paid for individual food items may be equal to, but not in excess of, the maximum, or not-to-exceed, price.
VMAC	VeriFone Multiple Application Controller, which can also be referred as the Main Menu for multiple applications such as SNAP and WIC.
WIC Card	Electronic Benefits Transfer card. A benefit card that is issued to eligible WIC cardholders to access WIC benefits via WIC equipment located at WIC authorized vendor outlets.
WIC Card Account Number	The account number that appears on the WIC card.