



FIS-WIC STAND-BESIDE DEVICE FREQUENTLY ASKED QUESTIONS

This document outlines frequently asked questions regarding FIS/CDP Stand-Beside WIC POS devices and the EBT Contractor transition.

1. **Question:** How do I see a running total for the transaction as items are being scanned?
Response: There is an option to pull up a list by selecting “List” option. There is an option to adjust a quantity of an item or remove an unwanted item. There is also an option to print scanned items prior to bringing a transaction to completion (Clicking List, then Print on [POS manual](#) on page 21).

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.

Scanned Items Print Receipt.

NOTE: This List feature also works in CVB cash entry mode to list the CVB cash items that have been entered.

2. **Question:** Why do I need to hit Yes/Enter multiple times?
Response: WIC purchase transaction follows the flow as described in the [Clerk Quick Reference Guide](#) and [POS manual](#) (page 16). This flow allows for important checks and prompts the clerk to input figures like coupon discounts and cash value benefits (CVB) for fresh produce. If the participant does not have a CVB balance, the POS will not prompt for CVB.

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

3. **Question:** How can I view a separate report for (Family Independence Program) FIP EBT cash assistance?

Response: Example of receipt below from a vendor shows the EBT transactions separated by SNAP, Vouchers, Cash Withdrawals, and Cash Purchases.

The image shows a terminal report titled "Terminal Report" with columns for PURCHASES and RETURNS, each subdivided into COUNT and AMOUNT. The report lists various transaction types and their corresponding counts and amounts.

	PURCHASES		RETURNS	
	COUNT	AMOUNT	COUNT	AMOUNT
FOODSTAMPS	003	\$46.93	000	\$0.00
VOUCHERS	000	\$0.00	000	\$0.00
CASH WDLS	000	\$0.00		
CASH PURS	000	\$0.00		
=====				
TOTAL	003	\$46.93	000	\$0.00
NET AMOUNT		\$46.93		
CASH OUT	000	\$0.00		
APPROVALS	003	\$46.93	000	\$0.00
DENIALS	000	\$0.00	000	\$0.00
VOIDS	000	\$0.00	000	\$0.00

END OF REPORT

4. **Question:** Is it possible to create an option to run a report for all 3 EBT transactions – which would be separated on a single receipt?

Response: The FIS EBT and WIC applications are isolated applications. Each application can only provide a report for its associated totals.

State of Michigan staff will reach out to GoEBT to request example receipts.

5. **Question:** Can Vendors run reports for sales conducted on each terminal to account for the sales that were entered into the corresponding registers?

Response: If you choose Store Summary or Vendor Total (mostly recommended for single lane), there is an option to choose terminal total, it will provide a summary of all terminals in the store.

Every worker may have a unique clerk ID and password. Keep in mind that clerks can move to different terminals. They should sign-off the existing terminal and sign-on the new terminal. The clerk totals will be correct as long as they use the same clerk ID.

Refer to the [WIC Only FIS/CDP POS Manual](#) or the [EBT Only FIS/CDP POS Manual](#) for instructions on reports.

6. **Question:** Is it possible to allow WIC Transactions to be initiated immediately by scanning a WIC card?

Response: If a terminal only has WIC, a swipe first approach is convenient. However, many terminals support both EBT and WIC. In this case, the terminal requires a user select which application to start a WIC or EBT transaction. To automatically start WIC by swiping would require up-to-date knowledge of the BIN to select the correct application – which is not currently possible.

Depending on which screen the POS is listed at the time the clerk initiates the transaction. FIS WIC is the top menu and WIC Main Menu (Balance Inquiry or Purchase). It will not time out to the main menu for a certain amount of time.

- After two mins (WIC Main menu or EBT main menu) –will take back to the main top menu (Comm Server).
- Started a WIC transaction and no card entered/swiped – after two minutes will take back to main menu. After two minutes take back to top menu (Comm Server).

7. **Question:** Is it possible to have prices saved in Edit UPC List automatically by moving to the next item?

Response: You must press Enter to save the price added in Edit UPC List. Pressing the Next button can create issues. This feature is used to update prices as well as load them. When updating prices, some users expect moving to the next item without pressing Enter to accept the change would be a way to cancel the change.

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.

8. **Question:** Where is the item description in Edit UPC List coming from?

Response: Shelf Price receipts prints the item in the subcategory description – CDP APL File. There is a character limit applicable.

Note: Currently printing description from Conduent APL file.

9. **Question:** Is it possible to make Edit UPC List easier to navigate – display items on a list, organize by CAT/SubCat, or give a list number for each item on the printout to help with navigating the edit process?

Response: FIS/CDP is currently investigating how the Edit UPC List feature may be improved.

10. **Question:** Why is my machine not consistently reading EBT cards?

Response: Given MI is using new terminals; it is highly unlikely the terminals have bad card readers. This is more likely to be a training/procedural issue with the 520 terminals.

If vendor is having issues with reading the card and are consistently entering card numbers due to failure to read, please reach out to the FIS Merchant Helpdesk team. This may also be a damaged card. You should not have to manually enter the card number.

11. **Question:** What do I do if the scanner is not properly picking up the whole UPC from a barcode?

Response: Refer to their POS quick reference guide or go to ebtedge.com and click on merchant login, then download the pdf under “[WIC reset UPC barcode](#)” Scan the bar code to reset the scanner. If this does not resolve the issue, your device may require a download of the APL file. The machine must be on to download the APL file. If the issue persists, please contact FIS Merchant Helpdesk to troubleshoot further.

12. **Question:** Why are some transactions not accounted for when running a report for total transactions within a day?

Response: This may very well be the vendor expecting to see EBT and WIC on the totals report. FIS is requesting an example.

13. **Question:** Why am I seeing NTE on my receipt?

Response: NTE stands for “Not to Exceed.” This represents the maximum dollar amount that WIC will reimburse a Vendor for each UPC. The NTE is based on a state average cost + a peer group specific standard deviation.

Sometimes mistakes are made in the system or market prices fluctuate suddenly. If you think the NTE doesn't make sense for your business needs, you can submit an appeal. To do so, please email mdhhs-wicvendor@michigan.gov with your store details, a WIC sales receipt, and original purchase record, and a written justification for appeal. We will review the claim and change the NTE if appropriate.

14. **Question:** How are Vendors paid and how frequent are payments?

Response: Payments are made in ACH credit directly to the financial account on file. There is a cutoff time each day to determine whether the transactions occurring will be part of a day's payment. The vendor will receive payments within 1 to 2 business days after the transaction. See section 2.4 Credits to Account in the Terms and Conditions of the [merchant agreement](#).

15. **Question:** How can Vendors see their monthly terminal and transaction fees?

Response: The Vendor can view a copy of the invoice in the FIS merchant web portal at www.ebtedge.com. These invoices are made as ACH requests directly to the same account that payment is paid to and will be accounted for separately. These fees will never be taken directly from payments.

16. **Question:** If a Vendor requests an additional terminal, will they pay additional terminal fees?

Response: The Vendor will be required to pay a monthly terminal fee for each physical terminal requested. Transaction fees will be calculated for WIC at all terminals and for SNAP at all terminals. To request additional equipment, Vendors may contact FIS Merchant Services at 1-800-894-0050 Monday through Friday 9 AM – 6 PM EST without filling out any additional applications or merchant agreements.

17. **Question:** Is there any way to enter prices on a single terminal to add on all devices?

Response: No. On the FIS POS, the shelf prices are at a terminal level. They are, however, not lost when the terminal is updated or redownloaded. They are lost if the terminal is replaced, and the vendor will need to re-define the shelf prices.

18. **Question:** What does it mean when the FIS POS device prompts to enter coupons during a transaction?

Response: Just like all other transactions, WIC transactions are eligible for manufacturer or store-specific discounts, coupons, and specials. Vendors are required to apply eligible coupons to WIC transactions.

19. **Question:** Do Vendors not need to use PLU Code #44691 for the new FIS POS devices?

Response: Yes. The FIS POS device automatically maps fresh fruit and vegetables to PLU #44691. The POS device will prompt the Vendor to enter the total dollar amount for fresh fruits and vegetables. This entry of dollar amount step must only be used for fresh fruits and vegetables. For canned and frozen varieties, the UPC will need to be scanned.

20. **Question:** Can Vendors switch from phone line to internet line?

Response: Yes. The Vendor will need to contact FIS Merchant Services at 1-800-894-0050 and will be provided a connectivity change form (attached). Once the form is received by FIS Merchant Services, change will be made in the Merchant Management System application. An installer will contact the vendor to update the #media location in the terminal.

21. **Question:** What do we do if items are not scanning as WIC approved if they previously worked?

Response: Print a Configuration Report. After selecting FIS WIC, press the Enter key. At the Function prompt, press the 1 key. The report will show the name, date, and size of the APL file. If the file is current, it very well can be the item is no longer WIC eligible and the state needs to be contacted. If the file is out-of-date, contact FIS to have your terminal updated through a download. After the download completes, you can use the Price Edit function to confirm the product is recognized without having to wait for a WIC cardholder or for a cardholder with the item in his/her balance. It is important to recognize that only when the terminal displays, "NOT WIC ELIGIBLE" does it mean the item is not in the terminal's APL file. If "QUANTITY NOT AVAILABLE TO CARDHOLDER" or "ITEM NOT AVAILABLE TO CARDHOLDER" are displayed, the item is WIC eligible, but the cardholder's balance is insufficient for the item or the item is not part of the cardholder's prescription, respectively.

Additional Notes:

The terminal can be signed on or signed off. The APL file updates are not performed by the FIS WIC application. Instead, this is handled by a separate application in the terminal. This separate application will "wake up" and check for updates or perform a scheduled download when the terminal is idle. The terminal is idle when it is at the top menu (the menu that shows CommServer).

Sign-off at the end of the day is recommended (but not required) to receive an immediate sales report. If you do, then you must sign back on to ensure that your machine receives APL updates in the night. Without receiving the update in the middle of the night, your POS device may be impaired in conducting transactions during the following day.

Ebtedge.com will allow Vendors to see settlement detail. After cutover to FIS, settlements will include a hyperlink. If a Vendor selects the hyperlink, they will be able to see complete transaction detail involved in the settlement, with card numbers displaying last 4 digits and a transaction total amount and time.