

## Reprint Receipt

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

1. Select **FIS WIC** on the main screen.
2. Select **Prev** or **Next** to view recent transactions on the screen until you reach the one you're looking for.
3. Select **PRINT**.  
*\*\*\* REPRINT \*\*\** appears at the top of the receipt.

## Maintain Shelf Price

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This transaction allows store management to maintain the shelf price for products.

1. Select **Set Item Prices** on the FIS WIC menu.
2. To add a new item:
  - a. Select **Add** on the Set Item Prices screen.
  - b. Scan the UPC or enter the code manually.
  - c. Use the keypad to enter the price and select **OK**.
  - d. Repeat for additional items.
3. To change the price of an item:
  - a. Select **Review** on the Set Item Prices screen.
  - b. Select **Prev** or **Next** to move through the list until you locate the item.
  - c. When you locate the item, select **Edit**.
  - d. Use the keypad to enter the new price and select **OK**.
  - e. Repeat to change other prices.
4. Select **#** when you have made all your changes.
5. At any time, you can select **Print** to print a receipt containing all the items in the list.

## Clerk Report

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This action allows you to print the clerk report.

1. Select **Reports** on the FIS WIC menu.
2. Select **Clerk Totals**.
3. Enter the reporting date **<MM/DD/YY>** and press **OK**.

The report prints automatically.

The Vendor Totals and Terminal Totals reports require a supervisor's ID and password to print.



*For easy reference, write the WIC POS ID from the sticker applied to the terminal in the space provided below.*

WIC POS ID:

## Trouble Scanning UPCs

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If your scanner has problems scanning UPCs for WIC-approved products, you can scan the configuration barcode below to reset the scanner and return to scanning items.



Add CR Suffix

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For assistance, call the **Help Desk** at the phone number that appears on the sticker attached to the side of your terminal.

Or visit [www.ebtEDGE.com](http://www.ebtEDGE.com)

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# Point of Sale Terminal Clerk Transaction Reference Guide

FIS Government Solutions

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Michigan WIC  
Verifone V200c

## Introduction

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This quick reference guide provides the steps to perform common WIC transactions using the Verifone V200c Point of Sale (POS) countertop terminal. Refer to the *Stand-Beside POS Procedures Manual for WIC Transactions* for more detailed instructions.

## Sign on

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

**Remember:** Do not share your user ID and password with anyone else.

1. Select **Sign On**.
2. Key in your 3-digit ID number and select **OK**.
3. Key in your 4-digit password and select **OK**.  
You are signed on when the terminal displays the main screen, and the PIN pad screen says OPEN.
4. Select the **FIS WIC** tile to open the FIS WIC menu and begin performing transactions.

## Sign off

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You must sign off the terminal if you leave it for any reason. The sign off procedure closes the terminal and prevents anyone from performing transactions under your user account.

1. Select **FIS WIC** on the main screen.
2. Select **Function** on the FIS WIC menu.
3. Select **Sign Off**.  
A receipt prints with the sign on and sign off times and clerk totals. When you have signed off, both the terminal and the PIN pad will display CLOSED.

## WIC Balance Inquiry

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This transaction prints a receipt that displays the current balance of the customer's WIC benefits.

1. Select **WIC Balance Inquiry** on the FIS WIC menu.
2. Ask the customer to slide their card through the card reader slot.  
If sliding the card does not work after three tries, ask the customer to enter their card number on the PIN pad.

3. Ask the customer to key in their PIN and select **OK** on the PIN pad.  
The terminal processes the transaction and prints the customer receipt.
4. Give the receipt to the customer.

## WIC Purchase

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

1. Select **WIC Purchase** on the FIS WIC menu.
2. Ask the customer to slide their card through the card reader slot.  
If sliding the card does not work after three tries, ask the customer to enter their card number on the PIN pad.
3. Ask the customer to key in their PIN and select **OK** on the PIN pad.
4. Use the scanner to scan the UPC for each WIC-approved item.  
If the UPC does not scan, you can enter the number manually.  
Enter or confirm the price of UPC products.
5. Enter the PLU code and price for each CVB item.
6. Press **#** when you have entered all UPC and PLU items.
7. If the customer is using coupons, enter the coupon amount and press **OK**. (Just like any other retail transaction, the coupon amount will reduce the redemption amount.)
8. Keep entering coupon amounts, pressing **OK** after each coupon amount.
9. Press **#** when you have entered all coupons.
10. Select **Yes** to continue the transaction.  
The terminal processes the transaction and prints the customer receipt.
11. If the transaction is approved, verify the purchase amount, and give the receipt to the customer.  
**OR**  
If the transaction is declined, give the customer copy to the customer.
12. Select **Yes** to print the merchant copy of the receipt or select **NO** if you do not want to print the merchant copy.

## Remove Item or Reduce Quantity

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This transaction allows you to remove an item 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 **List** to view the first item on the terminal display or press **Print** to print a list of the current items.
2. To navigate between items in the list, press **Prev** and **Next** until you reach the one you're looking for.
3. To remove an item from the transaction, press **Qty** and change the quantity to 0.
4. To change the quantity of an item, press **Qty** and enter the correct quantity.
5. Use function keys to navigate the list and remove or reduce the quantity of additional items.
6. Press **#** when you complete your changes.
7. Select **Yes** to continue the transaction.  
The terminal processes the transaction and prints the customer receipt.
8. If the transaction is approved, verify the purchase amount, and give the receipt to the customer.  
**OR**  
If the transaction is declined, give the customer copy to the customer.
9. Select **Yes** to print the merchant copy of the receipt or select **NO** if you do not want to print the merchant copy.

## WIC Purchase – Void Last

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This action allows you to void the last transaction completed on the terminal. You must complete this action prior to entering a new transaction.

1. Select **Void Last** on the FIS WIC menu.
2. Ask the customer to slide their card through the card reader slot.
3. To void the transaction, select **Yes**.
4. To cancel the void, select **No**.