Virginia WIC

Xerox eWIC Retailer Manual

Retailer Help Desk
1-877-436-6057

Table of Contents

I.   Introduction

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

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

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

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

II.   How to Use this Manual

Format and Organization

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

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

III.   Overview of the WIC Program

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

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

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

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

IV.   The WIC Electronic Benefit Transfer (eWIC) Program

WIC Program Purpose

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

How Xerox Supports the Retailer

Xerox, State and Local Solutions, the prime eWIC contractor to the state agency, provides the necessary training and assistance to all Retailers using Xerox-provided POS equipment in the WIC program. WIC authorized Retailers using Xerox-provided POS equipment must sign a eWIC Retailer Agreement with Xerox, which is in addition to any agreement required by the Commonwealth of Virginia.

Xerox provides a toll free Retailer Help Desk number that is dedicated to only Virginia eWIC retailers and is available 24 hours a day, 7days a week. The Virginia eWIC Retailer Help Desk number is: 1-877-436-6057.

Retailers using the Xerox-provided POS equipment should call the eWIC Retailer Help Desk number 1-877-436-6057 to:

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

Xerox provides a toll free cardholder Customer Service Help Desk number that is dedicated to only Virginia eWIC cardholders and is available 24 hours a day, 7days a week.

For all questions regarding WIC guidelines, policy, and procedures; please contact the Virginia Department of Health at 1-804-864-7800.

V. eWIC Benefit Delivery Guidelines

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

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

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

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

d) Retailers must place an eWIC window decal in the storefront window or entrance door to inform cardholders that they can use their Virginia eWIC card at that store location.

e) Each Retailer is required to display signage indicating where eWIC transactions can be completed in the store.

f) Retailers must submit an Xerox Retailer Settlement Authorization Form for an eWIC settlement bank account change to Xerox at least 14 days prior to the new account effective date.

g) All eWIC purchases are for the exact quantities of WIC food items in the WIC Participant's Food Prescription or their corresponding dollar amount. eWIC purchases do not allow for cash back or change to be provided to the cardholder.

NOTE: At no time may Retailers exchange food benefits for cash.

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

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

VI. Virginia eWIC Card & Personal Identification Number (PIN)

The Virginia eWIC Card

The Virginia eWIC card allows a cardholder to purchase WIC Food Prescription Benefits at authorized WIC Retailers through electronic Point-of-Sale (POS) terminals. A cardholder can obtain their current Food Prescription balance by:

- Referring to their last store receipt,
- Calling Xerox eWIC Customer Service at 1-877-677-5963
- Using the VA eWIC text messaging service, or
- Performing a Balance Inquiry transaction on a Retailer's eWIC terminal.

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

In the event that a Virginia eWIC card is found by or turned in to a retailer, the card should be destroyed.

NOTE: Retailers are required to keep a POS device available for balance inquiries.

Personal Identification Number (PIN)

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

VII. WIC eWIC Point-of-Sale (POS) Equipment

Combination Terminal / Printer

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

The VeriFone Vx 570 terminal consists of a magnetic-stripe card reader, a multi-line read-out screen for displaying data input prompts and messages, and a thermal paper printer for receipts. All cardholder transactions require the entry of the card number by swipe or manual entry, the cardholder entering a PIN number, and the products being purchased to be scanned. A complete step-by-step discussion of every transaction and administrative function can be found on pages 31-54 of this manual.

NOTE: The "eWIC POS Terminal Transactions" section only provides instructions for Retailers operating Xerox POS equipment.

PIN Pad

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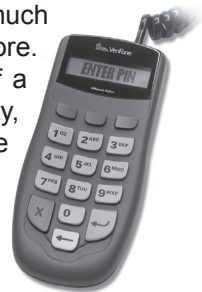
Bar Code Scanner

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

VIII. Xerox Retailer Help Desk

The Xerox Retailer Help Desk is available 24 hours a day, 7 days a week. All Retailers should call the Xerox Retailer Help Desk at 1-877-677-5963 for information including:

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

Confidentiality

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

If an investigator, auditor, or police official requests eWIC information, the Retailer must ask the official for identification. **The Retailer must then call the Xerox Retailer Help Desk for further instructions. The state agency in charge of eWIC determines if information is to be released.**

IX.   Signage, Supplies, and Record Retention

Lane Signage

Each Retailer is required to display signage indicating where eWIC transactions can be completed in the store. In multi-lane stores, each check-out lane processing eWIC transactions must have signage posted directing eWIC Participants to lanes that will be able to process eWIC transactions. If all lanes ar capable of processing eWIC transactions, lane signage is not required. Xerox will provide one sign for each lane equipped with Xerox POS equipment. Additional signs may be ordered by calling the Xerox Retailer Help Desk.

Window Decals

Xerox provides Retailers with an eWIC window decal that must be placed on either the storefront door or window to inform cardholders that the store accepts Virginia eWIC cards. One decal measures approximately 4 ½" x 6". Additional decals may be ordered by calling the Xerox Retailer Help Desk.

Supplies

Xerox provides an initial supply of printer paper rolls, a Xerox eWIC Quick Reference Guide, an Xerox eWIC Retailer Manual, and signage for Retailers using Xerox equipment. Retailers may re-order additional supplies, except for printer paper rolls, by calling the Xerox Retailer Help Desk as needed.

Retailers must purchase subsequent printer paper rolls from any general office supply store as needed. The VeriFone Vx 570 uses the following types of paper:

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

Retailers are reimbursed for the POS paper associated with eWIC transactions. Supply reimbursement is sent on a quarterly basis through an ACH deposit to the bank account indicated on the Retailer's Xerox Retailer Settlement Authorization Form. The amount of reimbursement is based on the number of eWIC transactions and not on the amount of paper purchased.

Record Retention

Retailers must maintain WIC-related records for a period of 12 months following the redemption of WIC food benefits. For eWIC Retailers, relevant records include:

- POS terminal transaction receipts

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

X. Automated Clearing House (ACH)

What is ACH?

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

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

The host system generates an ACH credit immediately following system cut-off each afternoon. The Xerox eWIC system has a cut-off time of 12:00 p.m. Eastern Standard Time. Retailers have the option of using the Xerox host system cut-off time or may designate a terminal cut-off time of their own choosing in the Xerox Retailer Agreement or by calling the Xerox Retailer Help Desk. If the selected cut-off time is after the host system cut-off time, the ACH credit is sent the next business day. Funds are sent to the Retailer's bank on a daily basis and are available based upon the individual bank's rules.

Example: If the Retailer's cut-off is on or before 12:00 p.m. EST, payment for all eWIC transactions for that business day will be available on the following business day. If the Retailer's cut-off is after 12:00 p.m. EST, payment for all eWIC transactions will be available in two (2) business days.

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

The credit that the Retailer receives through ACH corresponds to the eWIC transaction total for the Retailer's business day. If the Retailer's designated cut-off time is after 12:00 p.m. Eastern Standard Time, the ACH credit amount is for the prior business day. If the Retailer's cut-off time is before 12:00 p.m. Eastern Standard Time, the ACH credit amount is for the current business day. Individual bank guidelines also determine when an ACH credit/debit is applied. This could delay an ACH reimbursement by an additional day after the respective business day.

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

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

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

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

# XI. Maintenance and Troubleshooting eWIC POS Terminals

This section provides troubleshooting guidelines to help with installation and configuration of the VeriFone Vx 570 terminal. If during normal, day-to-day operation of the VeriFone Vx 570 terminal, minor malfunctions occur, please read through these troubleshooting examples. This section also contains typical examples of malfunctions that can occur while operating the eWIC POS equipment and lists steps to take to resolve them.

Daily Preparation

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

1. Check all cable connections on the back of the terminal including the PIN pad, Bar Code Scanner, telephone line and power pack cable. A moving arrow should appear on the PIN pad.
2. Make sure the terminal displays initial screen prompts.
3. Check the printer's paper supply. Replace if low.

Printing on the VeriFone Vx 570
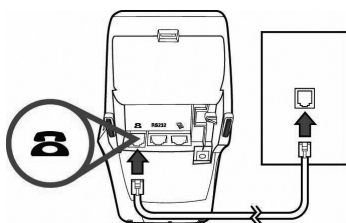
A fast, quiet thermal printer is built in to the VeriFone Vx 570. Because the printer receives power directly from the terminal, there are no additional cables to connect.

About Thermal Printer Paper

The VeriFone Vx 570 can use either of the following types of replacement paper:

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

The VeriFone Vx 570 printer uses single-ply, thermal-sensitive roll paper that is 2-1/4 inches (57 millimeters) wide and about 82 feet (25 meters) long. Before you can process transactions, you must load a paper roll into the printer unit. This procedure is described in this section.

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

Installing a Paper Roll

1. Turn on the terminal. The green LED indicator will blink on and off, indicating that the printer needs paper.
2. Press the button on the side of the terminal to unlatch the paper roll cover, then rotate the cover up and back (as shown below).
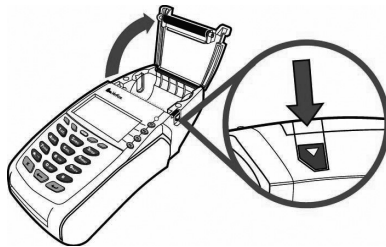
3. Remove partial rolls of paper in the printer tray by lifting up.
4. Loosen the glued leading edge of the paper or remove the protective strip from the new roll of paper and cut a straight edge across its leading end.
5. Hold the roll so the paper feeds from the bottom of the roll.
6. Drop the paper roll into the printer tray, leaving about two inches of the paper sticking up past the serrated metal tear strip (as shown below).

7. Close the paper roll cover by gently pressing directly on the cover until it clicks shut. Allow a small amount of paper to extend outside the cover (as shown below). **CAUTION:** To prevent damage to the print roller on the paper roll cover, always close the cover by gently pressing down on the paper roll cover.

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

Cleaning the Terminal

To properly maintain a VeriFone Vx 570 terminal, clean it regularly to remove dust, accumulations of dirt or grease, and fingerprints.

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

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

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

Cleaning the Printer

Every few months, check and thoroughly clean the printer:

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

Terminal Display Does Not Show Correct or Readable Information

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

Terminal Does Not Dial Out

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

If the terminal does not dial out:

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

Printer Does Not Print

If the printer does not work properly:

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

Printer Paper Jam

If paper jams inside the printer:

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

PIN pad Does Not Work

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

Bar Code Scanner Does Not Work

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

Terminal Key Pad Does Not Work

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

Terminal Transactions Do Not Work

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

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

- Make sure you are swiping cards properly. With the VeriFone Vx570 card reader, the black magnetic stripe on the card should face downward and in, toward the keypad.
- Perform transactions with several different Virginia eWIC cards, if available, to ensure the problem is not a defective card.

- Process the transaction by keying in the card number instead of using the card reader.
- If the key entered transaction works, contact the Xerox Retailer Help Desk to have your terminal replaced.
- If the key entered transaction does not work, follow the instructions in "Terminal Does Not Dial Out".
- If the problem persists, contact the Xerox Retailer Help Desk.

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

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

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

Error Messages

POS ERROR CODE	POS SCREEN AND/OR RECEIPT ERROR MESSAGE	REASON	RESOLUTION
C1	Lost Comm With Host - or - Lost Conn With Host	A communication error has occurred with the transfer of information between the store's equipment and the Host system resulting in a canceled transaction.	Re-enter the transaction. If the problem persists, call the Xerox eWIC Retailer Help Desk.
C2	No ENQ From Host	A communication error has occurred with the transfer of information between the store's equipment and the Host system resulting in a canceled transaction.	Re-enter the transaction. If the problem persists, call the Xerox eWIC Retailer Help Desk.
C3	No Response From Host	A communication error has occurred with the transfer of information between the store's equipment and the Host system resulting in a canceled transaction.	Re-enter the transaction. If the problem persists, call the Xerox eWIC Retailer Help Desk.
C4	Packet TX Error - or - Packet Send Error	A communication error has occurred with the transfer of information between the store's equipment and the Host system resulting in a canceled transaction.	Re-enter the transaction. If the problem persists, call the Xerox eWIC Retailer Help Desk.
C5	Packet RX Error - or - Packet Recv Error	A communication error has occurred with the transfer of information between the store's equipment and the Host system resulting in a canceled transaction.	Re-enter the transaction. If the problem persists, call the Xerox eWIC Retailer Help Desk.
C6	Unexpected Host EOT	A communication error has occurred with the transfer of information between the store's equipment and the Host system resulting in a canceled transaction.	Re-enter the transaction. If the problem persists, call the Xerox eWIC Retailer Help Desk.
C8	No Modem Response	A communication error has occurred with the transfer of information between the store's equipment and the Host system resulting in a canceled transaction.	Re-enter the transaction. If the problem persists, call the Xerox eWIC Retailer Help Desk.

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

Error Messages (cont'd)

POS ERROR CODE	POS SCREEN AND/OR RECEIPT ERROR MESSAGE	REASON	RESOLUTION
CC	No Dial Tone	The terminal did not detect dial tone on the connected phone line and could not complete the call to the host system.	Check and secure all telephone line connections to the terminal and wall jack. Also, make sure the telephone line is not currently in use when attempting the transaction. If the terminal is shared with a telephone, hang up the voice call before attempting the transaction again. You should also check the telephone line by connecting a working telephone to the same wall jack and listening for a dial tone. If there is no dial tone, call your telephone company to have them check the wall jack and phone line. If there is a dial tone, re-enter the transaction. If the problem persists, call the Xerox eWIC Retailer Help Desk.
CD	Phone Line In Use	The terminal has detected that there is another communication device (telephone, fax machine) currently being used on the same phone line as the terminal.	Re-enter the transaction after the other communication device has completed its call or has been turned off.
E0	Invalid Term ID/ Pwd	The activation process for this terminal has not been completed or is invalid.	Call the Xerox eWIC Retailer Help Desk with the error code.

POS ERROR CODE	POS SCREEN AND/OR RECEIPT ERROR MESSAGE	REASON	RESOLUTION
E1	Invalid User ID/ Pwd	A User (clerk or supervisor) has attempted to log-on to this terminal using an invalid User ID or password.	Confirm that the User ID and password is valid and has been set up on the terminal by the supervisor. If the User ID has not been set up, follow the "Add Clerk" procedures found in the Xerox eWIC Retailer Policy and Procedures Manual to add a new User ID and password on the terminal. Re-attempt to Log On the terminal.
E3	Terminal Not Logged On	A clerk or supervisor User ID has not been logged into this terminal, or the terminal is out of synch with the Log On state on the Host system.	If the terminal screen reads "Swipe Card To Begin", complete the Log Off procedure. Reattempt the Log On procedure using a valid clerk or supervisor ID and password. If the terminal screen reads "Terminal Logged Out", re-attempt the Log On procedure using a valid clerk or supervisor ID.
E5	Call Retail Help Desk	The terminal's status in the Host system no longer matches the status at the local terminal.	Call the Xerox eWIC Retailer Help Desk with the error code.
F2	Operator Aborted	The terminal operator/clerk canceled the transaction before it was transmitted.	Re-enter the transaction if desired.
F7	Out of Memory	The terminal's memory has been depleted due to the accumulation of stored Retailer Copies of transactions.	Follow the "Print and Reset Receipt Copies" procedure found in the Xerox eWIC Retailer Policy and Procedures Manual to clear the terminal's memory.
FC	No eWIC Benefits Avail	A purchase was attempted, but the client did not have WIC benefits available to use for the purchase.	Instruct the customer to verify their WIC benefit balance at a eWIC Balance inquiry terminal.

Error Messages (cont'd)

POS ERROR CODE	POS SCREEN AND/OR RECEIPT ERROR MESSAGE	REASON	RESOLUTION
S5	PIN Not Selected	A PIN number has not been assigned to this customer's Virginia eWIC card.	Give the customer the error receipt and instruct the customer to call the Customer Service number located on the back of their Virginia eWIC card to select a PIN number.
05	No WIC Retailer Number	The system is unable to process transactions using the current WIC Retailer number.	Call the Xerox eWIC Retailer Help Desk.
05	WIC Retailer Not Found	The system is unable to process transactions using the current WIC Retailer number.	Call the Xerox eWIC Retailer Help Desk.
05	Not a WIC Item	An item that was attempted to be purchased was not found as "WIC approved" in the UPC database.	Inform the customer that the specific item being purchased is not an authorized WIC item.
05	Invalid WIC Retailer	The WIC Merchant number used in this transaction is no longer valid.	Call the Xerox eWIC Retailer Help Desk with the error code.
06	Invalid Transaction	The system is unable to process this transaction.	Call the Xerox eWIC Retailer Help Desk with the error code.
12	Invalid Transaction Type	The system is unable to process this transaction.	Call the Xerox eWIC Retailer Help Desk.

POS ERROR CODE	POS SCREEN AND/OR RECEIPT ERROR MESSAGE	REASON	RESOLUTION
14	Invalid Card Number	The transaction did not complete processing and has been canceled due to an invalid card number.	Re-enter the transaction. If the problem persists, give the customer the receipt with the error code and instruct the customer to call the Customer Service number located on the back of their Virginia eWIC card.
19	Re-Enter Transaction	This transaction did not complete processing and has been canceled.	Re-enter the transaction.
30	Format Error – Retry - or - Format Err NNN-Retry	This transaction did not complete processing and has been canceled.	Re-enter the transaction. If the problem persists, call the Xerox eWIC Retailer Help Desk.
31	Invalid Card Type	The card used for this transaction is not a valid Virginia eWIC card.	Inform the cardholder that the card being used must be a Virginia eWIC Card. **NOTE**: Attempting to use a SNAP card on the WIC POS device will result in this error.
41	Call Client Help Desk	This transaction did not complete processing and has been canceled.	Give the customer the receipt with the error code and instruct the customer to call the Customer Service number located on the back of their Virginia eWIC card.
42	Call Client Help Desk	This transaction did not complete processing and has been canceled.	Give the customer the receipt with the error code and instruct the customer to call the Customer Service number located on the back of their Virginia eWIC card.

Error Messages (cont'd)

POS ERROR CODE	POS SCREEN AND/OR RECEIPT ERROR MESSAGE	REASON	RESOLUTION
43	Call Client Help Desk	This transaction did not complete processing and has been canceled.	Give the customer the receipt with the error code and instruct the customer to call the Customer Service number located on the back of their Virginia eWIC card.
51	Insufficient Benefits	The amount of this transaction exceeds the WIC benefit balance in the customer's account.	Instruct the customer to verify their WIC benefit balance at either an in-lane POS terminal or at a eWIC balance inquiry terminal.
55	Invalid PIN – Retry	The customer entered an invalid PIN number	Instruct the customer to re-enter their PIN number. Inform the customer that they are allowed only three attempts at entering their PIN. After the third attempt their account will be inaccessible until the next day. If the customer cannot remember their PIN, they should call the 800# on their Virgina eWIC Card and follow the instructions given on the phone to select a new PIN.
56	Card Not Found	An incorrect card number was entered. This transaction did not complete processing and was canceled.	Give the customer the receipt with the error code and instruct the customer to call the Customer Service number located on the back of their Virginia eWIC card.
75	PIN Tries Exceeded	The customer has entered their PIN number incorrectly three times resulting in a canceled transaction. Their account is now inaccessible until the next day.	The PIN is re-set at 12:01AM on the day following the last invalid PIN prompt. Give the customer the error receipt. If the cardholder does not remember their PIN, he/she should call the Customer Service number on the back of their Virginia eWIC card.

POS ERROR CODE	POS SCREEN AND/OR RECEIPT ERROR MESSAGE	REASON	RESOLUTION
76	Key Synch Error – Retry	This transaction did not complete processing and has been canceled.	Re-enter the transaction. If the same Error Code is displayed, perform a "Log Off" and "Log On" procedure on the terminal and then re-enter the transaction. If the problem persists, call the Xerox eWIC Retailer Help Desk.
96	System Error – Retry	This transaction did not complete processing and has been canceled due to a Host System error.	Re-enter the transaction. If the problem persists, call the Xerox eWIC Retailer Help Desk.
(XX)			**NOTE**: If you encounter an Error Code not found on this list, please call the Xerox eWIC Retailer Help Desk with the error code for instructions. (XX will be the two digit error code).

XII. VeriFone Vx570 Features

Internal Thermal Printer

Paper Roll Cover Release

Power Indicator (On/Off)

Terminal Display

Smart Keys
(see pg 70 for description)

Magnetic Card Reader

Green ENTER key

Yellow BACKSPACE key

Red CANCEL key

XIII. Retailer Terminal Administrative Functions

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

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

Add Clerk

– Purpose

Allows the retailer to add a new clerk/cashier, with their own password, to the online EBT host system's list of terminal users. All User IDs must be 4 numeric digits. Passwords may contain 4 to 8 numeric digits.
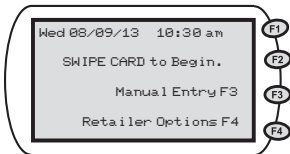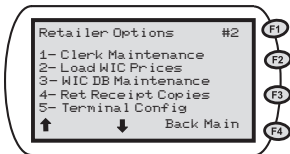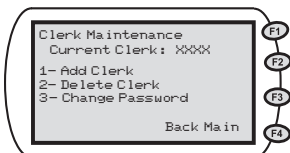
TERMINAL SCREEN	ACTION
Wed 08/09/13 10:30 am SWIPE CARD to Begin. Manual Entry F3 Retailer Options F4 F1 F2 F3 F4	Select **Retailer Options**.
Retailer Options #2 1- Clerk Maintenance 2- Load WIC Prices 3- WIC DB Maintenance 4- Ret Receipt Copies 5- Terminal Config ↑ ↓ Back Main F1 F2 F3 F4	Arrow down and select **Clerk Maintenance**.
Clerk Maintenance Current Clerk: XXXX 1- Add Clerk 2- Delete Clerk 3- Change Password Back Main F1 F2 F3 F4	Terminal displays currently logged on Clerk ID, if any. Select **Add Clerk**.

(Cont.)
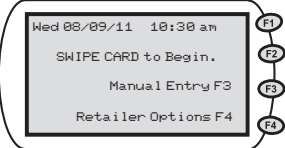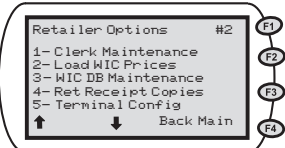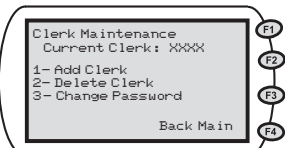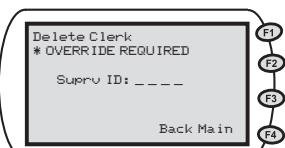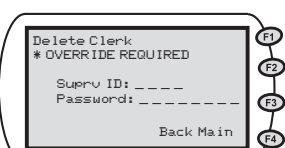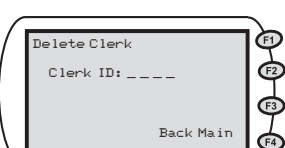
Virginia WIC

Add Clerk (cont'd)

TERMINAL SCREEN	ACTION

Add Clerk
∗ OVERRIDE REQUIRED

Superv ID: _ _ _ _

Back Main

F1
F2
F3
F4

Enter **Supervisor ID**. Press green enter key.

Add Clerk
∗ OVERRIDE REQUIRED

Superv ID: _ _ _ _
Password: _ _ _ _ _ _ _ _

Back Main

F1
F2
F3
F4

Enter Password. Press green enter key.

Add Clerk

Clerk Type?

1-Regular
2-Supervisor

Back Main

F1
F2
F3
F4

Select **Supervisor** or **Regular**.

Add Clerk

New Clerk ID: _ _ _ _

Back Main

F1
F2
F3
F4

Enter **New Clerk ID**. Press green enter key.

Add Clerk

New Clerk ID: _ _ _ _
Password: _ _ _ _ _ _ _ _

Back Main

F1
F2
F3
F4

Enter **New Clerk Password**. Press green enter key.

Add Clerk

New Clerk ID: _ _ _ _
Password: _ _ _ _ _ _ _ _
    Again: _ _ _ _ _ _ _ _

Back Main

F1
F2
F3
F4

Re-enter **New Clerk Password**. Press green enter key.

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

Delete Clerk
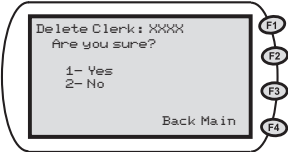
– **Purpose**
Allows the retailer to delete a clerk and password from the online EBT host system's list of terminal users.

TERMINAL SCREEN	ACTION
Wed 08/09/11 10:30 am SWIPE CARD to Begin. Manual Entry F3 Retailer Options F4 F1 F2 F3 F4	Select **Retailer Options**.
Retailer Options #2 1- Clerk Maintenance 2- Load WIC Prices 3- WIC DB Maintenance 4- Ret Receipt Copies 5- Terminal Config ↑ ↓ Back Main F1 F2 F3 F4	Arrow down and select **Clerk Maintenance**.
Clerk Maintenance Current Clerk: XXXX 1- Add Clerk 2- Delete Clerk 3- Change Password Back Main F1 F2 F3 F4	Select **Delete Clerk**.

Delete Clerk
* OVERRIDE REQUIRED
 	
  Suprv ID: _ _ _ _
 	
        Back Main
F1 F2 F3 F4
	Enter **Supervisor ID**. Press green enter key.

Delete Clerk
* OVERRIDE REQUIRED
 	
  Suprv ID: _ _ _ _
  Password: _ _ _ _ _ _ _ _
        Back Main
F1 F2 F3 F4
	Enter **Password**. Press green enter key.

Delete Clerk
 	
  Clerk ID: _ _ _ _
 	
        Back Main
F1 F2 F3 F4
	Enter **Clerk ID** to be deleted. Press green enter key.
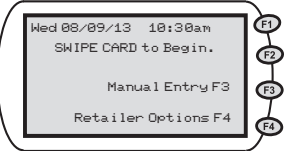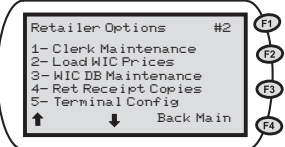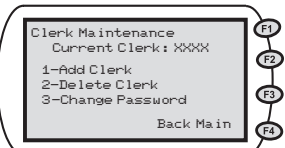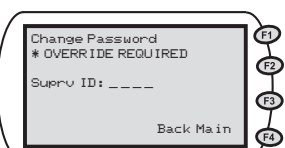
(Cont.)

Delete Clerk (cont'd)

TERMINAL SCREEN	ACTION

```
Delete Clerk: XXXX
  Are you sure?

  1- Yes
  2- No

            Back Main
```

Terminal prompts if Clerk ID should be deleted.

Enter **Yes** or **No**.

Change Clerk Password
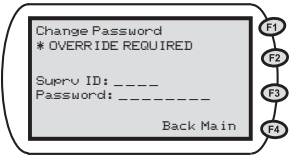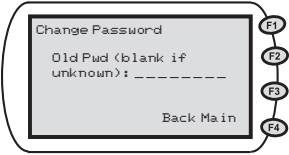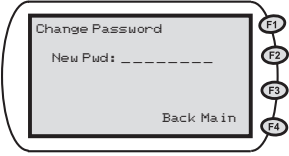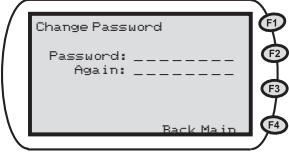
– **Purpose**

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

TERMINAL SCREEN	ACTION

```
Wed 08/09/13  10:30am
   SWIPE CARD to Begin.

        Manual Entry F3

   Retailer Options F4
```
F1 F2 F3 F4

Select **Retailer Options**.

```
Retailer Options    #2
1- Clerk Maintenance
2- Load WIC Prices
3- WIC DB Maintenance
4- Ret Receipt Copies
5- Terminal Config
↑        ↓   Back Main
```
F1 F2 F3 F4

Arrow down and select **Clerk Maintenance**.

```
Clerk Maintenance
   Current Clerk: XXXX
 1-Add Clerk
 2-Delete Clerk
 3-Change Password
           Back Main
```
F1 F2 F3 F4

Terminal displays currently logged on Clerk ID, if any.

Select **Change Password**.

```
Change Password

 Clerk ID (blank for
 current clerk): ____

           Back Main
```
F1 F2 F3 F4

Enter **Clerk ID**. Press green enter key.

```
Change Password
* OVERRIDE REQUIRED

Suprv ID: ____

           Back Main
```
F1 F2 F3 F4

Enter **Supervisor ID**. Press green enter key.

(Cont.)

Change Clerk Password (cont'd)
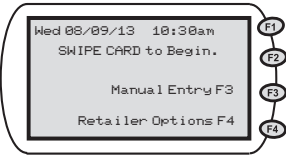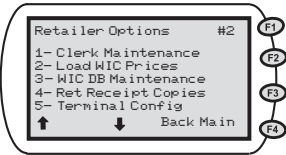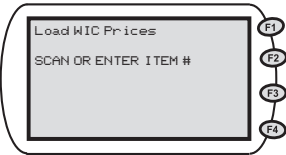
TERMINAL SCREEN	ACTION
Change Password * OVERRIDE REQUIRED Suprv ID: ____ Password: _____ Back Main F1 F2 F3 F4	Enter **Supervisor Password**. Press green enter key.
Change Password Old Pwd (blank if unknown): _____ Back Main F1 F2 F3 F4	Enter **Old Password**. Press green enter key.
Change Password New Pwd: _____ Back Main F1 F2 F3 F4	Enter **New Password**. Press green enter key.
Change Password Password: _____ Again: _____ Back Main F1 F2 F3 F4	Re-enter **New Password**. Press green enter key.

Load WIC Price(s)

– Purpose

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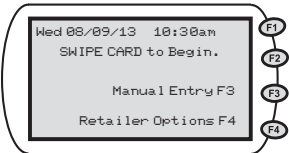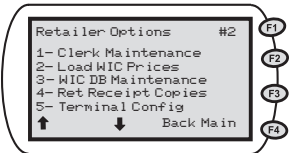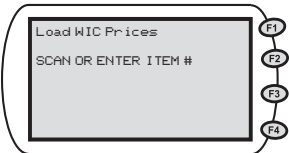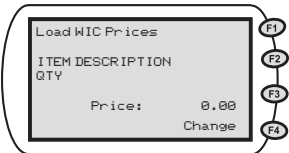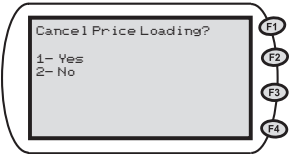
NOTE: *UPC Database updating is a fully automated process and will not affect any existing UPC store prices. Only newly downloaded UPCs will prompt for a store price to be set.*

TERMINAL SCREEN	ACTION

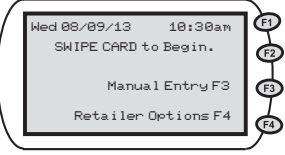|	
Wed 08/09/13 10:30am SWIPE CARD to Begin. Manual Entry F3 Retailer Options F4 (F1 F2 F3 F4)	Select **Retailer Options**.
Retailer Options #2 1- Clerk Maintenance 2- Load WIC Prices 3- WIC DB Maintenance 4- Ret Receipt Copies 5- Terminal Config ↑ ↓ Back Main (F1 F2 F3 F4)	Arrow down and select **Load WIC Prices**.
Load WIC Prices SCAN OR ENTER ITEM # (F1 F2 F3 F4)	**Scan** or **Enter Item #**.

Load WIC Prices
 	
LOWFAT MILK
1 GAL
    Price: Not Set
  New Price: _ _ _ _ . _ _
(F1 F2 F3 F4)
	Enter price. Press Green Enter Key. Scan or Enter New Item # or press Red Cancel Key to return to previous screen.
	
	NOTE: If a price is not loaded in the POS at time of purchase, clerk may enter store price. The entry will carry forward as the permanent store price from that point.

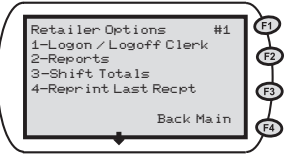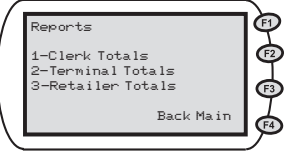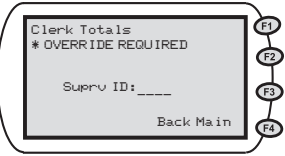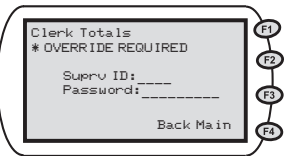## Change WIC Price(s)

– **Purpose**
Allows the retailer to use the POS device to change the store's WIC product price(s) in the WIC UPC database.

TERMINAL SCREEN	ACTION

```
Wed 08/09/13  10:30am      F1
   SWIPE CARD to Begin.    F2
                           F3
        Manual Entry F3
     Retailer Options F4   F4
```
Select **Retailer Options**.

```
Retailer Options     #2    F1
1- Clerk Maintenance       F2
2- Load WIC Prices
3- WIC DB Maintenance      F3
4- Ret Receipt Copies
5- Terminal Config         F4
  ↑      ↓     Back Main
```
Arrow down and select **Load WIC Prices**.

```
Load WIC Prices            F1

SCAN OR ENTER ITEM #       F2
                           F3
                           F4
```
Scan or **Enter Item #**.

```
Load WIC Prices            F1

ITEM DESCRIPTION           F2
QTY
      Price:      0.00     F3
                 Change    F4
```
Terminal displays item description and current price.

Press button beneath **Change** and enter new price. Press green enter key.

Scan or Enter next Item# or if finished press the red cancel key.

```
Cancel Price Loading?      F1

1- Yes                     F2
2- No
                           F3
                           F4
```
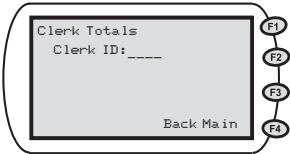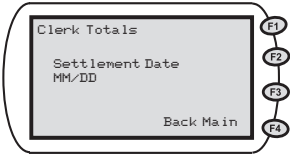Select **Yes** or **No**.

Clerk Totals Report

– **Purpose**
Allows the retailer to print a report of the daily debits/credits for all eWIC transactions totaled for a particular clerk. This report requires a supervisor ID and password.

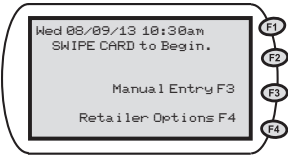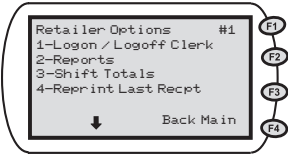| TERMINAL SCREEN	ACTION
Wed 08/09/13 10:30am SWIPE CARD to Begin. Manual Entry F3 Retailer Options F4 F1 F2 F3 F4	Select **Retailer Options**.
Retailer Options #1 1-Logon/Logoff Clerk 2-Reports 3-Shift Totals 4-Reprint Last Recpt Back Main F1 F2 F3 F4	Select **Reports**.
Reports 1-Clerk Totals 2-Terminal Totals 3-Retailer Totals Back Main F1 F2 F3 F4	Select **Clerk Totals**.
Clerk Totals * OVERRIDE REQUIRED Suprv ID:____ Back Main F1 F2 F3 F4	Enter **Supervisor ID**. Press green enter key.
Clerk Totals * OVERRIDE REQUIRED Suprv ID:____ Password:_____ Back Main F1 F2 F3 F4	Enter **Password**. Press green enter key.

(Cont.)

Clerk Totals Report (cont'd)

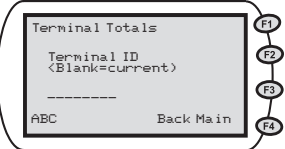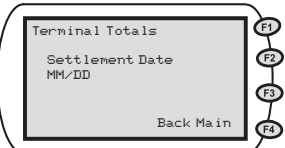| TERMINAL SCREEN	ACTION

Clerk Totals
  Clerk ID:____
 	
            Back Main
F1 F2 F3 F4
	Enter **Clerk ID**. Press green enter key.

Clerk Totals
 	
  Settlement Date
  MM/DD
            Back Main
F1 F2 F3 F4
	Enter **Settlement Date (MM/DD)**. Press green enter key.
	
	NOTE: The date entered on this screen must be the "settlement" date for the business day you are requesting.

Report Request
   APPROVED
 	
Keep retailer receipt
   for records.
<<Press Any Key>>
F1 F2 F3 F4
	Clerk Totals Report prints out. Keep receipt for records.

Terminal Totals Report

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

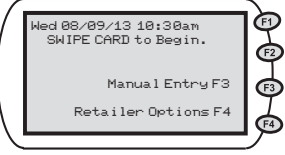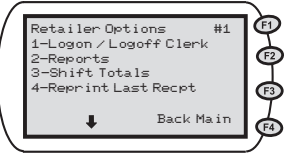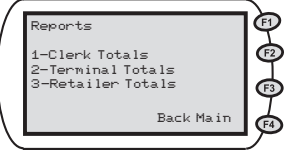| TERMINAL SCREEN	ACTION
Wed 08/09/13 10:30am SWIPE CARD to Begin. Manual Entry F3 Retailer Options F4 F1 F2 F3 F4	Select **Retailer Options**.
Retailer Options #1 1-Logon / Logoff Clerk 2-Reports 3-Shift Totals 4-Reprint Last Recpt ↓ Back Main F1 F2 F3 F4	Select **Reports**.
Reports 1-Clerk Totals 2-Terminal Totals 3-Retailer Totals Back Main F1 F2 F3 F4	Select **Terminal Totals**.
Terminal Totals * OVERRIDE REQUIRED Suprv ID:____ Back Main F1 F2 F3 F4	Enter **Supervisor ID**. Press green enter key.
Terminal Totals * OVERRIDE REQUIRED Suprv ID:____ Password:_____ Back Main F1 F2 F3 F4	Enter **Password**. Press green enter key.
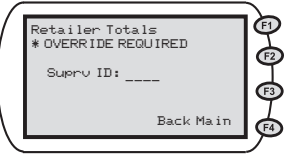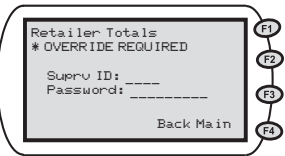
(Cont.)

Terminal Totals Report (cont'd)

TERMINAL SCREEN	ACTION
Terminal Totals Terminal ID \<Blank=current\> ———————— ABC Back Main	Press green enter key for report on current terminal being used or enter **Terminal ID** number and press green enter key.
Terminal Totals Settlement Date MM/DD Back Main	Enter **Settlement Date (MM/DD)**. Press green enter key. **NOTE**: The date entered on this screen must be the "settlement" date for the business day you are requesting.
Report Request APPROVED Keep retailer receipt for records. \<\<Press Any Key\>\>	Terminal Totals Report prints out. Keep receipt for records.

Retailer Totals Report
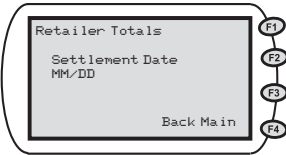
– Purpose

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

TERMINAL SCREEN	ACTION

```
Wed 08/09/13 10:30am
  SWIPE CARD to Begin.

      Manual Entry F3
   Retailer Options F4
```
F1 F2 F3 F4

Select **Retailer Options**.

```
Retailer Options    #1
1-Logon / Logoff Clerk
2-Reports
3-Shift Totals
4-Reprint Last Recpt

    ↓    Back Main
```
F1 F2 F3 F4

Select **Reports**.

```
Reports

1-Clerk Totals
2-Terminal Totals
3-Retailer Totals

        Back Main
```
F1 F2 F3 F4

Select **Retailer Totals**.

```
Retailer Totals
* OVERRIDE REQUIRED

  Suprv ID: ____

        Back Main
```
F1 F2 F3 F4

Enter **Supervisor ID**. Press green enter key.

```
Retailer Totals
* OVERRIDE REQUIRED

  Suprv ID: ____
  Password: _____

        Back Main
```
F1 F2 F3 F4

Enter **Password**. Press green enter key.

(Cont.)

Retailer Totals Report (cont'd)

TERMINAL SCREEN	ACTION

Retailer Totals

Settlement Date
MM/DD

Back Main

F1 F2 F3 F4

Enter **Settlement Date (MM/DD)**. Press green enter key.

NOTE: The date entered on this screen must be the "settlement" date for the business day you are requesting.

Report Request
APPROVED

Keep retailer receipt
for records.
<<Press Any Key>>

F1 F2 F3 F4
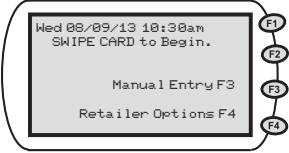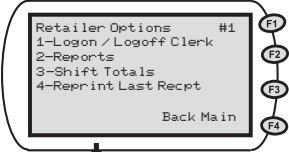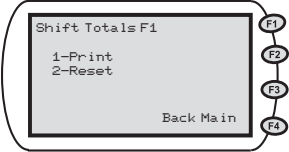
Retailer Totals Report prints out. Keep receipt for records.

Shift Totals Report

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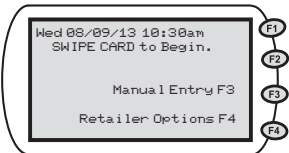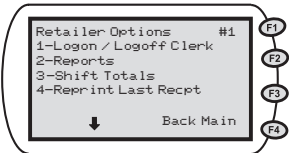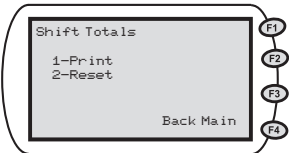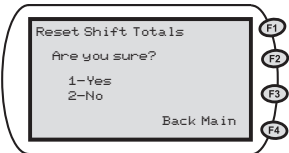
Allows the retailer to print accumulated shift totals since shift totals were last reset. Shift totals allow retailers a way to keep running totals from a particular point in time. This is especially useful for tracking summary totals for multiple clerks using the terminal throughout the day. Shift totals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

TERMINAL SCREEN	ACTION

Wed 08/09/13 10:30am SWIPE CARD to Begin. Manual Entry F3 Retailer Options F4	Select **Retailer Options**.
Retailer Options #1 1-Logon / Logoff Clerk 2-Reports 3-Shift Totals 4-Reprint Last Recpt Back Main	Select **Shift Totals**.
Shift Totals F1 1-Print 2-Reset Back Main	Select **Print**.

Reset Shift Totals

– Purpose
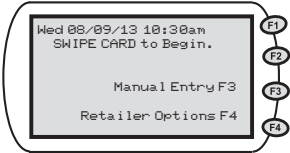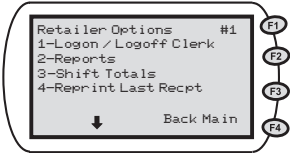
Allows the retailer to reset accumulated shift totals. Shift totals allow retailers a way to keep running totals from a particular point in time. This is especially useful for tracking summary totals for multiple clerks using the terminal throughout the day. Shift totals are stored locally on each POS terminal. A supervisor must be logged on to perform this function.

TERMINAL SCREEN	ACTION
Wed 08/09/13 10:30am SWIPE CARD to Begin. Manual Entry F3 Retailer Options F4 F1 F2 F3 F4	Select **Retailer Options**.
Retailer Options #1 1-Logon / Logoff Clerk 2-Reports 3-Shift Totals 4-Reprint Last Recpt ↓ Back Main F1 F2 F3 F4	Select **Shift Totals**.
Shift Totals 1-Print 2-Reset Back Main F1 F2 F3 F4	Select **Reset**. **Note**: If current clerk is not a Supervisor, then the terminal displays an error message and returns to the Shift Total menu.
Reset Shift Totals Are you sure? 1-Yes 2-No Back Main F1 F2 F3 F4	Terminal prompts for confirmation. Select **Yes** or **No**.

Reprint Last Receipt

– **Purpose**
Allows the clerk to reprint the most recent receipt the terminal printed (or attempted to print).

TERMINAL SCREEN	ACTION
Wed 08/09/13 10:30am SWIPE CARD to Begin. Manual Entry F3 Retailer Options F4 F1 F2 F3 F4	Select **Retailer Options**.
Retailer Options #1 1-Logon / Logoff Clerk 2-Reports 3-Shift Totals 4-Reprint Last Recpt ↓ Back Main F1 F2 F3 F4	Select **Reprint Last Receipt**.

Set/Reset Training Mode

– **Purpose**

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

NOTE: Be sure the training mode is disabled before completing actual eWIC transactions. Any transaction performed in training mode DOES NOT actually occur. No data is saved while in training mode and the retailer will be liable for any transactions that occur in training mode.
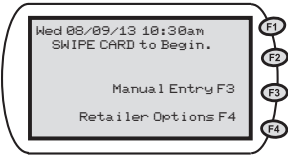
TERMINAL SCREEN	ACTION
Wed 08/09/13 10:30am SWIPE CARD to Begin. Manual Entry F3 Retailer Options F4 F1 F2 F3 F4	Select **Retailer Options**.
Retailer Options #2 1- Clerk Maintenance 2- Load WIC Prices 3- WIC DB Maintenance 4- Ret Receipt Copies 5- Terminal Config ↑ Back Main F1 F2 F3 F4	Arrow down and select **Terminal Config**.
Terminal Config #2 1-Date/Time 2-Installer Options 3-Training Mode ↑ Back Main F1 F2 F3 F4	Arrow down and select **Training Mode**.

Training Mode
  Currently: OFF
 	
  Turn ON?
 	
1-Yes
2-No
          Back Main
F1 F2 F3 F4
	Terminal displays current status of **Training Mode** (ON or OFF) and prompts for confirmation to change mode.

TERMINAL SCREEN	ACTION

```
Training Mode F1

INSTALLER/SETUP Pwd
_____

          Back Main
```
F1
F2
F3
F4
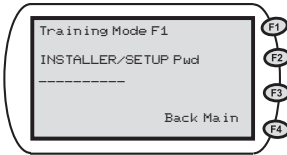
Terminal prompts for Installer/Setup password.

Enter Setup password: 753(alpha)80
Press green enter key.
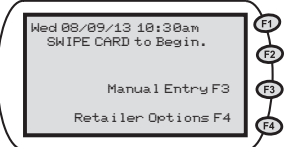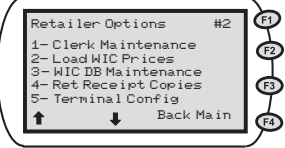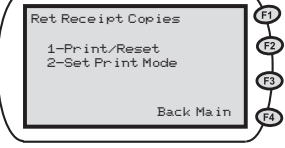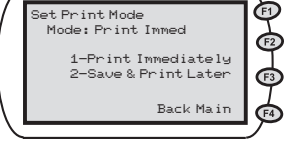
Terminal changes the state of the Training Mode and prints a receipt showing the mode change.

NOTE: If disabling Training Mode, terminal returns to configuration state it was in prior to entering Training Mode. If enabling Training Mode, the current terminal configuration is saved for later restoration.

Set Print Mode
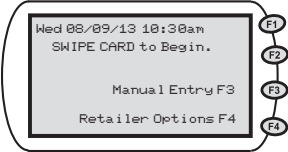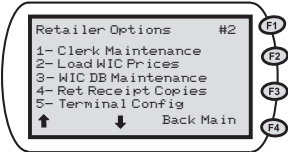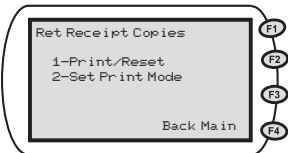
– Purpose
Allows the retailer to configure *how* and *when* POS terminal prints receipt copies. The VeriFone Vx570 is *automatically* configured to print retailer receipt copies immediately following a transaction. If Retailer prefers, the POS can be configured to print retailer receipt copies on one continuous piece of receipt tape at a specified time.

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

Print and Reset Receipt Copies

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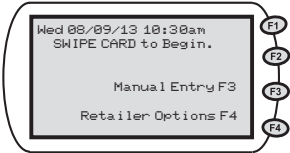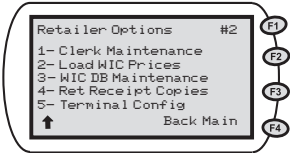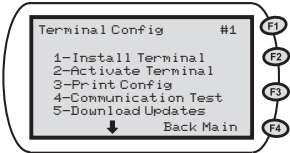
Allows the retailer to print out saved retailer copies of receipts and free up memory in the POS terminal by deleting the saved copies.

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

Print Terminal Configuration
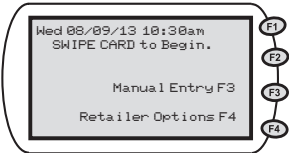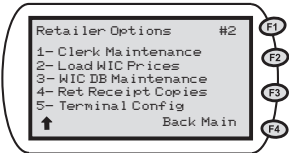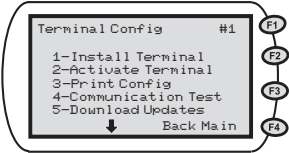
– Purpose
Allows the retailer to print all terminal configuration information for verification and trouble-shooting purposes.

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

Communication Test

– Purpose
Allows the retailer to verify communication with the online EBT Host System.

TERMINAL SCREEN	ACTION

```
Wed 08/09/13 10:30am
  SWIPE CARD to Begin.


     Manual Entry F3

  Retailer Options F4
```
F1 F2 F3 F4

Select **Retailer Options**.

```
Retailer Options     #2
1- Clerk Maintenance
2- Load WIC Prices
3- WIC DB Maintenance
4- Ret Receipt Copies
5- Terminal Config
↑           Back Main
```
F1 F2 F3 F4

Arrow down and select **Terminal Config**.

```
Terminal Config     #1
 1-Install Terminal
 2-Activate Terminal
 3-Print Config
 4-Communication Test
 5-Download Updates
↓          Back Main
```
F1 F2 F3 F4

Select **Communication Test**.

Download Updates
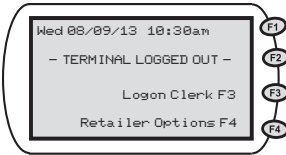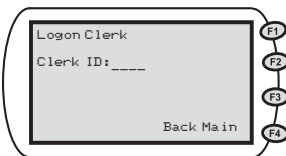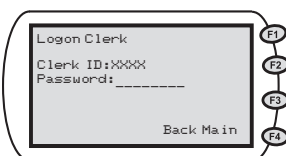
– Purpose
Not for Retailer Use. Download updates is for installers and POS technicians only.

XIV. eWIC POS Terminal Transactions

Logon Terminal/Clerk

– Purpose
The terminal must be logged on to perform eWIC transactions.

TERMINAL SCREEN	ACTION
Wed 08/09/13 10:30am – TERMINAL LOGGED OUT – Logon Clerk F3 Retailer Options F4	Select **Logon Clerk**.
Logon Clerk Clerk ID:____ Back Main	Enter **Clerk ID**. Press green enter key. (Must be 4 numbers)
Logon Clerk Clerk ID:XXXX Password:_____ Back Main	Enter **Clerk Password**. Press green enter key. (Must be 4 to 8 numbers)
Logon Clerk APPROVED Clerk XXXX Logged On Keep retailer receipt for records <<Press Any Key>>	Press any key to begin transactions. **NOTE**: Prints a receipt with a logon message Clerk XXXX is logged on. Terminal is logged on and ready for operation.

Logon Terminal/Clerk Receipt

```
            ABC Market
              Street 1
          Anywhere,VA 12345
          Ph: (123) 456-7890
            Proc #: 1234567

 Term#: T0000001         11/01/13
 Clerk: 1111             9:45:29am
 ----------------------------------
 Clerk 1111 Logged On

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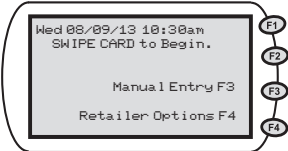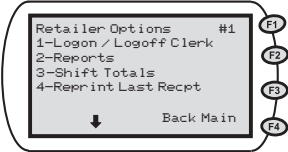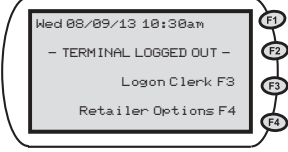
Logoff Clerk/Terminal

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

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

Logoff Clerk/Terminal Receipt

```
              ABC Market
                 Street 1
             Anywhere, VA 12345
             Ph: (123) 456-7890
               Proc #: 1234567

Term#: T0000001          11/01/13
Clerk: 1111              11:45:29pm
-----------------------------------
Clerk 1111 Logged Off

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

Logoff Totals:
                    Count    Amount
WIC:
  Purchases           2      25.35
  Vouch Clear         0          0
                    -----    ------
SUBTOTAL              2      25.35

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

WIC Purchase SMART Keys

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

```
LOWFAT MILK
1 GAL     2 Ea @ 2.99

    Tot Price:    5.98
    Subtotal:     5.98
Qty Void       ▤   Totl
```

F1 F2 F3 F4

ALPHA

```
LOWFAT MILK
1 GAL       1 Ea @ 2.99

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

Change store price temporarily, permanently or leave as is

```
Quantity: 2


    Subtotal:      0.00
```

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

```
Print detail so far?

1-Yes
2-No
```

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

```
    ** VOID ITEM **

   SCAN OR ENTER ITEM #
         TO VOID

Last
Entry
```

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

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

WIC Purchase

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

TERMINAL SCREEN	ACTION
Wed 08/09/13 10:30am SWIPE CARD to Begin. Manual Entry F3 Retailer Options F4	Swipe Virginia eWIC card or press Manual Entry to manually enter card number. **NOTE**: If not logged on as a supervisor, terminal will prompt for a supervisor password if manually entering a card number.
Select Transaction: 1-WIC Purchase 2-eWIC Balance Inquiry Main	Select **WIC Purchase**.
WIC Purchase Waiting for Customer to ENTER PIN... Main	Customer enters PIN on the PINpad and presses ENTER on PINpad. Screen will flash: **Contacting Host...Waiting For Line...** **Dialing Primary...Waiting For Answer...** Customer's WIC Prescription is now loaded in POS.
SCAN OR ENTER ITEM # Subtotal: 0.00 Qty Totl	Scan or Enter Item # to be purchased. **NOTE**: Qty key must be pressed first to enter multiple quantities of an item and will always default back to one quantity.

(Cont.)

WIC Purchase (cont'd)

TERMINAL SCREEN	ACTION

```
LOWFAT MILK
1 GAL          1 Ea @ 3.99
  Tot Price:        3.99
      Subtotal:     3.99
Qty  Void     🖩   Totl
```
F1 F2 F3 F4
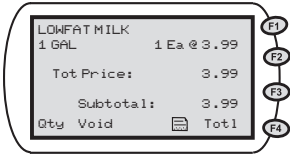
Item Description and Price is displayed for 60 seconds. Price Override Smart Key may be selected during this time. *See page 70 for additional SMART keys available on this screen.*

Scan or Enter Item # of remaining WIC items. When finished, press **Total** key.

```
WIC Purchase
Subtotal:         3.99
(Coupons)         0.00
WIC TOTAL:        3.99


Coup        Back Totl
```
F1 F2 F3 F4
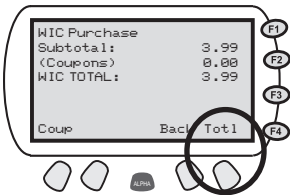
Subtotal amount is displayed.

If **NO** **Cents-Off Coupons** are presented by cardholder, press **TOTL** button.

DO NOT enter the total amount of the WIC items sold. Doing so will "zero out" the transaction and the store will not be paid.
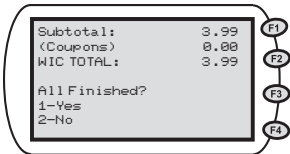
```
Subtotal:         3.99
(Coupons)         0.00
WIC TOTAL:        3.99

All Finished?
1-Yes
2-No
```
F1 F2 F3 F4

Terminal prompts if transaction is "All Finished". Press "1" to complete WIC Purchase.

```
Subtotal:         3.99
(Coupons)         0.00
WIC TOTAL:        3.99
  Enter Coupon Amount
    $ _ _ _ _ . _ _
Coup        Back Totl
```
F1 F2 F3 F4
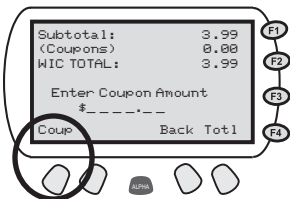
OR

If cardholder presents a Cents-Off Coupon(s), press the purple **COUP** button.

```
Subtotal:         3.99
(Coupons)         0.00
WIC TOTAL:        3.99
  Enter `Cents Off'
  Coupon Amount
    $ _ _ _ 0.25
           Done
```
F1 F2 F3 F4
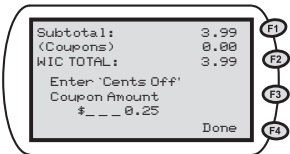
Enter Cents-Off coupon amount and press green enter key.

TERMINAL SCREEN	ACTION

```
Subtotal:        3.99     F1
(Coupons)       - 0.25    F2
WIC TOTAL:       3.74
  Next 'Cents Off'        F3
  Coupon Amount
     $_ _ _ _._ _          F4
Clr              Done
```
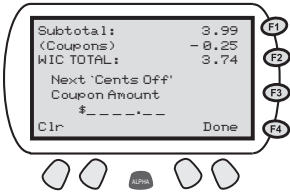
Enter next Cents-Off coupon amount or press **DONE** button to exit coupon function.

NOTE: Purple **CLR** key may be pressed to delete a coupon amount entered, but doing so will zero out all coupon amounts entered thus far. All store/cents-off coupons will then need to be re-entered.

```
WIC Purchase              F1
  Subtotal:      3.99
  (Coupons)     - 0.25    F2
  WIC TOTAL:     3.74
                          F3
Clr         Back Totl     F4
```

To complete the WIC Purchase transaction, press the purple **TOTL** button.
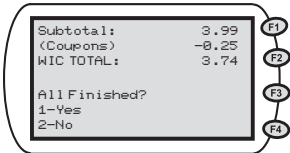
```
Subtotal:        3.99     F1
(Coupons)       -0.25
WIC TOTAL:       3.74     F2

All Finished?             F3
1-Yes
2-No                      F4
```

Terminal prompts if transaction is "All Finished". Press "1" to complete WIC Purchase.

```
     WIC Purchase         F1
      APPROVED
     DISPENSE GOODS       F2

    Give receipt to       F3
       CUSTOMER.
   <<Press Any Key>>      F4
```
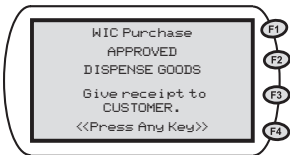
Terminal connects to host and prints a receipt indicating completion of the transaction. Terminal will then print Retailer copy of receipt. (Receipt will list cardholder's remaining eWIC benefits.)

NOTE: Buy One, Get One Free transactions will be scanned in the store system, but NOT in the eWIC POS system.

```
Subtotal:        3.99     F1
(Coupons)       -3.99
WIC TOTAL:       0.00     F2

    Max coupon total      F3
       reached.
Clr              Done     F4
```
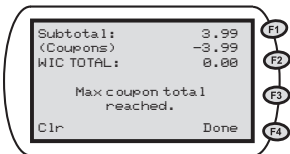
NOTE: If coupon amount(s) entered equal the subtotal, the terminal will display the message "Max coupon total reached" pictured here. Press **Clr** to re-set the coupon amount to zero and re-enter cents off amounts or press **Done** to exit coupon function.

WIC Purchase Receipt

NOTE: If an item exceeds max price, it will be noted with an asterisk (*) and reflected in the WIC TOTAL amount.

```
           ABC Market
              Street 1
          Anywhere,VA 12345
         Ph: (123) 456-7890
           Proc #: 1234567

Term#: T0000001          03/01/13
Clerk: 1111             10:00:01am
----------------------------------
WIC Purchase

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

    TOTAL REQUESTED       6.59

    ITEMS PURCHASE: 2

REMAINING eWIC BENEFITS:

    3 GALLON MILK
    1 POUND CHEESE

 Use your Virginia eWIC Benefits by:
           3/31/2013
----------------------------------
Result:  Approved
Auth #:  007852
Trace #: 000092-00000738057636

 DISPENSE GOODS

==================================
```
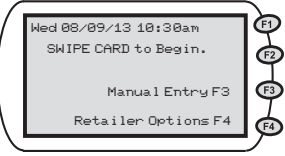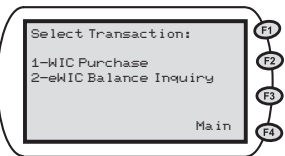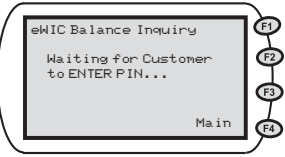
eWIC Balance Inquiry

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

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

Balance Inquiry Receipt

```
            ABC Market
               Street 1
           Anywhere, VA 12345
           Ph: (123) 456-7890
             Proc #: 1234567

Term#: T0000001          03/01/13
Clerk: 1111              10:00:01am
----------------------------------
eWIC Balance Inquiry

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

REMAINING eWIC BENEFITS:

    3 GALLON MILK
    1 POUND CHEESE

  Use your Virginia eWIC Benefits by:
            3/31/2013
----------------------------------
Result:  Approved
Auth #:  007852
Trace #: 000092-00000738057636
----------------------------------
V2.99 020 138 000 000 000 000 000
==================================
      *** CUSTOMER COPY ***
```

XV. Glossary

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

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

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

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

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

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

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

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

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

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

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

Contractor – In Virginia eWIC processing, the contractor (Xerox State & Local Solutions, Inc.) selected by the state agency to perform the service.

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

CVB – A type of WIC benefit issued to WIC participant for the purchase of fruits and vegetables. Unlike prescribed WIC benefits, the WIC participant may purchase any canned, fresh or frozen fruits and vegetables which have not been excluded by on the WIC Approved Food brochure/formula flyer.

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

eWIC – Electronic Benefits Transfer – An electronic payment system that transfers WIC Prescription values from the WIC Program, to a WIC cardholder, and then to the WIC retailer.

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

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

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

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

IVRU – Interactive Voice Response Unit – A computer that accepts data from touch-tone phones and responds with synthesized voice commands and information. Cardholders are trained to use the IVRU to obtain account balances.
Merchant/Processor ID – Unique number assigned to each retailer/merchant by the Virginia Department of Health WIC program.

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

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

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

Proxy – A person, chosen by the WIC participant or head of household, to shop for WIC eligible foods on behalf of the family/account.

Receipt – A paper record of a transaction.

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

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

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

Virginia eWIC card – A plastic benefit card that is issued to eligible WIC cardholders to access WIC Food Prescription benefits via WIC POS devices located at WIC certified Retailer outlets.

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

Appendix A - Virginia eWIC Checklist

Checklist Items	Xerox eWIC Retailer Manual Page #	Check (3) When Completed
Logon Terminal	66	
Logoff Terminal	68	
Terminal Smart Key Descriptions	70	
eWIC Equipment Maintenance and Trouble-shooting	24	
Interpreting Error Messages	30	
PREPARING FOR A eWIC PURCHASE – eWIC CARDHOLDER		
Balance Inquiry	76	
Completing the eWIC Transaction		

A Typical eWIC Purchase
  eWIC Cardholder's Tasks and Responsibilities
  Retailer Tasks and Responsibilities
Additional Tasks During a eWIC Transaction
  Manually Entering a Card Number
  Manually Entering a UPC During Purchase
  Voiding Items Already Entered
  Entering Cents-Off Coupons
  Printing a Subtotal Receipt
  Canceling the Entire WIC Purchase
	71	

Process to request addition of UPCs to the UPC database		

Appendix B - UPC Submission Request

To find out information on the various options available to retailers for submitting a UPC request please contact the Virginia WIC office online at www.vahealth. org/DCN/General%20Info/EBT/index.htm. Here you will find available resources to help with your UPC Request.

Notes

Notes

Notes

Notes

Retailer Help Desk
1-877-436-6057

Xerox State & Local Solutions, Inc.