

## Steps for Returning Stand-Beside POS Equipment

WIC authorized retailers using the Conduent's Stand-Beside Point of Sale (POS) equipment to process eWIC transactions are required to return their equipment when their WIC authorization is terminated or their Stand-Beside equipment is switched to an integrated POS system.

To return the POS equipment, call the retailer help desk at 1-877-436-6057 and speak to a customer service representative (press options 1, 4, 1, and 4). You may be asked to provide the store's WIC Vendor ID number. Once the store information is verified, a pre-paid Smart Post shipping label and a shipping box for the equipment to be returned will be sent to the store via mail.

When these materials have been received, please follow these steps to complete the process:

- Place all the equipment (card reader, PIN pad and bar code scanner) to be returned in the box including power packs and all cables.
- Attach enclosed pre-paid Smart Post shipping label to outside of the box.
- Drop the sealed box off at any post office.