Virginia WIC

Quick Reference Guide for VeriFone® Vx 570 Terminal
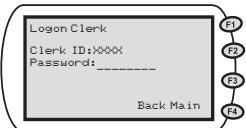
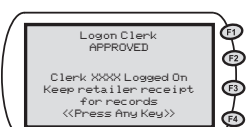### Log On Terminal
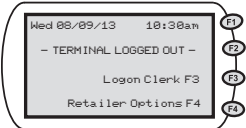
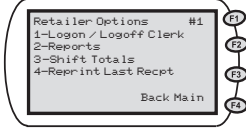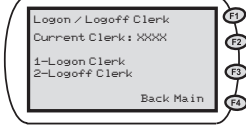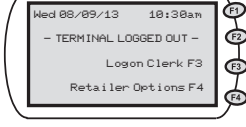| Screen	Instruction
Wed 08/09/13 10:30am – TERMINAL LOGGED OUT – Logon Clerk F3 Retailer Options F4	Select **Logon Clerk.**
Logon Clerk Clerk ID:____ Back Main	Enter **Clerk ID.** Press green enter key. (Must be 4 numbers)
Logon Clerk Clerk ID:XXXX Password:_____ Back Main	Enter **Clerk Password.** 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.

Log Off Terminal
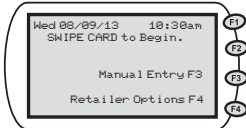
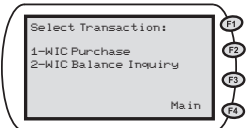| Screen	Instruction
Wed 08/09/13 10:30am SWIPE CARD to Begin. Manual Entry F3 Retailer Options F4	Select **Retailer Options.**
Retailer Options #1 1-Logon / Logoff Clerk 2-Reports 3-Shift Totals 4-Reprint Last Recpt Back Main	Select **Logon/Logoff Clerk.**
Logon / Logoff Clerk Current Clerk: XXXX 1-Logon Clerk 2-Logoff Clerk Back Main	Select **Logoff Clerk.**
Logoff Clerk APPROVED Clerk XXXX Logged Off Keep retailer receipt for records \<\<Press Any Key\>\>	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	Terminal will not perform any transactions in this mode.

Supplies

The VeriFone Vx570 can use either of the following types of single-ply thermal-sensitive replacement paper:

♦ CRM0039 High Grade Thermal Paper 2 1/4 inch
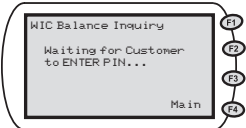♦ CRM0027 Medium Grade Thermal Paper 2 1/4 inch

Balance Inquiry
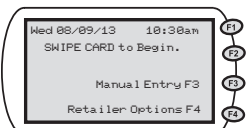
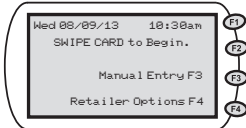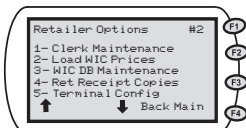| Screen	Instruction
Wed 08/09/13 10:30am SWIPE CARD to Begin. Manual Entry F3 Retailer Options F4	Swipe EBT card or press Manual Entry to manually enter card number. **NOTE:** Card Numbers that are manually entered on a Balance Inquiry Terminal require a supervisor password.
Select Transaction: 1-WIC Purchase 2-WIC Balance Inquiry Main	Select **WIC Balance Inquiry.**
WIC Balance Inquiry 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...**
WIC Purchase APPROVED Give receipt to CUSTOMER. \<\<Press Any Key\>\>	Terminal will print WIC Balance Inquiry receipt.

Load/Change WIC Price(s)

Screen	Instruction
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 **Load WIC Prices**.
Load WIC Prices SCAN OR ENTER ITEM #	**Scan** or **Enter Item #.**
Load WIC Prices LOWFAT MILK 1 GAL Price: Not Set New Price: ____.__	**Enter price. Press Green Enter Key.** Scan or Enter New Item # or press Red Cancel Key to return to previous screen.
Load WIC Prices ITEM DESCRIPTION QTY Price: 0.00 Change	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.
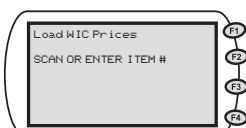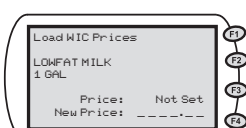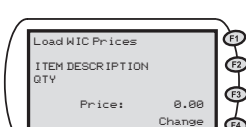
CONDUENT

WIC EBT Vendor Help Desk 1-877-436-6057

WIC Purchase With NO Cents-Off Coupons *

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

        Manual Entry F3
      Retailer Options F4
```
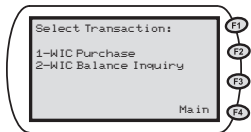F1 F2 F3 F4
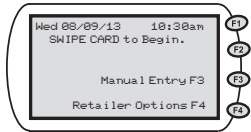
Swipe EBT card or press Manual Entry to manually enter card number. **NOTE:** If not logged on as a supervisor, terminal will prompt for a supervisor password if manually entering a card number.
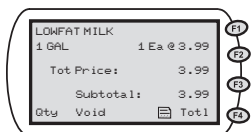
```
Select Transaction:

1-WIC Purchase
2-WIC Balance Inquiry

             Main
```
F1 F2 F3 F4

Select **WIC Purchase.**

```
WIC Purchase

Waiting for Customer
to ENTER PIN...

             Main
```
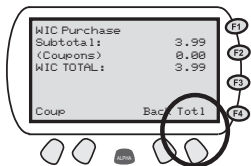F1 F2 F3 F4

Customer enters PIN on the PINpad and presses ENTER on PINpad. Customer's WIC Prescription is now loaded in POS.

```
SCAN OR ENTER ITEM #


     Subtotal:   0.00
Qty             Totl
```
F1 F2 F3 F4
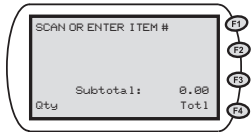
Scan or Enter Item # to be purchased. **NOTE:** Qty key must be pressed first to enter multiple quantities of an item and will always default back to one quantity.

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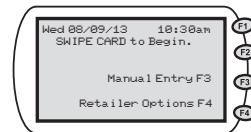
```
Subtotal:       3.99
(Coupons)       0.00
WIC TOTAL:      3.99

All Finished?
1-Yes
2-No
```
F1 F2 F3 F4
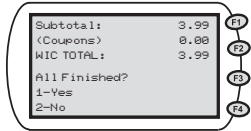
Terminal prompts if transaction is "All Finished". Press "1" to complete WIC Purchase.
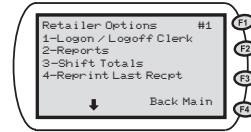
* For instructions on completing a WIC Purchase WITH Cents-Off Coupons, see the Virginia WIC EBT Vendor Manual.

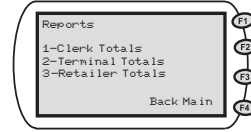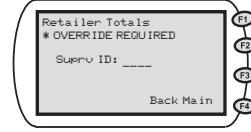## WIC EBT Vendor Help Desk
1-877-436-6057

Retailer Totals Report

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

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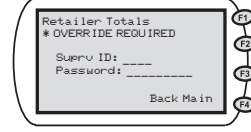F1 F2 F3 F4

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

  Supv ID: ____

           Back Main
```
F1 F2 F3 F4

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

```
Retailer Totals
* OVERRIDE REQUIRED

  Supv ID: ____
  Password: _____
           Back Main
```
F1 F2 F3 F4

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

```
Retailer Totals

  Settlement Date
  MM/DD

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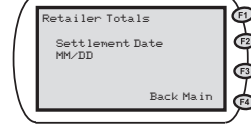
Enter **Settlement Date (MM/DD).** Press green enter key. **NOTE:** The date entered on this screen must be the "settlement" date for the business day you are requesting.

WIC Purchase Smart Keys

```
LOWFAT MILK
1 GAL    2 Ea @ 2.99

  Tot Price:     5.98
    Subtotal:    5.98
Qty Void      🖶  Totl
```
F1 F2 F3 F4

```
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

VAWICQRG0814