

**WIC EBT QUICK START REFERENCE GUIDE**

WIC EBT Quick Start  
Reference Guide

Please keep this guide for future reference

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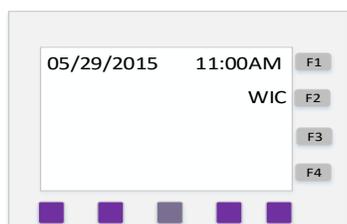
## WIC EBT Quick Start

Welcome to eWIC. The information in this Quick Start guide can help guide you through the basic transactions and information you need to participate in the program. If you have not set up your Verifone VX520 stand beside, please reference the set-up document included in your set up kit.

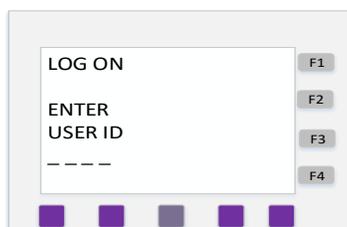
### Log In

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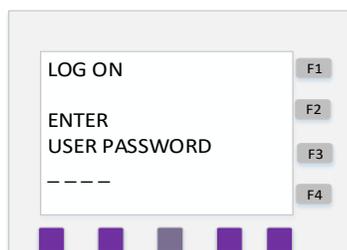
To Log In, follow the steps below:



Press **F2** WIC.



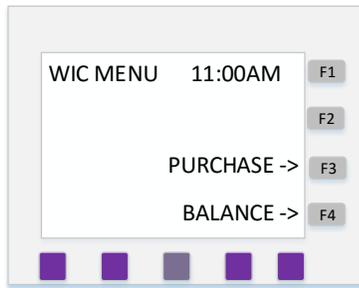
Enter User ID and press .



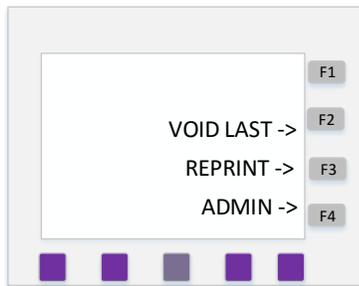
Enter Password and press .

*Note: The User ID and Password that is sent with the terminal is generic. If you want to use a different User ID and Password add another user following the steps below.*

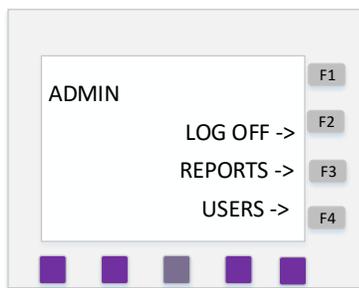
## Adding a New User



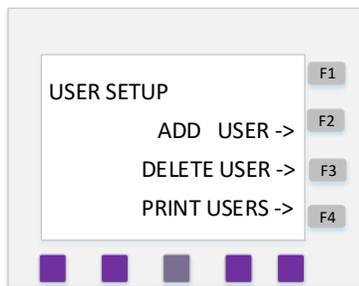
Press the leftmost purple key (  ) which will cause the menu to scroll down.



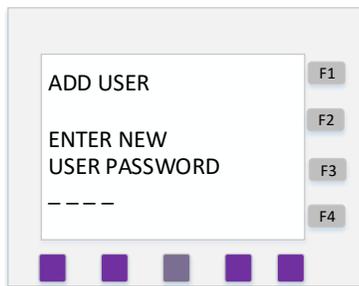
Press  ADMIN.



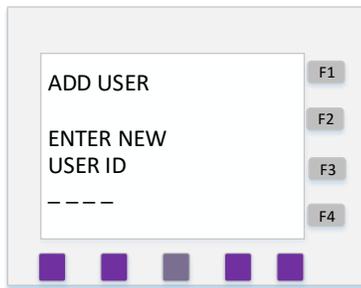
Press  USERS.



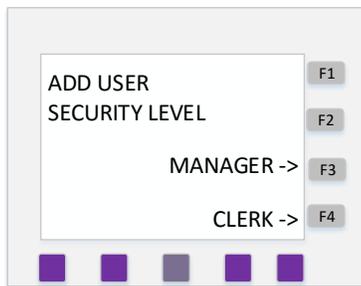
Press  ADD USER.



Enter new user ID and press .



Enter a password for the new user and *press* .



Choose the security level of the new user:

For Manager, *press*  Manager.

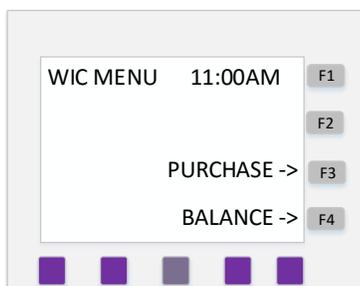
For Clerk, *press*  Clerk.

You will get a confirmation message asking you to press any key, please *press* any key.

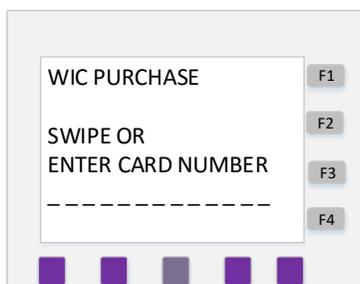
## Processing a WIC Purchase

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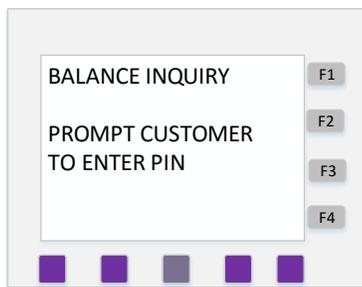
If a customer has Cash Value Benefit items, they should be processed after items are scanned. To process a WIC purchase, follow the steps below:



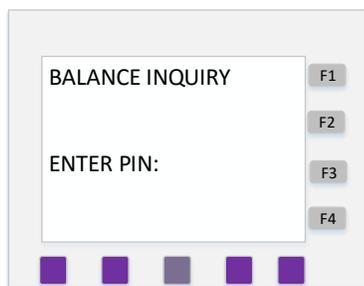
*Press*  PURCHASE.



*Swipe* the customer card through the card *swipe* reader on the terminal or *enter* the card manually.

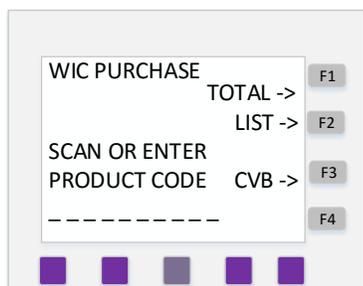


Hand PIN pad to the customer or make terminal PIN pad available.

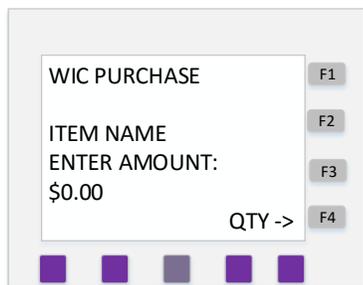


Customer enters PIN on the PIN pad and press .

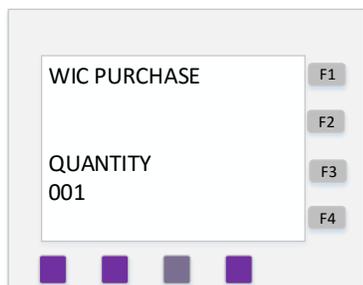
For each item in the transaction:



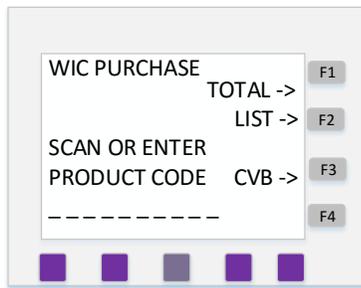
Scan the UPC bar code using the handheld scanner  
Or Manually enter the UPC/PLU and then press .



If the quantity is more than 1, press .  
If quantity is 1, enter the price then press .



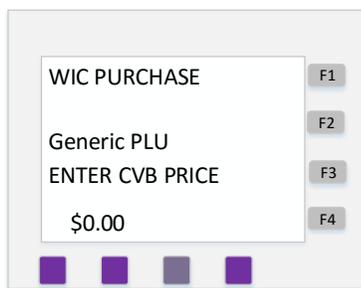
If the quantity is more than 1:  
Scan the item again or Press , to delete the quantity of 1, and enter the correct quantity.  
Then press . Complete the prompt to enter the price of the item and press .



For a list of added in the transaction press **F2**.

## Cash Value Benefit (CVB)

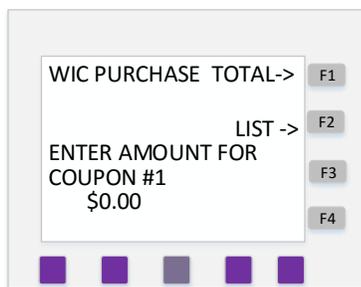
If the customer has a Cash Value Benefit (CVB) item press **F3**.



Enter the price to be charged to CVB then press .  
*Note: Some fresh fruits and vegetables have UPCs. If the item being purchased has a UPC then scan it. If there is no UPC, then a price must be entered.*

When you are finished press **F1** for Total.

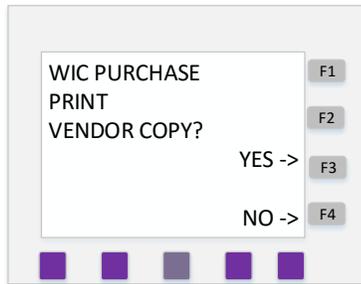
## Coupons



Enter each coupon's value pressing  after each amount.  
When finished press **F1** for the Total.  
*Note :For Buy-One-Get-One items, ring up only one of the items.*



Is the transaction complete?  
If yes, press **F3** YES and a customer copy of the receipt will print.  
If no, press **F4** NO.



Complete the prompt print a vendor copy:

Yes, *press* **F3** YES and a vendor copy of the receipt will print.

No, *press* **F4** NO.

After completing the prompt, *press* any key to continue.

## Void an Item:

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Items can be voided from the transaction if needed. On the product entry screen there is an option for List. *Press* the “List” button and scroll to the desired item. *Press* “Edit” to show the quantity. To remove the item, change the quantity to 0 (zero).

## Incorrect PIN:

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The terminal will beep and display invalid PIN on the screen.

## Denied Transaction:

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The terminal will beep and the receipt will return the message “TRANSACTION DENIED” and a reason (such as INSUFFICIENT FUNDS) followed by a message stating DO NOT DISPENSE GOODS.

## Item Error Messages:

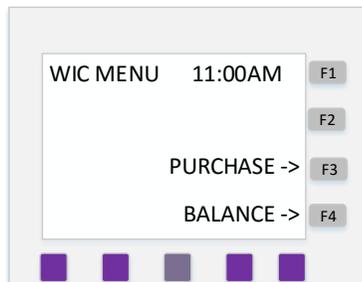
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Individual items can also be denied with errors such as “INVALID WIC ITEM” or “QTY NOT AUTH” to Cardholder. If an error message appears, do not tender those items because they are not part of the WIC transaction.

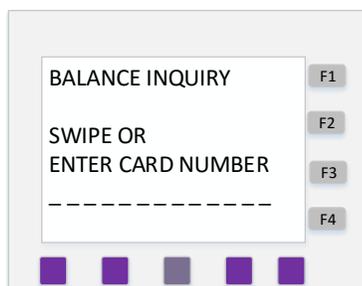
## Performing a Balance Inquiry

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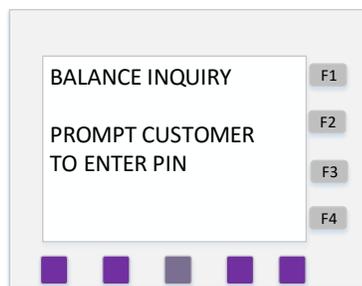
A balance inquiry is a non-financial transaction that will print a receipt that will tell the customer the balance of his/her accounts. To perform a balance inquiry, follow the steps below:



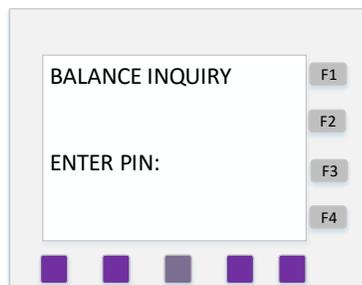
Press **F4** Balance.



*Swipe* the customer card through the card *swipe* reader on the terminal or *enter* the card manually.



*Ask the customer to enter the PIN either on the terminal or on a PIN pad.*



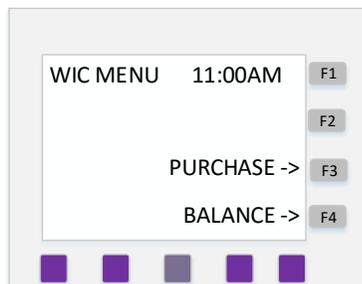
Customer *enters* PIN on the PIN pad and *press* . A receipt will print for the customer.

After completing the prompt, please *press* any key to continue.

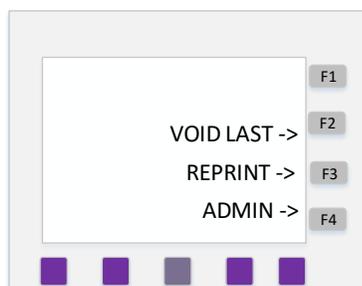
## Void the Last Transaction

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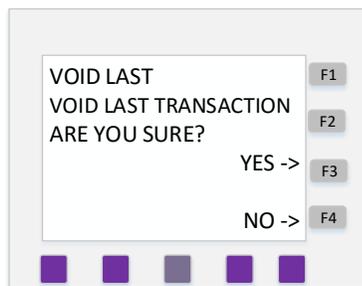
To void the last transaction, follow the steps listed below:



Press the leftmost purple key (  ) which will cause the menu to scroll down.



Press  VOID LAST.



You will be asked if you are sure you would like to void the last transaction

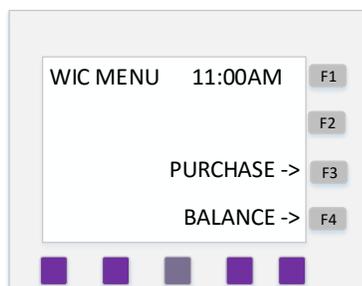
If yes, press  Yes.

If no, press  No.

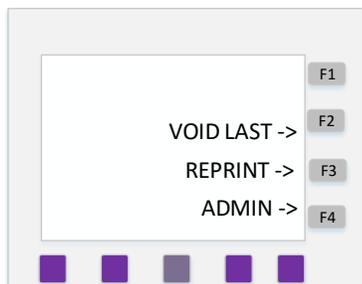
## Update APL File

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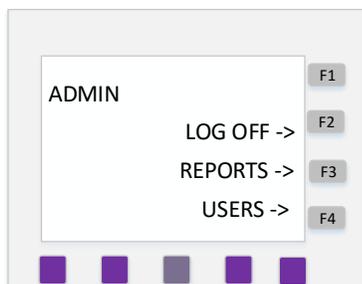
If the terminal is plugged in and turned on, the APL will automatically check for updates every night at 2 AM. If there is an update it will automatically download. There may be times that you need to update the APL file manually. If you need to update the APL file manually, follow the steps listed below:



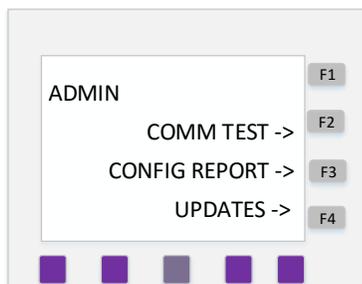
Press the leftmost purple key (  ) which will cause the menu to scroll down.



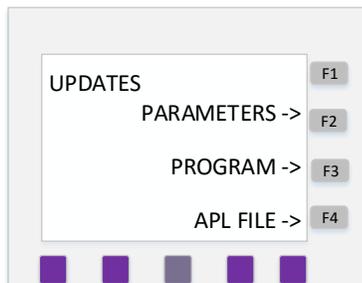
Press **F2** ADMIN.



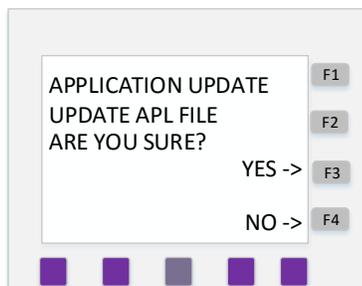
Press the leftmost purple key (  ) which will cause the menu to scroll down.



Press **F4** UPDATES.



Press **F4** APL FILE.



You will be prompted if you are sure you want update application

If yes, press **F3** YES.

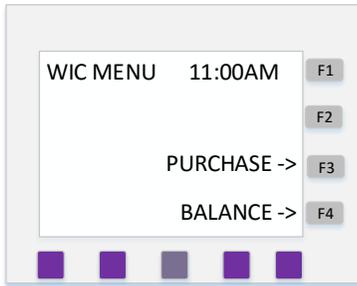
If no, press **F4** NO.

The APL file will then download. This process takes a few minutes.

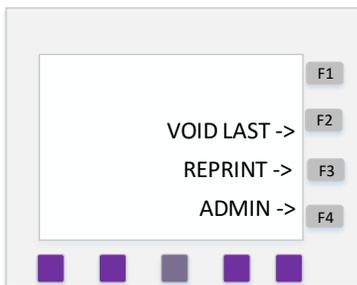
## Printing Reports

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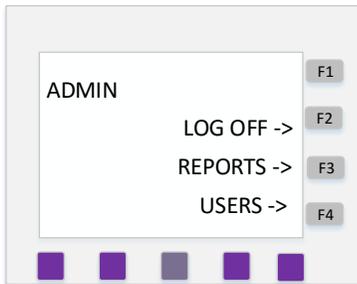
To print reports, follow the steps listed below:



Press the leftmost purple key (  ) which will cause the menu to scroll down.



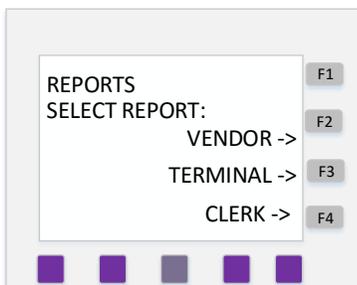
Press  ADMIN.



Press  REPORTS.

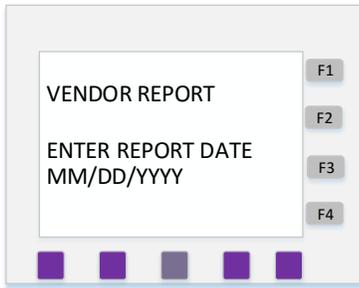
## Vendor report

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The Vendor Report shows the daily settlement activity for the terminal. It can be used to reconcile daily activity.

Press  Vendor.



Enter report date then press   
A report will print.

## Additional Information:

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- Replacement paper specifications: medium or high grade thermal POS paper that is 50 feet long, 2 ¼ inches wide.
- If the terminal is not working, unplug the terminal from the power outlet and wait a few seconds. Plug the terminal back in and allow it to restart. If the terminal still does not work, please call the Retailer Help Desk at 866-730-7746.
- At 6 PM ET each day the eWIC system generates daily store totals. That total is for the previous 24 hours. Funds for the 24-hour settlement day are then sent to the vendor's bank account within two banking days.