Oklahoma eWIC
Quick Reference Guide for VeriFone® Vx 570 Terminal

Log On Terminal

```
Fri 01/03/14 12:00am      F1
- TERMINAL LOGGED OUT -   F2
            Logon Clerk F3   F3
      Retailer Options F4   F4
```
Select **Logon Clerk** (F3).

```
Logon Clerk               F1
Clerk ID: _ _ _ _         F2
                          F3
         Back   Main      F4
```
Enter **Clerk ID.** Press green enter ⏎ key.

(Must be 4 numbers)

```
Logon Clerk               F1
Clerk ID: XXXX            F2
Password:_ _ _ _ _ _ _    F3
         Back   Main      F4
```
Enter **Clerk Password.** Press green enter ⏎ key.

(Must be 4 to 8 numbers)

```
      Logon Clerk         F1
       APPROVED           F2
Clerk XXXX Logged On      F3
Keep retailer receipt
   for records            F4
<<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.

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

Load/Change WIC Price(s)

```
Fri 01/03/14 12:00am      F1
SWIPE CARD to Begin.      F2
      Manual Entry F3     F3
   Retailer Options F4    F4
```
Select **Retailer Options** (F4).

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

```
Load WIC Prices           F1
                          F2
SCAN OR ENTER ITEM #      F3
                          F4
```
Scan or **Enter Item #.**

```
Load WIC Prices           F1
                          F2
LOWFAT MILK               F3
1 GAL
  Price:   Not Set        F4
  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           F1
                          F2
LOWFAT MILK               F3
1 GAL
  Price:    0.00          F4
          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.

Log Off Terminal

```
Fri 01/03/14 12:00am      F1
SWIPE CARD to Begin.      F2
      Manual Entry F3     F3
   Retailer Options F4    F4
```
Select **Retailer Options** (F4).

```
Retailer Options   #1     F1
1-Logon / Logoff Clerk    F2
2-Reports                 F3
3-Shift Totals
4-Void Last Tran          F4
5-Reprint Last Recpt
   ↓    Back   Main
```
Select **Logon/Logoff Clerk** (1QZ).

```
Logon / Logoff Clerk      F1
Current Clerk: XXXX       F2
1-Logon Clerk             F3
2-Logoff Clerk
         Back   Main      F4
```
Select **Logoff Clerk** (2ABC).

```
     Logoff Clerk         F1
      APPROVED            F2
Clerk XXXX Logged Off     F3
Keep retailer receipt
   for records            F4
<<Press Any Key>>
```
Terminal prints clerk totals. Press any key.

NOTE: Prints a receipt with a logoff message and clerk logoff totals.

```
Fri 01/03/14 12:00am      F1
- TERMINAL LOGGED OUT -   F2
            Logon Clerk F3   F3
      Retailer Options F4   F4
```
Terminal will not perform any transactions in this mode.

Retailer Totals Report

```
Fri 01/03/14 12:00am      F1
SWIPE CARD to Begin.      F2
      Manual Entry F3     F3
   Retailer Options F4    F4
```
Select **Retailer Options** (F4).

```
Retailer Options   #1     F1
1-Logon / Logoff Clerk    F2
2-Reports                 F3
3-Shift Totals
4-Void Last Tran          F4
5-Reprint Last Recpt
   ↓    Back   Main
```
Select **Reports** (2ABC).

```
Reports                   F1
                          F2
1-Clerk Totals            F3
2-Terminal Totals
3-Retailer Totals         F4
         Back   Main
```
Select **Retailer Totals** (3DEF).

```
Retailer Totals           F1
* OVERRIDE REQUIRED       F2
  Supv ID:_ _ _ _         F3
         Back   Main      F4
```
Enter **Supervisor ID.** Press green enter ⏎ key.

```
Retailer Totals           F1
* OVERRIDE REQUIRED       F2
  Supv ID:_ _ _ _         F3
  Password:_ _ _ _ _ _ _ _
         Back   Main      F4
```
Enter **Supervisor Password.** Press green enter ⏎ key.

```
Retailer Totals           F1
                          F2
  Settlement Sate         F3
  MM/DD
         Back   Main      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.

eWIC Retailer Help Desk 1-866-330-3062

OKWICQRG1217

WIC Purchase With NO Cents-Off Coupons *

```
Fri 01/03/14 12:00am   F1
SWIPE CARD to Begin.    F2
                        
       Manual Entry F3  F3
   Retailer Options F4  F4
```
Swipe *e*WIC card or press **Manual Entry** **F3** 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 Transactions    F1
1-WIC Purchase          
2-WIC Balance Inquiry   F2
                        F3
               Main     F4
```
Select **WIC Purchase** **1** QZ.

```
WIC Purchase           F1
                       
Waiting for Customer   F2
to ENTER PIN...        F3
               Main    F4
```
Customer enters PIN on the PINpad and presses ENTER on PINpad.
Contacting Host...Waiting For Line... Dialing Primary...Waiting For Answer...
Customer's WIC Prescription is now loaded in POS.

```
SCAN OR ENTER ITEM #   F1
                       F2
                       
     Subtotal:  0.00   F3
Qty             Totl   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          F1
  1 Gal      1 Ea @ 3.99     
                       F2
    Tot Price:   3.99  F3
    Subtotal: 3.99     
  Qty  Void   ☰ Totl   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           F1
Subtotal:      3.99    
(Coupons)      0.00    F2
WIC TOTAL:     3.99    F3
                       
Coup          Back Totl 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    F1
(Coupons)      0.00    
WIC TOTAL:     3.99    F2
                       
All Finished?          F3
1-Yes                  
2-No                   F4
```
Terminal prompts if transaction is "All Finished". Press **1** QZ. to complete WIC Purchase.

* For instructions on completing a WIC Purchase **WITH** Cents-Off Coupons, see the Oklahoma eWIC Retailer Manual.

Balance Inquiry

```
Fri 01/03/14 12:00am   F1
SWIPE CARD to Begin.    F2
                       
       Manual Entry F3  F3
   Retailer Options F4  F4
```
Swipe *e*WIC 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 Transactions    F1
1-WIC Purchase          
2-WIC Balance Inquiry   F2
                        F3
               Main     F4
```
Select **WIC Balance Inquiry** **2** ABC.

```
WIC Balance Inquiry    F1
                       
Waiting for Customer   F2
to ENTER PIN...        F3
               Main    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       F1
      APPROVED         F2
                       
   Give receipt to     F3
     CUSTOMER.         
  <<Press Any Key>>    F4
```
Terminal will print WIC Balance Inquiry receipt.

eWIC Retailer Help Desk 1-866-330-3062

Void Last Transaction

```
Fri 01/03/14 12:00am   F1
SWIPE CARD to Begin.    F2
                       
       Manual Entry F3  F3
   Retailer Options F4  F4
```
Select **Retailer Options** **F4**.

```
Retailer Options  #1   F1
1-Logon / Logoff Clerk 
2-Reports              F2
3-Shift Totals         
4-Void Last Tran       F3
5-Reprint Last Recpt   
    ↓    Back   Main    F4
```
Select **Void Last Tran** **4** GHI.

```
Last Tran:             F1
(Type of Transaction)  F2
$ XX.XX                
      Void Tran?       F3
1-Yes                  
2-No        Back  Main F4
```
Press **1** QZ. for **Yes** and proceed to the next screen or press **2** ABC for **No** to return to previous menu.

```
Void Last Tran         F1
* OVERRIDE REQUIRED    F2
                       
Suprv ID:____          F3
                       
       Back   Main     F4
```
Enter **Supervisor ID** and press green enter ⏎ key.

```
Void Last Tran         F1
* OVERRIDE REQUIRED    F2
                       
Suprv ID:XXXX          F3
Password:_____      
       Back   Main     F4
```
Enter **Supervisor Password** and press green enter ⏎ key.

```
Void Last Tran         F1
                       
Swipe ot type card     F2
number from last       
transaction.           F3
                       
       Back   Main     F4
```
Enter card number or swipe card from last transaction.

```
    Void Last Tran     F1
      APPROVED         
   Void Successful     F2
                       
   Give receipt to     F3
      CUSTOMER.        
  <<Press Any Key>>    F4
```
Approved Transaction.
Give the receipt to the customer.

WIC Purchase Smart Keys

```
LOWFAT MILK          F1
1 Gal      1 Ea @ 3.99
                     F2
  Tot Price:   3.99  F3
  Subtotal: 3.99     
Qty  Void   ☰ Totl   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