



eWIC In-Store Live Shopping Script (Stand-Beside Stores)

Rev. 3/28/17

Test Shopping Process included 3 recommended tests and 1 optional test:

Test #-1 (optional) – Comm Test (Checks Connectivity. To be used if there are issues with processing)

(Use red x button to back out between SNAP and WIC)

1. On the FIS terminal – press the green button
2. Press 8
3. The printout result should be “Accepted”

Test #2 (Recommended) - Balance inquiry

1. Determine whether or not vendor uses external PIN pad
2. Choose Balance Inquiry on the Terminal **(F3)**
3. Swipe your card
4. Enter your PIN on the PIN pad (or on the terminal if no PIN pad)
5. A receipt will print showing the benefit balance. Check against your benefit print-out or last receipt. Verify foods, quantities and expiration dates.
6. Note any issues for further investigation.

Test #3 (Recommended) – Small transaction Void

1. Choose two WIC items with a UPC and two CVB items
2. Choose WIC Purchase on the Terminal **(F2)**
3. Swipe your card
4. Enter your PIN on the PIN PAD (not the terminal)
5. Scan the first item
6. Enter the price (Prices can be pre-programmed by UPC into the terminal if desired)
7. Press Total (for UPC subtotal)

8. CVB prompt is available – enter the prices for each CVB item. An error message will occur if maximum benefits are exceeded.
9. Press Total (for CVB subtotal)

10. Enter coupons if applicable
11. Press Total (for coupon subtotal)

12. Press Yes when prompted to continue, to authorize the purchase
13. Checker: Press Yes to print Vendor Copy of receipt
14. Verify purchase in WIC Direct
15. Press the MORE button
16. Select Void Last
17. Press Yes
18. Verify the void in WIC Direct

Test #4 (Recommended) – Small transaction Real

1. Choose one WIC item with a UPC
2. Choose WIC Purchase on the Terminal **(F2)**
3. Swipe your card
4. Enter your PIN on the PIN PAD (not the terminal)
5. Scan the first item
6. Enter the price
7. Press Total
8. Press Total
9. Press Total
10. Press Yes when prompted to continue, to authorize the purchase
11. Press Yes to print Vendor Copy of receipt
12. Verify purchase in WIC Direct
13. Donate food at a food bank. (Use Donation Form).
14. We'll check later to verify that the store received payment for purchase.

Optional Training / Testing:

1. Void individual items by changing the quantity to zero
 - a. Select List
 - b. Press Next to find the item
 - c. Select QTY
 - d. Press Back until the amount is zero
 - e. Press Enter

Do the same process for CVB items except you be changing the \$\$ amount to zero.

2. Scan ineligible WIC item(s) to test error messages
 - a. Non-WIC item
 - b. WIC item that exceeds benefit or is not on benefit list