

HIP EBT-only POS Terminal Instructions

Retailer Help Desk 1-866-891-7897

All of the regular functions of the EBT-only terminal do not change except for the Food Stamp Purchase and Return Transactions.

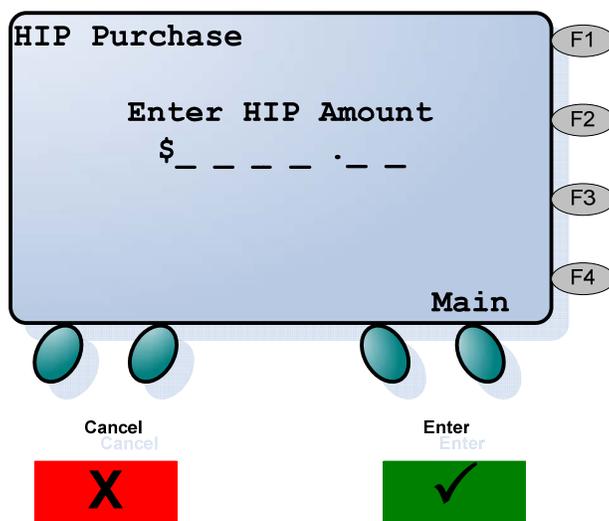
The buttons on the new terminal are in different places, but they are the same.

FOOD STAMP PURCHASE TRANSACTION

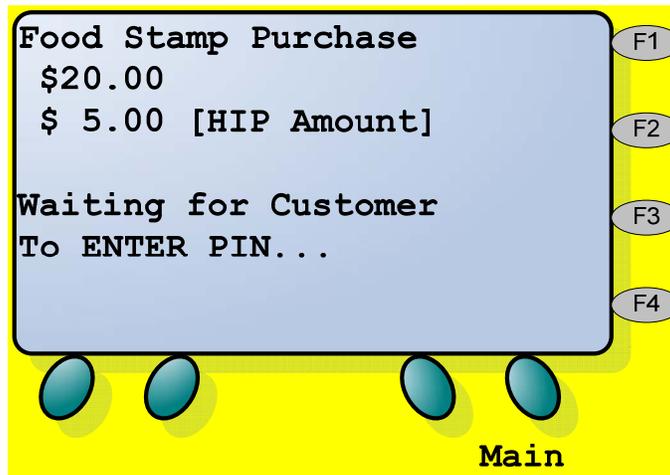
Before starting the transaction sort the customer's food items into HIP and Non-HIP and total the amounts of each.

Select '1-Food Stamp Purchase'
Enter the Food Stamp purchase amount and presses the green/Enter button
Enter the HIP Amount of purchase and presses the green/Enter button.
If there are no HIP items, put \$0.00 in the amount and press the green/Enter button.
Customer enters PIN on the PINpad and presses the green/Enter button

This is the new HIP Purchase screen



Here is a sample of the new HIP Customer Enter PIN screen.



Here is a sample HIP Purchase Receipt

```

Food Mart
Food Mart
Boston, MA 02266
Proc#: 4880062
-----
Term#: 00000000          01/26/11
Clerk: 0000             4:18:53pm

Food Stamp Purchase

Card Num: xxxxxxxxxxxx4318
Settlement Date: 01/26

HIP Balance Summary:
-----
HIP Incentive Earned this transaction:      4.50
HIP Incentive Earned month to date:        25.00

SNAP Balance Summary:
-----
FS Begin Bal:      250.00
FS Purchase:       -15.00
HIP Earned:        4.50
-----
FS End Bal:        239.50
-----

Result:  Approved
Auth #:  027914
Trace #: 000536-000000238131597
  
```

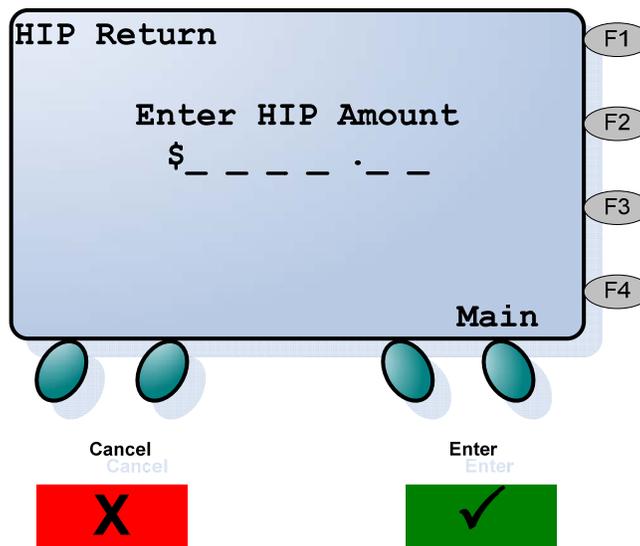
FOOD STAMP RETURN TRANSACTION

Before starting the transaction sort the customer's food items into HIP and Non-HIP and total the amounts of each.

This is a supervisor function and the store supervisor must enter their ID and password to complete the transaction.

Select '2-Food Stamp Return'
Supervisor enters their supervisor ID and presses the green/Enter button
Supervisor enters their supervisor password and presses the green/Enter button
Enter the Food Stamp return amount and presses the green/Enter button
Enters HIP Amount of return and presses the green/Enter button

This is the new HIP Return screen.





Here is a sample HIP Return Receipt.

Food Mart	
Food Mart	
Boston, MA 02266	
Proc#: 4880062	

Term#: 00000000	01/26/11
Clerk: 0000	4:18:53pm
Food Stamp Return	
Card Num: xxxxxxxxxxxx4318	
Settlement Date: 01/26	
HIP Balance Summary:	

HIP Incentive Earned this transaction:	<4.50>
HIP Incentive Earned month to date:	15.00
SNAP Balance Summary:	

FS Begin Bal:	250.00
FS Return:	15.00
HIP Earned:	-4.50
	- - - - -
FS End Bal:	260.50

Result: Approved	
Auth #: 027914	
Trace #: 000536-000000238131597	

Error Messages

Error messages will be sent to the POS terminal if there is a problem with the transaction. For HIP, there will be a specific HIP error message on a HIP return transaction if the HIP return amount is greater than the Food Stamp return amount.



Manual Vouchers

If you need to use Manual Vouchers for either a purchase or return transaction, follow the directions below.

1. Fill out the manual voucher. Write the Food Stamp amount and HIP amount on the voucher separately.
2. Call the retailer help desk for an authorization. 1-866-891-7897.
3. When you select the Manual Voucher prompt, select HIP retailer.
4. Enter the FS Purchase Amount.
5. Enter the HIP Amount.
6. Receive the Authorization Number and write the number down on the voucher.
7. Once your terminal is repaired, clear the voucher on the terminal. Enter the Food Stamp amount and the HIP amount.

General HIP Program Questions:

Call 1-888-987-4487, Monday through Friday between 9:00 AM and 5:00 PM.