

Healthy Incentives Program (HIP) EBT-only Point of Sale Terminal Instructions

Retailer Help Desk 1-866-891-7897 or HIP Call-line 1-888-987-4487

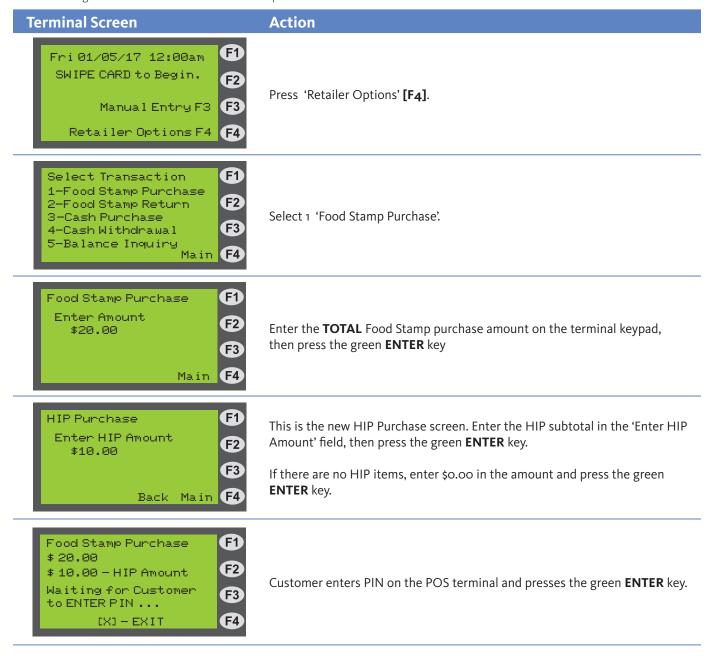


Conduent State & Local Solutions, Inc.

The Healthy Incentives Program (HIP) Point of Sale processing will be displayed on the terminal menu options in addition to the current SNAP processing menu, and on the transaction receipts.

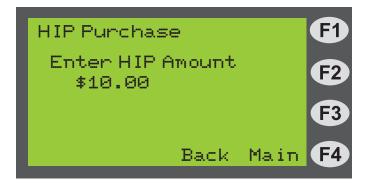
Food Stamp Purchase Transaction

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



New HIP Purchase Screen

Enter the HIP subtotal amount in the 'Enter HIP Amount' field, then press the green ENTER key.





New Customer PIN Entry Screen



Copley Square Farmers' Market

Boston, MA 02266 (413) 858-2000

Term#: 12345678 01/05/17 Clerk: 9876 Supv: 9999 01:48:51pm

Food Stamp Purchase

Card Num: XXXXXXXXXXXXXXXX6394

Settlement Date: 01/05

HIP Balance Summary:

HIP Incentive Earned this transaction: 10.00 HIP Incentive Earned month to date: 40.00

SNAP Balance Summary:

FS Begin Bal: 250.00
FS Purchase: -20.00
HIP Earned: 10.00
------FS End Bal: 240.00

Cash Bal: 0.00

Result: Approved Auth: 027914

Trace#: 000536-000000238131597

DISPENSE GOODS

V1.00 021 094 000 000 000 000 000

*** CUSTOMER COPY ***

Food Stamp Return Transaction

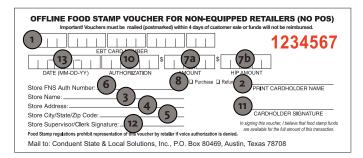
"Food Stamp Only" returns continue to be processed as they are today with no changes to the Point of Sale terminal.

HIP returns are **not allowed** and cannot be processed on the Point of Sale device. If a SNAP customer wishes to make a HIP return, please provide an exchange of eligible HIP items of equal value for the original HIP purchase amount.



Manual Vouchers with HIP Subtotal

If you need to use Manual Vouchers for a SNAP and HIP purchase, follow the directions below.

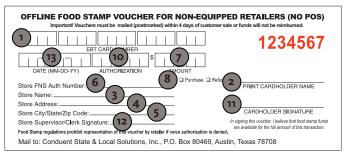


Fill in the form as follows:

- 1. **Print** the cardholder's EBT card number.
- 2. **Print** the EBT cardholder's name.
- 3. **Print** the store name.
- 4. **Print** the store address.
- 5. **Print** city, state and zip code.
- **6. Print** your seven-digit FNS authorization number.
- **7. Print** the amount of the Food Stamp purchase (a) and the HIP subtotal (b) separately on the voucher.
- **8.** *Check* (✓) purchase as transaction type. Note: HIP returns are not permitted.
- **9.** *Call* the Retailer Customer Service Call Center at 1-866-891-7897 for a manual voucher authorization number.
- **10. Print** the manual voucher approval number here received from the Retailer Customer Service Call Center.
- **11.** *Cardholder* signs here. Only authorized persons may sign the voucher.
- **12. Retailer (checker or front-end supervisor)** signs the manual voucher.
- 13. **Print** the date of the transaction.
- **14.** *Give a copy of voucher to cardholder.* Give the cardholder the top (white) copy of the voucher and keep the bottom (buff) copy for your records. Federal Regulations require that copies be kept for three years.
- **15.** If voucher was used during a terminal issue, be sure to clear the voucher on the terminal when the terminal repair is complete. Enter the Food Stamp amount and HIP amount separately.

Manual Vouchers Only - No HIP Subtotal

If you need to use Manual Vouchers for a SNAP purchase or a Food Stamp only return transaction, follow the directions below.



Fill in the form as follows:

- 1. **Print** the cardholder's EBT card number.
- 2. **Print** the EBT cardholder's name.
- 3. Print the store name.
- 4. **Print** the store address.
- 5. **Print** city, state and zip code.
- **6. Print** your seven-digit FNS authorization number.
- **7. Print** the amount of the Food Stamp purchase or return.
- Check (✓) transaction type. Note: HIP returns are not permitted
- **9.** *Call* the Retailer Customer Service Call Center at 1-866-891-7897 for a manual voucher authorization number.
- **10. Print** the manual voucher approval number here received from the Retailer Customer Service Call Center.
- **11.** *Cardholder* signs here. Only authorized persons may sign the voucher.
- **12. Retailer (checker or front-end supervisor)** signs the manual voucher.
- 13. **Print** the date of the transaction.
- **14.** *Give a copy of voucher to cardholder.* Give the cardholder the top (white) copy of the voucher and keep the bottom (buff) copy for your records. Federal Regulations require that copies be kept for three years.
- 15. If voucher was used during a terminal issue, be sure to clear the voucher on the terminal when the terminal repair is complete. Enter the Food Stamp amount and HIP amount separately.

General HIP Program Questions

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