



If the retailer sees the image above, they have mistakenly pressed the F key associated w/ AUTODL on the idle/VMAC screen instead of JPM WIC. To get back to the JPM WIC screen, they simply need to press the \* key (above the red X key). This will take them back to the menu where JPM WIC is displayed.

Several retailers have informed JPM that periodically the terminal will freeze up when scanning items and not allow additional items to be scanned. The workaround for this is to press the F2 key which should be associated w/ the LIST function on the checkout screen. This should display the first item scanned. The merchant will then need to press the F4-EXIT key to return to the checkout screen. This should allow additional scanning of items and completion of the transaction.



If a retailer calls in stating they cannot accept short UPC barcodes (8 digits) and have a **Metrologic gray scanner**, they will need to scan a barcode which will set this parameter into each terminal they have on-site.

- Scan each of the below bar codes (left one first); the scanner will beep 3 times



- Sign onto the terminal (if not already signed on), then press the purple Report key
- Press F4 for UPC Config
- Enter the manager ID, then press the green Enter key
- Enter the manager password, then press the green Enter key
- Scan a WIC-approved item's bar code. The item should appear on the terminal screen.
  - **If the item appears on the terminal screen, then the scanner is working properly.**
  - **If the item does not appear on the terminal screen, then the scanner is malfunctioning and will need to be replaced.**

This barcode can also be accessed at <http://www.ebtretailerinfo.jpmmorgan.com/>. It's located under the documents tab as **WIC Scanner Reset – Metrologic**.