FARMERS’ MARKET NUTRITION PROGRAM
SCREEN 52 AND MICR PRINTER SETUP
TRAINING DOCUMENT FOR 2014
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**INTRODUCTION**

The Farmers’ Market Nutrition Program (FMNP) allows participants to use special Farmers’ Market coupons to purchase fresh fruits and vegetables at selected, authorized North Carolina Farmers’ Markets. In contrast to regular WIC program food instruments, Farmers’ Market coupons:

- may only be issued to certain eligible WIC participants
- may only be used at an *authorized* Farmers’ Market
- may not be used in any type of grocery store
- are stamped with a fixed dollar amount
- are printed on a different color and design of check stock to make the FMNP coupons easily distinguishable from the regular WIC food instruments (the coupon color will change from year to year)
- print with a unique signature receipt
- are printed to a 4th MICR printer tray unit
- acquire their coupon numbers directly from Screen 52 and *not* from Screen 26 Voucher Inventory

Participants may only receive Farmers’ Market coupons one time per year per participant. Each participant receives a total of six (6) Farmers’ Market coupons at issuance. These coupons must be used within thirty (30) days from issuance, or they will expire.

- FMNP coupons which have expired before they have been used will *not* be replaced.
- Lost or stolen FMNP coupons will *not* be replaced.
- Change is not given back to the participant, even if an item purchased is less than the Farmers’ Market coupon amount.

Each participating local WIC agency will receive an allocation of Farmers’ Market coupon numbers. The amount of FMNP coupon numbers a program receives is based upon the number of eligible participants in that program.

When a participating WIC program and site runs out of their allotted FMNP coupon numbers (refer to the Potential Problems section below), please contact Clarissa Gunter ([Clarissa.Gunter@dhhs.nc.gov](mailto:Clarissa.Gunter@dhhs.nc.gov)) or Gerell Smith ([Gerell.Smith@dhhs.nc.gov](mailto:Gerell.Smith@dhhs.nc.gov)) in the State Vendor Unit. Clarissa and/or Gerell will determine if and when more FMNP coupons can be redistributed to the participating WIC programs.
ELIGIBILITY

To be eligible to receive Farmers’ Market coupons, a participant must:
- have a Patient Master record and an active WIC Certification record in HSIS
- be currently active in the WIC program (Certification Record Status in Screen 20 = A) and
- be a child who is three or four years old (or greater than 1,094 days and less than 1,825 days old), or a woman who is pregnant, postpartum, or breastfeeding

One way to calculate how many days old a child is to go to the Time and Date website at http://www.timeanddate.com/date/duration.html. Enter the child’s date of birth and today’s date into the Duration Calculator. Click on the Calculate Duration button. If the child is 1,094 days old or less or if the child is 1,825 days old or more the child will not be eligible for FMNP coupons.

Those who are not eligible to receive FMNP coupons are:
- inactive or pending participants (Certification Record Status is anything other than A)
- participants not yet entered into the HSIS system (important especially for those who FTP their WIC files to the HSIS system over night)
- infants
- children less than three years old or who have reached their 5th birthday
- participants who have already received FMNP coupons for the current year

MICR PRINTER TRAY UNIT SETUP FOR THE FMNP

All local agencies use 3 trays for printing receipts, regular WIC food instruments, and Cash-Value Vouchers. To make it easy to print FMNP coupons as well as regular WIC food instruments and Cash-Value Vouchers from the same printer, a 4th MICR printer tray unit is set up.

If problems occur that cannot be resolved locally, call the Nutrition Services (NSB) Customer Service Desk for assistance at 919-707-5795, option 1 for WIC ADP.

If the 4th MICR printer tray unit was set up during a previous Farmers’ Market program, skip the following section.

Setting Up the Fourth MICR Printer Tray Unit

The fourth MICR printer tray comes with its own housing unit, and will be attached directly under bottom most MICR printer tray unit which was already installed under the existing MICR printer.

- Determine which printers will be used for the Farmers’ Market Nutrition Program.
  - Each local WIC agency provides a list of MICR printer nodes to the State office to be used for printing Farmers’ Market coupons.
- Only the designated printer nodes will be available for use on the Farmers’ Market Screen 52.
- **Turn off the MICR printer** designated for printing FMNP coupons.
- Temporarily remove the MICR toner cartridge from the printer, to make the printer easier to lift. Remove the receipt paper and close the toner door.
- Ask several able-bodied people to assist with lifting the MICR Printer. (Note: The MICR printer weighs about 45 pounds without the MICR toner cartridge.)
- Place the 4th MICR printer tray unit on the table or stand, directly under the bottom most MICR printer tray unit.
- Carefully set the MICR printer on top of the topmost MICR printer tray unit.

![MICR Printer Diagram]

- Make sure all of the corners are lined up exactly.
- If installed correctly, the bottom of the MICR printer will fit snugly into the MICR printer tray unit below it.
- Make sure the trays are numbered correctly (see diagram above)
- Reinstall the MICR toner cartridge.
- Reinsert the Receipt Paper in Tray 1
- Turn on the MICR printer.
Verifying that the MICR Printer Recognizes the 4th MICR Printer Tray Unit

To verify that the printer recognizes the 4th MICR printer tray unit, open the paper tray. The printer should display a message saying “Tray 4 Missing”. If there is no paper in the 4th MICR printer tray unit, the printer should display a message saying “Tray 4 Empty”.

If no message is displayed, turn off the MICR printer and realign the MICR printer and the topmost MICR printer tray unit.

The MICR printer needs to be realigned to ensure that the MICR printer and the MICR printer tray unit fit properly together.

Formatting the MICR Printer

All Troy HP P3015 MICR printers were deployed with formatting for the Farmers’ Market program.

- When the FMNP program begins, if garbage characters print out, or the check stock does not print from the correct trays, call the NSB Customer Service Desk for assistance.
- The NSB Customer Service Desk will contact the MICR printer repair vendor and schedule a visit to the Local Agency.

Loading the MICR Printer Paper Tray with FMNP Coupon Check Stock

- Load the check stock paper upside down, with the lock on the right side, just like the regular voucher paper.
- Do not overfill the paper tray.

Verifying the FMNP Coupons and FMNP Receipt Before Issuance

Carefully review the details on the printed FMNP coupons. Verify the following:

- The FMNP check stock is the correct color for the current year (strawberry for 2014)
- The coupon does not print upside down
- The Participant’s Name and Participant’s Number prints correctly
- The FMNP (coupon) No. prints in the upper right corner of the FMNP coupon
- The Program/Site and correct Issue Date prints out properly
- The correct date prints in the box labeled Participant Must Use By (30 days from Issue date)
- The correct date prints in the box labeled Farmer Must Deposit By (60 days from Issue date)
- The correct Bank name prints out
- Solutran, Security State Bank, Howard Lake, MN, 55349 Account #801625
The MICR coding at the bottom of the coupon correctly shows the FMNP coupon number (should match the coupon number in the upper right corner of the coupon), the routing number, and the FMNP Account number (801625).

Carefully review the details on the printed FMNP receipt. Verify the following:
- The headers North Carolina Farmers’ Market Nutrition Program and Receipt of Farmers’ Market Nutrition Program Coupons print at the top of the FMNP receipt.
- The Farm Silo prints on the upper left corner of the FMNP receipt.
- The Program, Site, Date Printed, and User ID# print correctly.
- The Participant ID#, Participant Name and Issue Date are correct.
- The Beginning # and Ending # and Total for the FMNP coupons are correct (6 coupons).
- The signature line is displayed at the bottom right corner of the receipt.
- The receipt is formatted with a box around the details.
FARMERS’ MARKET COUPONS

Preparing to Issue Farmers’ Market Coupons

Make sure that the Farmers’ Market check stock is correctly loaded (printed side down, lock on right side) in the 4th MICR printer tray unit before printing FMNP coupons.

FMNP coupon receipts will print out with the same white receipt paper as used for regular WIC issuance.

***NOTE: Only One Person at a Time in Each WIC Program May Issue FMNP Coupons from Screen 52. Unless otherwise noted, there will be only one (1) box of Farmers’ Market Coupon numbers per each WIC program. This one box will be shared among all of the sites within that one WIC program.

If a WIC program has 1, 2 or 6 sites printing FMNP coupons, all of those sites will share the one FMNP coupon box. For example, program 70 has two sites (7001 and 7002). These two sites will share the same Farmers’ Market coupon numbers for program 70.

In order to prevent the possibility of issuing the same set of FMNP coupon numbers to different participants, the FMNP coupon box will be locked while one person from any of the sites in a particular WIC program is currently issuing FMNP coupons in Screen 52 (Action A).

Do Not Call the NSB Customer Service Desk when the FMNP Box is Locked

As soon as the person in the FMNP box has issued the coupons and/or properly exits, using the <F2> key, from Screen 52 (initially opened with Action A), another person within that WIC program, either in the same site, or another site within that program, may issue FMNP coupons. Refer to the section dealing with possible problems.

Before the FMNP program begins, it is essential for each WIC program to coordinate a system for printing out Farmers’ Market Coupons, not only among WIC employees within a particular site, but between employees in all sites within that one WIC program. The logistics for coordinating the issuance between sites will be determined locally by each WIC program.

Every WIC employee must remember to properly exit from Screen 52 (initially opened with Action A), as soon as they are finished issuing FMNP coupons, so that another employee within that program will then be able to issue from Screen 52 using Action A.
**Issuing Farmers’ Market Coupons**

To issue FMNP coupons:
- Screen = 52
- ID = Participant's SSN or Patient Master ID number

Note: the 2-digit WIC program number plus the 6-digit WIC ID number **does not** function on this screen.

- Date = leave blank
- Action code = A (to Add issuance)
- Press the <Enter> key

Note: The system will always issue 6 (six) FMNP coupons as a complete set. The system does not allow for prorating or printing fewer than 6 coupons. This is important to remember when voiding and reprinting coupons after there have been system or printer problems. Refer to the section on Voiding Farmers’ Market Coupons.
On the Farmers’ Market Issuance screen (Action A)

- Verify that the correct participant is listed by the Name field.
- Notice the User ID next to **Box Locked By**. This indicates who is currently issuing FMNP coupons. (This information is important to know when you get locked out of the FMNP screen. Refer to the Potential Problems section for more information.)

```
ACTION: A

NEXT RECORD: COUNTY: 085 SCREEN: 52 ID: 06/15/12 DATE: 06/15/2012
MESSAGE: 465 ENTER "Y" TO ISSUE COUPONS AND CHOOSE A PRINTER

NAME: TEST

CHILD

PGM/SITE: 07501 WIC ID: 646464

OK TO PRINT COUPONS N

ISSUE DATE 6/15/2012

FIRST COUPON 110001

LAST COUPON 110006

CHOOSE PRINTER

- NAAPB15E

FIRST NUMBER IN THIS BOX 110001

LAST NUMBER IN THIS BOX 113000

LAST NUMBER USED 110000

DATE BOX ASSIGNED 06/01/2012

BOX LOCKED BY M2C1800
```

**STOP!!**

BEFORE printing out the FMNP coupons, verify that the FMNP check stock is correctly loaded into the 4th MICR printer tray unit. If the check stock is not loaded correctly, the FMNP coupons may print out with the information upside down on the Farmers’ Market check stock and the bank may not be able to process the FMNP coupons.

Make sure the FMNP check stock paper is loaded into the 4th MICR printer paper tray unit with the:

- printed side down
- lock symbol displayed on the right side of the paper

```
Back of check stock
```

- Do not overload the paper tray.
- Do not slam the tray shut.

Remember, FMNP check stock is loaded into the 4th MICR printer paper tray unit the same way as the regular WIC voucher check stock is loaded into the upper MICR printer paper tray.
After verifying that the FMNP check stock is loaded properly:

- Type the letter Y after **OK to Print Coupons**.
- Type the letter Y next to the correct MICR printer node name.
  - Make sure that the correct MICR printer node name is listed for your program and site.
  - If the MICR printer node name is not correct or does not appear on Screen 52 at all, STOP and contact the NSB Customer Service Desk for assistance.
  - Do not print FMNP coupons unless the correct printer is available.

![Image of Screen 52](image1.png)

- Verify the Issue Date is the Date you want to print.
- The Issue Date can be a date including today or any date up to 65 days from today.
  - A reason for changing the Issue Date might be that the participant came in today, but the Farmers’ Market doesn’t open until next week or next month.
  - If required, using MMDDYY format, type in the correct Issue Date.
- Before printing, verify that OK to print = Y, the Issue Date is correct, and the chosen Printer = Y.
- Press the <Enter> key.

![Image of Screen 52](image2.png)
If successful, the message **452 Coupons Have Been Issued** will be displayed.

- OK to Print Coupons will return to the letter N and will no longer be available for selection.
- The letter Y will remain next to the previously chosen printer node name.
- Six coupons will print to the 4th MICR printer tray unit on the designated MICR printer.
- When the User has completed issuance for this participant, the box will be available again.
- If the User is not going to immediately print FMNP coupons for someone else, the User should press the <F2> key to properly exit from Screen 52, so that another User may issue FMNP coupons.

The participant has now received the allowed number of coupons for the current year, and is now no longer eligible to receive any more FMNP coupons.
Filing FMNP Receipts for Issued FMNP Coupons

- Each User printing FMNP coupons should file their days receipts numerically
- Securely band each days FMNP receipts together
- Store the FMNP receipt(s) chronologically by date

Voiding Farmers’ Market Coupons

At the time of printing, Farmers’ Market coupons may be voided and reprinted only when:
- an error is made when issuing FMNP coupons, such as issuing to the wrong participant
- the FMNP coupons were damaged during printing
- the FMNP coupons did not print due to a MICR printer error
- the FMNP coupons were printed in advance for participants at a satellite site who did not keep their appointments (see Voiding Unclaimed FMNP Coupons)

FMNP coupons may not be replaced if:
- the FMNP coupons were issued, not used, and have expired
- the participant claims that their coupons were lost or stolen
- the issued FMNP coupons were mutilated or damaged

To void the FMNP coupons, always begin by performing an inquiry on screen 52
- Screen = 52
- Action = I (inquiry)
- Press the <Enter> key

<table>
<thead>
<tr>
<th>110001</th>
<th>06/15/2012</th>
<th>4.00</th>
</tr>
</thead>
<tbody>
<tr>
<td>110002</td>
<td>06/15/2012</td>
<td>4.00</td>
</tr>
<tr>
<td>110003</td>
<td>06/15/2012</td>
<td>4.00</td>
</tr>
<tr>
<td>110004</td>
<td>06/15/2012</td>
<td>4.00</td>
</tr>
<tr>
<td>110005</td>
<td>06/15/2012</td>
<td>4.00</td>
</tr>
<tr>
<td>110006</td>
<td>06/15/2012</td>
<td>4.00</td>
</tr>
</tbody>
</table>

If necessary, press the <F8> key to page down and locate the set of coupons to be voided.
- Be careful not to page past the correct coupons, because the <F7> key does not function to page back on this screen (note message 036 Depressed Key Not Active).
- Note: the <F3> key functions like the <F2> key on this screen. If the <F3> key is pressed, the screen will return to the Main Application Selection Menu.
- To go to a previous page, press the <F2> or <F3> key to return to the Main Application Selection menu, and start the inquiry over.
After locating the set of FMNP coupons to void, change the Action code from the letter I to the letter C (change).

Press the <Enter> key.

Type the one-digit void code 7 (7=void) next to the 6 FMNP coupon number(s) to be voided.

Remember that all 6 FMNP coupons must be voided.

Press the <Enter> key.

When successful, the screen will display the message Coupons Voided.

Verify (Action = I) that Farmers’ Market coupons were properly voided on the participant’s Screen 52 record.

Note the coupon numbers under the Coupons Issued column.
**Voiding Unclaimed FMNP Coupons**

Some agencies will need to print FMNP coupons in advance to bring to participants who are scheduled for appointments in satellite WIC clinics.

- If the FMNP coupons are not issued to the participant/parent/proxy at clinic, hold the coupons for three business days after clinic.
- If still unclaimed after three business days, void the FMNP coupons in HSIS, using the Void code 7.
- Physically void the FMNP coupons and receipt according to handling procedures (see below).
- Replacement coupons may be issued if the participant/parent/proxy comes in later in the season.

**Handling Voided FMNP Receipts and Coupons**

- Clearly mark or stamp the word VOID over the Pay Exactly box on the FMNP coupons.
- Clearly mark or stamp the word VOID on the corresponding receipt and add the User’s initials and today’s date.
- File all FMNP receipts in numerical order with other FMNP receipts for the day.
- File voided FMNP coupons daily.

**Reprinting Farmers’ Market Coupons After Voiding**

- Change the Action code to the letter A
- Follow the Issuance instructions above.
**Viewing FMNP Issuance in Screen 52**

To view issuance of FMNP coupons:
- Press F2 to return to the main Application Selection Menu
- Or change the Action code to the letter I (inquiry) if already in Screen 52 and the previous Action code was the letter A.
- Screen = 52
- ID = Participant's SSN or Patient Master ID number.
- Action code = I (inquiry)
- Press the <Enter> key

All issuance to the participant for the current year will be displayed, along with any voided coupons.
POTENTIAL PROBLEMS

Coupons Can Not Be Issued This Box is Locked

The FMNP coupon box will only be locked out when one or more Users from the same WIC program attempt to issue FMNP coupons at the exact same time. The first User ID which opens Screen 52 with Action A will lock the box until the FMNP coupons have been issued (printed). After the FMNP coupons have been issued, the box will be released for that User or the next User to issue more FMNP coupons.

Other actions, such as Inquiry (I) or Void (C) should not lock the box.

To verify that Screen 52 is unlocked, when using Action code A, press the <Enter> key to refresh the screen. When the box is no longer locked, the message will display, “Enter Y to issue coupons and choose a printer”. At that point, the current User’s ID will lock the box out to other Users. **Box Locked By** will display the User ID currently in control of Screen 52, Action A.

If no other User in the WIC program is currently in Screen 52 and Action A, but the box is locked out by another User ID from that same WIC program, the application may have unexpectedly quit, or the network briefly lost connection to HSIS.

To Release the Locked Box:

- **Do Not Call The NSB Customer Service Desk.**
- Find out who the displayed User ID belongs to.
- Ask that person go back into Screen 52 with Action code A.
- Ask them to properly exit out of the screen again by pressing the <F2> key.
- The box should unlock.
**Not Eligible for Farmers’ Market Vouchers**

- Look up the participant’s age (date of birth) and WIC Certification Record Status.
- Perform an inquiry (Action code I) to determine if FMNP coupons have already been issued for the current year.

```
NAME: TEST
CHILD
PGM/SITE: 07501  WIC ID: 546464

<table>
<thead>
<tr>
<th>OK TO PRINT COUPONS</th>
<th>N</th>
<th>ISSUE DATE</th>
<th>FIRST COUPON</th>
<th>LAST COUPON</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>06/15/2012</td>
<td>110001</td>
<td>110006</td>
</tr>
</tbody>
</table>

Choose Printer: NAAP845E

FIRST NUMBER IN THIS BOX: 110001
LAST NUMBER IN THIS BOX: 110000
LAST NUMBER USED: 110000
DATE BOX ASSIGNED: 05/01/2011
BOX LOCKED BY: H2CU000
```

**Invalid Date Assigned**

- The Issue Date must be a valid numeric calendar date, typed in MMDDYY format.
  - Examples of invalid calendar dates may include: 063114, 077514, & 130814.
  - The Issue Date cannot include any special or alpha characters.
  - The Issue Date cannot be a date in the past.
**Issue Date Cannot Be More Than 65 Days Past The Current Date**

- The Issue Date can only be a date including today or any date up to 65 days from today.
- If you get this message, change the date to be between today and 65 days from today.

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**Miscellaneous**

- Do not use the `<F8>` key to page through issued FMNP coupons when the Action code is the letter C because
  - the `<F8>` key may not page through every page if there is more than one page of issued and/or voided coupons
  - the `<F8>` key might move back one page instead of paging forward to the desired page
- When stuck on any function within Screen 52, there is always the option to press the `<F2>` key or the `<F3>` key to return to the Main Application Selection Menu, and start over.
- The local WIC agency is not responsible for replacing FMNP coupons for Farmers or for answering questions about redemption.
- If Action code I is used to enter Screen 52 for a participant for the first time, the screen might not contain any records, if no FMNP coupons have ever been issued for this participant.
Coupon Number Error - Coupons Can Not Be Issued

- Each participating WIC program and site is allotted a specific number of FMNP coupon numbers in Screen 52.
- When the WIC program and site has used up their allotted number of FMNP coupon numbers, the error message will display 460 Coupon Number Error. Coupons Can Not Be Issued.

Toward the middle of the FMNP season the Vendor Unit will determine how many coupons were not used and then decide the best way to distribute them among the agencies:

- FMNP coupon numbers which have been voided in Screen 52
- FMNP coupons which were issued but were not used before their expiration date

- No more FMNP coupon numbers will be available until the Vendor Unit makes a decision regarding distribution.
- If there are any questions, contact Gerell Smith at 919-707-5748 in the Vendor Unit for more information.
**Coupon Station Not Allowed to Issue Coupons**

- Every local WIC agency may be able to go into Screen 52 in HSIS, but only those WIC programs and sites which have been designated by the Vendor Unit for participating in the Farmers’ Market program, in a given year, may print FMNP coupons from Screen 52.
- Programs and sites which have not been set up to print from Screen 52 are not eligible.
- Ineligible programs and sites have not been sent the 4th MICR printer tray unit from which to print the FMNP coupons.
- If an ineligible Local WIC agency attempts to print FMNP coupons from Screen 52 they will see the message **453: Coupon Station Not Allowed to Issue Coupons.**

```
USERA217A  03964  NORTH CAROLINA HSIS - WIC SYSTEM  NC03  
06/23/05  FARMERS MARKET ISSUANCE  
NEXT RECORD: COUNTY: 026  SCREEN: 52  ID: 123456789  DATE:  ____  ACTION: A  
MESSAGE: 453  COUPON STATION NOT ALLOWED TO ISSUE COUPONS  
NAME: PERKINS  PSEUDO  PGM/SITE: 03904  WIC ID: 159159  
OK TO PRINT COUPONS  N  ISSUE DATE  FIRST COUPON  LAST COUPON  
06/23/2005  060005  
CHOOSE PRINTER  
1  2  3  4  5  6  7  8  9  0  
FIRST NUMBER IN THIS BOX  
LAST NUMBER IN THIS BOX  
LAST NUMBER USED  
DATE BOX ASSIGNED  
BOX LOCKED BY  
```