

eWIC Cashier Training



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IDAHO DEPARTMENT OF HEALTH & WELFARE
DIVISION OF PUBLIC HEALTH



Dear Cashier,

WIC is changing the way your customers buy their WIC foods. Instead of checks, customers will get a card with a magnetic stripe and a PIN, similar to a debit card. This new process is called “**eWIC**”. This training packet is designed to help you get ready for eWIC.

Cashiers have an important role in Idaho WIC. We appreciate you and everything you do to make WIC work. Here are some important things to remember as you process eWIC transactions:

- WIC customers should be treated with the same level of customer service and respect as every other shopper in your store.
- Any information learned about a WIC customer during a WIC transaction must be kept confidential. Examples of a confidentiality breach include but are not limited to:
 - * Telling another person, “Did you know that Wendy is on WIC?”
 - * Announcing over the PA system that you need help with a WIC item or transaction.
 - * Telling another store employee that your customer is a WIC customer in a voice loud enough for others to hear.
- Always ask questions if you don’t know or aren’t sure how to do something.

Once cashiers and customers are familiar with the process, eWIC will be a much better way to use WIC benefits. While we’re all learning, please be patient and remember that this is a new process for everyone.

Thank you for all you do to make WIC work in Idaho!

Idaho WIC Vendor Team

WIC is an equal opportunity provider.

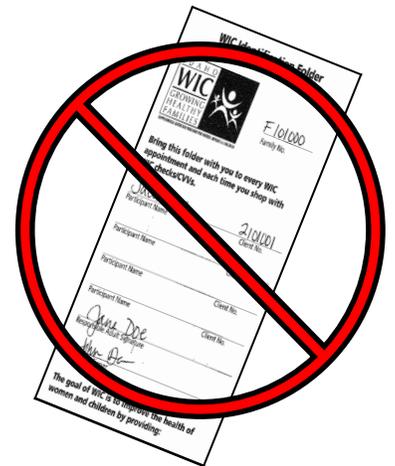


What's different about eWIC?

Cashiers get a break with eWIC! No more checking dates or making sure to only sell WIC items. Your cash register system will make sure that the right foods and the right amounts get paid for by WIC.

For most cash register systems, WIC foods and non-WIC foods can be rung up together in the same transaction. It's called a "mixed basket" transaction.

WIC ID folder and signature are no longer required! A customer only needs an Idaho eWIC card and PIN to purchase WIC foods.



The eWIC card

All eWIC transactions must be processed by either swiping the eWIC card or manually entering the card number (PAN).

The eWIC card must be present during the transaction. Do not manually enter a card number if the customer does not have their card.

If a customer does not have their card, refer them to their local WIC clinic.

How does the customer know what foods they can get with eWIC?

A customer is able to check their eWIC benefit balance in multiple ways:

- Download the WICShopper app and add their eWIC card number
- Get a printed benefit list from the clinic
- Go online or call the number on the back of their card
- Request a balance inquiry at the store

Balance Inquiries

A balance inquiry is a separate command on your cash register system. Make sure you know what steps to follow for your store's system. If requested, stores must provide a balance inquiry without requiring a purchase.

The balance inquiry will show you:

Idaho Grocery Store
100 Idaho Street
Smalltown, ID 83702

eWIC Beginning Balance
09/09/19 12:36pm 87149 903
PAN: *****0117 State: ID

.....

QTY	UOM	Description
1.00	LB	Cheese
1.00	DOZ	Eggs
1.00	GAL	Milk, 1%, skim lowfat
42.50	OZ	Breakfast Cereal
1.00	CTR	Peanut Butter/Beans
16.00	CTR	Infant Fruit & Vegetables
7.00	CAN	Similac Advance PWD 12.4oz

.....

These benefits expire at MIDNIGHT on 9/30/2019

.....

The quantity available of each food.

Which foods are in their eWIC account.

When the benefits expire.

So how does eWIC work?

1

Scan all the customers items. Most stores can scan WIC and non-WIC items together in one transaction.

*Only 50 WIC items can be purchased in one transaction.

2

Total the purchase and apply any coupons or discounts.

3

The customer will **swipe their eWIC card** and enter their PIN.

*eWIC should always be the 1st payment type used; SNAP second, and then any other forms of payment.

4

A **mid-purchase receipt** will either print or show on a screen. This shows the customer their beginning balance and what WIC will pay for.

5

The customer may choose to **confirm or cancel** the WIC payment. If the payment is confirmed, the system will debit their account.

6

If there is a **remaining balance**, the customer may choose to put items back or pay with another form of payment.

*Only 1 eWIC card per transaction may be used.

7

A **receipt** will print when the transaction is complete. Always give the customer the receipt – it shows what WIC paid for and what is left in their account.

The mid-purchase receipt

The mid-purchase or mid-transaction receipt is printed after the customer has swiped their card, entered their PIN, and the transaction has been totaled.

Your cash register system may print a paper receipt, or it may show the information on a customer-facing screen.

The mid-purchase receipt shows you:

The customer's beginning balance

Which items WIC is going to pay.

Idaho Grocery Store		
100 Idaho Street		
Smalltown, ID 83702		

09/09/19	12:52pm	87149 952
PAN: *****0117		State: ID

QTY	UOM	Description
2.00	LB	Cheese
2.00	DOZ	Eggs
42.50	OZ	Breakfast Cereal
1.00	CTR	Peanut Butter/Beans
16.00	CTR	Infant Fruit & Vegetables
7.00	CAN	Similac Advance PWD 12.4oz

eWIC Benefit Redemption/Purchase		

1.00	LB	Cheese
		5.99
		1 TILL MED CHEDDAR
1.00	DOZ	Eggs
		1.79
		1 WF LARGE WH EGG
11.8	OZ	Breakfast Cereal
		4.49
		1 CRM of WHT
End of Benefit Redemption/Purchase		

Once the customer reviews the items being paid for, they can choose to confirm or cancel the eWIC payment.

Troubleshooting

Step 1: Check the beginning balance printed on the mid-purchase receipt.

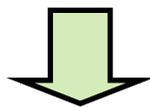
Is the item in their eWIC account and in the right quantity?

(tip: For formula, look at the type as well as brand. Is it powder, concentrate or ready to feed?)



Step 2: Check the Idaho WIC Food List.

Is the item WIC approved?



Step 3: **Is the item on the APL?** If the item is on the customer's benefit balance and it's WIC approved, then it's likely not on the APL.

Fill out a UPC request form and ask your manager to send it to the state office for approval.

Items not on the APL cannot be overridden.



If the answer is **no** to any of these, the customer may:

- * remove the item from their purchase, or
- * pay with another form of payment, or
- * choose a different WIC approved item.

Refer the customer back to their WIC clinic if they have questions or concerns.

The final purchase receipt

The final purchase receipt prints once all forms of payment have been completed.

The final purchase receipt shows:

- What items were purchased.
- Any other forms of payment used in the transaction.
- What WIC benefits were redeemed (which foods WIC paid for).
- The customer's WIC balance
- The SNAP EBT balance if SNAP was also used.

Shoppers should keep this receipt so they know how much they have left to buy on their next shopping trip.

The receipt may also be necessary if they have any issues that need to be resolved at the WIC clinic.

Idaho Grocery Store 100 Idaho Street Smalltown, ID 83702		
.....		
09/09/19 12:56pm	87149 952	
PAN: *****0117		State: ID
Terminal 02	Operator: 906	
.....		
TILMED CHED 16OZ		5.99
TILMED CHED 16OZ		5.99
WF LARGE WH EGG		1.79
CRM of WHT 11.8OZ		4.49
GIRLS SM SHOE		5.00
	SUB TOTAL	23.26
	eWIC	12.27
	SNAP EBT	5.99
	REMAINING DUE	5.00
	TOTAL TAX	0.30
	TOTAL	5.30
	BALANCE DUE	5.30
	CASH TENDER	6.00
	CHANGE DUE	0.70
Total number of items sold: 5		
.....		
eWIC Benefits Redemption		
1.00	LB	Cheese
11.8	OZ	Breakfast Cereal
1.00	DOZ	Eggs
.....		
eWIC Ending Balance		
Date: 09/09/2019		Time: 12:56pm
PAN: *****0117		
30.70	OZ	Breakfast Cereal
1.00	CTR	Peanut Butter/Beans
16.00	CTR	Infant Fruit & Vegetables
7.00	CAN	Similac Advance PWD 12.4oz
These benefits expire at MIDNIGHT on 9/30/2019		
.....		
	SNAP EBT BENEFITS REDEEMED	\$5.99
	REMAINING BALANCE	\$127.85

Voids, reversals and canceling the transaction

- Every cash register system is different. Know how your system works if the customer changes their mind and wants to void an item or cancel the entire eWIC purchase.
- Typically, these transactions can only be done when the transaction is still open—this means there is still a balance and the final receipt hasn't printed.

Customers are not required to purchase foods not covered by WIC. If the customer doesn't want to pay for foods left in a remaining balance after eWIC is tendered, offer to remove them from the transaction.

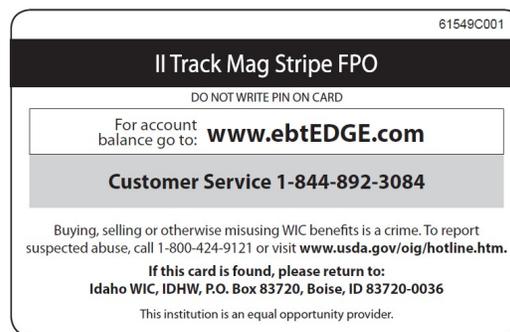
Refunds and exchanges

Refunds on items purchased with WIC benefits are not allowed. Stores may exchange a WIC food for the same exact food if the item is expired, damaged, or spoiled.

PIN policies

Store staff can not ask for a customer's PIN or enter the PIN for the customer.

After 4 attempts using an incorrect PIN, the card will be locked. The customer can contact customer service (see back of the card) to unlock their account or reset their PIN.



Approved Product List (APL)

The Approved Product List (APL) is a file of all food items approved by Idaho WIC. The file includes the UPC or PLU code, a description, and the size of each item

Food items that are not included in the APL cannot be purchased with an eWIC card.

What is a UPC?

- UPC stands for Universal Product Code. It is the 12 digit code found on most WIC food items



What is a PLU?

- PLU stands for Price Lookup Code and is a 4 or 5 digit number found on produce and bulk items.



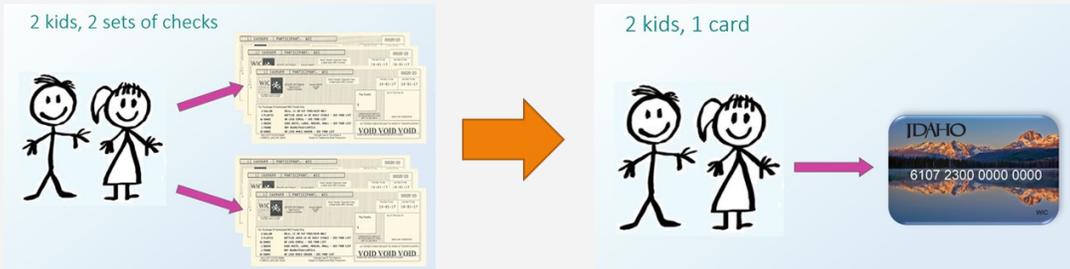
How do I add a UPC or PLU to the APL?

You can use the WIC shopper app, you or your manager can send an email to WICUPC@dhw.idaho.gov, or you can fill out the UPC Request form included in your training packet. Make sure to include:

- full UPC or PLU number
- product name
- product size and description of the product
- a picture of the front of the product, the ingredient's list, and the nutrition label

What else do I need to know?

- A family's benefits will be combined into 1 eWIC account. You will see larger amounts of WIC foods. Customers may have more than 1 WIC card.

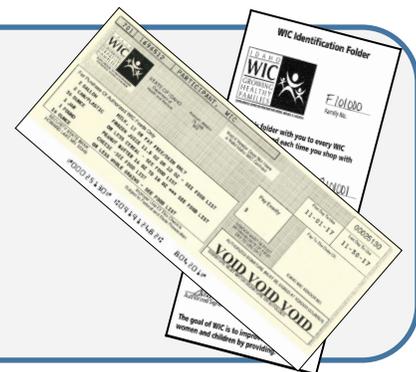


Benefits expire on the last day of the month. Any transactions on the last day of the month must be complete by 11:59 p.m. Benefits do not carry over from month to month.

There is no manual process for doing eWIC if the system goes down. The customer will have to come back later or go to another store.

eWIC cards left behind at stores should be destroyed. Customers can contact their WIC clinic or use the Need Help section on page 4 of the food list booklet to get a new card.

You will still see checks after your store has started eWIC. It will take several months for all of the WIC customers in an area to be switched to eWIC. Make sure to continue handling checks the same way you have. You need an ID folder and must compare signatures before completing the transaction.

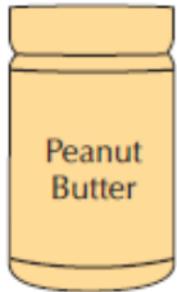


Check out the WICShopper app! Stores can use it to scan UPCs, verify WIC approved foods, submit UPCs, and view the current food list. Learn more at EBTShopper.com or install WICShopper from your app store, then choose Idaho as your WIC agency

Changes to how foods are listed in the balance

Currently, checks are printed for either a 16-18 oz jar of peanut butter or a 16 oz bag of beans. With eWIC, the customer can choose between dry beans and peanut butter at the store.

Canned beans must be specifically printed on the benefit list.



OR



Idaho Grocery Store 100 Idaho Street Smalltown, ID 83702		
.....		
eWIC Beginning Balance		
09/09/19	12:36pm	87149 903
PAN: *****0117		State: ID
.....		
QTY	UOM	Description
2.00	LB	Cheese
.....		
1.00	CTR	Peanut Butter/Beans
16.00	CTR	Infant Fruit & Vegetables
7.00	CAN	Similac Advance PWD 12.4oz
.....		
These benefits expire at MIDNIGHT on 9/30/2019		
.....		

Currently, checks are printed for gallons, half gallons or quarts of milk. With eWIC, the customer may choose whatever size works best for them at the store.

Goat's milk, soy milk, whole milk, 2% milk must be specifically printed on the benefits list.

Idaho Grocery Store 100 Idaho Street Smalltown, ID 83702		
.....		
eWIC Beginning Balance		
09/09/19	12:36pm	87149 903
PAN: *****0117		State: ID
.....		
QTY	UOM	Description
2.00	LB	Cheese
.....		
1.00	GAL	Milk, 1%, skim lowfat
42.50	OZ	Breakfast Cereal
1.00	CTR	Peanut Butter/Beans
16.00	CTR	Infant Fruit & Vegetables
7.00	CAN	Similac Advance PWD 12.4oz
.....		
These benefits expire at MIDNIGHT on 9/30/2019		
.....		

get it all at once...  1.0 Gal

or get some now...  0.50 + 0.25

and the rest later...

0.25 GAL Milk, 1%, skim lowfat

Check your knowledge

After completing this training you should know:

- How to complete these transactions:
 - ☑ Print a balance inquiry
 - ☑ Complete a transaction
 - ☑ Reverse/void or cancel a WIC purchase
- How to read these receipt types:
 - ☑ Balance inquiry
 - ☑ Mid-purchase receipt
 - ☑ Final purchase receipt
- How to troubleshoot why WIC didn't pay for an item
- How to submit a UPC request
- That customers should always pay with WIC 1st!



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Idaho Department of Health & Welfare, 3/2019