

eWIC Training

This presentation is a compilation of the 3 eWIC webinars presented for vendor training.

IDAHO



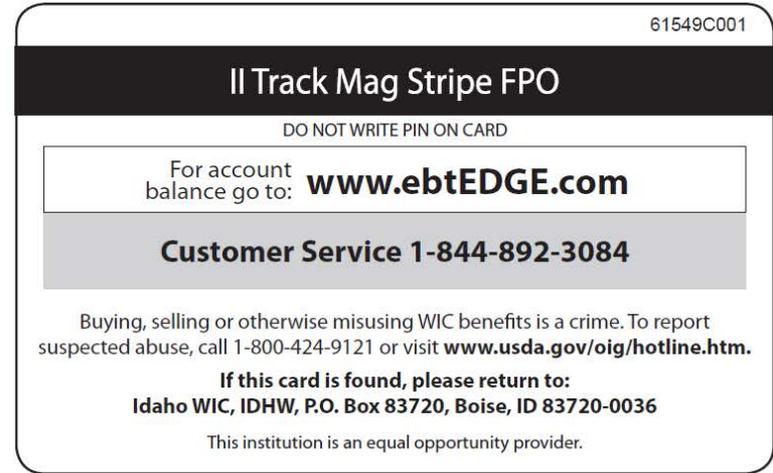
This webinar covers:

- eWIC overview
- The Approved Product List (APL)
- Produce mapping
- WIC transactions
- Cashier troubleshooting
- Payment settlement

What is eWIC?

- eWIC stands for electronic WIC
 - card based payment (mag stripe + PIN, like a debit card)
 - we're calling it eWIC so it's not confused with SNAP EBT
- eWIC is a better way to pay....and get paid
 - positive feedback from stores and participants

Idaho eWIC Card

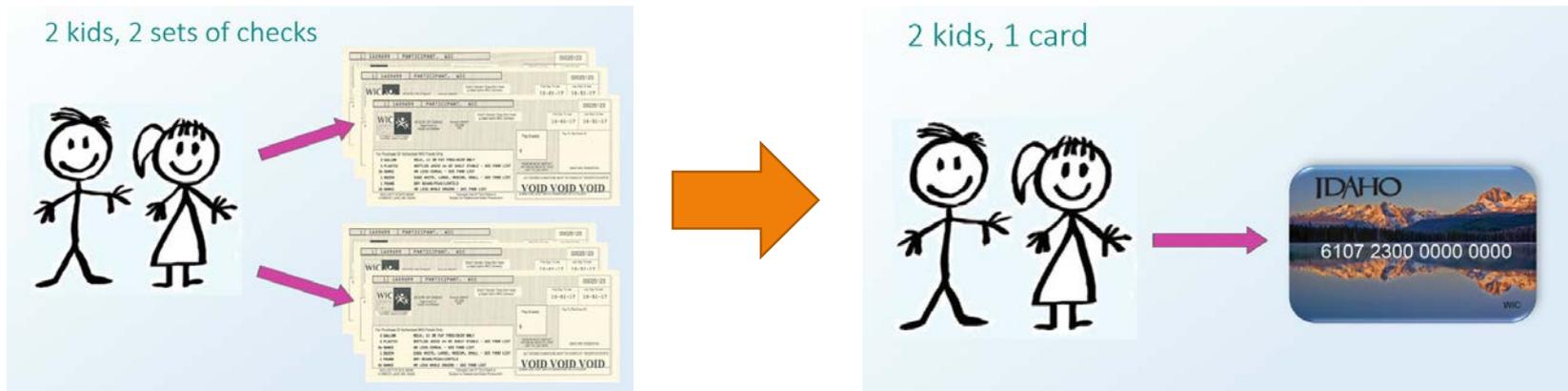


v5

- BIN/IIN = 610723
- Primary Account Number (PAN) Length = 16 digits

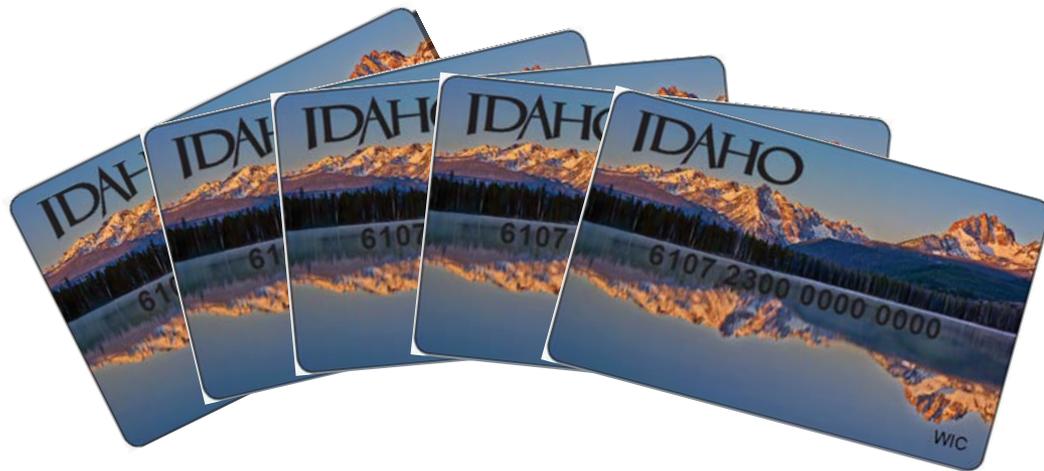
Family Account

- Benefits for the entire family will be combined into one account.
- You will see larger quantities of milk, cereal, whole grains, etc. on a benefit list.



Multiple Cards

- Customers may have more than 1 eWIC card.
 - As long as the customer has the card and the PIN, they can redeem WIC benefits.



ID Requirements

- For eWIC no ID is required.
 - Just the PIN and the card.



- The customer must have the actual card at the store to complete a transaction.
 - A card number can be entered manually if the card reader is not working.
 - If your system requires an expiration date, enter any future date.

Balance inquiries

- WIC customers check their benefit balance to know which foods they can purchase with eWIC.

Some ways to check are:

- Print a list at the WIC clinic
 - Use the WICShopper app
 - Call or go online (info on the back of the card)
 - Ask at the store
- A balance receipt can be printed from any register capable of processing an eWIC transaction.
 - Stores are required to provide a balance receipt without a purchase.

Point of Sale Systems

- Most stores have integrated systems.
 - This means your cash register can process an eWIC transaction without extra equipment.
- A few stores will use separate stand-beside devices for eWIC transactions.
 - Idaho WIC will continue to work closely with you to get stand-besides in place.

APL – Approved Product List

- The APL is an electronic file of all the Universal Product Codes (UPCs) and Price Look Up codes (PLUs) approved by Idaho WIC.
 - Each food item in the APL is uniquely identified by a specific food category, sub-category, quantity and description.
- Products not included in the APL cannot be purchased with an eWIC card.

Adding New Products to the APL

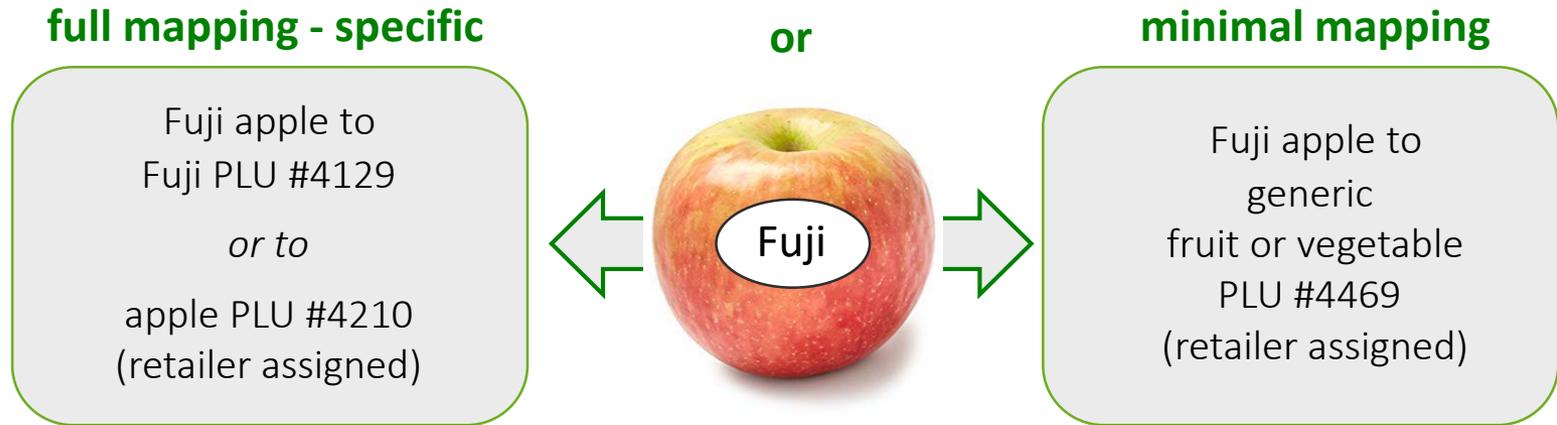
- To submit a product for review, send the following information to WICUPC@dhw.idaho.gov:
 - 4-5 digit PLU or 12 digit UPC
 - complete product name and description,
 - picture of the nutrition label and ingredient list
- If approved, new items will be added to the APL within 30 days.
 - To see if the item you submitted was approved, check out the monthly APL Updates posted on the website.

Downloading the APL

- Stores must download an updated version daily.
 - Most stores will set this up to run automatically.
- Stand-beside devices must be connected overnight to receive the daily APL update.
- Failure to do so may result in rejected transactions.

Mapping produce

- All fresh produce UPCs and PLUs must be mapped/linked to an IFPS (International Fresh Produce Standards) PLU code listed in the APL.
 - Remember, stores have mapping options:



Why Map?

- UPCs and PLUs for fresh produce are constantly changing.
- There is no “override” in eWIC.
 - If the item isn't in the APL, the customer cannot purchase it with WIC benefits.
- Adding new items to the APL can take several weeks.
 - Mapping/linking allows stores to make new produce UPCs and PLUs immediately available for WIC purchase.

Mapping Produce

- What mapping method will you use?
 - For information on how mapping works in your system, contact your corporate team or your POS provider.
 - The APL contains a full list of PLUs.
 - A short list will also be posted to the vendor webpage.
www.wic.dhw.idaho.gov

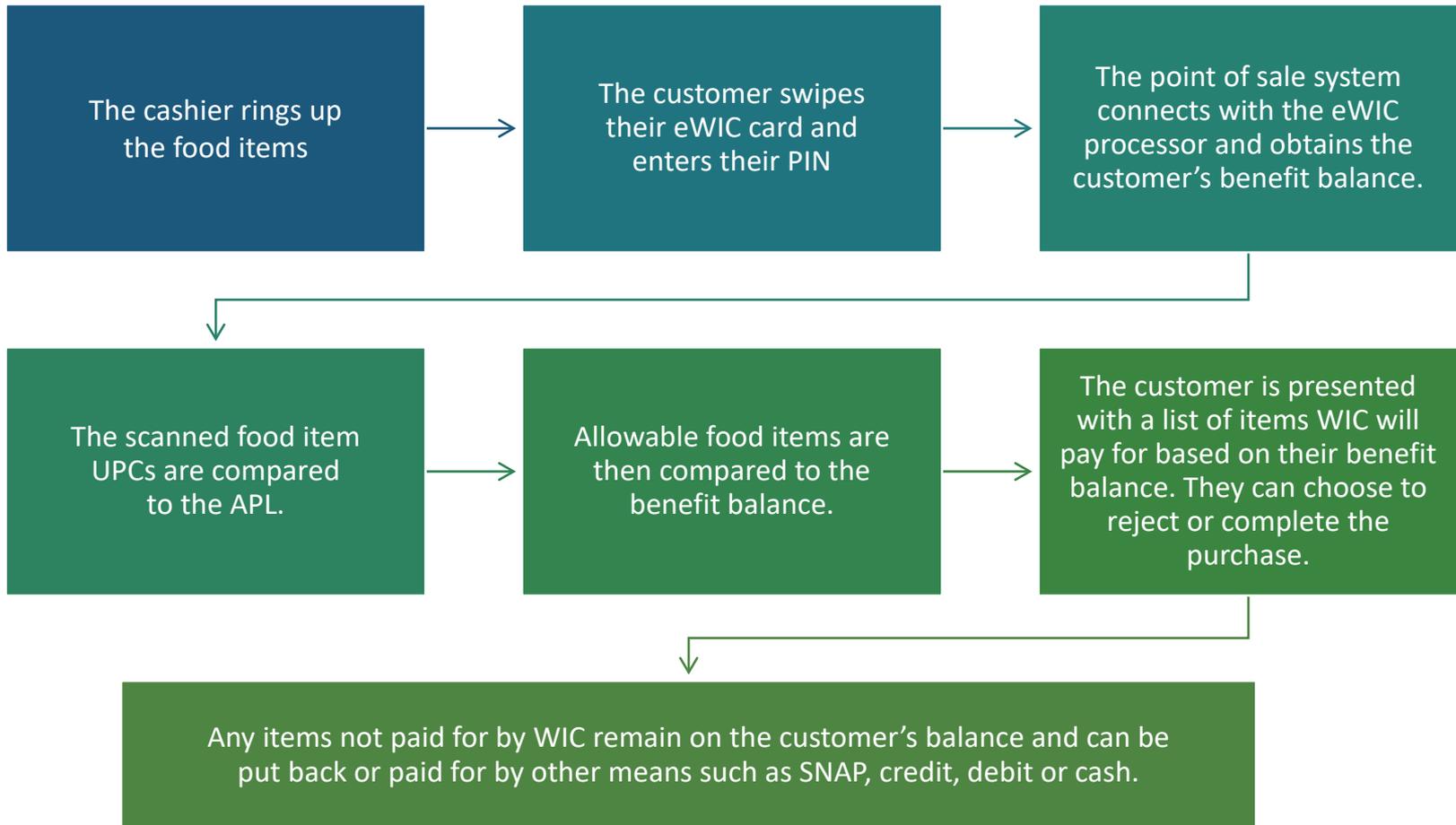
Lane coverage

- Stores are required to have at least one eWIC capable lane open during business hours



- Stores must allow WIC customers to use any open lane that accepts eWIC payments.
- Self-checkouts can be used if programmed for eWIC.

How Does eWIC Work?



How eWIC works in **your** system

- Every system is different. You will train store staff on how eWIC works in your system.
 - What keys or screen options to press
 - What steps to follow
 - Prompts and error messages
 - Troubleshooting your specific register system
 - Who to call for help

eWIC Transactions

- For most systems, the cashier will not need to separate WIC and non-WIC items.
 - Cashiers can ring up all items together in one split-tender transaction.
- Pay with eWIC card 1st, then SNAP, then other forms of payment like cash, credit or debit.
- Benefits expire the last day of every month and do not roll over.
 - Transaction must be completed by 11:59 on the last day of the month.

First the basics

- Print a balance inquiry (card balance)
 - Shows the types and amounts of foods available in the customer's WIC account.
- Complete an eWIC purchase (mixed basket)
 - Include the mid-purchase receipt/report.
 - Include how to apply split-tender payments.
 - *Hint – always use the WIC card first; then SNAP, debit, cash, etc.
- eWIC receipt types
 - Beginning balance, mid-purchase, and final receipt.

Wait, there's more

- Apply coupons or discounts
- Mid-purchase report/receipt*
 - Required to show what WIC is about to pay for.
 - Customer then accepts or declines the WIC portion.
 - Cashiers need to know how to handle either.
- * Integrated POS only, not stand beside machines
- Void items or reverse an eWIC transaction
 - WIC can only be voided or reversed while the transaction is still open, before the final receipt prints.

Troubleshooting

- The customer views the mid-purchase receipt and asks...

*“Why isn’t
WIC paying
for ____?”*

3 main reasons

1. Not in the customer’s WIC account
2. Not a WIC approved item
3. WIC approved but not on the APL yet

Troubleshooting

- **A few good tools**

- Check the **beginning balance receipt**

- If the item is not there, it's not in the WIC account

- If the item is there...

- Check the **food list** (or the WIC Shopper app)

- It may not be a WIC approved item

- If it looks like it is okay for WIC...

- Submit the **UPC** so we can add it to the APL

- **3 customer options**

- Put the item back (void)

- Pay for the item on their own

- Choose a WIC approved item (on APL)

NTE (Not To Exceed) Prices

- When an eWIC transaction is submitted for payment:
 - The system compares the requested price to the NTE (maximum) for each item.
 - The store is paid the requested price up to the NTE.
- Vendors may not ask WIC customers to pay the difference between the requested price and the amount paid by WIC.

Settlement

- Settlement is the process to reimburse stores for eWIC transactions.
 - Payments are typically made the next banking day, excluding federal holidays.
 - Stores are reimbursed for all eWIC transactions occurring between yesterday's cut-off and today's cut-off.

Settlement Amount

- The settlement amount is the sum of all requested eWIC transaction totals, reduced by any discounts, NTE adjustments, voids or reversals.
 - If your store works with a Third Party Processor (TPP), funds are paid to the TPP who then pays the store.

Payment issues

- An eWIC transaction may not be paid for several reasons, including but not limited to:
 - The APL was not updated and a food item is no longer WIC allowed.
 - The transaction was completed while the eWIC card processor was offline.
 - The transaction was ended before the validation was complete.

Payment disputes

- If a vendor believes payment was denied in error or a transaction was paid incorrectly, they may file a payment dispute. Disputes will be resolved within 45 days.
 - To file a dispute, please use the following protocol:
 - If eWIC is integrated into your register system, call your Third Party Processor.
 - If your store uses a stand-beside device, contact the FIS Merchant Services Help desk at 1-844-892-2935 and follow the directions.

Payment processing & banking

- It's important to communicate changes!
 - Unreported banking changes can cause payment errors or delays.
 - POS changes may require recertification.



Links to resources

Idaho WIC Vendor Webpage

WIC.dhw.Idaho.gov

WIC Shopper smartphone application

[WICShopper app](#)

USDA Website – EBT Guidance and Resources

[WIC EBT Operating Rules](#)

[WIC EBT Financial Technical Implementation Guide](#)

Questions?



Contact us

WICVendor@dhw.Idaho.gov

208-334-4933

Thank you!

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The WIC program is an equal opportunity provider.



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DIVISION OF PUBLIC HEALTH

