



Welcome to eWIC Vendor Training

This training includes

- The steps of a basic WIC transaction
- Shopping and transaction rules
- And WIC Resources

PURPOSE OF THE WIC PROGRAM

To provide breastfeeding support and nutritious food to women, infants and children.

To provide participant-centered education on nutrition and health.

To provide referrals to health care or other needed services.





The eWIC card is EBT for WIC families.

WIC cardholders will receive an eWIC card to buy WIC approved foods. They will need the following things when they shop for WIC foods:

- their eWIC card
- the brochure “Shopping with Your eWIC Card”
- the WIC Approved Foods List and the
- Receipt from their previous shopping trip, foods available printed at their WIC appointment or WIC shopping list or get a printed balance at the store.

The WIC Approved Foods List indicates the approved foods and foods not allowed.

What Happens at the Store/Checkout?

1. Cardholder selects foods
2. Brings foods to the register
3. UPC is checked against the APL (approved product list)
4. *eWIC* card is swiped and PIN is entered
5. Account is checked for adequate balance
6. *eWIC* cardholder approves transaction
7. Account is debited the appropriate quantity



At the grocery store or pharmacy, first the cardholder selects the WIC foods/formula they want to purchase with the help of the WIC Approved Foods List and the previous receipt or Shopping List. The UPC/PLU on the selected food will be checked against the Authorized Product List, or APL, by the cash register system in the store.

In most systems the cardholder will swipe the card and enter the PIN after or as the items are scanned and in some systems this will need to occur before the items are scanned.

During the purchase transaction, the electronic benefit account is checked for adequate amount and the type of food the WIC shopper is trying to purchase. The cardholder will have the opportunity to approve the transaction. The benefit account will be debited for the amount of WIC approved food in the WIC purchase.

The receipt will show new benefit balances for the cardholder to use the next time they shop.



All WIC foods for an entire family
will be together on one card

Each household will have their entire family's food benefits on one *eWIC* Card. Exception would be foster children. Foods will need to be separated for each card. Each card will require a separate transaction.



To purchase WIC foods, a cardholder will have an eWIC card and will need to enter a PIN. Entering the PIN acts as an electronic signature.

At no time may a cashier ask for additional identification or the PIN.



WIC Transaction Rules

Next, basic WIC transaction rules will be reviewed.



- No minimum purchases
- No overrides
- Do not ask for PIN number
- No ID is required
- The eWIC card must be present.

There are no minimum purchases. A WIC purchase may be as little as one item on their WIC shopping list.

There are no overrides. Even if you think an item needs to be on the Authorized Product List, it is not possible to do overrides.

Do not ask a cardholder for their PIN number. They must enter it on the terminal.

No ID is required with the eWIC card.

The eWIC card must be present. Cardholders are not allowed to write the number on a piece of paper for manual entry by the cashier.

No requirement for Proxy cards with eWIC.



The actual product UPC must be scanned!





WIC cardholder must be allowed to approve transaction before products are deducted from the balance.

Provide receipt to cardholder.

WIC PURCHASE			
QTY	UNITS	DESCRIPTION	PRICE
18.00	oz	Cherries 18 oz	4.99
2.50	\$\$\$	Fruits & Veg	2.50
TOTAL ITEMS SOLD = 2			
\$ 2.50 - Fruits & Veggies			
PURCHASE SUBTOTAL			7.49
DISCOUNT APPLIED			0.00
APPROVED PURCHASE TOTAL			7.49
BALANCE DUE - 0.00			
BENEFITS EXPIRE ON 7.31.16			
QTY	UNITS	DESCRIPTION	
1.00	pkg	16oz Pkg Cheese	
1.00	doz	Dozen Large Eggs	
18.00	oz	Ounces Cereal	
2.00	pkg	16oz PkgBkChyBeans	
1.00	pkg	16oz BreadWholeGrain	
3.00	gal	Gallon 1%Fat Free Milk	
1.00	qt	Qtz 1%Fat Free Milk	
2.00	ssnl	64oz Bottle 100% Juice	
5.50	\$\$\$	Fruits & Veg	
****CARD HOLDER COPY****			
****PLEASE SAVE THIS RECEIPT****			

WIC cardholders must be allowed to approve the transaction before it is finalized.

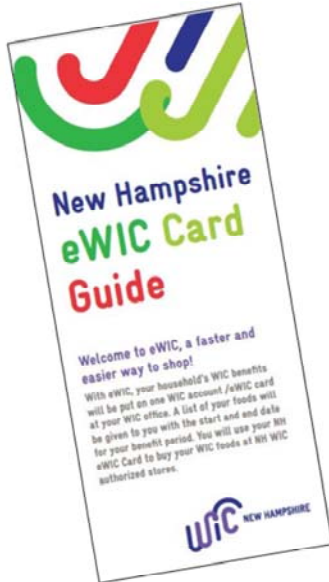
Always provide a receipt to cardholder at the end of their WIC purchase. The receipt includes the balance of WIC foods left for the family to purchase in the benefit period along with the date of expiration.



WIC Shopping Rules

- Stores must honor all coupons/promotions on WIC purchases.
- WIC foods, formula, or *eWIC* cards cannot be sold, traded, or given away.
- WIC foods and formula cannot be returned or exchanged for cash, credit, or other items.
- Rain checks or IOUs are not allowed.
- Only foods on the WIC shopping list may be purchased with an *eWIC* Card.
- Substitutions are not permitted.

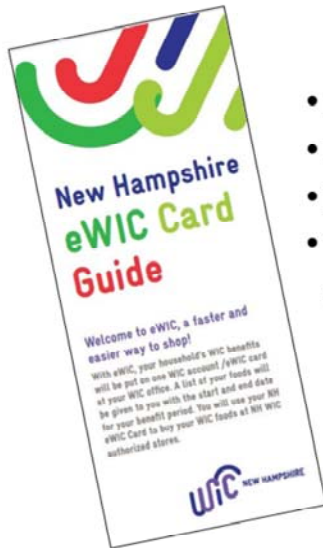
When does a cardholder need to call Conduent vs their WIC office?



- PIN is locked after 4 attempts- Call Conduent
- Card is lost, stolen or damaged-Call Conduent
- Receipt doesn't match purchase-Call Conduent
- Questions about WIC foods or benefit balance- WIC Office
- Not able to buy a food they thought was WIC-Approved-Call WIC Office



Why doesn't an item ring up as a WIC approved Food?



- Not on food that person's prescription
- Not enough balance
- Not on the NH WIC Approved Foods List
- Your cash register/POS system has not downloaded the most up to date APL.



Why doesn't an item ring up as a WIC approved Food?

Not on food benefit prescription



Remaining Balance (exp date 02-27-2015):
2.00 DOZ DOZEN EGGS
21.50 OZ WIC CEREAL
2.00 CTR MATURE BEANS OR PB
30.00 OZ CANNED FISH
24.00 OZ INFANT CEREAL
64 OZ INFANT FRUIT AND VEG
32.00 OZ WW BREAD OR WHOLE GRAINS
6.32 \$\$\$ FRUITS AND VEGETABLES
4.50 GAL MILK 1%/SKIM, GALLON
1.00 CTR Juice, FROZEN OR 48 OZ
2.00 CTR JUICE, 64 OZ CONTAINER

PLEASE KEEP THIS FOR YOUR RECORDS

An item will not ring up if it is not on the food benefit prescription. Please assist the cardholder in checking the benefit balance for food items available to the family.

For example, a cardholder may bring a gallon of whole milk to the checkout. It is a WIC approved food, however, the family's food benefits only include 1% or skim milk. The whole milk will not be accepted.



Why doesn't an item ring up as a WIC approved Food?

Inadequate balance

Remaining Balance (exp date 02-27-2015):
2.00 DOZ DOZEN EGGS
21.50 OZ WIC CEREAL
2.00 CTR MATURE BEANS OR PB
30.00 OZ CANNED FISH
24.00 OZ INFANT CEREAL
64 OZ INFANT FRUIT AND VEG
32.00 OZ WW BREAD OR WHOLE GRAINS
6.32 \$\$\$ FRUITS AND VEGETABLES
4.50 GAL MILK, 1%/SKM, GALLON
1.00 CTR Juice, FROZEN OR 48 OZ
2.00 CTR JUICE, 64 OZ CONTAINER



PLEASE KEEP THIS FOR YOUR RECORDS

If an item doesn't ring up as a WIC approved food, there might not be an adequate quantity of food in their balance.

You can help the cardholder check the benefit balance for food items that are available to the family. Food benefit balances can be found on the most recent receipt or WIC shopping list. A balance inquiry can also be run at your store.

For example, a cardholder brings two 48 ounce containers of juice to purchase with the eWIC card. After checking the benefit balance, you notice that the cardholder has only one container left on the balance. The second container of juice cannot be purchased using the eWIC card and will either need to be purchased using a different tender or not purchased that day.

wic NEW HAMPSHIRE

**HEALTHY FOOD.
HEALTHY KID.
HAPPY MOM.**

WIC Foods
July 2017

NH Department of Health and Human Services
Division of Public Health Services
Nutrition Services Section
29 Hazen Drive
Concord, NH 03301
1-800-WIC-4321
www.dhhs.nh.gov/dphs/nhp/wic
www.signupWIC.com

facebook Pinterest

Why doesn't an item ring up as a WIC Food?

Not a NH WIC-Approved Food

Another reason a food item might not ring up as a WIC approved food is if it isn't on the WIC Approved Foods list.

For example, the shopper might bring up Honey Nut Cheerios because they forgot to bring the WIC Approved Food List. Honey Nut Cheerios is not a WIC-Approved food and therefore is not in the APL. When its scanned, it will not be charged on the *eWIC* card. When the cardholder has the opportunity to approve the transaction they will not see this product on the receipt.

The WIC Approved Foods List is to be used as a tool to assist cardholders in finding WIC approved foods and not to police whether or not a food could be purchased with the *eWIC* card.

The WIC Approved Foods List remains unchanged at this time.



Why doesn't an item ring up as a WIC Food?

UPC is not in the system



An item might not ring up as a WIC approved food if it isn't yet in the computer's system. The Approved Product list (or APL) is downloaded daily. WIC Approved foods must be on the APL in order for the item to be purchased. If the food item appears to be a WIC-Approved food, a picture of the UPC and of the container should be submitted to the state WIC office for review and for possible addition to the APL.

If a food doesn't ring up, a cashier cannot change this or let the food be purchased with an *eWIC* card. Foods that are not on the APL will not be applied to the WIC benefits and the cashier cannot override this.

Check with your manager regarding your store's procedure to submit new UPCs.



How to submit a UPC

The state WIC vendor website will have a submission form to complete and submit via email for those products that appear to be WIC eligible foods but are not on the Authorized Product List.



**How do WIC approved items get added to
the APL list?**

REFER TO THE UPC APPROVAL FORM



It is required that a WIC Approved Foods List continue to be available at each checkout. WIC cardholders receive these at the WIC local agency office but might not have it with them when they are shopping. A WIC Approved Foods presentation is being used by our local agencies as a tool to assist cardholders in finding WIC approved foods and not to police whether or not a food could be purchased with the eWIC card.



Managers and Trainers

- Responsibility to Train Cashiers
- Requirement to maintain inventory records and tax documents used for federal tax reporting purposes, Violations of the WIC Program and Sanctions for Offenses
- Minimum Inventory
- Complaint Procedure

Managers must confirm training on:

- eWIC concepts to include in training cashiers
- When to contact local and state WIC offices and eWIC related contractors
- Requirements to maintain inventory records used for federal tax reporting purposes
- Violations of the WIC Program and Sanctions for Offenses, and the
- Minimum Inventory
- Complaint Procedure



Not to exceed or NTEs

In the past, if a paper WIC voucher total was higher than the Not to Exceed (NTE) value, only a partial payment would be made until the store could prove what the cardholder purchased. With eWIC, each food product has a designated value based on the peer group the store is in and the competitive price for the product in that peer group. Stores will be reimbursed up to the maximum price determined by the New Hampshire WIC State Office for each individual food item. This is referred to as the Not to Exceed value (NTE).

PHARMACIES: YOU CAN ONLY SELL AUTHORIZED SPECIAL FORMULAS TO WIC CARDHOLDERS! If you sell foods to the cardholder you will not be paid!!



When should a vendor contact the State WIC Office?

- Request WIC vendor supplies
- Report change of ownership or closure
- Add a new UPC
- Ask about pricing and NTE
- Ask about the WIC-Approved Food List
- Ask about WIC regulations, sanctions or Vendor Manual
- When a cardholder leaves an *eWIC* Card at the store
 - To report a complaint against a cardholder

When does a store need to contact the STATE WIC office?

- To request WIC vendor supplies- Such as invoices for paper voucher billing.
- To report a change of ownership or store closure
- To add a new UPC
- For pricing and NTE questions
- To ask questions about the WIC-Approved Food List
- To ask questions about WIC regulations, sanctions or Vendor Manual
- When a cardholder leaves an *eWIC* Card at the store
- To report a complaint against a cardholder Have them refer to the complaint form in handouts.



When to call Conduent?

- Problems with device or payments
- For stores with integrated systems who need to be certified
- For stores looking to upgrade to an integrated system

When to call Conduent?

Only stores using stand-beside systems will contact Conduent. *Their contact information can be found on the Merchant Agreement from Conduent, the Conduent POS Procedures manual, the 9 Step User Guide, and the Clerk's WIC EBT Transactions Quick Reference. These four items were included with your stand-beside device.*

Contact Conduent if you have problems with your device or redemption.

Conduent can be contacted via their help desk.



When to call your Third Party Processor?

- Integrated stores only
- Problems with APL downloads
- Hardware or software issues
- Payment reconciliation

When should you call your third party processor?

Integrated stores will contact their third party processor for problems with APL downloads, and hardware or software issues. The third party processor is also contacted to reconcile redemption issues.



Cashier Training - System Procedures

- WIC Purchase
- WIC Balance Inquiry
- Voiding a WIC Item or Transaction

It is the responsibility of store management to ensure that cashiers are trained on WIC-related job duties.

The following concepts need to be included in training cashiers about eWIC transactions and will be different based on the system your store uses.

How to complete an eWIC purchase

How to run and read an eWIC balance inquiry

How to Void an eWIC transaction. In some stores, this may be an action only managers can do.



Cashier Training – Transaction Rules

- Coupons and special offers in a WIC purchase
- Handling multiple tender types

Cashier training also needs to include how to incorporate coupons and special offers in a WIC transaction, in addition to handling multiple tender types.

Discounts, coupons, loyalty rewards, free items or additional products must be accepted as payment from WIC cardholders the same as non-WIC cardholders. These are applied to the redemption transaction in total and are not assigned to an individual product. The amount the vendor is reimbursed is reduced by the amount of the discount. Multiple tender types must be accepted when transacting Cash Value Benefits and at integrated stores utilizing a mixed basket.

The eWIC card must always be swiped before any other tender.



THINGS TO REMEMBER

Things that are still required.



Records Retention Required for 3 Years

Vendors are required to maintain records for the greater of three (3) years from the expiration date of their Vendor Agreement. This includes the vendor's purchase and inventory records for approved WIC food.



WIC Violations and Sanctions for Offenses

- No changes made to federal, state, and administrative rules and regulations at this time
- Addendums to Vendor Manual and Vendor Agreement
- Scan products, not UPC Codes on a sheet
- Vendors may not offer to purchase eWIC benefits

No changes have been made to the federal, state, and administrative rules and regulations as of yet. Under Federal rule, the *eWIC* card is considered an approved tender type and must be accepted and processed like paper voucher have been in the past. Please reference your Vendor Manual, as well as Federal 7 CFR 246.12, NH Administrative Rule He-P 3200 for complete information. Addendums to the Vendor Manual and Vendor Agreement regarding *eWIC* have been provided separately.

Vendors may not scan UPC codes from any source other than one affixed to the actual item being purchased by the *eWIC* cardholder. Vendors may not offer to purchase or purchase for cash or other consideration *eWIC* benefits. Vendors may not ask an *eWIC* cardholder for their PIN or any other form of identification.



WIC Infant Formula

Formula must be purchased from authorized manufacturers, wholesalers, distributors and retailers that NH WIC Approves. This list is available on the WIC vendor website at :<http://www.dhhs.nh.gov/dphs/nhp/wic/vendors.htm>.

Failure to purchase formula through these suppliers will mean termination of the stores Vendor Agreement.

See attached supplier list for 2017.

Minimum Inventory Requirements

Assure availability of WIC approved foods by maintaining minimum inventory. The minimum inventory has been revised. See handout.



Please remember that your store is required to still maintain the minimum required stock indicated on your handout.



INCENTIVE ITEMS

WIC vendors must not offer incentive items solely to WIC participants in an effort to encourage participants to redeem their WIC food instruments at their stores. Section 246.12(h)(3)(iii) of the Federal WIC regulations requires vendors to offer Program participants the same courtesies that are offered to non-WIC customers. Therefore, a WIC-authorized vendor may not treat WIC customers differently by offering incentive items that are not offered to non-WIC customers. This is a violation of Federal WIC regulations, thereby constituting a vendor violation.



**FILING A COMPLAINT AGAINST
A PARTICIPANT**

SEE COMPLAINT FORM



TRAINING DOCUMENTATION



All stores must create a training binder which must contain the following:

- Section for new hire training.
- Section for training on issues store has been notified on.
- Section on training for any updates from WIC. The topic for the update must be listed.
- Each section must have a training log.



The training log must contain the following:

- Printed Name of Employee being trained.
- Signature of Employee being trained.
- Date of training.
- Name of trainer doing the training.
- Topic of the training.

Training materials used for training must be kept with training logs.

All training documents must be kept for one year.



WIC Vendor Website

<https://www.dhhs.nh.gov/dphs/nhp/wic/vendors.htm>

Thank you for your continued service to the WIC Program and providing nutritious foods to thousands of New Hampshire families.



Please remove old stickers.