

eWIC

Frequently Asked Questions for “Pilot”



Don't see a question in this document, contact Laurie Desmarais at 603-271-4935 or laura.desmarais@dhhs.nh.gov . Any new questions and revised questions will have a date after the question to reflect the update.

eWIC Vendor F.A.Q's

Q: Do eWIC cardholders have to approve the transaction before it is finalized?

A: Yes, the cardholder approves what is being deducted from their benefit balance and must be given the opportunity to make changes if needed to the transaction.

Q: Can eWIC cardholders use self-checkouts?

A: No, eWIC transactions must be completed at a register with a cashier.

Q: Are stores required to do balance inquiries for eWIC cardholders?

A: Yes, a cardholder can go to the curtesy booth/desk or to a cashier and ask for a balance inquiry to be done.

Q: Does the cardholder have to show an ID/Proxy Card to use the eWIC card?

A: No, there is no ID or proxy card required with a eWIC transaction.

Q: Can the store still do an override of the WIC approved item doesn't scan?

A: No, eWIC transactions do not allow for overrides to be done. If the item is WIC approved and does not scan the store can complete the add a UPC form for the item to be added to the APL list.

Q: Does the eWIC card have to be present at the time of the transaction?

A: Yes, the store should not complete a eWIC transaction if the card is not present.

Q: Are eWIC cardholders still allowed to use coupons and get store promotions?

A: Yes, the process is the same for eWIC related to coupons and store promotions.

Q: How does a store file a complaint for a eWIC transaction?

A: The store will need to have the transaction number and the card number to file a complaint for the eWIC transaction since there is no name associated with the card. The same complaint form can be used which is located at:

<https://www.dhhs.nh.gov/dphs/nhp/wic/documents/participantconcern.pdf>

PLUs & UPCs

Q: What happens if a store buys from a local farmer, things like cantaloupe or watermelon? Can a store get a code for the items, a PLU?

A: Yes. If a vendor has something that doesn't have a code on it, they'll just have to map it or there's a generic WIC code that they can use of 4699.

Q: If a food item that should be authorized but is not and needs to be added, how can the UPC and product information be submitted to the state?

A: Local agencies and vendors can report this to the state agency using the Adding Foods to the Approved Product List (APL) form located here:
<https://www.dhhs.nh.gov/dphs/nhp/wic/documents/upc-approval-form.pdf>

Q: A cardholder needs a formula that the store doesn't have the UPC, can the store contact the WIC Program to get the UPC so the right product is ordered?

A: Yes, the store can call anyone at the WIC Office and get the UPC.

Additional Information

IVR: Interactive Voice Response

IVR phone number: 1-855-279-0680

WIC Connect: www.wicconnect.com

FUD: First Use Date

LUD: Last Use Date

EBA: Electronic Benefit Account

APL: Approved Product List

PLU: Product Listing Unit