

eWIC Vendor Training



Revised 2-2019

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.





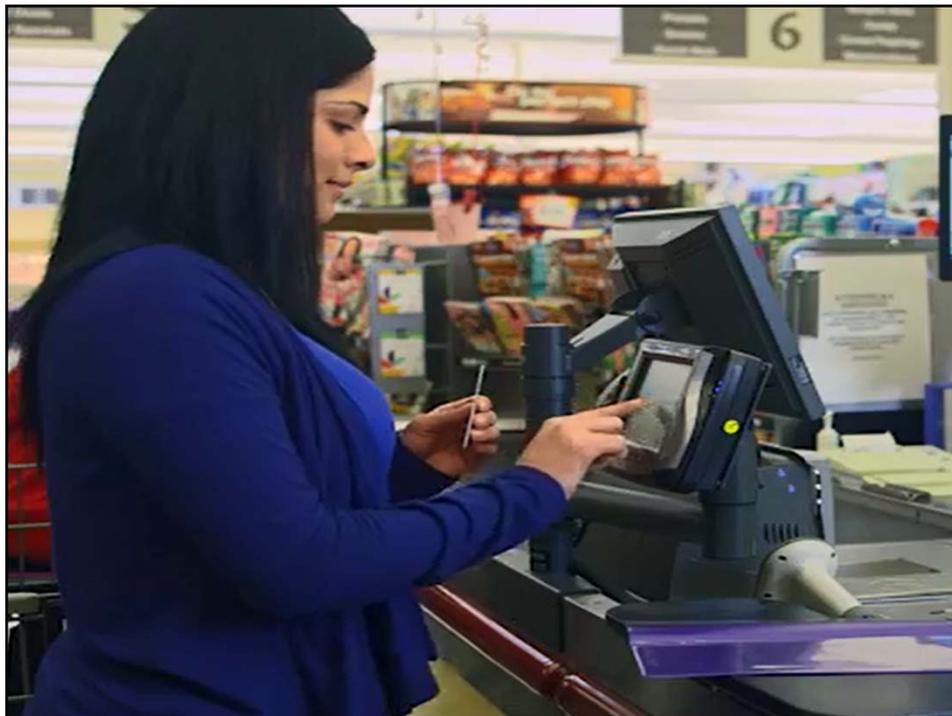
What Happens at the Store/Checkout?

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





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





WIC Transaction Rules



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



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.

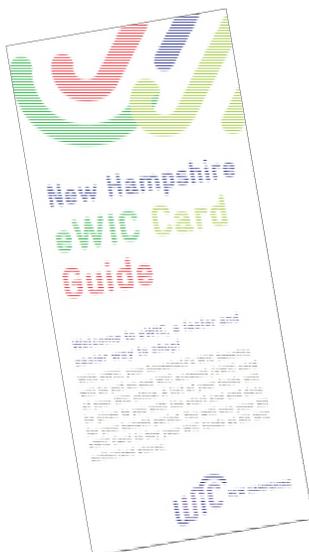
WIC PURCHASE		
QTY	UNITS	DESCRIPTION
18.00	oz	Cheerios 18 oz
2.50	\$\$\$	Fruits & Veg
TOTAL ITEMS SOLD = 2		
\$ 2.50 - Fruits & Veggies		
PURCHASE SUBTOTAL		7.49
DISCOUNT APPLIED		0.00
APPROVED PURCHASE TOTAL		7.49
BALANCE DUE - 0.00		
BENEFITS EXPIRE ON 7-28-16		
QTY	UNITS	DESCRIPTION
1.00	pkg	16oz Pkg Cheese
1.00	doz	Dozen Large Eggs
18.00	oz	Cunices Cereal
2.00	pkg	18oz PnuBnr/DryBeans
1.00	pkg	16oz Bread/Wht/Grain
3.00	gal	Gallon 1%Fat Free Milk
1.00	qt	Qts 1%Fat Free Milk
2.00	cont	64oz Bottle 100% Juice
5.50	\$\$\$	Fruits & Veg



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.

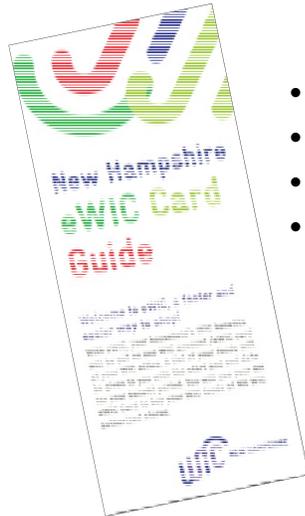
When does a cardholder need to call Conduent vs their WIC office?



- 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



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

Inadequate balance

Remaining Balance (exp date 02-27-2015):

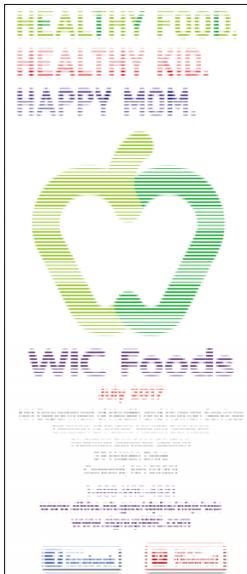
2.00	DOZ	DOZEN EGGS
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PLEASE KEEP THIS FOR YOUR RECORDS



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



Not a NH WIC-Approved Food



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

UPC is not in the system



How to submit a UPC

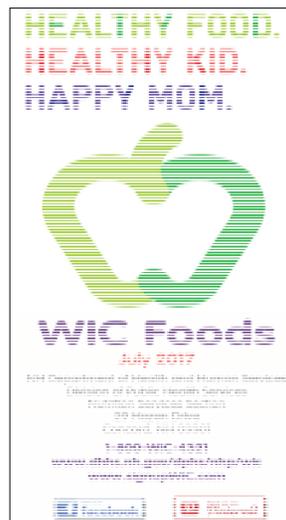


How do WIC approved items get added to the APL list?

REFER TO THE UPC APPROVAL FORM



WIC-Approved Foods





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



Not to exceed or NTEs



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 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 your Third Party Processor?

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



Cashier Training - System Procedures

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



Cashier Training – Transaction Rules

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



THINGS TO REMEMBER



Records Retention Required for 3 Years



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



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](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.



Minimum Inventory Requirements

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



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>

New Hampshire WIC

Accepted Here



This institution is an equal opportunity provider.