

REMEMBER ...

Stores must ensure that the **APPROVED PRODUCT LIST (APL) IS CURRENT** and perform updates daily.

eWIC **ONLY PROVIDES WIC ALLOWED FOODS** that are in the customer's benefits and in the Hawaii WIC APL.

- No overrides.
- No substitutions or rain checks.
- WIC allowed fresh produce with UPCs must be mapped to a like PLU in your POS, according to your store's procedure.

The WICShopper app and the "Shopping With Your eWIC Card" brochure are **RESOURCES FOR HELPING WIC CUSTOMERS** know why a food is not available to them.

Reasons a **FOOD MAY NOT SCAN** as available to the WIC customer:

- The item is not WIC allowed.
- The item is not included in the WIC customer's benefits.
- There are not enough benefits left on the eWIC Card to buy the item. Compare the beginning balance with the package size of the item.
- The UPC is not in the APL. If you think it should be added to the APL, email a full picture of the label, including the ingredients, nutrition info, and UPC code to: DOH.WIC.VENDOR@doh.hawaii.gov.

DO NOT ASK for a second form of identification for a WIC purchase.

- Just the eWIC Card and PIN are all that is needed.
- Anyone with the PIN can use the eWIC card.

WHO TO CONTACT

QUESTIONS ABOUT eWIC

- Hawaii WIC Vendor Unit:
808-586-8392

STORES CAN REPORT FRAUDULENT ACTIVITY

- Call 1-800-424-9121
- Visit www.usda.gov/oig/hotline.htm

IF YOUR POINT OF SALE SYSTEM IS NOT ABLE TO COMPLETE WIC TRANSACTIONS CORRECTLY

- Try to update the APL File.
- Call your corporate office or your POS provider/Value Added Reseller.
- Call your Third Party Processor.
- Note: Hawaii WIC cannot fix your POS system.



STATE OF HAWAII
DEPARTMENT OF HEALTH
WIC SERVICES BRANCH
Vendor Management Unit
235 South Beretania Street, Suite 701
Honolulu, HI 96813-2419

Visit our website for more information:
<http://health.hawaii.gov/wic/>

This institution is an equal opportunity provider.



VENDOR GUIDE FOR INTEGRATED POS SYSTEMS



eWIC TRANSACTION STEPS

Steps may vary from store to store. Cashiers must know when WIC Participants swipe the eWIC card and if WIC foods need to be separated.

- 1** Cashier **SCANS THE FOOD.**
- 2** Customer **SWIPES THE eWIC CARD** before any other form of payment and enters their PIN.
 - The cash register (Point of Sale system) determines if a food is WIC allowed and the benefit is available to the WIC customer.
- 3** **CASH REGISTER PRINTS OUT** the beginning balance and midpoint receipt.
 - Cashier must hand these receipts to the WIC customer and the customer verifies that WIC foods were purchased as expected.
- 4** Customer **APPROVES** WIC purchase using the card terminal or key pad.
 - WIC-allowed benefit items available to the customer are deducted from the balance on their eWIC card.
 - If an item did not deduct from the WIC balance as expected, the customer may request the cashier void that item from the purchase.
 - Cashiers cannot perform overrides with eWIC.
- 5** Customer uses **OTHER FORMS OF PAYMENT** next if non-WIC items are also purchased.
- 6** Cashier gives customer **FINAL RECEIPT.**
 - After the eWIC purchase is complete, the cashier cannot void the transaction or put the items back onto the card.

Receipts will look slightly different from store to store.

- 1 List of foods just purchased.
- 2 Total number of WIC items sold.
- 3 WIC purchase subtotal and any discounts that have been applied (coupon, store discount, etc.)
- 4 The last day WIC foods are available to the shopper during that benefit period.
- 5 List of WIC foods left to purchase this benefit period.

HAWAII WIC GROCERY STORE 123 MAIN STREET HONOLULU, HI 96813			
STORE ID:	123		
TERM ID:	123		
CLERK ID:	999		
DATE & TIME:	08/04/2019 11:06AM		
SEQ NUMBER:	034		
CARD:	*****00007		
AUTH CODE:	123499		
WIC PURCHASE			
QTY	UNITS	DESCRIPTION	PRICE
18.00	oz	Breakfast cereal	\$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 8-22-2019			
QTY	UNITS	DESCRIPTION	
1.00	lb	Cheese	
1.00	dz	Eggs	
18.00	oz	Breakfast Cereal	
1.00	jar/bag/can	Peanut Butter/Beans	
32	oz	WW Bread or Whole Grains	
3.00	gal	1%/skim Milk	
2.00	can	64-oz Juice	
3.50	\$\$\$	Fruit and Vegetables	
1.00	qt	Yogurt	
....CARD HOLDER COPY....			
....PLEASE SAVE THIS RECEIPT....			

Do WIC Customers **HAVE TO BUY ALL** of their WIC foods in one trip with eWIC?

NO

- Customers can purchase as much (or as little) as they want.
- WIC food benefits are combined on one card.
 - Food benefits typically expire 30 days after they are issued.
 - Foods not purchased do not carry over to the next benefit period.

Do WIC Customers **KNOW WHAT THEY CAN BUY?**

YES

At the WIC Clinic, customers receives a Family Food Benefits list that shows the benefits issued to the WIC family.

- Using the WICShoper APP. Customers can scan UPCs to see if a food is WIC allowed and if they have enough benefits left to buy it.
- Receipts from past eWIC transactions.
- Calling a 1-800 number.
- Using an online portal.
- Asking a cashier/customer service to print the balance at the store.

Can a customer purchase WIC items if they **DO NOT KNOW THEIR PIN?**

NO

If a customer forgets their PIN, direct them to the phone number or website on the back of the eWIC Card. If a WIC customer enters the PIN incorrectly 4 times, the eWIC card is locked and they need to call the phone number on the back of the eWIC Card.

Can **"BUY ONE, GET ONE FREE"** coupons be used with WIC purchases?

YES

As long as the food is WIC allowed. Scan coupon so that the "free" item is not deducted from the WIC balance.