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

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.
Receipts will look slightly different from store to store.

**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:** ******0007
- **AUTH CODE:** 123499

**WIC PURCHASE**

<table>
<thead>
<tr>
<th>QTY</th>
<th>UNITS</th>
<th>DESCRIPTION</th>
<th>PRICE</th>
</tr>
</thead>
<tbody>
<tr>
<td>18.00 oz</td>
<td>Breakfast cereal</td>
<td>$4.99</td>
<td></td>
</tr>
<tr>
<td>2.50</td>
<td>$5</td>
<td>Fruits &amp; Veggie</td>
<td>$2.50</td>
</tr>
</tbody>
</table>

**TOTAL ITEMS SOLD:** 2
$ 2.50 - Fruits & Vegetables

**PURCHASE SUBTOTAL:** 7.49

**DISCOUNT APPLIED:** 0.00

**APPROVED PURCHASE TOTAL:** 7.49

**BALANCE DUE:** -0.00

**BENEFITS EXPIRE:** 8-22-2019

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.

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**eWIC FAQs**

**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 receive 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.