

Connecticut



NUTRITION IS JUST *the* BEGINNING.

CT eWIC Conversion Training

2016

For Integrated Stores

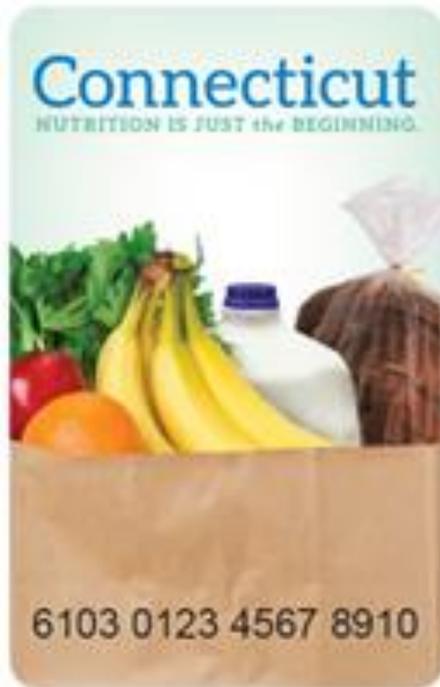
What is happening?

- Conversion from paper WIC checks to an eWIC (credit card type) system
- Conversion required by federal government for all states and tribal nations that administer WIC



What will the new card look like?

front



back



Advantages for the vendors?

- No separating products – all items can be scanned in any order
- With card, no more bounced checks or bank fees
- Vendor paid for purchases within 48 hours of sale
- For eWIC only: Cashiers do not have to monitor purchases for least expensive brands.
- If an item scans, allow the sale.



What will stay the same?

- First-Day-To-Use and Last-Day-To-Use benefits
- Food List will still describe approved foods
- Alternates can use WIC card
- Checks will be redeemed until the end of 2016
- Vendors can accept both WIC checks and eWIC cards
- Participant ID Booklet will still be needed for checks.



What has changed?

Paper Check Process	eWIC Card – Electronic Process
Multiple checks for each participant	One card for all participants in the family
Must have WIC ID for purchases	Must have eWIC card for purchases
Participants must sign checks for purchases	Participants must use 4 digit PIN
Participants must purchase only the items in the quantities specified on checks	Participants can purchase all, or some of their food benefit any time during the month
Will bounce if price of an item exceeds the maximum price for the peer group	If your price exceeds the maximum price, stores will be paid the maximum price for the peer group
Banks fees apply to bounced checks	No bounced checks
Vendor must take more steps to process WIC checks	eWIC purchases have less steps to process
Cashiers have to monitor purchases for least expensive brands and allowed products	Register system identifies allowed products

How does this process begin?

- Participants are given a Family Benefits List at the Local Agency
- Participants may check their benefit balance:
 - ❖ by phone
 - ❖ through the internet
 - ❖ at the store
 - At the Customer Service Counter
 - At a cash register
- Your cash register system will print a balance



To purchase WIC products at the store

- Participant swipes eWIC card
- Scan all items
- WIC will be the first type of payment
- Participant will enter PIN number
- Cashier will collect additional payments for the purchase (if any)
- Receipt will print the participant's remaining balance
- Give receipt to the participant

STORE NAME ADDRESS			
STORE ID:	WICW006		
TERM ID:	WIC006001		
CLERK ID:	999		
DATE & TIME:	07/01/2014 10:10AM		
SEQ NUMBER:	01/11/2016		
CARD:	*****0007		
AUTH CODE:	123499		
WIC PURCHASE			
QTY	UNITS	DESCRIPTION	PRICE
18.00	oz	Cheerios 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 7-28-14 2-10-16			
QTY	UNITS	DESCRIPTION	
=====			
3	pkg	16oz Pkg Cheese	
3	doz	Dozen Large Eggs	
90	oz	Ounces Cereal	
3	can	15.5oz Canned Beans	
6	pkg	Bread/Rice/Tortillas	
9	gal	Gallon 1%/Fat Free Milk	
3	qt	Qts 1%/Fat Free Milk	
6	cont	64oz Bottle 100% Juice	
27	\$\$\$	Fruits + Veg	
=====			
CARD HOLDER COPY			
****PLEASE SAVE THIS RECEIPT****			

Fruit & Vegetable Sales

- All WIC-approved FRESH fruit and vegetable purchases
 - ❖ Enter or scan PLU codes or UPC codes
- Canned and frozen fruit and vegetables can be scanned
- Total (combined) sale will be deducted from the participant's Fruit & Vegetable benefit
- Fruit & Vegetable purchases that exceed the benefit amount can be paid for with another form payment that is accepted by the store (i.e., SNAP, cash, credit cards, etc.)



Handling challenges/questions at the register

- My purchase was not deducted from my balance – why?
 - ❖ Product was not WIC approved
 - ❖ Participant did not have the benefit
 - ❖ Participant did not have enough/quantity of the benefit for the purchase
 - ❖ Item may be WIC-approved; however, the UPC number is not listed in the WIC Program’s “Approved Product List”
 - Store to contact the State WIC Office to add product



If you believe a product is WIC-approved, but not scanning as such:

- Contact a manager, who will contact the State WIC Office
- Send us this information:
 - ❖ The entire UPC number
 - Photo of UPC bar code, if possible
 - ❖ Product Name
 - ❖ Size of container
- Send it to:
 - (860) 509-8391 [facsimile]
 - ctwic@ct.gov [internet]
- Once approved, products should appear in the Approved Product List within 48 hours
- The Approved Product List can be found on our website:
www.ct.gov/dph/wic



Handling participant challenges/questions at the register

- Refer the participant to Xerox Customer Service for an explanation
 - ❖ Communicate in English or Spanish
 - ❖ Telephone number is on the back of the card



Miscellaneous

- An eWIC card can be swiped or manually entered.
- All WIC items must be scanned or the UPC must be manually entered at the time of purchase.
- Scan the exact item that is purchased [not a bar code from a list]
- Coupons may be accepted for WIC purchases.
- Stores cannot “override” items for WIC purchases.
- If communication lines are down, eWIC transactions cannot be processed. There are no offline procedures for CT eWIC.
- Only Connecticut-issued WIC cards can be accepted.
- Cards that are found in stores should be destroyed.