eWIC Quick Reference Sheet

eWIC is coming to your store! This quick reference sheet highlights many of the expected changes resulting from implementing electronic WIC benefits (eWIC). This quick reference sheet should be used to provide an overview of eWIC for employees and is not intended to be inclusive of all program policies and procedures.

- **Phases of rollout**- eWIC implementation occurs in phases across the state. Checks will still be in circulation after your store has implemented eWIC. It is required for stores to accommodate customers with WIC checks and customers with eWIC cards.

- **Separating WIC items -** Some registers will be able to complete transactions without separating WIC items from other groceries. If WIC and non-WIC groceries can be combined in your register system, the eWIC card must be used as the first payment type, the remaining groceries can be paid with another form of payment. If your store uses a stand beside device, WIC items will need to be separated from other groceries to complete the eWIC transaction.

- **APL-** The Approved Product List (APL) is a list of all WIC approved foods within the register that identifies which foods are eligible for an eWIC transaction. Each WIC Program in Arizona has a unique APL. WIC customers from Arizona WIC may be approved to purchase certain items while ITCA WIC customers may not or vice versa.

- **Reporting UPCs-** If a food does not scan as authorized but appears to meet the criteria, it should be reported to the ITCA WIC Program. Product information like UPC, manufacturer, and size should be captured and submitted. If the item is an approved item, the ITCA WIC Program will add it to the APL. Products may be reported on line at itconaline.com/eWIC.

- **Declared Brands-** Only declared brands of milk, eggs and cheese may be purchased by WIC clients. Make sure the store has the "WIC Approved" sticker on the correct declared brand items.

- **Authorized Food List-** Vendors are still required to keep an Authorized Food List by each register for reference.

- **No overrides-** During an eWIC transaction, some items will not scan as approved items. No overrides allowed. These items must be purchased with a different payment type or removed from the transaction.

- **Returning Food-** WIC customers can cancel items during a transaction but cannot return items purchased with WIC benefits.

- **PIN entry-** WIC customers will no longer need their ID folder if they are using an eWIC card. The WIC customer will enter a Personal Identification Number (PIN) to authorize the transaction in place of using a WIC ID folder. No other identification is required to complete an eWIC transaction.

- **PIN Attempts-** The WIC customer will have a maximum of 4 attempts to enter the correct PIN. On the fourth incorrect attempt, the eWIC card will be locked resulting in a transaction failure. If this occurs, direct the customer to call their WIC clinic.

- **Purchase Receipt-** WIC customers must be given a purchase receipt showing the items purchased and the remaining benefit balance (foods left in their account for purchase).

- **Balance Inquiry-** WIC Customers will be allowed to run a benefit balance inquiry free of charge. WIC customers must be given the receipt showing the benefit balance during an inquiry.