

## ITCA eWIC Transaction Basics

- **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.
- **Scan items individually**- Scan the WIC items individually using the UPC barcode on the product or produce PLU code. Do not use the quantity key.
- **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 online at [itconline.com/eWIC](http://itconline.com/eWIC), or emailed to [WICUPC@itcaonline.com](mailto:WICUPC@itcaonline.com)
- **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**- The WIC customer will enter a Personal Identification Number (PIN) to authorize the transaction, 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.



## Troubleshooting eWIC transactions

### Review the mid-transaction receipt

After the shopper swipes their eWIC card, the POS system will print a mid-transaction receipt (integrated registers only). This receipt shows the beginning benefit balance and a list of items that WIC will pay for. The receipt should be reviewed carefully by the shopper before approving the purchase.

### Why didn't it go through?

If something is left in the remaining balance that the shopper thought WIC would pay for, check these things:

- ◆ Are there enough benefits left to buy it (ounces, size, etc.)?
- ◆ Is it the correct benefit (the right size bread or milk fat content etc.)?
- ◆ Is the item allowed? Check the Food List or use the WIC shopper app.

### Voiding Items

Before the shopper uses another form of payment, offer to remove any items from the order that the shopper doesn't want.

### Balance Inquiry

If none of the WIC items went through, cancel the transaction and help the shopper check their eWIC balance.

