

Vermont WIC
Annual Grocer Training
Effective October 2021

MODULE 4

Process Transactions – and Get Paid!



1. Properly Conduct eWIC Transactions



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eWIC Transaction Overview

- VT eWIC cards use an electronic system specific to Vermont WIC.
- Authorized retailers must work with EPPIC to be connected to the VT eWIC system that accepts eWIC cards.
- Transactions have different requirements depending on whether they are Integrated or Stand-beside

(Reference Appendix I: WIC Technical Requirements in the Grocer Handbook for more information)

1. Properly Conduct eWIC Transactions

eWIC Transaction Overview

- Payment for each successful transaction is processed on a 24 hour cycle, 11:30 am – 11:30 am
- Grocers may submit a claim, or invoice, to the Grocer Manager for payment if they believe a transaction did not process correctly and further payment is due.
- Conversely, the State may invoice the Grocer directly if a payment processed incorrectly.
- All Claims must be submitted within 30 days of the transaction and paid within 30 days of submission.

1. Properly Conduct eWIC Transactions

eWIC Transaction Overview

- The system will identify if food is WIC-approved. No need for cashiers to decide.
- If purchase quantity or amount is greater than benefits on card, participant may use another payment source (“split tender”) or choose to not purchase the food.
- If a WIC customer forgets their PIN, they can call Customer Service (24/7 toll-free number on back of card)

1. Properly Conduct eWIC Transactions

How eWIC differs from SNAP EBT

- eWIC card is good ONLY for WIC-approved foods
- **No refunds** for returned WIC foods;
Only exchanges for exact item are allowed
- **No manual voucher** if eWIC system is down
- WIC benefits **expire** at the end of each month
- No rainchecks allowed

2. What if...?



2. What if...?

The WIC customer forgets their PIN

- WIC Customer can call Customer Service 24/7 at 1-855-769-8890 for PIN problems.
 - The number is printed on the back of their card
- **After three wrong PIN attempts**
 - WIC customer will be “locked out” until midnight that day, or
 - until they call Customer Service or the WIC office for a “reset.”

2. What if...?

System won't read eWIC card

- Cashier may manually enter 16-digit card number
- WIC customer should call Customer Service (24/7; 1-855-769-8890; Printed on back of card)
- Cashier should encourage the WIC customer to call for a new card if the card is visibly damaged or if problems persist

2. What if...?

Non-approved food item included in purchase

- Explain the item is not an approved WIC item
 - Show VT WIC Foods guide to customer if appropriate
- Ask participant if they want to:
 - include item in non-WIC purchase with other form of payment (SNAP, cash, debit, credit), or
 - not purchase the item
- If there are problems, manager is encouraged to call Vermont WIC's main office at 802-863-7333

2. What if...?

A fresh fruit or fresh vegetable that should be approved does not go through

- Check that the produce item's UPC is mapped to 4469 or other retailer assigned PLU.
 - If not, system will return “rejected” message
- Participant will need to:
 - Use other method of payment, or
 - choose to not purchase the item
- Store must update system by mapping rejected item
 - Send notice to corporate contact or in-store IT support

2. What if...?

eWIC or cash register system is “down”

- WIC participant will have to come back another time or use another source of funds for purchase
- **Do NOT use SNAP manual vouchers for WIC benefits.**
 - Only use SNAP manual vouchers if participant has a SNAP card for SNAP benefits
- Call:
 - store POS processor **and**
 - eWIC Help Line (EPPIC) at 1-877-436-8974 **and**
 - Vermont WIC Help Line 802-863-7333

3. Submit Comments to WIC



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Comment Form

- Tell us about any issues with WIC transactions at your store



Download PDF

<http://www.healthvermont.gov/wicgrocers>

A photograph of a 'Vermont WIC Program Comment Form' tilted at an angle. The form includes the WIC logo with the tagline 'We nourish families.', a 'Filed by:' section with fields for Name/Title, Store Name, Location/Address, and City/Town. It also has a 'Comments about:' section with fields for Family, WIC Staff, Other, Family Name, Last 4 digits of WIC card, and Incident Date. A checkbox asks 'May we contact you regarding this incident?' with 'Yes' and 'No' options, and a field for 'Telephone' and 'email'. A large text area is provided to 'Describe the nature of the issue, Provide details including a description of the issue and any related information. Include: line number, any associated error messages and time.' Below this is a question: 'Is this a new or ongoing issue? If ongoing, please provide any additional related information.' There is a section for 'Describe Incident Resolution:'. At the bottom, it provides contact information for the Vermont Department of Health - WIC Program, including a P.O. Box, phone, fax, and email. A 'Thank you' message is followed by a 'State use:' section with fields for 'Incident Form received by:' (Email, Fax, Mail, Phone) and 'Received by:' (Name, Date Received). The date '10/2/2015' is printed at the bottom left of the form.

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Important WIC Helpdesk information For Transaction Issues

- **WIC Grocer Manager: Andrea Miller**
 - 802-338-0298
 - Andrea.Miller@Vermont.gov
- Vermont WIC: 800-649-4357 or wic@vermont.gov

-Name

-Card #

-Store name

-Location

-Lane #

-Time of incident

-Description of what happened, include UPC or photo of items if appropriate