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
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...?
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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
3. Submit Comments to WIC

**Important contact information**

- **WIC Grocer Manager: Tamela Ross-Little**
  - 802-652-4183
  - Tamela.Ross-Little@Vermont.gov

- **WIC Participant Customer Service:**
  1-855-769-8890 (printed on the back of each WIC EBT card)

- **Retailer EBT Customer Service Stand-Beside:**
  1-855-769-8857

- Vermont WIC: 800-649-4357 or wic@vermont.gov

- healthvermont.gov/wicgrocers