

Vermont WIC  
Annual Grocer Training  
Effective June 2024

# MODULE 4

## Process Transactions – and Get Paid!



# 1. Properly Conduct eWIC Transactions



## 1. Properly Conduct eWIC Transactions

# 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
- 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)

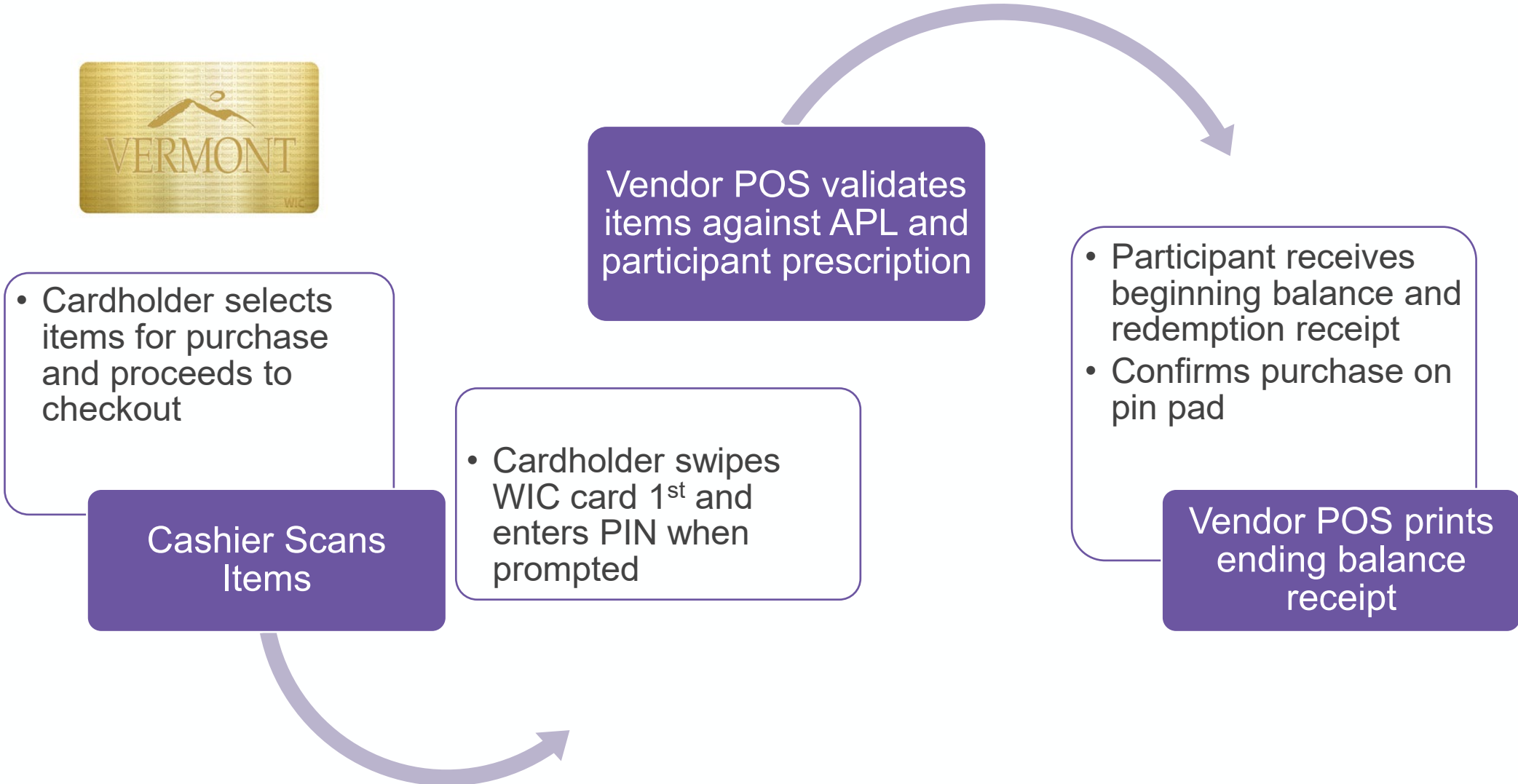
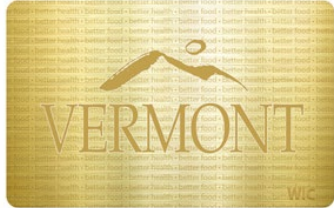


## 1. Properly Conduct eWIC Transactions

# 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

# VT WIC EBT Transaction Overview



# Transactions- Behind the Scenes



**Merchant**

POS (point of sale) System

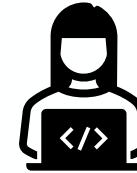
- Requests authorization for purchase
- Prints receipts
- Retrieves balances



**EBT Processor**

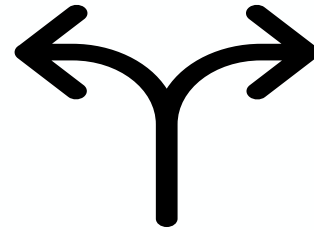
Conduent- EPPIC

- Connects VT WIC to Merchant
- Approves or declines on WIC's behalf (checks benefit balances)
- Distributes APL and other files



**VT WIC**

- Manages APL
- Issue cards and participant benefits



**3<sup>rd</sup> Party Processor (TPP)**

- Routes messages between parties
- Manages secure EBT payments



# A Closer Look...

Vendor POS validates items against APL and participant prescription

- Cardholder swipes WIC card 1<sup>st</sup> and enters PIN when prompted

-Grocers Point of Sale Systems store the downloaded APL files

-When a WIC card is “swiped” the system checks for WIC items against the order and then sends a verification message (through the 3<sup>rd</sup> party processor) to Conduent (VT’s EBT Processor) to ensure the benefits are available that are attempting to be redeemed (this all happens in about 3-5 seconds)!

# Receipts

02/20/2024 10:00 AM  
 Account #:1354  
 Trace #: 033943  
 Terminal: 3

Entry Method: S

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WIC Beginning Receipt

1.00 LB	CHEESE
1.00 LB	TOFU
3.00 DOZEN	EGGS-ALL AUTHORIZED
108.00 OUNCE	CEREAL-ALL AUTHORIZED
3.00 JAR/BAG	PB/BEANS & PEAS-ALL AUTH
64.00 OUNCE	WHOLE GRAINS-ALL AUTH
73.03 CASH VALUE	FRUITS AND VEGETABLES
120.00 CBL	PEDISURE FIBER 4PK 7
96.00 OZ	LOWFAT/NONFAT YOGURT
9.50 GALLON	MILK- LOWFAT
2.00 CAN/BOTTLE	WOMEN'S JUICE 48OZ-ALL
3.00 CAN/BOTTLE	CHILD'S JUICE 64OZ-ALL

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Benefits Expire at  
 Midnight on 02/29/2024

02/20/2024 10:07 AM  
 Account #:1354  
 Trace #: 033947  
 Terminal: 3

Entry Method: S

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WIC Benefits Utilization

12.00 OZ	WHOLE GRAIN CEREAL
2.81 \$\$\$	FRESH FRUITS & VEGET
16.00 OZ	WHOLE WHEAT PASTA

02/20/2024 10:07 AM  
 Account #:1354  
 Trace #: 033948  
 Terminal: 3

Entry Method: S

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WIC Ending Receipt

1.00 LB	CHEESE
1.00 LB	TOFU
3.00 DOZEN	EGGS-ALL AUTHORIZED
84.00 OUNCE	CEREAL-ALL AUTHORIZED
3.00 JAR/BAG	PB/BEANS & PEAS-ALL AUTH
16.00 OUNCE	WHOLE GRAINS-ALL AUTH
67.41 CASH VALUE	FRUITS AND VEGETABLES
120.00 CBL	PEDISURE FIBER 4PK 7
96.00 OZ	LOWFAT/NONFAT YOGURT
9.50 GALLON	MILK- LOWFAT
2.00 CAN/BOTTLE	WOMEN'S JUICE 48OZ-ALL
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Benefits Expire at  
 Midnight on 02/29/2024

# 5 Tips to Successful Shopping

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## 5 TIPS FOR SUCCESSFUL SHOPPING



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## 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





### 3. Submit Comments to WIC

# Comment Form

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



Download PDF

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

**WIC** WOMEN INFANTS CHILDREN  
We nourish families.

**Vermont WIC Program  
Comment Form**

Filed by:  
Name/Title \_\_\_\_\_  
Store Name \_\_\_\_\_  
Location/Address \_\_\_\_\_  
City/Town \_\_\_\_\_

Comments about:  
Family \_\_\_\_\_ WIC Staff \_\_\_\_\_ Other \_\_\_\_\_  
Family Name \_\_\_\_\_  
Last 4 digits of WIC card \_\_\_\_\_  
Incident Date \_\_\_\_\_

May we contact you regarding this incident? Yes \_\_\_\_\_ No \_\_\_\_\_  
Telephone \_\_\_\_\_ email \_\_\_\_\_

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.

Is this a new \_\_\_\_\_ or ongoing \_\_\_\_\_ issue? If ongoing, please provide any additional related information.

Describe Incident Resolution:

Please return the completed form by email or fax or call us at:  
Vermont Department of Health - WIC Program  
P.O. Box 70 Burlington, VT 05402  
(802) 863-7333 phone (802) 863-7229 fax  
WIC@Vermont.gov

Thank you for taking the time to share your comments with us.

Date used:  
Incident Form received by: Email \_\_\_\_\_ Fax \_\_\_\_\_ Mail \_\_\_\_\_ Phone \_\_\_\_\_  
Received by \_\_\_\_\_ Date Received \_\_\_\_\_

10/2/2015



### 3. Submit Comments to WIC

#### Important WIC Helpdesk information For Transaction Issues

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

-Name

-Card #

-Store name

-Location

-Lane #

-Time of incident

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