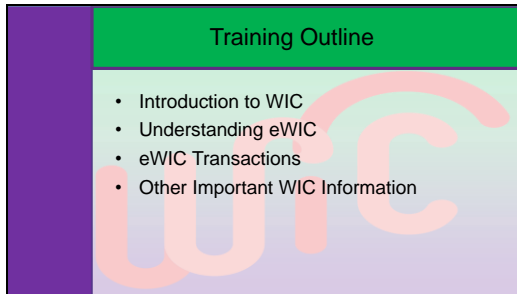


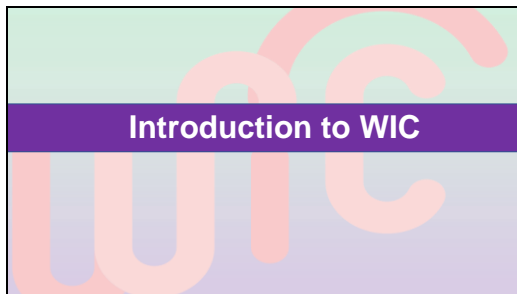
Slide 1



Slide 2



Slide 3



Slide 4

**Alabama WIC
Eligibility Requirements**

Women

- Pregnant
- Postpartum
- Breastfeeding

Infants

- One year of age and under

Children

- Five years of age and under

Slide 5

**Alabama WIC
Eligibility Requirements**

Applicants must have:

- Proof of residency in Alabama
- Proof of identity
- Proof of income

In addition to meeting income requirements, the participant must also have a nutritional risk.

Slide 6


Services Provided

- Nutrition Education and Counseling
- Breastfeeding Support
- Referrals to Other Health Services
- Supplemental Nutritious Foods

Slide 7

Benefit Issuance

Alabama's eWIC Card



The image shows a sample of an Alabama eWIC card. It features a scenic background of a sunset over a body of water. The word "ALABAMA" is printed at the top left. Below it, the card number "1234 5601 2345 6789" is displayed. A small WIC logo is visible in the bottom right corner of the card image.

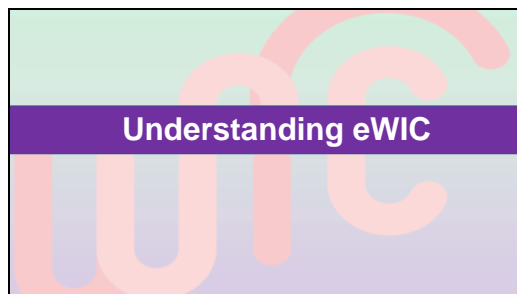
Slide 8

Our Authorized Vendors



The infographic consists of three overlapping circles. The left circle is green and contains the text: "Play an important role in the health of Alabama communities especially to our WIC participants!". The top circle is purple and contains the text: "Annually, account for over \$83,000,500 in nutritious food delivered to over 110,000 WIC participants.". The right circle is red and contains the text: "We can't do this without YOU!".



Slide 9



The slide features a purple horizontal banner with the text "Understanding eWIC" in white. Below the banner, the word "WIC" is written in large, stylized, semi-transparent letters in shades of pink and purple. The background is a light green-to-purple gradient.

Slide 10

Two Ways to Process eWIC

Integrated 	Stand-Beside 
--	--

Slide 11

Integrated Point of Sale (POS)

- Accepts all forms of payment – eWIC, Supplemental Nutrition Assistance Program (SNAP), credit, debit, and cash.
- Permits a small mixed basket transaction.
- Provides the WIC customer with a streamlined purchase experience.

Slide 12

Mixed Basket Transaction

- WIC customer is usually not required to separate WIC items from other items.
- POS system identifies which items to deduct from the WIC benefit balance.
- eWIC is the first payment tender used in a mixed basket transaction.

Slide 13

Stand-Beside Terminal

- Solely used to transact eWIC benefits.
- WIC customers are required to separate WIC items from non WIC items.
- Requires a "double scan" – first against the stand-beside and second through the grocer's POS system.
- No "WIC" only lanes allowed.

Slide 14



Understanding eWIC

Approved Product List (APL)
+
WIC Customer's Benefit Balance
=
Basis for an eWIC Transaction

Slide 15

Approved Product List (APL)


- eWIC transaction is driven by the APL
- APL is a list of Universal Product Codes (UPCs)
- APL restricts overrides

UPC Code  

Slide 16

Price Look Up (PLU) Codes

The Alabama APL file includes the International Federation for Produce Standards (IFPS) Price Look Up (PLU) Codes.

PLU → 

Slide 17

Mapping Price Look Up (PLU) Codes

- Mapping is Retailer Managed
- PLU Codes can be found at:
 - <https://www.ifpsglobal.com/PLU-Codes>



Slide 18

APL Requirements

- Vendors must connect each POS system for each outlet to the state's eWIC processor's system at **least once each 24-hour period**.
- Ensures most up to date APL file is in the system.

Slide 19

APL Submissions

- Guidelines for submission can be found on our website at alabamapublichealth.gov/wic.
- Submit UPCs via the Alabama WIC App.
- Submissions are not a guarantee of placement on the Alabama APL.

Slide 20

Understanding the Benefit Balance

Benefit Balance:


Quantity	UOM	Description
2	Dozen	Eggs - Any Size, White Only
48	Ounces	Bread / Tortillas / Pasta / Brown Rice
4.5	Gallons	1% or Fat-Free Milk
2	Pounds	Cheese
72	Ounces	Cereal
3	Containers	Canned Peas/Beans / Dry Peas/Beans / Peanut Butter
3	Containers	Juice(48 or 96 oz) OR Can Frozen Juice(11.5-12 oz)
64	Ounces	Yogurt - Low Fat/Non-Fat
1	Containers	Juice (64 oz. or 128 oz.)
2	Gallons	Chocolate Milk - Low Fat or Fat Free
\$53.29	\$\$\$	Fruits and Vegetables - Fresh or Frozen

Slide 21

Understanding the Benefit Balance

Benefit Balance:

Quantity	UOM	Description
1	Dozen	Eggs - Any Size, White Only
32	Ounces	Bread / Tortillas / Pasta / Brown Rice
1	Pounds	Cheese
3	Gallons	Whole Milk
36	Ounces	Cereal
1	Containers	Canned Peas/Beans / Dry Peas/Beans / Peanut Butter
32	Ounces	Yogurt - Whole Milk
2	Containers	Juice (64 oz. or 128 oz.)
\$25.00	\$\$\$	Fruits and Vegetables - Fresh or Frozen



Slide 22

Checking Benefit Balance

- Use their shopping list from WIC clinic
- Online portal or customer service number
- Receipt from last eWIC transaction
- Balance Inquiry at the store

Slide 23

REMAINING WIC BENEFITS:

1	LB CHLSE
1	DOZ EGGSANYSIZEHITEONLY
36	OZ CEREAL
2	CNT CANPSBNSLAPSPBSPB
16	OZ BREADORTBANNICEPSTA
49.00	\$\$\$ FRESHFROZENFRUITVEG
1	CAN ENFPROSOBEE 12.9PND
32	OZ YOGURT-LOWFAT-NONFAT
3.5	GAL 1% OR FAT-FREE MILK
1	GAL CHOUMILKLOWFAT
3	CNT JUICE 48 OR 56 OZ

USE YOUR WIC BENEFITS BY:


Slide 24

Unused Benefits

- Benefits become available on the Benefit Start Date at 12:01am and end at 11:59 pm on the Benefit End Date.
- Benefits that have not been spent DO NOT carry over to the next benefit period.

Slide 25



Slide 26

How does it work?

- Cashier rings up foods
- WIC customer swipes their eWIC card and enters PIN
- POS prints out midpoint receipt; or it will show on the screen – this allows the WIC customer to verify the correct items are being deducted from their benefit balance

Slide 27

How does it work?

- Customer reviews midpoint receipt
 - If everything is as expected, the customer approves the transaction
 - If there is an unexpected balance, the items in question can be removed
- WIC customer pays any remaining balance
- Cashier provides a final receipt to the WIC customer

Slide 31

Order of Tender




1. eWIC
2. SNAP EBT
3. Debit, credit, or cash



Slide 32

Scanning Items


- Scan UPC barcode directly from the item being purchased
- "NO" scanning codes from a "scan book", UPC codebook, or reference sheets
- Quantity function allowed for identical items



Slide 33

Additional eWIC Requirements

- Manual card entry only allowed if the card is presented by the WIC customer
- Never ask a WIC customer for their PIN
- Cashiers are not allowed to enter the PIN for the WIC customer
- PIN locks after 3 incorrect attempts
- **No** home delivery, curbside, or mobile payment



Slide 34

Manufacturer and Store Promotions

Slide 35

Manufacturer and Store Promotions

The following are examples of promotions and specials that WIC customers are allowed to participate in:

- Buy one, get one free
- Buy one, get one at a reduced price
- Manufacturer or store coupons
- Store "savings" card or "customer reward card"

Slide 36

Returns and Exchanges

Slide 37

Returns and Exchanges

- Store employees must never provide refunds to WIC customers for WIC items purchased using their eWIC card.
- Exchanges are allowed for the exact same item if it is damaged, spoiled, or expired


Slide 38

Lost eWIC Cards

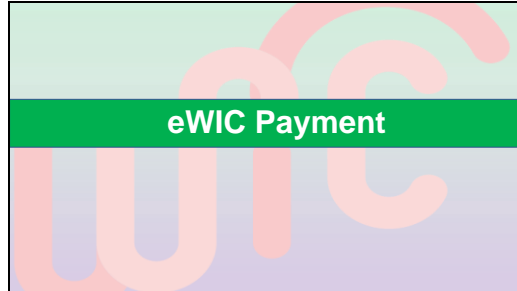
Slide 39

Lost eWIC Cards

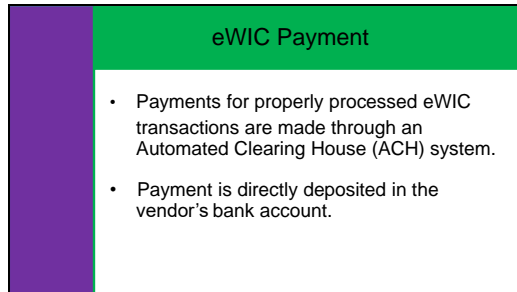
- Turn in the card to the manager on duty.
- If the eWIC card is unclaimed after 24 hours, the vendor **must** return the card to the State WIC Office.



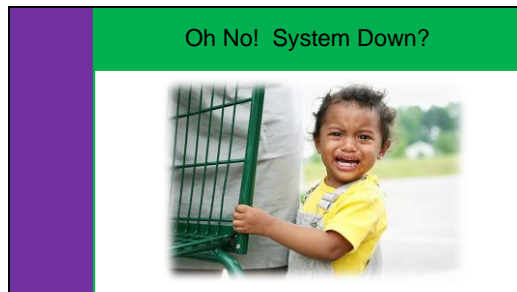
Slide 40



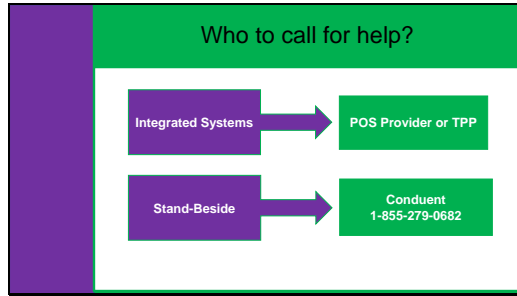
Slide 41



Slide 42



Slide 43



Slide 44

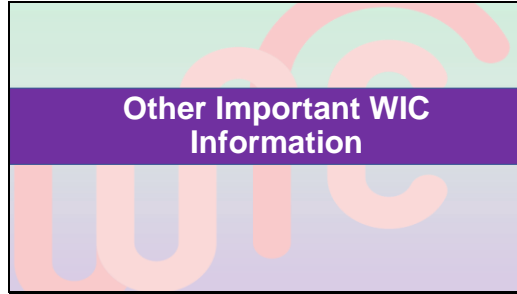


Slide 45

Alabama WIC App

- Submit items for the APL file
- Access the Alabama WIC Approved Foods Brochure

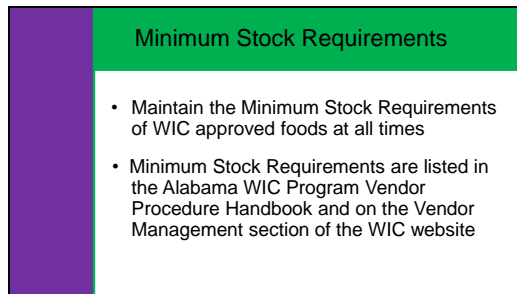
Slide 46



Slide 47



Slide 48



- Maintain the Minimum Stock Requirements of WIC approved foods at all times
- Minimum Stock Requirements are listed in the Alabama WIC Program Vendor Procedure Handbook and on the Vendor Management section of the WIC website

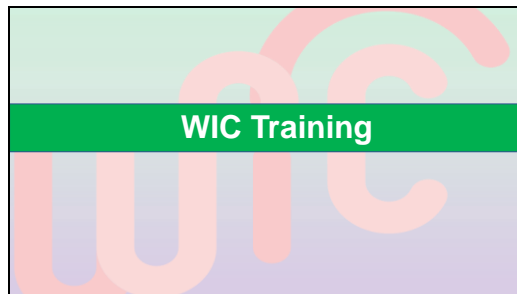
Slide 49



Slide 50



Slide 51



Slide 52

WIC Training

- The vendor is responsible for training all store personnel on WIC program regulations and procedures
- Failure to provide documented proof of new employee and annual training on WIC regulations and procedures is a violation of the WIC Program


Slide 53

Shelf Labels

Slide 54

Shelf Labels

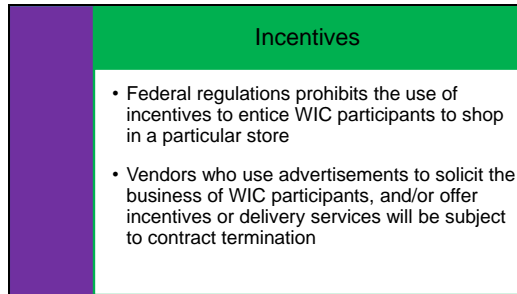
- Provided free of charge by State WIC Office
- Must Receive prior approval to use own shelf label
- Do not place shelf labels directly on the item or packaging



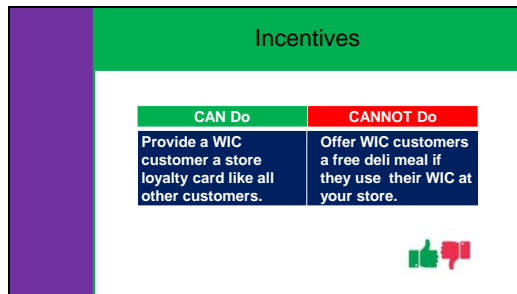
Slide 55



Slide 56



Slide 57



Slide 58

Compliance Activities

Slide 59

Routine Monitoring

- WIC representative verifies stock, checks product expiration dates, and provides education
- View infant formula invoices, training documentation, and verify pertinent information

Slide 60

Compliance Investigations

- Compliance investigations - Consist of a series of undercover buys to detect noncompliance.
- Inventory Audit - WIC staff request a stores stock purchase records and compare them to their WIC redemptions.

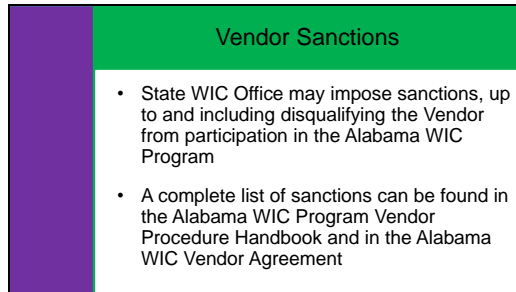
Slide 61



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Vendor Sanctions, Overcharges, and Claims

Slide 62

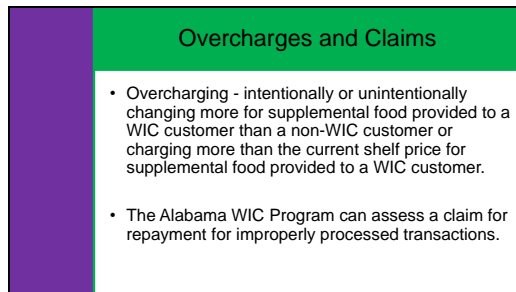


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Vendor Sanctions

- State WIC Office may impose sanctions, up to and including disqualifying the Vendor from participation in the Alabama WIC Program
- A complete list of sanctions can be found in the Alabama WIC Program Vendor Procedure Handbook and in the Alabama WIC Vendor Agreement

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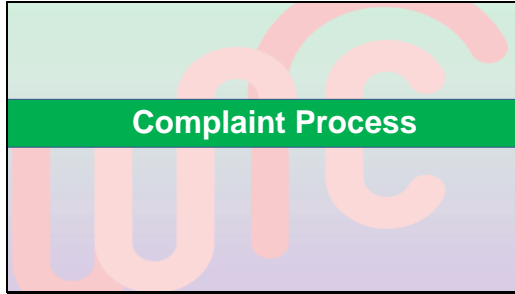


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Overcharges and Claims

- Overcharging - intentionally or unintentionally charging more for supplemental food provided to a WIC customer than a non-WIC customer or charging more than the current shelf price for supplemental food provided to a WIC customer.
- The Alabama WIC Program can assess a claim for repayment for improperly processed transactions.

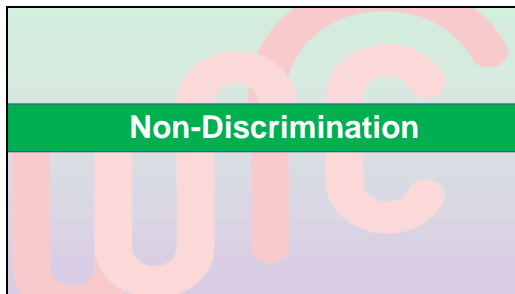
Slide 64



Slide 65



Slide 66



Slide 67

Non-Discrimination

- Compliance with the non-discrimination provisions of federal regulations is mandatory.
- Federal law prohibits any kind of discrimination on the basis of race, color, national origin, age, sex (including gender identity and sexual orientation)¹, or disability.

¹The Alabama Department of Public Health makes no concessions as to the scope of the terms "sex" or "discrimination" as they appear in Title IX of the Education Amendments of 1972 and the Food and Nutrition Act or implementing regulations.

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Questions
