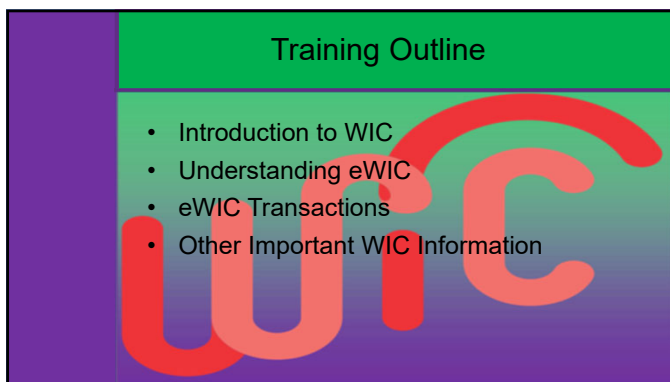
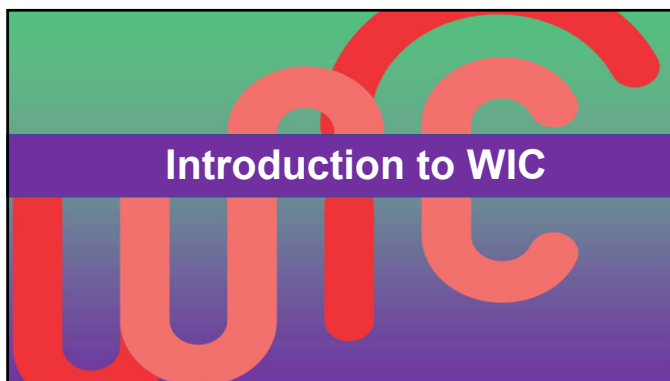




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2



3

Alabama WIC
Eligibility Requirements

Women

- Pregnant
- Postpartum
- Breastfeeding

Infants

- One year of age and under

Children

- Five years of age and under

4

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.

5

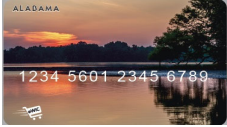
Services Provided

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

6

Benefit Issuance

Alabama's eWIC Card

An image of an Alabama eWIC card. The card features a sunset scene over a body of water with trees. The word "ALABAMA" is at the top. Below the image is the card number "1234 5601 2345 6789".

7

Our Authorized Vendors

Play an important role in the health of Alabama communities especially to our WIC participants!

Annually, account for over \$83,000,500 in nutritious food delivered to over 110,000 WIC participants.

We can't do this without YOU!

8

A graphic with a green top section and a purple bottom section. The word "Understanding eWIC" is written in white in the purple section. Below the text is a large, stylized "WIC" logo in red and orange colors.

9

Two Ways to Process eWIC

Integrated



Stand-Beside



10

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.

11

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.

12

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.

13

Understanding eWIC

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

14

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



15

Price Look Up (PLU) Codes

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

PLU



16

Mapping Price Look Up (PLU) Codes

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



17

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.

18

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.

19

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

20

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



21

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

22

REMAINING WIC BENEFITS:

1 LB CHEESE
1 DOZ EGGSANYSIZEWHITEONLY
36 OZ CEREAL
2 CNT CANPSBNSORYPSBNSPB
16 OZ BREADTORTBRNRICEPSTA
49.00 \$\$\$ FRESHFROZENFRUITVEG
1 CAN ENFPROSOBEE 12.9PND
32 OZ YOGURT-LOWFAT/NONFAT
3.5 GAL 1% OR FAT-FREE MILK
1 GAL CHOCMILKLOWFAT
3 CNT JUICE 48 OR 96 OZ

USE YOUR WIC BENEFITS BY:

~~08/27/2018~~

23

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.

24



25

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

26

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

27

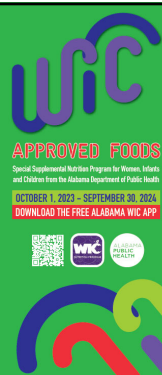
Troubleshooting an eWIC Transaction

- Item is not an Alabama WIC approved item.
- Item is WIC approved, but not in the APL.
- Customer has not been issued the WIC approved item.
- Customer has the benefit, but does not have enough of the benefit available to make the purchase.
- Fresh fruits and vegetables are not mapped (linked).
- eWIC transaction exceeds 50 unique UPCs.

28

Alabama WIC Approved Foods Brochure

- Shows allowable types, brands, and sizes
- Use to troubleshoot when items do not ring up at the register
- Helps WIC customers to find Alabama WIC approved foods
- Available on the Alabama WIC App



29

WIC Shopping List and WIC Approved Foods Brochure

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
36 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

CANNED PEAS/BEANS, DRY PEAS/BEANS, PEANUT BUTTER

Each container = your choice of one of these three options.

- Canned Peas/Beans:** Any brand, 15-16 oz. cans of mature legumes, such as: Blackeye peas, Black, Pinto, Garbanzo, Red, Navy, White, Lima, Butter and Kidney Beans.
- NOT Allowed:**
- Vegetables
 - Added seasonings, fats, meats, oils or sauces
 - Organic Examples: Green Beans, Sweet Peas, Baked Beans and Chili Beans
- Dry Peas/Beans:** 16 oz. bag, Any brand.
- NOT Allowed:**
- Added flavorings
 - Organic
- Peanut Butter:** 16-18 oz. container, Any brand. May be creamy, crunchy, chunky, or low sodium.
- NOT Allowed:**
- Whipped
 - Spreads
 - Omega-3
 - Reduced Fat
 - Organic
 - Combinations with jelly, honey, etc.

30

Order of Tender

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



31

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



x2

32

Additional eWIC Requirements

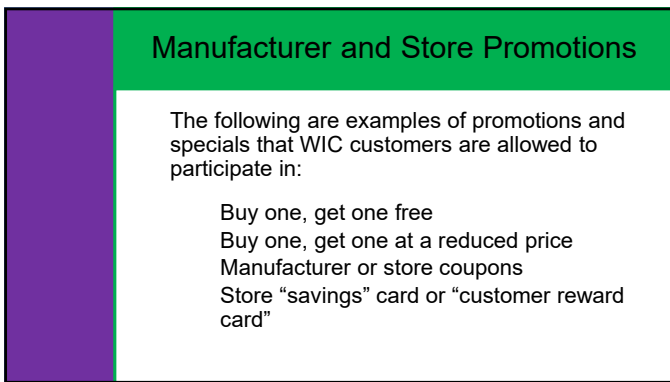
- Manual card entry only allowed if the card is presented by the WIC customer
- Never ask a WIC customer for their PIN
- Cashiers are not allowed to enter the PIN for the WIC customer
- PIN locks after 3 incorrect attempts
- **No** home delivery, curbside, or mobile payment



33



34



35



36

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

37

Lost eWIC Cards

38

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.



39



40

eWIC Payment

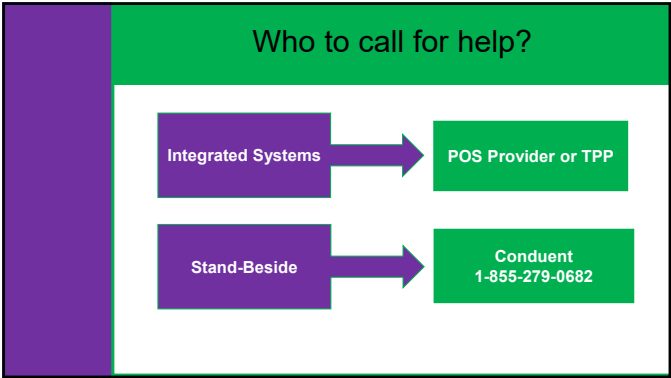
- Payments for properly processed eWIC transactions are made through an Automated Clearing House (ACH) system.
- Payment is directly deposited in the vendor's bank account.

41

Oh No! System Down?

A photograph of a young child with dark skin and curly hair, wearing a yellow shirt, crying and holding onto a green metal fence.

42



43



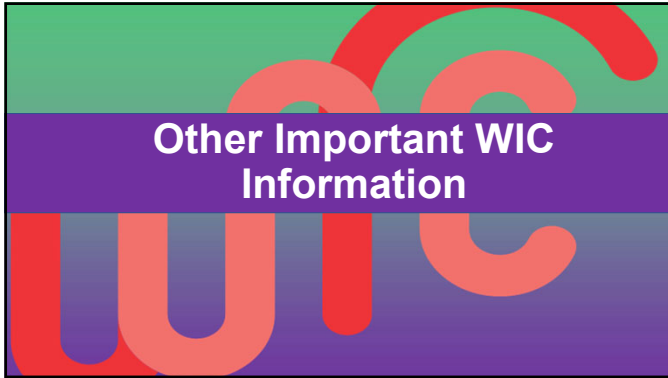
44

Alabama WIC App

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

A smartphone screen displays the WIC app interface. A red arrow points from the text 'Access the Alabama WIC Approved Foods Brochure' to a link labeled 'Approved Foods Brochure' on the app screen. The app screen also shows a red 'X' over a barcode, indicating an item is not approved.

45



46



47

Minimum Stock Requirements

- 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

48



49

Approved Formula Suppliers

- Alabama authorized WIC vendors must purchase infant formula from a list of approved sources maintained by the State WIC Office
- Complete list of Alabama WIC Program Approved Formula Suppliers is available on our website

50



51

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


52

Shelf Labels

53

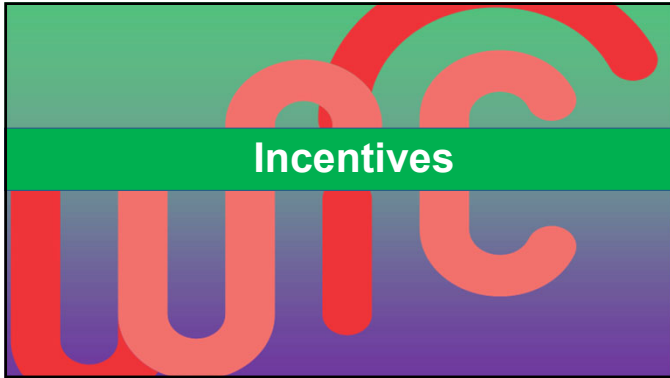
Shelf Labels

- 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



ALABAMA WIC
APPROVED FOOD
alabamapublichealth.gov/wic

54



55



Incentives

- Federal regulations prohibits the use of incentives to entice WIC participants to shop in a particular store
- Vendors who use advertisements to solicit the business of WIC participants, and/or offer incentives or delivery services will be subject to contract termination

56

Incentives

CAN Do	CANNOT Do
Provide a WIC customer a store loyalty card like all other customers.	Offer WIC customers a free deli meal if they use their WIC at your store.



57



58

Routine Monitoring

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

59

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.

60



61

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

62

Overcharges and Claims

- Overcharging - intentionally or unintentionally changing 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.

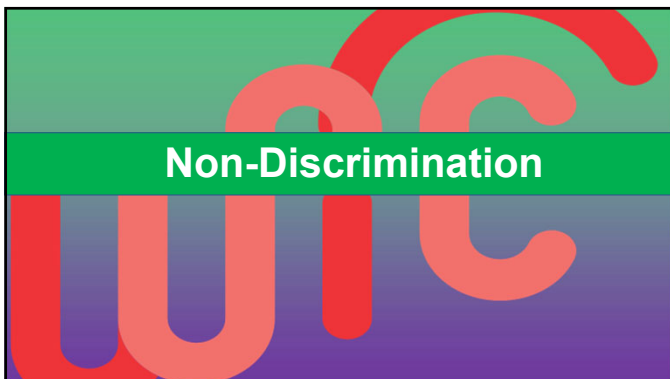
63



64



65



66

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, or disability.

67

Questions



68
