



## eWIC Receipts

The eWIC Receipt is one of the most important parts of a WIC transaction. It tells the story of transaction in four parts: **the balance inquiry, the beginning balance, the mid-point receipt, and the end of transaction receipt.**

- **The Balance Inquiry** - Participants can come to a register and request this be printed without initiating a transaction. It is a **federal requirement** that vendors print a benefit balance receipt when requested.
- **The Beginning Balance** - This informs the participant of exactly what benefits are available. This is typically generated at the beginning of every WIC transaction.
- **The Mid-Point Receipt** - This is generated before the transaction is finalized. It explains to the participant what is being deducted from their current benefits based on what they have shopped for that day. It is vital that this receipt be **given to the participant** to help determine which foods are ringing up as WIC eligible. This is also a great opportunity to troubleshoot a transaction, especially if items that should be ringing up as WIC Approved are not doing so.
- **The End of Transaction Receipt** - This receipt tells the final part of the story. It details what the participant purchased and reflects the reduction in benefits, giving them their remaining balance. This final receipt should always be given to participants as it is also a **federal requirement**.

## Download the WIC Shopper App Today!

The WIC Shopper app is a useful tool for both participants and vendors alike. It can be used to check if products are WIC Approved either by searching via product name/description or by scanning the barcode. This can be a great tool for quickly troubleshooting a transaction.

Participants can also access their benefit balances in real time with the app. This can also be useful to aid in troubleshooting a transaction by providing a quick reference for what benefits a participant has available to them at the time of the shopping experience.



- Scan Barcodes
- Search Products
- Check The Approved Food List
- Suggest Products
- Find WIC Stores
- Check Benefits
- And so much more



# Checklist For Routine Monitoring Visits



As a currently authorized WIC vendor, you are subject to a routine monitoring visit at any time. A routine monitoring visit is an overt, onsite monitoring visit in which a program representative identifies themselves. In order to be prepared, please keep the information below in an easily accessible place because it will be requested during the monitoring visit. Failure to provide any of these will result in the applicable sanction.

- [Alabama WIC Program Vendor Procedure Handbook](#)
- [Vendor Information Publication \(VIP\) eNewsletter](#)
- Documentation/Invoices showing you are receiving infant formula only from approved sources.
- A Valid Food Permit.
- Documentation on employee WIC training (Training Acknowledgement Form).

## An Opportunity For A Conversation

When a WIC representative conducts a routine monitoring, this is an opportunity for us to have a conversation. It is a perfect time to ask questions about the program, discuss issues you have encountered, bring problems to our attention, etc. We are here for you and want to build a relationship with all of our vendors!



## Product Mapping (Linking)

The Alabama WIC Program requires retailers to map (link) produce to an Alabama WIC-approved Price Look-Up (PLU) code. All fresh fruits and vegetables are WIC-approved. However, only correctly mapped produce will be recognized and approved during WIC transactions. This means that any fresh fruit or vegetable without an International Federation of Produce Standards (IFPS)-approved PLU code will not be recognized and approved. Participants continue to experience barriers redeeming cash value benefits (CVBs)

due to incorrect mapping of fresh fruits and/or vegetables. Mixed bags of different produce items are frequently affected (e.g., bag of apples and oranges). Bulk bags of the same produce item have also been affected (e.g., bag of apples). This results in WIC participants not being able to redeem CVBs and lost sales to your store. Please ensure all produce is correctly mapped to the exact or most closely related PLU code. Alabama WIC is in favor of utilizing the generic 4469 PLU to ensure WIC participants are able to purchase fresh produce that is incorrectly mapped.