

Alabama WIC Program: eWIC Lessons Learned

- During the pilot we learned that stores had been allowing participants using Food Instruments to purchase items that they **should not** have been allowed to purchase. There is no override in eWIC. All Alabama WIC Approved Foods are in the APL file.

Examples include:

Participant was issued Whole Milk Yogurt and was able to purchase the Low Fat or Non-Fat yogurt options.

Participant was previously allowed to purchase Two 8 Count 2oz. tubes of Yoplait Gogurt which **is not** an Alabama WIC approved size. Only the 16 Count 2 oz. tubes are Alabama WIC approved.

- Cashiers are not assisting participants in determining why something does not scan as Alabama WIC Approved. See the **Cashier: eWIC Essentials** document that details the “4 Primary Reasons why Something Does not Scan”. This document should be at every register. They are free and can be ordered by calling 1-888-942-4673. It is also available on our website at <http://alabamapublichealth.gov/wic/wic-info-vendors.html>.
- Stores **are not** training cashiers how to conduct an eWIC balance inquiry or an eWIC transaction. Training on how to conduct transactions in your register system is conducted by your corporate office or Value Added Reseller (VAR). The Alabama WIC Program does not train on how to conduct transactions in your register system.
- Stores **are not** mapping/linking store generated or manufacturer fresh fruit and vegetable UPCs to a PLU code as required. This should be done prior to your go live date and maintained for new items once you go live. See the **Alabama WIC Program: Produce Mapping (Linking) Information Sheet** available on our website at <http://alabamapublichealth.gov/wic/ewic-vendors.html>.
- Guidelines for submission of UPCs via the app and the online UPC submission form can be found at <http://alabamapublichealth.gov/wic/vendor-management.html>. **DO NOT** submit UPCs for fresh fruits and vegetables as they should be mapped as outline above.
- eWIC transactions can only be “voided”. The void must occur before the transaction ends. There is no “refund” in eWIC. If you conduct a “refund” in eWIC the benefits **are not** added back to the card.

Who to call for help?

Integrated System = For server and network issues call your Electronic Cash Register provider or Third-Party Processor (TPP).

Stand-Beside Device = Call the Conduent retailer help desk.

eWIC Updates

Additional information about eWIC can be found by visiting the Alabama eWIC page at: <http://www.alabamapublichealth.gov/wic/ewic-vendors.html>.

