

## eWIC Adjustment Process for Oregon WIC Vendors

When you need to request a payment adjustment for an eWIC transaction, start with your third party processor's (TPP) help desk. This request will be relayed to the FIS for processing, approval, and settlement.

While the language each TPP uses can be slightly different, most refer to the process as an "Adjustment Process," "Transaction Dispute Process," "Claim Process," or "Chargeback Process."

### Request to void an eWIC transaction (whole or partial)

**If you need to void an eWIC transaction, or charged the WIC shopper for more than what they actually received, you will need to give your TPP this information:**

- 1) Transaction Date
- 2) Last 4 digits of eWIC shopper's Card Number
- 3) Transaction Type (enter "eWIC")
- 4) Transaction Time
- 5) Terminal ID
- 6) Transaction Amount
- 7) Adjustment Amount
- 8) Vendor WIC ID # (4 digits)
- 9) Adjustment Action Requested (enter "Debit to vendor" or "Credit to Cardholder")
- 10) Adjustment reason

Your TPP's adjustment department will relay the request to FIS, who will approve and settle through your TPP, or provide a denial reason.

Here is an example adjustment log, however consult your TPP for their specific format:

Transaction Date	Last 4 digits of eWIC shopper's Card Number	Transaction Type	Transaction Time	Terminal ID	Transaction Amount	Adjustment Amount	Vendor WIC ID #	Adjustment Action Requested	Adjustment Reason
12/01/2016	2136	eWIC	08:16 pm	4574	\$ 3.21	\$ 3.21	8714	Credit to cardholder	Machine lost connection, no receipt printed or merchandise given, but customer was charged.
12/15/16	2698	eWIC	04:10 pm	1221	\$ 12.65	\$ 12.65	9858	Credit to merchant	Unexpected system reversal, items were credited back to card, however client received merchandise.

01/23/17

## Request for additional payment for an eWIC transaction

If you did not get paid enough (or at all) for any item(s) already received by a WIC shopper, you will need to give your TPP this information:

- 1) Transaction Date
- 2) Last 4 digits of eWIC Shopper's Card Number
- 3) Transaction Type (enter "eWIC")
- 4) Transaction Time
- 5) Terminal ID
- 6) Transaction Amount
- 7) Adjustment Amount
- 8) Vendor WIC ID # (4 digits)
- 9) Adjustment Action Requested (enter "Debit to vendor" or "Credit to Cardholder")
- 10) Adjustment reason
- 11) The UPC for each item within the eWIC purchase
- 12) The quantity for each UPC within the eWIC purchase
- 13) The dollar amount for each UPC within the eWIC purchase
- 14) A copy of the approved receipt for the purchase

Your TPP's adjustment department will relay the request to FIS, who will approve and settle through your TPP, or provide a denial reason.

Here is an example adjustment log, however consult your TPP for their specific format:

Transaction Date	Last 4 digits of eWIC shopper's Card Number	Transaction Type	Transaction Time	Terminal ID	Transaction Amount	Adjustment Amount	Vendor WIC ID #	Adjustment Action Requested	Adjustment Reason	UPC	Quantity for UPC	Dollar Amount for UPC
2/01/2016	06:12:01 am	eWIC	12:22 pm	3214	\$ 4.27	\$ 0.42	9854	Credit to Vendor	Item was only paid at State's Maximum allowable amount of \$ 3.85	362369841	1	\$ 4.27