

Oregon WIC Program eWIC Vendor Training Agenda

1. WIC Program overview
 - a. WIC services / eligibility criteria
 - b. Partnership with Oregon vendors
 - c. eWIC 2020 mandate
 - d. Oregon roll-out schedule
 - e. Integrated vs. stand-beside systems
2. WIC food benefit issuance and Approved Product List
 - a. Aggregated household benefits
 - b. Monthly issuance / no roll-over
 - c. Benefit quantities on card
 - d. APL – universal list of all Oregon approved UPCs/PLUs
 - e. Checked against available quantity balance on card
 - f. No override
 - g. Procedure for requesting UPC/PLU added to APL
3. Food List and minimum stock
 - a. Food List brochure – allowed and not allowed foods
 - b. Use to troubleshoot items that don't ring up or assist customers
 - c. Minimum stock requirements
 - d. Infant formula
4. WIC balance receipt
 - a. Ways cardholders can check their balance
 - b. Reading abbreviations
 - c. Units of measure
 - d. Insufficient balance
5. eWIC transactions
 - a. Differences between integrated vs. stand-beside
 - b. eWIC card + PIN only – no WIC ID, no other ID
 - c. Scan each item individually
 - d. Transaction process
 - e. Tender WIC first
 - f. Review WIC balance receipt with shopper
6. Payments – receiving and disputing
 - a. NTEs calculated by UPC with cushion
 - b. Adjustments made at the point of sale – may be indicated with an asterisk
 - c. All payments will be made by JPM within 2 business days
 - d. Disputes about payments over the NTE still come to State WIC
7. Troubleshooting
 - a. When the system goes down
 - b. Store & forward
 - c. No seeking restitution from shoppers
 - d. Who to contact for help
 - e. Complaints
8. Rules
 - a. Email requirement
 - b. Fines
 - c. Sanction schedule
9. Resources
 - a. Training tools & plan