



## eWIC Glossary of Terms and Acronyms

### Glossary of Terms

**Aggregated Food Benefit:** The combined food benefit for all participants in a household.

**Agency Conversion Date:** The date your agency is considered “converted”. After this date, when a TWIST user accesses the Food Package Assignment screen (FPA), the Family Summary Screen (FSS), or the new Family Cardholder Screen (FCS) for a family, TWIST will establish the eWIC “cut-off date” for that family.

**Assigned Food Benefits:** The benefits that have been assigned by the CPA to a participant for the certification period.

**Authorized Product List (APL):** A list that includes over 9,000 Oregon WIC-approved foods created for utilization among WIC agencies, vendors and participants for determining foods that can be redeemed with eWIC cards. The Authorized Product List includes each authorized brand/item with its product description, UPC, and package size. When approved, new products are added to the list and imported to Oregon WIC's database for the purpose of UPC recognition when using eWIC cards.

**Benefit Balance:** The unspent issued food benefits which are available for purchase by a cardholder.

**Benefit List:** The list of issued and available foods in an aggregated food benefit.

**Broadband Subcategory:** A food subcategory within a food category that allows the purchase of multiple subcategories. For instance, a participant assigned the broadband subcategory within the bread or whole grains category may purchase from the 100% whole wheat bread, brown rice and soft corn tortillas subcategories.

**Category/ Subcategory:** The food category/subcategory system was set up by FNS as a way to identify types of foods and formulas authorized by WIC. The

food category is a code that identifies the broad type of product, such as whole milk, cereal, or infant formula. The subcategory is a code that further identifies the type of product within a category. For example, tuna, salmon, and sardines are subcategories in the fish category. These are often referred to as Cat and Subcats of foods.

**Cut-Off Date:** This date is set when a TWIST user accesses the FPA, FSS or FCS for a participant in a converted agency (an agency with a Conversion Date). This date is set by family and is the date after which the old FPA and old FSS for vouchers will no longer be usable and a family may no longer have vouchers printed. After this date only eWIC benefits may be issued.

**Electronic Benefit Account:** An account established for each WIC family administered by Oregon's eWIC banking contractor. Accounts are identified by the WIC family ID number assigned to that family. Food benefits for all participants in the family are aggregated into a single account.

**eWIC:** Term used by Oregon to describe the issuance of benefits to participants via Electronic Benefit Transfer (EBT).

**eWIC Banking Contractor:** Banking organization which provides EBT services.

**eWIC Family:** A family who has been issued an eWIC card and/or eWIC benefits and has an Electronic Benefit Account (EBA) with the eWIC banking contractor.

**Food Benefit:** The individual foods a participant receives on WIC for a selected month.

**Food Package:** Participant's combined food benefits for a selected month.

**Food Package Assignment:** Assigned and CPA authorized food package for a participant in TWIST.

**Food Package Issuance:** Sending the assigned food package to the eWIC banking contractor to be accessed by the cardholder at the store.

**Formula Warehouse:** A vendor that provides special medical formulas. Our current formula warehouse is Providence Home Medical Equipment.

**Issued Food Benefits:** The benefits that have been sent to the eWIC banking contractor which are/will be available for purchase by a cardholder.

**Integrated vendor:** A WIC-authorized store that uses a multi-function point of sale system. Registers accept WIC in all lanes and require a single scan to verify the item's WIC eligibility and ring up the purchase. Integrated vendors support "mixed basket" transactions where WIC, SNAP, TANF, debit, etc. can be rung up together and tendered separately.

**IVR\_or Interactive Voice Response:** The toll free customer service phone line maintained by the eWIC Contractor where participants and cardholders can set and change their PIN, check benefit balance and transactions, and report their card lost, stolen, or damaged.

**Truncation:** The removal of food packages from the old FPA and FSS screens that are past the eWIC cut-off date for the participant/family.

**Statewide Cut-off Date:** The final date after which no vouchers will be issued. This is the last day of the month of the last vouchers issued in the last agency converted.

**Unit of Measure:** An amount or quantity adopted as a standard of measurement for assigned foods. For example, the unit of measure for milk would be gallons, for cheese it would be pounds.

**Stand-beside Vendor:** A WIC-authorized grocery store that uses a point of sale device provided by the eWIC Banking contractor. Stand-beside equipment requires two scans of the items; one in the point of sale device to make sure the items are WIC-approved and another to ring up the purchase in the store register. Shoppers must keep WIC transactions separate at stand-beside vendors. WIC might only be accepted in some lanes.

**Statewide Completion Date:** 90 days after the last issued voucher's end date to allow for bank processing. This includes 30 days for the vendor to deposit the voucher and 60 days for rejections to be resolved.

**Acronyms**

APL	Authorized Product List
BIN	Bank Identification Number (first 6 digits of the PAN – indicating Oregon WIC)
CSR	Customer Service Representative
CVB	Cash Value Benefit (previously defined as Cash Value Voucher – CVV or Fruit and Veggie Voucher - FVV)
EBA	Electronic Benefit Account
EBT	Electronic Benefit Transfer
eWIC	Electronic WIC
FCS	Family Cardholder Screen (TWIST screen)
IVR	Interactive Voice Response
NDC	National Drug Code (used for some formulas)
PAN	Primary Account Number (Card Number)
PIN	Personal Identification Number
PLU	Product Look Up (code used for produce)
POS	Point-of-Sale
UPC	Universal Product Code (Bar code)