Oregon WIC Transaction Guide

Scanning WIC Foods

- Scan WIC foods individually using the UPC on the product or PLU code for produce.
- Allow shoppers to use coupons, discounts and store loyalty cards.

The WIC Payment

- WIC must be the first form of payment.
- Shopper swipes the eWIC card and enters their PIN.



The Mid-Transaction Receipt

- Give the shopper the mid-transaction receipt to review before they approve the WIC purchase.
- The mid-transaction receipt shows:
  - The beginning WIC benefit balance and
  - A list of foods that will be covered by WIC.

Foods Not Covered By WIC

- If a food doesn't scan as WIC-approved, the cashier can't override it.
- Ask the shopper if they want to buy that food with another form of payment.
  - If not, remove the food from the remaining balance.
- Voiding foods from the remaining balance might require voiding the WIC payment first.

Final Receipt

- Give the final receipt to the shopper.
- The final receipt shows:
  - The foods they purchased with WIC and
  - The WIC benefits they have left.

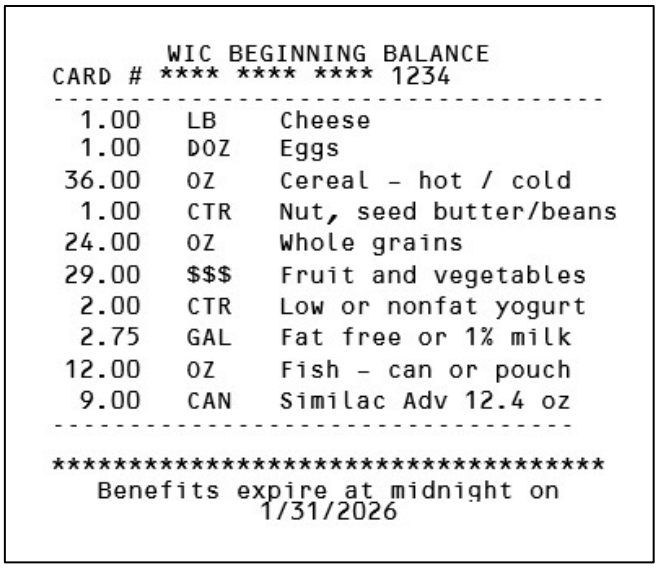
Exchanges and Recalls

- If the shopper wants a different formula, refer them to their WIC clinic.
- Substitutions and refunds for cash or store credit are not allowed.
  - Defective, spoiled or expired foods can only be exchanged for the same item.
  - In the event of a recall, follow manufacturer and WIC Program guidance.

eWIC Balance Inquiry

- An eWIC Balance Inquiry receipt shows a shopper's current benefit balance.
- No purchase is required to print an eWIC Balance Inquiry.
- This receipt must be provided if requested by a shopper.

Sample eWIC Balance Inquiry Receipt



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        WIC BEGINNING BALANCE
CARD # **** **** **** 1234
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  1.00   LB    Cheese
  1.00   DOZ   Eggs
 36.00   OZ    Cereal - hot / cold
  1.00   CTR   Nut, seed butter/beans
 24.00   OZ    Whole grains
 29.00   $$$   Fruit and vegetables
  2.00   CTR   Low or nonfat yogurt
  2.75   GAL   Fat free or 1% milk
 12.00   OZ    Fish - can or pouch
  9.00   CAN   Similac Adv 12.4 oz
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***********************************
   Benefits expire at midnight on
             1/31/2026
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- The WIC beginning balance lists the quantity, unit of measurement and foods available for the shopper to buy.
- Most units of measurement are abbreviated:
  - LB is Pound
  - DOZ is Dozen
  - OZ is Ounces
  - CTR is Container
  - $$$ is Dollar Amount
  - GAL is Gallon (.5 GAL is a half-gallon, .25 GAL is a quart)
- This receipt shows broad categories of foods. Refer to the WIC Food List for details about eligible brands, flavors and sizes.

Questions? Contact the Oregon WIC Vendor Team

Monday – Friday, 8 a.m. to 5 p.m. (except holidays)

WIC.VendorServices@ohdhsoha.oregon.gov

1-877-807-0889