

How a WIC Vendor Requests a Payment Adjustment:

The Oregon WIC Program is required to calculate Not-to-Exceed (NTE) amounts for each WIC item your store sells with an eWIC purchase.

If your price exceeds the NTE amount for a specific product or food category, the settled price will be adjusted to the NTE amount.

If your store needs to dispute or make a correction to a payment for a WIC transaction at your store, please use the following protocol:

- If eWIC is integrated into your ECR (POS) system, call your Third-Party Processor (TPP). Use the eWIC Payment Dispute instructions.
- If your store uses a stand-beside terminal from FIS, contact the FIS Merchant Services Help Desk at 1-844-234-4947 and enter your Oregon WIC Vendor ID number (located in your Welcome Letter). A customer service representative will assist you with your claim.

A Vendor is required to submit a payment dispute within 45 days of the eWIC transaction.

800 NE Oregon Street, Suite 865, Portland, OR 97232

Voice: 971-673-0040 | Fax: 971-673-0071 All relay calls accepted

If you need this information in an alternate format, please contact WIC at (971) 673-0040.

This institution is an equal opportunity provider.
