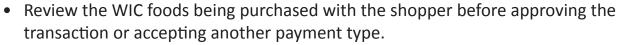
Oregon eWIC Transaction Basics

- Have the shopper swipe the card and enter their PIN.
 - ➤ Do not ask for additional identification or shopper's PIN.
 - > PIN will lock after 4 incorrect attempts.
- Scan the WIC items individually using the UPC barcode on the product or produce PLU code.
 - > Do not use the quantity key.
 - ➤ No override if item is not in the system.



- Offer to remove items that were not covered by WIC.
- Allow coupons, discounts, BOGOs, and store loyalty cards.
- Say no to substitutions, rain checks, and cash refunds.
 - ➤ If a shopper wants a different formula, refer them to the WIC clinic.
 - > Exchanges are only allowed when the food is defective, spoiled, expired, or recalled.
- Give the final receipt to the shopper. It shows what they bought with WIC and what benefits they have left.

Troubleshooting eWIC transactions

Review the mid-transaction receipt

After the shopper swipes their eWIC card, the POS system will print a mid-transaction receipt. This receipt shows the beginning benefit balance and a list of items that WIC will pay for. This receipt should be reviewed <u>carefully</u> by the shopper <u>before</u> approving the purchase.

Why didn't it go through?

If something is left in the remaining balance that the shopper thought WIC would pay for, check these things:

- Are there enough benefits left to buy it (ounces, size, etc.)?
- Is it the correct benefit (the right size juice or milk fat content)?
- Is the item allowed? Check the Food List or use the WIC Shopper app.

Voiding items

Before the shopper uses another form of payment, offer to remove any items from the order that the shopper doesn't want.

Balance inquiry

If none of the WIC items went through, cancel the transaction and help the shopper check their eWIC balance.











How to Read Oregon eWIC Receipts

- Refer to the WIC Food List for details on authorized WIC foods.
- This is not a complete list of all WIC foods.
- Quantities are examples.

Food Description	Quantity	Unit of Measure	Is equal to
Baby cereal	24	OZ	24 ounces baby cereal
Baby food – fruit/veg	128	OZ	128 ounces baby food fruit and vegetables (Thirty two 4 ounce jars or 16 two-packs)
Baby food - meat	70	OZ	70 ounces baby food meat (Twenty eight 2.5 ounce jars)
Cereal – hot/cold	36	OZ	36 ounces cereal
Cheese	2	LB	2 one pound packages of cheese OR 1 two pound package of cheese
Beans, dry or canned	1	CTR	1 container of 16 ounce dry beans, peas, lentils OR 4 cans 14.5-15 oz. canned beans
Eggs – large	1	DOZ	1 dozen large eggs
Fish – canned	30	OZ	30 ounces canned tuna, salmon, sardines
Fruits and vegetables	11.00	\$\$\$	\$11.00 fresh or frozen fruits and vegetables
Frzn juice 11.5-12oz	3	CTR	3 containers frozen juice, 11.5-12 ounce size
64 oz bottle juice	2	CTR	2 containers 64 ounce shelf stable and/or 16 ounce frozen juice
Peanut butter/beans	1	CTR	1 container of 16-18 ounce peanut butter OR 1 container of 16 ounce dry beans, peas, lentils
Tofu	1	LB	1 package 1 pound (16 oz.) tofu
Whole grains	32	OZ	32 ounces 100% whole wheat bread, soft corn or whole wheat tortillas, brown rice, oats, burgur, whole grain pasta
Yogurt, low & nonfat	1	CTR	1 container 32 ounce low or nonfat yogurt
Yogurt, whole	1	CTR	1 contaiiner 32 ounce whole yogurt
Milk Description	Quantity	Unit of Measure	Is equal to
Low-fat milk	3.75	GAL	(1 = gallon, .5 = half gallon, .25 = quart) 3 gallons and 1 half-gallon, and 1 quart of fat free (non-fat/skim) or 1% milk
Whole milk	4.25	GAL	4 gallons and 1 quart of whole milk
Lowfat goat milk	4.25	GAL	17 quarts fluid lowfat Meyenberg goat milk (blue carton)
Whole goat milk	3.75	GAL	15 quarts fluid whole Meyenberg goat milk (purple carton)
Nonfat dry milk	2	CTR	Two 25.6 ounce boxes of dry milk
Evaporated whole milk	24	CAN	Twenty four 12 ounce cans evaporated milk
Soy beverage	4	GAL	8 half-gallons or 16 quarts soy beverage
Formula Description	Quantity	Unit of Measure	Is equal to
Sim Adv PWD 12.4 oz	9	CAN	9 cans 12.4 ounce Similac Advance Powder
Sim Adv CONC 13 oz	26	CAN	26 cans 13 ounce Similac Advance Concentrate
Sim Adv RTF 32 oz	32	BTL	32 bottles 32 ounce Similac Advance Ready-to-Feed
GGS Soy PWD 12.9 oz	9	CAN	9 cans 12.9 ounce Gerber Good Start Soy Powder