

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.
- Review the WIC foods being purchased with the shopper before approving the transaction or accepting another payment type.
 - 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 carefully by the shopper before 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, burger, whole grain pasta |
| Yogurt, low & nonfat | 1 | CTR | 1 container 32 ounce low or nonfat yogurt |
| Yogurt, whole | 1 | CTR | 1 container 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 |
| GGG Soy PWD 12.9 oz | 9 | CAN | 9 cans 12.9 ounce Gerber Good Start Soy Powder |