



eWIC In-Store Live Shopping Script (Integrated Stores)

Revised 3/28/17

Test Shopping Process includes 3 tests:

Test #1 - Balance inquiry

1. Inform the cashier that you want to check the balance on your eWIC card.
2. Follow the prompts from the cashier.
 - You may need to choose an WIC function on the pin pad
 - Swipe your card or give it to the cashier to swipe or enter the number
 - Enter your PIN
3. A receipt will print showing the benefit balance. Check against your benefit print-out. Verify foods, quantities and expiration dates.
4. Note any issues for further investigation.

Test #2 – Live transaction

1. Gather the following items:
 - a. 2-3 approved WIC items (to ensure they scan properly)
 - b. One non-WIC cereal (to void off the purchase)
 - c. One produce item with a PLU (to check system identification of the PLU)
 - d. One store packaged produce item with a UPC (to check that it's mapped to a PLU and goes through for WIC)
 - e. One non-WIC item (to hold the transaction open after eWIC goes through – do not void off this item at any point or the transaction may go through and all the foods will have been purchased.)
2. Ring everything up together (mixed basket transaction)
 - a. Cashier scans the items
 - b. Test the ability of the system to accept coupons, store discounts, and/or loyalty cards
 - c. Tester swipes card and enters PIN

3. Review mid-transaction receipt for detailed food descriptions and/or errors.
4. **If** prompted to approve purchase, choose YES to let purchase go through for test purposes
5. Check WIC Direct to verify pre-purchase balance inquiry and purchase
6. Have cashier practice voiding the non-WIC cereal off remaining balance. See what happens if they void after saying no vs. yes at the prompt. Note: some integrated stores can void individual items off an open transaction after eWIC is tendered, some must reverse the eWIC tender before voiding items, and some must void the entire transaction and start over.
7. Have the cashier attempt to void the WIC tender and see if the system allows it so you can remove one WIC item and then run the tender again. You will likely have to swipe the card and enter the PIN again.
8. Void the entire purchase after practicing different scenarios. Remember to always leave the non-WIC item in the basket, otherwise all the WIC foods will go through and the transaction will end.
9. Check WIC Direct to see if WIC items were voided
10. Check receipt of void to determine if WIC items were added back in to WIC balance.
11. Note any issues for further investigation.

Test #3 – Complete transaction

1. Purchase a small priced non-perishable WIC item (that will be donated to a food bank after purchase).
 - a. Cashier scans the items
 - b. Tester swipes card and enters PIN
2. Review mid-transaction receipt for errors.
3. If prompted to approve purchase, choose YES
4. Check WIC Direct to see if transaction was posted.
5. Check receipt for accuracy and available balance.
6. Note any issues for further investigation.
7. Donate food at a food bank. (Use Donation Form).
8. We can check in a few days to verify that the store received payment for purchase.

