



## **How to Request Payment Adjustment for an eWIC Transaction**

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.

NTEs are determined by a store's Peer Group. Peer Groups are designated by store model (single store, small chain, large chain, and pharmacy) and geographic location.

If for any reason your store would like to dispute a payment that was authorized for a WIC item purchased at your store, please call the FIS Merchant Help Desk at 1-844-234-4947. You will need to enter your Vendor ID number (4 digits) in order to reach a customer service representative. They will assist you with your claim.

- Since WIC benefits expire at the end of the month, please submit your payment adjustment request as soon as possible. If needed, participant benefits can be adjusted as well. This can only be done during the current benefit month.
- All disputes will be resolved within 45 days.

If you need this in an alternate format, please call (971) 673-0040.  
WIC is an equal opportunity program and employer.