How To Assign A Card and Issue eWIC Benefits

Quick Steps

Step One – Open Participant Folder

- If necessary, transfer the Participant/Household into your clinic.

Step Two – Setup EBT Household Demographics

- Go to the Benefit Management menu, and select EBT Household Demographics.

Step Three – Set PIN

- Authorized representative should enter the same PIN twice, and hit OK.
- Card can remain in reader/writer, when the message reads 1 – Request Update 2 – Send Card.

Step Four – Create Food Prescriptions

Step Five – Issue Benefits

Step Six – Update the eWIC Card

- Insert the card into the reader/writer when message reads Please Insert Card!
  - If card is already in the reader/writer and the message reads 1 – Request Update 2 – Send Card. Select 1 on the reader/writer.
  - Follow prompts on reader/writer, and verify the message Updated. Please Remove Card appears.
  - Check WIC Direct to ensure card loaded successfully.
- Follow prompts on reader/writer to Please Wait..., Please Do Not Remove Card, Enter PIN.
- Authorized representative should enter PIN, and hit OK.
- One the card reader/writer message shows 1 – Request Update 2 – Send Card, select 1 on device.
- Follow prompts on reader/writer, and verify the message Updated. Please Remove Card appears.
- Check WIC Direct to ensure card loaded successfully.

Further guidance is shown with each step below. Otherwise, contact the MOWINS Help Desk at 1-800-554-2544 for assistance.
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Step One  ➔  Open Participant Folder

- Open the participant’s folder.
  - If transferring the participant/household from another site, select **Yes** to transfer the participant into the clinic.
  - Select **OK** to communicate the changes with the EBT Processor.

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  ![Participant List](image1.png)

  ![Transfer Participant(s)](image2.png)

  ![Participant Folder](image3.png)
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- Select **Send EBT Data** to complete the transfer of the participants to the clinic.

![EBT Household Demographics](image)

- Select **OK** on the EBT Household Demographics dialog box.

![Changes to EBT Household Demographics](image)

- Select **Close** on the CPA Review dialog box.

  - Participant folder is now open.
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Step Two  ➔ Setup EBT Household Demographics

- Select Benefit Management menu.
- Select EBT Household Demographics.

- Select the Authorized Representative or Alternate Representative/Proxy to be the primary card holder.

  Note: Do not select a row with a State WIC ID number. Also, disregard “99-HelpDesk” in the Clinic field.

- Insert the card holder’s date of birth into the Date of Birth field.
- Select Update.
- Select Set as Primary.
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- Select Assign Card.

- Click in the PAN field in the Assign Card dialog box.

- Type the PAN number into the field.

  OR

- Insert the eWIC card into the card reader/writer.

  Note: Insert the card into the card reader/writer on the “Please Insert Card” message.
  
  o Card reader/writer will say No Update. Try again. And then revert to the 1 – Request Update or 2 – Send Card
  
  o Press 2 on the card reader/writer to have it automatically populated by the device into MOWINS.
  
  o PAN number will now appear in the field in MOWINS.
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- It is not necessary to remove the card, when the card reader/writer message shows 1 – Update Card 2 – Send Card.
  - The message will remain for long periods of time while staff complete other steps in MOWINS.
  - If the card needs to be removed for clinic flow, select 1 to update card then wait for the Updated. Please Remove Card message.

- After verifying that the correct card number is shown, select OK.
- The card number will now appear in the Card Number field.

- Select Send EBT Data.
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- Select **OK** on the EBT Household Demographics dialog box.

![EBT Household Demographics dialog box]

- Select **Capture Electronic Signature**.
  - The assigned card holder will sign ensuring that they have received the eWIC card.

![Capture Signature for Card dialog box]

- Select the **Save Signature** button.

**Step Three ➔ Set PIN**

- Insert the eWIC card into the card reader/writer.
  
  *Note: Card reader/writer must show Please Insert Card message.*
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- Ask the card holder to enter a four digit number, and select **OK** when finished.
  - Inform the card holder they will have to enter in the same number twice, and select **OK** both times.

- When PIN is entered correctly both times a **Card Updated** message will appear.
  - This message only means the PIN has been loaded to the card.
  - If PIN entered both times does not match it will or if the **OK** button is not pressed, the card reader/writer will display **Wrong PIN Reset**.
  - If the correct PIN is entered, but the **OK** button is not selected the message will show **PIN Validation Timeout Expired**.

- Leave card in the card reader/writer on the **1 - Request Update 2 - Send Card** message until after completing issue benefits steps.
  - If this does not follow your clinic flow, select 1 to request an update now, and then remove the card when prompted.
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Step Four — Create Food Prescriptions

- Establish a food prescription for each certified household member(s).

Step Five — Issue Benefits

- Select Issue Benefits to Selected Members.
- Select Send EBT Data on the Aggregated Issuance for EBT Account screen.

Note: The card will not be loaded with the benefits until it is inserted into the card reader/writer.
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- Select **Print Shopping List**.
  
  *Note: LAs may make changes to this Word document. If you forget to print the Shopping List, go to the Benefit History tab, select the month, and then select the Reprint Shopping List button.*

- Select the desired **Report Destination**.

- Select **OK**.
- Select **Close** on the **Aggregated Issuance for EBT Account** screen.

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**Step Six  ➤ Update the eWIC Card**

- Card is in card reader/writer and message displays **1 – Request Update 2 – Send Card**, select **1** on device to perform an update.
  - Verify the card reader/writer provides an **Updated. Please Remove Card** message.
  - Remove eWIC card and check WIC Direct to ensure the card has been loaded successfully.
- Insert the eWIC card into the card reader/writer if the message displays **Please Insert Card**.
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- Follow prompts to **Please Wait** . . .

- Ask the card holder to enter the PIN into the card reader/writer, then select **OK**.

- Card reader/writer will show **Please Do Not Remove Card** . . . message
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- Card reader/writer will show **Card Updated** message if the PIN entered is correct.

- Press 1 on the card reader/writer to request an update.

- Wait for the **Updated. Please Remove Card** message before removing the card.

- Check WIC Direct to ensure that the card has been loaded successfully.
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Additional Notes on Card Reader/Writer Messages:

- If a card is not assigned in MOWINS the message **No update Try again** flashes on the screen.
  - This message will appear briefly before the **1 – Request Update 2 – Card Send** prompt.
    - If card is assigned, and the error appears, check EBT Household Demographics in MOWINS to verify card assignment.
    - If a card is not assigned in MOWINS and the user selects to **1-Request Update** from the **1 – Request Update 2 – Card Send** prompt, the user will be notified **No update. Please remove card**.
      - If card is assigned, and the error appears, check EBT Household Demographics in MOWINS to verify card assignment.

- If the message **Error. Please Remove Card.** appears, contact the MOWINS Help Desk at 1-800-554-2544 for further assistance.
  - This message typically occurs for the following reasons:
    - Damaged chip, information on card cannot be obtained.
    - Update is cancelled or terminated on the Card Reader/Writer using the **C** or **CLR** button.