eWIC Hands-On Training

MOWINS – Card Reader/Writer – Retailer
Equipment Needed

- Two (2) Workstations
  - Display of Hands-On Training PowerPoint
  - MOWINS and WIC Direct Tasks
- One (1) eWIC Card
- Signature Pad
- Card Reader/Writer
- Printer
Instructions

• Each step in this training is to provide understanding and guidance on how to do eWIC processes

• Staff should **not** jump ahead and will need to follow the instructions as directed

• Should a step be completed without given direction, then these instructions will not provide the optimal training experience
Step 1

- Connect the card reader/writer and the signature pad to the workstation
STEP 2

- Double-click on the SWEM-SC Icon located on the workstation desktop

- Verify that the workstation informs you that the SWEM-SC is running
STEP 3

• The message on the reader/writer device should say “Please Insert card!”
Problem Shooting Option #1

• Option 1:
  • Close down the SWEM-SC
  • Unplug the card reader/writer from workstation
  • Plug the card reader/writer back in to the workstation
  • Turn on the SWEM-SC
Problem Shooting Option #2

• Option 2:
  • Go to Task Manager
  • In the Services tab, look for SpiritOfflineHostService
    • If the Services tab does not appear, click on ‘More details’
    • Verify that SpiritOfflineHostService is ‘Running’
      • The service should not be ‘Stopped’
STEP 4

- Sign into MOWINS
- Select the following:
  - WIC HELP DESK AGENCY
  - WIC HELP DESK – EWIC
- A Reset/Update may be required for the Agency to appear
STEP 5

- Locate the household that has been created for your clinic
HOUSEHOLD BACKGROUND

• The household will consist of a mom and a child
• One of the participants in the household has been issued checks for the current month
STEP 6

- Go to Benefit Management menu
- Select ‘EBT Household Demographics’
STEP 7

• Highlight the individual who will be the primary cardholder
  • Enter in all required information on the individual
    • As a reminder, to save information entered, you will need to click the ‘Update’ button
  • Select ‘Set as Primary’
STEP 8

- Once the primary cardholder has been identified, click on the ‘Assign Card’ button
  - Click ‘Assign Card’
STEP 9

• Assigning a card can be completed in two ways
  • 1st – Type in the card number
  • 2nd – Insert card into card reader/writer
    • Select ‘2 – Send Card’

** Be sure cursor is in the field where you want the card number to populate

** Notice there is no prompt for a PIN
STEP 10

• Once card number has populated into this field, select ‘OK’

** Be sure to update your card inventory tracking sheet
STEP 11

• The last step to complete is to click ‘Send EBT Data’
STEP 12

• Now that a card is assigned to the household, MOWINS requires the primary cardholder to sign for acceptance of the card
  • Whomever is responsible for the card during this training will need to sign
Card Reader/Writer Reminders

• Before any process takes place on the device it must read ‘Please Insert card!’

• Device will display ‘Card Inserted? 1-Yes 2-No’ if sitting idle
  • Can select ‘C’ for cancel, or ‘CLR’ for clear to return to the ‘Please Insert card!’ message

• When entering a PIN, the device can time out if not completed in time
STEP 13

• Insert card into the reader/writer
• Card reader/writer will prompt for new PIN
  ** Use the last four numbers of the card for the PIN
STEP 14

• When setting up the PIN, be sure to select the ‘OK’ button after the four-digit PIN has been entered.

• The PIN entry will need to be repeated and again select ‘OK’.
STEP 15

• Wait for card reader/writer to state ‘Card Updated.’ and for the green light to stop blinking

• Once the device is at the ‘1- Request Update, 2 – Send Card,’ remove the card from the device
Step 16

- Click on the ‘Food Prescription’ tab
STEP 17

- Add a new food prescription for today’s date
- Be sure to remove any food items with upper and lower case letters, as those are for checks only
STEP 18

• Close out of this participant folder, and update the food prescription for the other family member

** Mom has the current month checks
WIC DIRECT

- Allows staff the ability to verify that cards are set up correctly
- Can identify problems that may be associated with the eWIC card
- Provides retailer error messages from card transactions
STEP 19

• Sign into WIC Direct
  • https://moprodweb.cdpehs.com/EBT/LogOn.aspx
STEP 20

- Once logged in, click on the ‘ACCOUNTS’ button
STEP 21

• Search for the household number we are setting up for eWIC
  ** Be sure to include leading zeros
STEP 22

- WIC Direct will locate the Household Number
- Click on the blue link for the Household Number
WIC DIRECT ACCOUNTS

- Identifies households in MOWINS that have had EBT Data sent
- Shows Card Status

** Note that at this time no benefits appear with this account
<table>
<thead>
<tr>
<th>Actions</th>
<th>Card Number</th>
<th>Card Status</th>
<th>Cardholder Type</th>
<th>Cardholder Name</th>
<th>Cardholder Address</th>
<th>Cardholder Birth Date</th>
<th>PIN Selected</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Actions Available</td>
<td>58169370003974</td>
<td>Active</td>
<td>Primary</td>
<td>MMS AGENCY</td>
<td>1234 LEADING LANE, CENTERTOWN, MO 65023-0000</td>
<td>06/19/1992</td>
<td>No</td>
</tr>
</tbody>
</table>

**CURRENT AND FUTURE BENEFITS**

- No benefits found for time frame.

**DERIVED BENEFIT BALANCE**

- No benefits found for time frame.

**CURRENT AND FUTURE AUTHORIZATIONS**
STEP 23

- In MOWINS, select ‘Issue Benefits’
STEP 24

- The Issue Benefits screen will appear
- Notice that one participant does not have the current month’s benefits available, as those were issued by check
- Select ‘Issue Benefits to Selected Members’
### Issue Benefits - 06/04/2020

#### Benefits

<table>
<thead>
<tr>
<th>Household Participant</th>
<th>Frequency</th>
<th>Last Set Issued</th>
<th>Last Set PFDT</th>
<th>Last Set LDTU</th>
<th>Prior Certification</th>
<th>Certification Due</th>
<th>Categorical Ineligibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHILD AGENCY</td>
<td>Monthly</td>
<td>06/03/2020</td>
<td>06/30/2020</td>
<td>06/03/2020</td>
<td>03/01/2021</td>
<td>03/31/2022</td>
<td></td>
</tr>
<tr>
<td>MOM AGENCY</td>
<td>Bi-monthly</td>
<td>06/04/2020</td>
<td>07/31/2020</td>
<td>06/03/2020</td>
<td>12/31/2020</td>
<td>01/31/2021</td>
<td></td>
</tr>
</tbody>
</table>

#### Food Prescription

- CHILD_AGENCY: 07/01/2020-07/31/2020 Full
- MOM_AGENCY: 08/01/2020-08/31/2020 Full

#### Cycle Adjustment Type

- System Determined
- Selected LDTU of: (none)
STEP 25

- The Aggregated Issuance for EBT Account screen appears
- Preview all benefits being issued for the current and future months
- Status shows benefits issued to each participant
- Current Status shows ‘Awaiting Command’
- Verify food prescriptions, and select ‘Send EBT Data’
### Aggregated Issuance for EBT Account

#### Electronic Benefits

**July: 07/01/2020 thru 07/31/2020**

<table>
<thead>
<tr>
<th>Item Description</th>
<th>MOM AGENCY</th>
<th>CHILD AGENCY</th>
<th>HOUSEHOLD TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>52-000 - Gallon(s) Milk - Skim Thru 1% (White)</td>
<td>0.00</td>
<td>4.00</td>
<td>4.00</td>
</tr>
<tr>
<td>03-000 - Dozen Eggs - Large White</td>
<td>0.00</td>
<td>1.00</td>
<td>1.00</td>
</tr>
<tr>
<td>05-000 - Ounces Cereal - Approved Types/Size</td>
<td>0.00</td>
<td>36.00</td>
<td>36.00</td>
</tr>
<tr>
<td>05-000 - 16-18oz PeanutButter OR 1lb Dry OR 4-15oz Can Bean</td>
<td>0.00</td>
<td>1.00</td>
<td>1.00</td>
</tr>
<tr>
<td>54-000 - 64 oz Container Juice - Approved Brands &amp; Types RTU</td>
<td>0.00</td>
<td>2.00</td>
<td>2.00</td>
</tr>
<tr>
<td>15-000 - Dollars Fresh/Frozen Fruits and/or Vegetables</td>
<td>0.00</td>
<td>9.00</td>
<td>9.00</td>
</tr>
<tr>
<td>16-000 - Ounces Bread Tortillas Brown Rice OR Wheat Pasta</td>
<td>0.00</td>
<td>32.00</td>
<td>32.00</td>
</tr>
</tbody>
</table>

**August: 08/01/2020 thru 09/30/2020**

<table>
<thead>
<tr>
<th>Item Description</th>
<th>MOM AGENCY</th>
<th>CHILD AGENCY</th>
<th>HOUSEHOLD TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>52-000 - Gallon(s) Milk - Skim Thru 1% (White)</td>
<td>5.50</td>
<td>0.00</td>
<td>5.50</td>
</tr>
<tr>
<td>03-000 - Dozen Eggs - Large White</td>
<td>1.00</td>
<td>0.00</td>
<td>1.00</td>
</tr>
<tr>
<td>05-000 - Ounces Cereal - Approved Types/Size</td>
<td>36.00</td>
<td>0.00</td>
<td>36.00</td>
</tr>
<tr>
<td>06-000 - 16-18oz PeanutButter OR 1lb Dry OR 4-15oz Can Bean</td>
<td>2.00</td>
<td>0.00</td>
<td>2.00</td>
</tr>
<tr>
<td>19-000 - Dollars Fresh/Frozen Fruits and/or Vegetables</td>
<td>11.00</td>
<td>0.00</td>
<td>11.00</td>
</tr>
<tr>
<td>53-000 - 11.5-12 oz Frozen Juice - Approved Brands &amp; Types</td>
<td>3.00</td>
<td>0.00</td>
<td>3.00</td>
</tr>
<tr>
<td>16-000 - Ounces Bread Tortillas Brown Rice OR Wheat Pasta</td>
<td>16.00</td>
<td>0.00</td>
<td>16.00</td>
</tr>
</tbody>
</table>
STEP 26

• Status will now show ‘Issuance Received, Success!’
• Select ‘Print Shopping List’
STEP 27

- Staff can ‘Display on Screen’ and edit information on the print out if needed, or
- Select ‘Send to Printer’
  - Click ‘OK’
STEP 28

To exit the Aggregated Issuance for EBT Account screen, select ‘Close’
WIC DIRECT

• Go back to the ‘ACCOUNTS’ button, and research for the household
• Click on the Household Number link
• WIC Direct now previews benefits issued
TRANSACTIONS

• At the bottom of the Account Details page, select the blue ‘Transactions’ link
TRANSACTION ACTIVITY

- This page will show all activity associated with this household card number.
- At the bottom of the page will be a transaction number for each activity.
- Notice that ‘Adjust Benefits’ has a ‘Status’ of Pending.

<table>
<thead>
<tr>
<th>Account ID</th>
<th>System</th>
<th>Household/Type</th>
<th>Card</th>
<th>Vendor/Clinic</th>
<th>Type</th>
<th>Status</th>
<th>Action Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>23466</td>
<td>SPRT</td>
<td>Normal</td>
<td>5818912700009974</td>
<td>11/ - 56</td>
<td>Confirm Message Completion</td>
<td>000 - Approved.</td>
<td></td>
</tr>
<tr>
<td>35460</td>
<td>SPRT</td>
<td>Normal</td>
<td>5818912700009974</td>
<td>11/ - 56</td>
<td>Adjust Benefits</td>
<td>Pending 000 - Approved.</td>
<td></td>
</tr>
<tr>
<td>23464</td>
<td>SPRT</td>
<td>Normal</td>
<td>5818912700009974</td>
<td>11/ - 56</td>
<td>Confirm Message Completion</td>
<td>000 - Approved.</td>
<td></td>
</tr>
<tr>
<td>35463</td>
<td>SPRT</td>
<td>Normal</td>
<td>5818912700009974</td>
<td>11/ - 56</td>
<td>Adjust Benefits</td>
<td>Pending 000 - Approved.</td>
<td></td>
</tr>
</tbody>
</table>
STEP 29

***MOST IMPORTANT STEP***

• Once benefits have been issued, put the card back into the reader/writer device

• Device will request to ‘Please enter PIN’
  • Enter PIN
  • Click ‘OK’
CARD UPDATED

- Wait for the ‘Card Updated.’ message to appear
- The green light on the card reader/writer should stop blinking
- eWIC card is loaded with benefits
STEP 30

- Verify that Adjust Benefits shows a status of Confirmed
- To refresh the WIC Direct screen click on ‘Search’
<table>
<thead>
<tr>
<th>HGID</th>
<th>STAM</th>
<th>Host</th>
<th>7</th>
<th>Local</th>
<th>System</th>
<th>Household/Type</th>
<th>7</th>
<th>Card</th>
<th>Vendor/Clinic</th>
<th>Type</th>
<th>Status</th>
<th>Action Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>35470</td>
<td></td>
<td></td>
<td></td>
<td>06/04/2020 11:25:17 AM</td>
<td>SWEN-SC (MO)</td>
<td>009E2502</td>
<td>Normal</td>
<td>5818917270009974</td>
<td>3/0</td>
<td>Confirm Smart Card Update</td>
<td>Completed</td>
<td>000 - Approved</td>
</tr>
<tr>
<td>35469</td>
<td></td>
<td></td>
<td></td>
<td>06/04/2020 11:25:13 AM</td>
<td>SWEN-SC (MO)</td>
<td>009E2502</td>
<td>Normal</td>
<td>5818917270009974</td>
<td>3/0</td>
<td>Card Present</td>
<td>Completed</td>
<td>000 - Approved</td>
</tr>
<tr>
<td>35468</td>
<td></td>
<td></td>
<td></td>
<td>06/04/2020 11:24:50 AM</td>
<td>SWEN-SC (MO)</td>
<td>009E2502</td>
<td>Normal</td>
<td>5818917270009974</td>
<td>3/0</td>
<td>Confirm Smart Card Update</td>
<td>Completed</td>
<td>000 - Approved</td>
</tr>
<tr>
<td>35467</td>
<td></td>
<td></td>
<td></td>
<td>06/04/2020 11:24:38 AM</td>
<td>SWEN-SC (MO)</td>
<td>009E2502</td>
<td>Normal</td>
<td>5818917270009974</td>
<td>3/0</td>
<td>Card Present</td>
<td>Completed</td>
<td>000 - Approved</td>
</tr>
<tr>
<td>35466</td>
<td></td>
<td></td>
<td></td>
<td>06/04/2020 11:10:51 AM</td>
<td>SPIRIT (MO)</td>
<td>009E2502</td>
<td>Normal</td>
<td>5818917270009974</td>
<td>11/56</td>
<td>Confirm Message Completion</td>
<td>Completed</td>
<td>000 - Approved</td>
</tr>
<tr>
<td>35465</td>
<td></td>
<td></td>
<td></td>
<td>06/04/2020 11:10:51 AM</td>
<td>SPIRIT (MO)</td>
<td>009E2502</td>
<td>Normal</td>
<td>5818917270009974</td>
<td>11/56</td>
<td>Adjust Benefits</td>
<td>Completed</td>
<td>000 - Approved</td>
</tr>
<tr>
<td>35464</td>
<td></td>
<td></td>
<td></td>
<td>06/04/2020 11:10:46 AM</td>
<td>SPIRIT (MO)</td>
<td>009E2502</td>
<td>Normal</td>
<td>5818917270009974</td>
<td>11/56</td>
<td>Confirm Message Completion</td>
<td>Completed</td>
<td>000 - Approved</td>
</tr>
<tr>
<td>35463</td>
<td></td>
<td></td>
<td></td>
<td>06/04/2020 11:10:45 AM</td>
<td>SPIRIT (MO)</td>
<td>009E2502</td>
<td>Normal</td>
<td>5818917270009974</td>
<td>11/56</td>
<td>Adjust Benefits</td>
<td>Completed</td>
<td>000 - Approved</td>
</tr>
<tr>
<td>35462</td>
<td></td>
<td></td>
<td></td>
<td>06/04/2020 11:10:37 AM</td>
<td>SPIRIT (MO)</td>
<td>009E2502</td>
<td>Normal</td>
<td>5818917270009974</td>
<td>11/56</td>
<td>Confirm Message Completion</td>
<td>Completed</td>
<td>000 - Approved</td>
</tr>
<tr>
<td>35461</td>
<td></td>
<td></td>
<td></td>
<td>06/04/2020 11:10:37 AM</td>
<td>SPIRIT (MO)</td>
<td>009E2502</td>
<td>Normal</td>
<td>5818917270009974</td>
<td>11/56</td>
<td>Add Careholder</td>
<td>Completed</td>
<td>000 - Approved</td>
</tr>
</tbody>
</table>
ACCOUNT BALANCE

- Go to Customer Service and request an Account Balance
- Compare this print out to the Shopping List
TIME TO SHOP

- Only buy shelf-stable food items that are low in cost
- Attempt to buy a non-WIC item
- Use the food items for education purpose in the clinic
  - Otherwise, return the foods to Technical Assistance staff
  - Do NOT give foods to participants or use for personal use
WIC RECEIPTS

• 1\textsuperscript{st} - Account Balance
• 2\textsuperscript{nd} – List of food items being purchased for WIC
  • This list is what is to be confirmed
• 3\textsuperscript{rd} – Ending Account Balance

** If non-WIC items are bought, separate receipts will print for those items
PURCHASES

- Watch the account, to see the purchase come back in through WIC Direct
- For details, click on the HGTN blue link
## RETAIL HISTORY DETAILS

<table>
<thead>
<tr>
<th>Transaction</th>
<th>Purchase Request Type</th>
<th>Account Type</th>
<th>Normal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Action Code</td>
<td>000 - Approved.</td>
<td>Message Reason Code</td>
<td>000 - No error</td>
</tr>
<tr>
<td>Host Generated Trace Number</td>
<td>957771</td>
<td>System Trace Audit Number</td>
<td>13213</td>
</tr>
<tr>
<td>Host Date/Time</td>
<td>06/03/2020 10:07:56 AM</td>
<td>Local Date/Time</td>
<td>06/03/2020 10:07:56 AM</td>
</tr>
<tr>
<td>Reversal Status</td>
<td>OK</td>
<td>Settlement Status</td>
<td>Not Settled</td>
</tr>
<tr>
<td>Settlement Date</td>
<td>06/05/2020</td>
<td>Recognition Date/Time</td>
<td>06/05/2020</td>
</tr>
<tr>
<td>Household Number</td>
<td>00749503</td>
<td>Card Number</td>
<td>11</td>
</tr>
<tr>
<td>Card Acceptor Code</td>
<td>0033098</td>
<td>Card Acceptor Terminal</td>
<td>11</td>
</tr>
</tbody>
</table>

### Product Details

<table>
<thead>
<tr>
<th>Description</th>
<th>Requested Qty</th>
<th>NFE AQ.</th>
<th>Recomputed</th>
<th>Approved Qty</th>
<th>Approved Qty</th>
<th>Exchange Rate</th>
<th>Units Deducted</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kroger Fresh Eggs LD AA</td>
<td>$0.79</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.79</td>
<td>1.00</td>
<td>1.00</td>
<td>1.00 (00)</td>
<td>0000 - No error</td>
</tr>
<tr>
<td>Dollar Fresh Produce Vegetables</td>
<td>$1.91</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$1.91</td>
<td>1.00</td>
<td>1.00</td>
<td>1.00 (00)</td>
<td>0000 - No error</td>
</tr>
<tr>
<td>Kroger Fresh Produce Meat</td>
<td>$2.99</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$2.99</td>
<td>1.00</td>
<td>1.00</td>
<td>0.00 (01)</td>
<td>0000 - No error</td>
</tr>
<tr>
<td>Kroger Fresh Produce Produce</td>
<td>$3.99</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$3.99</td>
<td>1.00</td>
<td>1.00</td>
<td>0.00 (02)</td>
<td>0000 - No error</td>
</tr>
<tr>
<td>Kroger Fresh Produce Produce</td>
<td>$5.99</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$5.99</td>
<td>1.00</td>
<td>1.00</td>
<td>0.00 (03)</td>
<td>0000 - No error</td>
</tr>
<tr>
<td>Kroger Fresh Produce Produce</td>
<td>$7.99</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$7.99</td>
<td>1.00</td>
<td>1.00</td>
<td>0.00 (04)</td>
<td>0000 - No error</td>
</tr>
<tr>
<td>Kroger Fresh Produce Produce</td>
<td>$9.99</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$9.99</td>
<td>1.00</td>
<td>1.00</td>
<td>0.00 (05)</td>
<td>0000 - No error</td>
</tr>
<tr>
<td>Kroger Fresh Produce Produce</td>
<td>$11.99</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$11.99</td>
<td>1.00</td>
<td>1.00</td>
<td>0.00 (06)</td>
<td>0000 - No error</td>
</tr>
</tbody>
</table>

Settled Price is $11.99

$11.99 $0.00 $0.00 $11.99 7.91 Products 7.91 Products
Card Issues at Stores

- WIC Direct will provide a ‘Message Reason Code’ description when a card transaction fails to work at a store
Transactions

- Retailer transactions can take up to 48 hours to appear in WIC Direct
- Form for problem shooting retailer and card issues
Reset PIN

- Resetting a PIN should be completed in Card Diagnostics
Deactivating eWIC Card

- After shopping experience is complete, return to the WIC Help Desk – eWIC Agency in MOWINS
- Under Benefit Management menu, select ‘EBT Household Demographics’
- Click on ‘Deactivate Account’
- Select ‘Send EBT Data’
<table>
<thead>
<tr>
<th>State WIC ID</th>
<th>Name</th>
<th>Date of Birth</th>
<th>Telephone</th>
<th>Card Number</th>
<th>Card Holder</th>
</tr>
</thead>
<tbody>
<tr>
<td>01309005</td>
<td>MOM AGENCY</td>
<td>05/15/1992</td>
<td>573-555-5555</td>
<td></td>
<td></td>
</tr>
<tr>
<td>61230668</td>
<td>CHILD AGENCY</td>
<td>03/08/2017</td>
<td>573-555-5555</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Authorized Representative</td>
<td>MOM AGENCY</td>
<td>06/19/1992</td>
<td>573-555-5555</td>
<td>5810812700039974</td>
</tr>
</tbody>
</table>

Authorized Representative

- **Last Name**: AGENCY
- **First Name**: MOM
- **Marital Status**: Married
- **Education Level**: 12th Grade OR GED
- **Register to Vote**: Already registered

**Status**: Awaiting Command

**Account Status**: Active