

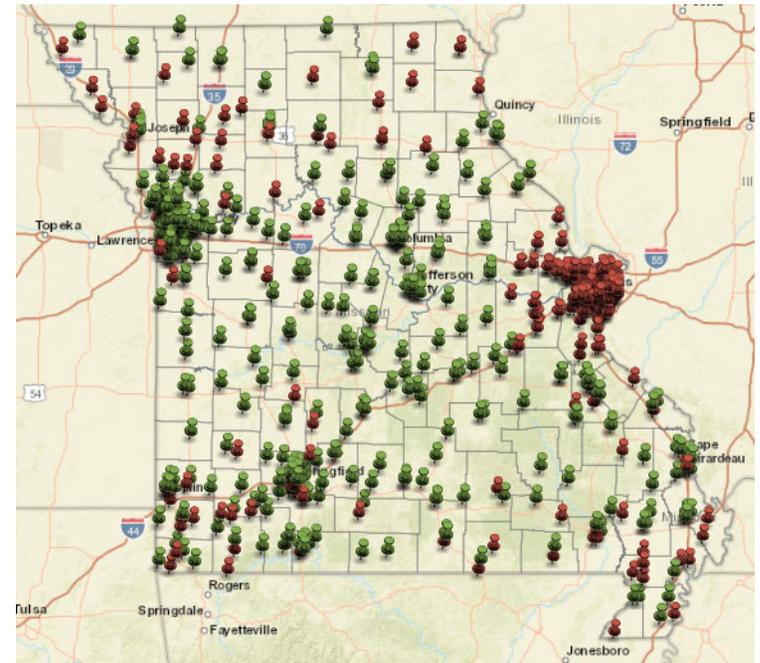
MISSOURI

eWIC



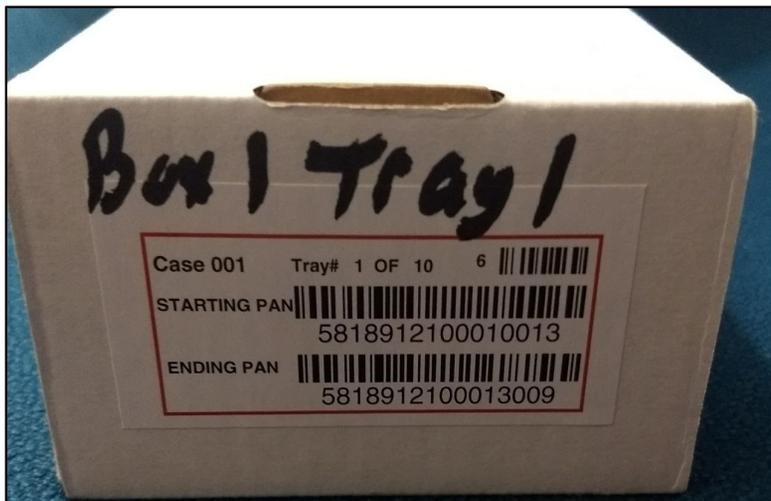
WHO TO CALL

- eWIC guide provides numbers to call for issues related to Missouri WIC Information Network System (MOWINS), policies, and retailers
- Link for eWIC Authorized Retailers
 - <https://health.mo.gov/living/families/wic/families/findalocation/>



eWIC CARD INVENTORY

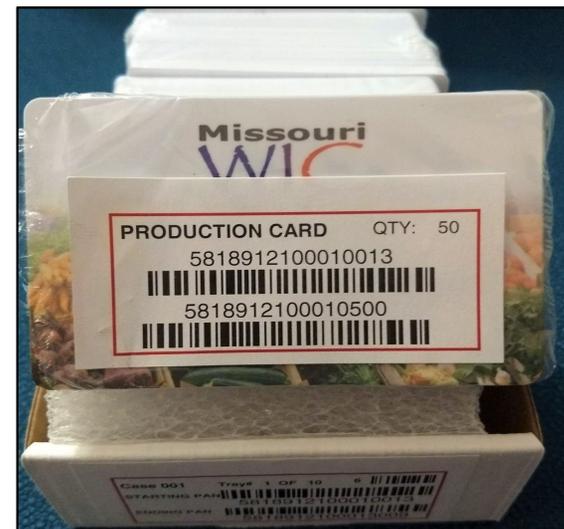
Each tray specifies the starting Primary Account Number (PAN) and ending PAN that is specific to the eWIC cards received



eWIC CARD INVENTORY

Every tray has six (6) bundles of eWIC cards

Plastic wrapped in groups of 50 with starting and ending PANs listed



eWIC CARD INFORMATION

- eWIC cards have PANs for card identification
- PANs are NOT in sequential order
- LAs track the following on the eWIC Card Bundle Inventory
 - Issued eWIC card
 - eWIC card not being issued due to damage and the explanation
 - PANs are pre-populated by the state staff



eWIC CARD BUNDLE INVENTORY

Missouri Department of Health and Senior Services			
WIC and Nutrition Services			
eWIC Card Bundle Inventory			
Date Bundle Received:		Agency/Site Name:	
Date Bundle Completed:		Agency/Site Number:	
		Designated WIC Staff Name:	
Primary Account Number (PAN)	Card Issued	Card Damaged - Unissued	If unissued due to damage- please explain
A	B	C	D
1234567891234560			
2345678912345670			

*The eWIC Card Bundle Inventory is used to track a bundle of cards. This stays with the assigned bundle until all fifty (50) cards are issued or marked as unissued due to damage. This should be stored (electronically or paper form) in a central file at the local agency.

Column A:	PAN - Numbers of cards in the bundle. Pre-filled, locked field.
Column B:	Checklist - place a check in this column once a card has been issued to a participant.
Column C:	Checklist - place a check in this column if a card is unable to be issued due to damage.
Column D:	If a card is unable to be issued due to damage, provide an explanation of the damage (e.g., the card was melted by a heater).



eWIC CARD INVENTORY MANAGEMENT

- Ensure adequate inventory to meet operational needs and reduce risk of fraudulent use
- Designated WIC employee responsible for eWIC card inventory
 - Orders with online form
 - Verifies shipment
 - Completes the eWIC Card Bundle Inventory daily



eWIC CARD INVENTORY MANAGEMENT

- Store eWIC cards in locked, secured storage area with limited access
- For daily clinic operations, eWIC cards can be readily available to WIC staff at work stations
 - Kept out of sight
- Close of business, all eWIC cards must be accounted for and returned to the locked, secured storage area



CLINIC FLOW

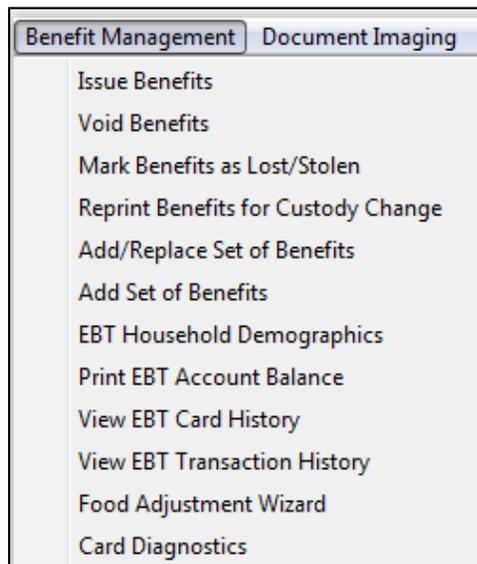


**How does your
clinic flow?**

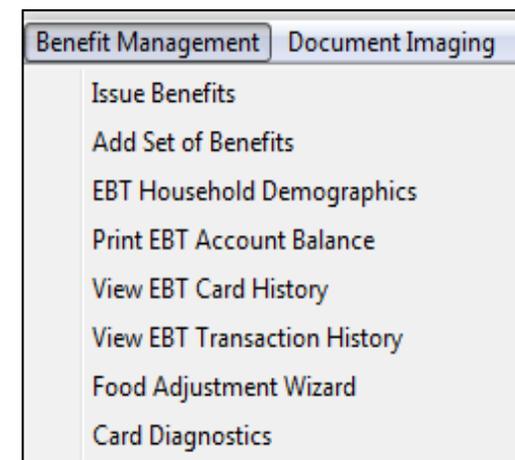
- Allow for more time
 - Time to educate participants on eWIC
 - Time for staff to learn new processes in MOWINS
 - Time for participants to ask questions
- For the first two (2) weeks, give each household an additional 15 minutes

BENEFIT MANAGEMENT MENU

Current Month's Checks Issued,
but Agency is eWIC Enabled



Only eWIC Benefits Available



EBT HOUSEHOLD DEMOGRAPHICS

EBT Household Demographics

Household ID 00726780
Telephone 417-123-4567
Address BLUEBERRY LANE
1 City FAIR GROVE
State MO
ZIP 65648-0000
Clinic 02 - CLINTON CO.-FIRST BAPTIST CHURCH (10702)
Primary Cardholder Authorized Representative - MOMMY BEAR

7 Account Status
 Active On Hold

2 Set as Primary **3** Set as Secondary **4** Assign Card **5** Reset PIN **6** Deactivate Account

8 EBT Household Representatives

State WIC ID	Name	Date of Birth	Telephone	Card Number	Card Holder
01243604	MOMMY BEAR	02/15/1988	417-123-4567		
01243605	SISTER BEAR	08/26/2017	417-123-4567		
01243606	BROTHER BEAR	04/18/2016	417-123-4567		
Authorized Representative	MOMMY BEAR		417-123-4567		
Alternate Representative/Proxy 1	PAPA BEAR		417-123-4567		

9 Add Alternate Representative/Proxy 2

Last Name First Name MI Date of Birth

Relationship

10 Status: EBT update needed

11 **12**

PRIMARY CARDHOLDER

- Always assign a card to a Authorized Representative or Alternate Representative
- Date of Birth must be entered before a card can be assigned

EBT Household Representatives					
State WIC ID	Name	Date of Birth	Telephone	Card Number	Card Holder
01243604	MOMMY BEAR	02/15/1988	417-123-4567		
01243605	SISTER BEAR	08/26/2017	417-123-4567		
01243606	BROTHER BEAR	04/18/2016	417-123-4567		
Authorized Representative	MOMMY BEAR		417-123-4567		
Alternate Representative/Proxy 1	PAPA BEAR		417-123-4567		



PRIMARY CARDHOLDER

- One (1) eWIC card assigned per household
- Foster children are a household of one (1)
 - Will have their own individual eWIC card
 - For multiple children, advise participant to label each card with the child's initials
 - For foster families with multiple eWIC cards, PIN can be the same for each card
- Foster families with multiple eWIC cards can have the same PIN for each card if they choose



AUTHORIZED AND ALTERNATE REPRESENTATIVES OR PROXIES

- Names should **never** be entered as
 - XXXX
 - ----
 - DECLINED
 - NO ONE
 - NO PROXY
 - NONE
- A date should not be entered after an individual's name
- Last name field has a character limit of 20
 - Including spaces and hyphens

AUTHORIZED REPRESENTATIVES

- Same as the check system
- Increased responsibility
 - Any program violation(s) committed by anyone if they gave their PIN
 - Anyone who has possession of the card and PIN can redeem benefits at retailers
- Only Authorized Representative knows their PIN
 - Not accessible to local agency (LA) staff
 - Should only be shared with trusted proxies
 - Do not write PIN on card



**Caution
participants
about
sharing
their PIN!**

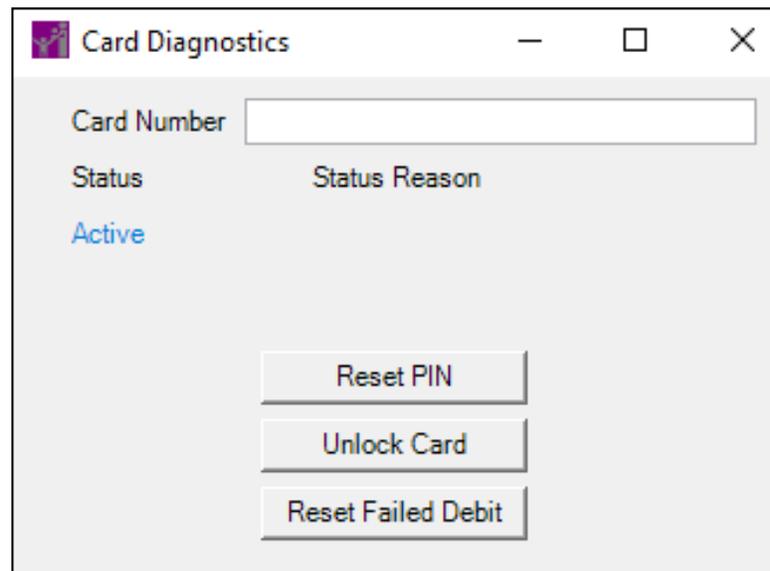
SIGNATURE BACK-UP FORM

- Use form when the signature pad is not working for MOWINS

 STATE OF MISSOURI DEPARTMENT OF HEALTH AND SENIOR SERVICES WIC AND NUTRITION SERVICES WIC SIGNATURE PAD BACKUP FORM		
HOUSEHOLD ID NUMBER		
HOUSEHOLD ID NUMBER	TODAY'S DATE	
eWIC CARD		
CARD NUMBER	DATE CARD ISSUED	
I am: <input type="checkbox"/> Primary Cardholder <input type="checkbox"/> Authorized Representative <input type="checkbox"/> Alternate Representative/Proxy		<input type="checkbox"/> I have received the eWIC card(s) indicated above.
NAME (PRINT)	SIGNATURE	STAFF INITIALS
PARTICIPANT'S RIGHTS AND RESPONSIBILITIES		
I am: <input type="checkbox"/> Authorized Representative <input type="checkbox"/> Alternate Representative/Proxy		<input type="checkbox"/> I have read and understand my rights and responsibilities under the WIC program. I certify the information and documentation I provided for my household is correct.
NAME (PRINT)	SIGNATURE	STAFF INITIALS
BREAST PUMP LOAN/RELEASE		
<input type="checkbox"/> I have read and signed the loan/release agreement.		PARTICIPANT NAME
NAME OF PERSON RECEIVING THE BREAST PUMP (PRINT)	SIGNATURE	STAFF INITIALS
MO 580-3294 (10-19)	This institution is an equal opportunity provider.	DHSS-WIC-25 (10-19)

RESET PIN

- Accessed from 'Card Diagnostics'
- PINs can be reset as many times as needed



The screenshot shows a window titled "Card Diagnostics" with a standard Windows-style title bar (minimize, maximize, close buttons). Inside the window, there is a text input field labeled "Card Number". Below this, there is a table with two columns: "Status" and "Status Reason". The "Status" column contains the word "Active" in blue text. At the bottom of the window, there are three buttons stacked vertically: "Reset PIN", "Unlock Card", and "Reset Failed Debit".

Status	Status Reason
Active	

Reset PIN

Unlock Card

Reset Failed Debit

EBT Household Demographics ✕

Household ID 00756252
 Telephone 573-555-5555
 Address 123 WRONG STREET
 City JEFFERSON CITY
 State MO
 ZIP 65105-0000
 Clinic 56 - WIC HELP DESK - EWIC

Account Status
 Active On Hold

Primary Cardholder Authorized Representative - WRONGBUCKETT WIC

EBT Household Representatives

State WIC ID	Name	Date of Birth	Telephone	Card Number	Card Holder
01319199	WRONGBUCKETT WIC	01/30/1982	573-555-5555		
01319202	BABY WIC	08/16/2019	573-555-5555		
01319206	A WIC	05/07/2017	573-555-5555		
Authorized Representative	WRONGBUCKETT WIC	01/30/1982	573-555-5555	5818912100217527	Primary

Authorized Representative

Last Name First Name MI Date of Birth

Relationship Marital Status

Education Level

Register to Vote

Status : Awaiting Command

VOIDING OR ADJUSTING BENEFITS FOR THE CURRENT MONTH

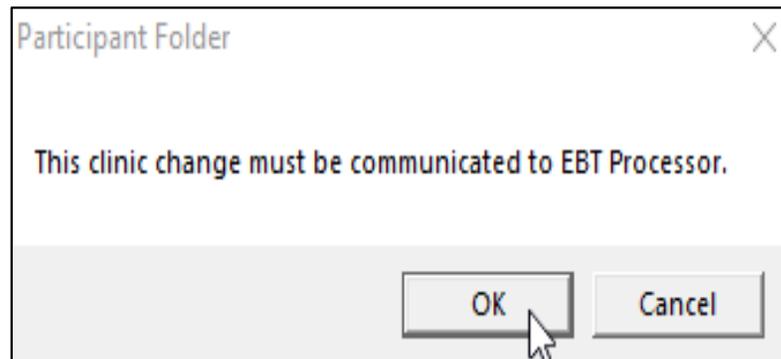
- Discouraged for both checks and eWIC
- Card must be present
- Call the MOWINS Help Desk
 - 800-554-2544



TRANSFERRING PARTICIPANTS

New eWIC message

- Select 'OK,' otherwise account will lock
- EBT Household Demographics will open, users only need to select "Send EBT Data"





WIC APPROVED FOOD LIST

- No changes!



Approved Food List

Missouri WIC
Effective October 2018

FOOD CATEGORY CHANGES

Food Category	Checks	eWIC	Notes
Milk	Gallon(s) Half gallon(s) Quart(s) 8 quart/25.6 oz pkg 12 oz can(s) 16 oz pkg	Milk conversion: 1.00 = 1 gallon 0.75 = 1 quart and 1/2 gallon, or 3 quarts 0.50 = 1/2 gallon or 2 quarts 0.25 = 1 quart	Everything will remain the same, except 'quarts cultured buttermilk' no longer needs to be selected.
Cash Value Benefit	Dollars	Dollars	Will remain the same.
Cereal	Ounces	Ounces	Will remain the same.
Eggs	Dozen	Dozen	Will remain the same.
Fish	5 oz cans 3.75 oz cans	Ounces	Must swap to 'OUNCES CANNED FISH – eWIC ONLY.'
Formula	Cans/bottles	Cans/bottles	Will remain the same.
Infant Cereal	Ounces	Ounces	Will remain the same.
Infant Fruit-Vegetables	Twin-pack (4 oz tub) 4 oz jar(s)	Ounces	Must swap to 'OUNCES INFANT FRUITS/VEGGIES – eWIC ONLY.'
Infant Meat	2.5 oz jar(s)	Ounces	Must swap to 'OUNCES INFANT MEAT – eWIC ONLY.'
Juice	Containers	Containers	Will remain the same.
Legumes	One pound 4 - 16 oz can 16 - 18 oz jars	Legumes conversion 1 CTR (container): 1 pound dry beans/peas, or 1 – 18oz jar peanut butter, or 4 – 16oz cans beans	Will remain the same.
Whole Grain	16 oz	Ounces	Must swap to 'OUNCES WHOLE GRAIN – eWIC ONLY.'
Yogurt	32 oz	32 ounces or 0.25 gallon	Will remain the same.

PRESCRIPTION EXAMPLES

Food Prescription for Certification
R 01/08/2020

- 1 - DOZEN EGGS LARGE, WHITE
- 1 - POUND 16 OZ CHEESE - STORE BRAND
- 36 - OUNCES CEREAL APPROVED TYPES/SIZES
- 2 - 16 Oz Approved Bread, Tortillas, Brown Rice or Wheat Pasta
- 1 - 16-18 OZ PEANUT BUTTER OR 1 LB DRY OR 4-16 OZ CAN BEANS
- 2 - 64 FL OZ CONTAINER JUICE APPROVED BRANDS AND TYPES
- 900 - FOR FRESH/FROZEN FRUITS AND/OR VEGETABLES
- 12 - QUARTS MILK: SKIM THRU 1% (WHITE)
- 1 - 32 OZ YOGURT APPROVED BRAND/VARIETIES ONLY

WIC check

eWIC card

Food Prescription for Certification
R 01/08/2020

- 1 - DOZEN EGGS LARGE, WHITE
- 1 - POUND 16 OZ CHEESE - STORE BRAND
- 36 - OUNCES CEREAL APPROVED TYPES/SIZES
- 1 - 16-18 OZ PEANUT BUTTER OR 1 LB DRY OR 4-16 OZ CAN BEANS
- 2 - 64 FL OZ CONTAINER JUICE APPROVED BRANDS AND TYPES
- 900 - FOR FRESH/FROZEN FRUITS AND/OR VEGETABLES
- 12 - QUARTS MILK: SKIM THRU 1% (WHITE)
- 1 - 32 OZ YOGURT APPROVED BRAND/VARIETIES ONLY
- 32 - OUNCES WHOLE GRAINS - eWIC ONLY



MILK CHOICES

Milk with same fat content is grouped – participant may choose from the group

Skim through 1% - white	Whole - white
Quart, ½ gallon, or gallon	Quart, ½ gallon, or gallon
Cultured lowfat buttermilk	Whole cultured buttermilk
Nonfat dry milk (8 quarts)	

BUTTERMILK

- Substitute any amount of milk with an allowed buttermilk option
- Quarts only, no half gallons

Food Prescription	Buttermilk Options at the Store
QUARTS MILK: SKIM THRU 1% (WHITE)	Kroger, Hiland, Deans Dairy Pure, Belfonte, and Anderson Erickson Lowfat Buttermilk Prairie Farms 1.5% Lowfat Buttermilk
QUARTS MILK: 2% (WHITE)	None
QUARTS WHOLE MILK (WHITE/UNFLAVORED)	Marburger Whole Buttermilk



MILK SUBSTITUTES

- Milk substitutes must be added to food prescription
 - Soy milk
 - Goat milk
 - 2% milk (gallon, ½ gallon, or quart may be selected at the store)
 - Lactose-free milk
 - Evaporated milk
 - Tofu
 - Cheese
 - Yogurt

BABY FOOD



Baby Food: Meat Conversion Chart (ounces = jars)

77.5 ounces	31 jars
59 ounces	23 jars
39 ounces	15 jars

Baby Food: Fruits and Vegetables Conversion Chart (ounces = jars = twin packs)

256 ounces	64 jars	32 twin packs
192 ounces	48 jars	24 twin packs
128 ounces	32 jars	16 twin packs
96 ounces	24 jars	12 twin packs
64 ounces	16 jars	8 twin packs

PRESCRIPTION EXAMPLES

Food Prescription for Certification

 01/08/2020

- 24 - OUNCES INFANT CEREAL- APPROVED BRANDS
- 31 - 2.5 Oz Jars Infant Meats Approved Items Only
- 64 - 4 Oz Infant Fruits/Veggies Approved Brands/Varieties Only

WIC check

Food Prescription for Certification

 01/08/2020

- 24 - OUNCES INFANT CEREAL- APPROVED BRANDS
- 31 - 2.5 Oz Jars Infant Meats Approved Items Only
- 32 - Twin-Pack (4 Oz Tub) Infant Fruits/Veggies - Approved Brands

eWIC card

Food Prescription for Certification

 01/08/2020

- 24 - OUNCES INFANT CEREAL- APPROVED BRANDS
- 77.5 - OUNCES INFANT MEATS - eWIC ONLY
- 256 - OUNCES INFANT FRUIT/VEGGIES - eWIC ONLY



FRUITS AND VEGETABLES

Cash value benefits

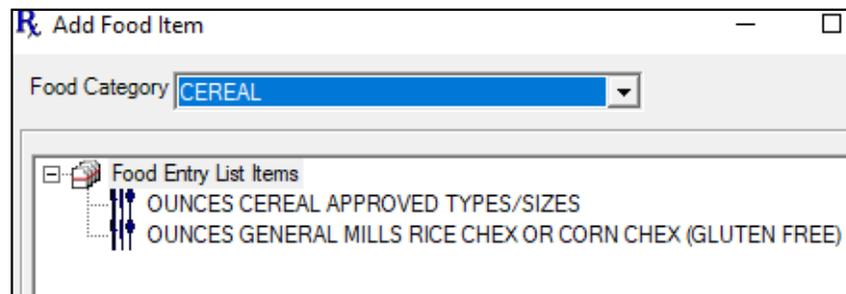
- Women and children
 - Shopping list description - “dollars fresh/frozen fruits and/or vegetables”
 - MOWINS description - “fresh or frozen fruits and vegetables”
- Infants 9-11 months
 - Shopping list description - “dollars **fresh only** fruits and/or vegetables”
 - MOWINS description – “fruits and/or vegetables (**fresh only**)”



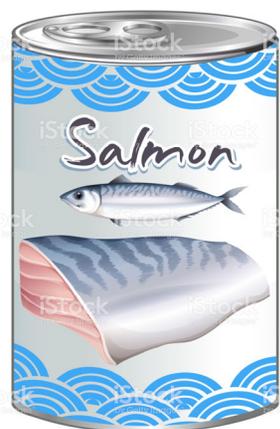
Educate
participant that
infants only get
fresh items.

GENERAL MILLS GLUTEN-FREE RICE OR CORN CHEX

- MOWINS and Shopping List
 - Ounces General Mills Chex/Non-Whole Grain Cereal
- Educate participant
 - Cashier must scan General Mills **Rice** or **Corn** Chex BEFORE scanning any other non-whole grain cereal
 - Other non-whole grain cereals may be purchased



FISH



PRESCRIPTION EXAMPLES

WIC check

Rx 01/08/2020

- 2 - DOZEN EGGS LARGE, WHITE
- 1 - POUND 16 OZ CHEESE - STORE BRAND
- 36 - OUNCES CEREAL APPROVED TYPES/SIZES
- 1 - 16 Oz Approved Bread, Tortillas, Brown Rice or Wheat Pasta
- 2 - 16-18 OZ PEANUT BUTTER OR 1 LB DRY OR 4-16 OZ CAN BEANS
- 6 - 5 Oz Cans Tuna Water-Pack Only
- 1100 - FOR FRESH/FROZEN FRUITS AND/OR VEGETABLES
- 23 - QUARTS MILK: SKIM THRU 1% (WHITE)
- 3 - 11.5 - 12.0 OZ FROZEN JUICE APPROVED TYPES
- 1 - 32 OZ YOGURT APPROVED BRAND/VARIETIES ONLY

Rx 01/08/2020

- 2 - DOZEN EGGS LARGE, WHITE
- 1 - POUND 16 OZ CHEESE - STORE BRAND
- 36 - OUNCES CEREAL APPROVED TYPES/SIZES
- 1 - 16 Oz Approved Bread, Tortillas, Brown Rice or Wheat Pasta
- 2 - 16-18 OZ PEANUT BUTTER OR 1 LB DRY OR 4-16 OZ CAN BEANS
- 1100 - FOR FRESH/FROZEN FRUITS AND/OR VEGETABLES
- 23 - QUARTS MILK: SKIM THRU 1% (WHITE)
- 8 - 3.75 Oz Cans Sardines -Tomato Or Mustard Sauce Or Water-Pack
- 3 - 11.5 - 12.0 OZ FROZEN JUICE APPROVED TYPES
- 1 - 32 OZ YOGURT APPROVED BRAND/VARIETIES ONLY

Rx 01/08/2020

- 2 - DOZEN EGGS LARGE, WHITE
- 1 - POUND 16 OZ CHEESE - STORE BRAND
- 36 - OUNCES CEREAL APPROVED TYPES/SIZES
- 1 - 16 Oz Approved Bread, Tortillas, Brown Rice or Wheat Pasta
- 2 - 16-18 OZ PEANUT BUTTER OR 1 LB DRY OR 4-16 OZ CAN BEANS
- 1100 - FOR FRESH/FROZEN FRUITS AND/OR VEGETABLES
- 23 - QUARTS MILK: SKIM THRU 1% (WHITE)
- 6 - 5 Oz Cans Salmon, Pink, Water-Pack Only
- 3 - 11.5 - 12.0 OZ FROZEN JUICE APPROVED TYPES
- 1 - 32 OZ YOGURT APPROVED BRAND/VARIETIES ONLY

PRESCRIPTION EXAMPLES

eWIC card

R	01/08/2020
2	- DOZEN EGGS LARGE, WHITE
1	- POUND 16 OZ CHEESE - STORE BRAND
36	- OUNCES CEREAL APPROVED TYPES/SIZES
2	- 16-18 OZ PEANUT BUTTER OR 1 LB DRY OR 4-16 OZ CAN BEANS
1100	- FOR FRESH/FROZEN FRUITS AND/OR VEGETABLES
23	- QUARTS MILK: SKIM THRU 1% (WHITE)
3	- 11.5 - 12.0 OZ FROZEN JUICE APPROVED TYPES
1	- 32 OZ YOGURT APPROVED BRAND/VARIETIES ONLY
30	- OUNCES CANNED FISH - eWIC ONLY
16	- OUNCES WHOLE GRAINS - eWIC ONLY

FORMULA ISSUANCE

- Encourage purchase of only one can of formula initially
 - Determine tolerance and acceptance of product



**Educate
participant**

WICSHOPPER APPLICATION

- Identifies WIC-approved food items while shopping by scanning universal product codes (UPC) on items
 - WIC-approved does **NOT** mean it was issued to the household
- Features nutritional information, food preparation tips, and recipes
- Anyone can download – participants, staff, retailers
- Phase two integrates with MOWINS to provide participant specific information
 - Remaining benefits on eWIC card for redemption
 - Appointment reminders and Missouri WIC alerts



New!

RESOLVING A DISTRIBUTION ID ERROR

- Remove the 'Check Only Option'
- Look for the items listed in the 'Food Prescription' in lower case font

The screenshot displays the 'Issue Benefits - 11/15/2019' application window. The 'Benefits' tab is set to 'Food Prescription'. A table titled 'Household Member Information' contains the following data:

Household Participant	Frequency	Last Set Issued	Last Set PFDT	Last Set LDTU	Prior Certification	Certification Due	Categorical Ineligibility
ERROR FOOD	Monthly				11/15/2019	03/31/2020	03/31/2024

An error dialog box is overlaid on the interface, displaying a warning icon and the following text:

EBT Category not established for Distribution ID: 1191
The system encountered an unexpected error. Please report the reference number to the Help Desk.
Reference Number: 806274

The dialog box has an 'OK' button. Below the table, the 'Cycle Adjustment Type' is set to 'System Determined'. At the bottom of the window, there are buttons for 'Issue Benefits to Selected Members' and 'Cancel'.

FOOD DISTRIBUTION ERROR CODES

Error Code Number	Food Item	Fix (Swap for)
1016	Quarts Cultured Buttermilk	SKIM THRU 1% or WHOLE MILK option
1115	16 Oz Approved Bread, Tortillas, Brown Rice or Wheat Pasta	OUNCES WHOLE GRAIN – eWIC ONLY
1117	16 Oz Brown Rice Store Brand Only	OUNCES WHOLE GRAIN – eWIC ONLY
1139	2.5 Oz Jars Infant Meats Approved Items Only	OUNCES INFANT MEAT – eWIC ONLY
1191	4 Oz Infant Fruits/Veggies Approved Brands/Varieties Only	OUNCES INFANT FRUITS/VEGGIES – eWIC ONLY
1226	5 Oz Cans Tuna Water-pack Only	OUNCES CANNED FISH – eWIC ONLY
1227	5 Oz Cans Tuna Waterpack Only	OUNCES CANNED FISH – eWIC ONLY
1246	3.75 Oz Cans Sardines -Tomato Or Mustard Sauce Or Water-pack	OUNCES CANNED FISH – eWIC ONLY
1247	3.75 Oz Cans Sardines -Tomato Or Mustard Sauce Or Waterpack	OUNCES CANNED FISH – eWIC ONLY
1248	5 Oz Cans Salmon, Pink, Water-pack Only	OUNCES CANNED FISH – eWIC ONLY
1249	5 Oz Cans Salmon, Pink, Waterpack Only	OUNCES CANNED FISH – eWIC ONLY
1261	Twin-Pack (4 Oz Tub) Infant Fruits/Veggies – Approved Brands	OUNCES INFANT FRUITS/VEGGIES – eWIC ONLY



ISSUING BENEFITS

- Default food packages will populate check only options
 - Will be updated after statewide eWIC implementation
- Call MOWINS Help Desk if participant moves from eWIC enabled clinic to clinic that is not eWIC enabled
- Benefits can be issued without card assigned to account

eWIC SHOPPING LIST

For infant, child, and breastfeeding woman

Household Total

06/10/20- 06/30/20	07/01/20- 07/31/20	WIC Approved Foods
8.00	8.00	\$\$\$-Dollars Fresh only Fruits and/or Vegetables
20.00	20.00	\$\$\$-Dollars Fresh/Frozen Fruits and/or Vegetables
3.00	3.00	CTR-11.5-12 oz Frozen Juice - Approved Brands & Types
3.00	3.00	CTR-16-18oz PeanutButter OR 1Lb Dry OR 4-16oz Can Bean
2.00	2.00	CTR-64 oz Container Juice- Approved Brands & Types RTU
3.00	3.00	DOZ-Dozen Eggs - Large White
3.00	3.00	GAL-Gallon(s) Milk - Skim Thru 1% (white)
12.00	12.00	HGL-Half Gallon(s) Lactose Free Red. Fat Milk (1.5-2%)
2.00	2.00	LB-Pound(s) Cheese - Store Brand Generic
30.00	30.00	OZ-Ounces Approved Canned Fish
48.00	48.00	OZ-Ounces Bread Tortillas Brown Rice OR wheat Pasta
36.00	36.00	OZ-Ounces Cereal - Approved Types/Sizes
24.00	24.00	OZ-Ounces Infant Cereal - Approved Brands
100.00	100.00	OZ-ounces Infant Fruits-Vegetables - Approved Types
77.50	77.50	OZ-Ounces Infant Meats - Approved Items
36.00	36.00	OZ-Ounces Non-whole Grain Cereal
1.00	1.00	QT-Quart(s) Yogurt - Approved Brands/Varieties



eWIC SHOPPING LIST

- Provided at the time benefits issued
- Does not provide current account balance information
- Opens in Microsoft Word, allowing agency to add information



VERIFICATION OF BENEFITS

- Participant no longer signs to verify receiving benefits
 - Participant looks at Shopping List, **not checks**
 - When the participant enters their PIN, they are accepting the benefits issued to the household



ACCOUNT BALANCE

For infant, child, and breastfeeding woman

Redemption Period: 07/01/2020 thru 07/31/2020

8.00 \$\$\$-Dollars Fresh Only Fruits and/or Vegetables
20.00 \$\$\$-Dollars Fresh/Frozen Fruits and/or Vegetables
3.00 CTR-11.5-12 oz Frozen Juice - Approved Brands & Types
3.00 CTR-16-18oz PeanutButter OR 1Lb Dry OR 4-16oz Can Bean
2.00 CTR-64 oz Container Juice- Approved Brands & Types RTU
3.00 DOZ-Dozen Eggs - Large White
3.00 GAL-Gallon(s) Milk - Skim Thru 1% (white)
12.00 HGL-Half Gallon(s) Lactose Free Red. Fat Milk (1.5-2%)
2.00 LB-Pound(s) Cheese - Store Brand Generic
30.00 OZ-Ounces Approved Canned Fish
48.00 OZ-Ounces Bread Tortillas Brown Rice OR wheat Pasta
36.00 OZ-Ounces Cereal - Approved Types/Sizes
24.00 OZ-Ounces Infant Cereal - Approved Brands
100.00 OZ-Ounces Infant Fruits-Vegetables - Approved Types
77.50 OZ-Ounces Infant Meats - Approved Items
36.00 OZ-Ounces Non-Whole Grain Cereal
1.00 QT-Quart(s) Yogurt - Approved Brands/Varieties



ACCOUNT BALANCE

- Balance is only accurate if card has been inserted into the card reader/writer
- No limit to when or how often it can be printed
- Will not display to be printed
 - No current month's eWIC benefits
 - No card assigned in 'EBT Household Demographics'
- Opens in Microsoft Word, allowing agency to add information

MISSOURI eWIC RETAILER



MISSOURI
eWIC
Authorized Retailer

Missouri
WIC
Eat Healthy. Stay Well.

Missouri Department of
Health and Senior Services
1-800-TEL-LINK (835-5465)

This institution is an equal opportunity provider.

WIC TRANSACTIONS

- Participants should inform the cashier they will be using their eWIC card
- Participants can combine all items, WIC-approved and not WIC-approved
- If an item is declined at the store, the cashier will advise participant to discuss the issue with their local agency





RETAILER FOOD INSTRUMENT INFORMATION

- WIC retailers will still accept issued, valid WIC checks
- eWIC benefits can be added for up to three (3) months at a time
 - Only the current month's benefits are accessible
- All benefits expire on the last day of the month at midnight
- Partial WIC Formula Redemption (WIC-21) will be obsolete upon eWIC implementation
- eWIC cards cannot be used at self-checkout registers or online purchases
 - If the only lanes open are self-checkout, ask for customer service
- Advise participants to keep paper or photo copy of last receipt



WIC-APPROVED

- Advise participants items they may have purchased with checks may now come back as not WIC-approved
 - May not be on their food prescription
 - May not be WIC-approved
- Inform participants if item is being declined because it's not WIC-approved, take a picture of the product and UPC code
 - Email: WICFoods@health.mo.gov
- Agencies can review the full WIC Approved Product List (APL)
<https://health.mo.gov/living/families/wic/xls/mo-apl.xlsx>



ISSUES AT THE STORE

- Tell participants that if they have an issue at the register, to go to customer service and attempt to do a balance inquiry
- Educate participants to fully insert eWIC card into the store register
- Request the cashier to start the payment process over
- Look for a message on the PIN pad that states “Insert WIC Card”
- Ask the participants to request a copy of the error, if that is possible at the register
- Do not remove the eWIC card until prompted to do so

RECEIPTS

- **NOTE:** all receipts in this presentation are examples only
 - Format will vary by store
 - Information will be the same

```
12/09/19 13:54:22
WIC Benefit Balance
12/09/19 14:06:28
Account Numberxxxxxxxxxxxx5610
Issuer 1024
4.5 LB Store Brand Cheese
2 LB Approved Tofu
6 DOZ Eggs
36 OZ Allowed Breakfast Cereal
2 CTR PB or Dry or Can Beans
2 CTR 16-18 oz Peanut Butter
2 CTR 16 oz Dry Beans/Peas
32 OZ Approved Canned Fish
24 OZ Approved Infant Cereal
5 OZ Oz Bread/Whole Grains
2 OZ 16 oz Brown Rice
3 OZ 16 oz Corn Tortillas
30.00$$$ Fruit & Vegetable Cash
4 CTR 32 oz Approved Yogurt
4 GAL Whole Milk (White)
4 GAL Milk - Skim-Reduced Fat
4
5 CTR 64 oz Approved Juice RTU
Benefits Expire
Midnight 12/31/2019
```

We Sell Food

123 First Street
Jefferson City, MO
(123) 456-7890
Manager: John Doe

EBT WIC Beginning Balance

PAN: *****5446 State: MO

QTY	UOM	Description
2.00	LB	Approved Tofu
4.50	LB	Store Brand Cheese
6.00	DOZ	Eggs
36.00	OZ	Allowed Breakfast Cereal
2.00	CTR	4-16 oz Canned Beans
2.00	CTR	16 oz Dry Beans/Peas
2.00	CTR	16-18 oz Peanut Butter
2.00	CTR	PB or Dry or Can Beans
32.00	OZ	Approved Canned Fish
24.00	OZ	Approved Infant Cereal
25.00	OZ	Approved Infant Meats
3.00	OZ	16 oz Corn Tortillas
2.00	OZ	16 oz Brown Rice
5.00	OZ	Oz Bread/Whole Grains
32.00	\$\$\$	Fruit & Vegetable Cash
10.00	CTR	Enfml Infant 12.5 oz PWD
4.00	CTR	32 oz Approved Yogurt
5.50	GAL	Whole Milk (White)
5.00	GAL	Milk - Skim-Reduced Fat
4.00	CTR	11.5-12 oz Frozen Juice
5.00	CTR	64 oz Approved Juice RTU

These benefits expire at MIDNIGHT on
12/31/2019

RECEIPT EXAMPLES

EBT WIC Benefits Redemption

5.00 OZ Approved Canned Fish
COS LT TNA WTR

1.00 OZ Oz Bread/Whole Grains
PASTA WWHT SPAGH

0.88 \$\$\$ Fruit & Vegetable Cash
PREMIUM BANANAS

1.70 \$\$\$ Fruit & Vegetable Cash
CANTALOUPE

CASHIER NAME: Andrew McCutchen
C0002 #0098 13:25:44 11DEC2019
S00001 R018

EBT WIC Ending Balance

PAN: *****5446 State: MO

QTY	UOM	Description
2.00	LB	Approved Tofu
4.50	LB	Store Brand Cheese
6.00	DOZ	Eggs
36.00	OZ	Allowed Breakfast Cereal
2.00	CTR	4-16 oz Canned Beans
2.00	CTR	16 oz Dry Beans/Peas
2.00	CTR	16-18 oz Peanut Butter
2.00	CTR	PB or Dry or Can Beans
27.00	OZ	Approved Canned Fish
24.00	OZ	Approved Infant Cereal
25.00	OZ	Approved Infant Meats
3.00	OZ	16 oz Corn Tortillas
2.00	OZ	16 oz Brown Rice
4.00	OZ	Oz Bread/Whole Grains
29.42	\$\$\$	Fruit & Vegetable Cash
10.00	CTR	Enfml Infant 12.5 oz PWD
4.00	CTR	32 oz Approved Yogurt
5.50	GAL	Whole Milk (White)
5.00	GAL	Milk - Skim-Reduced Fat
4.00	CTR	11.5-12 oz Frozen Juice
5.00	CTR	64 oz Approved Juice RTU

These benefits expire at MIDNIGHT on
12/31/2019

 CASHIER NAME: Andrew McCutchen
 C0002 #0098 13:26:44 11DEC2019
 S00001 R018

NCR We Sell Food

123 First Street
 Jefferson City, MO
 (123) 456-7890
 Manager: John Doe

<u>GROCERY</u>			
PASTA WWHT SPAGH		\$2.99	F
Smart Watter		\$2.19	F
COS LT TNA WTR	W	\$0.99	F
<u>PRODUCE</u>			
CANTALOUPE	W	\$1.70	F
Plu# 4011			
PREMIUM BANANAS		\$0.88	F
BALANCE DUE		\$8.75	
WIC EBT		\$6.56	
CASH		\$2.19	
CHANGE		\$0.00	

Total number of items sold = 5

RECEIPTS

RECEIPTS

NCR **We Sell Food**
123 First Street
Jefferson City, MO
(123) 456-7890
Manager: John Doe

Mixed Basket Report

Ticket Total	\$8.75
EBT WIC Total	\$6.56
Non-EBT WIC Total	\$2.19

Customer is responsible for the payment of the non-EBT WIC total.

CASHIER NAME: Andrew McCutchen
C0002 #0098 13:25:46 11DEC2019
S00001 R018

END OF THE MONTH

- Must complete the WIC purchase before midnight in order for benefits to be redeemed for the current month
- The “Yes to Confirm” button must be selected prior to midnight
 - If not, items will be deducted from next available month



PARTICIPANT IDENTIFICATION AT RETAILERS

- eWIC card and four-digit PIN needed to redeem benefits
- Remember, whoever has the card and PIN can redeem benefits
- If a card is found at a store, the store will contact the MOWINS Help Desk and then destroy it



**Educate
Participant:
Treat your eWIC
card like cash!**

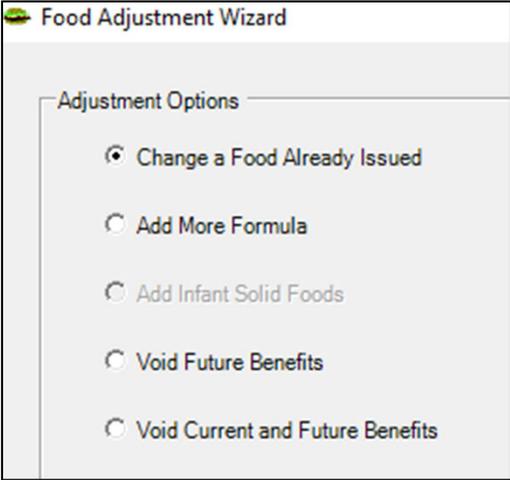
BENEFIT HISTORY

Benefits History	
[-] Benefits	
[-] 07/01/2019 - 07/31/2019 Breastfeeding Agency 509 Clinic 99	
+ 67936347 VOIDED 05/15/2019	
[-] 06/01/2019 - 06/30/2019 Breastfeeding Agency 509 Clinic 99	
+ 67936346 VOIDED 05/15/2019	
[-] 05/15/2019 - 05/31/2019 Three Fourth Breastfeeding Agency 509 Clinic 99	
[-] 67936353	
10.00 HALF GALLONS LACTOSE FREE MILK: SKIM THRU 1% ANY BRAND	
[-] 05/15/2019 - 05/31/2019 Three Fourth Breastfeeding Agency 509 Clinic 99	
[-] 67936345	
2.00 DOZEN EGGS - LARGE, WHITE	
[-] 1.00 POUND 16 OZ CHEESE - STORE BRAND/GENERIC	
+ Recovered - 1.00 - 05/15/2019	
36.00 OUNCES CEREAL - APPROVED TYPES/SIZES	
2.00 16-18 OZ PEANUT BUTTER OR 1 LB DRY OR 4-16 OZ CAN BEANS	
1100.00 FOR FRESH/FROZEN FRUITS AND/OR VEGETABLES	
3.00 11.5 - 12.0 OZ FROZEN JUICE APPROVED TYPES	
[-] 4.50 GALLONS MILK: SKIM THRU 1% (WHITE)	
+ Recovered - 4.50 - 05/15/2019	
30.00 OUNCES CANNED FISH - eWIC ONLY	
16.00 OUNCES WHOLE GRAINS	

FOOD ADJUSTMENT WIZARD

User Role and Permissions

- These options discussed are available based on a user role and the permissions granted



The screenshot shows a window titled "Food Adjustment Wizard" with a sub-section "Adjustment Options". It contains five radio button options:

- Change a Food Already Issued
- Add More Formula
- Add Infant Solid Foods
- Void Future Benefits
- Void Current and Future Benefits

Change a Food Already Issued

- Needed for formula exchanges after redemptions or direct ships have occurred

Be very cautious, as this screen allows for overissuance!

OVERISSUANCE

- In 'Change a Food Already Issued' function of the Food Adjustment Wizard, staff can overissue in error
 - Changing formula to a larger reconstituted ounces per can

Select the Cans to Issue cell to toggle/edit the additional cans to issue.										New Formula: 14.1 OZ (400 GMS) NEOCATE INFANT WITH DHA/ARA PWD	
Benefit Period	Formula	Amount Issued	Amount Returned	Returned in Reconstituted Ounces	Amount Recovered	Recovered in Reconstituted Ounces	Total Ounces Available	Cans of Formula Available to Issue	Cans to Issue	Direct Ship	
07/09/2019 - 07/3...	Nutramigen with Enflora L...	10	10	870	0	0	870	9	9	<input checked="" type="checkbox"/>	

FOOD AND FORMULA REFERENCE GUIDE

Non-breastfeeding infant (0-3 month old)

- Nutramingen = 87 fl oz x 10 = 870 reconstituted amount
- Neocate Infant Formula = 870 ÷ 97 fl oz = 8.9690721

Type	#	Special Formula Medical Documentation (WIC-27) Required	Container Size and Packaging Size	Form	Unit in MOWINS	Yield/Unit in MOWINS (fl oz)	Manufacturer	Nonbreastfeeding		
								Age in Months		
								0-3	4-5	6-11
	23	Neocate Infant Formula DHA/ARA	14.1 oz (4/case)	PWD	1 can	97	Nutricia	8	9	7
	26	Nutramigen with Enflora LGG	12.6 oz (6/case)	PWD	1 can	87	MJN	10	11	8

New Formula: 14.1 OZ (400 GMS) NEOCATE INFANT WITH DHA/ARA PWD										
Select the Cans to Issue cell to toggle/edit the additional cans to issue.										
Benefit Period	Formula	Amount Issued	Amount Returned	Returned in Reconstituted Ounces	Amount Recovered	Recovered in Reconstituted Ounces	Total Ounces Available	Cans of Formula Available to Issue	Cans to Issue	Direct Ship
07/09/2019 - 07/3...	Nutramigen with Enflora L...	10	10	870	0	0	870	9	9	<input checked="" type="checkbox"/>

SUBSTITUTION CHART

Original milk issuance	New milk type	Amount to deduct
1 gallon milk	Lactose-free milk = 2 quarts	0.50
1 gallon milk	Goat milk = 3 quarts	0.75
1 gallon milk	Cheese = 3 quarts	0.75
1 gallon milk	Yogurt = 1 quart	0.25
1 gallon milk	Tofu = 1 quart	0.25
1 gallon milk	Evaporated milk	*varies

FOOD ADJUSTMENT WIZARD

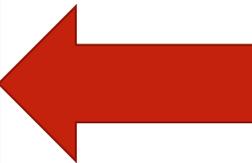
Add More Formula

- Needed for breastfeeding status changes for Food Package III formula increases after redemptions have occurred
- Unavailable if infant foods have been redeemed
- If a formula was last 'Direct Shipped,' the added formula will automatically 'Direct Ship'

Add Infant Solid Foods

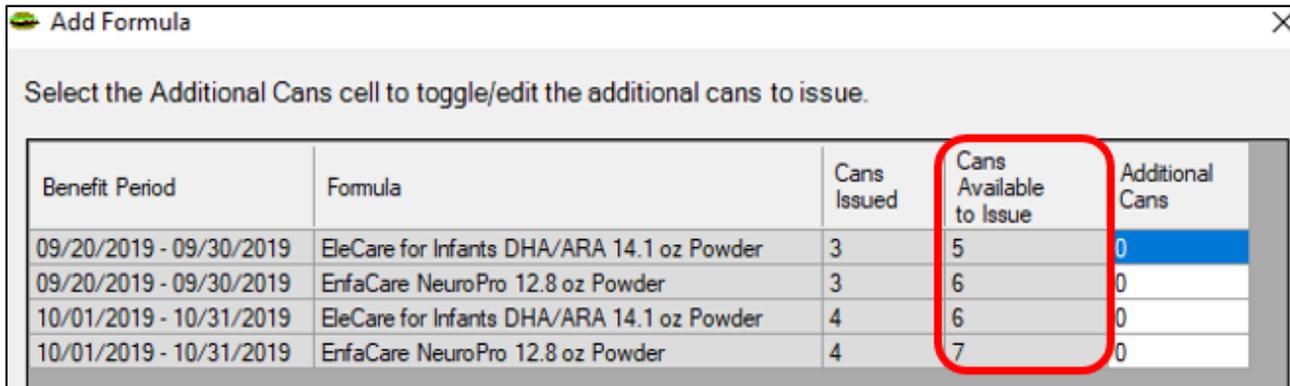
- Needed when a Food Package III infant was issued the max amount of formula (has made redemptions), but returns for infant foods

**Be very cautious,
as this screen
allows for
overissuance!**



OVERISSUANCE

- In 'Add More Formula' function of the Food Adjustment Wizard, staff can overissue in error
 - Two different formulas were issued
 - Less than the maximum combined amount was issued
 - Participant returns for more formula and 'Add More Formula' is used to increase formula on card



Add Formula

Select the Additional Cans cell to toggle/edit the additional cans to issue.

Benefit Period	Formula	Cans Issued	Cans Available to Issue	Additional Cans
09/20/2019 - 09/30/2019	EleCare for Infants DHA/ARA 14.1 oz Powder	3	5	0
09/20/2019 - 09/30/2019	EnfaCare NeuroPro 12.8 oz Powder	3	6	0
10/01/2019 - 10/31/2019	EleCare for Infants DHA/ARA 14.1 oz Powder	4	6	0
10/01/2019 - 10/31/2019	EnfaCare NeuroPro 12.8 oz Powder	4	7	0

'Some' breastfeeding infant (4-5 month old)

- September: EleCare 8 x 95 = 760 fl oz, EnfaCare 9 x 82 = 738 fl oz, Total = 1,498 fl oz
- October: EleCare 10 x 95 = 950 fl oz, EnfaCare 11 x 82 = 902 fl oz, Total = 1,852 fl oz

Add Formula

Select the Additional Cans cell to toggle/edit the additional cans to issue.

Benefit Period	Formula	Cans Issued	Cans Available to Issue	Additional Cans
09/20/2019 - 09/30/2019	EleCare for Infants DHA/ARA 14.1 oz Powder	3	5	0
09/20/2019 - 09/30/2019	EnfaCare NeuroPro 12.8 oz Powder	3	6	0
10/01/2019 - 10/31/2019	EleCare for Infants DHA/ARA 14.1 oz Powder	4	6	0
10/01/2019 - 10/31/2019	EnfaCare NeuroPro 12.8 oz Powder	4	7	0

Maximum Monthly Allowances		
Feeding Options	Type of Formula	4-5 months of age
Nonbreastfeeding and Partially (Some) Breastfeeding Infant	Reconstituted Liquid Conc	896 fl oz
	RTU	913 fl oz
	Reconstituted PWD	960 fl oz

Type	#	Special Formula Medical Documentation (WIC-27) Required	Container Size and Packaging Size	Form	Unit in MOWINS	Yield/Unit in MOWINS (fl oz)	Manufacturer	Some Breastfeeding			
								Age in Months			
								0-1	1-3	4-5	6-11
	10	EnfaCare NeuroPro	12.8 oz (6/case)	PWD	1 can	82	MJN	1 - 10	6 - 10	7 - 11	5 - 8
	22	EleCare For Infants DHA/ARA	14.1 oz (6/case)	PWD	1 can	95	Abbott/Ross	1 - 9	5 - 9	6 - 10	5 - 7



FOOD ADJUSTMENT WIZARD

Void Future Benefits

- Voids participant future benefits
- Not household based
- Only use to void eWIC benefits, not checks

Void Current and Future Benefits

- Voids participant current and future benefits as long as there have been no redemptions on the account
- Only use to void eWIC benefits, not checks



EQUIPMENT NEEDED FOR HANDS- ON TRAINING

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



WIC DIRECT

Verify that users can sign into WIC Direct

<https://moprodweb.cdpehs.com/EBT/LogOn.aspx>

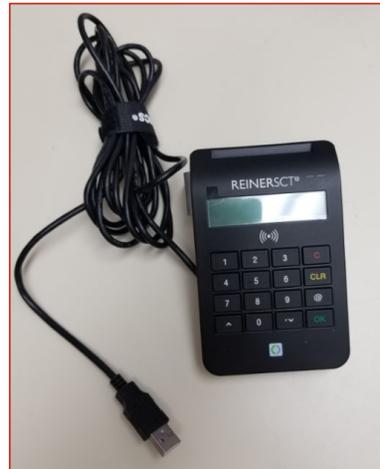
SPIRIT WIC EBT Middleware – Smart Card (SWEM – SC) application

- Each agency should download the SWEM-SC following the instructions that were provided by State Agency
- Every agency should have at least two reader/writer devices
- Each SWEM-SC downloaded needs to be tested prior to eWIC enablement



STEP 1

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



Device displays the following message when first plugged into a computer or laptop



cyberJack MCT-OS
Version: 1.4

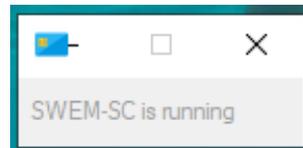


STEP 2

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

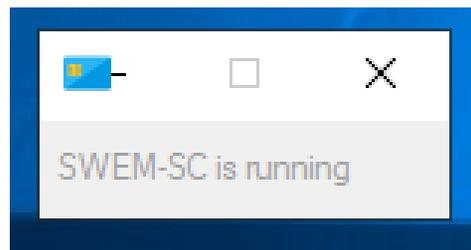


- Verify that the workstation informs you that the SWEM-SC is running

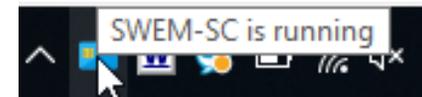


RUNNING SWEM-SC

- SWEM-SC should remaining running to operate the card reader/writer



- Icon will also appear in tray of workstation



STEP 3

- The message on the reader/writer device should say “Please Insert card!”



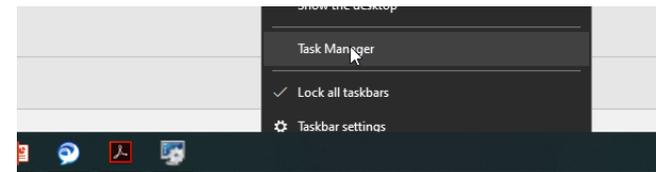


PROBLEM SHOOTING OPTION # 1

- 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'
 - Contact IT if service is not 'Running'



TESTING CONNECTIVITY

- Sign into WIC Direct
- Plug in card reader/writer device
- Turn on the SWEM-SC
- Insert eWIC card into the device
- Wait for the device to stop blinking, and display the 'Card Updated.' message
- In WIC Direct, select the transaction tab
- Look for the eWIC card number that was inserted in the transactions list



SUCCESSFUL SWEM-SC

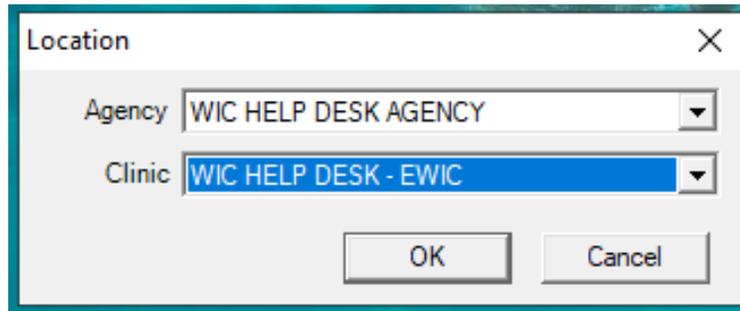
- If a 'Card Present' type appears, than the SWEM-SC was successfully installed

236596	07/14/2020 08:57:29 AM	07/14/2020 08:57:29 AM	SWEM-SC (MO)	Normal 000000000000000000	5818912100040648	2/ - 0	Card Present	Confirmed	000 - Approved.
------------------------	---------------------------	---------------------------	--------------	--	------------------	--------	--------------	-----------	-----------------

- If the eWIC card is not seen in the transactions list, contact IT for additional support

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



A screenshot of a software dialog box titled "Location". The dialog box has a close button (X) in the top right corner. It contains two dropdown menus. The first dropdown menu is labeled "Agency" and has "WIC HELP DESK AGENCY" selected. The second dropdown menu is labeled "Clinic" and has "WIC HELP DESK - EWIC" selected. At the bottom of the dialog box, there are two buttons: "OK" and "Cancel".



BREAK TIME



EBT HOUSEHOLD CHANGE GUIDED SCRIPT

- Once any step is completed (shows red checkmark), cannot reopen link or go back to make changes
- If card currently assigned, communicate with previous clinic
 - Both households should wait five (5) calendar days to receive replacement card with benefits
 - Deactivate card in the last participant folder, if multiple members are being transferred out
 - Document deactivation and waiting period
- For questions on how to handle household changes, contact MOWINS Help Desk



DEACTIVATE ACCOUNT

- Used to report lost, stolen, or damaged cards
- Should the 'Deactivate Account' button be selected, staff can select 'Exit' to cancel the deactivation
- New cards should **not** be assigned until after the five (5) calendar day waiting period
 - To calculate the waiting period, count days starting on the day the card was deactivated
- Document reason for deactivation and date the waiting period expires

EBT Household Demographics X

Household ID 00756252
 Telephone 573-555-5555
 Address 123 WRONG STREET
 City JEFFERSON CITY
 State MO
 ZIP 65105-0000
 Clinic 56 - WIC HELP DESK - EWIC

Account Status
 Active On Hold

Primary Cardholder Authorized Representative - WRONGBUCKETT WIC

EBT Household Representatives

State WIC ID	Name	Date of Birth	Telephone	Card Number	Card Holder
01319199	WRONGBUCKETT WIC	01/30/1982	573-555-5555		
01319202	BABY WIC	08/16/2019	573-555-5555		
01319206	A WIC	05/07/2017	573-555-5555		
Authorized Representative	WRONGBUCKETT WIC	01/30/1982	573-555-5555	5818912100217527	Primary

Authorized Representative

Last Name First Name MI Date of Birth

Relationship Marital Status

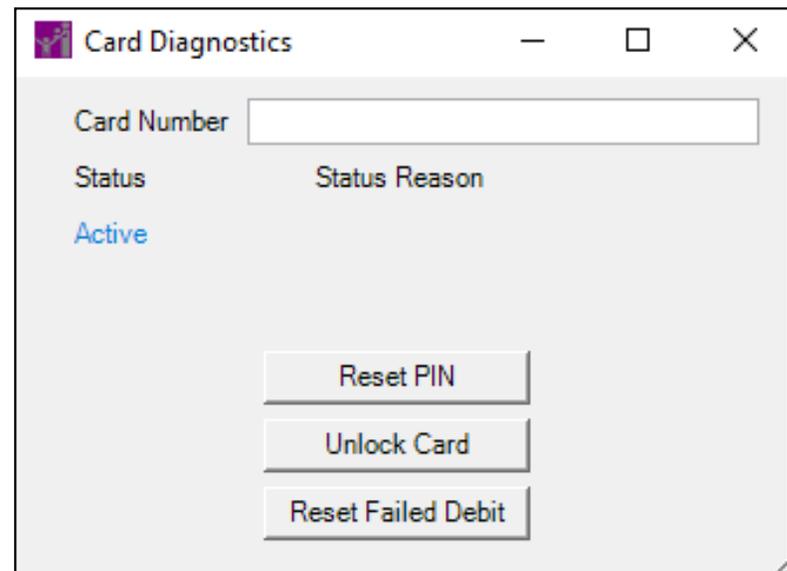
Education Level

Register to Vote

Status : Awaiting Command

REACTIVATE DEACTIVATED CARD

- Accessed from 'Card Diagnostics'
- Will only reactivate the last deactivated card
- Choose 'Unlock Card'



The screenshot shows a window titled "Card Diagnostics" with a standard Windows-style title bar (minimize, maximize, close buttons). The window content includes a "Card Number" text box, a "Status" field displaying "Active" in blue text, and a "Status Reason" field which is currently empty. Below these fields are three buttons: "Reset PIN", "Unlock Card", and "Reset Failed Debit".

Card Number	Status	Status Reason
	Active	

Buttons: Reset PIN, Unlock Card, Reset Failed Debit

eWIC CARD REPLACEMENT

- **Deactivate** the eWIC card
 - Immediately
 - No later than one (1) business day of receiving notification
- Make general notes in MOWINS
- Schedule appointment to receive replacement eWIC card
 - Five (5) calendar days to seven (7) business days
- Provide referral information for local food resources
- Track deactivated cards on the eWIC Card Lost, Stolen, or Damaged Log

**No exception
for the minimum
five (5) day
waiting period.**

eWIC CARD LOST, STOLEN, OR DAMAGED LOG

Missouri Department of Health and Senior Services WIC and Nutrition Services eWIC Card Lost, Stolen, or Damaged Log						
Form Beginning Date:		Agency/Site Name:				
Form Ending Date:		Agency/Site Number:				
		Designated WIC Staff Name:				
Primary Account Number (PAN)	Lost	Stolen	Damaged	Date Deactivated	Employee Who Deactivated	Notes
A	B	C	D	E	F	G

*The eWIC Card Lost, Stolen, or Damaged Log is used to track cards that are deactivated for any reason other than the participant is no longer receiving benefits. The designated WIC staff member is in charge of maintaining the log. This log should be stored in a central file (electronically or paper copy) at the local agency.

Column A:	PAN - Number of card reported lost, stolen, or damaged.
Column B:	Checklist - place a check in this column if the card was reported lost.
Column C:	Checklist - place a check in this column if the card was reported stolen.
Column D:	Checklist - place a check in this column if the card was reported damaged.
Column E:	Enter the date the card was deactivated in MOWINS.
Column F:	Enter the initials of the employee who deactivated the card. If the card was deactivated by a state employee, enter HD for help desk.
Column G:	Enter any notes that are needed.

July 2020						
SU	MO	TU	WE	TH	FR	SA
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1

eWIC CARD REPLACEMENT A

An eWIC card deactivated on:	Cannot be replaced until 5 calendar days:	Must be replaced by 7 business days:
Monday Example: July 6 th	Friday Example: July 10 th	the following Tuesday Example: July 14 th
Tuesday Example: July 7 th	Saturday Example: July 11 th	the following Wednesday Example: July 15 th
Wednesday Example: July 8 th	Sunday Example: July 12 th	the following Thursday Example: July 16 th
Thursday Example: July 9 th	Monday Example: July 13 th	the following Friday Example: July 17 th
Friday Example: July 10 th	Tuesday Example: July 14 th	the following Monday Example: July 20 th

Note: The 7 business day example does not factor in any holidays



ADMINISTRATIVE POLICY CHANGES

- 8.1.080 Participant Explanation
- 8.1.170 Notification of Ineligibility, Termination, or Expiration of Certification
- 8.1.190 Authorized Representative and Alternate Representative
- 8.1.200 Proxies
- 9.1.010 Food Instrument Accountability and Liability
- 9.1.030 Food Instrument Replacement
- 9.1.040 Food Instrument Inventory Management



NUTRITION POLICY CHANGES

- Current Changes
 - 2.3.030 Guidelines for Issuance of Formulas, WIC-Eligible Nutritionals, and Other Supplemental Foods under Food Package III
- Future Changes
 - 2.07400 Return, Donation, and Disposal of Formula and WIC-Eligible Nutritionals
 - WIC Formula Acceptance and Action Log
 - 2.08600 Direct Distribution Food Delivery System for Exempt Formula and WIC-Eligible Nutritionals



THINGS TO REMEMBER

- Reset and update MOWINS daily
- Multiple folders open, or multiple staff in one folder is discouraged
- eWIC processes take time
- Change household guided script will lock after a red checkmark appears next to a link
- Account Balances are accurate after card is inserted
- eWIC Shopping Lists only given when benefits initially issued
- Update food prescriptions for eWIC
- Card updates are the first and last step completed for participants



eWIC HANDS-ON TRAINING

MOWINS – Card Reader/Writer – Retailer





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 5

- Locate the household that has been created for your clinic

The screenshot shows a software interface for searching participants. The window title is "Clinic: WIC HELP DESK - EWIC - Participant List - Agency". The interface includes a menu bar (File, Participant List, Activities, Help) and a toolbar with various icons. The search area is divided into several sections:

- Where to Search:** Radio buttons for "Appointments for Today", "On-site", "Clinic", "Agency" (selected), "Statewide", and "External Data".
- Demographics:** Radio buttons for "Participant" (selected) and "Authorized Representative".
- Participant Search Fields:** Input fields for "Last Name", "First Name", "MI", and a "Date of Birth" dropdown menu.
- Authorized Representative Search Fields:** Input fields for "Last Name", "First Name", "MI", and an "Agency" dropdown menu.
- Buttons:** "Search", "Clear", and "Show Details" buttons are located on the right side.

Below the search filters is a table displaying the search results:

State WIC ID	Household ID	Last Name	First Name	MI	Date of Birth	WIC Category	Gender	Clinic Number	Auth Rep
01309606	00952503	AGENCY	CHILD		03/08/2017	Child	Female	55	AGENCY
01309605	00952503	AGENCY	MOM		06/19/1992	Pregnant	Female	55	AGENCY

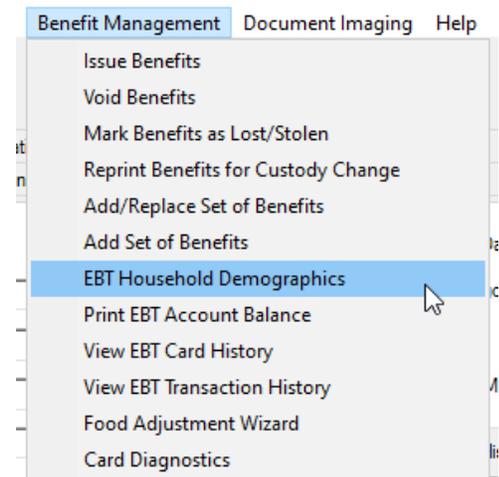
HOUSEHOLD BACKGROUND

- 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

Benefit Set		
PFDTU	LDTU	
N/A	N/A	
07/01/2020	07/31/2020	Issued
06/03/2020	06/30/2020	Issued
Issuance Frequency		Bi-monthly

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'

EBT Household Demographics [X]

Household ID: 00952503
 Telephone: 573-555-5555
 Address: 1234 LEARNING LANE
 City: CENTERTOWN
 State: MO
 ZIP: 65023-0000
 Clinic: 56 - WIC HELP DESK - EWIC

Account Status: Active On Hold

Primary Cardholder: Authorized Representative - MOM AGENCY

EBT Household Representatives

State WIC ID	Name	Date of Birth	Telephone	Card Number	Card Holder
01309605	MOM AGENCY	06/19/1992	573-555-5555		
01309606	CHILD AGENCY	03/08/2017	573-555-5555		
Authorized Representative	MOM AGENCY		573-555-5555		

Authorized Representative

Last Name: AGENCY First Name: MOM MI: Date of Birth:

Relationship: Self Marital Status: Decline

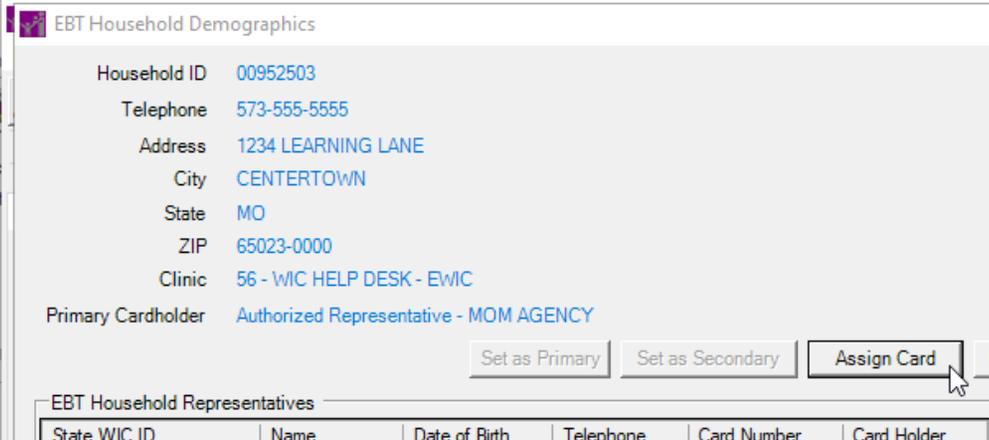
Education Level: 12h Grade OR GED

Register to Vote: Already registered

Status: EBT update needed

STEP 8

- Once the primary cardholder has been identified, click on the 'Assign Card' button
 - Click 'Assign Card'



EBT Household Demographics

Household ID 00952503
Telephone 573-555-5555
Address 1234 LEARNING LANE
City CENTERTOWN
State MO
ZIP 65023-0000
Clinic 56 - WIC HELP DESK - EWIC
Primary Cardholder Authorized Representative - MOM AGENCY

Set as Primary Set as Secondary **Assign Card**

EBT Household Representatives

State WIC ID	Name	Date of Birth	Telephone	Card Number	Card Holder
--------------	------	---------------	-----------	-------------	-------------

Device will display “Card Inserted? 1 – Yes 2 – No” if the device has been sitting idle or if the card can not be read

Select 2, to return to the “Please Insert card!” message

We will not use option 1, as this is to report damaged cards



Do **not** use this feature

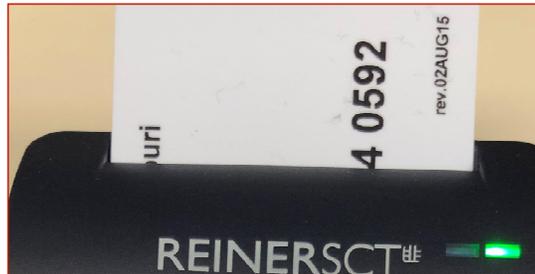
Report damaged card in
MOWINS by deactivating
account

Select C for Cancel to return to
the “Please Insert card!” message



Before any card is inserted into the reader/writer, this message **must** display on the device

eWIC cards, should be chip first and face up, when placed into the card reader/writer



*If multiple users share a workstation, make sure to turn off SWEM-SC before a new user signs into the workstation.



Device displays "Please Wait . . ." once eWIC card is inserted

Green, blinking light appears at top right of device when an update is occurring



Cards should remain inserted during entire process



Device displays "Card Updated." indicating change to the card is completed and MOWINS is updated

Note: this message appears even if the card is not assigned to a household



“1 – Request Update” allows communication of changes between MOWINS and the eWIC card

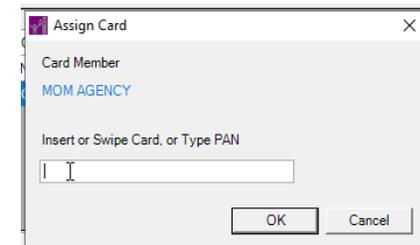
“2 – Send Card” allows population of a card number in a selected field



STEP 9

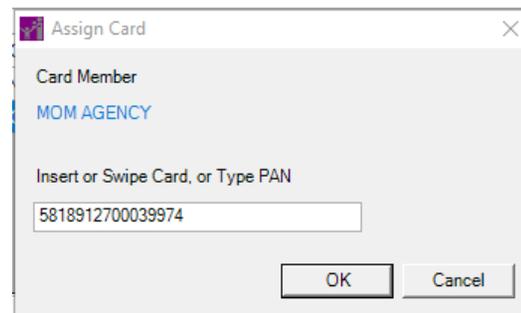
- Assigning a card can be completed in two ways
 - 1st – Type in the card number
 - 2nd – Insert card into card reader/writer
 - Select '2 – Send Card'

- ** 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'



- Remove the card from the device

** Be sure to update your card inventory tracking sheet



STEP 11

- The last step to complete is to click 'Send EBT Data'

EBT Household Demographics [Close]

Household ID: 00952503
 Telephone: 573-555-5555
 Address: 1234 LEARNING LANE
 City: CENTERTOWN
 State: MO
 ZIP: 65023-0000
 Clinic: 56 - WIC HELP DESK - EWIC
 Primary Cardholder: Authorized Representative - MOM AGENCY

Account Status: Active On Hold

EBT Household Representatives

State WIC ID	Name	Date of Birth	Telephone	Card Number	Card Holder
01309605	MOM AGENCY	06/19/1992	573-555-5555		
01309606	CHILD AGENCY	03/08/2017	573-555-5555		
Authorized Representative	MOM AGENCY	06/19/1992	573-555-5555	5818912700039974	Primary

Authorized Representative

Last Name: First Name: MI: Date of Birth:

Relationship: Marital Status:

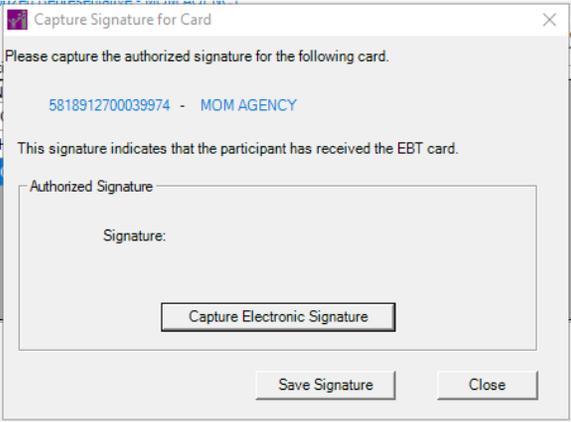
Education Level:

Register to Vote:

Status: EBT update needed

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



The screenshot shows a software window titled "Capture Signature for Card". The window contains the following text and elements:

- Header: "Capture Signature for Card" (with a close button 'X')
- Instruction: "Please capture the authorized signature for the following card."
- Card Information: "5818912700039974 - MOM AGENCY" (in blue text)
- Explanation: "This signature indicates that the participant has received the EBT card."
- Form Area: A box labeled "Authorized Signature" containing a "Signature:" label and a "Capture Electronic Signature" button.
- Footer: "Save Signature" and "Close" buttons.

Device prompts user to “Enter new PIN” once a new eWIC card has been assigned in EBT Household Demographics

Participants need to carefully enter their PIN. If “C” or “CLR” is accidentally pushed, the user will have to remove the card and start over



All PINs are four digits long

Screen remains on “Enter new PIN ****” until “OK” is selected or system times out

Participant must remove the card and start over if system times out



Device displays “Please repeat” after selecting “OK”

Participant re-enters same PIN, (presented on the screen with asterisks) then selects “OK”



Device displays "Invalid PIN Try Again" if an incorrect PIN was entered

Device then prompts user to remove card and start over



“Please Do Not Remove Card . . .” displays when device is reading or updating the card

Again, a green, blinking light appears at top right of device when an update is occurring

Errors will occur if the card is removed before the light stops blinking



“1 – Request Update” allows communication of changes between MOWINS and the eWIC card

“2 – Send Card” allows population of a card number in a selected field



Once the update is completed, another “Card Updated.” message will appear

*Occasionally the device will remain on this message after the update is done. As long as the green light is not flashing the card can be removed. Users may have to select the “C” or “CLR” to clear off this message from the device.

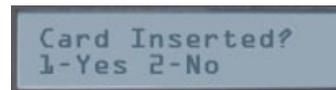


“Please Remove Card” displays upon completion of all steps



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

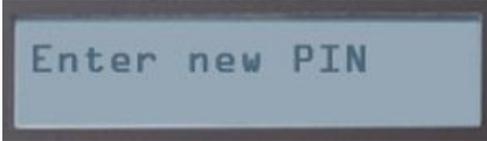


- When entering a PIN, the device can time out if not completed in time



STEP 13

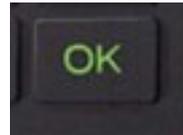
- Insert card into the reader/writer
 - Card reader/writer will prompt for **new** PIN
- ** Use the last four numbers of the card for the PIN



Enter new 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'

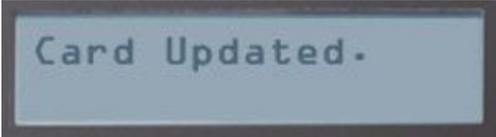
Enter new PIN

Please repeat

Please repeat

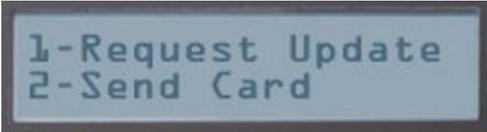
STEP 15

- Wait for card reader/writer to state 'Card Updated.' and for the green light to stop blinking



Card Updated.

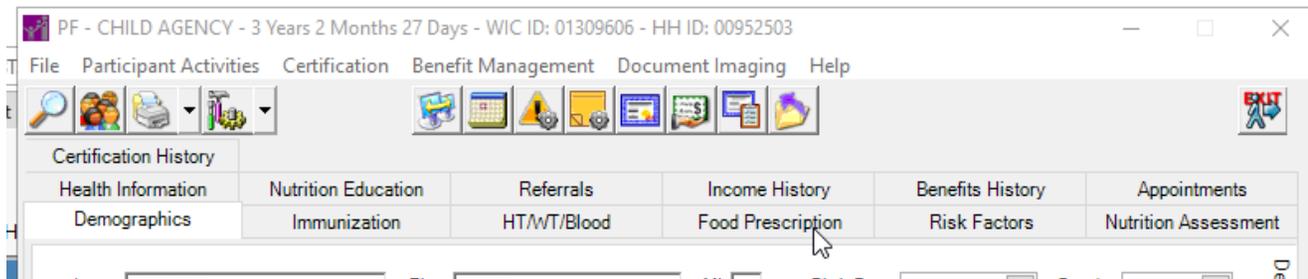
- Once the device is at the '1- Request Update, 2 – Send Card,' remove the card from the device



1-Request Update
2-Send Card

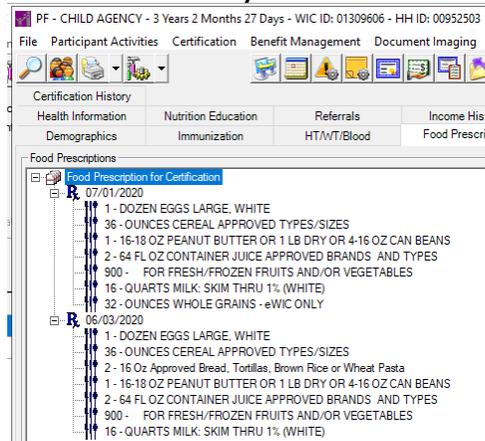
STEP 16

- 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

The screenshot displays a software window titled "PF - MOM AGENCY - 12 Weeks of Gestation - WIC ID: 01309605 - HH ID: 00952503". The interface includes a menu bar with "File", "Participant Activities", "Certification", "Benefit Management", and "Document Imaging". Below the menu is a toolbar with various icons. A navigation pane on the left shows a tree structure with "Food Prescriptions" expanded. The main area displays two entries for "Food Prescription for Certification":

- 08/01/2020**
 - 1 - DOZEN EGGS LARGE, WHITE
 - 36 - OUNCES CEREAL APPROVED TYPES/SIZES
 - 2 - 16-18 OZ PEANUT BUTTER OR 1 LB DRY OR 4-16 OZ CAN BEANS
 - 1100 - FOR FRESH/FROZEN FRUITS AND/OR VEGETABLES
 - 22 - QUARTS MILK: SKIM THRU 1% (WHITE)
 - 3 - 11.5 - 12.0 OZ FROZEN JUICE APPROVED TYPES
 - 16 - OUNCES WHOLE GRAINS - eWIC ONLY
- 06/03/2020**
 - 1 - DOZEN EGGS LARGE, WHITE
 - 36 - OUNCES CEREAL APPROVED TYPES/SIZES
 - 1 - 16 Oz Approved Bread, Tortillas, Brown Rice or Wheat Pasta
 - 2 - 16-18 OZ PEANUT BUTTER OR 1 LB DRY OR 4-16 OZ CAN BEANS
 - 1100 - FOR FRESH/FROZEN FRUITS AND/OR VEGETABLES
 - 22 - QUARTS MILK: SKIM THRU 1% (WHITE)
 - 3 - 11.5 - 12.0 OZ FROZEN JUICE APPROVED TYPES

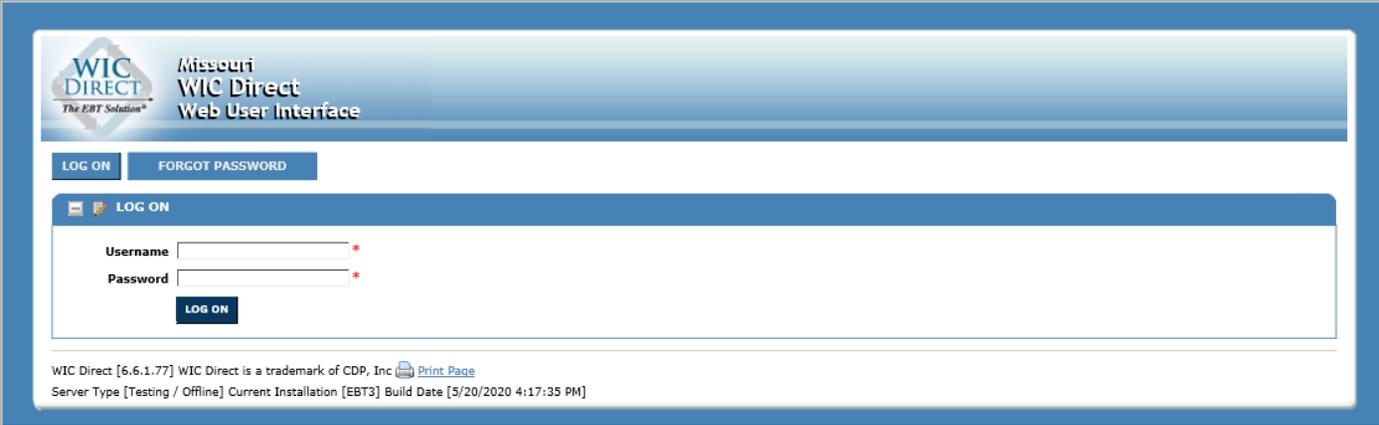


WIC DIRECT

- 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>



The screenshot displays the login interface for the Missouri WIC Direct system. At the top left, there is a logo for WIC DIRECT with the tagline 'The EBT Solution'. To the right of the logo, the text reads 'Missouri WIC Direct Web User Interface'. Below this header, there are two buttons: 'LOG ON' and 'FORGOT PASSWORD'. A main login box contains a 'LOG ON' header, a 'Username' field with a red asterisk, a 'Password' field with a red asterisk, and a 'LOG ON' button. At the bottom of the page, there is a footer with the following text: 'WIC Direct [6.6.1.77] WIC Direct is a trademark of CDP, Inc. [Print Page](#) Server Type [Testing / Offline] Current Installation [EBT3] Build Date [5/20/2020 4:17:35 PM]'.

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

ACCOUNTS

NEW EXPORT HIDE FILTER Page 1 of 122 Size: 50 GO

Household Number Card Number Account Type

First Name Middle Name Last Name

Address 1 Address 2

City State Zip Code

SEARCH Clear

Household Number Account Type Account Address Cardholders

STEP 22

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

The screenshot displays a web application interface titled "ACCOUNTS". At the top, there are navigation controls including "EXPORT", "HIDE FILTER", and pagination information: "Page 1 of 1" and "Size: 50 GO". Below this is a search filter section with several input fields: "Household Number" (containing "00952503"), "Card Number", "Account Type" (dropdown menu), "First Name", "Middle Name", "Last Name", "Address 1", "Address 2", "City", "State" (dropdown menu), and "Zip Code". A "SEARCH" button and a "Clear" link are also present.

Below the search filters is a table with the following columns: "Household Number", "Account Type", "Account Address", and "Cardholders". The "Household Number" column contains a blue link "00952503" with a mouse cursor hovering over it. The "Account Type" column contains the text "Normal". The "Cardholders" column is expanded to show a table with the following columns: "Cardholder Name", "Cardholder Type", "Cardholder Address", and "Card Number".

Household Number	Account Type	Account Address	Cardholders								
00952503	Normal		<table border="1"><thead><tr><th>Cardholder Name</th><th>Cardholder Type</th><th>Cardholder Address</th><th>Card Number</th></tr></thead><tbody><tr><td>MOM AGENCY</td><td>Primary</td><td>1234 LEARNING LANE CENTERTOWN, MO 65023-0000</td><td>5818912700039974</td></tr></tbody></table>	Cardholder Name	Cardholder Type	Cardholder Address	Card Number	MOM AGENCY	Primary	1234 LEARNING LANE CENTERTOWN, MO 65023-0000	5818912700039974
Cardholder Name	Cardholder Type	Cardholder Address	Card Number								
MOM AGENCY	Primary	1234 LEARNING LANE CENTERTOWN, MO 65023-0000	5818912700039974								



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

Date/Time Date/Time

CARDHOLDERS							
Actions	Card Number	Card Status	Cardholder Type	Cardholder Name	Cardholder Address	Cardholder Birth Date	PIN Selected
No Actions Available ▾	5818912700039974	Active	Primary	MOM AGENCY	1234 LEARNING LANE CENTERTOWN, MO 65023-0000	06/19/1992	No

CURRENT AND FUTURE BENEFITS
⚠ No benefits found for time frame.

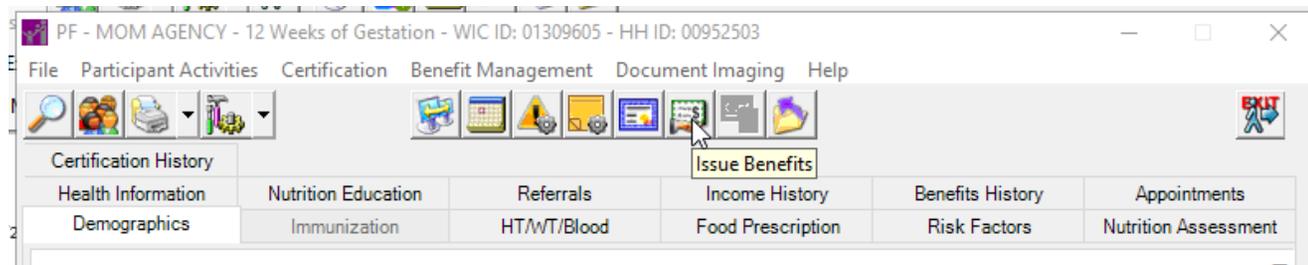
DERIVED BENEFIT BALANCE
⚠ No benefits found for time frame.

CURRENT AND FUTURE AUTHORIZATIONS

** "PIN Selected" will always be "No". PINS's are stored with the eWIC cards not with WIC Direct.

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 Food Prescription

Household Member Information

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

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)

Edit First Set

Issue Benefits to Selected Members Cancel



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

	MOM AGENCY	CHILD AGENCY	HOUSEHOLD TOTAL
52-000 - Gallon(s) Milk - Skim Thru 1% (White)	0.00	4.00	4.00
03-000 - Dozen Eggs - Large White	0.00	1.00	1.00
05-000 - Ounces Cereal - Approved Types/Sizes	0.00	36.00	36.00
06-000 - 16-18oz PeanutButter OR 1Lb Dry OR 4-16oz Can Bean	0.00	1.00	1.00
54-000 - 64 oz Container Juice- Approved Brands & Types RTU	0.00	2.00	2.00
19-000 - Dollars Fresh/Frozen Fruits and/or Vegetables	0.00	9.00	9.00
16-000 - Ounces Bread Tortillas Brown Rice OR Wheat Pasta	0.00	32.00	32.00

August: 08/01/2020 thru 08/31/2020

	MOM AGENCY	CHILD AGENCY	HOUSEHOLD TOTAL
52-000 - Gallon(s) Milk - Skim Thru 1% (White)	5.50	0.00	5.50
03-000 - Dozen Eggs - Large White	1.00	0.00	1.00
05-000 - Ounces Cereal - Approved Types/Sizes	36.00	0.00	36.00
06-000 - 16-18oz PeanutButter OR 1Lb Dry OR 4-16oz Can Bean	2.00	0.00	2.00
19-000 - Dollars Fresh/Frozen Fruits and/or Vegetables	11.00	0.00	11.00
53-000 - 11.5-12 oz Frozen Juice - Approved Brands & Types	3.00	0.00	3.00
16-000 - Ounces Bread Tortillas Brown Rice OR Wheat Pasta	16.00	0.00	16.00

Status: Awaiting Command

Service Site Redemption: CHILD AGENCY

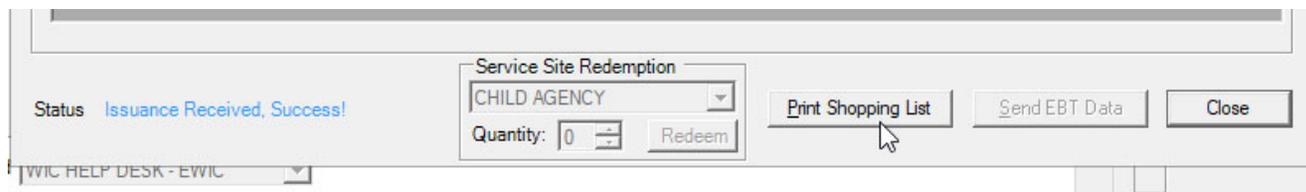
Quantity: 0 Redeem

Print Shopping List Send EBT Data Close

TWIC HELP DESK - EWIC

STEP 26

- Status will now show 'Issuance Received, Success!'
- Select 'Print Shopping List'

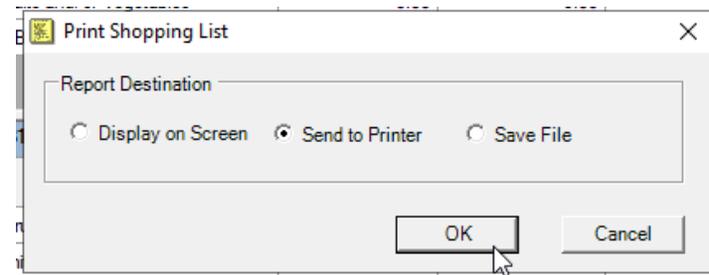


The screenshot shows a software interface with the following elements:

- Status:** Issuance Received, Success!
- Service Site Redemption:** CHILD AGENCY (dropdown menu)
- Quantity:** 0 (with increment/decrement arrows)
- Buttons:** Redeem, Print Shopping List (with a mouse cursor), Send EBT Data, and Close.
- Footer:** WIC HELP DESK - EWIC (dropdown menu)

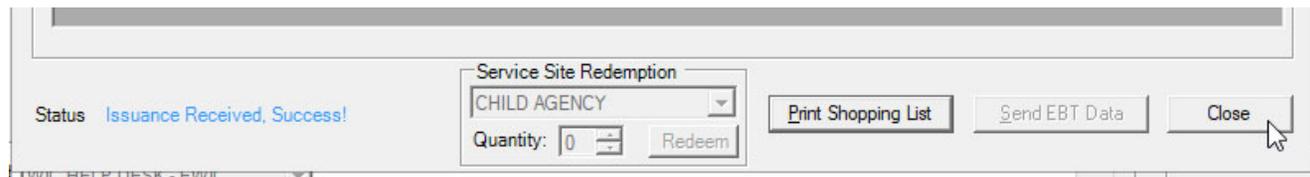
STEP 27

- 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

CURRENT AND FUTURE BENEFITS

EXPORT Page 1 of 1 Size: 50 GO

Benefit Period: 7/1/2020 - 7/31/2020

SEARCH

System	Unique Benefit ID	Category	Subcategory	Quantity
SPIRIT (MO)	1158	03 - EGGS	000 - Dozen Eggs - Large White	1.00 DOZ
SPIRIT (MO)	1158	05 - BREAKFAST CEREAL	000 - Ounces Cereal - Approved Types/Sizes	36.00 OZ
SPIRIT (MO)	1158	06 - LEGUMES	000 - 16-18oz PeanutButter OR 1Lb Dry OR 4-16oz Can Bean	1.00 CTR
SPIRIT (MO)	1158	16 - BREAD/WHOLE GRAINS	000 - Ounces Bread/Tortillas Brown Rice OR Wheat Pasta	32.00 OZ
SPIRIT (MO)	1158	19 - FRUIT & VEGETABLE CASH VALUE BENEFIT	000 - Dollars Fresh/Frozen Fruits and/or Vegetables	9.00 \$\$\$
SPIRIT (MO)	1158	52 - MILK - REDUCED FAT	000 - Gallon(s) Milk - Skim Thru 1% (White)	4.00 GAL
SPIRIT (MO)	1158	54 - JUICE - 64 OZ	000 - 64 oz Container Juice- Approved Brands & Types RTU	2.00 CTR

DERIVED BENEFIT BALANCE

TRANSACTIONS

- At the bottom of the Account Details page, select the blue 'Transactions' link

CURRENT AND FUTURE AUTHORIZATIONS

NEW **EXPORT** Page 0 of 0 Size: 50 **GO**

Benefit Period

UPC/PLU Vendor MIS Number

SEARCH [Clear](#)

No authorizations found matching filter criteria.

UPDATE **BENEFITS** [Transactions](#) [Print Benefit Balance](#) [Back](#)

WIC Direct [6.6.1.79] WIC Direct is a trademark of CDP, Inc [Print Page](#)
Session ID [bq1nodkwcolajbdxlgpqz3h] [Refresh Session](#) [Expires 9:56 AM]
Server Type [Production / Offline] Current Installation [EBT] Build Date [6/15/2020 8:22:02 AM]

Time Zone DST

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

Account ID |

HGTN	STAN	Host	Local	System	Household/Type	Card	Vendor/Clinic	Type	Status	Action Code
35466		06/04/2020 11:10:51 AM	06/04/2020 12:10:50 PM	SPIRIT (MO)	00952503 Normal	5818912700039974	11/ - 56	Confirm Message Completion		000 - Approved.
35465		06/04/2020 11:10:51 AM	06/04/2020 12:10:50 PM	SPIRIT (MO)	00952503 Normal	5818912700039974	11/ - 56	Adjust Benefits	Pending	000 - Approved.
35464		06/04/2020 11:10:46 AM	06/04/2020 12:10:37 PM	SPIRIT (MO)	00952503 Normal	5818912700039974	11/ - 56	Confirm Message Completion		000 - Approved.
35463		06/04/2020 11:10:46 AM	06/04/2020 12:10:37 PM	SPIRIT (MO)	00952503 Normal	5818912700039974	11/ - 56	Adjust Benefits	Pending	000 - Approved.

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'

7 - Cannot update cardholder type w/

10 - Household number does not exist

11 - WIC authority does not exist.

12 - Account does not exist for pass

13 - Location number does not exist.

14 - Location number does not exist f

Account ID

SEARCH [Clear](#)

HGTN	STAN	Host	Local
35466		06/04/2020 11:10:51 AM	06/04/2020 12:10:50 PM

HGTM	STAN	Host	Local	System	Household/Type	Card	Vendor/Clinic	Type	Status	Action Code
35470		06/04/2020 11:23:22 AM	06/04/2020 11:25:17 AM	SWEM-SC (MO)	00952503 Normal	5818912700039974	3/ - 0	Confirm Smart Card Update		000 - Approved.
35469		06/04/2020 11:23:19 AM	06/04/2020 11:25:13 AM	SWEM-SC (MO)	00952503 Normal	5818912700039974	3/ - 0	Card Present	Confirmed	000 - Approved.
35468		06/04/2020 11:22:55 AM	06/04/2020 11:24:50 AM	SWEM-SC (MO)	00952503 Normal	5818912700039974	3/ - 0	Confirm Smart Card Update		000 - Approved.
35467		06/04/2020 11:22:38 AM	06/04/2020 11:24:32 AM	SWEM-SC (MO)	000000000000000000 Normal	5818912700039974	3/ - 0	Card Present	Confirmed	000 - Approved.
35466		06/04/2020 11:10:51 AM	06/04/2020 12:10:50 PM	SPIRIT (MO)	00952503 Normal	5818912700039974	11/ - 56	Confirm Message Completion		000 - Approved.
35465		06/04/2020 11:10:51 AM	06/04/2020 12:10:50 PM	SPIRIT (MO)	00952503 Normal	5818912700039974	11/ - 56	Adjust Benefits	Confirmed	000 - Approved.
35464		06/04/2020 11:10:46 AM	06/04/2020 12:10:37 PM	SPIRIT (MO)	00952503 Normal	5818912700039974	11/ - 56	Confirm Message Completion		000 - Approved.
35463		06/04/2020 11:10:45 AM	06/04/2020 12:10:37 PM	SPIRIT (MO)	00952503 Normal	5818912700039974	11/ - 56	Adjust Benefits	Confirmed	000 - Approved.
35462		06/04/2020 10:25:33 AM	06/04/2020 11:25:31 AM	SPIRIT (MO)	00952503 Normal	5818912700039974	11/ - 56	Confirm Message Completion		000 - Approved.
35461		06/04/2020 10:25:33 AM	06/04/2020 11:25:31 AM	SPIRIT (MO)	00952503 Normal	5818912700039974	11/ - 56	Add Cardholder	Confirmed	000 - Approved.

✗ Pending status means the eWIC card is not loaded with benefits

	11:10:51 AM	12:10:50 PM		normal					
35465	06/04/2020 11:10:51 AM	06/04/2020 12:10:50 PM	SPIRIT (MO)	00952503 Normal	5818912700039974	11/ - 56	Adjust Benefits	Pending	000 - Approved.
35464	06/04/2020	06/04/2020	SPIRIT (MO)	00952503	5818912700039974	11/ - 56	Confirm Message Completion		000 - Approved.

✓ Confirmed status means eWIC benefits are loaded on the card

35466	06/04/2020 11:10:51 AM	06/04/2020 12:10:50 PM	SPIRIT (MO)	00952503 Normal	5818912700039974	11/ - 56	Confirm Message Completion		000 - Approved.
35465	06/04/2020 11:10:51 AM	06/04/2020 12:10:50 PM	SPIRIT (MO)	00952503 Normal	5818912700039974	11/ - 56	Adjust Benefits	Confirmed	000 - Approved.
35464	06/04/2020	06/04/2020	SPIRIT (MO)	00952503	5818912700039974	11/ - 56	Confirm Message Completion		000 - Approved.

TIME TO SHOP

- Only buy shelf-stable food items that are low in cost
- 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
- Attempt to buy a non-WIC item





ACCOUNT BALANCE

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



WIC RECEIPTS

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

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



TRANSACTIONS

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

PURCHASES

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

HGTN	STAN	Host	Local	System	Household/Type	Card	Vendor/Clinic	Type	Status	Action Code
135771	11213	06/03/2020 10:07:58 PM	06/03/2020 10:07:58 PM	WIC Direct	00748953 Normal	581891210	0003008/0003008 - GERBES STORE #125	Purchase Request		000 - Approved.
		06/03/2020	06/03/2020		00421127					

RETAIL HISTORY DETAILS

RETAIL HISTORY DETAILS										
Transaction Type	Purchase Request	Account Type	Normal							
Action Code	000 - Approved.	Message Reason Code	0000 - No error							
Host Generated Trace Number	135771	System Trace Audit Number	11213	Retrieval Reference Number	A09T6420.C00					
Host Date/Time	06/03/2020 10:07:58 PM	Local Date/Time	06/03/2020 10:07:58 PM		Transmission Date/Time					
Reversal Status	OK	Settlement Status	Not Settled		Matching Status	Unmatched				
Settlement Date	06/05/2020	Reconciliation Date/Time								
Household Number	00748953	Card Number			Vendor Number/Name	0003008/0003008 - GERBES STORE #125				
Card Acceptor Code	0003008	Card Acceptor Terminal	11		Function Code	Purchase Request				
Manual Void Comments										
Product	Requested	NTE Adj.	Recoupment	Approved	Requested Qty	Approved Qty	Exchange Size	Units Deducted	Action	
11110854285 - Kroger Dozen Eggs LG AA 03 - 000 - Dozen Eggs - Large White	\$0.79	\$0.00	\$0.00	\$0.79	1.00	1.00	1.00 (DOZ)	1.00 (DOZ)	0000 - No error	
4011 - BANANAS - YELLOW 19 - 000 - Dollars Fresh Only Fruits and/or Vegetables	\$1.91	\$0.00	\$0.00	\$1.91	1.91	1.91	1.00 (\$\$\$)	1.91 (\$\$\$)	0000 - No error	
11110503381 - Kroger Shrd Marble Ched8 02 - 000 - Pound(s) Cheese - Store Brand Generic	\$2.99	\$0.00	\$0.00	\$2.99	1.00	1.00	0.50 (LB)	0.50 (LB)	0000 - No error	
11110910363 - Kroger Clssc Garden 12oz 19 - 000 - Dollars Fresh Only Fruits and/or Vegetables	\$3.00	\$0.00	\$0.00	\$3.00	3.00	3.00	1.00 (\$\$\$)	3.00 (\$\$\$)	0000 - No error	
11110501707 - Kroger Shred Mild Ched 8 02 - 000 - Pound(s) Cheese - Store Brand Generic	\$2.99	\$0.00	\$0.00	\$2.99	1.00	1.00	0.50 (LB)	0.50 (LB)	0000 - No error	
Settled Price is \$11.68	\$11.68	\$0.00	\$0.00	\$11.68	7.91 Products	7.91 Products				

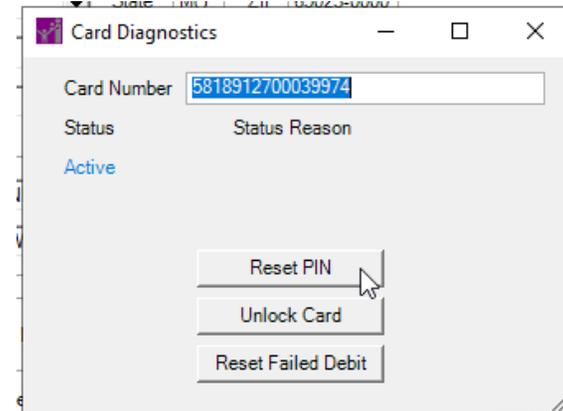
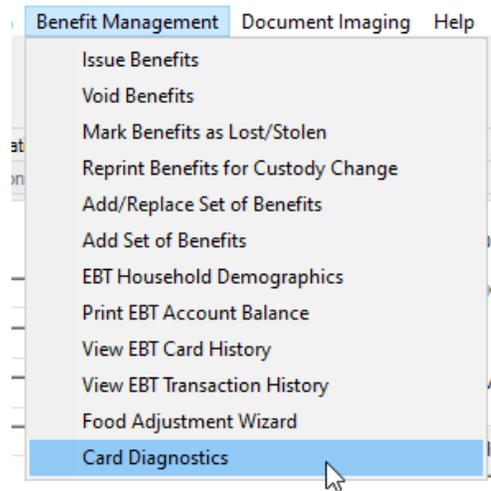
CARD ISSUES AT STORES

- WIC Direct will provide a “Message Reason Code” description when a card transaction fails to work at a store

Transaction Type	Purchase Request	Account Type	Compliance		
Action Code	002 - Approved for partial amount.	Message Reason Code	5712 - PIN presentation failure		
Host Generated Trace Number	151093	System Trace Audit Number	2006	Retrieval Reference Number	A0CV6G20.C00
Host Date/Time	06/15/2020 03:26:00 PM	Local Date/Time	06/15/2020 03:26:00 PM	Transmission Date/Time	
Reversal Status	OK	Settlement Status	Not Settled	Matching Status	Unmatched

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”

EBT Household Demographics [X]

Household ID: 00952503
 Telephone: 573-555-5555
 Address: 1234 LEARNING LANE
 City: CENTERTOWN
 State: MO
 ZIP: 65023-0000
 Clinic: 56 - WIC HELP DESK - EWIC

Account Status: Active On Hold

Primary Cardholder: Authorized Representative - MOM AGENCY

EBT Household Representatives

State WIC ID	Name	Date of Birth	Telephone	Card Number	Card Holder
01309605	MOM AGENCY	06/19/1992	573-555-5555		
01309606	CHILD AGENCY	03/08/2017	573-555-5555		
Authorized Representative	MOM AGENCY	06/19/1992	573-555-5555	5818912700039974	Primary

Authorized Representative

Last Name: AGENCY First Name: MOM MI: Date of Birth: 06/19/1992

Relationship: Self Marital Status: Married

Education Level: 12th Grade OR GED

Register to Vote: Already registered

Status: Awaiting Command