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/](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

<table>
<thead>
<tr>
<th>Primary Account Number (PAN)</th>
<th>Card Issued</th>
<th>Card Damaged - Unissued</th>
<th>If unissued due to damage - please explain</th>
</tr>
</thead>
<tbody>
<tr>
<td>A 12345678901234560</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A 23456789012345670</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*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
Current Month’s Checks Issued, but Agency is eWIC Enabled

Only eWIC Benefits Available

- Issue Benefits
- Void Benefits
- Mark Benefits as Lost/Stolen
- Reprint Benefits for Custody Change
- Add/Replace Set of Benefits
- Add Set of Benefits
- EBT Household Demographics
- Print EBT Account Balance
- View EBT Card History
- View EBT Transaction History
- Food Adjustment Wizard
- Card Diagnostics

- Issue Benefits
- Add Set of Benefits
- EBT Household Demographics
- Print EBT Account Balance
- View EBT Card History
- View EBT Transaction History
- Food Adjustment Wizard
- Card Diagnostics
EBT HOUSEHOLD DEMOGRAPHICS

1. Household ID: 00726780
   Telephone: 417-123-4567
   Address: BLUEBERRY LANE
   City: FAIR GROVE
   State: MO
   ZIP: 65646-0000
   Clinic: 02 - CLINTON CO.: FIRST BAPTIST CHURCH (10702)
   Primary Cardholder: Authorized Representative - MOMMY BEAR

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

7. Account Status: Active
   On Hold

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

9. Add Alternate Representative/Proxy 2
   Last Name: [Blank]
   First Name: [Blank]
   MI: [Blank]
   Date of Birth: [Blank]
   Relationship: [Blank]

10. Status: EBT update needed

11. Send EBT Data
12. Exit
• Always assign a card to a Authorized Representative or Alternate Representative
• Date of Birth must be entered before a card can be assigned

<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>01243604</td>
<td>MOMMY BEAR</td>
<td>02/15/1988</td>
<td>417-123-4567</td>
<td></td>
<td></td>
</tr>
<tr>
<td>01243605</td>
<td>SISTER BEAR</td>
<td>08/26/2017</td>
<td>417-123-4567</td>
<td></td>
<td></td>
</tr>
<tr>
<td>01243606</td>
<td>BROTHER BEAR</td>
<td>04/18/2016</td>
<td>417-123-4567</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Authorized Representative</td>
<td>MOMMY BEAR</td>
<td></td>
<td>417-123-4567</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Alternate Representative/Proxy 1</td>
<td>PAPA BEAR</td>
<td></td>
<td>417-123-4567</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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
RESET PIN

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

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

### WIC check

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

### eWIC card

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

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

<table>
<thead>
<tr>
<th>Skim through 1% - white</th>
<th>Whole - white</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quart, ½ gallon, or gallon</td>
<td>Quart, ½ gallon, or gallon</td>
</tr>
<tr>
<td>Cultured lowfat buttermilk</td>
<td>Whole cultured buttermilk</td>
</tr>
<tr>
<td>Nonfat dry milk (8 quarts)</td>
<td></td>
</tr>
</tbody>
</table>
• Substitute any amount of milk with an allowed buttermilk option
• Quarts only, no half gallons

<table>
<thead>
<tr>
<th>Food Prescription</th>
<th>Buttermilk Options at the Store</th>
</tr>
</thead>
<tbody>
<tr>
<td>QUARTS MILK: SKIM THRU 1% (WHITE)</td>
<td>Kroger, Hiland, Deans Dairy Pure, Belfonte, and Anderson Erickson Lowfat Buttermilk</td>
</tr>
<tr>
<td></td>
<td>Prairie Farms 1.5% Lowfat Buttermilk</td>
</tr>
<tr>
<td>QUARTS MILK: 2% (WHITE)</td>
<td>None</td>
</tr>
<tr>
<td>QUARTS WHOLE MILK (WHITE/UNFLAVORED)</td>
<td>Marburger Whole Buttermilk</td>
</tr>
</tbody>
</table>
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: Meat Conversion Chart (ounces = jars)

<table>
<thead>
<tr>
<th>Ounces</th>
<th>Jars</th>
</tr>
</thead>
<tbody>
<tr>
<td>77.5</td>
<td>31</td>
</tr>
<tr>
<td>59</td>
<td>23</td>
</tr>
<tr>
<td>39</td>
<td>15</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Ounces</th>
<th>Jars</th>
<th>Twin Packs</th>
</tr>
</thead>
<tbody>
<tr>
<td>255</td>
<td>64</td>
<td>32</td>
</tr>
<tr>
<td>192</td>
<td>48</td>
<td>24</td>
</tr>
<tr>
<td>128</td>
<td>32</td>
<td>16</td>
</tr>
<tr>
<td>96</td>
<td>24</td>
<td>12</td>
</tr>
<tr>
<td>64</td>
<td>16</td>
<td>8</td>
</tr>
</tbody>
</table>
PRESCRIPTION EXAMPLES

WIC check

eWIC card
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

- chunk light tuna
- Salmon
- Sardines
### PRESCRIPTION EXAMPLES

**WIC check**

<table>
<thead>
<tr>
<th>Date</th>
<th>Prescription Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/08/2020</td>
<td>2 - DOZEN EGGS LARGE, WHITE</td>
</tr>
<tr>
<td></td>
<td>1 - POUND 16 OZ CHEESE - STORE BRAND</td>
</tr>
<tr>
<td></td>
<td>36 - OUNCES CEREAL APPROVED TYPES/SIZES</td>
</tr>
<tr>
<td></td>
<td>1 - 16 Oz Approved Bread, Tortillas, Brown Rice or Wheat Pasta</td>
</tr>
<tr>
<td></td>
<td>2 - 16-18 OZ PEANUT BUTTER OR 1 LB DRY OR 4-16 OZ CAN BEANS</td>
</tr>
<tr>
<td></td>
<td>6 - 5 Oz Cans Tuna Water-Pack Only</td>
</tr>
<tr>
<td></td>
<td>1100 - FOR FRESH/FROZEN FRUITS AND/OR VEGETABLES</td>
</tr>
<tr>
<td></td>
<td>23 - QUARTS MILK: SKIM THRU 1% (WHITE)</td>
</tr>
<tr>
<td></td>
<td>3 - 11.5 - 12.0 OZ FROZEN JUICE APPROVED TYPES</td>
</tr>
<tr>
<td></td>
<td>1 - 32 OZ YOGURT APPROVED BRAND/VARIETIES ONLY</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date</th>
<th>Prescription Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/08/2020</td>
<td>2 - DOZEN EGGS LARGE, WHITE</td>
</tr>
<tr>
<td></td>
<td>1 - POUND 16 OZ CHEESE - STORE BRAND</td>
</tr>
<tr>
<td></td>
<td>36 - OUNCES CEREAL APPROVED TYPES/SIZES</td>
</tr>
<tr>
<td></td>
<td>1 - 16 Oz Approved Bread, Tortillas, Brown Rice or Wheat Pasta</td>
</tr>
<tr>
<td></td>
<td>2 - 16-18 OZ PEANUT BUTTER OR 1 LB DRY OR 4-16 OZ CAN BEANS</td>
</tr>
<tr>
<td></td>
<td>6 - 5 Oz Cans Salmon, Pink, Water-Pack Only</td>
</tr>
<tr>
<td></td>
<td>1100 - FOR FRESH/FROZEN FRUITS AND/OR VEGETABLES</td>
</tr>
<tr>
<td></td>
<td>23 - QUARTS MILK: SKIM THRU 1% (WHITE)</td>
</tr>
<tr>
<td></td>
<td>8 - 3.75 Oz Cans Sardines - Tomato Or Mustard Sauce Or Water-Pack</td>
</tr>
<tr>
<td></td>
<td>3 - 11.5 - 12.0 OZ FROZEN JUICE APPROVED TYPES</td>
</tr>
<tr>
<td></td>
<td>1 - 32 OZ YOGURT APPROVED BRAND/VARIETIES ONLY</td>
</tr>
</tbody>
</table>
**PRESCRIPTION EXAMPLES**

eWIC card

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

### ERROR CODES

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

<table>
<thead>
<tr>
<th>Household Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>06/10/20- 07/01/20</strong></td>
</tr>
<tr>
<td><strong>06/30/20 07/31/20</strong></td>
</tr>
<tr>
<td><strong>8.00 8.00</strong></td>
</tr>
<tr>
<td><strong>20.00 20.00</strong></td>
</tr>
<tr>
<td><strong>3.00 3.00</strong></td>
</tr>
<tr>
<td><strong>3.00 3.00</strong></td>
</tr>
<tr>
<td><strong>2.00 2.00</strong></td>
</tr>
<tr>
<td><strong>3.00 3.00</strong></td>
</tr>
<tr>
<td><strong>3.00 3.00</strong></td>
</tr>
<tr>
<td><strong>12.00 12.00</strong></td>
</tr>
<tr>
<td><strong>2.00 2.00</strong></td>
</tr>
<tr>
<td><strong>30.00 30.00</strong></td>
</tr>
<tr>
<td><strong>48.00 48.00</strong></td>
</tr>
<tr>
<td><strong>36.00 36.00</strong></td>
</tr>
<tr>
<td><strong>24.00 24.00</strong></td>
</tr>
<tr>
<td><strong>100.00 100.00</strong></td>
</tr>
<tr>
<td><strong>77.50 77.50</strong></td>
</tr>
<tr>
<td><strong>36.00 36.00</strong></td>
</tr>
<tr>
<td><strong>1.00 1.00</strong></td>
</tr>
</tbody>
</table>
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
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.
• 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](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
• **NOTE**: all receipts in this presentation are examples only
  • Format will vary by store
  • Information will be the same
RECEIPT EXAMPLES
EBT WIC Ending Balance

PAN: xxxxxxxx5446  State: MO

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

These benefits expire at MIDNIGHT on 12/31/2019

------------------------------

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

------------------------------

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

GROCERY
PASTA WWHT SPAGH  $2.99  F
Smart Water       $2.19  F
COS LI TNA WTR    $0.99  F

PRODUCE
CANTALOUPE       $1.70  F
Plu# 4011         $0.88  F
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

------------------------------
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

- 07/01/2019 - 07/31/2019: Breastfeeding | Agency 509 | Clinic 99
- 06/01/2019 - 06/30/2019: Breastfeeding | Agency 509 | Clinic 99
- 05/15/2019 - 05/31/2019: Three Fourth | Breastfeeding | Agency 509 | Clinic 99
- 05/15/2019 - 05/31/2019: 10.00 HALF GALLONS LACTOSE FREE MILK: SKIM THRU 1% ANY BRAND
- 05/15/2019 - 05/31/2019: 2.00 DOZEN EGGS - LARGE, WHITE
- 05/15/2019 - 05/31/2019: 1.00 POUND 16 OZ CHEESE - STORE BRAND/GENERIC
- 05/15/2019 - 05/31/2019: 36.00 OUNCES CEREAL - APPROVED TYPES/SIZES
- 05/15/2019 - 05/31/2019: 2.00 16-18 OZ PEANUT BUTTER OR 1 LB DRY OR 4-16 OZ CAN BEANS
- 05/15/2019 - 05/31/2019: 1100.00 FOR FRESH/FROZEN FRUITS AND/OR VEGETABLES
- 05/15/2019 - 05/31/2019: 3.00 11.5 - 12.0 OZ FROZEN JUICE APPROVED TYPES
- 05/15/2019 - 05/31/2019: 4.50 GALLONS MILK: SKIM THRU 1% (WHITE)
- 05/15/2019 - 05/31/2019: 30.00 OUNCES CANNED FISH - eWIC ONLY
- 05/15/2019 - 05/31/2019: 16.00 OUNCES WHOLE GRAINS
User Role and Permissions
• These options discussed are available based on a user role and the permissions granted

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

<table>
<thead>
<tr>
<th>Benefit Period</th>
<th>Formula</th>
<th>Amount Issued</th>
<th>Amount Returned</th>
<th>Retumed in Reconstituted Ounces</th>
<th>Amount Recovered</th>
<th>Recovered in Reconstituted Ounces</th>
<th>Total Ounces Available</th>
<th>Cans of Formula Available to Issue</th>
<th>Cans to Issue</th>
<th>Direct Ship</th>
</tr>
</thead>
<tbody>
<tr>
<td>07/09/2019 - 07/3...</td>
<td>Nutramigen with Enflora L...</td>
<td>10</td>
<td>10</td>
<td>870</td>
<td>0</td>
<td>0</td>
<td>870</td>
<td>9</td>
<td>9</td>
<td>✓</td>
</tr>
</tbody>
</table>
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
<table>
<thead>
<tr>
<th>Original milk issuance</th>
<th>New milk type</th>
<th>Amount to deduct</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 gallon milk</td>
<td>Lactose-free milk = 2 quarts</td>
<td>0.50</td>
</tr>
<tr>
<td>1 gallon milk</td>
<td>Goat milk = 3 quarts</td>
<td>0.75</td>
</tr>
<tr>
<td>1 gallon milk</td>
<td>Cheese = 3 quarts</td>
<td>0.75</td>
</tr>
<tr>
<td>1 gallon milk</td>
<td>Yogurt = 1 quart</td>
<td>0.25</td>
</tr>
<tr>
<td>1 gallon milk</td>
<td>Tofu = 1 quart</td>
<td>0.25</td>
</tr>
<tr>
<td>1 gallon milk</td>
<td>Evaporated milk</td>
<td>*varies</td>
</tr>
</tbody>
</table>
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 Example](image-url)
‘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
<table>
<thead>
<tr>
<th>Void Future Benefits</th>
<th>Void Current and Future Benefits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Voids participant future benefits</td>
<td>Voids participant current and future benefits as long as there have been no redemptions on the account</td>
</tr>
<tr>
<td>Not household based</td>
<td>Only use to void eWIC benefits, not checks</td>
</tr>
<tr>
<td>Only use to void eWIC benefits, not checks</td>
<td>Only use to void eWIC benefits, not checks</td>
</tr>
</tbody>
</table>
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
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

| ID | 07/14/2020 06:37:29 AM | 07/14/2020 06:37:29 AM | SWEM-SC (MO) | 0000000000000000 Normal | 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
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
REACTIVATE DEACTIVATED CARD

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

<table>
<thead>
<tr>
<th>Primary Account Number (PAN)</th>
<th>Lost</th>
<th>Stolen</th>
<th>Damaged</th>
<th>Date Deactivated</th>
<th>Employee Who Deactivated</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*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.*

<table>
<thead>
<tr>
<th>Column A:</th>
<th>PAN - Number of card reported lost, stolen, or damaged.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Column B:</td>
<td>Checklist - place a check in this column if the card was reported lost.</td>
</tr>
<tr>
<td>Column C:</td>
<td>Checklist - place a check in this column if the card was reported stolen.</td>
</tr>
<tr>
<td>Column D:</td>
<td>Checklist - place a check in this column if the card was reported damaged.</td>
</tr>
<tr>
<td>Column E:</td>
<td>Enter the date the card was deactivated in MOWINS.</td>
</tr>
<tr>
<td>Column F:</td>
<td>Enter the initials of the employee who deactivated the card. If the card was deactivated by a state employee, enter HD for help desk.</td>
</tr>
<tr>
<td>Column G:</td>
<td>Enter any notes that are needed.</td>
</tr>
</tbody>
</table>
### eWIC CARD REPLACEMENT A

<table>
<thead>
<tr>
<th>An eWIC card deactivated on:</th>
<th>Cannot be replaced until 5 calendar days:</th>
<th>Must be replaced by 7 business days:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>Friday</td>
<td>the following Tuesday</td>
</tr>
<tr>
<td>Example: July 6(^{th})</td>
<td>Example: July 10(^{th})</td>
<td>Example: July 14(^{th})</td>
</tr>
<tr>
<td>Tuesday</td>
<td>Saturday</td>
<td>the following Wednesday</td>
</tr>
<tr>
<td>Example: July 7(^{th})</td>
<td>Example: July 11(^{th})</td>
<td>Example: July 15(^{th})</td>
</tr>
<tr>
<td>Wednesday</td>
<td>Sunday</td>
<td>the following Thursday</td>
</tr>
<tr>
<td>Example: July 8(^{th})</td>
<td>Example: July 12(^{th})</td>
<td>Example: July 16(^{th})</td>
</tr>
<tr>
<td>Thursday</td>
<td>Monday</td>
<td>the following Friday</td>
</tr>
<tr>
<td>Example: July 9(^{th})</td>
<td>Example: July 13(^{th})</td>
<td>Example: July 17(^{th})</td>
</tr>
<tr>
<td>Friday</td>
<td>Tuesday</td>
<td>the following Monday</td>
</tr>
<tr>
<td>Example: July 10(^{th}}</td>
<td>Example: July 14(^{th})</td>
<td>Example: July 20(^{th})</td>
</tr>
</tbody>
</table>

**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
Questions
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
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’
<table>
<thead>
<tr>
<th>Household ID</th>
<th>00952560</th>
<th>Telephone</th>
<th>673-555-5555</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td>1234 LEARNING LANE</td>
<td>City</td>
<td>CENTERTOWN</td>
</tr>
<tr>
<td>State</td>
<td>MO</td>
<td>ZIP</td>
<td>65223-0000</td>
</tr>
<tr>
<td>Clinic</td>
<td>56 - MOC HELP DESK - EMR</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Primary Cardholder</td>
<td>Authorized Representative - MOM AGENCY</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**EBT Household Representatives**

<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>01309600</td>
<td>MOM AGENCY</td>
<td>06/15/1992</td>
<td>673-555-5555</td>
<td></td>
<td></td>
</tr>
<tr>
<td>01309606</td>
<td>CHILD AGENCY</td>
<td>03/08/2017</td>
<td>673-555-5555</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Authorized Representative</td>
<td>MOM AGENCY</td>
<td>673-555-5555</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Authorized Representative**

<table>
<thead>
<tr>
<th>Last Name</th>
<th>First Name</th>
<th>MI</th>
<th>Date of Birth</th>
</tr>
</thead>
<tbody>
<tr>
<td>AGENCY</td>
<td>MON</td>
<td></td>
<td>Date</td>
</tr>
</tbody>
</table>

**Status**

EBT update needed
STEP 8

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

Please Insert card!

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
  • 1\textsuperscript{st} – Type in the card number
  • 2\textsuperscript{nd} – 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
• The last step to complete is to click ‘Send EBT Data’
**EBT Household Demographics**

- **Household ID**: 009925003
- **Telephone**: 573-555-5555
- **Address**: 1234 LEARNING LANE
- **City**: CENTERTOWN
- **State**: MO
- **ZIP**: 65023-0000
- **Clinic**: 58 - WIC HELP DESK - EVC

**Primary Cardholder**: Authorized Representative - MOM AGENCY

### EBT Household Representatives

<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>01309655</td>
<td>MOM AGENCY</td>
<td>06/19/1992</td>
<td>573-555-5555</td>
<td></td>
<td></td>
</tr>
<tr>
<td>01309655</td>
<td>CHILD AGENCY</td>
<td>03/02/2017</td>
<td>573-555-5555</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Authorized Representative</td>
<td>MOM AGENCY</td>
<td>06/19/1992</td>
<td>573-555-5555</td>
<td>58158127000399874</td>
<td>Primary</td>
</tr>
</tbody>
</table>

**Authorized Representative**

- **Last Name**: DOYLE
- **First Name**: MOM
- **Relationship**: Self
- **Marital Status**: Married
- **Education Level**: 10th Grade OR GED
- **Register to Vote**: Already registered

**Account Status**
- Active
- On Hold

**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
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 accidently 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
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
• 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
**“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

### Household Member Information

<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>08/03/2020</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>07/01/2020</td>
<td>07/31/2020</td>
<td>06/03/2020</td>
<td>12/31/2020</td>
<td></td>
</tr>
</tbody>
</table>

**Cycle Adjustment Type**
- System Determined
- Selected LDTU of (none)

**Cycle Details**
- CHILD Agency: 07/01/2020-07/31/2020 Full
- MOM Agency: 08/01/2020-08/31/2020 Full

**Issue Benefits to Selected Members**
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>05:00 - 1 Gallon Milk - Skim Thru 1% (White)</td>
<td>0.00</td>
<td>4.00</td>
<td>4.00</td>
</tr>
<tr>
<td>03:00 - Dozen Eggs - Large White</td>
<td>0.00</td>
<td>1.00</td>
<td>1.00</td>
</tr>
<tr>
<td>05:00 - 16-18oz PeanutButter OR 1lb Dry OR 4-16oz Can Bean</td>
<td>0.00</td>
<td>1.00</td>
<td>1.00</td>
</tr>
<tr>
<td>54:00 - 54 oz Container Juice - Approved Brands &amp; Types RTU</td>
<td>0.00</td>
<td>2.00</td>
<td>2.00</td>
</tr>
<tr>
<td>19:00 - Dollars Fresh/Frozen Fruits and/or Vegetables</td>
<td>0.00</td>
<td>9.00</td>
<td>9.00</td>
</tr>
<tr>
<td>16:00 - Box of 16 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 08/31/2020**

<table>
<thead>
<tr>
<th>Item Description</th>
<th>Mom Agency</th>
<th>Child Agency</th>
<th>Household Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>05:00 - 1 Gallon Milk - Skim Thru 1% (White)</td>
<td>5.50</td>
<td>0.00</td>
<td>5.50</td>
</tr>
<tr>
<td>03:00 - Dozen Eggs - Large White</td>
<td>1.00</td>
<td>0.00</td>
<td>1.00</td>
</tr>
<tr>
<td>05:00 - 16-18oz PeanutButter OR 1lb Dry OR 4-16oz Can Bean</td>
<td>36.00</td>
<td>0.00</td>
<td>36.00</td>
</tr>
<tr>
<td>13:00 - Dollars Fresh/Frozen Fruits and/or Vegetables</td>
<td>2.00</td>
<td>0.00</td>
<td>2.00</td>
</tr>
<tr>
<td>15:00 - Box of 16 Tortillas Brown Rice OR Wheat Pasta</td>
<td>11.00</td>
<td>0.00</td>
<td>11.00</td>
</tr>
<tr>
<td>53:00 - 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>16:00 - Box of 16 Tortillas Brown Rice OR Wheat Pasta</td>
<td>16.00</td>
<td>0.00</td>
<td>16.00</td>
</tr>
</tbody>
</table>

**Service Site Redemption**

- **Status**: Awaiting Command
- **Child Agency**: [Dropdown]
- **Quantity**: 0
- **Redeem**: [Button]
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’
• Go back to the ‘ACCOUNTS’ button, and research for the household
• Click on the Household Number link
• WIC Direct now previews benefits issued
• 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>HGTM</th>
<th>STAN</th>
<th>Host</th>
<th>Local</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>
</table>
***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>HCTN</th>
<th>STAN</th>
<th>Host Date</th>
<th>Local Date</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>35466</td>
<td></td>
<td>06/04/2020 11:10:01 AM</td>
<td>06/04/2020 11:10:30 PM</td>
<td>SPIRIT (MO)</td>
<td>00952263</td>
<td>Normal</td>
<td></td>
<td>11/1</td>
<td>Confirm Message Completion</td>
<td>000 - Approved.</td>
</tr>
<tr>
<td>35465</td>
<td></td>
<td>06/04/2020 11:10:18 AM</td>
<td>06/04/2020 11:10:50 PM</td>
<td>SPIRIT (MO)</td>
<td>00952263</td>
<td>Normal</td>
<td></td>
<td>11/1</td>
<td>Adjust Benefits</td>
<td>000 - Approved.</td>
</tr>
<tr>
<td>35464</td>
<td></td>
<td>06/04/2020 11:10:46 AM</td>
<td>06/04/2020 11:10:50 PM</td>
<td>SPIRIT (MO)</td>
<td>00952263</td>
<td>Normal</td>
<td></td>
<td>11/1</td>
<td>Confirm Message Completion</td>
<td>000 - Approved.</td>
</tr>
<tr>
<td>35463</td>
<td></td>
<td>06/04/2020 11:10:45 AM</td>
<td>06/04/2020 11:10:37 PM</td>
<td>SPIRIT (MO)</td>
<td>00952263</td>
<td>Normal</td>
<td></td>
<td>11/1</td>
<td>Adjust Benefits</td>
<td>000 - Approved.</td>
</tr>
<tr>
<td>35461</td>
<td></td>
<td>06/04/2020 10:25:22 AM</td>
<td>06/04/2020 11:23:31 AM</td>
<td>SPIRIT (MO)</td>
<td>00952263</td>
<td>Normal</td>
<td></td>
<td>11/1</td>
<td>Add Cardholder</td>
<td>000 - Approved.</td>
</tr>
</tbody>
</table>
Pending status means the eWIC card is not loaded with benefits

<table>
<thead>
<tr>
<th>ID</th>
<th>Date/Time</th>
<th>Date/Time</th>
<th>Name</th>
<th>Account Number</th>
<th>Amount</th>
<th>Status</th>
<th>Decision</th>
</tr>
</thead>
<tbody>
<tr>
<td>35464</td>
<td>06/04/2020 11:10:51 AM</td>
<td>06/04/2020 12:10:50 PM</td>
<td>SPIRIT (MO)</td>
<td>09952503 Normal</td>
<td>5818912700039974</td>
<td>11/- 56</td>
<td>Confirm Message Completion</td>
</tr>
</tbody>
</table>

Confirmed status means eWIC benefits are loaded on the card

<table>
<thead>
<tr>
<th>ID</th>
<th>Date/Time</th>
<th>Date/Time</th>
<th>Name</th>
<th>Account Number</th>
<th>Amount</th>
<th>Status</th>
<th>Decision</th>
</tr>
</thead>
<tbody>
<tr>
<td>35463</td>
<td>06/04/2020 11:10:51 AM</td>
<td>06/04/2020 12:10:50 PM</td>
<td>SPIRIT (MO)</td>
<td>09952503 Normal</td>
<td>5818912700039974</td>
<td>11/- 56</td>
<td>Confirm Message Completion</td>
</tr>
</tbody>
</table>
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
• 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
## RETAIL HISTORY DETAILS

<table>
<thead>
<tr>
<th>Product</th>
<th>Requsted</th>
<th>NTE Art.</th>
<th>Encumbrance</th>
<th>Approved</th>
<th>Requsted Qty</th>
<th>Approved Qty</th>
<th>Exchange Rate</th>
<th>Units Deducted</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>111104030K</td>
<td>Kroger Diced Eggs LG AA 05 - 200 - 500 Count</td>
<td>$2.79</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.73</td>
<td>1.00</td>
<td>1.00</td>
<td>1.00</td>
<td>1.00</td>
</tr>
<tr>
<td>4011 - BANANAS - YELLOW 10 - 200 - Dollar Fresh Only Fruits and/or 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</td>
<td>1.00</td>
<td>1.00</td>
</tr>
<tr>
<td>111105030B</td>
<td>Kroger Shredded Cheddar 8 oz - 200 - 2000 Count</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>1.00</td>
<td>1.00</td>
</tr>
<tr>
<td>1111050103 - Kroger Cheddar Garden 12oz 10 - 200 - Dollar Fresh Only Fruits and/or Vegetables</td>
<td>$3.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$3.00</td>
<td>3.00</td>
<td>3.00</td>
<td>1.00</td>
<td>1.00</td>
<td>1.00</td>
</tr>
<tr>
<td>111105010B - Kroger Shredded Cheddar 8 oz - 200 - 2000 Count</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>1.00</td>
<td>1.00</td>
<td>1.00</td>
</tr>
</tbody>
</table>

**Settlement Price is $11.68**
CARD ISSUES AT STORES

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

<table>
<thead>
<tr>
<th>Transaction Type</th>
<th>Purchase Request Type</th>
<th>Account Type</th>
<th>Compliance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Action Code</td>
<td>002 - Approved for partial amount</td>
<td>Message Reason Code</td>
<td>9712 - PIN presentation failure</td>
</tr>
<tr>
<td>Host Generated</td>
<td>151093</td>
<td>System Trace</td>
<td>2006</td>
</tr>
<tr>
<td>Trace Number</td>
<td></td>
<td>Audit Number</td>
<td></td>
</tr>
<tr>
<td>Host Date/Time</td>
<td>06/15/2020 03:26:00 PM</td>
<td>Local Date/Time</td>
<td>06/15/2020 03:26:00 PM</td>
</tr>
<tr>
<td>Reversal Status</td>
<td>OK</td>
<td>Transaction Date/Time</td>
<td></td>
</tr>
</tbody>
</table>
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

**Household ID:** 0052503  
**Telephone:** 573-555-5555  
**Address:** 1234 LEARNING LANE  
**City:** CANTERTOWN  
**State:** MO  
**ZIP:** 65025-0000  
**Client:** 96 - WIC HELP DESK - EIVC  
**Primary Cardholder:** Authorized Representative - NEM AGENCY

#### EBT Household Representatives

<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>01309010</td>
<td>MOM AGENCY</td>
<td>06/15/1932</td>
<td>573-555-5555</td>
<td></td>
<td></td>
</tr>
<tr>
<td>01309080</td>
<td>CHILD AGENCY</td>
<td>01/08/2017</td>
<td>573-555-5555</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Authorized Representative</td>
<td>06/15/1932</td>
<td>573-555-5555</td>
<td>81012700630914</td>
<td>Primary</td>
</tr>
</tbody>
</table>

**Authorized Representative**

- **Last Name:** AGENCY  
- **First Name:** MOM  
- **MI:**  
- **Data of Birth:** 06/15/1932  
- **Relationship:** Self  
- **Marital Status:** Married  
- **Education Level:** 12th Grade OR GED  
- **Register to Vote:** Already registered

**Status:** awaiting command  
**Send EBT Date:**  
**Exit:**