

MISSOURI eWIC TIPS and TRICKS

Often when an error appears on the card reader, there is nothing wrong with the eWIC card, it may actually be an issue with the store's register system. **Please attempt to help the WIC customer.** If WIC customers are turned away for an issue that is not card related, they risk losing an entire month of benefits, since many local agency offices are only open limited days and hours.

Note: If you are experiencing the same issue multiple times, with different WIC customers, ask for a manager's assistance.



If the card reader displays one of the messages below, please try the suggestions listed before turning the WIC customer away.

CARD ERROR RETURN TO CLINIC OR INVALID/DAMAGED CARD

1. Cancel the eWIC transaction. Have the WIC customer wipe or clean the chip on the card before they reinsert the card. Attempt to re-tender WIC.
2. If the above does not work, if possible suspend the transaction and try a Balance Inquiry with the WIC customer in a different lane. Before re-attempting the WIC transaction, see if a Balance Inquiry receipt will print with the WIC customer's card.
 - If the Balance Inquiry works, please attempt the transaction again or assist the WIC customer in changing to the lane where the Balance Inquiry worked.
 - If the Balance Inquiry does **not** work, please advise them to contact their local agency.

SYSTEM FREEZES DURING AN eWIC TRANSACTION

If a system freezes during an eWIC transaction and you are not sure if benefits were removed from the WIC customer's card, do the following:

1. Attempt a Balance Inquiry.
2. Compare the Beginning Balance receipt from the previous transaction in question to the Beginning Balance receipt from the Balance Inquiry.
 - If the receipt quantities are identical, the WIC food was not removed from the card and you will need to re-tender WIC.
 - If the receipt quantities are different, the food was removed from the card. Do **NOT** re-tender WIC.

Note: The WIC customer must be allowed to leave the store with any foods that are removed from their card. They should not be expected to pay for their WIC foods when the WIC transaction is not successful.

NO CURRENT WIC

Suspend the transaction. Attempt to do a Balance Inquiry in the current lane or in another lane. A Beginning Balance receipt should print and it will show if the WIC customer has current month benefits.

1. If the WIC customer does have current month benefits, please try the transaction again or **assist** the WIC customer with moving to another lane where the transaction should work.
2. If the WIC customer does **not** have current month benefits, please advise them to contact their local agency.

MISCELLANEOUS

1. Follow your store's internal procedures for your point of sale system.
2. You must scan ALL items individually that a WIC customer brings to the register. Use of the quantity key will result in transaction errors.
3. If an item does not ring up as WIC eligible the WIC customer has the option to remove that item, only if the transaction is still open.
4. If a WIC eligible item does not ring up as WIC eligible, please ask for a store manager's assistance. No override of the system is allowed.
5. Cash Value Benefit (CVB) –if a purchase goes over the dollar amount available, the WIC customer has the option to pay the difference. If the customer wishes or cannot pay for the item(s), void the item(s) from the transaction.
6. WIC customers are no longer required to separate their WIC foods from other items and do not need to pay for their WIC foods in a separate transaction. This is called a mixed basket.

Note: WIC customers must separate WIC food items from other items, if a retailer has a Stand-Beside system for eWIC.