

SECTION III: TRAINING AND CHECKOUT PROCEDURES

Overview	<p>Retailers are essential to the success of the Missouri WIC program in improving the nutrition and health status of women, infants, and children. The retailer's role is to provide WIC customers with only the food issued on the eWIC cards, as specified, or on the WIC-approved food list, in the specified quantity, brand, size, and type. This provides participants with the specific nutrients they need and reinforces the nutrition education they have received.</p>
Definition of an eWIC Card	<p>Within the Food and Nutrition Services CFRs, 7 CFR § 246.2, the USDA defines food instrument as a voucher, check, electronic benefits transfer (EBT) card, coupon, or other document which is used by a participant to obtain supplemental foods. This regulation defines the term Cash Value Voucher (CVV). For Missouri, the terms food instrument and CVV are defined in the WIC Retailer Agreement and the eWIC Retailer Manual as an eWIC card. The CVV benefits are referred to as a Cash Value Benefit (CVB).</p> <p>On the eWIC card, the food items are represented in an account using a categorization tied to Universal Product Codes (UPCs) and an available quantity or dollar amount. The WIC participant benefits are aggregated into one (1) household account (single card). This will allow for one (1) card to be used to access the benefits of all WIC participants in the household versus one (1) card per WIC participant. The eWIC issuance for supplemental foods and CVBs are issued to the WIC participants by the local agency staff.</p>
Equipment Problems	<p>Any hardware or software problems related to eWIC transactions will need to be resolved by retailer staff or by the retailer's technical support. The Missouri WIC program is not responsible for servicing equipment in the grocery stores. Failure to take corrective action to get eWIC transaction processing operational when it is inoperable may result in a sanction.</p> <p>If a system is temporarily unable to process eWIC transactions, the retailer must inform WIC customers by posting signs at all store entrances and in all non-working lane(s).</p> <p>Note: If SNAP transactions are not working, it does not mean that eWIC transactions will not work.</p>
Card Problems	<p>WIC customers will need to contact their local agency for any Missouri eWIC card specific problems (i.e., damaged, Personal Identification Number (PIN) reset, etc.). If the local agency is not available, call the WIC state agency at 800-392-8209.</p>

3.1 Retailer Training

Annual Training Policy	Retailers agree to complete annual WIC program training and instruction from the Missouri WIC program or its designee. At least one (1) representative of the retailer staff must participate in training annually.
New Retailer Training	Every retailer applicant must attend a new retailer training session that may be held at the Missouri WIC state agency location in Jefferson City, Missouri before a new WIC Retailer Agreement will be issued.
Mandatory Training	Retailers are required to attend mandatory training if they have a second occurrence of the same Class “B”, “C”, “D”, or “E” violation or if they have failed to submit the required corrective action plan for a Class “B”, “C”, “D”, or “E” violation. All mandatory training sessions will be held at the Missouri WIC state agency location in Jefferson City, Missouri. Retailers failing to attend the required session will receive further sanctions up to disqualification from the program or a CMP.

3.2 Employee Training

Policy	Retailers agree to be accountable for all actions of employees involved in the handling of eWIC card transactions. It is the responsibility of the store manager to ensure all employees handling WIC transactions (e.g., stocking, eWIC card transactions, and bookkeeping) are properly trained on program requirements.
eWIC Training Cards	Retailers will receive two (2) eWIC training cards from the Missouri WIC program. The cards will be used by stores to educate store personnel on eWIC transactions. Training cards have the number nine (9) as the eighth digit of the Primary Account Number (PAN).
One or More eWIC Cards	Cashiers are not allowed to accept more than one (1) eWIC card per eWIC transaction. Each eWIC card must be handled as a separate transaction so that separate receipts are generated for each card.
Providing WIC Food Items	The retailer agrees to provide only WIC-approved food identified in the Missouri WIC program Approved Product List (APL).
Substitutions or Exchanges	No substitutions or exchanges are allowed at any time for any food item prescribed on an eWIC card. Do not issue rain checks, credit slips, due bills, or any other similar type of IOU’s when a food item issued on an eWIC card is not available. WIC customers may be allowed to exchange defective, spoiled, or expired WIC food and infant formula. However, the exchange must be for the identical item. Refunds are not allowed.

3.3 eWIC Transactions

For authorized retailers that have an integrated POS system, the system is able to conduct mixed basket transactions. A mixed basket transaction includes WIC and non-WIC items and, therefore, requires more than one (1) tender type but does not require that WIC customers separate their WIC food from other food and non-food items.

Authorized retailers that have a stand-beside POS system are not able to conduct mixed basket transactions. WIC customers shopping at authorized retailers that have a stand-beside POS system **must** separate their WIC food from other food and non-food items.

If an eWIC transaction is initiated prior to midnight on the last day of the month, the WIC eligible food items purchased will be deducted from the current month's benefits. The Ending Balance receipt will show the next month's benefits if the transaction is completed after midnight.

The retailer agrees to:

1. Scan or ring all food and all applicable sale prices.
 - WIC customers must be charged the same or lower price than is charged to non-WIC customers.
 - WIC customers must be offered the same courtesies as offered to other customers, including but not limited to, in-store promotions, such as:
 - a. Buy One, Get One Free (BOGO)
 - b. Buy One, Get One at a Reduced Price
 - c. Transaction Discount (\$ or % off an entire transaction)
 - d. Store Loyalty or Rewards Cards
 - e. "Cents Off" discount coupons
 - i. If a retailer's registers are automatically programmed to add tax to a coupon, the Missouri WIC program will reimburse for the amount of tax on the coupon **ONLY**. The coupon must appear on the receipt.
 - **Reduced price or clearance items are not allowed to be purchased with eWIC cards unless the item's UPC or Price Look-Up (PLU) code is included in the Missouri APL.**

2. Total the sale.

- **Do not charge sales tax on any WIC transaction.**
- Do not have the WIC customer sign a tax exemption letter or form for any eWIC transaction. The Missouri WIC program is not subject to Missouri Sales and Use Tax for any eWIC transaction.

Exchange of cash is not allowed when an eWIC card is the only form of payment being used by the WIC customer.

- Do not charge the WIC customer cash or credit for the food items covered by the eWIC card.
- Do not allow WIC customers to exchange any WIC food for a cash refund, merchandise, or other food items. When there is a food safety issue or recall for a product other than formula, exchanges should be made whenever possible. When exchange is not possible, contact the Missouri WIC program for appropriate instructions. If you receive a recall notice on infant formula, contact the Missouri WIC program for appropriate instructions.

Integrated POS Systems

Completing eWIC Transactions

The WIC customer will select food items for purchase, proceed to a lane, and inform the cashier that they will be purchasing some or all food items with eWIC. WIC customers cannot be required to separate their WIC food from other food and non-food items and do not need to pay for their WIC food in a separate transaction.

1. The cashier advises the WIC customer when to insert their Missouri eWIC card into the terminal and enter their four (4) digit PIN into the PIN pad. If the WIC customer enters the PIN incorrectly seven (7) consecutive times, the card will be locked and the customer must go to their local agency to have the PIN reset.
2. A Beginning Balance receipt will print for the WIC customer. The cashier must give this receipt to the WIC customer.
3. All food items are scanned in the POS system and then the cashier hits the key to tender WIC. **WIC customers do not have to purchase all of their benefits during the one (1) transaction with eWIC. WIC customers can redeem their benefits throughout the month as long as there are benefits on the eWIC card. Store personnel are not allowed to scan UPC codes that are not affixed to the actual item being purchased by the WIC customer, or any UPC code as a substitute or replacement.** This includes UPC codes from clipboards, codebooks, computers, counters, internet sources, mobile devices,

reference sheets, walls, or other food and non-food item sources. This also includes removing a UPC or PLU code from a WIC-approved item and affixing or scanning the code affixed to a non-WIC-approved item.

4. The cashier gives the WIC customer the Redemption receipt to identify the food being deducted from the WIC customer's eWIC card benefits.
5. The WIC customer then approves (accepts) or does not accept the transaction. If the WIC customer approves the transaction, the food quantities are debited off the card. If the WIC customer does not accept the transaction, the cashier can ask the WIC customer if they want to remove or add WIC food to the transaction or if they want to void the entire transaction.
6. A benefit reversal can be completed to put WIC benefits back on the eWIC card if a WIC customer does not have a different tender to pay the remaining balance of a CVB item that was split with WIC benefits.
7. The cashier completes the eWIC transaction. WIC must be tendered first and food quantities are debited off the eWIC card. Any remaining food and non-food items need to be tendered with another form of payment for the transaction to be completed.
8. The cashier gives the WIC customer the store receipt (showing all items that were purchased) and the Ending Balance receipt.

WIC customers should be provided the last receipt with the entire transaction in the event they have a mixed basket (WIC and non-WIC) items. The receipts are NOT for cashiers to use for checking off WIC items and are NOT to be viewed by the cashiers.

Stand-Beside POS Systems

Completing eWIC Transactions

The WIC customer will select food items for purchase, proceed to a lane, and inform the cashier that they will be purchasing some or all food items with eWIC. WIC customers will be required to separate their WIC food from other items and pay for their WIC food in a separate transaction.

SNAP and Cash EBT stand-beside POS devices OR register systems cannot be eWIC-enabled.

1. The cashier advises the WIC customer when to insert their Missouri eWIC card into the stand-beside terminal and enter their four (4) digit PIN into the PIN pad. If the WIC customer enters the PIN incorrectly

seven (7) consecutive times, the card will be locked and the customer must go to their local agency to have the PIN reset.

2. A Beginning Balance receipt will print for the WIC customer. The cashier must give this receipt to the WIC customer.
3. All food items are scanned in the stand-beside POS system and then the cashier hits the key to tender WIC. **WIC customers do not have to purchase all of their benefits during the one (1) transaction with eWIC. WIC customers can redeem their benefits throughout the month as long as there are benefits on the eWIC card. Store personnel are not allowed to scan UPC codes that are not affixed to the actual item being purchased by the WIC customer, or any UPC code as a substitute or replacement.** This includes UPC codes from clipboards, codebooks, computers, counters, internet sources, mobile devices, reference sheets, walls, or other food and non-food item sources. This also includes removing a UPC or PLU code from a WIC-approved item and affixing or scanning the code affixed to a non-WIC-approved item.
4. Fresh produce must be weighed and scanned last. Retailers with a stand-beside device will use the PLU code 4469 and 94469 for organic produce.
5. The cashier enters the price of the fresh produce into the stand-beside device.
6. The cashier gives the WIC customer the Redemption receipt to identify the food being deducted from the WIC customer's eWIC card benefits.
7. The WIC customer then approves (accepts) or does not accept the transaction. If the WIC customer approves the transaction, the food quantities are debited off the card. If the WIC customer does not accept the transaction, the cashier can ask the WIC customer if they want to remove or add WIC food to the transaction or if they want to void the entire transaction.
8. A benefit reversal can be completed to put WIC benefits back on the eWIC card if a WIC customer does not have a different tender to pay the remaining balance of a CVB item that was split with WIC benefits.
9. The cashier completes the eWIC transaction. WIC must be tendered first and food quantities are debited off the eWIC card. Any remaining food and non-food items need to be tendered with another form of payment.

10. The cashier gives the WIC customer the store receipt (showing all items that were purchased) and the Ending Balance receipt.
11. The cashier scans eWIC-approved food into their Electronic Cash Register (ECR).

WIC Food Not Scanning

A food item may not scan if it is not approved, the eWIC card does not have the benefits to pay for the item, it is WIC-eligible but is not an available benefit for the WIC participant on the card, it is approved but has not been added to the retailer’s POS system as a WIC item, or it is not in the Missouri APL.

1. Check the beginning balance receipt to see if the card has the benefits for the purchase.
2. Check the WIC-approved Food List to determine if the item is approved.
3. If the first two steps have been done, notify the manager who may need to contact the POS provider or may need to complete the Missouri WIC Product Submission form to add the UPC. The Missouri WIC Product Submission form is to be submitted to the Missouri WIC program.

3.4 Retailer Complaints

Policy

The Missouri WIC program is interested in hearing about specific problems, concerns, or suggestions retailers may have with eWIC transactions, WIC customers, eWIC cards, and local agencies.

Procedure

A retailer may submit a Retailer Concern form with any problems, concerns, or suggestions to the Missouri WIC program or local agency (Appendix F). The form may be submitted by email to MOWICVendorGroup@health.mo.gov. The form is also available to submit electronically to the Missouri WIC program at <https://health.mo.gov/living/families/wic/wicretailer/retailer-concern-form.php>.

Follow-Up

WIC participants are educated by the local agency regarding WIC-approved food and correct eWIC card redemption procedures. Complaints against WIC customers are handled by the local agency with oversight by the state agency. Complaints are discussed with the WIC participants involved and correct procedures are re-emphasized. WIC participants may be sanctioned or penalized for violations of WIC program rules.

End on Section III: Training/Checkout Procedures