

HELPFUL TIPS

- Do not ask for the WIC customer's phone number or driver's license for a WIC purchase— the customer's PIN (personal identification number) and eWIC card verify the purchase.
- Do not ask for the WIC customer's PIN.
- If the shopper has tried the wrong PIN four times in a row, the account is frozen until midnight. Online and phone assistance for the shopper are on the back of their eWIC card.
- If a customer decides they do not want a WIC item after you have scanned it, void the item before the transaction is complete. Offer to remove items not covered by WIC.
- Once a WIC transaction is complete (approved and processed), you cannot void or cancel the WIC portion and put the food items back on to the shopper's eWIC account.
- Ask a manager or another team member for help completing difficult WIC transactions.



wic COLORADO

RETAILER

GUIDE TO

EWIC

Colorado Department of Public Health & Environment
Nutrition Services/WIC Program
4300 Cherry Creek Drive South
Denver, Colorado 80246
(303) 692-2400 | www.coloradowic.com



COLORADO
Department of Public
Health & Environment

This institution is an equal opportunity provider.

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STEPS IN EWIC TRANSACTION

Swipe: The shopper swipes their eWIC card and enters their PIN to link the purchase to their food balance. Never ask for a second form of identification for a WIC purchase.

Food: The point-of-sale (POS) system determines if a food is WIC-approved and available for the shopper. The system will either deny or allow an item. Cashiers cannot perform overrides. Reference the most current Colorado WIC Food List & Shopping Guide to assist customers with their choices.

eWIC First: If the shopper is using multiple forms of payment (cash, credit, SNAP), the eWIC card must be used first.

Apply Other Payments: After the eWIC card, you can then apply other methods of payment (cash, credit, SNAP) if the shopper is buying items that are not WIC approved. Coupons and discount cards must be allowed with eWIC purchases.

Approval: The shopper is given the chance to approve or reject the WIC purchase by pressing YES or NO.

Receipt: Give the WIC customer a receipt. The receipt shows them what was purchased by WIC and what items remain in their balance.

Note: After eWIC purchase is complete and the final receipt prints, you cannot void the transaction and put the items back into the account.

TROUBLE SHOOTING

If items are not going through as expected, try these quick steps:

1. Not WIC Approved: If an item is not in the system as a WIC-approved food, reference the Food List & Shopping Guide for approved item options.

2. Quantity Not Available: The shopper may be purchasing more than they were prescribed of an item or a different size than provided. Help the shopper check the food balance on their receipt for exact amounts and sizes of items prescribed to them.

If an item is not ringing up as a WIC food, is available in the customer's eWIC account and you or the shopper believe it should be approved:

- Text a picture of the label and barcode to the phone number (720) 630-3391.
- Report barcode/UPC and item details to the store manager or the chain representative.
- The shopper can provide the item details to the local agency clinic.
- Submit the item through I Couldn't Buy This on the WICShopper app.

READING CUSTOMER RECEIPT

Your cash register receipt provides lots of information for the shopper.

WIC Purchase: List of WIC items purchased.

WIC Subtotal: WIC purchase subtotal and any discounts that have been applied (gift card, coupon, store discount, etc.).

Benefit Expiration Date: The last date the items are available to the shopper that month.

COLORADO GROCERY STORE
100 SW COLORADO STREET
DENVER, CO 80246

STORE ID: WICW006
TERM ID: WIC006001
CLERK ID: 999
DATE & TIME: 1/01/2022 10:10AM
SEQ NUMBER: 034
CARD: *****00007
AUTH CODE: 123499

QTY	UNITS	WIC PURCHASE DESCRIPTION	PRICE
18.00	oz	Breakfast cereal	\$4.99
2.50	\$\$	Fruits & Veg	\$2.50
TOTAL ITEMS SOLD = 2			
\$ 2.50 - Fruits & Veggies			
PURCHASE SUBTOTAL			7.49
DISCOUNT APPLIED			0.00
APPROVED PURCHASE TOTAL			7.49
BALANCE DUE - 0.00			
BENEFITS EXPIRE ON 1-31-22			
QTY	UNITS	DESCRIPTION	
1.00	lb	Cheese	
1.00	dz	Eggs	
18.00	oz	Breakfast Cereal	
1.00	jar/bag/can	Peanut Butter/Beans	
32	oz	WW Bread or Whole Grains	
3.00	gal	1%/skim Milk	
2.00	can	64-oz Juice	
3.50	\$\$\$	Fruit and Vegetables	

...CARD HOLDER COPY...
...PLEASE SAVE THIS RECEIPT...

Number of WIC Items: Total number of WIC items sold.

Approved Purchase Total: If this value is different from the subtotal, non-WIC items were included in the purchase.

Remaining Food Balance: List of foods left for the shopper including type, quantity, and package units allowed.

FREQUENTLY ASKED QUESTIONS

Can a customer still purchase WIC items if they do not know their PIN?

No. If they forget their PIN, direct them to the phone number or website on the back of the card for PIN assistance.

Who do I call for technical help or questions (i.e., register error messages, etc.)?

Contact your chain's WIC liaison or the store POS provider for assistance. Retailers using a stand-beside system can contact the FIS Help Desk listed in the system manual.

Can "Buy One, Get One Free" coupons be used with WIC purchases?

Yes, as long as the item being purchased with eWIC is WIC-approved.

What can I do if an item is on the shoppers receipt and allowed in the Foods List but is rejected by the store's cash register?

Cashiers cannot override an item in the system with eWIC. As always, the Food List & Shopping Guide holds a lot of the answers.