



## eWIC Things to Remember for Vendors

1. Food Instruments(FIs)/Cash Value Vouchers (CVVs)
  - a. Due to our staged rollout schedule, you may see FIs/CVVs until September 2018.
  - b. Vendors must transact FIs/CVVs even if accepting eWIC.
  - c. NC WIC Program will no longer accept FIs/CVVs for payment after December 31, 2018.
2. Moratorium on Vendor Authorization
  - a. The moratorium is in effect August 1, 2017 through May 31, 2018.
  - b. Please refer to your Vendor Manual or the eWIC for Vendors webinar on our website at <http://www.nutritionnc.com/ewic/> for more details.
3. PIN locking out on the 4<sup>th</sup> try
  - a. If a customer has 3 failed attempts to enter their PIN, the PIN will lock on the 4<sup>th</sup> try.
  - b. The PIN will unlock at midnight.
  - c. The WIC customer can call Customer Service to reset or unlock their PIN. The phone number is located on the back of their eWIC card.
4. There is no name or signature on the eWIC card
  - a. No other ID is needed. Do not require the WIC customer to provide ID to use their eWIC card. This is a violation of NC WIC Program policy.
  - b. If the WIC customer has the card and knows the PIN, proceed with the transaction.
5. No overrides
  - a. If an item does not scan as WIC approved, it cannot be purchased.
  - b. If you or the WIC customer believe the item should be WIC approved, explain that the system will not allow the purchase of the item but, you will follow-up with the state WIC office.
  - c. The WIC customer can also contact their local WIC agency with the name of the item, the UPC and a picture of the item if possible
6. Submitting new UPC's for review and addition to the Authorized Product List (APL)
  - a. Vendors, manufacturers and wholesale suppliers can submit requests to update and/or add UPCs to the North Carolina WIC APL by completing the online submission form.
  - b. Visit our website at <http://www.nutritionnc.com/ewic/> for more details.
7. Reasons why an item does not ring up as a WIC food
  - a. Not on the WIC customer's food benefit balance
    - i. For example, if the WIC customer was issued 1% or fat free milk, the system will not allow them to get 2% or whole milk.
  - b. Inadequate benefit balance
    - i. For example, if the WIC customer was issued 2 pounds of cheese, the system will not allow them to purchase 3 pounds of cheese with their eWIC card. They will only be able to purchase the 2 pounds of cheese using their eWIC card. Another tender type must be used to purchase the third pound of cheese.
  - c. Not on the APL
    - i. The UPC may need to be submitted for review and addition to the APL



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- d. Not in the vendor’s computer system
  - i. The vendor may need to download the most recent version of the APL
- 8. Benefit expiration date
  - a. The bottom of the receipt shows when the WIC customer’s benefits will expire.
- 9. Benefits expire at 11:59 PM – be aware of “checkout” time
  - a. The transaction must be COMPLETED by 11:59 PM or the WIC customer may be using their next month’s benefits.
- 10. Window clings
  - a. “eWIC Accepted Here” window clings should be posted in a conspicuous place.
- 11. Who should be contacted?

Local WIC Agency	State WIC Agency	Solutran (Stand-Beside Vendors)	Solutran (All Vendors)	Third Party Processor (Integrated only)
Technical assistance regarding eWIC policies and procedures for North Carolina	Technical assistance regarding eWIC policies and procedures for North Carolina	If single function device is displaying an error, troubleshooting or replacement	Transaction history, settlement information, disputes and reconciliation procedures	Problems with APL downloads
Customer leaves an eWIC card at the store	Ask about the Not-To-Exceed (NTEs) amount	Interested in receiving a single function device or status of application for equipment	Support on system adjustments and resolution of out-of-balance conditions	Hardware or software issues
To report a complaint against a WIC customer or another vendor	Add a new UPC or ask about the APL	APL downloads, training and assistance with contract documentation	If a vendor is integrated and needs to be certified	Transaction history and redemption reconciliation
		Technical assistance related to the single function device		

*Should any vendors have any questions regarding eWIC, please contact the State WIC Program at [NCWICVendorQuestions@dhhs.nc.gov](mailto:NCWICVendorQuestions@dhhs.nc.gov).*

*If you encounter any problems transacting eWIC, please contact IT staff at your store or Solutran’s Retailer Help Desk at 1-866-730-7746 or via email at [ebtsservices@solutran.com](mailto:ebtsservices@solutran.com).*