



Section 3: *eWIC* Transaction Training Components

Overview of all *eWIC* Transactions

WIC Approved Foods will remain the same with *eWIC* as they have been with WIC checks. Instead of signing the WIC checks, cardholders will enter a 4-digit PIN after swiping their card, similar to SNAP/FoodShare/Quest. The PIN serves as a participant signature and at no time should additional participant identification be requested. Coupons, loyalty cards, and special offers will continue to be allowed.

Cardholders are encouraged to ask cashiers whether or not to separate their groceries and when to swipe their *eWIC* card.

Regardless of the system used to complete WIC EBT transactions, all managers and cashiers must be trained in the following areas.

- WIC Purchase
- WIC Balance Inquiry
- Voiding a WIC Item
- How to include coupons and special offers in a WIC purchase
- Troubleshooting a WIC Purchase
 - Non WIC Item
 - Not in benefit
 - Too high quantity
 - Not on Approved Product List
- Handling multiple tender types
- Reading balance inquiry or remaining balance on receipt
- Voiding a WIC transaction. In some stores, this may be an action only managers can do.

This information will not be included in the training provided by local WIC agencies.

Other recommended information includes *WIC-Approved Foods* and *Shopping with your eWIC Card* presentations. These materials are used in educating WIC participants at local WIC offices and are beneficial for all managers and cashiers to review.

Integrated Systems

If you work for a store that has an integrated system, transaction training will be provided by your store or corporation.

Stand beside Systems

Training for vendors using the stand beside systems will be provided by FIS during set up of stand beside equipment at your store. Additional training materials from FIS include an *eWIC-Only Merchant's POS Procedures Manual* and *WIC EBT Transactions Quick Reference*.

Task Checklist:

- ✓ Identify system being run in your store
- ✓ Identify training that will be given by corporate offices
- ✓ Make plans for employee training
- ✓ Owners and managers must attend local WIC agency trainings

