

Section II: Local Agency Procedure Manual

IX. Local Food Delivery

B. Benefit Redemption

Purpose

Define the steps of an eWIC transaction at authorized vendors, including provisions vendors are required to comply with.

Policy

All authorized vendors must adhere to policy and Memorandum of Understanding (MOU) requirements when redeeming WIC benefits.

1. WIC Checkout Procedures

- Before the transaction begins, a WIC participant may ask the vendor to conduct a balance inquiry using the eWIC card. Vendors are required to provide this balance if requested. The WIC approved product list (APL), and the participant's food balance, will determine which items will be charged to the WIC account. Vendors or customers do not have the discretion to override the Point of Sale (POS) or deny the participant the item.
 - If a food item is not approved for that cardholder by the vendor's point of sale, and the participant or vendor believes it is eligible, they will contact the WIC Program to investigate the product or submit the UPC for review.
- The vendor ensures the eWIC card is the first form of payment accepted in the transaction.
- The WIC participant enters their Personal Identification Number (PIN) when prompted by the vendor.
- Prior to finalizing the transaction, the vendor will provide the participant an opportunity to review the transaction.
 - The participant will determine if they would like to complete the transaction.
- The vendor provides the WIC participant with an itemized receipt including a remaining balance statement.

2. Store Sales, Specials and Coupons

- The WIC customers may participate in any store promotions offered to all customers.
- The vendor will ensure the requested prices sent to WIC's bank include any store sale or other promotion.
- The WIC participant may receive a Buy-One-Get-One item (free item may or may not be WIC approved). The promotional product will not be deducted from the value of the WIC benefit.

- The WIC participant may receive free ounces of a WIC approved product as part of a vendor promotion. The free ounces will not be deducted from the total of WIC allowed ounces. Stores may not offer incentives such as free items, prizes, or discounts solely to WIC participants.

3. Approved Substitutions

- Vendors may exchange a WIC food for another WIC food of the same category (including formula) on a one-to-one basis only if the item is recalled, defective, spoiled, or outdated.

4. Non-Approved Substitutions

- Rain checks, or credit slips for food purchased with WIC benefits are not allowed. All WIC foods that are redeemed by the vendor's point of sale must be provided to the WIC participant at the time of the transaction.
- Participants may not exchange WIC foods for non-WIC foods, for other WIC foods, or for cash or credit.