

### Understanding your EBT System

It is important for cashiers to know how to properly conduct a WIC Transaction using EBT. Each vendor's POS system is different, so please review any and all training materials provided to you by your POS provider to best understand how your system operates. Once you understand your system, you'll be able to help Participants have a smooth checkout and avoid delays at the register.

### Transaction Processing Procedures using an LA WIC EBT Card (eWIC Card)

Vendors must comply with EBT Transaction Processing procedures as outlined in the LA WIC Vendor Agreement and Vendor Guide.

**1. The WIC Participant must enter the eWIC Card PIN.**

The Participant must enter their PIN to authorize the transaction. If the Participant or proxy does not remember their PIN, refer them to their WIC clinic for assistance. Cashiers may NOT enter the PIN for the participant.

**2. The Cashier must not request any additional form of ID.**

The PIN authorizes the WIC transaction. Participants are not required to produce any additional form of identification to complete the WIC EBT transaction.

**3. The Cashier must scan all items in the transaction.**

Scan all items selected by the Participant for purchase. An item may not scan as a WIC Approved Food Item if:

- The item is not a WIC Approved Food Item (see the WIC-23 WIC Approved Food List, available on the [LA WIC Vendor Hub website](#), which must be posted at each cash register); or
- The item is a WIC Approved Food Item, but the Participant does not have sufficient benefits for that specific food item available on their eWIC Card (check the Participant's Beginning Balance Receipt to determine whether or not the eWIC Card has the necessary benefits available for the purchase).
- If the item does not scan as a WIC Approved Food item and it is a WIC Approved Food Item that the Participant has sufficient benefits to purchase, contact the manager and the UPC/POS team to have the item added to the store's Approved Product List (APL).
- Note: Vendors shall not perform overrides for WIC Approved Food Items (except for fruits and vegetables as needed).

**4. The Cashier must deduct coupons and in-store promotions.**

Deduct applicable coupons and in-store promotions in accordance with the requirements of the Handling of In-Store Promotions section of the Vendor Guide (available on the [LA WIC Vendor Hub website](#)).

**5. The Participant must accept/update benefits to approve the transaction.**

Store personnel must NOT accept or approve the transaction on behalf of the Participant, unless directed to do so by the Participant. Once the Participant presses "Accept" or "Update", the transaction is finalized and the Ending Balance Receipt will print. Note: If the Participant presses "Reject" or "Do Not Update" or if the transaction is voided, the transaction will not process, and a receipt will print that shows that the WIC Benefits did not update.

**6. The Cashier must provide the Participant copies of all receipts printed during the transaction.**

At a minimum, all POS systems are required to print the following types of receipts:

- Balance Inquiry Receipt – an opening or ending benefit balance receipt
  - If provided at the beginning of the transaction, this receipt reflects the opening benefits balance
  - If provided at the end of the transaction, this receipt reflects the ending benefits balance
- WIC Purchase Receipt that includes transaction benefits utilization/redemption data
  - Includes the items purchased in the transaction
  - Identifies which items were purchased with WIC benefits
  - Includes the WIC benefits remaining after the transaction
- If the Cashier or the Participant voids the transaction, a WIC Purchase Receipt or a sales receipt reflecting the voided transaction must be provided.

**7. The Cashier must provide all items deducted from the Participant's WIC Benefits to the Participant.**

## 8. The Cashier must allow other forms of payment.

Participants may use another payment method (SNAP, cash, debit or credit card, etc.) to pay for WIC Approved Food Items that exceed their available WIC Benefits (such as paying the difference for fruits and vegetables) or for any non-WIC items purchased.

### LA WIC EBT Transaction Reminders:

- **The eWIC Card is a chip card** and must be inserted into the card reader (not swiped) by the Participant.
- **Avoid a possible Card Wipe Error** by reminding the Participant to leave the eWIC Card in the card reader until they are prompted to remove it. If the eWIC Card is removed too soon, an error known as a “card wipe” may occur. A card wipe removes all benefits from the eWIC card. If this happens, reach out to your manager to confirm the card wipe and direct the Participant to their local WIC clinic to have their benefits restored.
- **Practice discretion** and do not announce that the transaction involves WIC Benefits.
- **Provide the same courtesies** to Participants as to all other customers. Courtesies may include, but are not limited to, bagging of grocery items, the use of manufacturer’s coupons, and participation in store promotions, including buy-one-get-one-free offers and/or store loyalty program discounts.
- **Allow WIC Approved Food Items on eWIC Card.** If the item is a WIC Approved Food Item and the Participant has benefits for that specific food item available on their eWIC Card, the cashier must allow the sale of the WIC Approved Food Item if it is in the vendor’s inventory (regardless of whether the WIC Approved Food Item is a required minimum stock item). The cashier may not deny a Participant a WIC Approved Food Item listed on the Participant’s eWIC Card due to Vendor error.
- **Allow only the purchase of the Least Expensive Brand (LEB) item** for WIC Approved Food Items designated as LEB – milk, eggs, and cheese. If the LEB food item is temporarily out of stock, the vendor must allow the purchase of the next lowest cost LEB food item available.
- **No Credit Allowed.** Vendors are not permitted to give Participants cash, change, rain checks, or store credit. Vendors cannot give Participants:
  - Cash back as a result of discounts or coupons used in a WIC Transaction;
  - Money or store credit in exchange for eWIC Cards; or
  - Money or change back or store credit for purchases using eWIC Cards.
- **Strict Limits on Refunds/Exchanges.** Vendors cannot provide Participants with refunds or exchanges for WIC Approved Food Items purchased with eWIC Cards, except for exchanges of an identical WIC Approved Food Item when the purchased WIC Approved Food Item is defective, spoiled, or has exceeded its “Sell by”, “Best if Used by”, or other date limiting the sale or use of the food item.
- **No Restitution.** The Vendor must never seek restitution from Participants, parents, caregivers, or proxies for claims not paid or only partially paid by LA WIC.
- **Accountability for Employee Actions.** LA WIC will hold the Vendor accountable for the actions of its employees in the transaction and processing of eWIC Cards and the provision of WIC Approved Food Items.
- **Return lost LA WIC EBT Cards** to your store manager to be returned to the Louisiana WIC Program.