

# Montana WIC Program

## eWIC Training Memo #3

May 22, 2017

Retail managers are responsible for ensuring this information is shared with all relevant store staff by June 1, 2017 (pilot stores only). WIC will be visiting each store prior to eWIC go-live to test the POS system and will be verifying this training requirement.



This is the third eWIC training memo to help retailers succeed in the shift from accepting WIC checks to accepting eWIC cards. We want to help your store understand and meet all of the expectations in this process.

It is critical that retail managers ensure all relevant staff understand this material and know the correct processes for conducting eWIC transactions.

For all eWIC information refer to the “**eWIC Information for Retailers**” webpage, located here:

[www.dphhs.mt.gov/publichealth/WIC/Retailers/eWICInformationForRetailers](http://www.dphhs.mt.gov/publichealth/WIC/Retailers/eWICInformationForRetailers).

## eWIC is Coming...But Keep Your Stamps:

WIC benefits are typically issued on a three-month basis. As we transition to the eWIC card, some participants may have paper check benefits that extend into September (pilot area) and November (statewide). As participants come in for their WIC appointments, they will be re-issued benefits on the eWIC card, but they may not have an appointment scheduled until a month or two after we go live with eWIC. We do not anticipate retailers seeing many check benefits, and definitely none should be in distribution after November 2017, but until that time please do retain your 4-digit WIC stamp in order to deposit the checks.

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## Regulations Regarding POS Fees:

WIC's hope is that the convenience of eWIC will increase and streamline business in your stores. Multi-function POS equipment (integrated ECRs) improve the process by providing *mixed basket* transactions where all items are rung up in one group. However, Federal regulations require retailers must bear the cost of this equipment.

- Retailer may not charge WIC any third-party commercial transaction processing fees incurred by the retailer as part of the multi-function POS equipment.
- WIC shall not reimburse retailers for any interchange fees related to eWIC transactions.
- WIC shall not pay for ongoing maintenance, processing fees, or operational costs for retailer systems used to support eWIC. (Does not apply to single-function, stand-beside systems).

Retailer contracts are being updated to reflect new regulations for eWIC and will be distributed June – September 2017.

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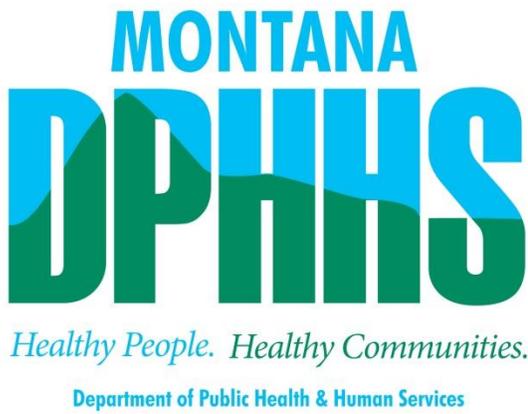
## Who Do Retailers Call with Questions?

- **Questions on eWIC Vendor policies or authorized foods:**  
Call State WIC Office at 800-433-4298
- **Submit possible missing food items to eWIC APL:**  
Use form available on “*eWIC Information for Retailers*” webpage, or use mobile App
- **Questions on eWIC payment adjustments**  
Call your TPP or Solutran Retailer Help Desk at 866-730-7746 / [ebtsservices@solutran.com](mailto:ebtsservices@solutran.com)
- **Questions regarding your integrated POS**  
Call your ECR provider
- **Questions regarding your stand-beside (single function) POS**  
Call Solutran Retailer Help Desk at 866-730-7746 or email [ebtsservices@solutran.com](mailto:ebtsservices@solutran.com)

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## Updated Training & Reference Materials:

WIC is in the process of updating the Retailer Reference Material to reflect new processes and procedures for eWIC, and is developing a new video-based Retailer Training for eWIC. Both resources will be finalized and available to all WIC authorized retailers close to statewide rollout.



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## Questions? Please do not hesitate to contact:

All eWIC Inquiries:

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Questions regarding eWIC processing:

**Chad Main, Solutran (eWIC Processor)**  
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Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410;

(2) fax: (202) 690-7442; or

(3) email: [program.intake@usda.gov](mailto:program.intake@usda.gov).

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