The Vendor Register

WIC and EBT News

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Split Tender

By October 2016, all WIC Authorized Vendors are to have their Point of Sale (POS) system enhanced to allow WIC participants the option to pay the difference when the fruit and vegetable purchase exceeds the available balance on the WIC Nutrition Card (WNC), using another tender type. By enabling this feature, the participant will be able to utilize their entire fruit and vegetable benefit amount.

No More Fresh Produce Universal Product Codes (UPCs)

On July 1, 2016, State WIC will be removing all fresh produce UPCs that are currently listed in the Authorized Product List (APL) database. This message was first communicated early last year in order to provide enough time for vendors to begin mapping fresh produce UPCs to appropriate Price Look Ups (PLUs) in the APL. The generic PLU of 4469 is to be used only for mixed items, such as a bag containing both apples and oranges, and random weight items. State WIC does not use retailer-assigned PLUs, so these must be assigned to the standard PLUs, as well. Mapping fresh produce to the appropriate PLU is a USDA requirement for WIC EBT. If you have questions about how to map your fresh produce, please contact your store's information technology department or your cash register system provider/support.

Infant Formula

- As specified in the Ohio Administrative Code, Vendors are required to maintain a record of infant formula purchases. Invoices for infant formula purchases must be provided at the store during ODH-WIC monitoring visits and at other times as requested by ODH-WIC.
- Infant Formula can only be purchased from an authorized distributor. A list of authorized distributors is available on the WIC website.

WNC Transaction Reminders

- Running a Beginning Balance receipt for the WIC shopper can be of value to the shopper and to the cashier. When a WIC shopper enters your store, she may not remember the balance of items remaining on the WNC. Allowing the shopper to print out the Beginning Balance receipt as she starts shopping may enable the shopper to purchase more of the available items left on the WNC. This should also help avoid problems at the register when items scanned exceed the benefit remaining and have to be voided and returned to the shelf.
- When transacting a sale using the WNC, after items are scanned the participant/shopper will be prompted to verify the sale and press the "accept" button. The cashier **cannot** verify and accept the sale. This **must** be done by the shopper.
- Remember that the UPC for a case of an item, such as infant formula, is different from the UPC for an individual item. Please make sure that the UPCs for the case versus individual items are correctly mapped in your system. There have been reports of vendors only being paid for a can of infant formula when a case was actually transacted and given to the participant.
- Have any WNCs been left behind in your store by a participant/shopper? Please contact the local WIC office in your county within 24 hours to report WNCs that are left behind in your store. If you are not sure of the phone number for your local WIC office, it can be found on the Ohio WIC website. If a participant returns to your store to claim a lost WNC, please insert the card into a reader at the register and request that she enter a Personal Identification Number (PIN). If the PIN is accepted and a Beginning Balance receipt is generated, then the participant is authorized to claim the WNC.
- When completing a WNC transaction, three receipts should be generated: the beginning balance receipt, the confirmation receipt listing the WIC items that were purchased, and the remaining balance receipt. All three of these receipts, in addition to the store sales receipt, should be given to the participant at the end of the transaction. These receipts are helpful for the participant/shopper to stay aware of benefits remaining on the WNC. The receipts are also essential for WIC staff when helping to investigate complaints or problems that are reported with WNC transactions.

EASY BUY GROCERIES
HOURS: M SAT 7:30a 9:00p
SUN: 8:00a-8:00p
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BEGINNING BENEFITS BALANCE

Qty	UOM	Description
7.00	gal	MILK SKIM 1/2% 1% 2%
2.00	qt	MILK SKIM 1/2% 1% 2% QT
3.00	lb	CHEESE
2.00	dozen	EGGS-A OR AA LARGE/MED/SMALL
4.00	cntr	JUICE 64 FL OZ &/OR 16 OZ FRZ
2.00	cntr	JUICE 48 FL OZ &/OR 12 OZ FRZ
108.00	ounce	CEREAL
2.00	item	DRY OR CAN BEANS/PEANUT BUTTER
1.00	item	DRY BEANS 1 LB PKG
5.00	lb	BREAD/TORTILLAS/RICE/OATMEAL
16.00	value	FRUITS &/OR VEGETABLES
3.00	gal	WHOLE MILK ONLY
1.00	qt	WHOLE MILK ONLY

EASY BUY GROCERIES
HOURS: M-SAT 7:30a-9:00p
SUN: 8:00a-8:00p
CONFIRMATION BENEFITS BALANCE
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These items will be paid by WIC

Qty	UOM	Description
1.00	GAL	FOOD CLUB 2% MILK
1.00	CTNR	PARADE ORANGE 48 OZ
1.00	CTNR	PARADE ORANGE 64 OZ
1.00	ITEM	REESES PNT BUTTR 18OZ
0.50	GAL	FOOD CLUB WHOLE MILK
$0.79	VALU	APPLES - GALA
$2.95	VALU	FOOD CLUB FRZ BROC

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Benefits Expire Midnight on 11/30/20XX

EASY BUY GROCERIES
HOURS: M-SAT 7:30a-9:00p
SUN: 8:00a-8:00p
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REMAINING BENEFITS BALANCE

Qty	UOM	Description
6.00	gal	MILK SKIM 1/2% 1% 2%
2.00	qt	MILK SKIM 1/2% 1% 2% QT
3.00	lb	CHEESE
2.00	dozen	EGGS-A OR AA LARGE/MED/SMALL
3.00	cntr	JUICE 64 FL OZ &/OR 16 OZ FRZ
1.00	cntr	JUICE 48 FL OZ &/OR 12 OZ FRZ
108.00	ounce	CEREAL
1.00	item	DRY OR CAN BEANS/PEANUT BUTTER
1.00	item	DRY BEANS 1 LB PKG
5.00	lb	BREAD/TORTILLAS/RICE/OATMEAL
12.26	value	FRUITS &/OR VEGETABLES
2.50	gal	WHOLE MILK ONLY
1.00	qt	WHOLE MILK ONLY

Vendor Responsibilities for Payment and Reconsideration

Vendors are responsible for logging into the Ohio WIC Vendor Portal to reconcile payments for WNC claim files. The request for reconsideration of payment discrepancies must be made in writing and received by the department within 30 days of the Auto Reconciliation File (ARF) date. The ARF is the file that contains payment details for all transactions submitted in the corresponding claim file. If you have logged into the Vendor Portal to check on payments but still have questions, please contact your Vendor Specialist at 1-800-282-3435. The Vendor Specialist can help determine the cause of reduced or missing payments. Make sure you know the claim file number when calling your Vendor Specialist.

Missing data might be linked to removal of card before completion of the transaction

One of our retail system providers contacted us regarding problems associated with various stores experiencing missing Integrated Chip Circuit data for some transactions in the claim files, resulting in non-payment. It appears that the missing data is linked to the WNC being removed from the card terminal before the transaction is completed. Please remind cashiers and WIC participants/shoppers to keep the WNC in the terminal until prompted to remove it by the terminal. An ounce of prevention will reduce the number of these occurrences.