
WIC: EBT Transactions

Redeeming WIC Benefits at the Store

The steps for redeeming WIC benefits at the store depends on the type of equipment or Point of Sale (POS) device used by the authorized vendor. There are two types of devices:

1. Single Function- used only for WIC EBT transactions
2. Multi-Function (Integrated)- supports multiple payment types

Below are the general steps for the two different types of equipment.

Single Function Stand Beside Device:

1. Participant separates WIC foods from non-WIC foods.
2. Participant swipes the card and enters their PIN to authorize the transaction.
3. Cashier scans the WIC foods.
4. The cashier must also scan the WIC foods into their cash register system to determine the price; with this device the WIC foods are scanned twice.
5. Cashier provides the participant with a receipt that shows the items purchased and remaining benefits balance.

Multi-Function (Integrated) Device:

1. Cashier scans the items; it is not necessary to separate WIC and non-WIC foods.
2. Participant swipes the card through and enters their PIN to authorize the transaction. This can be done at any time during the transaction. Note: if WIC and non-WIC items are being purchased, it is important the participant swipe their WIC EBT card first, before any other payment type is applied.
3. Cashier totals the transaction and selects the payment type.
4. Participant reviews items and confirms the items redeemed with WIC benefits- this is an important step, if items are WIC approved but not on their benefit balance, if the item is not WIC eligible or the item is not on the Authorized Product List (APL), it will be grouped into non-WIC items and payment will be expected.
5. Cashier submits the transaction.
6. Any remaining balance must be paid using another tender; SNAP, credit/debit or cash.
7. Cashier provides the participant with a receipt that shows the items purchased and the remaining benefit balance.

Self-Checkout:

1. Participant scans items.
2. After all items are scanned, select *PAY/TOTAL*, a screen will display the various payment options of Cash, Credit/Debit, Other Payment Types. Select *OTHER PAYMENT TYPES*. (Different stores may have different options.)
3. Choose something related to eWIC, WIC EBT, etc. (Different stores may have different options.)
4. Participant swipes their WIC EBT card and enters their PIN to authorize the transaction.
5. If they receive an error message, "Card Decline or Card Not Allowed", they are probably choosing the wrong payment type such as Credit/Debit and the transaction is being rejected.