



What is eWIC?

eWIC is a benefit delivery method that allows WIC participants to access their benefits electronically. The system allows for the use of an eWIC card and Personal Identification Number (PIN) to redeem WIC approved foods.

When will eWIC be implemented in North Carolina?

NC eWIC will be piloted from October 4, 2017 to December 31, 2017. The pilot region includes the following counties: Bladen, Brunswick, Columbus, Duplin, New Hanover, Onslow, and Pender. After the pilot period, there are ten rollout weeks scheduled from January 22, 2018 through May 11, 2018. Please visit our website at <http://nutritionnc.com/ewic/> to obtain the scheduled statewide rollout plan. This plan includes a detailed map highlighting region-specific dates and contingency plans.

What are the benefits of eWIC for WIC vendors?

The benefits of eWIC are invaluable to the North Carolina WIC Program. Vendors will enjoy advantages that include, but are not limited to the following:

- ✓ Vendors experience labor savings because transactions require customers to swipe a card, and no longer require the counting and processing of food instruments (FIs) and cash-value vouchers (CVVs).
- ✓ Checkout process is more efficient because completion of FIs/CVVs is not required.
- ✓ Vendors are paid faster as payments are

directly deposited into their bank account through an automated clearing house (ACH).

- ✓ Less error prone, because approved foods, effective dates and benefit amounts are validated by the system, and not cashiers, at the time of the transaction.
- ✓ Many issues related to printed FIs and CVVs are eliminated.

How will the eWIC card work at checkout?

- ✓ The eWIC card is swiped by the customer
- ✓ Foods are scanned and approved for purchase
- ✓ Account is checked for adequate benefit balance
- ✓ Account is debited the appropriate quantity of WIC approved foods from the family's eWIC card.



Are Food and Nutrition Services (FNS) and eWIC benefits on the same card?

No. FNS and eWIC cards will be separate.

Is eWIC like FNS?

No. With FNS, formerly known as Food Stamps, the cardholder has a specific dollar amount benefit that can be used to purchase any FNS-approved food item. With eWIC, the participant continues to receive only specific food items which may be purchased.

If I currently accept FNS EBT, can I automatically accept the eWIC card, too?

No. If you are currently an authorized WIC vendor in good standing, you will be eligible to accept eWIC cards. You may need to upgrade your existing Point of Sale (POS) equipment or get new equipment to process eWIC transactions.

What should I do as a WIC vendor to get prepared for eWIC?



- Review foods in your store to make sure that they are accurately labeled as WIC approved. This will decrease confusion for WIC customers and cashiers when eWIC rolls out.
- Ask your current POS provider's IT staff questions like will current equipment support eWIC?
 - If the answer is no, what would be needed to support eWIC?
 - Software Update?
 - Hardware Update?

Questions Regarding Equipment/Software Installation

Contact Solutran at retailcert@solutran.com

Other Questions?

Contact the North Carolina WIC Program at NCWICVendorQuestions@dhhs.nc.gov.

When will the NC WIC Program stop processing paper food instruments and cash-value vouchers?

The last FIs and CVVs will be issued for the August to September 2018 timeframe. Vendors must deposit all remaining FIs and CVVs into the bank for payment no more than 30 days after the "Last Date To Spend" listed. **After December 31, 2018, paper FIs and CVVs will no longer be paid by the North Carolina WIC Program.**

When will vendors receive the Authorized Product List (APL)?

The APL will be available in early July 2017.



Will I be able to provide input in the implementation process?

Vendor input is vital to the successful roll-out of the eWIC system statewide. To ensure that the concerns, suggestions and practices of WIC vendors are heard we encourage all vendors to attend the North Carolina Retailer Advisory Council Meetings held via conference call. A schedule of these upcoming calls is available at <http://www.nutritionnc.com/wic/vendor.htm>

How can I stay connected and updated with the eWIC transition?

The North Carolina WIC Program is here to make the transition to eWIC as easy as possible. Should you have any questions about eWIC, please send them to the following email address: NCWICVendorQuestions@dhhs.nc.gov. We will answer your questions promptly. Additional guidance can be found on the NC eWIC page at <http://nutritionnc.com/ewic/>.

