



WIC'S WORLD

Colorado Department of Public Health & Environment
WIC Program

2016 Issue #4: October to December

Accept WIC Checks

As a reminder, checks will remain in circulation and must be accepted until they phase out by February 2017.



Foods List & Handbook in 2017

A new Allowable Foods List will be published in early Spring 2017. Please provide any input or suggestions. Also, a new Retailer Handbook is being prepared for release in 2017.

All WIC stores now accepting eWIC cards!

WIC clinics statewide are now issuing eWIC cards to WIC families, to soon completely replace WIC checks. Since we started this rollout in April 2016, Colorado WIC-authorized stores have already processed more than \$3.2 million in eWIC sales! This is a result of:

- 26,589 eWIC cards issued
- 109,901 eWIC purchases
- Faster check-out times with less room for mistakes

Colorado WIC would like to thank you for contributing to the success of our eWIC rollout!

Adding New Foods to the APL

If an item is not ringing up as a WIC food, is available in the customers eWIC benefit balance and you or the shopper believe it should be approved, please request a review of the item by:

1. Texting a picture of the label and bar code to (720) 630-3391.
2. Emailing item information (a picture of the label and bar code is best!) to the Retailer Specialist at melanie.jacobs@state.co.us.
3. Completing the online Food Review Form at www.ColoradoWIC.com.

If applicable, follow existing store procedure to submit UPCs for State Office review.

Retailer eWIC Maintenance Call

Colorado WIC will be hosting a Retailer Strategy & eWIC Maintenance Call on Wednesday, February 1, 2017 from 2pm - 3pm MST.

Retailer De-brief, Strategy & eWIC Maintenance Call
Wednesday, February 1, 2017
2 pm–3 pm MST
Call-in #: [1-877-820-7831](tel:1-877-820-7831) Passcode: 302885

Please join us for a conference call to discuss eWIC maintenance including shopping through the pharmacy, pricing, and connecting with Local Agency Retailer Coordinators (LARC). We will go over the new Retailer Handbook and training materials, as well as reveal the exciting new Allowable Foods List!

Please come with any questions, comments, suggestions, etc. There will be time for a Q & A, to share your feedback with us, and an invitation to take our WIC Vendor Feedback Survey, that will be sent out to all vendors/retail partners. *We hope you can make it!*



Troubleshooting eWIC transactions

Here are some tips to help your customers figure out why something didn't ring up for WIC and how to help.

REVIEW THE MID-TRANSACTION RECEIPT

After the shopper swipes their eWIC card, the cash register system will print a mid-transaction receipt. The mid-transaction receipt shows the beginning benefit balance and a list of items that WIC will pay for.

This receipt should be reviewed carefully by the shopper before approving the purchase. *Note: Some systems may not have this feature; in this case run a Balance Inquiry before starting the transaction.*

BALANCE INQUIRY

If none of the WIC items went through, cancel the transaction and help the shopper check their eWIC balance by running a Balance Inquiry.

WHY DIDN'T IT GO THROUGH?

If something is left in the remaining balance that the shopper thought WIC would pay for, check these things:

- Are there enough benefits left to buy it (ounces, size, etc.)?
- Is it the correct benefit (the right size juice or milk fat content)?
- Is the item WIC allowed? Check the Allowable Foods List. A copy of the Foods List should be kept at every register/lane.

VOIDING ITEMS

Before the shopper uses another form of payment, offer to remove any items from the order that the shopper doesn't want.

Resources for additional information & answers

1. The website www.ColoradoWIC.com for information available to vendors and participants.
2. Your Local Agency Retail Coordinator (LARC)
3. *Allowable Foods List & Retailer Guide to eWIC* at each register/lane
4. Your store's WIC chain store representative or distributor, or cash register system provider
5. The *Colorado WIC Retailer Handbook*
6. Training Materials
7. Your Own High Level of Customer Service



WIC Vendor Management Staff Contact

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