Food Delivery System and Transaction Procedures

I. ISSUANCE

    a. WIC local agency issues the Utah eWIC card to the participant

    b. WIC local agency authorizes food benefits for the participant.

    c. Benefits ~~are written~~issued to the participant's Utah eWIC ~~card~~account.
       i. Three months of benefits are issued at a time.
       ii. Participants only have access to the current month benefits. Current month benefits will expire at midnight on the last day of the month.

    d. Participants will need to keep their clinic receipts or go to any lane at the store for a Beginning Balance receipt to know what food benefits are available on their card. Participants can also keep their Ending Balance receipt that prints at the end of every WIC transaction and indicates what is remaining on their card.

II. TRANSACTION

    a. Participant shops at an authorized WIC vendor that is eWIC ready.

    b. Participant proceeds to a lane and informs cashier that they will be purchasing some/all foods with WIC.
       i. Participants are generally not required to separate their WIC food items from other food items and do not need to pay for their WIC foods in a separate transaction.
       ii. When a participant ~~inserts~~ swipes the Utah eWIC card in~~to~~ the PIN pad, a Beginning Balance receipt will print for the participant. The Beginning Balance receipt may be combined with the redemption/utilization receipt. The cashier must give this receipt to the participant.

    c. All items are scanned in the POS and then the cashier hits the key to tender WIC.

    d. Cashier must give the WIC participant the redemption/utilization receipt to identify the foods that will be removed/deducted from the participant's ~~card/benefits~~account.

    e. WIC Participant approves/accepts or cancels/voids the transaction.
       i. If a participant approves the transaction, the food quantities are debited ~~off the card~~from the account.
       ii. If a participant cancels the transaction, the cashier can remove or add WIC foods to the transaction or may void the entire transaction.

iii. A benefit reversal can be done to put WIC benefits back ~~on~~ into the ~~card~~ account if a participant does not have a different tender to pay the remaining balance of a cash value benefit item (~~fresh~~ fruit or vegetables) that was split with WIC benefits.

　　f. Cashier completes transaction.
　　　i. WIC is tendered first and food quantities are debited off the ~~card~~ account based on allotment of each category authorized for that participant. Any remaining foods need to be tendered with another form of payment for the transaction to be completed.
　　　ii. Cashier will give the participant the store receipt (showing all items that were purchased) and the Ending Balance Receipt.

III.　SUBMISSION FOR REDEMPTION

　　a. The vendor's system ~~periodically~~ performs a data exchange with the EBT settlement host FTP server for payment for WIC ~~transactions (at least once every 48 hours, but typically daily)~~.

　　~~b. During the exchange, the following occurs:~~
　　　~~i. Claim File is submitted by the vendor's system. This includes the details of WIC transactions.~~
　　　　~~1. If the Claim File is accepted and processed, and Auto Reconciliation File (ARF) is created.~~
　　　　~~2. If the Claim File is not accepted and cannot be processed, and Error File will be created. The vendor will not be paid for the entire claim. The vendor will need to correct the error and resubmit the Claim file for Payment.~~
　　　　~~3. A Claim File may be processed but there can be transaction and individual item level errors. This results in a reduction of payment reflected in the ARF.~~
　　　~~ii. A current Hot Card List (HCL) and an Approved Product List (APL) are pulled into the vendor's system from the EBT settlement host FTP server.~~
　　　　~~1. HCL contains cards that have been invalidated for any reason, including loss, theft, or administrative action.~~
　　　　~~2. APL contains a listing of the WIC authorized products (UPCs/PLUs) approved by the Utah WIC Program.~~

IV.　RECONCILIATION

　　a. Once a day, the EBT settlement host initiates the payment process for each vendor. It uses information in the vendor's ARF to create an Automated Clearing House (ACH) credit for that day.

b. WIC State office retrieves the ACH payment file from the EBT settlement host for processing.