

# WIC Vendor Register Quick Guide



# Allowed to Process on WIC

- Manufacturer Coupons
- Buy One Get One Free (BOGO)
- Discount Specials
- Store Loyalty Programs
- Free Ounces by Manufacturer
- Volume Discounts
- All other incentives less than \$2 in value

## All WIC Exchanges:



Expired



Exchanges for Same



Expired



Selects Different Formula



## Items Not Scanning

1. Check client's **benefit balance or WIC shopping list** to ensure the client was prescribed the selected food.
2. Check to see if the card is **visually damaged**.
3. Use the **Michigan WIC Food Guide** to verify if the item is a currently authorized WIC product.
4. Use the Food Guide to check if the **size and brand** are approved.
5. Client may use the **WIC Connect Mobile App** to scan UPCs to confirm availability for purchase.

## Reminders

- The client must be in possession of the WIC Card at the time of the transaction.
- You may never ask a client for additional ID verification or their PIN number.
- The card number may only be keyed in if the magnetic strip is damaged and the card is not scanning.
- SNAP EBT and older WIC cards look very similar. Make sure client swipes the correct EBT card.

# Learn How To Process WIC

- Select **WIC**
- Customer swipes Michigan WIC EBT Card
- Customer enters **PIN** and presses **Enter**
- Scan items to be purchased
- Enter price total for fresh fruits and vegetables
- Enter any available coupons
- Customer approves transaction
- Give customer copy of the receipt to customer

\*NOTE: The above instructions are for stand-alone Point-of-Sale devices. FIS devices will prompt you to enter cost of fresh produce and then coupons. See FIS-published references for more detail. Integrated POS systems vary.

## Split Tender

Allows clients to split their Cash Value Benefits (CVBs) and pay for additional fruits and vegetables with a different form of tender.



**Don't forget**, if your system is not recognizing a fresh produce item as WIC, you may use the general **PLU 4469!** to enter the price and charge a customer's WIC balance for fresh fruits and vegetables **ONLY!**

# WIC



    

    

   

     

    

     

    

   

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# Resources

## WIC Vendor Website

[michigan.gov/wicvendor](http://michigan.gov/wicvendor)

## Vendor Relations Unit

**Phone:** 517-335-8937

**Fax:** 517-335-9514

**Email:** [mdhhs-wicvendor@michigan.gov](mailto:mdhhs-wicvendor@michigan.gov)

## WIC Client Helpline

1-800-942-1636; press #2

## FIS Merchant Help Desk

1-888-529-1693; press #1, then #2



Michigan Department of Health & Human Services



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