



# 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 Connect Mobile App

## Features

1. Monitor WIC benefits and view WIC shopping list
2. Scan UPCs to identify WIC approved items
3. Access WIC Resources, including the Food Guide
4. Look up contact information for local WIC clinics
5. Request appointments and receive reminders
6. Makes it easier to stay up to date with WIC news
7. Contact the Michigan WIC Program directly through the app with questions or concerns



# Resources

## WIC Vendor Website

[michigan.gov/wicvendor](https://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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