

Updating APL Guidelines

Indicators a store needs to update their APL

- If you are working for a store that is unable to transact certain Similac formula or any newly authorized items, that is a good indicator that the store is not updating its APL.
- If there are any error messages that indicate the UPC is not recognized such as “unknown” or “no eligible WIC Items” rather than error messages that indicate the client doesn’t have benefits such as “cardholder does not have benefits for this item,” then it is likely the store needs to update their APL.

Stand Beside Vendors

The store’s stand beside device should automatically update to the latest APL, but sometimes this automatic process does not occur. This can be due to several reasons like the stand beside POS not being signed in or the device being turned off overnight. The automatic download should occur early in the morning ~3 AM to ~5 AM. If it did not happen, it is a very straightforward process to update their APL. This process is posted to our website under the POS Equipment and Systems page here:

https://www.michigan.gov/-/media/Project/Websites/mdhhs/Folder50/Folder12/APL_Quick_Reference_Guide.pdf?rev=ac7b7dccb994d4fb0f1fc30b264b28a

Often Vendors doing this process will think that their system no longer works and will report a message that says “Closed.” Their system is not broken. The device just requires that they sign back into their device. If they haven’t changed their Clerk ID and PIN (most Vendors have not), then their information to log back in is as follows:

- 1) Press the purple sign on/sign off button (second from the left) in the row of buttons below the screen
- 2) Clerk ID: 999
- 3) PIN: 8430

Integrated Vendors

The store manager may need to contact their POS Provider, whether it be calling their corporate IT, submitting a ticket through their POS Provider, or calling a Helpdesk to inform a technician that an adjustment may be necessary.

The POS Provider should have all the information necessary to set up the store with the new site for accessing the APL. There have been cases in which the IT is not aware of the new site as of October 17, 2021 and is continuing to route the store to downloading the APL from the old Conduent address (connectwic.com). Years afterward, there may be other reasons a store is not set up to properly access the APL.

If your IT professionals would like instructions in how to set your store up to access Michigan WIC's APL, they may contact the State of Michigan WIC office at mdhhs-wicvendor@michigan.gov.

Large Chain Vendors

Speak with client or store staff to learn the details of their attempt to purchase an item. Did they receive an error message? Do they have a receipt? What items were they trying to purchase? If you see messages such as "unknown" or "no eligible WIC Items" rather than error messages that indicate the client doesn't have benefits such as "cardholder does not have benefits for this item," then it is likely the store needs to update their APL.

Large chain APL issues cannot be resolved as quickly. This will require more coordinated effort and communication.

If this is the case, please email mdhhs-wicvendor@michigan.gov so that the State of Michigan WIC office may follow up with large chain contacts.