

eWIC Frequently Asked Questions for Vendors

1. What are the benefits of eWIC for WIC vendors?

Overall, vendors will experience labor savings because transactions require WIC customers to swipe a card, and no longer will require the counting and processing of food instruments (FIs) and cash-value vouchers (CVVs). Vendors will enjoy a more efficient check out process and receive payment faster through the Automated Clearing House (ACH). The checkout process will be less error prone because approved foods, effective dates and benefit amounts are validated by the system and many issues related to printed FIs and CVVs will be eliminated.

2. How will the eWIC card work at checkout?

The eWIC card will be swiped by the WIC customer and foods are scanned and approved for purchase. The family's account is checked for adequate benefit balance. The account is debited the appropriate quantity of WIC approved foods from the family's eWIC card. It is important to note that the order of the transaction steps will change depending on the type of cash register system used by the vendor.

3. Are Food and Nutrition Services (FNS) and eWIC benefits on the same card?

No. FNS and eWIC cards will be separate.

4. Is eWIC like FNS?

No. With FNS, formerly known as Food Stamps, the cardholder has a specific dollar amount benefit that can be used to purchase any FNS-approved food item. With eWIC, the WIC customer will continue to receive only specific food items which may be purchased.

5. If I currently accept FNS EBT, can I automatically accept the eWIC card too?

No. If you are currently an authorized WIC vendor in good standing, you will be eligible to accept eWIC cards. You may need to upgrade your existing Point of Sale (POS) equipment or get new equipment to process eWIC transactions.

6. Can eWIC be transacted at self-checkout stations?

Self-checkout is not readily available to transact North Carolina eWIC. If you are interested in transacting North Carolina eWIC at self-checkout stations, you will need to contact the NC WIC Program at NCWICVendorQuestions@dhhs.nc.gov for additional information.