



## Arkansas WIC Program

### BENEFITS of eWIC

- No transaction fees
- Increased lane flow
- One card for most families instead of multiple checks
- Fewer rejected claims
- No bank processing fees
- Reduced paperwork and manual record keeping
- Electronic approval of WIC foods
- Shoppers enter PIN instead of presenting yellow ID Folder
- No more missing signatures
- Faster and simpler transactions for cashiers
- WIC customers shop more often
- Positive shopping experience

*Thank you for your continued partnership in providing healthy foods to Arkansas families!*

# eWIC is Coming!

## Moving Arkansas WIC to EBT

### What is Arkansas eWIC?

The Healthy, Hunger-Free Kids Act of 2010 was signed into law by President Obama and mandates that WIC move from a paper-based check system to an Electronic Benefits Transfer (EBT) system by October 1, 2020. The Arkansas WIC Program is in the process of making this transition from WIC Checks and Cash Value Benefits (CVB) to an EBT process called eWIC.

### How Does eWIC Work?

With Arkansas eWIC, the WIC food benefits will be accessed using a plastic card called a Smartcard. The Smartcard is more advanced than a credit or debit card because it uses a microchip that stores monthly food benefits for an entire family. The Smartcard is inserted at the register into the card access device equipped with a special reader unlike traditional swipe debit and credit cards. The WIC shopper will enter his or her Personal Identification Number (PIN), eliminating the need for the cashier to verify the yellow WIC ID Folder or participant signature.

Instead of lots of separate WIC Checks and CVBs, foods for all participants in a household will be on one Smartcard. The cashier will not be required to separate individual family member's WIC items during checkout, as family benefits will be combined onto one Arkansas eWIC card.

Also with the new Smartcard, WIC shoppers will be able to shop as many times as they like during the month rather than having to purchase all foods on a WIC Check at once.

Additionally, cashiers will no longer enforce the purchase of WIC-Approved foods. WIC food items will be identified at the time of purchase by the Electronic Cash Register (ECR) system equipped with a Smartcard enabled PIN Pad device. The WIC foods to be purchased will be verified against the benefits stored on the Smartcard and will be approved or denied electronically when pre-programmed foods are scanned in the ECR.

The cashier will no longer be responsible for ensuring that the date of purchase is within authorized dates since the ECR system will perform verification of redemption dates. In addition, bookkeepers will no longer use the WIC Vendor Stamp because claims are submitted and paid electronically with eWIC.

### When Will eWIC Be Here?

We expect to pilot eWIC in Miller County during January—April 2015 with statewide expansion following in July 2015. We will rollout eWIC in phases and by county. We anticipate being statewide no later than December 2016.

## How Do I Plan for eWIC?

Get involved with the eWIC Vendor Team. The purpose of the team is "To partner with the Arkansas WIC Program in an effort to transition to EBT as efficiently and quickly as possible." The eWIC Vendor Team meets monthly via conference call and quarterly via face-to-face meetings. The meetings provide valuable insight to current and future developments in eWIC. Additionally, important information and updates are shared on our website at [www.healthy.arkansas.gov/programServices/WIC/Pages/EBTSystem.aspx](http://www.healthy.arkansas.gov/programServices/WIC/Pages/EBTSystem.aspx).

Retailers must have their ECR systems certified by the Arkansas WIC Program in order to accept eWIC. The retailer certification process guarantees that a retailer's system functions accurately and reliably, ensuring a positive experience for both retailers and WIC shoppers. Please contact your ECR service provider and/or IT staff to verify eWIC capabilities or about upgrading or modifying your system to redeem eWIC. The table below lists the currently certified systems.

**Please note that the ability to accept SNAP (food stamps) EBT is not sufficient for eWIC. SNAP EBT uses a magnetic stripe card and eWIC uses a microchip embedded Smartcard which is inserted into the PIN Pad device instead of swiped.**

Certified ECR Systems			
Catapult	CRS ISS45	Cygnus RMS	IBM ACE
ISIS	LOC SMS	Mobile Market Plus	NCR ACS-IR
PoS Designer LE	PoS Designer XL	Retail Professional	RORC
Storenext ISS45	Sweda Aurora		
Certified PIN Pad Devices			
Hypercom ICE 5500	Hypercom ICE 6000/6000 Plus	Hypercom L4250	Omni 7000
Omnikey 3821	Verifone MX830	Verifone MX850	Verifone MX860
Verifone MX870/870 (CVB)	Verifone Omni 7000		

## NEXT STEPS

- We are gathering additional ECR system information to increase the number of ECR systems software and resellers that are eWIC certified for use in Arkansas.
- We are planning dates for statewide eWIC rollout and phasing. Watch for more details to come.
- Join the next eWIC Vendor Team conference call on September 25, 2013 at 1:30 p.m. The phone number is toll-free 1-877-336-1831. The access code is 8951404.

# FOR MORE INFORMATION

## Who Do I Contact About eWIC?

For more information and to join the eWIC Vendor Team, please contact Alison Whitten at (501) 661-2551 or [alison.whitten@arkansas.gov](mailto:alison.whitten@arkansas.gov) or Teresa Guerrero at (501) 661-2087 or [teresa.guerrero@arkansas.gov](mailto:teresa.guerrero@arkansas.gov).

## Visit the Arkansas eWIC Website

[www.healthy.arkansas.gov/programServices/WIC/Pages/EBTSystem.aspx](http://www.healthy.arkansas.gov/programServices/WIC/Pages/EBTSystem.aspx)

## Arkansas eWIC Program Staff



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