

---

**Financial Considerations: eWIC Benefit Card Handling**

---

Effective Date: June 1, 2014

Supersedes: New

---

These guidelines define the process for handling lost or improperly used eWIC benefit cards.

### **I. Lost eWIC Benefit Cards**

- A. If an authorized retailer finds an eWIC benefit card, the store must report it immediately by calling the Xerox eWIC Retailer Help Desk.
- B. The authorized retailer must mail the recovered eWIC benefit card to the State WIC Office, Attn: Vendor Compliance Manager. Until it is mailed, the store must keep the lost eWIC benefit card in a secure location.

### **II. Damaged eWIC Benefit Cards**

- A. If an authorized retailer cannot process a damaged eWIC benefit card, the store should refer the eWIC cardholder to the local WIC office for assistance.
- B. If an eWIC benefit card Personal Identification Number (PIN) is rejected after three entry attempts, the retailer must advise the eWIC cardholder to call the Xerox eWIC Cardholder Help Desk. For eWIC cardholders' convenience, this phone number is printed on the back of the eWIC benefit card. Under no circumstances should the retailer call on behalf of the eWIC cardholder.
- C. Retailers should never manually enter the eWIC cardholder's Personal Account Number (PAN) or PIN. The physical eWIC benefit card must be presented at the time of checkout.

### **III. Improperly Used eWIC Benefit Cards**

- A. If an authorized retailer suspects that an eWIC benefit card is being used improperly, the store should report such activity to the State WIC Office with a Retailer Complaint and Incident Form.

#### References:

- Retailer Complaint and Incident Form
- Xerox eWIC Retailer Manual