

Division of Community Nutrition

<i>Subject:</i> Personal Identification Number (PIN) and eWIC Card		<i>Policy:</i> VEN 09.0
<i>Reference:</i> Reimbursement	<i>Effective:</i> June 1, 2017	<i>Supersedes:</i> August 12, 2013

I. Policy:

Authorized eWIC cardholders are required to use a Personal Identification Number (PIN) along with a valid eWIC benefit card, at the time of making any WIC purchases. The PIN must be established by the eWIC cardholder prior to the eWIC benefit card being used at an authorized retailer location. No other form of identification shall be requested and/or used by the eWIC cardholder

II. Procedure(s):

- A. Local agency personnel or retailers shall not contact the eWIC processor about activating a cardholder's eWIC benefit card.
- B. The eWIC cardholder must use a valid PIN and an activated eWIC benefits card in order to perform either a balance inquiry or purchase eWIC benefits at an authorized retailer location.
- C. Retailers cannot manually enter the PAN and/or PIN on behalf of the eWIC cardholder in order to purchase food items being paid for by the program.
- D. Local agency personnel or retailers shall not seek reimbursement from WIC participants for eWIC transactions where a valid PIN was not used by the cardholder.
- E. Retailers shall be instructed to immediately report the lost card to the Xerox eWIC Retailer Help Desk. The retailer shall keep the card in a secure location until it is mailed to the SWO, Attn: Vendor Compliance Manager.