



TEXAS WIC PROGRAM
Department of State Health Services
Food Issuance and Redemption Services Unit - MC 4554
P.O. Box 149347
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(512) 341-4425 1-800-252-9629 (Texas Only)

January 28, 2009

URGENT REMINDER TO ALL VENDORS

INSTALLING WIC EBT COMMERCIAL ECR SYSTEMS

The transition to WIC electronic benefits transfer (EBT) using the WIC EBT smart card is proceeding very rapidly across the State. Within the next few months the entire state will be using the WIC EBT smart card to redeem food benefits in your stores. As EBT continues its rollout in your area, one important gateway must be emphasized to ensure your payment for WIC EBT claims. The purchase and installation of WIC EBT-enabled equipment in the store lane, including the initial set-up and testing of that equipment by electronic cash register (ECR) vendor representatives is only part of the process that authorizes your store to accept the WIC EBT smart card. In addition to the purchase and installation of the WIC EBT-enabled equipment, your store personnel will receive ECR system training from your ECR vendor, complete WIC EBT policy and procedure training, complete in-store certification of the ECR system, and must receive written notification of the successful completion of the in-store certification from the State prior to accepting the WIC EBT card in payment for WIC food benefits. Any WIC EBT transactions accepted by your store prior to receiving written notification of the successful completion of the in-store certification will not be paid by the State.

The in-store certification may be conducted at the time your ECR vendor installs the equipment or at some point after the installation. Regardless of when the in-store certification takes place or what verbal messages are exchanged with ECR vendor staff, your store is only authorized to accept WIC EBT at the point that you receive written notification of the successful completion of the in-store certification of your ECR system from the State.

If you have any questions on accepting WIC paper vouchers contact the WIC Vendor Help Line at:

1-800-252-9629