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Hello Maine WIC Retailers,

On June 22, 2020, the Maine WIC Program began issuing eWIC cards in Penobscot and Piscataquis Counties! This is a major milestone for Maine WIC Program participants, staff and WIC-authorized retailers.

The Maine WIC Program wants to make sure that all current WIC-authorized retailers are ready to process transactions with the eWIC card. This means that all retailers need to have a point of sale (POS) system that is enabled to accept eWIC cards as a tender type. At this point in the process, you, as Maine retailers, should fall into one of the following three categories:

Group 1: You are operating a POS System that is eWIC-ready. This category applies to all retailers that have successfully completed an upgrade to their POS system/software and are now ready to accept the eWIC card based on information you've received from your POS provider, or from your store's corporate communications.

- **If you are in the first Pilot area (Penobscot and Piscataquis Counties):** Maine WIC validated your readiness through a Level 3 Certification test. **You are eWIC-ready!**
- **If your area's "eWIC go live" is in the future:** You are in this category if your store's POS has eWIC functionality enabled, and you have completed a successful independent *Balance Inquiry Connectivity Test* (see below for more information about this). **You are ready for your Level 3 Certification!** Someone will reach out to your store to schedule an appointment a few weeks before your area transitions to eWIC – keep an eye out for an email requesting an appointment time with your store.

Group 2: Your POS system is currently being updated to process eWIC transactions. This category applies to all retailers who are in the process of updating their existing system to add eWIC functionality or upgrading to different POS system that has eWIC functionality included. For those in this group:

- **If you are unsure of your system's update progress,** now is the time to connect with your POS provider and find out. Ask what steps need to be taken to enable eWIC functionality.
- **If your current POS does not support eWIC technology,** there are alternatives available. Please go to the WIC Maine website for a list of POS systems that have been identified as eWIC ready.

Maine WIC Program

• **Systems must be ready to process eWIC transactions by 09/01/20.** Maine WIC welcomes receiving information about the status of your POS update, especially if your system updates may not be completed by this deadline. Please email: WICVendor@maine.gov

Group 3: You do not plan to upgrade your system for eWIC functionality. This category applies to retailers who are opting not to update their POS system to process eWIC transactions. As all WIC benefit issuance is transitioning to eWIC cards, retailers that do not upgrade their systems will terminate their WIC-authorized status on 09/01/20.

If you have not yet completed an independent Balance Inquiry Connectivity Test, please do so as soon as possible. Performing this test will help determine your eWIC-readiness and next steps. There is a live production card number available for all retailers to use to complete this test. You will know you have received a successful response if the receipt printed illustrates a WIC benefit balance of 3 oz. of WIC Breakfast Cereal. If you do not receive a printed receipt, please call your POS provider for support.

- **Test Card Number:** 5859 9100 0000 0035 (Card number will need to be manually entered.)
- **PIN Number:** 1234

We thank you for your participation in the WIC program, and appreciate your support as the WIC program transitions to eWIC. We encourage you to contact your POS provider for support if there is more work to be done for your store to be ready. Thank you!