Glossary

Approved Product List (APL): A list that includes all Kansas WIC-approved foods for WIC agencies, vendors, and clients to determine what foods can be purchased with eWIC cards. The APL includes each authorized brand/item with its product description, UPC, and package size. New approved products are added to the list as needed.

Benefit Account Balance: The list of issued and available foods in an aggregated family food benefit. The benefit account balance can be used as a shopping list for clients. Staff are to print it at certification, and if requested, at each benefit issuance, e.g., every three months when benefits are issued. It can be viewed at any time under eWIC Issuance < Account < Balance. Print by Group.

Benefit Month/Current Benefit Month: In the eWIC benefit period description, a client’s benefit month refers to the month with the client’s First Use Date. For example, if a client’s First Use Date is November 13-December 13, it is referred to as the “November benefits.” Even December 1-13 is considered the client’s November benefit month.

Cardholder: The person listed as the caregiver in KWIC on the Demographics screen. This person is authorized and designated in KWIC to use the eWIC card to shop for WIC food benefits at WIC authorized vendors. The cardholder is typically the woman client or the caregiver of the infant or child client. For foster children, the cardholder is the current caregiver. The cardholder is responsible for the eWIC card, even if the cardholder provides the card and PIN to another person.

Card reader: A device that can be connected to a computer via USB cable, which will allow a person to swipe an eWIC card and populate the card number automatically into a given field (as opposed to typing the card number manually). Card readers may be plugged in to any computer and transferred to other computers as needed without any additional steps.

Custom Data Processing (CDP): Kansas WIC’s contracted company that certifies the electronic cash register (ECR) systems and provides support to WIC vendors and escalates issues to the state WIC agency.
De-activate: The term used to make an existing card inactive so that it cannot be used to redeem benefits. Once an eWIC card is de-activated, it can never be used again. If a family is to receive benefits in the future, a new card must be issued for the family.

Electronic Benefit Account (EBA)/eWIC ID: A family who has been issued an eWIC card and/or eWIC benefits will have one account identified by an eWIC ID/EBA number (not the same as client IDs). Food benefits/packages for all clients in the household are aggregated into the family’s eWIC ID/EBA account. A foster child will have his/her own eWIC ID/EBA account and have his/her own eWIC card. Note: If foster box is checked, KWIC will continue to display the family with the foster child, but their eWIC accounts will be separate.

Electronic Benefits Transfer (EBT): The electronic transfer of government benefits to individuals through the use of card technology and point-of-sale terminals.

eWIC: eWIC is the term used by Kansas to describe the issuance of food benefits to clients via Electronic Benefits Transfer (EBT).

eWIC Card: Magnetic strip card used to purchase WIC authorized foods or formulas from a WIC family’s eWIC account. Each card has a 16-digit Primary Account Number (PAN).

FIS Government Solutions (FIS): Kansas WIC’s contracted company that facilitates the contracting, installation, and vendor training for the point of sale (POS) devices for stand-beside vendors and provides a vendor help desk for issues experienced during transactions.

Food Benefits: The foods a client receives from WIC for a selected benefit period. Depending on the client category, food benefits provide specific amounts of WIC authorized foods, formulas, and/or a fixed-dollar amount for clients to receive fresh fruits and vegetables.

Food Benefit Balance: Unspent issued household food benefits for the current benefit month that are available to purchase by the cardholder. Each month’s food benefits expire at 11:59pm of the Last Use Date (LUD). The benefit balance is printed on the cash register receipt after each purchase and can also be obtained from the Interactive Voice Response (IVR) phone line 1-844-892-2934.
WICShopper app, the [www.ebtEdge.com](http://www.ebtEdge.com) website, the [www.KSWIC.com](http://www.KSWIC.com) client portal, the WIC clinic, and (if available) at the customer service desk at the grocery store. The benefit account balance can be used as a shopping list for clients. Staff are to print it at certification, and if requested, at each benefit issuance, e.g., every three months when benefits are issued. It can be viewed at any time under eWIC Issuance < Account < Balance.

**Print by Group.**

**Food Benefit Issuance:** Electronically sending the family’s food benefits to the eWIC account to be accessed by the cardholder at the store. No more than three months of benefits will be issued to the eWIC account at one time, and no more than one month will be available to the family at a time based on First and Last Use Date. (Exceptions can be found in policies [eWIC NED 02.02.01](http://example.com) and [eWIC FCI 04.08.00](http://example.com)). Benefits will be available for purchase by a cardholder at 12:00 am of the First Use Date (FUD).

**Issued Food Benefits:** Benefits that are/will be available for purchase by a cardholder at 12:00 am of the First Use Date (FUD).

** Redeemed Food Benefits:** The benefits that have been used by the cardholder after the First Date to Use and before the Last Use Date (LUD).

** First Use Date (FUD):** The first date of use for benefit availability.

** Last Use Date (LUD):** The last date of use for benefit availability.

**Food Benefit Month/Period:** In the eWIC benefit period description, a client’s benefit month refers to the month with the client’s First Use Date. For example, if a client’s First Use Date is November 13-December 12, it is referred to as the “November benefits.” Even December 1-12 is considered the client’s November benefit month. “Benefit month” and “benefit period” are used interchangeably.

**Food Category:** The term used (by WIC staff only) to define a food item category such as Milk, Cereal, Eggs, etc.

**Sub-Category:** The term used (by WIC staff only) to define what foods relate to a category. For example: Category = Milk and Sub-categories could be Lactaid, 1% milk, Whole, etc.

**Food Package:** A standardized grouping of authorized foods that are prescribed according to the category and nutritional need of the client.
Integrated vendor: A WIC authorized store that uses a POS device that is integrated with the store’s cash register system. Registers accept WIC in all lanes and require a single scan to verify the item’s WIC eligibility and ring up the purchase. Integrated vendors support “mixed basket” transactions where all products can be rung up together and tendered separately using WIC, SNAP, debit/credit, etc.

Interactive Voice Response (IVR): The toll-free automated customer service phone line maintained by FIS where cardholders can set and change their PIN, and check benefit balance and transactions. The number is 1-844-892-2934.

Mid-receipt: The receipt that will print after the card and PIN have been entered for a client to review what items WIC will pay for and either accept the transaction or decline the transaction if there is a question.

Not to Exceed (NTE): The maximum price established by the Kansas WIC Program that the state will reimburse the vendor for an approved food item.

Personal Identification Number (PIN): A 4-digit number set by the cardholder to maintain secure access to the food benefits via the eWIC card. This number along with the eWIC card is needed to redeem benefits when shopping. The PIN may be set or changed by the cardholder via www.ebtEdge.com, IVR, or by coming into the clinic.

PIN Pad: A device the cardholder will use at the local clinic to create a PIN. (The PIN may be set or changed by the cardholder in other ways, such as using the IVR.)

Point of Sale (POS) Terminal—multi-function: An electronic device used by retailers to process credit and debit transactions. A multi-function device can process WIC, SNAP, and other forms of payment.

Point of Sale (POS) Terminal—single-function: An electronic device used by retailers to process credit and debit transactions. A single-function device can process only one form of payment, such as WIC.

Price Look Up (PLU): A 4-digit code on fresh produce.
**Primary Account Number (PAN):** The 16-digit number on the front of an eWIC card.

**Split Tender:** Simply stated - two or more different forms of payment in a single transaction, for example, eWIC card and cash.

**Stand-beside Vendor:** A WIC-authorized store that uses a POS device that functions separately from the store’s cash register system. Stand-beside equipment requires two scans of the items; one in the POS device to make sure the items are WIC-approved and another scan to ring up the purchase in the store’s cash register system. WIC items must be kept separate from other items.

**UPC:** Universal Product Codes. Bar codes associated with most food items in the store.

**UPC Database:** The database maintained in KWIC of all the Universal Product Codes (UPC) and Price Look-up Codes (PLU) associated with each food item on Kansas WIC’s approved product list. The UPC is the barcode on packaged items.

**WIC Direct:** The system developed by CDP that interfaces with KWIC and vendors to process eWIC transactions.

**WIC Store Receipt:** A separate receipt that lists the WIC foods purchased as well as the remaining WIC foods and the date the benefits will expire.
Acronyms

APL  Approved Product List

CDP  Custom Data Processing

EBA  Electronic Benefit Account

EBT  Electronic Benefits Transfer

FUD  First Use Date

IVR  Interactive Voice Response

LUD  Last Use Date

NTE  Not to Exceed

PAN  Primary Account Number

PIN  Personal Identification Number

PLU  Price Look Up

POS  Point of Sale

UPC  Universal Product Codes