



SECTION:	Local Program Operations	501
SUBJECT:	ORDERING AND SECURING eWIC CARDS	
DATE:	October 22, 2015 (<i>revised</i>)	

POLICY: Local programs shall be responsible for maintaining the inventory and security of all eWIC cards received from the contracted provider.

PURPOSE: To ensure the Oregon WIC program follows a consistent method in maintaining eWIC card inventory and security.

RELEVANT REGULATIONS: 7 CFR §246.12 (p)—Food delivery systems

OREGON WIC PPM REFERENCES: ♦510—eWIC Cardholder Requirements

TWIST TRAINING MANUAL REFERENCES: TWIST Manual, Chapter 3, Section 12, Lesson 1200, Family Cardholder Screen

APPENDICES: Appendix A 500.3 Monthly eWIC Card Inventory Log

DEFINITIONS: *eWIC Card* Magnetic stripe card used to purchase WIC authorized foods or formulas from a WIC family’s Electronic Benefit Account (EBA). Each card has a 16-digit Primary Account Number (PAN). Also referred to as a “food instrument.”

eWIC Contractor Banking organization which provides eWIC services. In Oregon the eWIC contractor is FIS-CDP.

Primary Account Number (PAN) The 16-digit number on the front of an eWIC card. The first 6 digits is the BIN, the next 9 digits are the Card Number, and the last digit is the Check Digit. The Check Digit is used for validation purposes and is not part of sequential order of the cards.

Card Distribution Site Any local WIC clinic that orders and receives card shipments directly from the eWIC Contractor, issues eWIC cards, and maintains card inventory.

ORDERING AND SECURING eWIC CARDS, *cont.*

PROCEDURE:

Managing eWIC Cards 1.0 Each Local Agency will identify all card distribution sites for their agency and a designated point of contact at each site who will be responsible for ordering cards. This information must be provided to the State WIC office via e-mail.

1.1 Contact the State WIC office if there is any change in card distribution sites or contact person.

Ordering eWIC Cards 2.0 On a quarterly basis eWIC cards will be ordered through a centralized process facilitated by the State WIC Program.

2.1 It is recommended that each agency maintain at minimum a three-month supply of cards for each clinic.

2.2 Orders will generally be processed quarterly. The new card order process will take approximately 6 weeks.

2.3 Each quarter, the Data Team Office Assistant will email the eWIC card order form to the WIC Coordinator or designee to complete and return.

2.4 The minimum order is one sleeve (250 cards) and cards must be ordered in multiples of 250.

2.5 The Data Team Office Assistant will submit all local agency card orders to the eWIC Contractor for processing.

2.6 The cards will be shipped by the eWIC contractor directly to each local agency card distribution site following the eWIC Contractor's security guidelines.

2.7 Upon receipt of the order, local agency staff must record the number of sleeves received in the appropriate month on the Monthly Inventory Log. Notify the Data Team Office Assistant within 2 working days about any discrepancies between order and sleeves received, including any damaged or missing sleeves.

2.8 FAX or email the packing slip to the Data Team Office Assistant within 7 working days of receipt of the order.

Security of eWIC Cards 3.0 Unissued eWIC cards shall be locked in a secure location that is only accessible to WIC staff. A locked file cabinet, desk or closet is considered appropriate security.

3.1 A staff person must attend unlocked cards at all times.

3.2 The TWIST MIS system and the banking contractor system will track issuance of cards. Multiple tools and reports from these systems will be used to monitor the inappropriate issuance or use of activated cards.

Physical Inventory 4.0 Local WIC staff shall manage unissued eWIC card physical inventory.

ORDERING AND SECURING eWIC CARDS, *cont.*

- 4.1 Card sleeves should be managed as follows:
 - 4.1.1 At each card distribution site, open only one sleeve at a time for issuance. All other card sleeves should remain unopened until needed.
 - 4.1.2 Cards may be distributed to staff who will be issuing them as long as each staff person has a secure place to store the cards.
- 4.2 The WIC Coordinator or a designee different from the staff who orders cards shall perform a physical inventory of eWIC cards at each card distribution site at least monthly. Staff shall use the Monthly eWIC Card Inventory Log found at <http://public.health.oregon.gov/HealthyPeopleFamilies/wic/Documents/ewic-card-inventory-form.xlsx>
 - 4.2.1 Cards brought to satellite clinics for issuance and returned to the original card distribution site will remain part of the original clinic's storage and inventory.
 - 4.2.2 Cards that are taken to another clinic site and are to remain at that site shall be documented on the original clinic's Monthly Inventory Log in the "# Sleeves sent to Satellite Clinics" column.
 - 4.2.3 A separate Monthly Inventory Log will be maintained for any clinic site where card sleeves remain.
 - 4.2.4 At the end of each month, enter the following information in Monthly Inventory log for each card distribution site:
 - **Number of unopened sleeves in inventory**
 - **Number of opened sleeves in inventory**
 - **Totals**
 - **Initials of staff completing inventory**
 - 4.2.5 If a sleeve of cards is missing, contact the State WIC Data Team Office Assistant.

Damaged Cards 5.0 All damaged or unusable cards shall be destroyed by cutting or shredding before disposing.

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Monthly eWIC Card Inventory Log

Monthly eWIC Card Inventory Log

Agency: _____ Clinic: _____ Year: _____

Month of Inventory	# Sleeves Ordered this Month	# Sleeves Received this Month	# Sleeves sent to Satellite Clinics	END OF MONTH COUNT		Totals	Staff Initials
				# Unopened Sleeves in Inventory	# Opened Sleeves in Inventory		
January							
February							
March							
April							
May							
June							
July							
August							
September							
October							
November							
December							