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DATE: October 28, 2021

TO: New Jersey Current Authorized Vendors

FROM: Nancy Scotto-Rosato, PhD Executive Director NJ WIC Services

A handwritten signature in black ink, appearing to read 'NCR', positioned over the 'FROM' line.

Reply to
Attention of: NJWIC #022-005

SUBJECT: New Jersey WIC Vendor Agreement Addendum regarding Self-Checkout (SCO)

The New Jersey WIC Program will allow Self-Checkout (SCO) to be used for eWIC transactions. SCO is defined as Point of Sale (POS) terminals that provide a mechanism for customers to complete their own transaction from a retailer without needing a traditional staffed checkout.

The requirements for the use of SCO are effective immediately and are outlined below. Authorized vendors are not required to allow eWIC cardholders to use SCO. The vendor has the option to require WIC customers to use a lane attended by a cashier. However, no signage can be used for the attention of an eWIC cardholder, that is discriminative in nature. For example, if a vendor does not allow the use of SCO lanes, no signage can be displayed that indicates "no WIC in this lane" or "WIC not accepted here". See bullet #4 below.

Here are the five requirements for the use of SCO:

1. Vendors that offer the use of SCO for eWIC transactions, must provide training to all store cashiers and appropriate store personnel.
2. All SCO systems must be certified and approved by the NJ WIC Program prior to redemption of eWIC benefits at SCO. To complete the certification of SCO systems, the Vendors' Point of Sale (POS) system, inclusive of SCO systems, must be Level 3 certified.
3. Vendors with SCO systems must agree to provide assistance to eWIC cardholders, as needed.
4. Vendors must display specific signage at SCO terminals indicating where an eWIC cardholder can complete eWIC transactions. Vendors may use "Full Service" signage for example, signage include: "eWIC can be used here" or

“eWIC accepted here”. eWIC SCO signage may not include any reference to “WIC Only”.

5. If a balance inquiry option is not available with your store’s SCO system, the vendor must allow for balance inquiries to be completed at another terminal within the store.

WIC participants will be encouraged to use the WIC Shopper app. The WIC Shopper app has various features including the list of all NJ WIC authorized foods, barcode scanning to lookup specific WIC foods, benefit balance for eWIC card users and verification of WIC office and authorized store locations. In the near future, the WIC Shopper app will identify authorized store locations who accepts eWIC at SCO. The WIC Shopper app will assist the eWIC cardholder in selecting the correct eWIC food items, however, if a food item needs to be voided from the transaction, the cashier will need to provide assistance.

The NJ WIC Vendor Agreement will be revised to include all SCO requirements, as presented in the five requirements listed above. **Agreeing to the above requirements, in this SCO NJ WIC Vendor Agreement addendum, is your preliminary compliance to implementation of eWIC cardholder SCO use.** At a later date, the NJ WIC Program will send an updated version of the NJ WIC Vendor Agreement inclusive of SCO language.