



NATIONAL  
RETAIL  
SOLUTIONS



## NRS eWIC

[View eWIC State Eligibility Map at nrsplus.com/ewic](https://nrsplus.com/ewic)

The NRS POS can now process eWIC transactions in states where NRS Software is certified by the state agency. **This feature is only available for NRS PAY customers.** This eWIC feature requires an eWIC enabled PAX device supplied by NRS Pay. Merchants already using NRS Pay must replace their existing PAX terminal (if deemed necessary) with the new one that NRS Pay will supply. This feature allows you to handle and track all payment methods seamlessly on your POS. We also provide the ability to easily map internally created PLUs or Pricebook items to eWIC-Approved Product Lists (APL) PLUs.

### Signing up for NRS eWIC

Signup can be done by contacting your salesperson who can add the feature and bill your account a one time enrollment fee. Alternatively, you can request this feature from the main

page of your POS by selecting Details and MANAGE MY FEATURES and then selecting the eWIC feature and request to turn on.

Feature	Term	Charges	Payment method	Next billing date	On / Off	Free trial
Unlimited EBT (Billed Separately)	Yearly	\$0.00	CC *****1111 11/2022	Apr 1, 2025	<input checked="" type="checkbox"/> On	Request to Turn Off
Rapid Same Day Funding (Billed Separately)	Select term ...	\$0.00	Select payment method ...		<input type="checkbox"/> Off	Request to Turn On
Altria Scan Data	Yearly	\$186.45	CC *****1111 11/2022	Apr 1, 2025	<input checked="" type="checkbox"/> On	Request to Turn Off
RJR Scan Data	Yearly	\$186.45	CC *****1111 11/2022	Apr 1, 2025	<input checked="" type="checkbox"/> On	Request to Turn Off
All Tobacco Reporting	Yearly	\$296.45	CC *****1111 11/2022	Apr 1, 2025	<input checked="" type="checkbox"/> On	Request to Turn Off
eWIC	Select term ...	\$0.00	Select payment method ...		<input type="checkbox"/> Off	Request to Turn On
License ID Scanning	Yearly	\$54.45	CC *****1111 11/2022	Apr 1, 2025	<input checked="" type="checkbox"/> On	
Panic Alarm Button	Yearly	\$119.40	CC *****1111 11/2022	Sep 1, 2022	<input checked="" type="checkbox"/> On	Request to Turn Off
No Ads	Yearly	\$285.45	CC *****1111 11/2022	Apr 1, 2025	<input checked="" type="checkbox"/> On	

Promotions

Enter promo code  Add

If requested to be turned on, you will see the message below on the POS and our eWIC Specialists will contact you to complete your signup.



NRS Support has been notified. A team member will contact you shortly.

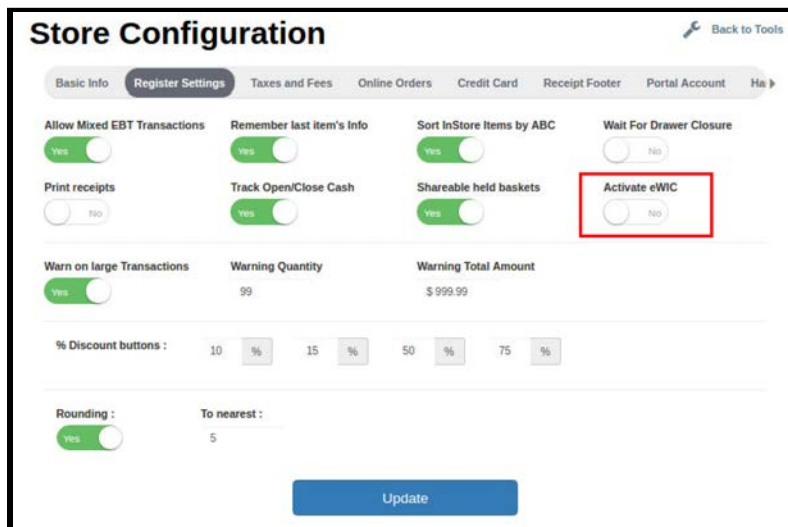
OK

Once your enrollment has been confirmed, you can verify that the feature has been added to your POS by simply clicking **RECHECK STATUS** on the Manage my Features button:

Warranty Expires		
eCommerce	\$0.00	05/08/25
Panic Alarm Button	\$119.40	05/08/25
Employee Time Clock	\$0.00	05/08/25
<b>eWIC</b>	<b>\$0.00</b>	<b>05/08/25</b>
Item Modifiers	\$0.00	05/08/25
Loyalty	\$0.00	05/08/25
License ID Scanning	\$54.45	05/08/25
No Ads	\$285.45	05/08/25

OK    **RECHECK STATUS**    MANAGE MY FEATURES

To activate the feature, one of our eWIC Specialists will contact you to guide you through settings to enable eWIC on the POS and Pricebook setup to handle the eWIC requirements.



## **eWIC Requirements**

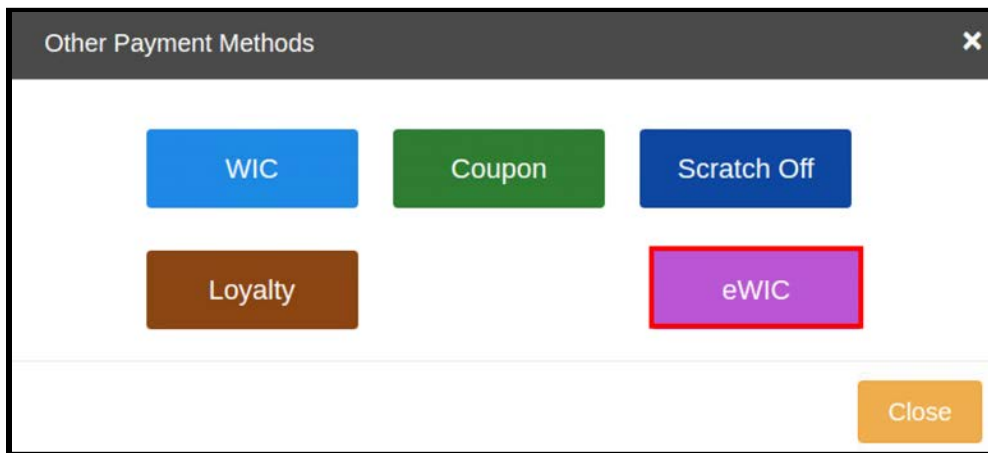
To process eWIC successfully, you are required to sell items identified by their UPC or valid PLUs (for produce items).

**Your store must pass Level 3 certification with the State before processing eWIC transactions. It is your responsibility to schedule the eWIC Level 3 certification under this program. To legally use this feature, the State agency must perform their Level 3 certification tests to ensure you can handle basic eWIC tasks on your POS. Assuming the store passes certification, you can leave the Activate eWIC setting on. **IMPORTANT: Do not accept eWIC payments from customers until you have passed L3 certification and the State officially notifies you that you can begin processing eWIC transactions. Processing eWIC without State certification may likely result in your store not getting reimbursed for eWIC.****

## **Onboarding & Basic Training**

You will be trained on how to use the eWIC feature, and the eWIC transactions that will need to be handled on your POS to pass the Level 3 Certification. **You cannot schedule an appointment for certification until a new, eWIC-enabled PAX Terminal has been received (to replace the original PAX Terminal if needed), and you are trained in using the NRS POS for eWIC.**

Once eWIC is Activated, you will see a new eWIC payment method displayed on the "Other" payment tab of the register.



### **Mapping to eWIC APL PLUs**

**Customers will have their approved eligible benefits on their eWIC cards, so that approval of transactions will be matched to UPCs and valid PLUs on the Approved Product List in their state.**

Every produce item must be identified by a valid PLU. In cases where the valid PLU you are using is not on the APL for your state, we provide an easy Mapping to EWIC APL PLUs. From time to time, there may be updates in the APL by the state, and the APL on your POS will be updated accordingly.

Some states allow all produce to be mapped to a single, approved generic PLU. Others allow mapping to “Retailer Assigned” PLUs to help the merchant simplify the eWIC sales. We recommend using the option that simplifies the selection and selling of eWIC items allowed in your state. Some states specifically DO NOT ALLOW generic codes. **Know the rules for your state!**

### **In-Store PLUs**

If produce items are created in the In-Store tile with POS generated PLUs, you can edit the item and select the eWIC PLU that best suits the product. We recommend using the Retailer

Assigned option, if available.

**Edit In-Store Item**

Basic Info   Promotions   Quantity Choices   Modifier Groups   Item is a Carton

UPC: 40

Item Desc:    Size:

Department:

PLU for eWIC:     Organic

4232 BANANAS Leaves

4233 BANANAS Manzano/Apple

4235 BANANAS Plantain/Macho

4236 BANANAS Red

**4237 BANANAS Retailer Assigned**

4186 BANANAS Yellow - includes Cavendish

Price includes fees (if applicable):  No

### One-Click Items

If produce items are created in One-Click items as a Department sale without a valid UPC or state approved PLU, you will need to create items with valid 4 or 5-digit PLUs, in order to be compliant with eWIC. (5-digit PLUs are used for Organic produce)

If produce items are created with valid PLUs in One-Click items, that item should already be compliant with eWIC. If the PLU you are using is not on the APL list for your state, you may map it to an APL PLU via the pricebook.

## One-Click Item Configuration

[Back to Home](#)

Mex   Grill   Drinks   test   **Produce**

[Add a New Category](#)  
Maximum 4 categories allowed.

Papaya	Tomatoes Tomatillos/Husk Tomatoes	Avocados Hass (4770)	Garlic Regular (4608)	Limes Key (Mexican & West Indian)	Oranges Delta Seedless (3028)
organic lemons	Peaches White Flesh (4401)	Pineapple (4430)	+		

Page label: Produce

Department: Produce

Button name: Papaya

Price: 1 lb / \$1.99

Sold by weight: YES

EBT Eligible: Dept

Includes taxes: NO

Includes fees: NO

Fee multiplier: 1

[Edit](#)   [Delete](#)

When mapping to Organic produce, you must check the box “Organic” and 5-digit PLUs will display for selection.

The screenshot shows the 'Edit Pricebook Item' interface with the following details:

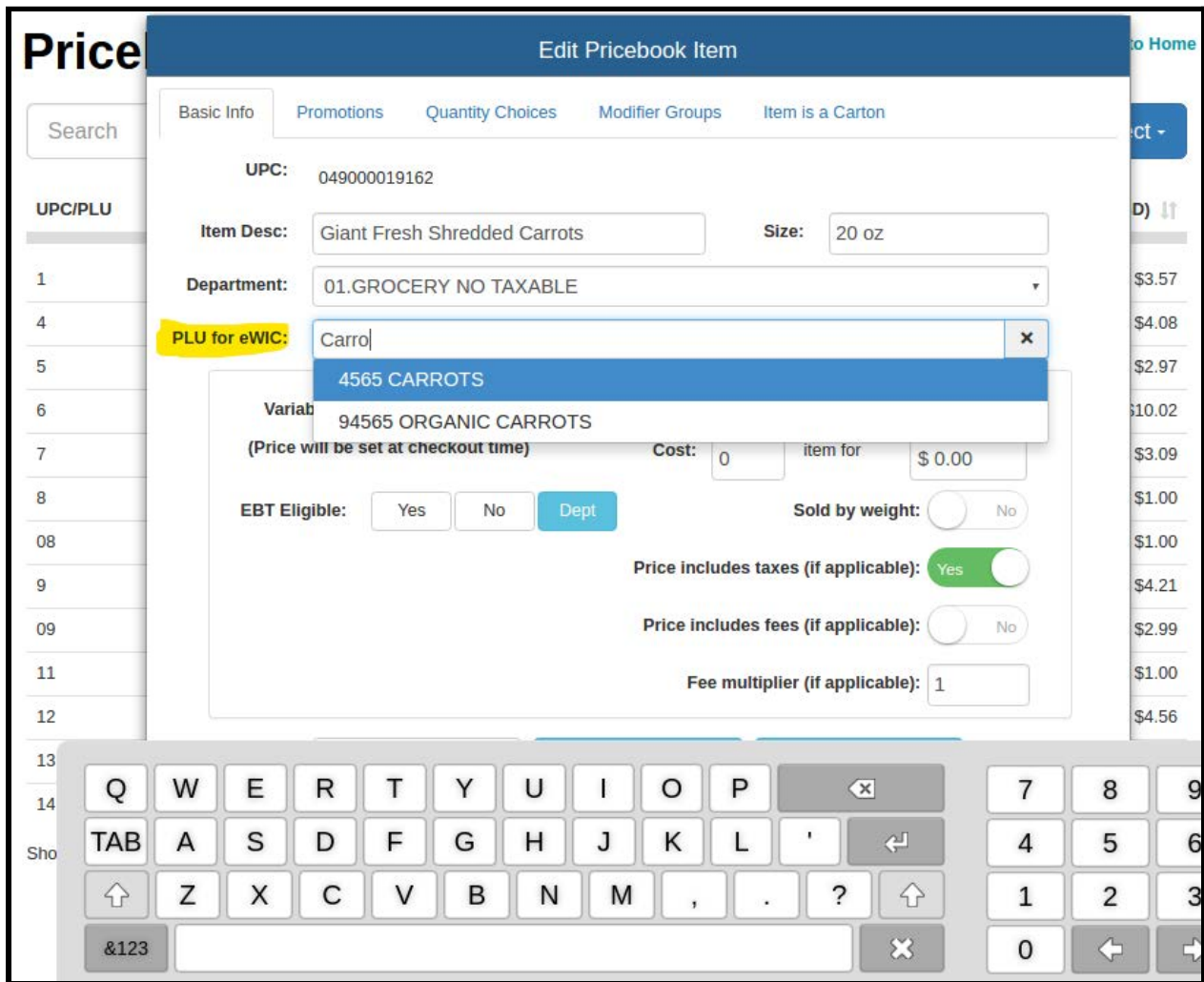
- UPC:** 874896000440
- Item Desc:** Organic Eggplant
- Department:** Produce
- PLU for eWIC:** eggplant (with a dropdown menu showing options like 94599 ORGANIC EGGPLANT; BABY AUBERGINE, 94601 ORGANIC EGGPLANT; JAPANESE AUBERGINE, etc.)
- Organic:**
- Price:** \$ 3.79
- Price includes fees (if applicable):**  No
- Fee multiplier (if applicable):** 1

### **Non-Integrated Scales**

Merchants using non-integrated scales need to set up PLU items as “Variable Price” for sold by weight produce, to enter prices manually, if allowed by their state. Merchants should know the rules for their state.

### **UPC Produce Items (For Packaged Produce)**

If you have UPC items for packaged produce that do not appear on the APL (Approved Product List), they can be mapped to an acceptable PLU for eWIC in the pricebook.



Once the pricebook is updated for eWIC requirements, training of eWIC transactions can be provided.

### **Check eWIC Balance Only Will be part of Level 3 Certification for store**

Without items in the basket, selecting eWIC payment method will display "Balance Check Only". Clicking "Balance Check Only" and then hitting "Continue" will give you the ability to print an eWIC balance for your customer, when their eWIC card is swiped through the PAX Terminal and their pin is entered.





A receipt is printed displaying the items approved for the customer and their balance. This is to be given to the customer. Note that during a regular checkout where eWIC is used, the balance will be provided to the customer on the midway receipt, eliminating the need to swipe the card twice (once for the balance check, and the second time to process the transaction).

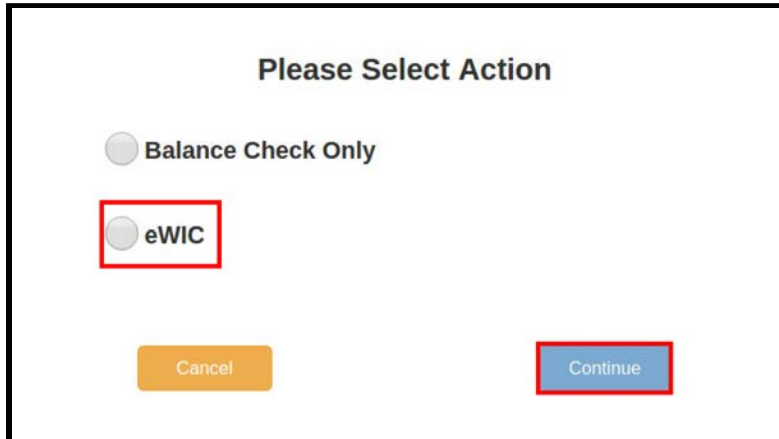


**Single Tender eWIC Transactions Will be part of Level 3 Certification for store**

When eWIC eligible items (single or multiple in the basket) are scanned and produce is entered with valid PLUs, and the customer pays with eWIC, you will be given an eWIC payment option when selecting the **Other** payment tab. When eWIC is selected and **Continue** is clicked, a message is shown on the POS to tell the customer to swipe their card and enter their pin on the



PAX terminal. The system will then print out a “mid-way receipt” that the customer must review and then **confirm the transaction by selecting Accept on the PAX terminal**. Upon confirmation, the Redemption receipt will be printed, which must also be given to the customer.

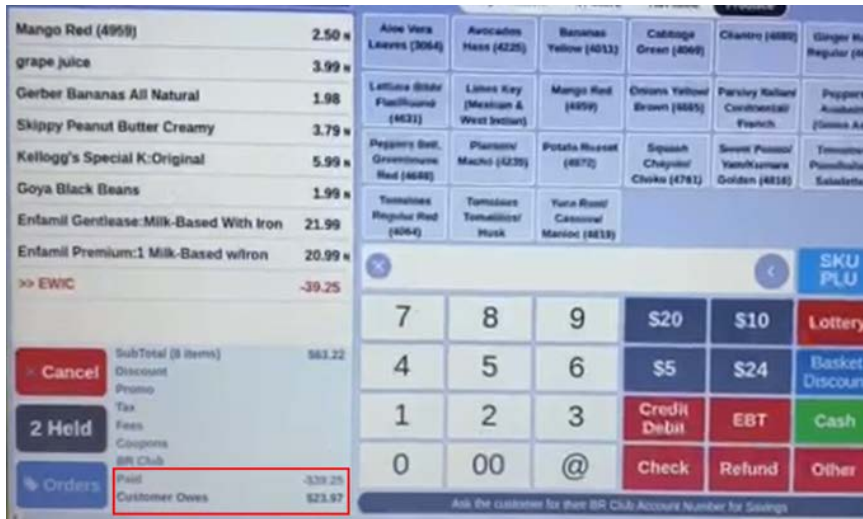


### Split Tender or Partial Payment Methods

**eWIC MUST be the FIRST payment method on the basket to allow eWIC processing. It is not possible to process eWIC items if it is not the first payment method.** This is to ensure that all the eWIC eligible items are included in the eWIC payment. eWIC eligible items will display an “n” to the right side of the price on the register tape.

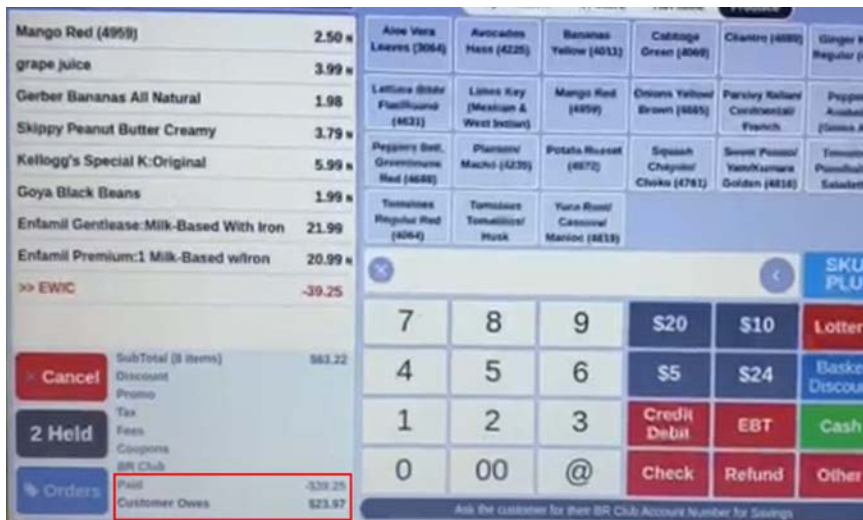
A “Mid-way Receipt” will print with the eWIC items that will be covered, and must be given to the customer to accept payment. Once a customer accepts payment the redemption receipt must be handed to the customer. The remaining balance on the transaction, if any, can be paid for by EBT (if applicable), cash, or debit or credit card.

If the customer does not wish to pay for the eWIC ineligible items, they can be removed to match the approved eWIC payment to close the sale. The merchant must hit on the “Close” button to close the sale if the customer wants to finalize the transaction to eWIC payment.



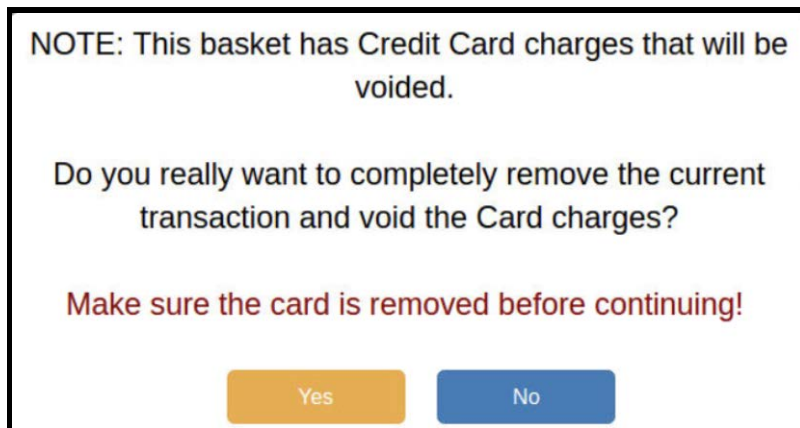
**Voiding eWIC Payments. (Canceling upon request of the customer) No refunds are allowed on completed eWIC Transactions! Will be part of Level 3 Certification for store**

Canceling the entire transaction (if requested by the customer) is permitted ONLY on mixed tender transactions with an unpaid balance. A Mid-way Receipt must have been provided to the customer as well as the Redemption Receipt. With an unpaid balance, you can Cancel or void the complete transaction.





eWIC basket cancellations are done by selecting the **Void/Cancel** key. **DO NOT USE THE REFUND BUTTON!** The POS will message you about the CC charge to be voided and you must confirm this action. This action, when completed, will return the benefits to the eWIC card.



When the transaction is canceled, a receipt showing eWIC void will be printed, which must be given to the customer.



### Reporting

eWIC transactions will be shown on the Shift and Terminal reports for each terminal.