

APL Changes and Transaction Errors

JUNE 2023

When significant changes to the Approved Product List (APL) are made, some stores may have difficulties with their APL downloading into their register systems. When deactivations are made in a subcategory of WIC foods, the APL at stores may not update in time, and there may be errors that present as insufficient funds card declines.

What happens when APLs don't update immediately?

Stores may have a gap of a day or two when the APL is not updated, but the WIC APL has been changed. In these instances, insufficient funds card declines may happen with the items that have recently been deactivated under a certain food subcategory. As the federal waiver allowing 2% milk for participants with 1% or skim milk benefits expires, those participants are no longer able to get 2% milk with their WIC benefits, and the APL was changed to deactivate 2% milk from the 1% and skim benefit subcategory. When the WIC customer presents 2% milk at the register with 1% or skim benefits, the APLs don't match, if the store's system has not applied the latest update. The way to troubleshoot is for stores to take out 2% milk from the transaction and tell the participant they can get 1% or skim milk instead. Many participants and cashiers do not know this, so it can be difficult for them to pinpoint what is causing the card decline.

What is the state office doing to help with these issues?

When stores have insufficient funds card declines, the state office can see these and notify the stores that are having these transaction issues.

- For all the large, chain stores, the vendor unit communicates with the corporate offices.
- For independent stores that are integrated, the vendor unit communicates with both the store and the cash register service provider for the stores that didn't get the overnight APL download as expected. The service provider is responsible for updating the stores' APLs, and they will do so once notified a stores' APL is out of date.
- For stores with stand beside terminals that are not integrated, the vendor unit sends emails in advance of APL updates and again afterwards, so that stand beside vendors know to update their APLs manually, if they begin having card declines. We additionally notify stand beside vendors who have card declines after the APL has changed, beginning with stores needed for access.

What can Local Agencies do to help with these issues?

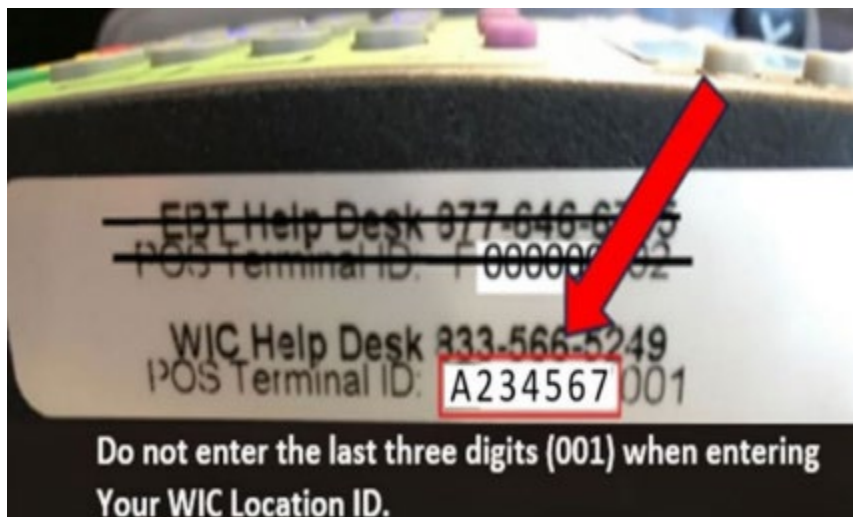
- If a store calls you with issues they are having with their stand beside terminal, you can direct them to visit the website to get the instructions to update their terminal, or you can give them the help desk number for FIS, the company that leases the terminal to the store.

The instructions for updating the terminal can be found here:

[Checking and Updating the Stand-Beside APL](#)

(www.health.state.mn.us/docs/people/wic/vendor/comm/aplquickref.pdf).

The number for the FIS helpdesk is 833-566-5249 and can be found on the side of the terminal. They will need the POS terminal ID when they call. That number can be found in the image below.



- If an integrated (large independent or chain store) calls you with questions, you can tell them to contact their corporate office or their cash register service provider to help troubleshoot the issue.
- For vendors who would like to contact the state office for any reason, they may do so by writing an email to health.wicvendor@state.mn.us. We can answer emails in English, Spanish and Somali.

Minnesota Department of Health - WIC Program, 625 Robert St N, PO BOX 64975, ST PAUL MN 55164-0975; 1-800-657-3942, health.wic@state.mn.us, www.health.state.mn.us; to obtain this information in a different format, call: 1-800-657-3942.

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