

# Welcome!

## WIC Vendors Forum

July 11, 2017

The webinar will begin shortly.  
Please stand by...

You must use your phone to hear the audio portion of today's webinar.

Dial 1-877-469-0778 and follow the directions given.  
Conference ID is 40812376.



**Department  
of Health**

# **WIC Vendors Forum**

**July 11, 2017  
2:00 pm – 3:30pm**

**July 11, 2017**

**New York State Department of Health  
Bureau of Supplemental Food Programs**



The slides presented, as well as a recording of the live presentation will be provided to Forum participants by email following the live Forum

Have a comment about today's topic(s)?  
Type it into the Chat Box on the lower right  
side of your screen at any time.

**\*\*Send chat messages to HOST only!\*\***



# Questions and Comments?

- Conference call operator assistance for verbal comments
- WebEx chat box for written comments during the webinar
- WIC shared email box for written comments after the webinar [nyswic@health.ny.gov](mailto:nyswic@health.ny.gov)

# Objectives of today's forum:

Share and discuss:

- eWIC Project Status Update
- UPC Collection Update
- Vendor Website
- Vendor Handbook Updates
- Resources



# BREAKING NEWS

Presented by: Lora Santilli

# **NYS WIC welcomes Conduent into the role of eWIC contractor!**



# Status of eWIC

Presented by: MaryEllen Holbrook

# NYS eWIC Project Timeline

ACTIVITY	SCHEDULE
Design, Development & Testing Testing & Training	Throughout 2017 Spring 2018
Pilot and Evaluation (4 months) ✓ Pilot Counties: Albany, Schenectady & Rensselaer	Spring/Summer 2018
Statewide Implementation	Completed in 2019



# eWIC Implementation – Post Pilot

## Tentative Regional Rollout

### Regions in Order of Rollout





# eWIC Readiness

- Four Key Tasks:
  1. NYWIC
  2. WIC Authorized Product List (APL)
  3. Equipment and Technology to Accept eWIC
  4. Communication & Training



# Equipment & Technology

- Two types of scanning systems:
  - Integrated Systems - WIC scanning is included in the point-of-sale system's normal business processes
  - Stand-Beside WIC Device – consists of a terminal and item scanner that operates independently of electronic cash register system. Communicates directly to the eWIC system through a dedicated phone line or internet connection.
- APL is Downloaded to Retail System
- Paper WIC checks will still be in circulation for a short period following eWIC implementation
  - Vendors must continue to accept paper checks during this period



# Equipment & Technology

- eWIC Card Type:
  - Online system
  - Magnetic strip
- eWIC Card Use:
  - Participant set PIN required
  - No signature or WIC ID needed





# Equipment & Technology

- eWIC Transaction:
  1. Card is swiped and cardholder enters their PIN number
  2. System validates the card, PIN and vendor

# Equipment & Technology

- eWIC Transaction:
  3. Cardholder balance obtained
  4. Each food item is compared to APL to determine if it is an allowable WIC item
  5. Each food item is then compared to cardholder balance obtained at the start of the transaction to determine if there is sufficient balance to purchase



# Equipment & Technology

- eWIC Transaction:
  6. Store price is captured for each food item
  7. Discounts such as coupons, loyalty cards or other specials are captured
  8. Purchase transaction message is sent to eWIC system
  9. The eWIC system approves/denies the transaction
  10. Vendor is reimbursed electronically within 48 hours of transaction



# Equipment & Technology

- WIC customers will be able to check their benefits balance and expiration date at the bottom of their grocery receipt.
- WIC customers will not need to separate WIC items from other purchases if vendor uses an integrated system



# eWIC Communication

- eWIC webinar for all vendors - October 2017
  - Vendor Readiness Checklist
  - Equipment Specifications and Certification Process
  - Regional Timeline for eWIC Implementation
- Feedback or Questions: [nyswic@health.ny.gov](mailto:nyswic@health.ny.gov)



# Vendor Owner Information

- Owner Entity Verification
- NYWIC System

Information submitted to database ensures that ownership information on file is up to date and correct in the NYWIC system



# Vendor Owner Information



## Owner Entity Verification

### Instructions:

Please begin by selecting the Business Type associated with your ownership.

If you select Partnership: you will be able to include up to four partners and/or members on this form. The last question will allow you to add additional partners/members.

If you select Limited Liability: you will be able to include up to four partners, members or corporate officers on this form. The last question will allow you to add additional partners, members or corporate officers. If adding corporate officers, only information for the following titles will be accepted: President, Vice President, Secretary or Treasurer.

If you select Corporation: you will be able to include up to four corporate officers on this form. The last question will allow you to add additional corporate officers. Only information for the following titles will be accepted: President, Vice President, Secretary or Treasurer.

If you have multiple NYS WIC authorized stores under different corporate names you would need to complete a separate form for each corporate name. You may do so by clicking the link provided in the email as many times as needed.

Completion of this form is required.

Select the Business Type associated with your ownership

☐ Sole Proprietor

☐ Partnership

☐ Limited Liability

☐ Corporation

Submit

Powered by Form.com



# Vendor Owner Information

- Owner Entity Verification must be completed and submitted
- Contact Vendor Management Agency with questions
- NYS has received Owner Entity Verification from 92% of WIC authorized vendors



# UPC Collection

Presented by: Jennie Cole

# WIC Authorized Product List (APL)

- **UPC Field Collection began March 1, 2017**
  - 60 counties completed (only 2 remaining)
  - 310 stores visited
  - 4,700 UPCs collected in the field
  - 15,550 allowable UPCs in working database







# UPC Updates

- Field collection will be completed in July 2017
  - vendors were selected based on location, size, chain, and distributor
- Review of collected data
  - accuracy
  - nutritional criteria



# APL - Review

- The APL will be circulated to all vendors in the fall of 2017
  - Vendors should carefully review the list
  - An electronic process has been developed for vendors to submit new/missing items
  - DOH will share full details at the Fall 2017 WIC Vendor Forum



# UPC Maintenance

- Submission of UPCs for New Products
  - Submission process will be available online for
    - Manufacturers
    - Vendors
    - Participants
  - Important to submit new WIC allowable products as they reach stores
  - Manufacturers will be able to submit UPC data for new products directly to DOH



# WIC Vendor Website

Presented by: Lauren Choiniere

# Website

- New vendor website launched April 19, 2017:  
[www.NYSWICVENDORS.com](http://www.NYSWICVENDORS.com)
  - Vendor application
  - Vendor forms
  - Additional vendor resources
  - VMA location & information

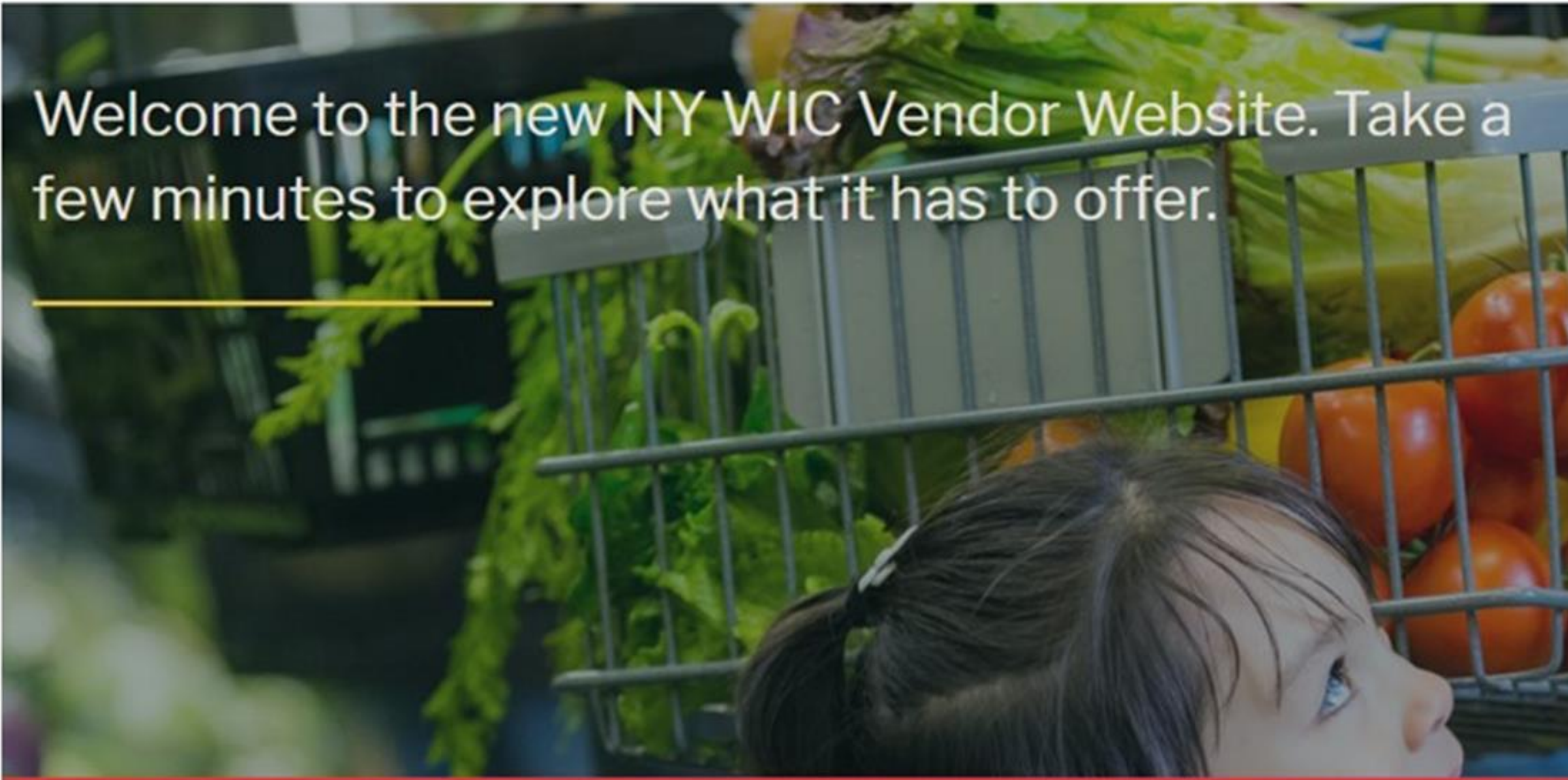


# Website - Homepage

## WIC Vendors In New York State

[Home](#) [How To Apply](#) [Vendor Resources](#) [Find a WIC Store](#) [VMA Locations](#) [UPC Information](#) [Related Links](#)

Welcome to the new NY WIC Vendor Website. Take a few minutes to explore what it has to offer.





# Website – Activity to Date

- Total page views: 9,082
- Vendor Training Link: 1,475
- Vendor Forums: 938
- Find a WIC Store: 756
- VMA Locations: 302



# Website- Find a WIC Store

## FIND A WIC STORE

ZIP / Address:

Radius:

FILTER BY CATEGORY:



**Exempt Formula Grocers**

[DETAILS](#)



**Grocery**

[DETAILS](#)



**Pharmacy**

[DETAILS](#)



**Grocery with Embedded Pharmacy**

[DETAILS](#)

**Search**

**Reset**

*Please call the vendor prior to going to the store to ensure availability. Vendors may not carry all formulas.*



**Department  
of Health**



# Website- Vendor Resources

- Acceptable Foods Card (20 Languages)
- Pictorial Foods Guide
- Minimum Stock Requirements
- Vendor Handbook
- Vendor Bulletins & Webinars
- Online Cashier Training Module Link



# Website- Vendor Resources

- WIC Program Complaint Form
- BSI Referral Form
- Change In Business Structure Notification
- Bank Designation Notification
- Electronic Reimbursement Request Form
- Vendor Email Update
- Vendor Stamp Request Form



# NYS WIC Vendor Handbook

Presented by: Joanne Murnane



# WIC Vendor Handbook

- Updated June 2017
- NYS WIC Vendor Bulletin # 3, “Vendor Handbook” (June 12, 2017) was sent to all vendors via Listserv on June 12, 2017
- Contact your VMA to update your email address if you did not receive the Bulletin



# WIC Vendor Handbook

- Can be located at [www.nyswicvendors.com](http://www.nyswicvendors.com)
  - Look in the Vendor Resources section





# Vendor Handbook Revisions

Two new sections have been added:

1. Vendor Peer Groups
2. Not to Exceed Amounts

**Vendors are responsible for knowing all the information in the new handbook**



# Vendor Handbook Revisions

## Vendor Peer Groups (VPG)

- This section includes information on:
  - what VPG are,
  - how VPG are assigned, and
  - what to do if your store size, location, or business model changes



# Vendor Handbook Revisions

## Not to Exceed (NTE) Amounts

- This section includes information on:
  - what a NTE amount is,
  - what happens if the “pay exactly” amount is more than the NTE amount, and
  - how to avoid transaction errors that cause checks to be rejected for exceeding the NTE



# Vendor Handbook Revisions

- Vendor forms have been removed from the appendix of the handbook
- Forms are now available on the NYS WIC Vendor website at: [www.nyswicvendors.com/vendor-training/](http://www.nyswicvendors.com/vendor-training/)
  - Look in the Vendor Forms section
- Vendors should contact their VMA with questions about the Vendor Handbook and Vendor Forms



# WIC Vendor Handbook

## Vendors must:

- make sure they have the most recent copy of the handbook
- contact their VMA if they would like to request a hard copy
- share the handbook with their staff
- discard any old versions of the handbook



# Email Notifications

**Presented by: Joanne Murnane**



# Email Notifications

## New Training Notification Process:

- Communicated to vendors via Vendor Bulletin #2, dated May 4, 2017
- Vendors will receive email notification of their scheduled vendor trainings from their VMA
- Notification will include the date, time and location of the training, and VMA contact Information
- Vendors will receive their training certificate via email



# Email Notifications

- Vendors that miss the scheduled training will receive a follow up notification with next steps
- Vendors must alert their VMA of any changes to their email address
  - Check junk mail folders and ensure email settings allow for receipt of these emails.
  - Emails originate from the same address as eMonitoring notifications.



# Vendor Resources

Presented by: MaryEllen Holbrook



# Online Cashier Training



Available at [www.nyswicvendortraining.com](http://www.nyswicvendortraining.com)



# Online Cashier Training

- [www.nyswicvendortraining.com](http://www.nyswicvendortraining.com)
- Link available through vendor website: [www.NYSWICVENDORS.com](http://www.NYSWICVENDORS.com)
- 7,800 hits
- Spanish version under development



# Pictorial Foods Guide and Acceptable Foods Card



The Pictorial Foods Guide and Acceptable Foods Card should be used to determine which foods are WIC Allowable

December 2016

## WIC Acceptable Foods Card

This card is available in 27 languages, visit [www.health.ny.gov/fhs](http://www.health.ny.gov/fhs)

<p><b>Milk</b> Your WIC check lists the fat content you must buy</p> <ul style="list-style-type: none"> <li>Any brand</li> <li><b>WALA</b> Buy the largest container available (gallons, 96 ounces, half gallons, or quarts) or the size listed on the WIC check</li> <li><b>EVAPORATED/CONDENSED MILK</b> 12-ounce container only</li> <li><b>DRY-POWDERED MILK</b> 20-ounce container only</li> <li><b>LACTOSE FREE MILK</b> Buy the largest container available or the size on the WIC check</li> <li><b>KOSHER MILK</b> Buy the largest container available or the size on the WIC check</li> </ul> <p><b>NOT ALLOWED:</b> Flavored, organic, or sweetened condensed milk; buttermilk or milk with added cultures; reduced fat (2%) milk</p>	<p><b>Eggs</b></p> <ul style="list-style-type: none"> <li>Any brand</li> <li><b>Medium or Large</b> White or Brown</li> </ul> <p><b>NOT ALLOWED:</b> Junkies and extra-large eggs; high-cholesterol specialty eggs (including organic, reduced cholesterol, cage-free free range, Omega 3)</p>
<p><b>Cheese</b></p> <ul style="list-style-type: none"> <li>Any brand</li> <li><b>Pasteurized Process American</b>, Monterey Jack, Mozzarella, Cheddar, Colby, Swiss, Muenster, Provolone, or blends of any of these cheeses</li> <li>Purchase in blocks or slices</li> <li>Must add up to the number of ounces on check. Can be 1 or more packages</li> <li><b>KOSHER CHEESE</b> if printed on your WIC check OR if the store does not carry any other kind of cheese</li> </ul> <p><b>NOT ALLOWED:</b> Imported cheeses; cheese foods, products or spreads; cracker cuts, shredded, grated, cubed, sliced, or stick cheese; flavored or organic cheese; individually wrapped slices</p>	<p><b>Peanut Butter (6-8 ounces jar)</b></p> <ul style="list-style-type: none"> <li>Any brand: crunchy, chunky, creamy, smooth, natural and reduced fat varieties are allowed</li> </ul> <p><b>NOT ALLOWED:</b> Peanut spread; freshly ground or whipped peanut butter; peanut butter mixed with jelly, marshmallows, chocolate or honey; organic peanut butter; peanut butter with added vitamins and minerals, or other added ingredients (Omega 3, DHA &amp; EPA, Iron etc.)</p>
<p><b>Yogurt</b> Your WIC check lists the fat content you must buy</p> <ul style="list-style-type: none"> <li>Exactly 32-ounce container OR any combination of sizes that add up to exactly 32 ounces</li> <li>Any brand: plain, plain Greek, organic plain, organic plain Greek</li> <li><b>KOSHER YOGURT</b> if printed on your WIC check OR if the store does not have non-kosher items available</li> </ul> <p><b>NOT ALLOWED:</b> Flavored (such as vanilla, fruit), instant ingredients (granules, candy, etc.), drinkable/quencher yogurt, frozen yogurt</p>	<p><b>Beans, Peas, and Lentils</b> To lower salt intake, choose water-packed beans, peas, lentils</p> <ul style="list-style-type: none"> <li>Any brand, 16-ounce bag of mature beans, peas, lentils</li> <li><b>Canned</b> Any brand, 15-16-ounce can of mature beans, peas, lentils</li> </ul> <p><b>NOT ALLOWED:</b> Baked beans, pork and beans, corned beans containing added sugar, fat, meat, or oil; frozen beans; green peas, snap beans, yellow beans, and other beans may not be purchased with a WIC check that says "Beans, Peas, Lentils"; you may use your WIC Vegetables and Fruits check to purchase these types of foods</p>
<p><b>Soy Beverage</b></p> <ul style="list-style-type: none"> <li><b>8TH CONTINENT:</b> Soybeis - Original and Vanilla (32 ounce shelf stable); Soybeis - Original and Vanilla (64 ounce refrigerated)</li> <li><b>PACIFIC NATURAL FOODS:</b> 100% Soy - Original and Vanilla (32-ounce shelf stable)</li> <li><b>SILK:</b> Soybeis - Original (32 or 64-ounce refrigerated); Soybeis - Original F2S-ounce refrigerated multi-pack</li> <li><b>WHOLEFOODS:</b> Organic Plus Soybeis - Plain (32 or 64 ounce shelf stable); Plus Soybeis - Vanilla (32 or 64 ounce shelf stable)</li> </ul>	<p><b>Canned Fish</b> To lower fat intake, choose water-packed fish</p> <ul style="list-style-type: none"> <li><b>Light Tuna</b> Any brand (3 and 5-ounce cans)</li> <li><b>Pink Salmon</b> Any brand (3, 6, and 17-ounce cans)</li> <li><b>Sardines:</b> Any brand (3.75-ounce cans)</li> <li>May be packed in water or oil</li> <li>May contain bones and skin</li> </ul> <p><b>NOT ALLOWED:</b> Albacore tuna, blueback salmon, wild salmon, flavored, with added ingredients</p>
<p><b>Tofu</b> 16-18-ounce package</p> <ul style="list-style-type: none"> <li><b>AZUMAYA:</b> Tofu - Firm, Extra Firm</li> <li><b>HOUSE:</b> Premium or Organic Tofu - Soft, Medium Firm, Firm, Extra Firm</li> <li><b>NATURE'S PROMISE:</b> Organic Tofu - Firm</li> <li><b>NASOYA:</b> Organic Tofu - Silken, Lite Firm, Firm, Extra Firm</li> <li><b>SAN JUAN:</b> Tofu - Soft, Firm, Extra Firm</li> <li><b>WHOLEFOODS:</b> Organic Tofu - Firm</li> </ul>	<p><b>Exclusively breastfeeding women get extra foods that help build the milk supply needed by their growing baby.</b></p>



# Access to PDF on Smartphones

1. Go to NYSDOH WIC page



2. Click Information for Vendors under Section Menu



3. Locate pictorial version under WIC Acceptable Foods



4. Click 'Open in' and save it to your phone





# Vendor and Participant Resources

- Copies of the Pictorial Foods Guide and/or the Acceptable Foods Card off the New York State Department of Health Website at:

<https://nyswicvendors.com/vendor-training/>

[www.health.ny.gov/prevention/nutrition/wic/info\\_for\\_vendors.htm](http://www.health.ny.gov/prevention/nutrition/wic/info_for_vendors.htm)

- The card is also available to WIC participants; vendors may see WIC participants using both resources while shopping.



# Reminders – Training Requirements

- Authorized WIC Vendors **MUST** attend a minimum of one vendor training session per year with their contracted VMA
- NYS quarterly Vendor and Stakeholder forums **DO NOT** fulfill this training requirement.



## Reminders – Contact Information

- Vendor communications including upcoming WIC Vendor Forum Information will be shared through the Vendor Listserv
- Vendors should notify their VMA of any changes to their email address and contact information immediately



# Save the Date!

An eWIC Forum will be held:

October 17, 2017

11:00 AM – 12:30 PM

Information and registration instructions will be shared ahead of the forum.



# Questions and Comments?

- Conference call operator assistance for verbal comments
- WebEx chat box for written comments during the webinar
- WIC shared email box for written comments after the webinar  
[nyswic@health.ny.gov](mailto:nyswic@health.ny.gov)



**Thank you for  
joining us!**