Welcome!

WIC Vendors Forum

October 17, 2017

The webinar will begin shortly.
Please stand by…

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Conference ID is 85082238.

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Objectives of today's forum:

Share and discuss:

- NYWIC Project Status

- Review of NYS Approved Product List

- eWIC Project Status Update

- Vendor Communications

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NYWIC/eWIC Project Update

Presented by: Jean Reo

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NYWIC & eWIC

- NYWIC – Management Information System (MIS) necessary for issuing WIC benefits to participants.

- eWIC – Transition from paper checks to Electronic Benefit Transfer(EBT) system for redemption of WIC benefits.

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eWIC Readiness

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

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NYS NYWIC/eWIC Project Timeline

ACTIVITY	SCHEDULE
Design & Development Testing & Training	January 2017 – December 2017 January 2018 – March 2018
Pilot and Evaluation (4 months) ✓ Pilot Counties: Albany, Schenectady & Rensselaer	April 2018 – July 2018
Statewide Implementation	September 2018 – July 2019

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Statewide Implementation

- Schedule Based on:
  - WIC local agencies size (# of sites)
  - Caseload (# of participants)
  - Volume of Stores

- Pilot & Upstate Roll Out
  - Close to State office for immediate onsite support.
  - Maximize vendor coverage. Majority of chain stores in the pilot and early implementation areas.

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Statewide Implementation

- Regional breakdown for Upstate and Downstate.

- Implementation dates are tentative, contingent upon success of the pilot and USDA approval.

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eWIC Implementation – Post Pilot Regional Rollout

Regions in Order of Rollout

- Capital Region
- Central
- Western
- Metro (above NYC)
- Long Island
- 5 Boroughs

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Statewide Implementation

Upstate: September 2018 – February 2019

- Capital Region　　　　Sept. 2018 – Dec. 2018
- Central Region　　　　Oct. 2018 – Jan. 2019
- Western Region　　　　Oct. 2018 – Feb. 2019

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Statewide Implementation

Downstate: December 2018 – June 2019

- Metro Region (above NYC)   Dec. 2018 – Mar. 2019
- Long Island   Jan. 2019 – April 2019
- Bronx   Feb. 2019 – May 2019
- Kings   Feb. 2019 – May 2019
- Manhattan   March 2019 – June 2019
- Queens   April 2019 – June 2019
- Staten Island   April 2019 – July 2019

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eWIC Equipment & Technology

- Vendor Equipment Survey
  - 932 Outstanding responses
- Response is critical for vendors to be eWIC ready.

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Reviewing the APL and Submitting UPCs

Presented by: Jennie Cole

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Approved Product List

The WIC Approved Product List (APL) is an electronic database that lists all WIC food items. For WIC participants to purchase a product, the Universal Product Code (UPC) or Price Look Up (PLU) code for that product must be included in this database.

The NYS WIC Program will use PLUs set by the International Federation for Produce Standards (IFPS) for **all** fresh produce. All fresh produce UPCs must be mapped to the most similar IFPS PLU. **No store-generated** PLUs will be included on the APL. **No UPCs for fresh produce** will be included on the APL.

– If you have any concerns about the mapping capabilities of your store's equipment, first contact your own IT department, and then send your questions to <u>wicfoods@health.ny.gov</u>.

Approved Product List

Vendors, participants, and manufacturers will need to alert the NYS WIC Program of any new or missing UPCs for allowable products. **If the UPC or PLU for a product is not on the APL, participants will not be able to purchase that product.**

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Unapproved Products Purchased in Error

- Until EBT, it has been the responsibility of cashiers to make sure that only approved products are purchased using WIC food instruments.

- The APL will eliminate the possibility for participants to purchase unapproved products in error.

  For example:
  - Cream of Wheat vs Whole Grain 2½ Minute Cream of Wheat
  - Peanut Spreads vs Peanut Butter

- If vendors or participants submit UPCs for products that are not allowable, those UPCs will **not** be added to the APL.

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PDF and Excel Versions of the APL

A copy of the full APL is available as a PDF or an Excel spreadsheet on the NY State WIC Vendor Website for any vendors who want to review it in detail.

There are also separate PDFs available for each food category to make the review process easier.

The eWIC system APL will be updated daily with any allowable additions. **The Excel spreadsheet and PDFs for review purposes posted on the Vendor Website will be updated on a weekly basis.**

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Pharmacy APL Review

It is important for pharmacy vendors to review the Formula and WIC Nutritional APL PDF on the NY State WIC Vendor Website to make sure the UPCs for all WIC allowable products sold are included.

If any formula or WIC nutritional UPCs are missing, please email wicfoods@health.ny.gov with details of the missing products.

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APL and UPC Guide

There is a guide available on the NY WIC Vendor Website to help vendors identify allowable WIC items in their stores that are missing from the APL.

The guide also includes instructions on how to submit UPC information for allowable products that are missing from the APL, or for allowable products that are new to the market.

How to Submit UPCs

There are two ways to submit UPCs to be added to the APL. Both can be found at this link: https://nyswicvendors.com/upc-resources/.

For less than 10 items:	For more than 10 items:
Use the Electronic NYS WIC UPC Submissions Form	You may use either the Electronic NYS WIC UPC Submissions Form or the NYS UPC Submissions Spreadsheet.
See instructions on page 29 of the guide.	See instructions on page 37 of the guide.
If you need to submit more than 50 items, contact wicfoods@health.ny.gov for guidance.	

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APL Questions

Please direct any questions about the APL or submitting UPCs to: wicfoods@health.ny.gov.

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eWIC Project Overview

- eWIC Contractor: Conduent Technology Services

- Experience with rolling out eWIC technology in several other states.

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New York WIC Vendor Forum
October 17, 2017

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Conduent Technology Services

Topics for Discussion

- Conduent Overview
- What is eWIC?
- Who are the major stakeholders?
- What are the benefits?
- Vendor Survey
- Transaction Models
- Vendor Training

Conduent Overview

Conduent Overview

Proven WIC Vendor Enablement and Support since 2008

- **Currently support over 150,000 WIC and SNAP vendors**
  - 4,500 WIC vendors in 9 states (MI, VA, VT, CT, IN, OK, TN, NY and SC)
  - 146,257 SNAP retailers in 21 states
    - Includes 18,875 SNAP retailers in New York

- **Strong integration and certification support**
  - Certified with major Third Party Processors (TPP), Electronic Cash Register (ECR) system providers and large grocery chains
  - Support coordination with TPPs and ECR providers including step by step test scripts, a separate integration testing environment, and system experts when needed for troubleshooting

What is eWIC?

What is eWIC?

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- eWIC is simply the electronic issuance, redemption, reconciliation and payment of WIC benefits

- Food benefits are issued using an electronic food prescription that specifies particular food items or categories that can be purchased and the time period the prescription is good for

- During an eWIC transaction, each item is first verified against the APL files to confirm it is a WIC eligible item. It is then compared to the benefit balance and the prescription start/end dates

- The transaction is then sent to Conduent where the vendor status is confirmed, it is verified against the APL data, the items are deducted from the family's benefit balance and the transaction is approved or denied

eWIC Solution Benefits

eWIC Solution Benefits

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Who are the Stakeholders?

- Participant
- Vendor
- State
- WIC Local Agencies

Participant Benefits

- Greater flexibility in shopping trips and ability to choose foods and quantities to meet their family's needs
- Online access to prescription balance and transaction history
- More convenient and easier to use

eWIC Solution Benefits

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Vendor Benefits

• Easier checkout – no paper WIC instruments

• Faster settlement, usually within 24 hrs

• System approves only WIC items (less errors)

• Fewer administrative tasks i.e., no batching paper, no vendor stamps, no rejected checks

• Reduced risk of fraud

• Reduced training for personnel, less time to train cashiers

Vendor Surveys

Vendor Surveys

Vendor surveys are used to determine a vendor's eWIC processing capabilities.

Based on each vendor's Third Party Processor (TPP) and Electronic Cash Register (ECR) system, vendors are assigned one of the following categories:

- Integrated, eWIC capable
- Integrated, not eWIC capable
- Non-integrated

Transaction Processing Methodologies

Transaction Processing Methodologies

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Integrated Vendors

- Utilize an eWIC certified Third Party Processor (TPP)

- Full service provider for transaction processing, reconciliation and settlement for all payment types supported by the vendor

  - TPPs charge vendor fees based on the type of service selected (i.e. per transaction fee
  - Vendors can negotiate fees (both cost and type) with the TPP
  - For vendors that need to certify, Conduent provides a test environment, scripts and test cards
  - Questions regarding settlement or transaction processing should be directed to the TPP

Transaction Processing Methodologies

Certified TPPs

- First Data Corporation

- Fiserv Solutions, Inc.

- Vantiv, LLC.

- Worldpay US, Inc

Transaction Processing Methodologies

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Certified Electronic Cash Register (ECR) Systems

- IBM ACE v7.2/8
- StoreNext ISS45 v7/v8
- StoreNext Scanmaster v2
- NCR RealPOS Model 7446
- IBM System 3200
- Dell Optiplex 760
- Retail Professional, V2010.1301.0.127
- LOC SMS v3.3/3.4

Transaction Processing Methodologies

- Stop & Shop
- Price Chopper
- Hannaford
- Walmart
- Shop Rite

- Target
- Acme
- Weis Markets
- CVS
- Save A Lot

Certification Process

- Except for large chains requires little involvement from the vendor

- For smaller stores, the ECR provider often works on behalf of the vendor

- Conduent provides support coordination with TPPs and ECR providers including step by step test scripts, a separate integration testing environment, and system experts when needed for troubleshooting

- Vendors should contact Valarie Simms at valarie.simms@conduent.com or Boyd Neal at boyd.neal@conduent.com for questions about the certification process

Transaction Processing Methodologies

WIC Purchase Flow

- An Approved Products List is downloaded nightly to the store's system
- Card Swipe at POS and client enters PIN
  - *Depending on the system, this step could occur at the beginning or end of the transaction*
- Prescription balance is transmitted to store
- Items are scanned
- UPCs are verified against the APL file
- Checked against client balance
- POS transmits items scanned to WIC Connect system for approval
- WIC Connect responds with approval and remaining prescription balance

Transaction Processing Methodologies

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Integrated eWIC purchase transaction

- Will appear like any other card transaction

- Once completed, if there are any non-WIC items remaining, the participant will be given the opportunity to pay the remaining balance with another tender

Transaction Processing Methodologies

Stand Beside Vendors (state provided equipment)

- Only utilized by small vendors without an integrated cash register system
- The State provides equipment for initial POS terminal
- The State pays transaction processing costs
- Less efficient
- Have to scan items twice, at POS and in register
- Takes up counter space and requires power at lane
- Can only do WIC transactions
- Vendors must establish analog phone line or wired internet connection
- Stores processing integrated will not receive a stand beside terminal

Transaction Processing Methodologies

- **Vendors who will need stand beside equipment will be determined by DOH**

  - Must complete and return a Conduent Vendor Agreement and W9 form

  - Conduent Vendor Agreements must be returned ASAP so equipment can be shipped and training can be conducted

  - Vendor must have a working analog phone line or wired internet connection prior to training

Transaction Processing Methodologies

Processing a stand beside eWIC transaction

• Card is always swiped first

• Enter PIN

• Scan UPC or enter PLU (items must be scanned on register as well)

• Enter/confirm prices

• Complete transaction

Vendor Training

Vendor Training

- **Stand beside POS vendor "Ship & Train"**
  - Manual included with the POS shipment
  - Quick Reference Guide
  - After delivery, vendor calls and schedules a time for telephone based training
  - Vendor Help Desk

- **Integrated vendors trained by their corporate staff**
  - Level 3 certifications frequently assist vendors with initial training

Vendor Manual

Table of Contents

Communications and Resources

Presented by: MaryEllen Holbrook

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Vendor Communication

- Vendor Listserv
- Vendor Management Agencies
- nyswic@health.ny.gov

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Vendor Resources

Visit the WIC Vendor Website

https://nyswicvendors.com

Visit the New York State Department of Health

WIC web page

www.health.ny.gov/prevention/nutrition/wic/info_for_vendors.htm

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Save the dates!

2018 WIC Vendor Forum Schedule:

DATE:	TIME:
Tuesday, January 23, 2018	2:00 p.m. - 3:30 p.m.
Tuesday, April 24, 2018	11:00 a.m. – 12:30 p.m.
Tuesday, July 17, 2018	2:00 p.m. – 3:30 p.m.
Tuesday, October 23, 2018	11:00 a.m. – 12:30 p.m.

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Thank you for joining us!

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