



Department of Health

ANDREW M. CUOMO
Governor

HOWARD A. ZUCKER, M.D., J.D.
Commissioner

SALLY DRESLIN, M.S., R.N.
Executive Deputy Commissioner

VB # 4 – April 27, 2018

NYS WIC PROGRAM VENDOR BULLETIN Title: eWIC Rollout for Vendors

This is an important notice. Please have it translated.

Este aviso es importante. Haga que lo traduzcan.

Это важное сообщение. Пожалуйста, попросите перевести вам данную информацию

Đây là thông báo quan trọng. Xin vui lòng nhờ người chuyển ngữ tài liệu này cho quý vị.

Ovo je važna obavijest. Molimo da tražite da vam se prevede.

यह एक महत्वपूर्ण सूचना है। कृपया इसे अनुवाद करके रखें।

這是一項重要通告。請予以翻譯。

هذه ملاحظة هامة يرجى ترجمتها

זוהי הודעה חשובה. נא לתרגם אותה.

The New York State (NYS) WIC Program will begin pilot of eWIC beginning April 30, 2018. Work is underway to make sure all WIC vendors are ready to process eWIC transactions before WIC local agencies start issuing eWIC cards to participants statewide. Please refer to the attached map to see when eWIC will be rolled out in each region.

All WIC authorized Vendors must have equipment capable of processing eWIC. There are two types of Point of Sale (POS) systems that vendors can use to process eWIC:

1. **Integrated (ECR) System** – can accept multiple payment types, including eWIC, and can ring up WIC and non-WIC items simultaneously.
2. **eWIC Stand Beside POS Terminal** – supports eWIC transactions only. Vendors using eWIC stand beside POS terminals must continue to ring up WIC items separately from non-WIC items. **A dedicated analog phone line or wired internet line for each stand beside unit is required.**

NYS WIC has reviewed the information each vendor provided on their current cash register system to determine whether a vendor has an integrated system or will require eWIC stand beside POS equipment.

eWIC Stand Beside POS Terminal – The NYS WIC Program has contracted with Conduent State and Local Solutions (Conduent) to provide eWIC stand beside POS equipment to WIC-authorized vendors that are unable to use an integrated solution. Vendors requiring this equipment will receive a vendor agreement from Conduent. Vendors must return the following information to Conduent:

- ✓ WIC Vendor Settlement Authorization Form (voided check is required)
- ✓ Conduent WIC Vendor Agreement (return pages 3,7,8 & 9)
- ✓ Form W-9 (only return signature page)
- ✓ Connection Type

A signed agreement along with all required documentation must be returned to Conduent before eWIC stand beside POS equipment can be shipped to a vendor. Conduent will provide equipment installation and training over the phone once a vendor receives the equipment.

Integrated System – The NYS WIC Program must certify integrated cash register systems before a vendor can accept eWIC. The certification will test the following functions:

- Confirm balance inquiry executes properly to verify connectivity
- Verify balance inquiry description matches Approved Product List (APL)
- Conduct a transaction with WIC items only
- Conduct a transaction WIC and non-WIC items simultaneously
- Process split tender purchases
- Verify remaining benefit balance
- Ensure Cash Value Benefits and Price Look Up (PLU) mapping process correctly
- Confirm coupons and promotions process correctly
- Ensure voided and reversed transactions process and credit correctly

WIC staff will email the eWIC contact listed for each integrated system vendor at least one week in advance with a proposed date and time for the certification visit. It is recommended that a staff member from the stores IT Department and someone knowledgeable about the WIC Program be present during the certification. In addition, vendors should reach out to their third-party processors (TPPs) and let them know the date of their level 3 certification.

If you have any questions about this information, please contact your VMA.