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eWIC Frequently Asked Questions

General

1. What is eWIC?

eWIC is an electronic benefits transfer (EBT) system for WIC. eWIC replaces paper checks with a card for issuance, redemption, reconciliation, and payment of WIC benefits at authorized WIC stores.

An eWIC card is loaded with a prescription for specific food items, just like a paper WIC check. As participants use their benefits, food items are deleted from the balance on the eWIC card. At the end of each transaction, the point of sale system will print a detailed list on the receipt, so participants can see which foods they have left and how much time remains until these foods expire.

2. What are the benefits of eWIC for WIC participants?

eWIC will benefit participants by providing:
o   Unrestricted number of shopping trips
o   Convenient, easy, and quick transactions for all items purchased
o   Secure, discreet, and confidential transactions
o   Accurate listing of remaining food items prior to and after shopping

3. What are the benefits of eWIC for WIC vendors?

eWIC will benefit vendors by providing:
o   Faster settlement, usually within 24 hours
o   Increased efficiency and fewer errors; cashiers require less training for eWIC transactions
o   Convenience; eWIC eliminates manual recording, vendor stamping, and returned checks

4. How many other states are currently using eWIC technology?

As of April 2018, eWIC is fully operational in 24 states and 16 ITOs. The USDA has mandated that all states transition to eWIC technology by the year 2020 and keeps an updated map of states' progress on https://www.fns.usda.gov/wic/wic-ebt-activities.

5. How can I find out more?

Visit the WIC Vendors in NYS website (https://nyswicvendors.com/), the New York State Department of Health website (https://www.health.ny.gov/wic/), or contact your Vendor Management Agency.

Vendor Rollout

6. In New York State, which locations will be the first to implement eWIC?

eWIC will pilot in Albany, Rensselaer and Schenectady counties in Spring 2018.

7. When is eWIC expected to be fully rolled out?

The pilot will occur in April of 2018 in the Capital District area. Once USDA confirms and approves a successful pilot, roll out will continue toward the western part of the state. Once upstate is complete, roll out will move through the Lower Hudson Valley, Long Island, and finally the 5 boroughs of NYC. Statewide implementation of eWIC is expected to be completed mid-2019.

8. What is the roll out schedule for vendors?

Pilot- 04/23/2018
Capital- 05/07/2018

Central- 06/04/2018
Western- 07/16/2018
Lower Hudson Valley- 05/07/2018
Long Island- 07/16/2018
5 Boroughs- 09/10/2018

These are the start dates for each region. NYS staff will then go county by county in each region. Vendors will get a notification about when NYS staff will visit their store at least one week ahead of time.

9. What is the rollout schedule for participants?

Pilot- 04/30/2018
Capital- 09/2018
Central- 10/2018
Western- 10/2018
Lower Hudson Valley- 12/2018
Long Island- 01/2019
Bronx- 02/2019
Kings- 02/2019
Manhattan- 03/2019
Queens- 04/2019
Staten Island- 04/2019

10. If a participant with an eWIC card chooses to shop in a county that has not completely rolled out eWIC, would the participant be able to use their benefits in any store in that area?

The goal of the vendor rollout plan is to get all WIC authorized vendors in a specific region eWIC ready ahead of the WIC local agencies issuing eWIC cards to participants in that same region. This plan will lessen the likelihood of a vendor having to turn away a WIC customer. In addition, when a major chain is rolled out in one location all stores in that chain statewide will be eWIC ready. It is very likely that a participant traveling will be able to find a store that is able to take eWIC. However, it is possible that a participant could travel to another part of the state where vendors has not yet completely rolled out. If the vendor is not up and running with eWIC they would not be able to accept the eWIC card. Part of participant education at the WIC clinic will include providing them with a list of eWIC ready stores.

11. We have stores in NJ who accept NY WIC. Will they be able to take eWIC and where do they fit in the rollout schedule?

If your store is an authorized NYS WIC vendor and can accommodate APLs from both states, then there should be no problem accepting eWIC. Conduent has already been in touch with these vendors about vendor certification. Your rollout will be part of pilot, which is April 2018.

12. When will vendors have to surrender their WIC Vendor Stamp?

Vendors will need to keep their WIC Vendor Stamps until eWIC/NYWIC rollout is complete (September 2019) and there are no more WIC checks issued to participants in circulation. Information about how to surrender the WIC Vendor Stamp will be provided once WIC checks are no longer in circulation.

Vendor Readiness

13. Do vendors need to reapply as a WIC vendor for eWIC?

Vendors do not need to reapply if they are already WIC vendors. However, to remain an authorized WIC vendor, vendors need to be able to transact eWIC by the time eWIC is implemented in their region. This means Integrated vendors need to have a certified TPP and state certification approval of

their ECR system and Vendor's receiving stand beside equipment must complete a vendor agreement with Conduent Technologies so that their equipment can be shipped and installed to verify an eWIC transaction.

14. How can integrated vendors prepare for their certification?

Reach out to Conduent for questions about how to test your system. Conduent will provide card data for a communication test but the store will not receive test cards.

15. Will contracts/agreements be sent out via email or mail?

Contracts and/or agreements that require an original signature are typically sent by postal mail. These include but are not limited to:

- Conduent Vendor Agreements for WIC vendors that have been identified as needing eWIC stand beside (POS) terminals. These will be mailed to vendors over the coming months depending on their rollout period and must be signed and returned to Conduent prior to shipment of an eWIC stand beside (POS) terminal.
- WIC Vendor Contracts required for all WIC authorized vendors. Revised WIC contracts will be sent from vendor management agencies in April 2018. Original copies signed by the vendor must be returned to the VMA prior to eWIC implementation.

16. During the Vendor Application Pause, can a chain request to add a new store?

New chain store requests will be considered on a case by case basis based on the information provided in the application.

EBT Equipment & Technology

17. What are the vendor's options for accepting eWIC? What kind of cash register do I need for eWIC? Do I have to purchase a special machine capable of reading the magnetic strip of an eWIC card?

Depending on an authorized WIC vendor's current computer system, vendors will use either an eWIC stand beside point of sale (POS) terminal or an integrated electronic cash register (ECR) system.

18. What is the difference between an integrated and stand beside POS system?

Integrated (ECR) system - can accept multiple payment types, including eWIC, and can ring up WIC and non-WIC items simultaneously.

eWIC Stand Beside (POS) Terminal - supports eWIC transactions only. Vendors using eWIC stand beside point of sale (POS) terminals must continue to ring up WIC items separately from non-WIC items. In addition, if a vendor's cash register tracks inventory, WIC food items will need to be scanned twice – once through the eWIC stand beside POS terminal and once through the register. WIC items will have to be scanned twice, once at the stand beside point of sale (POS) terminal and once at the register.

19. How can vendors know if their equipment is capable of processing eWIC transactions?

Vendors must complete the eWIC readiness survey. The eWIC project contractor, Conduent, will review each vendor's survey and determine equipment or software needs. They will review a vendor's current cash register system to determine if they have an integrated electronic cash register (ECR) system or if an eWIC stand beside point of sale (POS) terminal is required. For vendors with integrated ECR systems, Conduent will assess whether their ECR and third-party processor (TPP) is currently certified.

20. How long does it take to have an electronic cash register (ECR) system certified?

This is approximately a 45-day process.

21. Is there a contact we can refer our current point of sale (ECR and TPP) providers to?

Yes. Conduent staff, Tyrill Towns (Tyrill.Towns@conduent.com) and Valarie Simms ([Valarie.Simms@Conduent.com).](mailto:Valarie.Simms@Conduent.com)

22. What is the cost of eWIC stand beside POS terminals?

Based on an equipment needs assessment, currently authorized stores not operating an integrated electronic cash register system will be provided with eWIC stand beside POS terminals at no cost. Terminals will be provided based on the vendor's sales volume up to a maximum of four lanes but not to exceed the number of lanes in a WIC location.

23. Will NYS WIC provide a standalone terminal for stores without integrated cash registers?

Based on an equipment needs assessment, currently authorized stores not operating an integrated electronic cash register system will be provided with eWIC stand beside POS terminals at no cost.

24. Will there be transaction fees?

Integrated (ECR) system - Vendors should check with their contracted TPP.

eWIC Stand Beside (POS) Terminal - There are no transaction fees

25. Will there be a monthly fee for having the eWIC stand beside POS terminal?

No. There will be no monthly fees for vendors that receive a stand beside POS terminal during eWIC rollout in New York State.

26. What happens if my eWIC stand beside POS equipment is damaged?

Vendors should contact Conduent immediately regarding eWIC equipment failure or malfunction. Conduent may provide repair or replacement for eWIC equipment not functioning due to normal wear and tear. Equipment malfunction due to improper use or casualty loss will not be covered. Complete details on eWIC equipment are provided in the Conduent WIC Vendor Equipment Rider of the Conduent WIC Vendor EBT Agreement. This agreement will be sent to all vendors for review and signature prior to receiving eWIC stand beside (POS) equipment.

27. Who will be sending the eWIC stand beside POS equipment to the vendor?

Conduent is responsible for shipping eWIC stand beside POS equipment (i.e., terminal/printer, PIN pad, & scanner) to vendors who have completed and returned the WIC Vendor EBT Agreement along with all the necessary documents.

28. Do I have to program my eWIC stand beside POS terminal once I receive it?

Once you receive your eWIC stand beside equipment, Conduent will assist with set up and must certify that your POS can complete an eWIC transaction successfully. The Approved Product List (APL) will download automatically to the eWIC stand beside POS terminal once the terminal is connected through an analog phone line or wired internet connection. Your eWIC stand beside POS terminal needs to remain plugged in overnight to receive updates.

29. Can vendors with an integrated ECR system request an eWIC stand beside POS terminal?

No. Only vendors who are determined to require an eWIC stand beside POS terminal will receive them at no cost during the statewide implementation period. There will be a limit on the number of

eWIC stand beside POS terminals distributed. New vendors that are authorized after eWIC implementation has ended are responsible for purchasing their eWIC stand beside POS terminals.

30. For stores with eWIC stand beside POS terminals, will the participant still have to split up the order?

Yes. Participants will still need to split up their order between WIC and non-WIC items.

31. Does the stand beside terminal come with a scanner?

Yes. The eWIC stand beside point of sale (POS) terminal comes with a scanner, pin pad, and point of sale (POS) device.

32. Can the eWIC stand beside POS terminal use Wi-Fi?

No, it cannot use Wi-Fi. It must be connected either to a broadband internet connection or a dedicated analog phone line.

33. What are the benefits of integration?

Integrated systems streamline the WIC transaction process, because they do not require WIC items to be separated, scanned twice, and finalized in a separate transaction from other items.

34. Do we have an idea how much TPPs are planning to charge for transactions?

No. That is a discussion that vendors should have with their contracted TPP.

35. If eWIC has a system failure, will there be a process to notify vendors?

Yes. If this were to occur, Conduent would be aware of this immediately and notify the NYS WIC Program who would then inform all WIC vendors.

36. If the store's internet is down, can the store process transactions?

No. You will not be able to process WIC transactions if the internet is down. This is true for both the integrated system and the stand beside POS terminals.

37. Will there be a manual process (e.g., paper checks) for transacting WIC if the store's system is down?

No. If the point of sale system is down, the store cannot transact eWIC.

38. Will there be a call line to honor purchases if the eWIC system is down or an eWIC card won't swipe?

No. If the eWIC system is down, the store cannot transact eWIC.

39. Will we be able to have a backup stand beside terminal if the integrated system goes down?

No. eWIC Stand beside point of sale (POS) terminals will only be available to vendors that do not have an integrated ECR system.

40. Who should vendors call if they have issues with using the eWIC system?

Integrated Electronic Cash Register (ECR) System - vendors should contact their third-party processor (TPP) or electronic cash register system provider for issues related to the eWIC systems and transactions.

eWIC Stand Beside Pointe of Sale (POS) Terminals - Vendors with eWIC stand beside point of sale (POS) terminals will have access to an interactive voice response (IVR) hotline for maintenance and troubleshooting support.

41. My store's POS system was updated after the eWIC readiness survey was completed. How do I know if my new system will support eWIC?

Any questions related to whether a POS system is eWIC compatible should be sent directly to the following staff at Conduent Technologies: to see if your new system will support eWIC.

Valarie Simms at Valarie.Simms@Conduent.com
Tyrill Towns at Tyrill.Towns@Conduent.com

APL (Approved Product List)

42. What is the Approved Product List?

The WIC Approved Product List (APL) is an electronic database of all WIC allowed foods. For WIC participants to purchase a product using the new eWIC system, the Universal Product Code (UPC) or Price Look Up (PLU) code for that product must be included in this database. Products will be added to the APL on a regular basis as manufacturers introduce new items, or if an existing product was missed during UPC field collection. WIC vendors will need to download the most recent version of the APL every night to make sure WIC transactions can be processed successfully.

43. Why are nightly downloads necessary?

Manufacturing and packaging changes can happen often so vendors must download the Approved Product List (APL) every night. eWIC Stand beside point of sale (POS) terminals must remain plugged in overnight so that the APL can be downloaded.

44. How can a request be made to add a food item to the APL?

To request that a food item be added to the APL, please go to the WIC Vendors in New York State website (http://nyswicvendors.com). Complete and submit the 'NYS WIC UPC Submissions' form under 'UPC Information'. The UPC code and 2 pictures of the label are required. Please review the website for instructions.

45. Can I request a copy of the APL file so our IT department can upload the file?

The APL is located on the vendor website (http://www.nyswicvendors.com). If you need the APL in a format other than Excel, please email wicfoods@health.ny.gov.

46. Will cheese from the deli be allowed with eWIC?

Deli cheese will not be allowed with eWIC. Deli cheese is not sold under a specific UPC with the same weight so it cannot be checked against the Approved Product List. Only cheese with weights that add up to the correct prescribed amount will be available in eWIC.

47. Since fresh produced is scanned using the PLU and not its UPC, how will the WIC2GO app tell participants if the fresh produce is available to them?

There are no UPC codes for fresh produce in the APL, therefore, fresh produce cannot be scanned with the WIC2GO app to determine if an item is available on their benefits. There is really no need to scan fresh produce as any variety of fresh vegetables and fruits are allowed. Participants will be instructed not to scan fresh produce but instead review the vegetable and fruit information provided in the WIC2GO app, Foods Card and Foods Guide.

Food Benefits and the eWIC Card

48. Is eWIC going to replace WIC checks?

Yes. Once eWIC is available statewide, it will fully replace paper checks and function similarly to other EBT transactions.

49. How long will I continue to accept WIC paper checks?

All NYS WIC authorized vendors must continue to accept paper checks throughout statewide implementation of eWIC and approximately 3 months after the final WIC agency has implemented eWIC. NYS will let vendors know when NYS issued WIC checks are no longer in circulation, which is anticipated to be September 2019.

50. What will the new eWIC card look like?

The following picture is a sample of the card WIC participants will be using to redeem their benefits at WIC authorized stores.

51. When NYS converts to eWIC, will participants need an ID card?

Participants will no longer have a WIC ID card. They will use their eWIC card and a personal identification number (PIN) at the checkout. No other identification will be required.

52. Will the eWIC card have a lump sum value on it, like a SNAP card?

No. eWIC cards are different from SNAP benefit cards in that they are loaded with specific WIC allowed food items. Each family will have one card that contains their monthly benefits. As items are purchased, they are deleted from the card balance. Participants will be able to spread their purchases out throughout the month. At the end of each transaction, the store's point of sale (POS) system will provide a receipt that displays an itemized list of the family's remaining foods and the last day to redeem them.

53. Do the eWIC cards still have a 30-day window of validation?

Yes. Benefits will be loaded for a 30-day period based on the participant's certification. Benefits will not carry over to the next 30-day period. Valid benefits and the expiration date will be displayed on the receipt.

54. Will participants be restricted on where they can redeem their WIC benefits?

No. Once eWIC is fully rolled out in New York State, participants may shop at any authorized WIC vendor.

55. Since one eWIC card will be issued for the entire family, does that mean anyone in the family can use the card?

Once WIC participants receive their eWIC card, they will need to set a personal identification number (PIN). Participants will no longer have a WIC ID card. They will use their eWIC card and a personal identification number (PIN) at the checkout. No other identification will be required.

WIC participants should only share their eWIC card and PIN with people they trust. WIC staff will provide participant training materials to all WIC agencies to assist in teaching participants how to set a PIN, use their eWIC card, and keep it secure.

56. Will eWIC work the same way in a pharmacy as it would in a grocery store?

Yes. It will work the same way. Items scanned will be compared to the Approved Products List (APL) and the eWIC card will be swiped to redeem the benefits.

57. Currently stores without pharmacies are not allowed to sell certain formulas. Will this change with eWIC? What will happen if a participant tries to buy the formula?

The current rules will still apply with eWIC.

58. How will we be able to reconcile accounts, and as a vendor, know we're being paid correctly? How soon after the transaction can we see that information?

All vendors will have access to an online portal to view transaction information immediately. This information can be seen by selecting the transaction history tab on the online portal and entering the date. A vendor with an integrated system will also be able to retrieve this information from the third-party processor (TPP). Integrated vendors should contact their TPP with any questions regarding payments and stand beside vendors should contact the Conduent Vendor Help Desk at 855-897-5898.

59. Will participants be able to spread their purchases out over more than one shopping trip?

Yes. Participants will be able to shop as many times as they want during the month to purchase their WIC foods. This will be especially beneficial for participants who walk or use public transportation. Splitting purchases up will benefit those with limited food storage space and reduce food waste.

At the Checkout

60. Will participants need to separate WIC food items at the checkout counter?

Best practice is to always place WIC foods first on the counter at checkout.

Integrated Electronic Cash Register (ECR) System - food items can be mixed together during checkout.

eWIC stand beside point of sale (POS) Terminal - will require separating WIC items and completing separate transactions.

61. Is there a certain order the forms of payment need to go in if the participant is using multiple forms of payment?

Integrated Electronic Cash Register (ECR) System – payment should occur in the following order:

(1) eWIC Card, (2) SNAP Card, and (3) all other forms of payment (e.x., credit card, cash, etc.)

eWIC Stand Beside Point of Sale (POS) Terminal - you can only process WIC with the eWIC stand beside terminals. You cannot use another form of payment.

62. How will cashiers know what benefits are available to the participant? Does the participant have to show the cashier their shopping list?

Cashiers will not be required to match up participant's benefits with their items at the register as they do now with paper checks. Participants are not required to show the cashier their shopping list and cashiers do not have to ask to see the shopping list. The eWIC system will let the cashier know once the participant's eWIC card is swiped what benefits have been redeemed. The eWIC stand beside POS terminals will reject any non-WIC foods, or foods that are not available in the participant's benefit package. For an integrated system, any non-WIC items will show as a remaining balance that can be paid using another form of payment. Participants also do not have to purchase all their benefits in the same shopping trip. Participants can request a balance inquiry from the cashier prior to checking out and must receive a receipt at the end of the transaction with their remaining balance.

63. If a participant loses their receipt, how will they know which foods are left on their card?

Participants will be able to call the customer service number (**1-844-540-3013)** located on the back of their eWIC card, return to the agency for an updated list, ask the store to print a remaining balance list, access the Cardholder website at www.WICconnect.com, or check the balance on the WIC2Go Participant Mobile App, which will be downloadable from the Apple Store or Android App Store.

64. If a participant knows their eWIC card number and PIN, but does not have the card itself with them, can the participant still make a purchase?

No. A participant must have the eWIC card with them at the store.

65. What if a participant loses their card?

The participant can deactivate the card by calling their WIC local agency. The participant will need to return to the local agency to get a new card. Any remaining benefits will be transferred to the new card.

66. Can a cashier manually enter the card number?

A participant must have the eWIC card physically with them at the store. If the eWIC card does not go through after it is swiped, the cashier can manually enter the number and then the participant can enter the PIN. It is a violation of the program rules to enter the card number when the card is not physically present for the transaction.

67. Will the eWIC card be used for fruits and vegetables?

Yes - the eWIC card will include the cash value benefit for fruits and vegetables. This will appear as a dollar amount in the balance. If the participant goes over the cash value benefit for fruits and vegetables, they can pay the balance with another tender.

68. Will vendors manually enter PLUs when ringing up fresh fruits and vegetables?

Integrated Electronic Cash Register (ECR) System - UPCs for fresh produce must be mapped to the closest matching IFPS PLU code to be recognized by the Approved Product List (APL). The generic code 4469 should not be used.

eWIC Stand Beside Point of Sale (POS) Terminal – cashiers will need to manually enter the specific International Federation for Produce Standards (IFPS) PLU for each fresh fruit or vegetable item, even if the item has a UPC already printed on the packaging.

All the IFPS PLU codes will be on the Approved Products List. Vendors will not have to create any.

69. Can purchases be refunded to the eWIC card?

No. Participants can exchange damaged or spoiled items if they provide a receipt but **nothing can be refunded or credited to the eWIC card.**

70. If a store runs out of a WIC food that a participant is prescribed, can the participant still purchase the rest of their benefits?

Yes. With the eWIC card, the participant does not have to redeem specific items at the same time. They can shop as many times as they want to redeem their benefits during the 30-day benefit period.

71. If a participant selects a non-allowable food item, what would happen?

In an integrated system, a non-allowable WIC item will remain on the balance of items after the WIC benefits have been deducted. The participant can choose to pay for the item using another form of payment. On a stand beside terminal, when scanning the UPC of a food item that is not allowed, the UPC code will not be found and the item will not be allowed to be purchased through the eWIC stand beside point of sale (POS) terminal.

72. What happens if a participant tries to buy a WIC approved food that they are not prescribed?

A participant's eWIC card will be loaded with only the benefits they are prescribed. The eWIC stand beside POS terminals will reject any non- prescribed WIC foods. This is because a food item, even though WIC allowed, does not match what is available on the participant's eWIC card. For an integrated system, the non- prescribed WIC foods will show as a remaining balance to be paid by the participant with another form of payment. If there is a WIC allowed food item that was not loaded on the participant's eWIC card, they cannot buy it with the eWIC card and the cashier cannot override it. Only the local agency can change the benefits issued to the participant.

73. In an integrated system, what would happen if a participant thought an item was WIC allowable but it was not accepted with the eWIC card and therefore the participant no longer wants to buy it?

Typically, once all the items have been scanned, the participant should have an opportunity to review and approve the balance of WIC and Non-WIC items. If the participant does not approve the transaction as is, then the item that was not WIC allowed can be voided prior to completing the transaction. However, if they approve the transaction and then decide they do not want to pay for the non-WIC item, a void of the whole transaction may need to be done. This process may vary depending on a vendor's integrated cash register system

74. How will I know if a transaction contains items that are not WIC foods?

Integrated Electronic Cash Register (ECR) System - At the time of purchase, when participants swipe their eWIC card, any WIC approved items that are covered by their WIC benefits will be paid from the participant's WIC balance. The participant will be asked to review the WIC foods purchased to finalize the transaction. Participants can then use another form of payment (such as their SNAP benefit card, cash, or a credit card) to pay for the remaining non-WIC items.

eWIC Stand Beside Point of Sale (POS) Terminal - At the time of purchase, participants will swipe their eWIC card first and then as food items are scanned it will reject any items that are not WIC authorized. Non-WIC items will have to be processed separately through the cash register.

75. In a mixed basket purchase at an integrated store, if a participant purchase two WIC allowable items that are in the same category, but only has 1 unit available in their benefit package, how does the integrated system know which one to charge to the eWIC account?

This would apply to many different food categories. If a participant has one container of legumes available on their benefit package, and they purchase one container of peanut butter and two cans of beans and a mixed basket purchase, how does the integrated POS determine which product to charge to the WIC account? As another example, if a participant was purchasing five boxes of cereal that we're all WIC allowable, but only had three boxes available in their food package, how would the integrated system decide which boxes to charge to the WIC account?

The Integrated POS system will charge to the eWIC account the products that were scanned first. At the checkout, participants should place the items to be purchased with the eWIC account for scanning before other items.

76. If someone chooses a WIC allowable item, but the UPC will not scan, what happens? Are vendors able to manually override the point of sale device?

No - there will be no manual override capability. The participant will not be able to obtain that item with their eWIC card. To notify NYS WIC about a WIC food item that does not scan for purchase with eWIC, please go to the WIC Vendors in New York State website (http://nyswicvendors.com). Complete and submit the 'NYS WIC UPC Submissions' form under 'UPC Information'. The UPC code and 2 pictures of the label are required. Please review the website for instructions.

77. What happens if the price for a WIC food item exceeds the Maximum Allowable Reimbursement Level (MARL)?

If an item exceeds the MARL, the vendor will be reimbursed at the maximum allowable amount for their peer group for the item.

78. If the MARL is exceeded, does the system have a follow up statement or notification to let the vendor know why they were reimbursed less than the price of the item?

All vendors will have access to an online portal to view transaction information immediately. This information can be seen by selecting the transaction history tab on the online portal and entering the date. A vendor with an integrated system will also be able to retrieve this information from the third-party processor (TPP). Integrated vendors should contact their TPP with any questions regarding payments and stand beside vendors should contact the Conduent Vendor Help Desk at 855-897-5898.

Training

79. What type of training will vendors receive?

Integrated Electronic Cash Register (ECR) Systems - Stores with an integrated ECR system will be responsible for training cashiers on how to perform eWIC transactions based on their specific cash register software functions.

eWIC Stand Beside Point of Sale (POS) Terminals - Stores receiving eWIC stand beside point of sale (POS) terminals will be trained by Conduent over the phone, using a ship and train method. For

stores having trouble installing stand beside terminals, NYS staff and vendor management agencies will also be available to provide support.

80. What are the Vendor Forum dates?
- Tuesday, May 8, 2018 (11:00 AM – 12:30 PM)
- Tuesday, July 17, 2018 (2:00 PM – 3:30 PM)
- Tuesday, October 23, 2018 (11:00 AM – 12:30 PM)

81. Will participants have any NYWIC/ eWIC training?
There is a rollout plan in place for Local Agencies to prepare for the new NYWIC system and to train the participants. There are various educational materials that will be given to the participants to prepare them for eWIC. Local Agencies are also encouraged to tell the participants about the new WIC2GO mobile app.