

Welcome!

eWIC Implementation

August 14, 2018

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 9045947.



**Department
of Health**

NYS WIC Vendor Forum: eWIC Implementation

**August 14, 2018
2:00 p.m. – 3:30 p.m.**

August 21, 2018

**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 via the Vendor Listserv by email following the live Forum

Have a question or 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 questions
- WebEx chat box for written questions during the webinar
- WIC shared email box for written questions and comments after the webinar
nyswic@health.ny.gov

Objectives of today's forum:

Share and discuss:

- NYWIC Project Status
- Vendor Equipment and eWIC Certification
- Foods and Formula Changes
- Vendor Applications

NYWIC/eWIC Project Overview

Presented by: Jean Reo

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.



NYS NYWIC/eWIC Project Timeline

ACTIVITY	SCHEDULE
<ul style="list-style-type: none"> ✓ Design & Development ✓ Testing ✓ Training 	<p>January 2017 – December 2017</p> <p>January 2018 – March 2018</p> <p>April 2018</p>
<ul style="list-style-type: none"> ✓ Pilot Counties: Albany, Schenectady & Rensselaer 	<p>April 30, 2018 – July 31, 2018</p>
<ul style="list-style-type: none"> ➔ Pilot Evaluation 	<p>August 2018</p>
<p>Statewide Implementation</p>	<p>September 2018 – July 2019</p>

eWIC Shopping Totals

Food Benefit Redeemed	\$1,146,648.80
Fruits and Vegetables Redemptions	\$97,779.96
eWIC Accounts Used (Families)	5,834
eWIC Transactions (Shopping Trips)	32,181
Stores Processing eWIC Transactions	242

Vendor Equipment and eWIC Certification

Presented by: Timothy Goyette

Vendor Systems



Integrated Systems

Accepts multiple payment types, including eWIC

WIC and non-WIC items can be purchased as a mixed basket

Each system can be different



Stand Beside Systems

Will support eWIC transactions only

WIC items must be separated

Items may need to be scanned twice

The process is the same in every stand beside store

Vendor Communication

- **Vendor Bulletin #4 – April 27, 2018 – eWIC Rollout for Vendors**
 - Map of eWIC roll out by region
 - Important information for both stand beside POS terminal vendors and integrated vendors

Stand Besides

- New York State eWIC Contractor: Conduent
- Conduent will be sending all stand beside vendors a Conduent Vendor Agreement
- Vendor Agreement
 - *Only need to return pages 3, 7, 8 and 9*
 - *Do not forget to sign page 9*

Stand Besides

- Additional Documents Included with Vendor Agreement :
 - Return Settlement Authorization Form
 - *Do not forget to include your voided check*
 - *Do not forget to sign the Settlement Authorization Form*
 - W9 Form
 - *Only need to return the signature page*

Stand Beside Required Connections

- An analog phone line for each stand beside device. Used only for the eWIC connection. The phone line cannot be shared with a phone or between cash register lanes.

OR

- A wired internet line for each stand beside unit.

WIC VENDOR

Please indicate below the type of connection you will be using for the WIC terminal:

WIRED INTERNET

ANALOG DIAL-UP

Please note: Not having the connection ready could delay your ability to accept WIC.



Stand Besides

- Conduent Vendor Agreements must be returned ASAP.
- Email: AustinEBT@conduent.com
- Fax: 1-855-261-4677
- Regular Mail:

Conduent
 PO Box 80469
 Austin, TX 78708
- Conduent will reach out to you if a form is missing or incomplete.

WIC VENDOR EBT SETTLEMENT
AUTHORIZATION FORM

WIC Vendor Number: _____

(Full Legal Business Name)

Authorizes CONDUENT and its designated financial institution and the financial institution listed below to transfer funds and make correcting debit adjustments, when needed, to the indicated business account for activity related to the State's WIC Program subject to the terms of the Vendor Agreement.

Choose () One

Initial Agreement Change in Banking Info
Business Information:

Printed Name _____

Home Address _____

City/State/Zip _____

Home Telephone Number _____

By: (Signature of Owner or Authorized Personnel) _____

Title (Owner or Officer) _____

d/b/a (If doing business under another name or a trade name, write that name here.) _____

Address _____

City/State/Zip _____

Telephone Number _____

Settlement Cut-off time: _____ am/pm
CST, EST, MTP, PST Time Zone (circle one)

ATTACH VOIDED CHECK IN THIS BOX OR ENCLOSE A LETTER FROM YOUR BANK WITH ROUTING & ACCOUNT # INFORMATION

WIC Vendor 123 Main St Anytown, USA 12345	2372 Date _____
Pay to the Order of _____	\$ _____ Dollars
XYZ Bank City, USA	VOID
For _____	
:123789789:987654321:2372	

Please return completed form to:
 Conduent State and Local Solutions, Inc.
 National Retail Management Center
 PO Box 80469, Austin, TX 78708
 Contact us at: AustinEBT@conduent.com or (800) 222-7757

Stand Besides

Once the Conduent Agreement Packet is returned:

- Equipment will be shipped
- Conduent will train vendors by phone
- Topics covered will be:
 - How to set up equipment
 - Connecting to the Conduent system
 - Explanation of the device and its functions

Stand Besides

- eWIC stand beside equipment includes:
 - Combination Terminal/Printer
 - PIN Pad
 - Bar Code Scanner

Stand Besides

- Both the terminal and the bar code scanner will need to be plugged in.
- NYS recommends:
 - Vendors use a surge protector for all eWIC equipment.

Stand Beside Terminal MUST remain plugged in and connected at all times (including overnight) to receive daily downloads.

Questions?

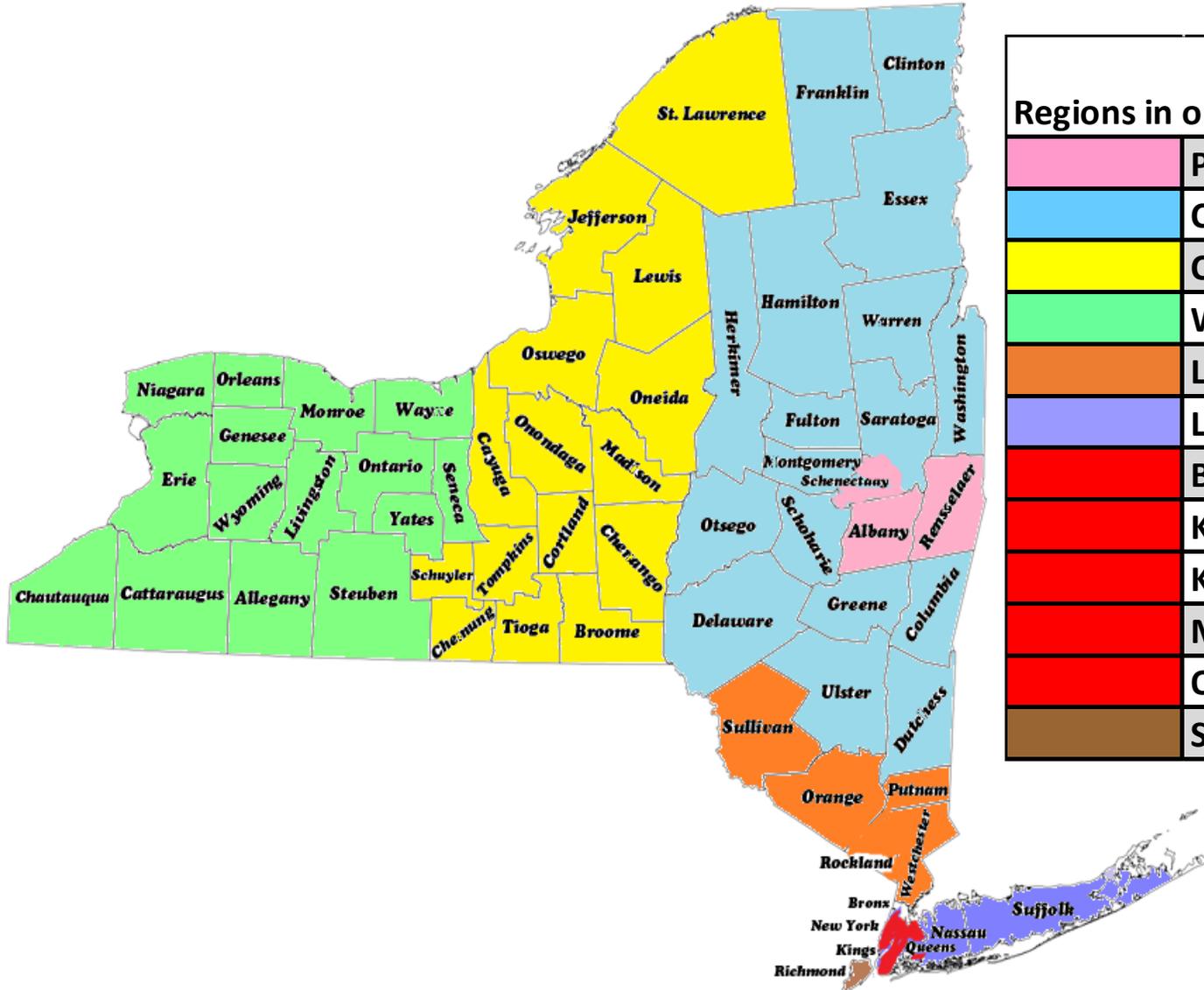
- If you have questions about the vendor agreement please call the Conduent helpline: 1-800-222-7757
- If no one answers, leave a message with your WIC Vendor ID, name, phone number and state. You will receive a call back within 24 business hours.

Integrated Vendor Certification

The following functions are being tested during certification:

- Processing a balance inquiry to test the communication between the store's system and Conduent's
- Checking mid-transaction confirmation – testing pricing, mapping, and the systems ability to handle split tender
- Completing a transaction – testing the entire process from start to finish

eWIC Go Live Schedule by Region



Regions in order of Rollout		Vendor eWIC Ready Timeframe	WIC Agencies Go Live Date
	Pilot	Complete	Complete
	Capital	May - Sept. 2018	9/24/2018
	Central	June - Sept. 2018	10/8/2018
	Western	July - Sept. 2018	10/22/2018
	Lower Hudson Valley	May - Oct. 2018	12/10/2018
	Long Island	July - Nov. 2018	1/21/2019
	Bronx	Sept. - Dec. 2018	2/4/2019
	Kings 1	Nov. 2018 - Jan. 2019	2/18/2019
	Kings 2	Nov. 2018 - Jan. 2019	3/4/2019
	Manhattan	Dec. 2018 - Feb. 2019	3/18/2019
	Queens	Jan. - March 2019	4/1/2019
	Staten Island	Feb. - April 2019	4/15/2019

eWIC Vendor Certification – Current Status

- As of August 13, 2018
 - 738 vendors are eWIC ready in NYS
 - 37 counties are fully certified (integrated stores)
 - 14 of the 15 major integrated chains have been certified
 - Stand beside equipment shipping & training has begun in:
 - Capital
 - Central
 - Western

PLU Mapping

Presented by: Jennie Cole

Fresh Produce and the APL

The NYS WIC Program will use PLUs set by the International Federation for Produce Standards (IFPS) for **all** fresh produce.

- **No store-generated** PLUs will be included on the APL.
- **No UPCs for fresh produce** will be included on the APL.
 - All fresh produce UPCs must be mapped to the most similar IFPS PLU.
 - There is no need to submit UPCs for fresh produce for inclusion in the APL.
- Refer to Vendor Bulletin 2018-7 sent on May 29th: Mapping Produce UPCs to PLUs for eWIC Transactions

Mapping Fresh Produce UPCs to PLUs

In **integrated** stores, this UPC must be mapped to a spinach PLU and the cashier can scan the barcode as usual during a WIC transaction.



In **stand-beside stores**, the cashier must enter a spinach PLU instead of scanning this barcode.

Mapping Fresh Produce UPCs to PLUs

- When a UPC is mapped to a PLU, all size and pricing information stays specific to the UPC item.
- Many UPCs can be mapped to the same PLU.
- The mapping function sends the PLU instead of the UPC to the NYS eWIC APL **during the eWIC transaction**. It has no effect on regular transactions.

Mapping Fresh Produce UPCs to PLUs

- All International Federation of Produce Standards (IFPS) PLUs for allowable produce types are included on our APL and may be used for mapping.
- A shorter list of PLUs is available for easier reference.
- Both the full list and the simplified list can be found at www.nyswicvendors.com/upc-resources.

PLU Lists for Mapping

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

- [📄 Cheese Tofu Yogurt Jul 26](#)
- [📄 Dried and Canned Beans \(Mature Legumes\) Jul 26](#)
- [📄 Eggs Jul 26](#)
- [📄 Formula and WIC Nutritionals Jul 26](#)
- [📄 Frozen Vegetables and Fruits Jul 26](#)
- [📄 Juice Jul 26](#)
- [📄 Milk and Soy Beverage Jul 26](#)
- [📄 Peanut Butter Jul 26](#)
- [📄 Produce PLUs Jul 26](#)
- [📄 Simplified Produce PLU List](#)
- [📄 Simplified Produce PLU List \(Excel\)](#)

Mapping is Required for Certification

- Mapping must be completed **before** DOH staff visit stores.
- Stores will fail the certification process if mapping is not completed, and cannot accept eWIC cards until they pass.
- Call your ECR provider **before** your certification date to find out how to map.

UPC Additions

- Visit www.nyswicvendors.com/upc-resources to submit UPCs for products other than fresh produce to be added to the NYS eWIC APL.

Submitting UPCs

The link below will allow vendors to provide one UPC at a time for new or missing products.

Instructions for completing the UPC collection form:

- Provide contact information so that you can be reached for updates or further questions.
- Select today's date from the calendar provided.
- Enter the 12 or 13 digit UPC number.
- Provide the brand name and food description.
- All submissions MUST include 2 pictures of the product – the pictures must clearly show the barcode, product name, and nutritional information including ingredients.

More detailed instructions are available in the APL and UPC Guide for New York State WIC Vendors, posted above.

 [NYS WIC UPC Submissions](#)

If you are a manufacturer or need to enter UPCs in bulk, please download the Excel worksheet provided below. Once completed, email the form and 2 pictures of each product to wicfoods@health.ny.gov.

More detailed instructions are available in the APL and UPC Guide for New York State WIC Vendors, posted above.

 [UPC-PLU List Bulk Additions](#)

APL Questions

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

eWIC Pilot – Lessons Learned

Presented by: Meghan Muller

Lessons Learned

- Download the APL nightly – new products are added daily.
 - Make sure it is the most up to date NYS WIC APL
- Map new fresh produce items to a PLU included on the APL as they arrive at your store
 - Recommend adding this step to your current procedure for adding new items
- The WIC2Go Mobile App does **not** recognize fresh produce UPCs as WIC approved as produce UPCs are not included in the APL.

Lessons Learned

- Staff should be trained on the new cash register procedures for eWIC
- Make sure someone who is trained on eWIC is at your store during your eWIC certification
- Talk to your ECR provider if you have questions about mapping fresh produce or how eWIC transactions work on your machine

WIC Foods and Formula Update

Presented by: Meghan Muller

Juice Label Changes

- Labels for WIC approved juices will be changing from:

120% or more
Vitamin C per
8 fl oz serving



80% or more
Vitamin C per
8 fl oz serving



- Some manufacturers have already changed their labels. The industry has until 2021 to comply
- Refer to Vendor Bulletin #6- May 17th 2018

Enfamil Infant Ready To Use (RTU) 32oz

- Mead Johnson has relaunched Enfamil Infant RTU 32oz and it is now WIC eligible
- Enfamil Infant and Enfamil Gentlease RTU 6 packs have been phased out of production and removed from the WIC formulary
- Enfamil Infant RTU 32oz will replace Enfamil Infant RTU 6 pack
- Gentlease is now WIC approved in powder form only
- Refer to Vendor Bulletin #5- May 9th 2018



Enfamil Nutramigen Label Changes

- The Nutramigen labels will change in October
 - Nutramigen with Enflora LGG 12.6 oz Powder
 - Nutramigen 32 oz. Ready-To-Use (RTU)
- Refer to Vendor Bulletins #8 and #10- July 31st 2018
 - Two bulletins were sent out as the initial date for the label change was delayed

Nutramigen Label Change - Powder

Current



New



Nutramigen Label Change - RTU

Current Package



New Package



NeuroPro EnfaCare

- Enfamil EnfaCare powder 12.8oz is changing to Enfamil **NeuroPro** EnfaCare
- Enfamil NeuroPro EnfaCare will be in stores around October
- Enfamil EnfaCare will stopped being shipped in September
- Checks have changed to include both formula names to ensure availability
- Participants using eWIC may purchase either formula
- Refer to Vendor Bulletin #9- July 27th 2018

NeuroPro EnfaCare

Current Label



New Label



Foods and Formula Questions

Please direct any questions about foods and formula to: wicfoods@health.ny.gov.

Vendor Contracts

Presented by: Claire Vancik

Revised Vendor Contract

- All vendors have now signed and returned a revised contract.
- Thank you for the quick turnaround!

Review: Vendor Contract Periods

- Goal is to align all vendor contracts with one of six vendor contract periods based on geography.
- Ultimately, all vendors in the same vendor contract period will:
 - Have the same contract start date.
 - Have the same contract end date.
 - Reapply at the same time.

Vendor Contract Period Assignments

- If you're not sure which vendor contract period your store belongs to:
 - Review the cover letter sent with your revised contract.
 - Consult **Vendor Bulletin #3 – April 6, 2018 – Revised Application and Contract Process.**
 - Contact your VMA.

WIC Vendor Application/ Reapplication

Presented by: Joanne Murnane

Vendor Readiness

- In preparation for eWIC readiness of currently authorized vendors, NYS introduced a temporary pause accepting new vendor applications during eWIC rollout
- The pause is based on a vendor's defined geographic location
 - ❖ Upstate: April 1, 2018
 - ❖ Downstate: October 1, 2018
 - ❖ Through Statewide Rollout in 2019

Vendor Applicants

- New vendors may apply to the WIC Program during the Open Application Period (OAP) for their area
- OAP's for each area of the New York State occur every three (3) years
- Requests for an application outside an OAP will be reviewed, but may not be accepted during the rollout. Applications will be considered in areas where there is inadequate participant access as defined by NYS
- Applications in the queue prior to the start of the pause have been and will continue to be processed

New WIC Vendor Questionnaire

- WIC Vendor Questionnaire provides the VMA with “at a glance” information of the applicant store
- Applicant vendor submits a completed Vendor Questionnaire and all required documents
- VMA uses this information to “build” the WIC application if applicable
- Owners applying for more than one location under the same FEIN must complete a Vendor Questionnaire for each individual store applying

New WIC Vendor Questionnaire

- Available on the nyswicvendors.com website as an electronic fillable document
- OR
- By contacting the VMA in the area of the applicant store

Vendor Applicants

- An applicant vendor cannot accept WIC benefits until all the following conditions are met:
 - the vendor is authorized by the NYS WIC Program
 - the vendor received a WIC Vendor Contract signed by their WIC VMA
 - the vendor received their unique WIC vendor stamp
- Just a reminder - paper checks will still be in use until the end of eWIC rollout (2019)

Reapplication of Existing Stores

- Previously referred to as “reauthorization”, NYS will continue to process applications for reapplication during the Vendor Readiness Period from:
 - currently authorized stores and
 - new owners of currently authorized stores
- Background checks will be conducted for all reapplications

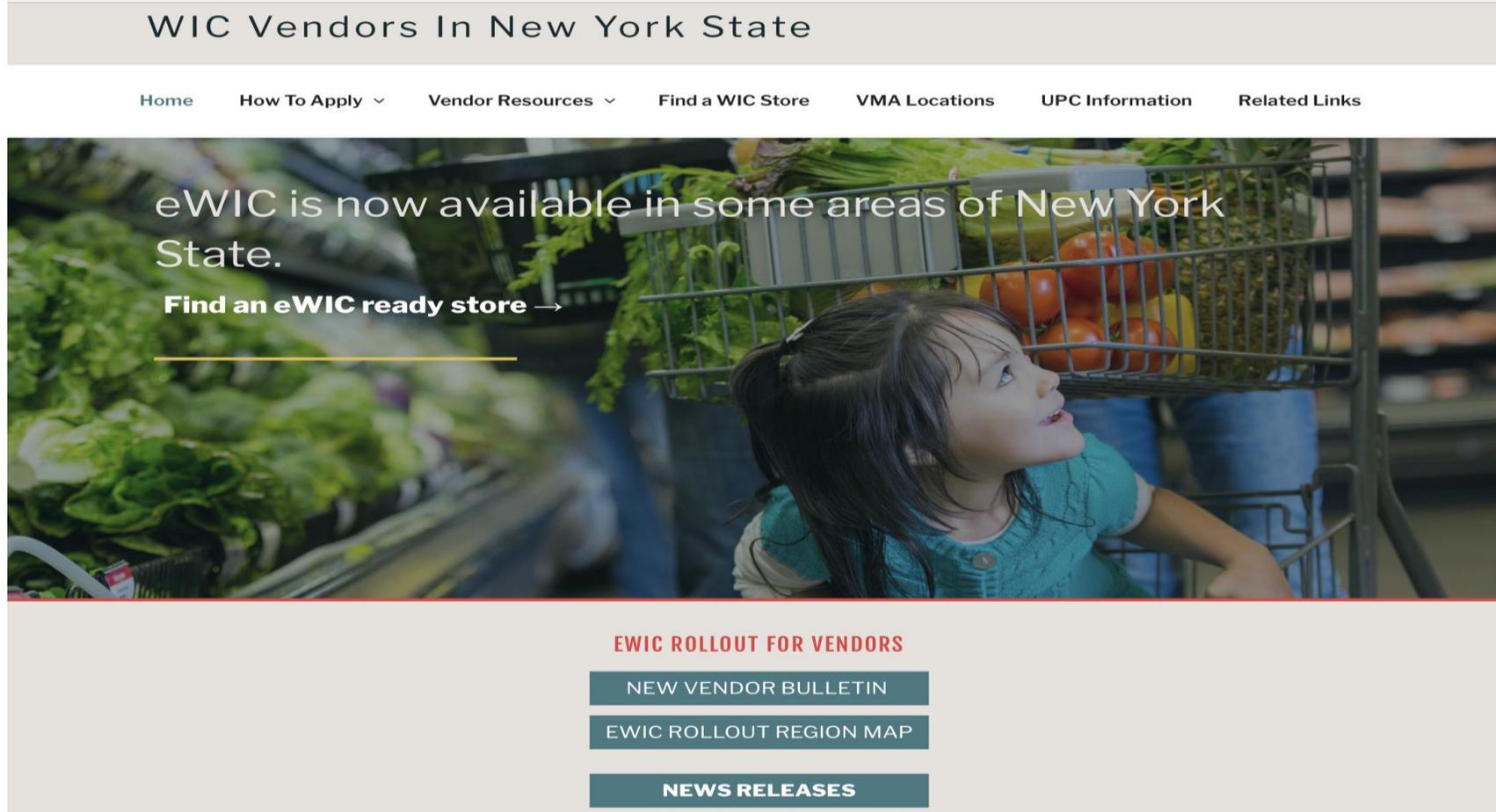
Reapplication of Existing Stores

- Vendor management agencies will mail a Reapplication packet and cover letter before the end of the current Contract period
- Vendor has 30 days from the date of the cover letter to return the Reapplication packet to the VMA
- Vendors who fail to submit the packet by the return date indicated on the cover letter, may have a lapse in their ability to accept WIC

Vendor Resources

By: Kierian Cochran

Website - Homepage



<http://www.nyswicvendors.com>

WIC Vendor Website

- Find an eWIC-ready store
- eWIC Rollout for vendors
- Frequently Asked Questions
- New York State eWIC Card Guide
- New WIC Vendor Questionnaire

Upcoming Vendor Forums

Wednesday November 14th 2018 11:00am- 12:30pm

Questions and Comments?

- Conference call operator assistance for verbal questions
- WebEx chat box for written questions during the webinar
- WIC shared email box for written questions and comments after the webinar nyswic@health.ny.gov

**Thank you for
joining us!**