Welcome!

eWIC Implementation
November 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 8566938.

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NYS WIC Vendor Forum: eWIC Implementation

November 14, 2018
11:00 a.m. – 12:30 p.m.

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!

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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:

- Vendor Applications and Reapplications

- NYWIC Project Status

- Vendor Equipment and eWIC Certification

- PLU Mapping

- Lessons Learned

- Training Update

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WIC Vendor Application Pause and Reapplication

Presented by: Joanne Murnane

Vendor Application Pause

In preparation for eWIC readiness, NYS introduced a temporary pause accepting new vendor applications during eWIC rollout

- The pause is based on a vendor's defined geographic location:

  ➢ Upstate pause occurred April 1, 2018 and Downstate pause occurred October 1, 2018

  ➢ And will last through Statewide Rollout in 2019

- As of October 1, 2018 <u>all of NYS is in a pause period</u>

- Applications in the queue prior to the start of the pause will continue to be processed

Reapplication of Existing Stores

- NYS will continue to process reapplications during the Vendor Readiness Period from:
  - Currently authorized stores; and
  - New owners of currently authorized stores.

- Background checks will be conducted for all reapplications to comply with federal regulations
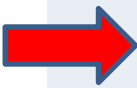
Reapplication of Existing Stores

- Reapplication packet, including cover letter is mailed before the end of the current contract period

- Vendor has just **30 days** from the date of the cover letter to return the reapplication packet to the VMA

- Vendors who return reapplication packets beyond the 30 day marker run the risk of having a lapse in their ability to accept WIC
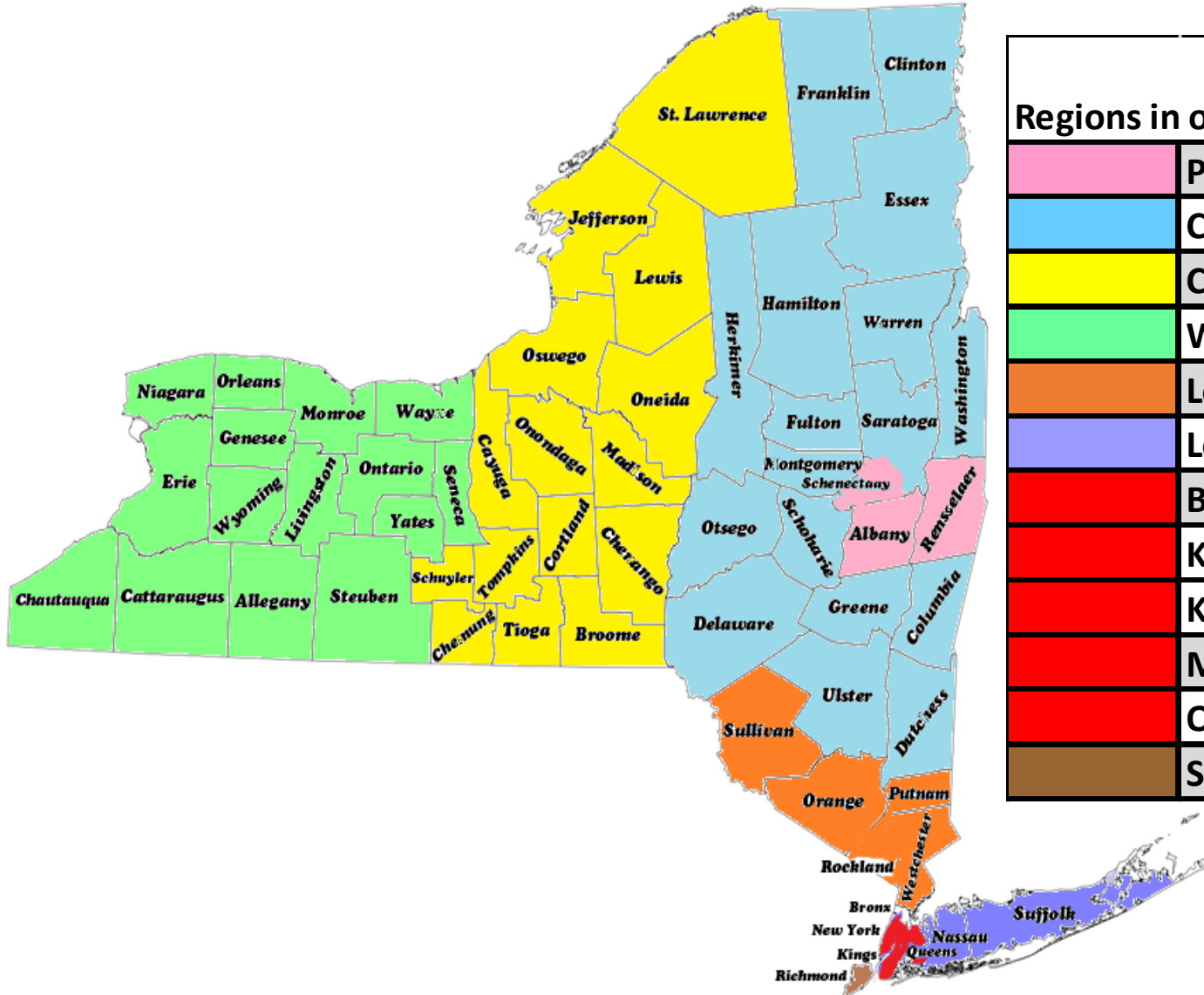
NYWIC/eWIC Project Overview

Presented by: Jean Reo

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NYS NYWIC/eWIC Project Timeline

ACTIVITY	SCHEDULE
✓ Design & Development ✓ Testing ✓ Training	January 2017 – December 2017 January 2018 – March 2018 April 2018
✓ Pilot Counties: Albany, Schenectady & Rensselaer	April 30, 2018 – July 31, 2018
✓ Pilot Evaluation	August 2018
➡ Statewide Implementation	September 2018 – April 2019

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eWIC Go Live Schedule by Region

	Regions in order of Rollout	Vendor eWIC Ready Timeframe	WIC Agencies Go Live Date
(pink)	Pilot	Complete	Complete
(blue)	Capital	Complete	Complete
(yellow)	Central	Complete	Complete
(green)	Western	Complete	Complete
(orange)	Lower Hudson Valley	May - Oct. 2018	12/10/2018
(purple)	Long Island	July - Nov. 2018	1/21/2019
(red)	Bronx	Sept. - Dec. 2018	2/4/2019
(red)	Kings 1	Nov. 2018 - Jan. 2019	2/18/2019
(red)	Kings 2	Nov. 2018 - Jan. 2019	3/4/2019
(red)	Manhattan	Dec. 2018 - Feb. 2019	3/18/2019
(red)	Queens	Jan. - March 2019	4/1/2019
(brown)	Staten Island	Feb. - April 2019	4/15/2019

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eWIC Shopping Totals

Food Benefit Redeemed	$4,094,687.82
Fruits and Vegetables Redemptions	$349,035.83
eWIC Accounts Used (Families)	18,976
eWIC Transactions (Shopping Trips)	114,449
Stores Processing eWIC Transactions	951

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Vendor Equipment and eWIC Certification

Presented by: Jean Reo

Vendor Systems

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

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

eWIC Vendor Readiness – Current Status

- As of November 9, 2018
  - 1,203 vendors are eWIC ready in NYS
    - 308 Stand Beside Vendors Complete
    - 895 Integrated Vendors Certified

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eWIC Vendor Readiness – Current Status

- Stand beside equipment shipped & training completed in:

  – Capital
  – Central
  – Western

- Stand beside equipment shipping and training continues in:

  – Lower Hudson Valley (12/10/18 roll out)
  – Long Island (1/22/19 roll out)
  – Bronx (2/4/19 roll out)
  – Brooklyn, Manhattan, Queens and Staten Island (Every 2 weeks)

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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*

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Stand Beside Required Connections

CONDUENT

- 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.

Conduent State and Local Solutions

National Retail Management Center

P.O. Box 80469, Austin, TX 78708

austinebt@conduent.com

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:

d/b/a (if doing business under another name or a trade name; write that name here.)

Address

City/State/Zip

Telephone Number

Printed Name

Home Address

City/State/Zip

Home Telephone Number

By: (Signature of Owner or Authorized Personnel)

Title (Owner or Officer)

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

VOID

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

- Nothing will be shipped until all parts of the agreement are returned completed.

Stand Besides

- eWIC stand beside equipment includes:

  - Combination Terminal/Printer
  - PIN Pad
  - Bar Code Scanner
  - Retailer Policy & Procedures Manual
  - Quick Reference Guides
  - eWIC Lane Decals

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Stand Besides

- Both the terminal and the bar code scanner will need to be plugged in.

- NYS recommends that 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.

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Conduent Contact Information:

- **Vendor Agreements: 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.

- **WIC Retailer Help Desk: 1-855-897-5898**

  For stand beside equipment issues and questions.

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eWIC Vendor Readiness - Integrated
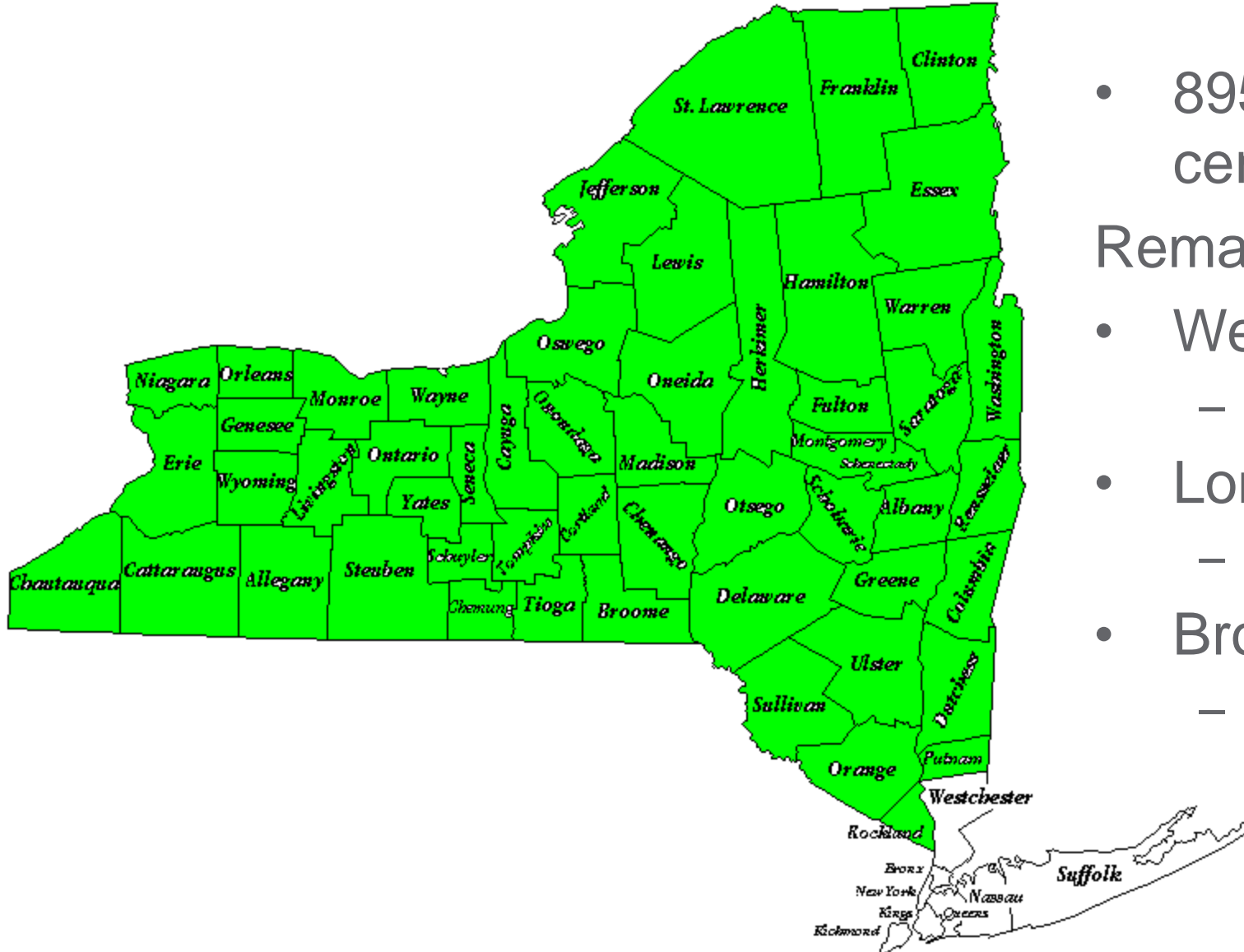
- 895 Vendor have been certified

Remaining integrated vendors

- Westchester (12/10/18)
  - 4 Vendors

- Long Island (1/22/19)
  - 36 Vendor

- Bronx (2/4/19)
  - 80 Vendors

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 system's ability to handle split tender

- Completing a transaction – testing the entire process from start to finish

eWIC Vendor Certification

How to make sure your store is ready for a Level 3 Certification.

1. Reach out to your ECR/POS provider and see when you are scheduled to be updated

2. Train all store staff on:

    1. How to run eWIC on your system

    2. How to map fresh UPC produce

3. Run a test transaction with your ECR/POS provider

4. Watch for an email from NYS with a date for your store's Level 3 Certification.

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Post Certification

✓ Make sure system upgrade is pushed to all stores

  - If other stores require ECR/POS software push, please set schedule with ECR

✓ Communicate with Store Managers

✓ Train Cashiers

  - Integrated POS eWIC Process

✓ Continue Mapping Produce

Self Checkout eWIC Pilot

- System upgrades to allow eWIC at self checkout requires a separate state certification

- One system certified with 5 stores in Central NY

- Defer additional certification requests until post implementation
  - Ensure eWIC implementation is completed on time
  - Evaluate self checkout process

PLU Mapping

Presented by: Jennie Cole

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Fresh Produce and the APL

The NYS WIC Program uses 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

Integrated ECR Stores	Stand-Beside Point-of-Sale Stores
Requires Mapping: Vendors must contact their ECR provider to get instructions on mapping for their stores specific software and should complete mapping before Level 3 Certification appointment.	Does Not Require ECR/POS Mapping: Must manually enter PLUs on the stand-beside device for all fresh produce items.
Pre-packaged produce with a UPC such as bags of salad, apples, potatoes, etc. must be mapped.	Pre-packaged produce with a UPC such as bags of salad, apples, potatoes, etc. requires manual entry of a PLU.
Fresh produce cut and packaged in-store must be mapped to a specific PLU.	Fresh produce cut and packaged in-store must be manually entered with a PLU that most closely identifies the produce item.
Stores cannot map packaged produce to the generic PLU 4469.	Cashiers using stand-beside devices may not use 4469.
After certification, stores must continue to map new produce items as they become available.	Note: Stand-beside devices cannot store pre-loaded prices for fresh, frozen or canned fruits and vegetables. Prices for these items must be entered at the time of purchase.

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.

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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 non-WIC 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.

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PLU Lists for Mapping

Home　　How To Apply ⌄　　Vendor Resources ⌄　　Find a WIC Store　　VMA Locations　　eWIC　　**UPC Information**

- 📄 Dried and Canned Beans (Mature Legumes) Oct 11

- 📄 Eggs Oct 11

- 📄 Formula and WIC Nutritionals Oct 11

- 📄 Frozen Vegetables and Fruits Oct 11

- 📄 Juice Oct 11

- 📄 Milk and Soy Beverage Oct 11

- 📄 Peanut Butter Oct 11

- 📄 Produce PLUs Oct 11

- 📄 Produce lista de PLU en español Oct 11

- 📄 Simplified Produce PLU List

- 📄 Produce lista de PLU simplificada en español

- 📄 Simplified Produce PLU List (Excel)

- 📄 Produce lista de PLU simplificada en español (excel)

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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

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Fresh Produce and the WIC2Go App

- If participants scan fresh produce items using the WIC2Go app, they will receive this message

- Most fresh produce is allowable. Use the WIC Acceptable Foods Card or Pictorial Foods Guide to determine if a produce item should be allowed.

- There is no need to submit UPCs for fresh produce.

> ❌
>
> Not WIC Approved
>
> UPC Code : 04965802
>
> If you think this is an allowed product that should be added to the WIC approved food list, you can submit a request at
>
> [https://nyswicvendors.com/upc-resources/]
>
> Please note that you will need to submit two pictures of the product label with your request.

There is no need to scan bar codes for pre-packaged fresh fruits and vegetables. All of them are allowed with your Vegetable and Fruit Benefit. The app does not contain UPC codes for these items.

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APL Questions

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

eWIC Statewide Implementation – Lessons Learned

Presented by: Lauren Choiniere

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 staff trained on eWIC are 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

Lessons Learned

- If a participant is having difficulties with an eWIC transaction, the participant must be referred to their local agency.

- If a transaction fails for any reason, please submit images of any affected products (including the UPC) to wicfoods@health.ny.gov

Submitting Food Images

✓ Useable Photo
Clearly shows:
- nutrition panel
- size
- UPC
- ingredients
- product name
- brand
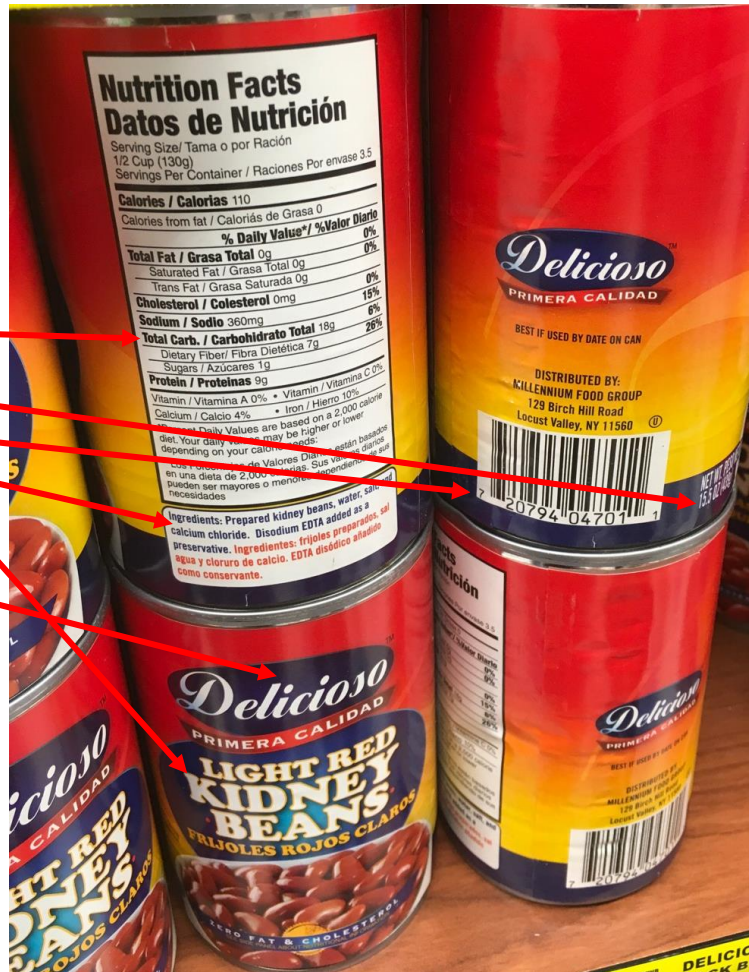
Not Usable Photo ✗
Does not clearly show:
- ingredients

Vendor Training

By: MaryEllen Holbrook

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Training Updates

- Updates to standardized WIC Vendor Training: October 2018

- eWIC information for vendors added:
  - Transaction steps for eWIC
  - Transaction steps for checks
  - eWIC equipment

Training Requirements

- Vendors must attend a minimum of one training per year with their VMA

- Vendors may request to attend additional training sessions, and/or send multiple staff to a training session

- Reach out to VMA with questions about Vendor Training requirements

Coming Soon – Cashier Training

- A cashier-oriented training is in the final stages of development.

- This training will be made available to vendors via the Vendor Website once complete

The eWIC Card and PIN

WIC shoppers will use a card similar to other debit cards to redeem their benefits.

WIC shoppers will use the card and a Personal Identification Number (PIN) to redeem benefits.

What foods are on the eWIC Card?

Specific food types and amounts are loaded onto the eWIC card every 30 days.

Shoppers can redeem benefits as needed.

eWIC at Integrated Registers

Please Swipe Card
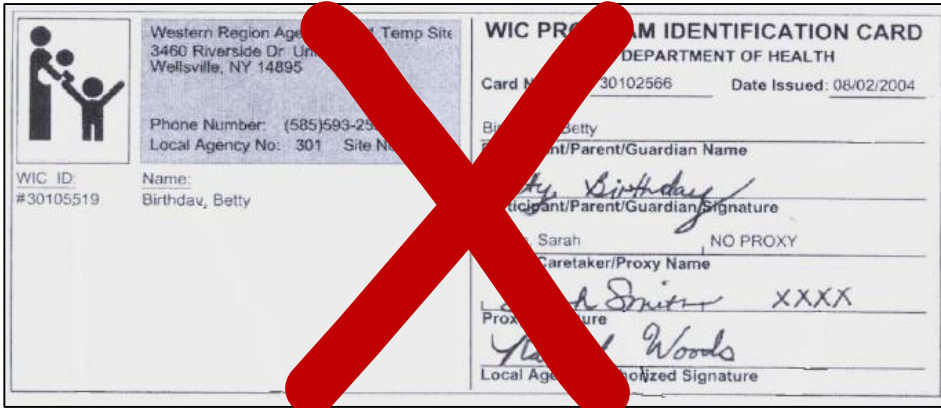
Customer swipes the eWIC card as the first form of payment

eWIC at Stand-beside Terminals

PLU#
4011

and

$ 2.29
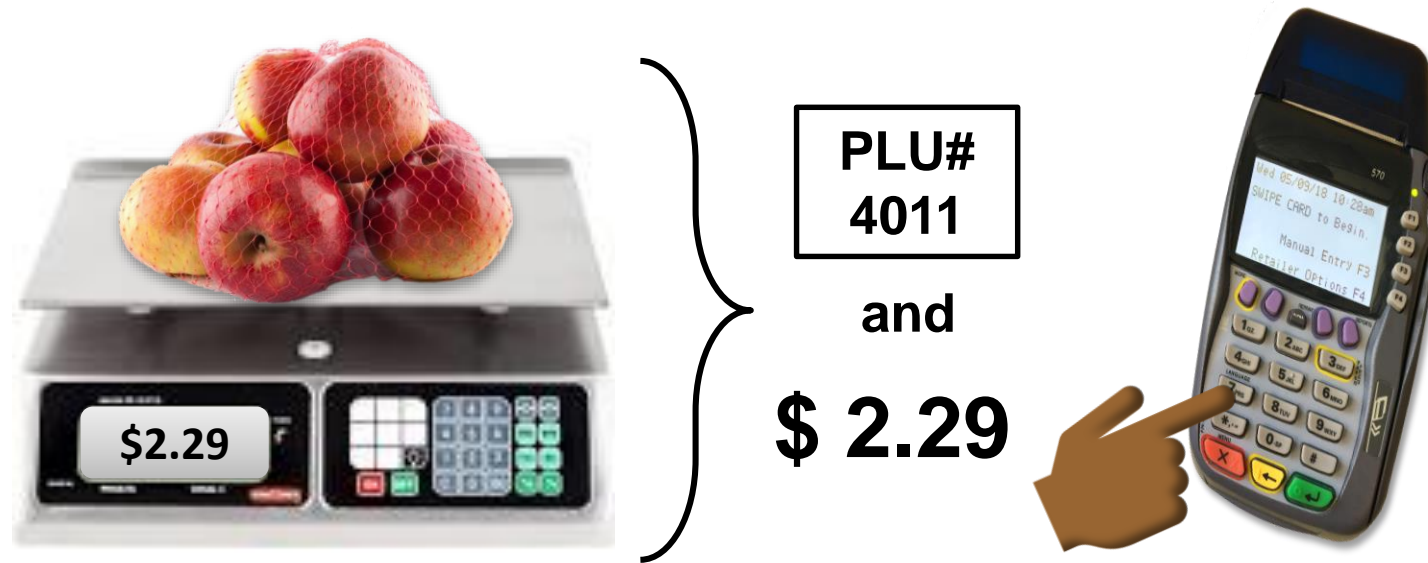
For items priced "per pound", you **must** weigh the items, then manually enter the PLU and a total price.

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WIC Shopper Identification

- Shoppers using an eWIC card are **not required** to show a WIC ID or any other form of identification.

- eWIC shoppers will use only their card and PIN.

WIC2Go Mobile App
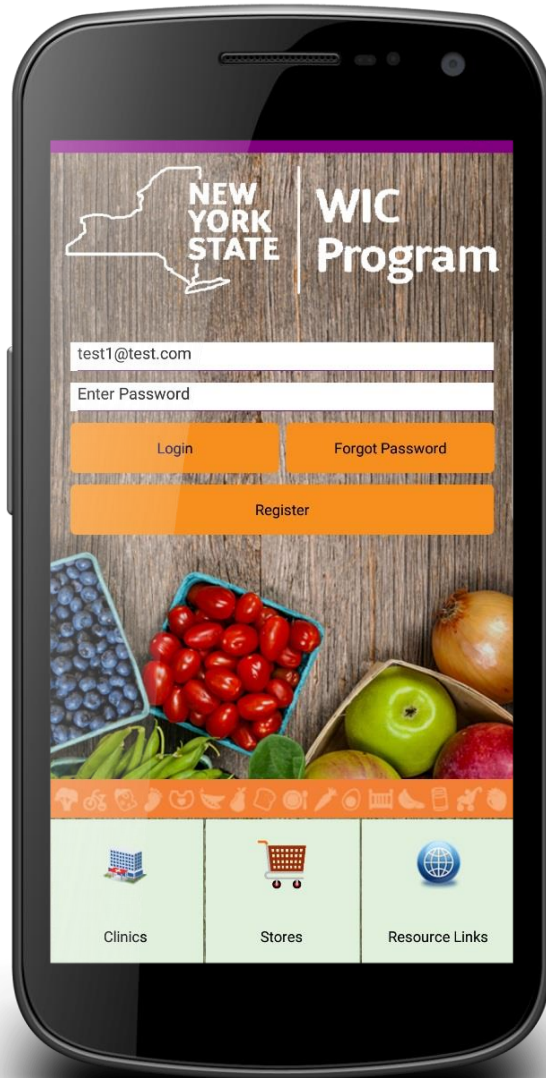
- Participant mobile app downloadable from the or

Features:

- Benefit balance
- Approved foods
- UPC scanner

- Clinic locator
- Store locator
- WIC appointments

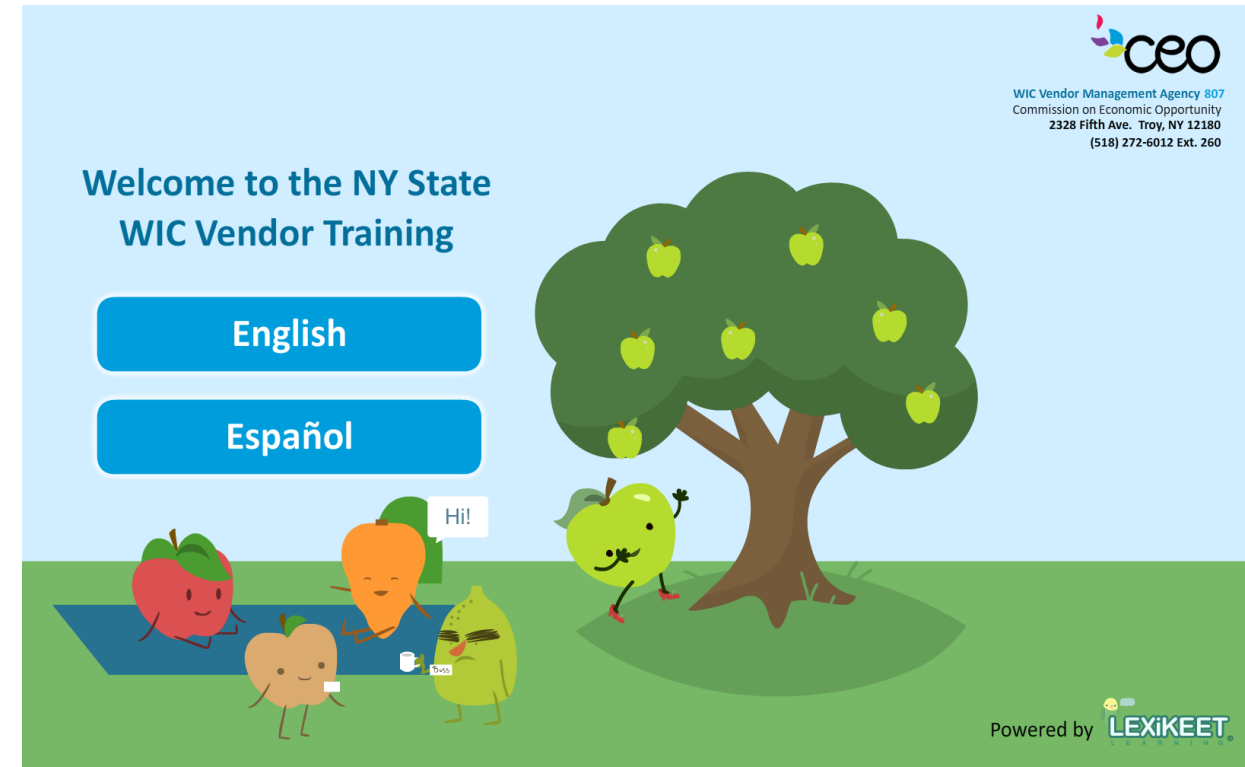# Cashier Training Resources - Checks

- Cashier training for processing WIC Checks and Acceptable foods available at:

http://www.nyswicvendortraining.com/

(Can also be accessed through the vendor website:

https://nyswicvendors.com/vendor-training/)

Vendor Resources

By: Kierian Cochran

Vendor Management Agency (VMA)

- Public Health Solutions (PHS)

- Commission on Economic Opportunity for the Greater Capital Region, Inc (CEO)

- Society for the Protection & Care of Children (SPCC)

- Montefiore New Rochelle Hospital (MNRH)

Vendor Management Agency (VMA)

Public Health Solutions (PHS) serves vendors in

- Kings (Brooklyn)
- Nassau
- New York (Manhattan)
- Orange
- Queens
- Richmond
- Rockland
- Suffolk

Vendor Management Agency (VMA)

Commission on Economic Opportunity for the Greater Capital Region, Inc (CEO) serves vendors in

- Albany
- Broome
- Cayuga
- Chenango
- Clinton
- Columbia
- Cortland
- Delaware
- Dutchess
- Essex
- Franklin

- Fulton
- Greene
- Hamilton
- Herkimer
- Jefferson
- Lewis
- Madison
- Montgomery
- Oneida
- Onondaga
- Oswego
- Otsego
- Rensselaer

- Saratoga
- Schenectady
- Schoharie
- St. Lawrence
- Sullivan
- Tioga
- Tompkins
- Ulster
- Warren
- Washington

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Vendor Management Agency (VMA)

Society for the Protection & Care of Children (SPCC) serves vendors in

- Allegany
- Cattaraugus
- Chautauqua
- Chemung
- Erie
- Genesee
- Livingston
- Monroe
- Niagara

- Ontario
- Orleans
- Schuyler
- Seneca
- Steuben
- Wayne
- Wyoming
- Yates

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Vendor Management Agency (VMA)

Montefiore New Rochelle Hospital serves vendors in

- Bronx
- Putnam
- Westchester

Vendor Management Agency (VMA)

- PHS phone number: 646-973-3942
- CEO phone number: 518-272-6012
- SPCC phone number: 585-730-8282
- Montefiore phone number: 718-654-2690

Conduent

- eWIC stand beside device questions or issues call the WIC retailer helpdesk at 855-897-5898.

- Is my store integrated or stand beside?

  Contact Valarie Simms at valarie.simms@conduent.com or call 502-794-3696.

Electronic Cash Register (ECR) Provider

- If you are a store with an integrated cash register system and you have question about how eWIC will work your on your ECR, please contact your ECR provider

Approved WIC Foods Questions

- The APL is posted on the vendor website

- https://nyswicvendors.com/upc-resources/

- There is a full list and lists broken down by food category

- Contact your VMA or wicfoods@health.ny.gov for further questions

Website - Homepage

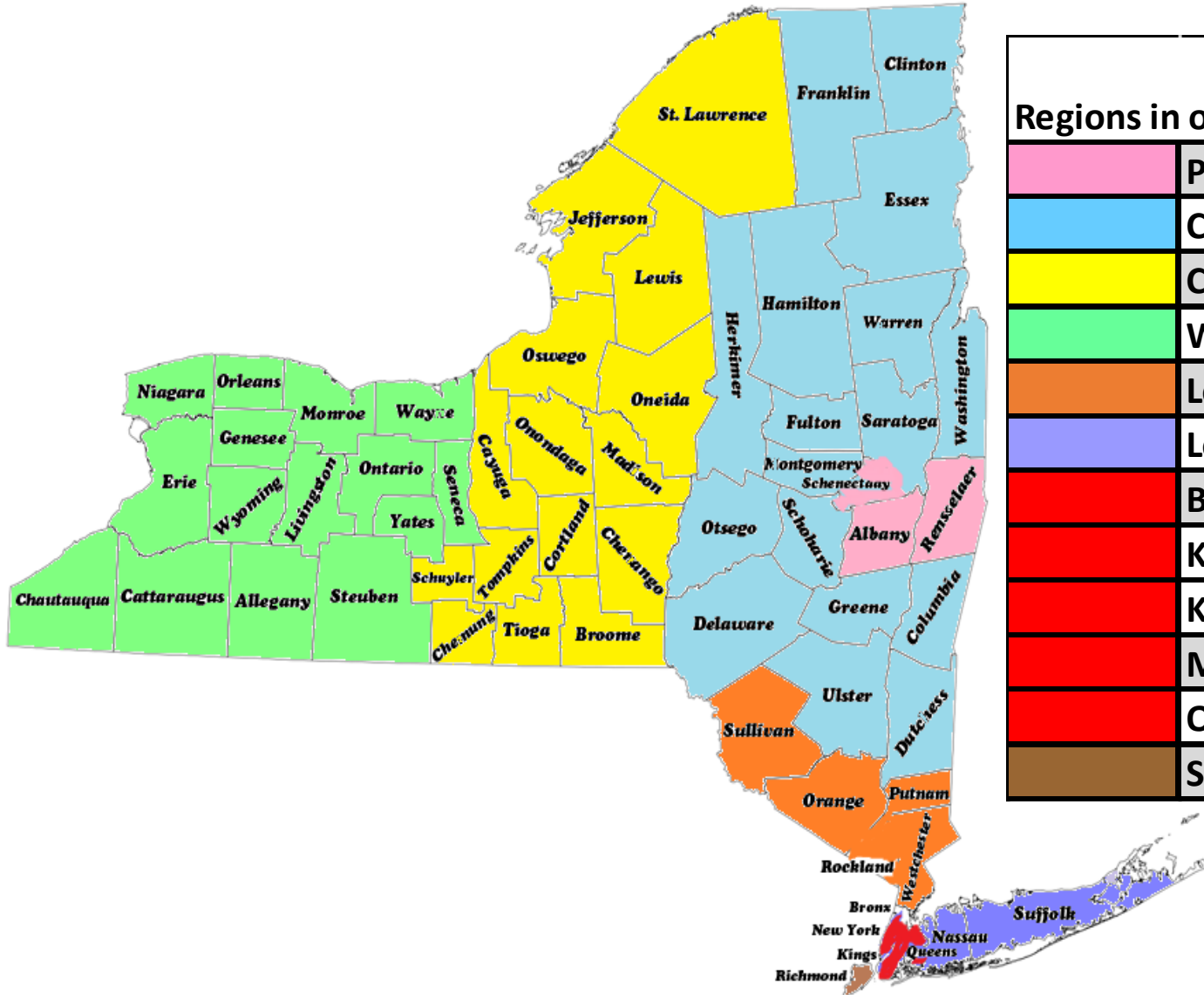http://www.nyswicvendors.com
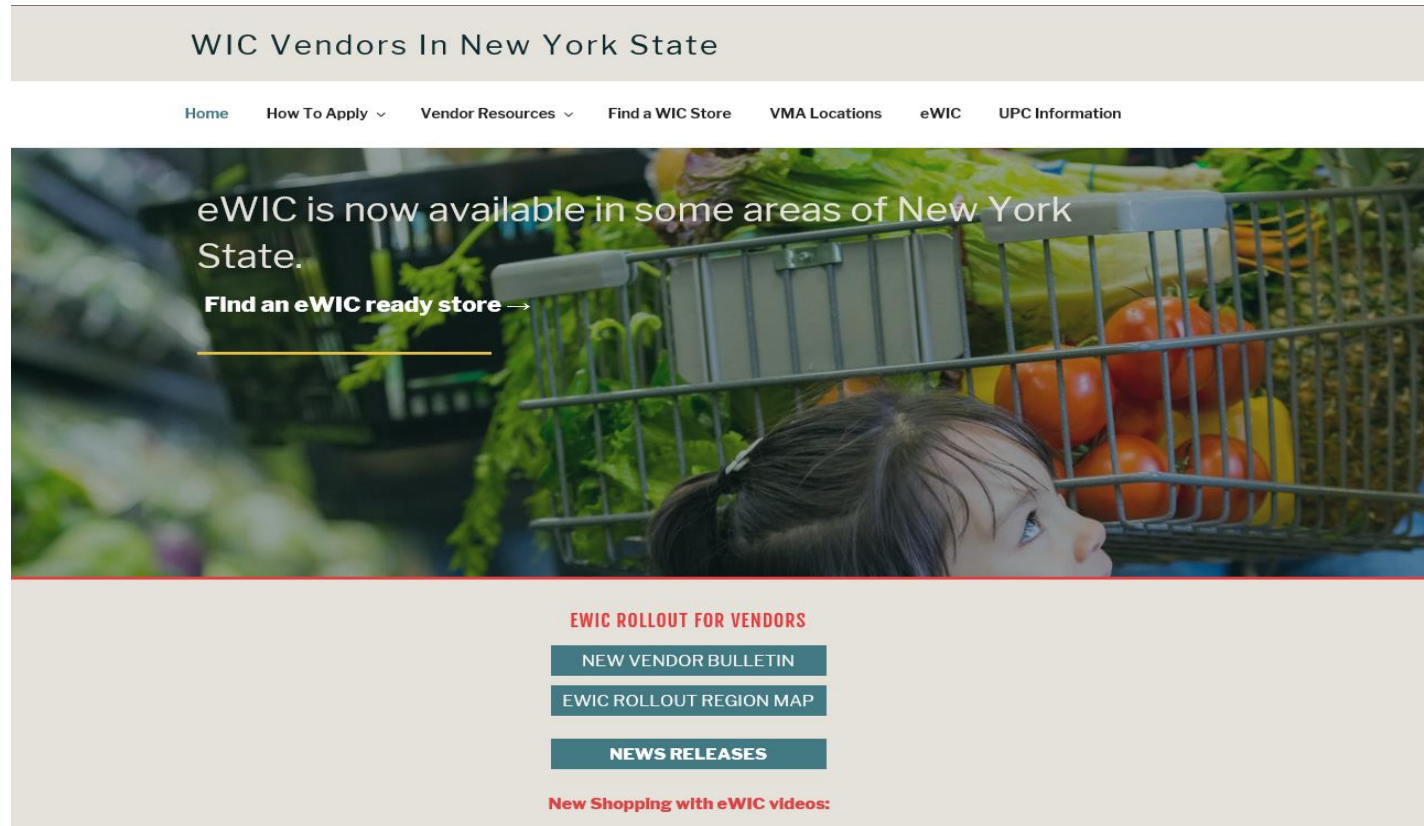
WIC Vendor Website

- eWIC Rollout for vendors
- Frequently Asked Questions
- New York State eWIC Card Guide
- New WIC Vendor Questionnaire
- VMA Contact Information
- UPC/APL Information

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eWIC Go Live Schedule by Region

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	Central	Complete	Complete
	Western	Complete	Complete
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	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

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Questions and Comments?

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Thank you for joining us!

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