Welcome!
eWIC Implementation
February 13, 2019

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 **3196908**

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NYS WIC Vendor Forum: eWIC Implementation

February 13, 2019
2:00 PM – 3:30 PM

February 19, 2019

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.

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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

- WebEx Chat

- Conference Call Operator Assistance for verbal questions after presentation has concluded

- WIC shared email box for written questions and comments after the webinar: <u>nyswic@health.ny.gov</u>

Today's Forum will be the last WIC Vendor Forum held before eWIC rollout is completed statewide.

Have a question about eWIC before your area goes live?

- WebEx Chat
- Verbal Q/A after presentation has concluded
- nyswic@health.ny.gov

Save the Date!

Our next WIC Vendor Forum will be held on

May 15, 2019

11:00 AM -12:30 PM

Registration Information will be provided ahead of this Forum.

Objectives of Today's Forum

- Vendor Contract Periods and Applications

- eWIC Rollout – Project Status

- Vendor Equipment and eWIC Certification

- PLU Mapping

- WIC Foods Update

- Training and Resources

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Vendor Contract Periods and Vendor Applications

Presented by: Claire Vancik

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Streamlined Vendor Application Process

- NYS WIC continues to work on streamlining the vendor application process.

- So far, the streamlined process includes:

  – Consolidated contracts and applications for corporate chains (groups of ten or more NYS WIC-authorized stores operating under the same Federal Employer Identification Number, or FEIN).

  – Vendor Contract Periods.

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Vendor Contract Periods (VCPs)

- All vendor contracts will be aligned with one of six VCPs 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.
  – Apply or reapply during the same Open Application Period (OAP).

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Vendor Contract Periods 1 - 6

Vendor Contract Period 1 = Chains*

Vendor Contract Period 2 =

Vendor Contract Period 3 =

Vendor Contract Period 4 =
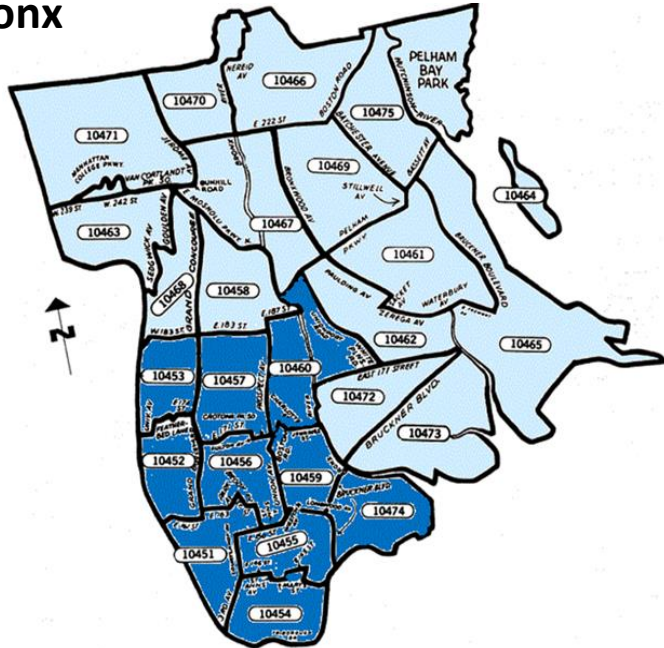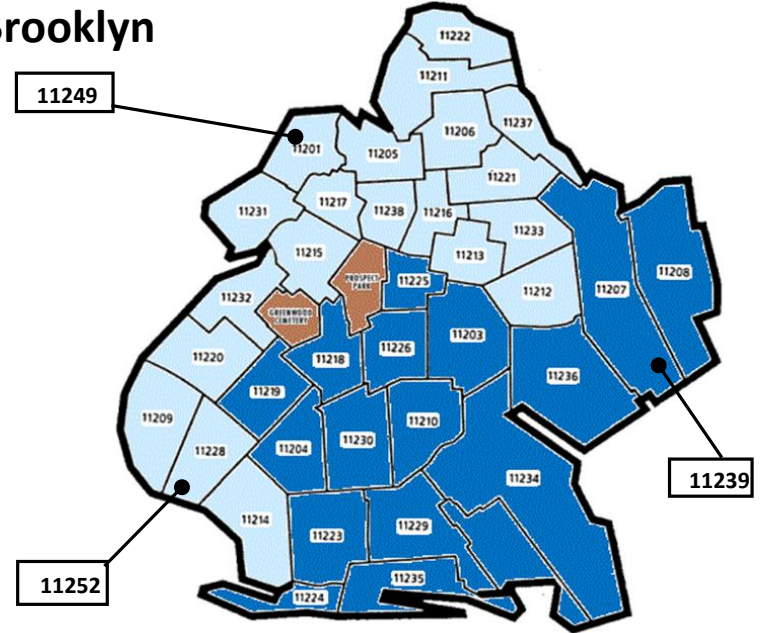
Vendor Contract Period 5 =

Vendor Contract Period 6 =
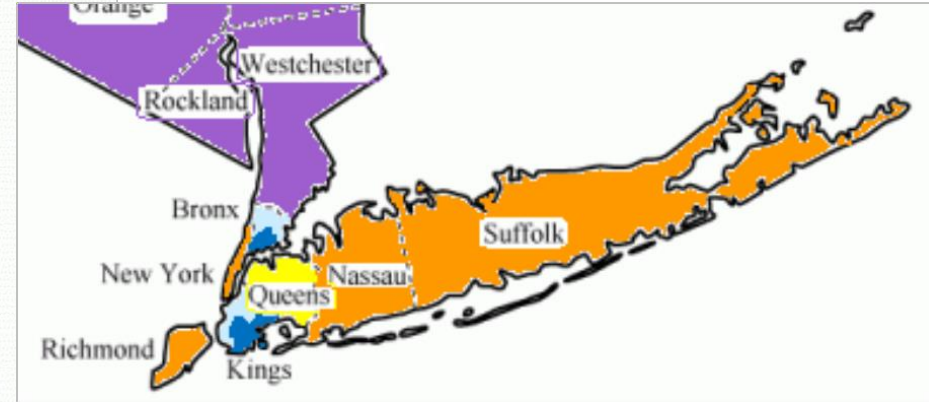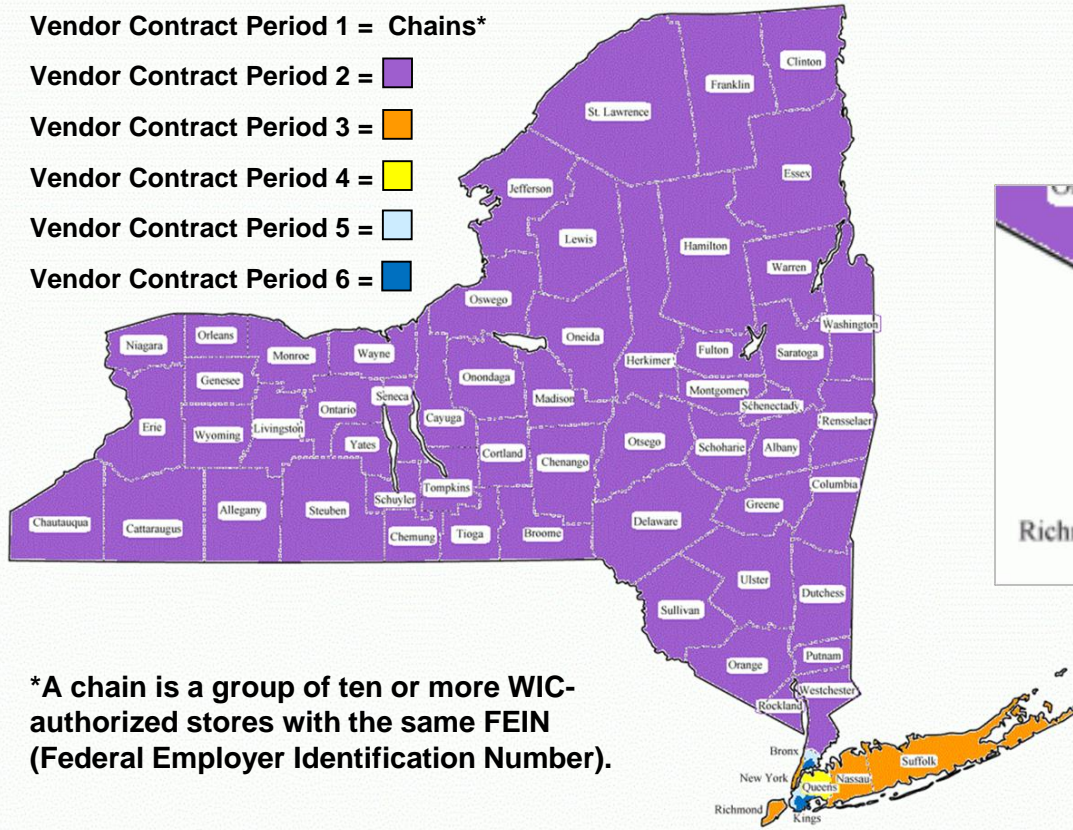
*A chain is a group of ten or more WIC-authorized stores with the same FEIN (Federal Employer Identification Number).

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Detail: Vendor Contract Periods 5 & 6

Bronx

Brooklyn

☐ = VCP 5

■ = VCP 6

■ = No WIC vendors

Vendor Contract Period Assignments

- If you are not sure which VCP your store belongs to:

  – Review the cover letter sent with your revised contract in April 2018.

  – Contact your VMA.

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Vendor Contract Periods - Application Timeline

- All vendors in the same VCP will apply or reapply **up to six months** before the start of their next contract.

VCP	VCP Description	Open Application Period (OAP)		Application Processing Period (APP)		Contract Start Date
		Start	**End**	**Start**	**End**	
1	Chains - 10+ WIC-Authorized Stores	4/1/2019	5/31/2019	6/1/2019	9/30/2019	10/1/2019
2	Upstate & Lower Hudson Valley	10/1/2019	12/31/2019	1/1/2020	3/31/2020	4/1/2020
3	Manhattan, Staten Island, Long Island	4/1/2020	6/30/2020	7/1/2020	9/30/2020	10/1/2020
4	Queens	10/1/2020	12/31/2020	1/1/2021	3/31/2021	4/1/2021
5	Bronx 1 & Brooklyn 1	4/1/2021	6/30/2021	7/1/2021	9/30/2021	10/1/2021
6	Bronx 2 & Brooklyn 2	10/1/2021	12/31/2021	1/1/2022	3/31/2022	4/1/2022

Open Application Periods (OAPs)

- Each VCP has a designated OAP.

- This OAP occurs **once every three years**.

- You will submit an application or reapplication packet during the OAP for your VCP. **You must provide all materials to your VMA by the deadlines specified.**

- **If you miss your OAP, you may have to wait three years before you can apply or reapply.**

Application Processing Periods (APPs)

- Each OAP is followed by an APP.

- VMAs:
  - Review application and reapplication packets.
  - Ensure vendors have up-to-date monitoring and training.
  - Coordinate vendor background checks.
  - Send new contracts to eligible vendors.

- Vendors:
  - Return signed, notarized contract to your VMA **by the deadline specified.**

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Exceptions to the OAP

- You **may** be able to apply outside your designated OAP if your store meets certain exception criteria, such as:

    – Participant access need.

    – Participant cultural need.

    – Purchase of a NYS WIC-authorized store.

    – High sales volume.

- Submit Part 1: Vendor Questionnaire to see if your store meets any exception criteria.

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Vendor Contract Periods - Summary

- Your VCP assignment determines when you will apply or reapply for authorization to redeem WIC benefits.

- Your VCP will have an OAP only once every three years. **If you miss your OAP, you may have to wait three years before you have another chance to apply or reapply.**

- NYS WIC will **always** accept vendor applications in areas with insufficient participant access, regardless of OAP.

Reapplications for Current WIC Vendors

Presented by: Claire Vancik

Transition to the Streamlined Process

- Until NYS WIC has finished aligning each vendor's contract end date with their VCP, some vendors must have contracts that vary from the standard three years.

- This means that **some** currently authorized vendors will need to reapply before their designated OAP.

- If **you** need to reapply before your OAP, your VMA will contact you before your current contract expires and explain what to do next.

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Reapplying During Your OAP

- **All** currently authorized vendors must reapply during their OAP.

- Your VMA will provide a reapplication packet before or during your OAP.

- You can continue to accept WIC benefits during the reapplication process (that is, during your OAP and APP).

Reminder - VMA Communications

- Your VMA will always notify you when it is time to reapply.

- You must meet all deadlines set by your VMA, or you may not be able to process WIC transactions in your store.

- If you miss your OAP, you may have to wait three years before you can reapply.

- **Please pay very careful attention to all mail and email from your VMA.**

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Applications for New WIC Vendors

Presented by: Claire Vancik

Vendor Application Pause

- As of October 1, 2018, NYS is in an application pause.

- This means that NYS is only accepting applications from vendors in zip codes with inadequate participant access.

  - Please visit www.nyswicvendors.com for a list of these zip codes.

Vendor Application Pause - Exceptions

- Exceptions to the application pause include:

  – Participant cultural need
  – Purchase of a NYS WIC-authorized store
  – High sales volume

- Submit Part 1: Vendor Questionnaire to see if your store meets any exception criteria.

Vendor Application Pause – End Dates

- The application pause will end in phases, as each VCP reaches its OAP start date.

VCP	VCP Description	Open Application Period (OAP)		Application Processing Period (APP)		Contract Start Date
		Start	End	**Start**	**End**	
1	Chains - 10+ WIC-Authorized Stores	4/1/2019	5/31/2019	6/1/2019	9/30/2019	10/1/2019
2	Upstate & Lower Hudson Valley	10/1/2019	12/31/2019	1/1/2020	3/31/2020	4/1/2020
3	Manhattan, Staten Island, Long Island	4/1/2020	6/30/2020	7/1/2020	9/30/2020	10/1/2020
4	Queens	10/1/2020	12/31/2020	1/1/2021	3/31/2021	4/1/2021
5	Bronx 1 & Brooklyn 1	4/1/2021	6/30/2021	7/1/2021	9/30/2021	10/1/2021
6	Bronx 2 & Brooklyn 2	10/1/2021	12/31/2021	1/1/2022	3/31/2022	4/1/2022

Vendor Application Pause ENDS

Reminder - eWIC Readiness

- Once rollout is complete:

  - New vendors must be eWIC-ready prior to authorization.
  - New vendors will be responsible for all eWIC equipment and transaction fees.

eWIC Project Update

Presented by: Tim Goyette

eWIC Go Live Schedule by Region
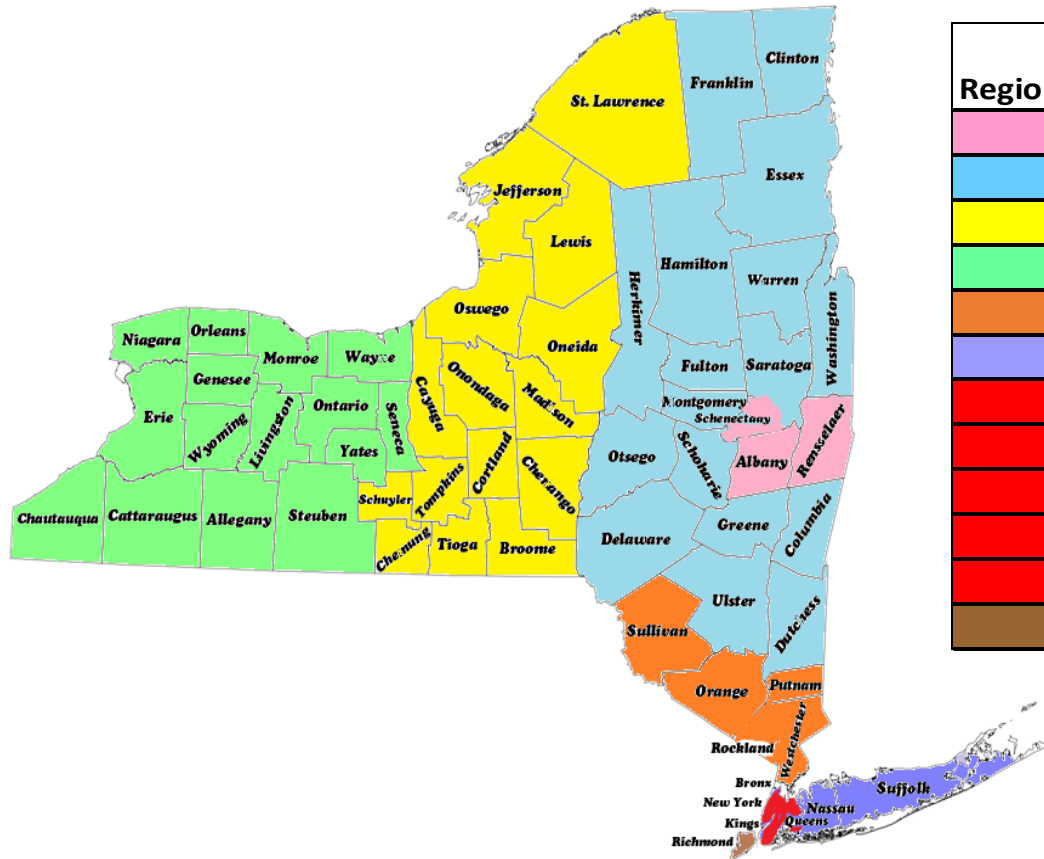
Regions in order of Rollout		WIC Agencies Go Live Date
	Pilot	Complete
	Capital	Complete
	Central	Complete
	Western	Complete
	Lower Hudson Valley	Complete
	Long Island	Complete
	Bronx	Complete
	Kings 1	2/18/2019
	Kings 2	3/4/2019
	Manhattan	3/18/2019
	Queens	4/1/2019
	Staten Island	4/15/2019

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eWIC Shopping Totals

Food Benefit Redeemed	$20,745,773.57
Fruits and Vegetables Redemptions	$1,860,041.53
eWIC Accounts Used (Families)	79,648
eWIC Transactions (Shopping Trips)	572,874
Stores Processing eWIC Transactions	1,781

Vendor Equipment and eWIC Certification

Presented by: Tim Goyette

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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

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eWIC Vendor Readiness – Current Status

- As of February 12, 2019:

  - 1,789 vendors are eWIC ready in NYS

    - 505 Stand Beside vendors complete

    - 1,284 Integrated vendors certified

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eWIC Vendor Readiness – Current Status

- Stand Beside equipment shipped & training completed in:
  - Capital
  - Central
  - Western
  - Lower Hudson Valley
  - Long Island

- Stand Beside equipment shipping and training continues in:
  - Bronx (2/4/2019 rollout)
  - Brooklyn, Manhattan, Queens and Staten Island (every two weeks)

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Stand Beside Systems

- New York State eWIC Contractor is Conduent

- Conduent sent Vendor Agreements to all vendors designated to use Stand Beside systems.

- Completed Vendor Agreements must be submitted to Conduent before eWIC Stand Beside systems will be shipped.

Stand Beside Systems

- Complete and submit entire agreement. Reminder of some of the important documents to include:

  - 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*

  - *Connection Type Form*
    - *Separate form required to accurately configure the device based on your connection type.*

Required Connections for Stand Beside Systems

WIC VENDOR

- An analog phone line for each Stand Beside unit. 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.

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

CONDUENT

Stand Beside Systems

- Conduent Vendor Agreements must be returned immediately.

- All outstanding Vendor Agreements are currently overdue.

- 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

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

Printed Name

Home Address

City/State/Zip

Home Telephone Number

By: (Signature of Owner or Authorized Personnel)

Title (Owner or Officer)

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 Beside Systems

Equipment will be shipped after all parts of the Conduent Agreement Packet are completed and returned.

- eWIC Stand Beside equipment includes:

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

Stand Beside Systems

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

- NYS highly 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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Stand Beside Systems

- Conduent will train vendors by phone

  - Topics covered will be:
    - How to Create a Clerk ID and Password
    - How to Process a Balance Inquiry and Purchase Transaction
    - How to Run Reports
    - Who to Call with Questions

Stand Beside Systems

- Additional information for a successful training:

  – The POS Equipment must be set up prior to scheduling your WIC equipment training. Review the video at URL- http://www.mywicsupport.com/new-york/

  – Once your POS equipment is set up, email Laurie Hathaway at laurie.hathaway@conduent.com to schedule the over the phone WIC Equipment training.

  – You will receive a confirmation email from ***WIC Training (via Calendly) <notifications@calendly.com*** which will include the call in phone number and access code for the training.

  – You will also receive a reminder email the day before and one hour before your scheduled training. Reminder: This is a phone training and you must call in on the exact day and time of your scheduled training using the call in information provided in the email.

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Vendors Not eWIC Ready

- The WIC Vendor Contract requires you to accept eWIC.

- Vendors that are not set up to accept eWIC by April 30, 2019, will be terminated from the WIC Program.

- If terminated vendors will not be able to apply for WIC authorization again until the open application period for their area.

- After statewide rollout is complete new vendors will have to pay for eWIC equipment and all transaction fees.

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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.

- **Schedule Stand Beside Equipment Training:**

  laurie.hathaway@conduent.com

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

  For Stand Beside equipment issues and questions.

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eWIC Vendor Readiness - Integrated
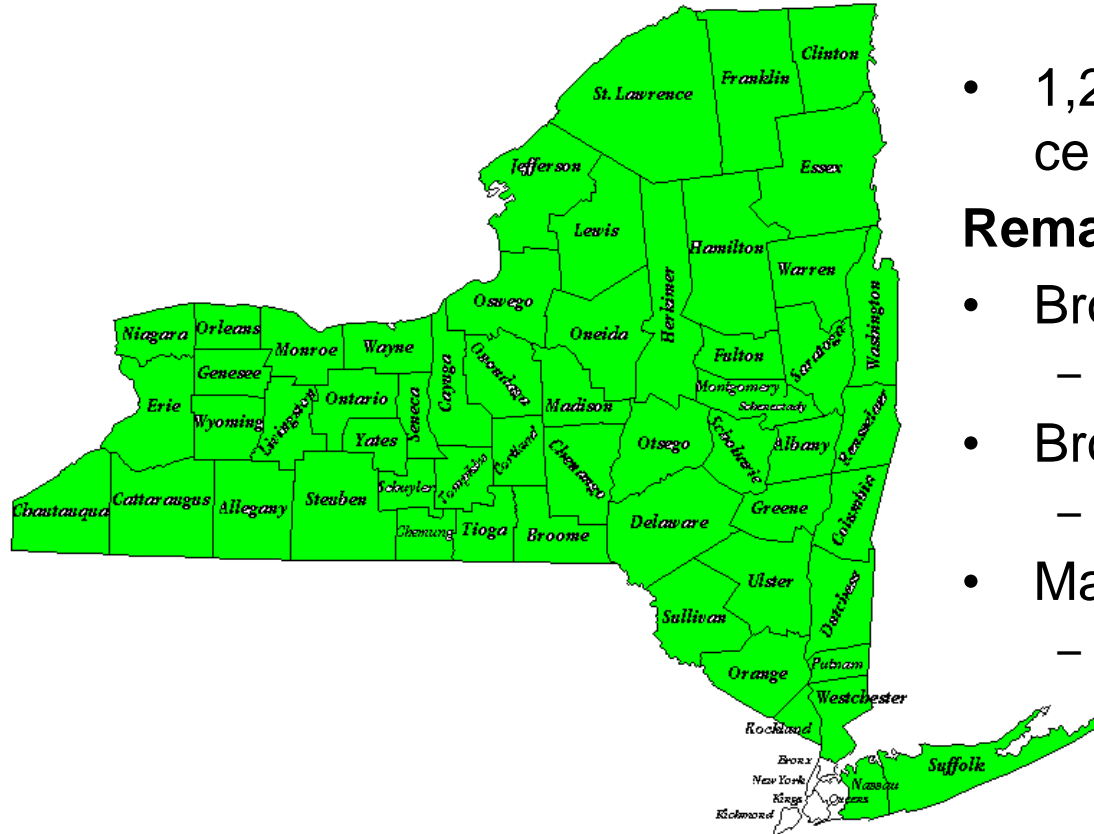
- 1,284 vendors have been certified statewide

Remaining Integrated vendors:

- Bronx (2/4/2019)
  - 21 Vendors

- Brooklyn (2/19/2019)
  - 46 Vendors

- Manhattan (3/4/2019)
  - 45 Vendors

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Integrated Vendor Certification

The following functions are being tested during certification:

- Processing of a balance inquiry to test the communication between the store's system and Conduent's system.

- 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. Contact your ECR/POS provider to schedule your system update immediately.

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. NYS with contact you with a date for your store's Level 3 Certification.

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 as new produce items are received.

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PLU Mapping

Presented by: Jennie Cole

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 are included on the APL.

- **No UPCs for fresh produce** are 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.

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Fresh Produce in Integrated ECR Stores

- Vendors must contact their ECR provider to get instructions on mapping for their stores specific software.
- All produce items with UPCs that are currently in the store must be mapped before the Level 3 Certification appointment.
  - Fruits and Vegetables cut in-store must be mapped.
  - Prepackaged items such as salads, boxes of berries, bags of carrots, potatoes, onions, apples, or oranges must be mapped.
- **Do not map to the generic PLU 4469.**
- **Every time a new produce item with a UPC goes on the shelves, it must be mapped.**

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Fresh Produce in Integrated ECR Stores

- 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.

Fresh Produce in Stand-Beside Point-of-Sale Stores

- Cashiers must manually enter PLUs on the eWIC Stand Beside device for all fresh produce items, including:
  - Fruits and Vegetables cut in-store
  - Prepackaged items such as salads, boxes of berries, bags of carrots, potatoes, onions, apples, or oranges.
- **Cashiers must not use the generic PLU 4469 for eWIC transactions.**
- 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.

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Fresh Produce Purchases Using eWIC

In **Integrated** stores, the UPC must be mapped to a spinach PLU and the cashier can scan the barcode as usual during an eWIC transaction.

In **Stand Beside** stores, the cashier must enter a spinach PLU instead of scanning the barcode.

Allowable PLUs for eWIC

- All International Federation of Produce Standards (IFPS) PLUs for allowable produce types are included on the APL and may be used for mapping and for manual entry.

- 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.

Allowable PLUs for eWIC

Fresh Produce and the WIC2Go App

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

- All fresh fruits and vegetables are 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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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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APL Questions

Please direct any questions about WIC foods or submitting UPCs to:

wicfoods@health.ny.gov.

Foods Update

Presented by: Meghan Muller

WIC Approved Foods

- With the eWIC card, cashiers will no longer have to approve foods at the register as they previously did with checks.

- Cashiers should just scan an item and if it is in the APL it will be accepted.

- If the item is not in the APL it will be denied and the participant must use another form of payment to purchase the item.

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WIC Approved Foods

- Cashiers still need to be familiar with the Acceptable Foods Card.

- Cashiers should not deny a participant a food item without scanning it first.

WIC Approved Foods

- If an item is rejected at the register and you believe it is WIC approved, it is possible we don't have it in the APL.

- Vendors may submit food items for review by clicking on the NYS UPC Submissions link on the New York State WIC Vendors website.

WIC Approved Foods

- In order for a participant to redeem a food item, it must be prescribed to them.

- The eWIC card will be loaded with a participant's individual food prescription.

- Participants will have a shopping list and may ask for a balance inquiry to verify their benefits.

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Purchasing Milk, Cheese, and Yogurt

- Types of milk, cheese, and yogurt must be specifically prescribed.
  - Specific fat type
  - Lactose free
  - Kosher with Cholov Yisroel designation
- For example, if a participant is prescribed regular, nonfat milk and they try to buy lactose-free nonfat milk, the lactose-free milk will be denied at the register.

Lactaid Milk

- Lactaid makes a regular and "added calcium" milk. Added calcium milks are **not** WIC allowable.

- The labels for both milks are very similar, which can lead to confusion at the register.

WIC Approved Lactaid Milks

NOT WIC Approved Lactaid Milks

Juice Boxes

- Juice boxes are allowable WIC items prescribed in rare cases to meet specific participant needs.

- 8 packs of 4.23 oz boxes are allowable; approved brands and sizes are on the NYS Approved Product List.

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Juice Boxes

- If a WIC participant with an eWIC card brings juice boxes to the register, scan the juice boxes as usual.

- If the participant has no available benefits for juice boxes, the participant should be given the chance to buy them with a different form of payment or remove them from the transaction.

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Juice Boxes

- Please refer to Vendor Bulletin #11 dated December 17, 2018, for more information.

WIC2Go UPC Screens

- WIC2Go is a mobile phone app for participants with an eWIC card that features a barcode scanner.

- Participants can scan a barcode and the app will tell them if the item is WIC approved and if they have a benefit balance for the item.

WIC2Go UPC Screens

- The item is **not** WIC approved or is a packaged fresh produce UPC.

WIC2Go UPC Screens
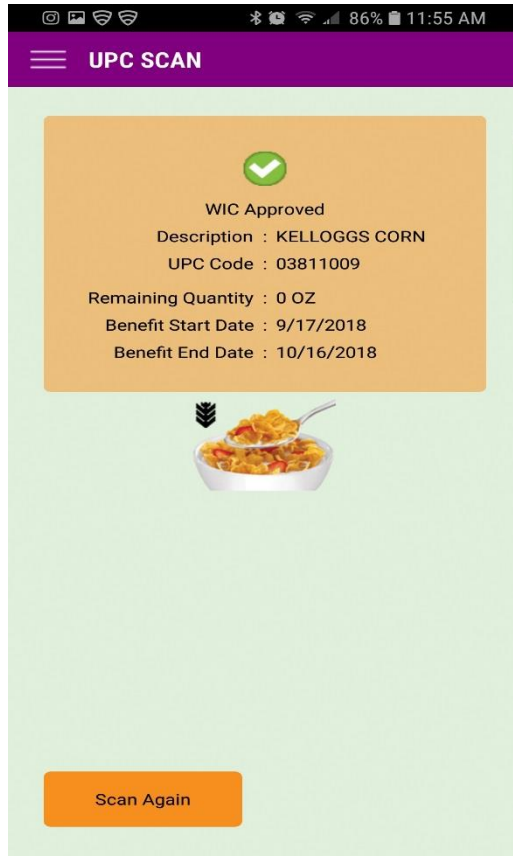
- The item is WIC approved **and** the participant has the benefit balance for the item.
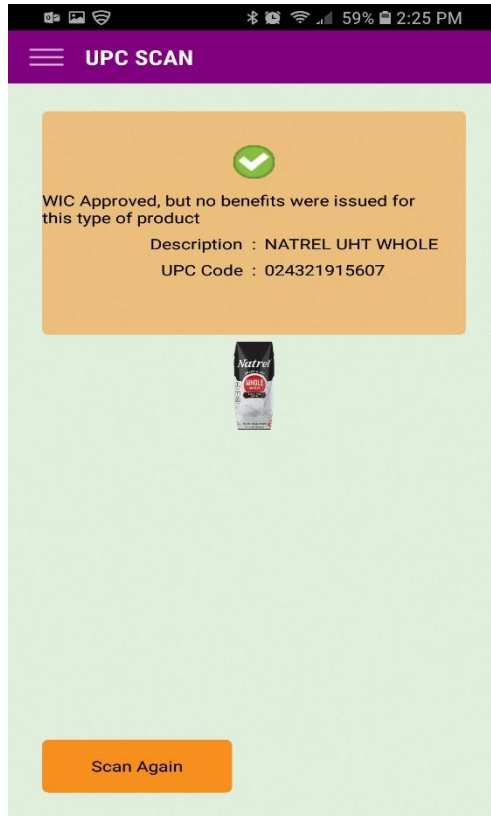
WIC2Go UPC Screens

- The item is WIC approved but the participant **does not** have the benefit balance for the item.

WIC2Go UPC Screens

- Please refer to vendor bulletin #12 dated December 17, 2018, for more information.

Gerber Good Start Concentrate Infant Formula

- Gerber is changing the size of the Good Start Concentrate from 12.1 ounces to 8.1 ounces.

- The new product should be available by May 1, 2019.

- A vendor bulletin will be released in April.

Gerber Good Start Concentrate Infant Formula

12.1 ounce

8.1 ounce

Questions About WIC Foods

Please direct any questions about WIC foods to:

wicfoods@health.ny.gov

eWIC Cashier Training

Presented by: Jack Taliercio

eWIC Training Videos

- Two cashier training videos.

- Posted at **www.nyswicvendors.com**.

- Integrated stores and Stand Beside stores are covered in separate modules.

- The videos are free and access is unlimited.

General Topics

- eWIC card and PIN

- What's on the eWIC card

- eWIC process at Integrated registers

- eWIC process at Stand Beside registers

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.

Two Types of Register Systems

Integrated Systems

- Typically found in chain and multi-lane stores.

- Can process WIC and other items in the same transaction.

- The eWIC card is always the first form of payment.

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Stand Beside Systems

- Typically found in smaller stores.

- Cashier may need to scan WIC items twice for inventory purposes.

- Processes WIC items separately.

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eWIC at Integrated Registers

An **Integrated register** can accommodate WIC and non-WIC items and multiple forms of payment, including eWIC.

eWIC at Integrated Registers

Please Swipe Card

Customer swipes the eWIC card as the first form of payment.

Mid-transaction Receipt

Provide mid-transaction receipt to WIC shoppers for review.

All Scanned Items →

WIC Beginning Balance →

WIC Redemptions →

eWIC at Stand Beside Terminals

- Separate transaction for WIC benefits and other items.

- The Stand Beside terminal will process only eWIC payments.

eWIC at Stand Beside Terminals

PLU#
4011

and

$ 2.29

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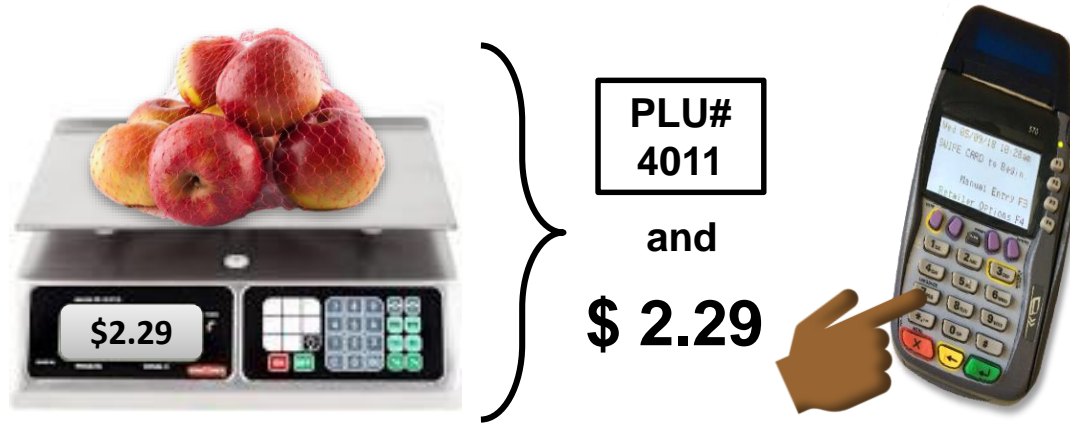
For items priced "per pound," you **must** weigh the items, then manually enter the PLU and a total price.

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.

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WIC2Go Mobile App
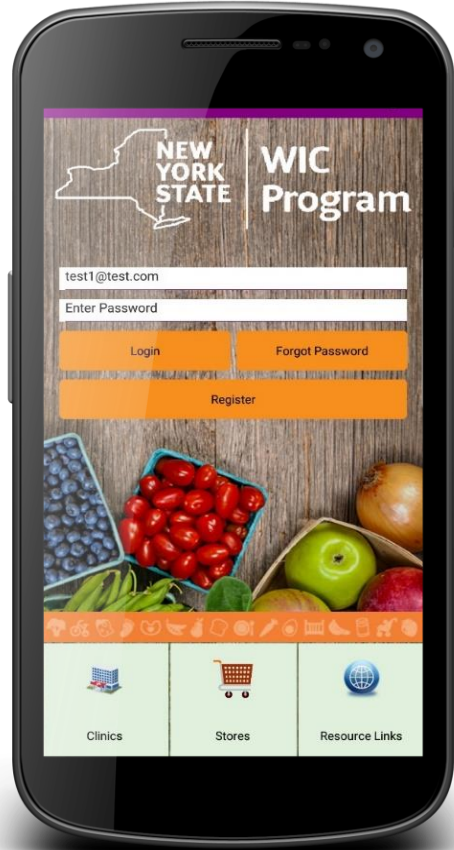
- Participant mobile app downloadable from the [App Store] OR [Google Play]

Features:

- Benefit balance
- Approved foods
- UPC scanner

- Clinic locator
- Store locator
- WIC appointments

Vendor Website: nyswicvendors.com

The Vendor Management Agency (VMA) assigned to your store can answer questions related to the NYS WIC Program.

WIC Vendors In New York State

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

EWIC ROLLOUT FOR VENDORS

NEW VENDOR BULLETIN

EWIC ROLLOUT REGION MAP

NEWS RELEASES

eWIC Cashier Training Videos:

INTEGRATED AND STAND BESIDE

The "Cashier Training" videos will be found on the home page of the NYSWIC Vendors website at: https://nyswicvendors.com/ewic-cashier-training-videos/

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Vendor Resources

Presented by: Kierian Cochran

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Vendor Management Agencies

- 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 Agencies

Public Health Solutions (PHS) serves vendors in

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

Vendor Management Agencies

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 Agencies

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

Vendor Management Agencies

Montefiore New Rochelle Hospital (MNRH) serves vendors in

- Bronx

- Putnam

- Westchester

Vendor Management Agencies

- PHS phone number: 646-973-3942

- CEO phone number: 518-272-6012

- SPCC phone number: 585-730-8282

- MNRH phone number: 718-654-2690

Conduent

- eWIC Stand Beside device questions or issues call the WIC Retailer Help Desk at 855-897-5898.

- eWIC Stand Beside training email laurie.hathaway@conduent.com.

- Is my store Integrated or Stand Beside?

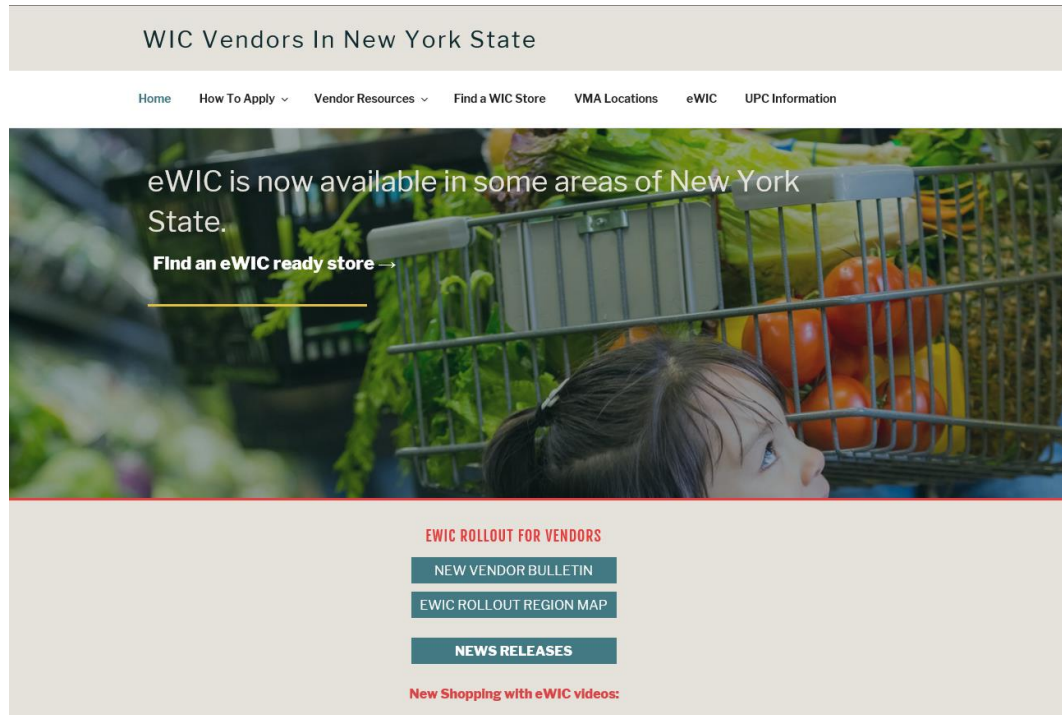 Contact Valarie Simms at valarie.simms@conduent.com or call 502-794-3696.

Electronic Cash Register (ECR) Provider

- If your store has 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 at 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

WIC Vendor Website- eWIC Cashier Trainings

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!