

WIC Vendor Conference Call

Thursday, January 9, 2020

MINUTES

I. Welcome to the Call

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Welcome to the first ever WIC EBT Vendor Conference Call!

II. When is Pilot and Who Will Be Involved in the Pilot?

Pilot will start June 1st of this year; statewide rollout will start in September. Stores involved in pilot are those in Weber County, Morgan County, Davis County and Summit County. If you have a store located in those counties, you will be a part of pilot.

We are currently in the process of scheduling Pilot training.

The schedule for Vendor Pilot Training is as follows:

- Smith's Stores will be trained on March 25th and 27th. You will receive emails from your corporate office letting you know the time and place your store will be assigned.
- If you are a part of the Associated Food Stores organization (Lin's, Dick's, Fresh Market, Macey's, & Dans), you have a corporate training on April 15th that we will be a part of and we will train you then.
- If you are with WalMart, watch for an email from your corporate office. We are currently working with the WalMart corporate office to establish one of the Utah WIC State Office training sessions as a "training of trainers" event, after which WalMart store personnel will be trained by a corporate trainer(s).
- Training for other stores in Weber County and in Morgan County will be March 31st.
- Training for stores in Davis County will be April 2nd
- Training for stores in Summit County will be April 8th

We will be sending out more details in our newsletter and email so you can have the times and dates at your fingertips. We'll also put this information up on our website shortly.

III. What will it take to be EBT Ready?

1. A State-Specific Store System Certification

This will happen with the organization that maintains your cash register and point-of-sale system, prior to changes being made in your stores. The State-Specific Certification test ensures a Utah eWIC card is recognized when inserted a card reader and the store POS can communicate with the card because the Utah eWIC Module (Utah WIC program information and Utah WIC security keys and codes) is properly loaded into the store system. Lily Zavala, Utah WIC Vendor Systems Certification Specialist, will work with your technician on this certification.

2. Level 3 Store System Certification

After the "State-Specific Store System Certification is completed, each store's cash register and POS system and card terminal software must be upgraded to accept the Utah eWIC card. This will be done by the organization or individual who maintains your system. Once the upgrades are complete, the Level 3 Certification is a scripted test of the store system, performed onsite. If the technician is not onsite, the Level 3 Certification test can be done by the store manager, front-end manager or by any employee capable of

following a 'step-by-step' written script. A Level 3 certification ensures the store system is capable of accepting the Utah e-WIC card and initiating eWIC transactions in-lane; and the store system successfully transmits a claim file that can be processed and paid. Lily Zavala, Utah WIC Vendor Systems Certification Specialist, will be the point of contact for scheduling Level 3 certifications.

3. State eWIC Vendor Policies and Procedures Training

The state has developed a eWIC Vendor Policies and Procedures training curriculum, including training materials. In the pilot area, Utah WIC will train all stores. Corporate and large independent stores should consider the pilot area store training as "training of trainers" event. Utah WIC will provide corporate and large independent stores sufficient training materials for Utah stores statewide and will attend and participate in store-scheduled training events randomly, for quality assurance purposes, and upon request by store corporate or chain management.

Each store is REQUIRED to have one or more persons attend Utah eWIC Vendor Policies and Procedures training. It is highly recommended that the persons attending Utah eWIC Vendor Policies and Procedures Training be store managers, bookkeepers, front-end managers, produce managers, lead cashier and any others who are directly involved today in WIC food sale, signage, inventory ordering and management, and financial management and reporting.

4. Cashier Training

It is the store's responsibility to ensure all cashiers are trained in eWIC policy and store system changes. Every cashier MUST be trained in "how" to successfully complete an eWIC transaction in his/her lane. Utah WIC expects cashier training will be performed by corporate/regional trainers, store trainers, front-end managers, lead cashiers and store owners/managers. The wide variety and the customization of eWIC integrated store systems in use in Utah make it impossible for Utah WIC personnel to provide cashier training. Utah WIC personnel may randomly select and attend vendor cashier training events and conduct in-store purchases of WIC foods to confirm the store system continues to work as certified and cashiers are knowledgeable of eWIC policies and capable of performing eWIC food transactions in-lane.

5. This store is "eWIC Ready"!

A store considered "eWIC Ready" will receive an e-WIC window "cling" (signage) from the Utah WIC State Office that should be placed near the store entrance. The "eWIC cling" indicates your store is authorized to accept the Utah eWIC card.

IV. When will Statewide training start?

Training for pilot area stores will begin in March; training for stores outside the pilot area will begin in June. Utah WIC is currently in the process of scheduling training dates and locations. Training dates, locations and times will be included in all Utah WIC communications – Utah WIC website, Utah eWIC monthly newsletters, Utah eWIC monthly pilot and statewide vendor calls, Utah eWIC monthly and 'as needed' eWIC Alerts, individual and group emails and more.

V. IFPS (International Federation for Produce Standards) Price Look-Up (PLU) Codes

All eWIC food delivery systems utilize the national IFPS PLU Codes to identify bulk and pre-packaged fresh produce as "WIC-allowable" and authorized for purchase with WIC Cash Value Benefits. If your store currently uses IFPS PLU codes, you will not need to make changes for the sale of "bulk" fresh fruits and vegetables. The IFPS PLU Codes for all WIC-allowable produce are in the Authorized Product List (APL) file that will be downloaded to your store system nightly. However, if you have fresh fruits and vegetables that are pre-packaged and identified in the store system's inventory table by a UPC, you will need to "map" the UPC to an IFPS PLU Code. Your corporate IT group or the organization/individual who maintains your store system should know how to map a WIC-allowable, pre-packaged fruit or vegetable item's UPC to an IFPS PLU Code within the produce department inventory module.

If you do not currently use IFPS PLU Codes to identify bulk fruits and vegetables, you will need to enter new identifiers for your produce inventory. You can find the IFPS PLU Codes on the IFPS website:

<https://www.ifpsglobal.com/PLU-Codes>

A downloaded copy of the IFPS PLU Codes will be added to the Utah WIC website. Additionally, we plan to publish and distribute a **Utah eWIC Alert** in the near future to remind ALL stores to act quickly!

1. Change the current produce identifiers within the store's produce inventory module to the IFPS PLU Codes; and
2. "Map" pre-packaged fresh fruit and vegetable items' UPCs to IFPS PLU Codes.

VI. Questions Received from Vendors

1. From Jan, Peterson's in Riverton
Q. You said Associated Food Stores will train its stores on April 15th. Do they have a location, or is that on the phone?
A. The only Associated Food Stores locations in the April 15th training are the stores in the pilot counties – Dan's, Dick's, Lin's, Fresh Market and Macey's. Peterson's is not in the pilot area. Peterson's is part of post-pilot, statewide rollout. Your store's training should be in late June or in July.
2. From Becky, Bowman's in Kaysville
Q. We are independent with associated so would our training be on April 2nd for Davis County?
A. Yes. You are in Davis County, so your training should be April 2nd. I believe the training will be held at the Davis County Health Department in Clearfield, but I don't have the time yet.
3. From Scott, Central Utah
Q. Have you got a date for training for the Central Utah area?
A. Not specifically. It should be in late June or in July.
4. From Jason, Fillmore Market
Q. I have not been receiving emails.
A. I will call you after the call to get your correct email address.
5. From Duncan, Kent's in Clearfield
Q. I thought that we will be part of pilot, but you haven't mentioned Kent's so I'm wondering if we are part of the statewide rollout.
A. You are part of the pilot. You will come to the Davis County training on April 2nd.
6. From Blake (name of store not given)
Q. If clients have their EBT cards and come to store before we are certified to accept them, they won't be able to shop at our store correct? What about other states with cards, will we be able to accept those or not?
A. Yes, you are correct. If your store isn't yet eWIC authorized, a WIC participant with a Utah eWIC card will not be able to shop at your store. The only way your store would be able to accept another state's eWIC card would be if you were authorized by that state to accept their eWIC card and your store had passed all of that state's systems certifications.
7. From Chelsea, (no store name given)
Q. Is there somewhere on the website that would show us which out-of-states would approve Utah to accept their checks?

- A. No. You would have to look at the other states' websites for that information. There are stores in Utah authorized by other states to accept their cards. Those stores are mostly located along Utah's borders.

There are only two stores outside of Utah authorized to accept Utah WIC checks. One is in West Wendover, NV, and the other one is Evanston, Wyoming.

8. From Christina, Harrisville Walmart

Q. When the training gets rolled out to the cashiers, is there going to be a new test and new training materials?

A. Yes. All of our training materials are new this year. But if you are talking about the annual test, there will be new annual test after this year.

9. From Sheryl, Peterson's

Q. When do the participants get their cards? So what if somebody comes to our store that – and we don't start ours until the end of June or 1st of July?

A. Participants living in in the pilot counties, will be issued Utah eWIC cards beginning June 1st. Participants who live outside the pilot area will be issued Utah eWIC cards beginning in September.

If a participant comes to your store with a Utah eWIC card before your store is authorized to accept the Utah eWIC card, you will not be able to accept it. Until your store is authorized to accept the Utah eWIC cards, you can only accept Utah WIC checks. The clinics will be informing participants of the stores that are eWIC ready.

10. From Chelsea, Stan's Market

Q. Will the cards automatically know what items they are allowed to purchase on each transaction, or is there going to be a voucher that tells us what they can purchase? Can they get basically whatever they want that's approved as long as it's under the amount that they have on the card?

A. When an individual goes into a clinic and picks up their card, all of their benefits for their family will be loaded on that card. It's a smart card so everything is loaded onto the chip on the card. The clinic will give them a list of what's on that card, so the cardholder will know what they can purchase.

The Authorized Product List (APL) file downloaded daily and processed by your store system will let your POS know what is WIC-allowed. The POS communicates with the card through the card terminal. The balance of benefits on the card is uploaded to the POS and the POS compares the items purchased with the benefits on the card. If the items purchased exceed the balance on the card or if the items purchased are not WIC, the participant will pay for the balance with SNAP, TANF, cash or whatever means they have.

11. From Unknown Person

Q. Is the participant's card inserted first, before they start the transaction?

A. When a card must be inserted depends on your point of sale system. Do you have (RORC)? (It was confirmed that Yes, they do have RORC). The RORC/DUMAC POS does not make you insert the card first. The cashier can scan their items. When it's time to pay, the participant will insert their card into the reader. In the clinic, all participants will be trained to either insert the card before the transaction begins or to ask the cashier 'when' to insert the card.

12. From Sherrie, Glazier's Market in Kanab

Q. We are clear down south, so when you do the training will we need to travel up north to attend it?

A. You will not need to travel to Salt Lake City. Our plan is to conduct training regionally.

13. From Rob, Honey's in Kanab
- Q. Since we're already set up to take Arizona e-WIC, does that mean we'll be set up to take Utah WIC?
- A. No. If you are authorized to accept the Arizona eWIC card, two (2) separate state-specific modules will be loaded into your POS. Your store will be authorized by Utah WIC to accept the Utah eWIC system once is certified, your store management has attended the Utah eWIC Policy and Procedures training, and store personnel have been trained in smart card eWIC POS system operations.
14. From Julie, Reams Springville Market
- Q. We are associated food store, but we're independent. Will the corporate stores be able to accept those before the independent stores, or will be out at the same time?
- A. We are going to work with corporate and independent stores to enable all to accept the Utah eWIC card in advance of the pilot start date and well in advance of statewide conversion. Our #1 concern is that all stores located within the pilot counties are **eWIC Ready** prior to June 1st; our #2 concern is that all stores, statewide, are **eWIC Ready** prior to September 1st. Each corporate office will submit its proposed training schedule, which will be reviewed and approved by Utah WIC. Once Utah WIC has published its training schedule for non-corporate stores, stores within the training area will be given preference. Others will be added on a 'first come, first serve' basis. It is not Utah WIC's intent that corporate stores in any area of the state be **eWIC Ready** and able to accept the Utah eWIC card in advance of non-corporate stores.
15. From Zander, Carter's Market in Enterprise
- Q. We have an ISS45 POS system that is certified to run smart card WIC in other states. Currently we don't have an integrated credit card processing with the point of sale. What's your plan for those stores?
- A. The ISS45 is certified to run smart card WIC in other states. Your system is capable of doing a smart card transaction. Smart card eWIC is not part of credit card processing; there is no credit card processor services provider that is capable of initiating smart card eWIC transactions.
- Smart card eWIC capability is in the ISS45 POS system. You'll need to talk to the firm that maintains your system and ask them to upgrade your POS system. You will incur a hardware cost to integrate a smart card enabled terminal if your credit card processing is truly (standardized).
- For clarification, if your ISS45 POS communicates electronically with the credit card processing device (card reader) then it's already partially integrated. But, if you currently scan food items for a \$100 sale, and then the cashier turns to the credit card services terminal and enters \$100, then your credit card processor's system is truly non-integrated, operating stand-beside.
- So, not only are you looking at a software upgrade, you need a smart card enabled card terminal in-lane, connected to the POS. The firm that maintains your POS will be able to answer the question about "which" card terminal is right for you. However, because there are multiple terminals that work with the ISS45 but are not smart card eWIC certified, prior to purchase, you will want to confirm your selected terminal is certified in Texas, New Mexico, or another smart card eWIC state. Do not purchase and integrate a card terminal in-lane until you confirm it is smart card eWIC certified with the ISS45 system.
16. From Scott
- Q. How should we receive payment and how soon payment will start coming in as far as from the time of transaction?
- A. Payment to all Utah WIC authorized stores will be electronic, an ACH (Automated Clearing House) or direct deposit payment. If a store designates a depository account with an ACH member bank, the store will receive payment from the State of Utah no more than two (2)

banking days after a claim is submitted electronically for payment. If a store uses a state bank or credit union for its depository, the electronic payment (direct deposit) may be delayed, three (3) days after claim submittal.

After Christmas, a memo was sent to all stores requesting bank routing and account information. Once we receive that banking information, the Utah system will send the bank routing and account information to the Utah eWIC Processor. The Utah eWIC Processor will use that information when creating an ACH bank payment file, which will be processed and paid the next banking day after receipt.

If you bank with a financial institution that uses the automated clearing out network, then you will receive it on the next banking day. If you are with a state bank, a very small bank, or you bank with a credit union, it is likely it will take two days for you to be paid. But either should be a lot better than the paper system as it is right now.

Q. There's a signature at the point of sale? Does the customer need to sign?

A. No, they do not. PIN entry is the equivalent of an electronic signature, the same as for a debit card transaction.

17. From Scott, Central Utah stores

Q. When this starts and we start using this, there's going to be, I would suspect, a lag time as far as customers having their vouchers. Do you suspect that's going to be a 30-day lag to where we'll be receiving both cards and vouchers?

A. Actually, for both the pilot and for statewide, stores will likely receive paper Utah WIC checks for 3-4 months.

Q. I know this is PIN-driven. Do they need to show ID?

A. No. Cashiers should never ask a cardholder for ID.

18. From Kim, Main Street Market.

Q. We are down south. Will we need to travel north to attend the training?

A. Our plan is to offer training for non-corporate stores in regional locations. Utah WIC's approach to training is that stores shouldn't have to travel to Salt Lake City for eWIC Policy and Procedures Training; training should be more convenient, closer to store locations.

19. From Juliette, John's Marketplace

Q. Will our customers choose if they can stay on paper check until our store is ready? So, we're in the Salt Lake area. We're independent. Will we - I'm just wondering if our customers get the card, but they're not able to stop at our store.

A. No. WIC participants do not have a choice to stay on paper checks or be issued a Utah eWIC card. If a participant is a regular customer of a store that is not eWIC ready, the participant will need to shop at a different store until the family's regular store is eWIC ready. WIC participants in Salt Lake County will not receive eWIC cards until statewide rollout in September. For example, a family issued multiple months of paper checks in August, prior to statewide rollout, may not be issued a Utah eWIC card until late November or December. Paper WIC checks remain valid until they are replaced or they expire.

Q. If we have to wait until August or September before our start, will those customers, they just have to go somewhere else, so we're going to lose all of our customers and all of sales.

A. Utah WIC will work with corporate and independent stores to enable all to accept the Utah eWIC card in advance of the pilot start date and well in advance of statewide conversion. Our #1 concern is that all stores located within the pilot counties are **eWIC Ready** prior to June 1st; our

#2 concern is that all stores, statewide, are **eWIC Ready** prior to September 1st. Once Utah WIC has published its training schedule for the non-corporate, independent stores within the county will be given preference. Out-of-county stores be added on a 'first come, first serve' basis. It is not Utah WIC's intent that corporate stores in any area of the state be **eWIC Ready** and able to accept the Utah eWIC card in advance of non-corporate stores.

VII. Adjourn

The meeting adjourned at approximately 12:00 pm MST