

STATE OF UTAH  
WIC PROGRAM  
**STATEWIDE VENDOR CALL**  
February 24, 2020

## MINUTES

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- I. Welcome to the Statewide Vendor Conference Call. Chris Furner (WIC Program Manager) and Penny Tisdale (Etegrity LLC, Project Manager) are on the call.
- A. The e-WIC Pilots Update for the Non-Pilot Stores:
- (a) This is our second call for the non-pilot stores. Our first one was held on January 9, and so we're glad to have you here.
  - (b) We've been holding calls every two weeks for the pilot area, making sure that we get all signed up, everything ready and in line as the state office is busy right now doing user acceptance testing, so that the e-WIC vendor can set up a test bed and all of the store systems certifications that need to happen can happen with the EBT vendor. And then we will be ready to go on June 1 for our pilot.
  - (c) A lot of this information will be what we have already shared with the pilot stores, but those of you who are outside of the pilot area, (which is Davis, Summit, Morgan and Weber Counties). We want those of you who are outside of that area know what is happening and stay up to date.
  - (d) We also need to make sure that you are ready so that as soon as we get the pilot stores (which are our first priority) certified and able to take in Utah cards in the lane. That is our next priority as we move outside of that pilot area, and we will do what we can to get all of those stores who are adjacent to the pilot area up as soon as possible so that you do not lose customers because you are only able to take paper. And that we have a logical and reasonable schedule, from your perspective, for not only training but store certification statewide.
- II. Two Things You Need to Do to Be e-WIC Ready -
- B. there are two absolutely necessary things that you can do right now, even though you are not in the pilot area and we're not poking at you to get the two forms in to the state. One is the nondisclosure agreement. The other is the direct deposit form. You can go ahead and do those today, mark them off your list, it's done.
- (1) The first one is we need to have a nondisclosure agreement signed and on file with Utah WIC at the state office in Salt Lake City. The nondisclosure agreement is because when a (used) card is placed in your card terminal, and that means it's pushed in, it's not swiped like SNAP, it is pushed in. The information on the chip on the front of the card actually does some communications with the terminal itself.

Those communications are security-related. Inside your terminal, there will be embedded way down in the code that no one should be able to disclose secret keys and codes, security keys and codes that are in highly encrypted. They're in a secure area.

Only if someone were a major hacker to steal a device out of your lane and compromise it could those keys and codes be disclosed. The nondisclosure agreement that you're being asked to sign is saying that you as a store owner, a store manager, a someone who is responsible for the front-end of the store and someone who's responsible for the IT support of that store will ensure that that terminal, once it's in lane, is kept secure in the lane as you do for every other program, for SNAP, for MasterCard, for visa, for American Express, or for whatever other systems that you accept in lane, that that terminal would accept, secure and essentially you don't leave your doors wide open and you don't let your employees walk off with the terminals in the lane. That's pretty much what it means.

Otherwise, the terminal (menu) experts are responsible for securely embedding the – these codes inside the box in the correct way according to industry standards, which again, is all of those other payments that – even though you may not take Visa, MasterCard, American Express and Discover, even though you may not take debit cards, the standards to which those keys and codes are inside that terminal are the same standards so they're very high security standards.

The NDA allows you to accept the card in the lane, because you have promised to take care of the property of the State of Utah. And if you exit the program, because you sell your store, for example, or your – because you get out of the business of retail or you sell your store because your store is being taken over by another entity or perhaps you simply want to leave the WIC program.

At time, whenever you do that in the keys and codes through your terminal IT service provider destroyed or sent back to the state. So essentially, the security information is on loan to you you're on the WIC program. You take care of it. You promise to take care of it and you to give it back and to not let anybody else misuse it.

Nondisclosure Agreement is online at [wicvendors@utah.gov](mailto:wicvendors@utah.gov) (go to the vendors' tab, then to the tab and then to forms. And you fill out or electronically you just follow the instructions and **electronically sign and send it back to the state without having to print it off and sign it with a pen and the postage stamp and all that. You can do it all electronically and send it back.**

If you prefer to do it or you have a copy of your actual signature where it looks like your signature and store it in your own files and everything, you can print off the electronic version. But if you want the other one, you can do that as well. You can print it off and sign it and do the postage route. But we know that the electronic route works and it's – and obviously then incur the costs and the manpower and the time to get it in the mail.

So that's the number one form that needs to be done. If you do not have a nondisclosure agreement form signed with the Department of Health WIC program, you will not be doing WIC and that's the bottom line, because the security keys and codes compromises the entire WIC program and they're not loaning it out unless we have an NDA signed and on file.

## (2) The Direct Deposit Form

- A. The second form will really be of interest to you and that is the direct deposit form. When we go to card technology, everything is electronic and that includes your payments. Your payments will go into your bank account, the routing number and the account number that

you designate on this direct deposit form electronically usually within two banking days of the sales.

So, for example, you do a hundred dollar worth of sales on Monday, the claim file comes automatically up your system, sends it over the internet to the EBT host processor. The processor takes the file, processes the file, determines how much you are to be paid and then initiate the bank payments that pays one day later, the next banking day.

So within 48 hours to 72 hours of really most business hours, you would have a direct deposit either already in your bank account or in sitting at your bank ready to be deposited into your account beginning the next business day. The only thing that disrupts that kind of timing is if the sale was made on a Friday, Saturday is not a banking day, Sunday is not a banking day, Monday could be a holiday, so whenever banks don't work, they don't move money.

The EBT processor does business on Friday and on Saturday, but nothing can move through the banking system. So after you figure out two banking days, your deposit is probably going to show up in your bank account on Wednesday at the latest.

If you bank, those of you who are independent stores that you are your sole owner, sole proprietorship, family-owned store, if you bank with a credit union or you bank with a small state bank, you will want to check with them and ask them when they receive an ACA payment.

When will I get it in my account? That bank or credit union will be able to tell you whether it is one day or whether it is two-day. I personally bank with a credit union in the state of Texas. They go through major bank. The answer to me would be two days.

You need to know if you're banking – the bank that you use actually adds on a day to your settlement. But in looking at it from a positive perspective, it's a heck of a lot faster than the paper checks that you're getting today. So just – it's mostly so you as a store owner, your bookkeeper, you're CPA, whoever watches the books that we send and claim and it was for a hundred dollars, we haven't gotten those hundred dollars yet.

When to be worried? When to start calling your IT support person to say, "Hey, I haven't got paid for this yet"? And they show that they didn't get the claim, then that gives you kind of an idea of when to worry. It's the when to worry factor. But the payment date in probably all instances will be faster than what you are being paid today.

#### IV. How You Can Communicate with the State WIC Office -

A. Anything you want to communicate to us can be done in two ways:

- (1) Using the email - vendors@utah.gov. This is the preferred way to communicate because we can get an answer to you right away!
  - Or call and leave a voicemail at the 1877-WIC-KIDS or in numbers that's 877-942-5437 and just leave us your quick question or detailed question and we will have – we have someone who's checking the phone calls as well as checking the emails. They will farm it out and then we will get back to you as soon as possible. But please leave a direct phone number and extension number because especially in the large stores it even when giving them the first name like (Penny) up in accounting, the person who answers the phone has no clue what I'm – who I'm talking about.

- Last but not least, if you have problems and questions, anything, let us know. Please do not hold on to it until the next vendor call and I'm going to step out on a limb here. If you think it's just a really, really quick question, my cell number is 512-415-2227. Call me. If I don't answer, don't be shy, leave a message.
- There's sometimes – a lot of times I'm in meetings, I have cleared with Verizon every area code for the state of Utah as a non-spam number is up, every call that comes in will be sent to me. I have a filter from Verizon because I get so many calls that they spam out some. I have to actually go search through some that they moved off to the side. But all of the Utah area codes have been cleared to be able to get to my voicemail.

(2) Frequently asked questions.

We will add this to our WIC Vendor website.

We will take you're your questions (we will not disclose your name or any personal information). This will be a valuable tool for you! We will include questions about Utah Smart Card e-WIC Certified Systems. We'd like to have the answers to your questions before you even ask!

A. WIC Alerts -

- (a) Another way we will be communicating with you are the WIC alerts. You already received one WIC alert by email that said here are the dates for all the calls. Save these dates and save this sign. Well, that was WIC alert number one. Again, the same place where these things are going to be online if for some reason you don't receive three WIC alerts within the next week, go to the [wic.utah.gov](http://wic.utah.gov) website. Go to the vendors' tab. Go to the e-WIC page and then you'll see a section called alerts.

Alert # 1 - WIC alert number one will give you the schedule of our All Vendor Conference Calls. We encourage you to attend and participate in these calls!

Alert # 2 - So e-WIC alert number two is a checklist.

This checklist is your "EBT Ready" Store Checklist.

This list will ensure that you are ready on the date of conversion (for you people that are outside of the pilot area, it will be in September). Sounds like a long time, but it is not.

You can put that up on your wall in your office, print as many copies as you want or as many people as you want and stick them up on their walls. And once you have done those two forms, put big black Xs on those 'these are done'. And then you will see the rest of the steps. It's literally the steps that we will be walking through with you, your IT director, your produce manager, if you don't use the standard International Federation for Produce Standards, PLUs and your produce area, your IT person will be helping you and we're available for questions and try to walk you through that as well.

Alert # 3 - e-WIC alert number three explains PLUs and UPCs

- This explains why you have to use the International Federation for Produce Standards PLUs and it also explains that if you have, let's say, mixtures of produce like a (fruit medley), something that everything inside of a pint box with a piece of cellophane over the top that has a UPC on it. Everything in there is WIC allowable, but it does not have a PLU, so what do I do?

It'll include this e-WIC alert number three will tell you what to do how to map. A PLU or map a UPC which is the bar code on the top to a PLU which is an IFPS PLU. So that that item whenever it is

scanned in the lane, the UPC is scanned, it will ring up for the WIC sale as an allowable PLU and you will be able to sell it with WIC.

If you do not map, UPCs are not in the authorized product list for fresh fruits and vegetables, it will not sell. You don't want to lose customers because they've always been buying blueberries in a pint box that has a piece of cellophane over the top that comes from a particular grower or distributor and has a UPC on it.

We want you to keep every cent of WIC sales that you have today – tomorrow with the e-WIC card and the only way to do that is to map UPCs for allowable WIC fresh fruit and vegetable items to a PLU. And so we're here to help you on that, but that WIC alert number three, if you will follow the instructions on that. You'll be able to – once you do one or two, then you go, "Oh, this is not hard," and you go through the rest of them.

Alert # 4 - A list of all the systems that are certified in other states and in Utah.

- For those of you in the non-pilot area, you're getting ready to start WIC, you are looking at systems and you buy one that isn't certified. That could delay your involvement in the electronic WIC food delivery system. It could cause you to lose customers. You would never want to do that. If you buy one that is not certified. It's going to be a considerable delay and a considerable means. It depends on how much is part of it certified, but another party isn't. We would have to do a level two cert, which then is working with the developers.
- So we are on WIC alert number four, giving you, I believe, there are 43 different configurations of systems that are present in one way or another in Utah and that are already certified in other states.

If you were to upgrade or change that system even buying a system from a reseller that if you were to buy that system, then we would be scheduling you a level three cert to show that it's working in your lanes and that we're able to pay you and then you would be able to go.

- So we want to get that invitation out to all of you. We know there's several months to go. We've never asked whether or not you're planning on upgrading your system, changing after payment terminals, anything like that, so we want to give you as much information as we can. And then if you have questions, if you are looking at something that you do not see exactly on this list, then give us a call or email us [wicvendors@utah.gov](mailto:wicvendors@utah.gov).

#### B. The First Edition of the Newsletter -

- The next thing that's also coming out to you, something for you to hang in your office and something to hang in the break room is the newsletter. Our first edition of the newsletter is going to say February and it looks like we're going to eke it out this week maybe.
- But the first edition of the newsletter will have about three to five topics. They'll be at high-level detail. For example, it'll talk about, do you use the International Federation for Produce Standards PLU. And it'll tell you about how important it is but that – then that goes directly with the e-WIC alert number three, which is a single topic and drops down all the way to the details and gives you a step-by-step way of complying with that.

- Newsletters are really to catch your interest. They're to remind you of something coming up. It's to keep something on kind of the front burner for you and then the e-WIC alerts are to give you the detail that you need to actually take some action and resolve something if you have a problem at all.
- The newsletters will also be out on that website. Same place, except instead of previously under the e-WIC alert category, that little header, this one will say e-WIC newsletters and so the newsletters will be posted under there.

V. And our next call is the fourth Monday in March, which is March 23 at 2:30 pm. The same number and the same sign in code as today.

- When we get to June, we have the June pilot coming up in those four counties up in north of Salt Lake City, north and northwest. When we start that pilot in June, we will have the normal call in June on the fourth Monday. However, what you will also receive is a WIC alert that will notify you that we're going to increase the calls for the out of pilot starting in July to two times a month just as we've been doing for the pilot areas.
- So if Monday is not a good day for you, please let us know by emailing. Otherwise, we will do the second and the fourth Monday. If Monday is not a good time and I hear from several stores, then what we will probably do is take over the second Tuesday of the month, keep the fourth Monday, but go to the second Tuesday because that's the pilot call that we wouldn't need to have anymore. That second pilot area call because they're already up. We'll have one a month for them moving forward.

VI. Questions or Concerns:

QUESTION: What was the address for the questions?

ANSWER: [wicvendors@utah.gov](mailto:wicvendors@utah.gov) - You may send your non-disclosure form and direct deposit form to this email address as well. These forms are fill-in forms, however they will not automatically be sent to us. So you will need to scan them and send them to us via email.

QUESTION: Who is the person that's supposed to sign the two documents?

ANSWER: The manager of the store. If you are a corporate store like a Wal-Mart, we already have your direct deposit and your non-disclosure agreement. If you're with a Macy's, a WinCo, a (Smith's) or whatever, you need to check with your office, your upper office to find out, are you wanting us to do these on a store by store level or are you going to do it for all of us? Only the store will know. And if the answer is we want you to do it on a store by store basis, in most instances, I'm going to say it's the store manager, that's the signature, it's whoever kind of the general rule in govern is whoever can authorize the government to do something. Well, when you're in a store it's who can sign the delivery slips in the back, who can sign something that says this store receive these products and this is how much the supplier is going to get paid. Whoever has that signature power is who can sign those forms, usually.

Very good question though because that's – it varies by store and on the smallest of stores, it'll be the owner or someone in the family or whoever signed something that then there's a bill that's paid. It might even be the bookkeeper or if they don't have a

bookkeeper or the wife – it has been the wife team that the wife does the bookkeeping and there's a CPA who comes in once a month, it'd be the CPA.

It all depends on the store. Any other questions?

QUESTION: From Brent Griffin from Griffin Mercantile. We're just a little small mom-and-pop store. We do not have scanning capabilities.

We don't scan UPCs or PLUs or anything like that, how is that going to work for our produce for anything else, actually, ((inaudible)) function and this was what I talked to the WIC department about when I first – we started thinking about this is we do not have scanning capability, so how is that going to work?

Probably what you want to do is call us directly – if you are aware of the stores that do not have a cash register point of sale system that would be capable of doing e-WIC go with the MobiWIC system which is a WIC-only installed stand beside whatever you do have in your lane. It has a scanner with it. Do you want my name and number or what do you want? Penny gave him her contact information so she can walk him through getting on the Mobi WIC system.

QUESTION: Can you tell us who the pilot stores are there?

ANSWER: There are 54 of them in Summit, Davis and Weber-Morgan. So if you are not in one of those counties, you're not a pilot store.

However, if you are in one of the adjacent counties and or are part of a chain you may be in the first rollout. You will want to contact Sharon Pitt your regional contact person in corporate her phone number is 479-273-4368.

Wal-Mart would like to do the training for not only the changes and how you use the system when paper – when it's not a paper check, but it's a Utah card, but also the Utah policies and procedures.

And so my guess is and this is pure, pure guess, but if you want an official answer, you'd want to be checking Bentonville and asking for Sharon. But my guess is that they will train the pilot stores in those four counties and the adjacent ones probably in advance of the June 1st week and they'll turn on the stores they train, they choose to train June 1st.

Then, on the other hand – I don't know what she has planned for everybody outside of the edges, I really don't know what her approach is going to be, but I would really recommend you calling and asking the – trying to get a hold of her to see kind of what your thought is. If you think your store is going to lose business because you're sitting on the edge of the pilot area and people travel through your store, going to and from, they live in, say, Utah county and they're working up in Summit, Davis, Weber or Morgan or vice versa, then I'm sure that she would be wanting to hear that because she probably doesn't know the traffic patterns and would move you ahead.

QUESTION CONTINUED: So do you think if we're not a pilot store, we're starting in September, is that what everybody is thinking?

ANSWER: Yes. But, if you have a significant amount of traffic that comes through and your people live where you're at or they work where you're at, and they live in that pilot area,

then you need to let us know. The flip side of that is, if you try to come up early and you don't have anybody walking in the store with a card, all of that training, everybody knows if it's not something you use every day, it is something that you forget.

- And so going early sounds real good, but you want to go early for a reason and that's because you have an expectation, a real expectation that cards are going to come in your door. Because if you go early and cards do not come in your door, not only do you have your part time turnover, but you also have just the memory loss because we haven't used it. Yes, we were training – if I had a penny for every time that I say, "Yes, we were trained in that but we just didn't have a card come in."
- So in the early days in store – in states WIC programs tried to clamp it down and say, you can only bring up these stores and then stores lost money. So in trying to – you know how it swings one way to the extreme, we don't want to swing so far to the extreme that we say, oh, yes, we can train everybody, in May, June, July. Because if you don't use it, perhaps, chances are in a month, you have staff turnover and those – and the clerks and the cashiers annoying. And secondly, you just – it just goes away out of your memory.
- And you don't want to lose a customer, because you couldn't remember how to do it. So it's a blessing and a curse. Both ways going early. But we are definitely willing to work with whomever and wherever to try to get you up and running. When you want to be or at the last moment, which is in advance of the September with the switch in two weeks, there's two weeks in there that clinics will turn off those printers and they will issue only cards.
- One thing to remember though, paper is still out there. The paper checks WIC clinics issue multiple months of checks when a person comes in. So a person who is brand new to WIC in September after a clinic has turned off the printer, they're going to get a card. A person who is on WIC and has no changes in their prescriptions, they have potentially three months of papers still in their hand.
- Those three months of checks are still just as good as they were the day they were issued. The last paper check should pass through a grocer lane in January of 2021. In February of 2021, there will be no paper check. So, in there – the new people get the cards, the people who had changes get a card, the people who don't have – just keep their checks. The checks start to disappear, the cards start to appear. It's just that one replaces the other. It just flows from one to the other and we want to make sure it flows in your lane as well.

## V. Update from Chris Furner

- A. I appreciate it. Thank you all for joining us on this call today and please note that as soon as we're able to get minutes of meetings written up after the recording comes through, we will do so, we will post them to the website. Please remember to actively go and visit [wic.utah.gov](http://wic.utah.gov) to the far right, to the vendor page, and when you click on the vendor page, then we have e-WIC tab to the right. Encourage your cashiers, your other staff to make sure that they too will be visiting the website for updates. If you have a training machine or anything that is available for them to get on to, to review changes, updates, news whatever, please we encourage you to have them do that if possible.

- B. Secondly, and even more importantly, probably, as we produce these alerts to you electronically, as we produce the newsletters to you as well, we absolutely encourage you to please print them, email them, place – put them in a place in the break room, on the tables.

You will likely have many copies of different alerts; stick them in a binder, whatever it takes for people in your store to see the information, so in fact they can learn as we go. It's harder to learn a whole lot information at once than it is to piece by piece, nibble by nibble. So we encourage you, bottom line, to make sure that the alerts and the newsletters that we submit are not just read by the managers or those receiving them, but they are printed or distributed not in mass, but even ((inaudible)) the copies by the time clock or on the bulletin board or on the break room table.

That would be our ask to help you not have to shoulder the responsibility of educating everyone every day about new information that comes across when we hold our calls. Thank you.

Any final questions before we adjourn this call?

- VI. We thank, everyone, for joining us. Our next call will be held again March 23 at 2:30 pm, the same phone number. We look forward to hearing from you!

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