

ALL VENDOR eWIC CONFERENCE CALL
July 27, 2020

MINUTES

- I. Welcome and Introductions: Welcome to our vendor call for today, July 27th, 2020! From the State WIC Office we have Rick Wardle and JoDell Geilmann-Parke.
- II. Items of Business:
 - A. Training:
 - a) JoDell announced that we've trained almost the entire state this month. We have two sessions left this week. Tomorrow, we gather with our MobiWIC stores. Those are smaller stores that don't have the integrated system capabilities of running e-WIC Smart Cards in their system.
 - b) On Wednesday, we have our last and final session. We're considering this session on Wednesday as a make-up session. If any of you missed your assigned training and would like to have personnel from your store attend this training on the 29th at 10:00 am, please send me an email, and I will send you a link to our meeting.
 - c) The stores that have informed JoDell that they missed the training will get email invites in their inbox. The link to the meeting is in those emails. If you would like to practice the Google Meet platform ahead of time, just send her an email at jgparke@utah.gov and she will be happy to practice that with you.
 - d) I know that many of your stores have firewalls that make Google a little bit difficult. Let's work around it the best we can and make sure everyone is ready to go with all of the trainings that they need.
- III. In Store eWIC Training – Materials Found at wic.utah.gov – Under the Vendors Tab, eWIC page
 - A. For all of you who participated in the state-provided training, you are now considered trainers for your store team.
 - We're asking you to put together a training curriculum, and take it back to your store team. Everyone who is involved with the WIC process in any way in your store needs to participate in this training.
 - All of the materials that you need for in-store training in your store can be found on our website at wic.utah.gov, underneath the Vendors tab. Just click on the Vendors tab, eWIC page, and go to the Training section, and you will find a link to the PowerPoint -- that's the Utah e-WIC Policies and Procedures PowerPoint. And you will find links to YouTube, where we are housing our vendor training videos. We have them available to you in both English and Spanish online. You will find in that section the link to the post-training assessment survey.
 - B. Once you have completed all of the training in your stores, we are asking for store managers to please complete and submit that online survey. That will let us know that your training is complete. At that point, we will send you your window clings that you can put in your front door or your front window to indicate to customers that you are ready to accept e-WIC cards. Any questions about what the training materials are that are provided from the state or where you need to find them?

QUESTION: This is Sharon from Walmart. Our pilot stores did the live training. Do they still need to do that post-training assessment, or is that just for those that are not in the pilot area?

ANSWER: Yes, they do need to do the post-training assessment. But you can consider the live training with me done for those stores.

C. In addition to that Training section on our website, we are asking you to put together a cash register training. That will be specific to your store and your store's point-of-sale system. What that means, is that as trainers or as a management team, you are looking at your point-of-sale system, identifying order of operations, how cashiers need to manage ringing up WIC transactions and other kinds of transactions at the cash register, and how to tender that e-WIC Smart Card.

D. Training Cards are Coming

- a) We have begun packaging the training cards that we are sending to your store that will allow you to practice at your cash registers what a WIC transaction will look like. Hopefully, these will be sent out to you within the next couple of days. You should be seeing them either by the end of the week or early part of next week that you could begin practicing with your system.
- b) The training cards are coming FedEx, and they do not deliver to PO Boxes. We've tried to track down actual physical addresses for all of you, and they will be coming. Any questions? We will be sending them out via FedEx in a couple of days. For Katie at Kent's if you don't receive them in a week JoDell will personally deliver them to you.

QUESTION: When we get those cards, do we need to wait -- you said in the PowerPoint that we need to wait until you tell us that they're ready to be used. Will we use them right when we get them?

ANSWER: Stores that are in the pilot areas have already gone through a process where credentials have been downloaded and things are actively working in their system.

The stores outside of the pilot areas may not have had that happen yet. If you're outside of the pilot areas, just hang on to them until you hear from us.

QUESTION: Are those cards being sent to the stores, or the trainers?

ANSWER: They are going directly to the stores, with the exception of Walmart stores. All of the training cards for Walmart stores have been given to (Sharon Pitt). And training cards for the WinCo stores are being handled through corporate trainers.

III. DVD's – Food Booklets and Window Clings

A. Regarding the training cards, DVDs, food booklets and the window clings; we started to send out the training cards and a copy of the DVD Vendor Training Video that we have created. We had about half of them packaged up and ready to send out to you in FedEx. And luckily, Rick decided to take home a couple of the videos and check them in his DVD players at home, and they wouldn't work. There's some kind of a production glitch that keeps them from playing.

- We unpacked everything, took the DVDs out and rewrote a letter that's included in the envelope that gives instructions instead on how to download the link to the vendor training video. This link will not be available permanently for a very, very long time -- we're asking you to please download it as quickly as possible to a flash drive or directly to a store computer that you can have access to that vendor training video. And if all else fails, of course, you can access the WIC website, and we have links to YouTube if your store firewalls will allow you to work around and through YouTube to play the vendor training video.
- We are working with the company that produced the DVDs to get replacement ones made. We intend to send those out in the near future, as on as we get replacement copies produced. But for the time being, please access the vendor training video on YouTube. You can search it through YouTube. We have a channel -- the Utah WIC program channel.

QUESTION: Is anyone still using DVDs in their stores for training, or are we past the time when DVDs are relevant? Let us know if you are still using DVDs in your store.

ANSWER: Kent’s (Grocery) still uses DVDs in some of our stores. Kent’s in Clearfield for sure.

DISCUSSION: Rick informed us that we still have a company under contract to produce those DVDs; we’ll probably get those out to you eventually.

A vendor commented that she thinks for this round it would be good to have the DVDs, even though it’s just a few of our stores that are using them for a backup. Because many times, you’re in a store doing training, and depending on your training space, sometimes you have to relocate so it is nice to just have a backup.

B. The Newest Food Booklet and Window Clings

- a) The Food Booklets and Window clings will be sent to you after you complete your in-store training and you submit the online survey. You’ll complete the survey, and in the survey, it asks for the store name, store number, store manager name, et cetera. And when you hit Submit at the bottom of that survey, we’ll get a message saying that your store has completed the training. And when we see that we’ve received that assessment, we will send out the window cling and the food booklet.

*****NOTE:** If you’re worried that we might not have a good mailing address on file for you, will you please use my email address -- jgparke@utah.gov -- and just send me a good mailing address? Most of you, I think, were probably 100 percent . Maybe some of our more rural stores, or if we have a PO Box on file for you, that might be a little bit difficult. But if you’re worried, send me an email, and we’ll double-check that.

IV. Rollout Timeline

August 15	In Store Training Due For Pilot Stores	August 15th, the in-store training is due for pilot stores. That means that you have completed your training and you have submitted that online assessment survey to us by August 15th.
September 1	Pilot Stores Go Live	On September 1st, all of our pilot stores go live.
September 30	In Store Training Due For Non-Pilot Stores	Throughout September, our non-pilot stores should be working on your in-store training. And September 30th is when the in-store training is due for all of the non-pilot stores. That means that online assessment tool has to be submitted to us by September 30th.
October 26	Wave 1 Non-Pilot Stores Go Live	We have until October 26th, when the first wave of our non-pilot stores go live.

<p>November 2</p>	<p>Wave 2 Non-Pilot Stores Go Live</p>	<p>November 2nd is our second wave of non-pilot stores that will go live. And if you're wondering which wave your store is part of, take a look at the July e-WIC alert that was sent out in the email that came with the agenda for today's meeting. And it clearly outlines the counties and which wave you will be part of.</p>
<p>February 2021</p>	<p>End Of Paper Checks</p>	<p>We are anticipating that stores will still be receiving paper checks through January of 2021. There will be a time from November 2nd and through end of February where your stores will have to probably be managing both cards and paper checks. Hopefully, you'll see fewer and fewer paper checks, as we get closer and closer to January. But we do anticipate that you will be accepting them through January</p>

- b) And as people have appointments throughout November, December, they'll be getting their cards, and you'll see fewer and fewer checks, like JoDell said, from month to month. And by January, you'll see only a few checks coming in. And those checks that you do receive during January, you have until the month of February to make sure your deposits are in and check for any errors and correct things.
- c) Many of the stores, including many of the big-box stores, have indicated that they're interested in accepting the cards during the pilot time. if your store is ready meaning:
 1. You've completed all your training
 2. You've completed the level 3 certification of your system in the store
 3. You've submitted the survey assessment
 4. We've sent you out the window cling and your food booklets

After these things are completed your store can accept cards as our pilot begins, September 1st.

V. Produce Mapping

- C. Produce Mapping is one of the central pieces of switching over to e-WIC. Because we have to do things a little differently than they have always been done in the past.
 - a) Produce mapping is simply the process of making sure that any produce that comes into your store in a bag, or a container, or a carton (anything that has a UPC code printed on it) is connected to an authorized and recognized PLU, (one of those four-digit produce codes). Because it's the four-digit produce code that is recognized in our master authorized product list that is what allows your system to say -- yes, this is a WIC item, and WIC cash-value benefits can be used to purchase this produce item.
 - b) When you have produce mapping issues you would contact the person or people that you need to call when your point-of-sale system breaks down. Who do you call to troubleshoot cash register issues? Probably start there with making a phone call or sending an email, reaching out and just

asking them what kind of direction or guidance they can provide, or how they can walk you through getting all of the produce mapped in your specific store. For those of you who are not in our pilot area Lily can help you get in touch with your IT person. Please email her at lilyzavala@utah.gov.

QUESTION: How do you reconcile at the cash register a bag of apples that is just set at a certain price point? But when you connect it to the PLU, it just recognizes it as apples, and it's asking for a weight.

ANSWER: JoDell explained that if it has a UPC code, just scan that. If it has that code, you do not need to add a weight. It is a backend issue, hopefully it can be resolved.

POSSIBLE CLUE TO THE BACK-END PROBLEM: Talera from Lee's Marketplace just jumped onto one of their store's back offices. There are two options when you are produce mapping in V6 -- and one is the cash value benefit, and one is global trade item numbers. And when you select cash value benefit, you pick a state, but global trade numbers, you just put in a UPC and link it. And I wonder if maybe that could be why it is changing UPC items to weight because it's under global trade number rather than cash value benefit.

QUESTION: In Ogden they found that the garlic PLUs listed in the IFPS aren't working. She called Angie and Angie added just the regular garlic code. We updated the APL.

ANSWER: If you come across issues like this, please call the state. Because we can look up all the numbers that we have in our APL and make sure that everything is as it should be, and if not, add the appropriate code so that you can get your produce mapped.

- c) Rick had something to add to this discussion - he asked that if you stumble across any PLU codes that are not in the system please bring that to the state's attention so we can add them.

We have an email address that is specifically meant for for problems with codes in our approved product list, the APL. We have an email address, which is WICUPC@utah.gov. That goes directly to our nutrition team here at the state WIC office, who manages the product approvals. And they are the ones that will make sure that things are in the APL properly.

D. Certification Status -

- a) Lily would like to thank the pilot stores that allowed us to go in there and do the level 3 certification. The systems worked really well, I don't see we will have any issues in the non-pilot area.
- b) Rick said we're considering just doing random sampling for Level 3 certifications for our non-pilot areas. We may not be having to come in to every store to test your system. We may just ask you to use your training card to do a practice transaction or things like that to check your system. But also, we will be choosing several stores to come in person and do a Level 3 certification in your store.

- Lily said that even if we're not in your store to do a Level 3 certification, we still might stop in and just test the produce mapping. We will go to the front desk and introduce ourselves. We will not need to do a full certification.

VI. There were no additional Items, Concerns or Questions

VII. The Next Vendor Call is 8/24/2020 – This is the last vendor call before Pilot Rollout!

- A. In the meantime, keep working toward getting your stores trained. Don't forget to submit that post-training online assessment tool. We need one for every single store. And we will connect with you again at the end of next month.

Please shoot me an email if you have any questions, concerns regarding e-WIC or anything else involving WIC that we can help you with. JoDell - jgparke@utah.gov