Utah eWIC Flash

Issue 8
October 2020

Pilot Report
On September 1, 2020 Utah eWIC went live across 4 pilot counties that include 53 stores. Since then, clinics have issued over 1,500 eWIC smartcards to participating WIC families. eWIC authorized vendors have run more than 2,000 successful transactions and have processed almost $100,000 in eWIC purchases.

We are grateful for the collaborative way Utah vendors have responded to the statewide eWIC conversion process! Thanks to your great preparation, we anticipate minimal issues at the vendor level as we move forward to complete the remaining waves of rollout throughout the state.

Timeline for Rollout

<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
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<tbody>
<tr>
<td>Sept 1</td>
<td>Pilot Areas Went Live</td>
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<tr>
<td></td>
<td>Davis, Morgan, Summit, Weber</td>
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<tr>
<td>Oct 26</td>
<td>Wave One Counties Go Live</td>
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<tr>
<td></td>
<td>Box Elder, Cache, Carbon, Daggett, Duchesne, Emery,</td>
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<td></td>
<td>Grand, Rich, Salt Lake, Uintah, Wasatch</td>
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<tr>
<td>Oct 31</td>
<td>Stores NOT converting to eWIC are disqualified from the</td>
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<tr>
<td></td>
<td>program.</td>
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<tr>
<td>Nov 2</td>
<td>Wave Two Counties Go Live</td>
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<tr>
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<td>Beaver, Garfield, Iron, Juab, Kane, Millard, Piute,</td>
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<td></td>
<td>Sanpete, San Juan, Sevier, Tooele, Utah, Washington,</td>
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<td></td>
<td>Wayne</td>
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<td>Feb 2021</td>
<td>End of paper checks statewide. Please continue to accept</td>
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<td>checks until February.</td>
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**Cashier Readiness**

Cashiers play a key role in your store's success with eWIC. Here are some eWIC readiness tips.

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**Four Step Store Training**

1. Watch Utah eWIC Vendor Training Video
2. Review eWIC Policies and Procedures PowerPoint
3. Complete Register Training *(created in store for system specific information)*
4. Submit Post Training Assessment Survey *(training will not be considered complete until survey is received)*

**Store Training Deadlines**

*Deadlines have passed.* If you have not yet completed in store training, please do so immediately.

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**Communication**

- Tell cashiers what they need to know to succeed at eWIC.
- Be clear and ask if they have questions.
- Don’t assume they learned it the first time around.
- Post critical information by the time clock.

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**Preparation**

- **EVERY** cashier MUST be trained on the eWIC checkout process.
- Allow them time to practice with your store training card.
- Help them identify who they can call for help if they need assistance.
- Teach them to respond to customers in a positive way, even when they don’t know how to do something. For example, “Let’s figure this out together.”

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**Confidence**

- Communication and preparation go a LONG way in building confidence.
- Help them establish a positive mindset about eWIC. "This will make WIC transactions so much easier."

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**Contact Information**

- wicvendors@utah.gov
- 1-877-WIC-KIDS