

Is my store eWIC ready?

Integrated Vendor – the WIC software is part of the store’s cash register system.

Allows grocers to:

- Manage inventory, payment, and settlement for WIC items within the same system that manages transactions for cash and other payment tenders.
- Accepts all forms of electronic payment – eWIC, Supplemental Nutrition Assistance Program (Food Stamps), credit, and debit.
- Allows for a mixed basket transaction.
- Provides a more streamlined purchase experience for the WIC customer.

Is my store eWIC ready?

Non-Integrated (Stand-Beside) Vendor – the eWIC software is on a WIC only Point of Sale (POS) device and is capable of supporting only WIC payments.

- Grocers will need to reconcile the eWIC transaction to their Electronic Cash Register (ECR) system.
- Solely used to transact eWIC benefits.
- Requires a “double scan” – first against the stand-beside and second through the Grocer’s ECR system.
- Requires dedicated power and analog phone line or wired internet connection for the POS at the lane.

NOTE: Stand-Beside single function POS devices are provided by Conduent (Alabama’s eWIC service provider).


What next?

Alabama WIC Vendor Contract Amendment

- The State WIC Office will send Alabama WIC Vendor Contract amendments two months prior to your roll out.


The amendment outlines eWIC requirements.

- You will not be able to accept eWIC without a fully executed Alabama WIC Vendor Contract amendment.



Conduent Stand-Beside Contract

- If you are provided stand-beside equipment you will enter into contract with Conduent.
- Vendors must complete and return a Conduent vendor agreement and W-9 form.



eWIC Certification

- **Level III Certification** – A live in-store test by WIC staff to verify the proper installation and set-up of the store's cash register system.

Involves successfully completing an eWIC balance inquiry, purchase and voiding an eWIC transaction.





eWIC Certification

- The State WIC Office will complete Level III Certifications two weeks from your pilot or roll out date.
- Your store must be pass the Level III Certification in order to accept eWIC transactions.





eWIC Certification

Alabama eWIC Level III Certification Schedule	
Pilot Phase One Autauga, Elmore & Montgomery	February 15, 2019 – March 1, 2019
Pilot Phase Two East Central & Northeastern District	March 18, 2019 – March 29, 2019
Implement District – Northern	May 17, 2019 – May 31, 2019
Implement Districts - West Central & Jefferson	June 17, 2019 – June 28, 2019
Implement Districts - Southwestern, Mobile, & Southeastern	July 22, 2019 – August 2, 2019

Note: Level III Certification is an ongoing process.
This is the estimated timeframe of when we will be in your store.



eWIC Training

Store Training

Store Training is based on the type of system that you have:

Integrated vendors

- Vendors are trained by their corporate staff or ECR provider.
- Questions regarding settlement or transaction processing should be directed to the Third Party Processor (TPP).


Stand-Beside POS terminal

- Uses a "ship-and-train" process.
- A manual and quick reference guide are sent with the POS shipment.
- You will call the Conduent vendor help desk to schedule a time for telephone based training.

Store Training


The authorized WIC vendor is responsible for training **all store personnel**.

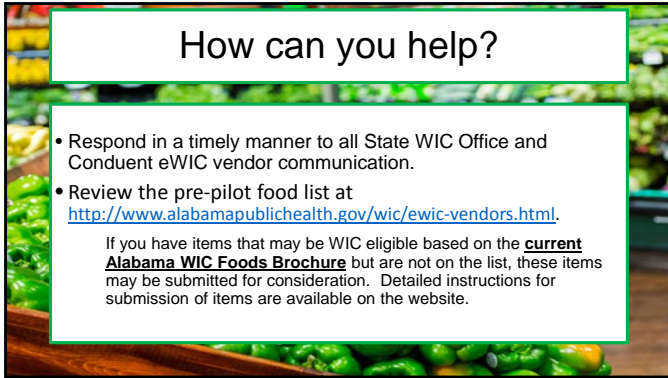
- The State WIC Office is not responsible for training your cashiers how to use the stores cash register system.



State WIC Office Training

- The State WIC Office will provide a recorded method for you to train store personnel on WIC Policy changes related to eWIC.
- You will receive an addendum to the Alabama WIC Vendor Procedure Handbook that details eWIC policy changes.

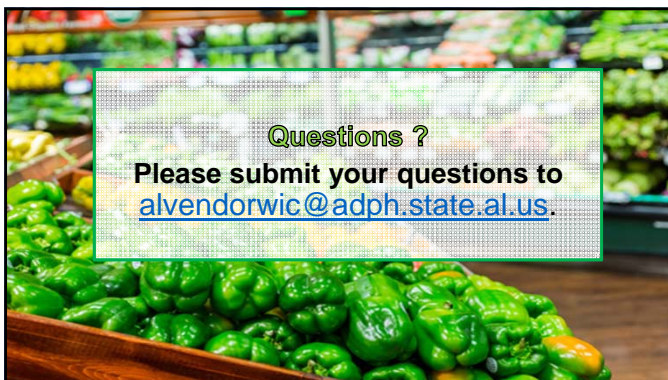




How can you help?

- Respond in a timely manner to all State WIC Office and Conduent eWIC vendor communication.
- Review the pre-pilot food list at <http://www.alabamapublichealth.gov/wic/ewic-vendors.html>.

If you have items that may be WIC eligible based on the **current Alabama WIC Foods Brochure** but are not on the list, these items may be submitted for consideration. Detailed instructions for submission of items are available on the website.



Questions ? Please submit your questions to alvendorwic@adph.state.al.us.
