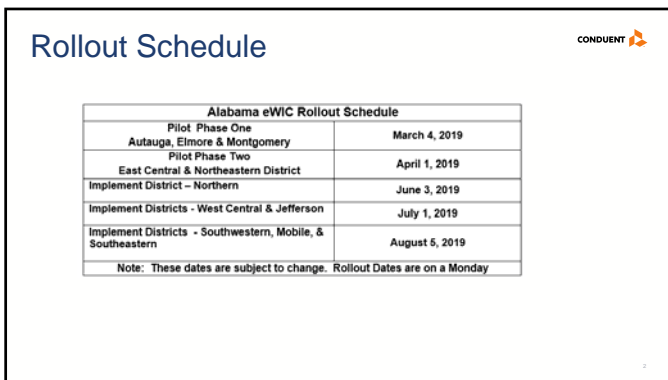CONDUENT

Alabama eWIC
Vendor Kickoff Meeting
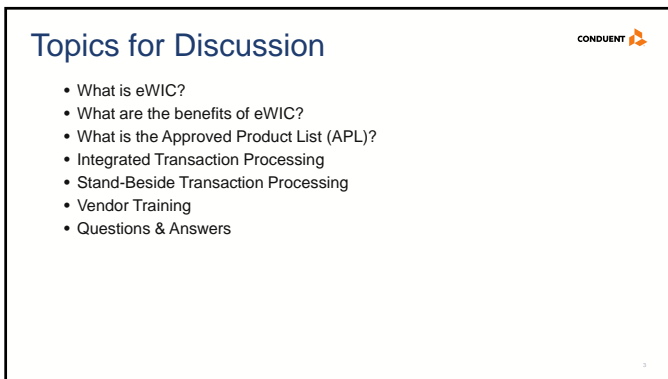
October 25, 2018

Rollout Schedule

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Alabama eWIC Rollout Schedule	
Pilot Phase One Autauga, Elmore & Montgomery	March 4, 2019
Pilot Phase Two East Central & Northeastern District	April 1, 2019
Implement District – Northern	June 3, 2019
Implement Districts - West Central & Jefferson	July 1, 2019
Implement Districts - Southwestern, Mobile, & Southeastern	August 5, 2019
Note: These dates are subject to change. Rollout Dates are on a Monday	

Topics for Discussion

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- What is eWIC?
- What are the benefits of eWIC?
- What is the Approved Product List (APL)?
- Integrated Transaction Processing
- Stand-Beside Transaction Processing
- Vendor Training
- Questions & Answers

What is eWIC?

What is eWIC?

- eWIC is simply the electronic issuance, redemption, reconciliation and payment of WIC benefits

- WIC benefits are issued to a card similar to a debit card and are available during a specified timeframe (benefit period).

- During an eWIC transaction, each item is first verified against the Approved Product List (APL) file to confirm it is a WIC eligible item. It is then compared to the benefit balance and the benefit period.

- The transaction is then sent to Conduent where the vendor status is confirmed, it is verified against the APL data, the items are deducted from the benefit balance, the requested price is compared to the Not To Exceed (NTE) price and the transaction is approved or denied.

Alabama eWIC Card

ALABAMA
1234 5601 2345 6789

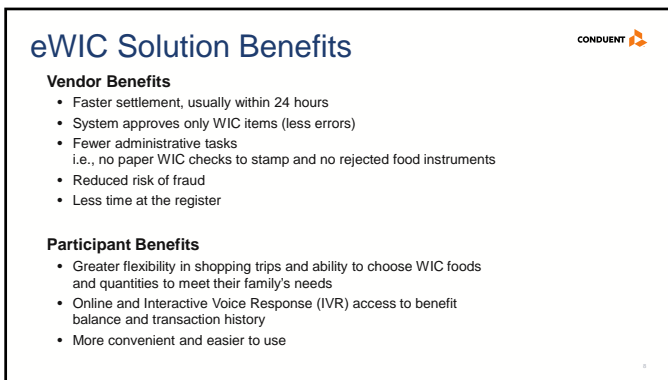## What is the Approved Product List (APL) File?

- Refer to pre-pilot food list at alabamapublichealth.gov/WIC to find Alabama WIC-approved items.
- The APL file is an electronic file identifying Alabama WIC-approved foods.
- The APL file should be downloaded daily to the cash register system to ensure accurate WIC-approved items.
- Integrated vendors can obtain the file from the Conduent File Transfer Protocol (FTP) site.
- Stand-beside devices are configured to automatically receive the downloads nightly. Device must have power, be turned on, and connected to an analog phone line or wired internet connection.

Integrated Transaction Processing

Overview

Integrated Vendors
- Vendors use eWIC software to submit transactions through a certified Third Party Processor Third Party Processor (TPP)
- TPPs charge vendor fees based on the type of service selected (i.e. per transaction fee)
- TPP is a full service provider for transaction processing, reconciliation and settlement for all payment types supported by the vendor.

Alabama
- A large number of Alabama WIC vendors are already certified with Conduent in other states and will require only a Level 3 (live-store buy) certification
- Other vendors will require additional testing as part of the full certification process
- For vendors that need to certify a new eWIC software provider, Conduent provides a test environment, scripts and test cards

Certification Process

- Except for large chains, little involvement is required from the vendor as Electronic Cash Register (ECR) service provider works on behalf of the vendor.

- Conduent provides support coordination with TPPs and ECR providers including step-by-step test scripts, a separate integration testing environment, and system experts when needed for troubleshooting.

- Vendors should contact Valarie Simms at valarie.simms@conduent.com for questions about the certification process.

Certified TPPs

- First Data Corporation
- Fiserv Solutions, Inc.
- Vantiv, LLC.
- Worldpay US, Inc.

Certified Electronic Cash Register (ECR) Systems

- IBM ACE v7.2/8
- StoreNext ISS45 v7/v8
- StoreNext Scanmaster v2
- NCR RealPOS Model 7446
- IBM System 3200
- Retail Professional, V2010.1301.0.127
- LOC SMS v3.3/3.4

Conduent Certified Vendors

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- WalMart
- Target
- Publix
- Kroger
- Ingles
- Save-A-Lot

Integrated eWIC Purchase Flow

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- An APL is downloaded nightly to the store's system
- Items are scanned (no need to separate WIC items)
- The Universal Product Codes (UPCs) are verified against the APL file
- Items are checked against the benefit balance
- Items scanned are transmitted to the WIC Connect system for approval
- WIC Connect responds with approval and remaining benefit balance
- Once completed, if there are any non-WIC items remaining, the participant can pay the remaining balance with another tender.

Note: Depending on the system, the card swipe and PIN entry could occur at the beginning or end of the transaction.

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Stand-Beside Transaction Processing

Overview

Stand-Beside Vendors

- Often utilized by small chains or single store merchants
- No cost to vendor for initial Point-of-Sale (POS) terminal lane
- Equipment maintenance and vendor support provided at no cost
- No fee to merchant for transaction processing

Less efficient

- Have to scan items twice, at POS and in register
- Takes up counter space
- Requires dedicated power and analog phone line or wired internet connection for the POS at the lane
- Can only do WIC transactions

Note: Integrated stores *will not* receive a stand-beside terminal

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Stand-Beside Requirements

- Vendors must complete and return a Conduent vendor agreement and W-9 form.
- The Conduent vendor agreements must be returned as soon as possible so equipment can be shipped.
- Training will not occur until a completed agreement is received and the vendor has a working analog phone line or wired internet connection.
- Failure to return the Conduent vendor agreement could result in your Alabama WIC vendor contract being terminated.

Stand-Beside eWIC Purchase Flow

1. Cardholder swipes card
2. Cardholder enters his/her PIN
3. Cashier scans the UPC or enters the Price Lookup Code (PLU) into the POS and scans the items on the register as well
4. Cashier enters or confirm prices on the POS
5. Cashier completes the transaction on the POS
6. POS prints a receipt that has remaining benefit balance detail for the cardholder

Vendor Training

Vendor Training

Stand-Beside POS terminal
- Uses a "ship-and-train" process
- A manual and quick reference guide are sent with the POS shipment
- After the vendor receives the POS and has a working analog phone line or wired internet connection for the device, the vendor calls the vendor help desk to schedule a time for telephone based training.
- Vendor is contacted at the scheduled appointment time and is trained on the functionality of the POS.

Integrated vendors
- Vendors are trained by their corporate staff or ECR provider
- Questions regarding settlement or transaction processing should be directed to the TPP

Note: WIC policy training will be done by the state WIC office.

Questions & Answers