

New Hampshire eWIC
Vendor Meeting
January 24, 2018

Topics for Discussion

- Conduent Overview
- What is eWIC?
- Who are the major stakeholders?
- What are the benefits?
- What is the Approved Product List (APL)?
- Transaction Models
- Vendor Training
- Questions/Answers

Conduent Overview

Conduent Overview

Proven WIC Vendor Enablement and Support since 2008

- **Currently support over 150,000 WIC and SNAP vendors**
 - 4,500 WIC vendors in 10 states (MI, VA, VT, CT, IN, OK, TN, NY, NH and SC)
 - 146,257 SNAP retailers in 21 states
- **Strong integration and certification support**
 - Certified with major Third Party Processors (TPP), Electronic Cash Register (ECR) system providers and large grocery chains
 - 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

What is eWIC?

What is eWIC?

- eWIC is simply the electronic issuance, redemption, reconciliation and payment of WIC benefits
- Food benefits are issued using an electronic food prescription that specifies particular food items or categories that can be purchased and the time period the prescription is valid
- During an eWIC transaction, each item is first verified against the APL files to confirm it is a WIC eligible item. It is then compared to the benefit balance and the prescription start/end dates
- 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 family's benefit balance, the requested price compared to the NTE and the transaction approved or denied

eWIC Solution Benefits

eWIC Solution Benefits

Who are the Stakeholders?

- Participant
- Vendor
- State
- WIC Local Agencies

Participant Benefits

- Greater flexibility in shopping trips and ability to choose foods and quantities to meet their family's needs
- Online and IVR access to prescription balance and transaction history
- More convenient and easier to use

eWIC Solution Benefits

Vendor Benefits

- Faster settlement, usually within 24 hrs.
- System approves only WIC items (less errors)
- Fewer administrative tasks i.e., no batching paper, no denied vouchers
- Reduced risk of fraud
- Reduced training for personnel, less time to train cashiers

What is the APL file?

What is the APL File?

- The APL (Approved Product List) file is an electronic file identifying foods approved by NH eWIC for participant purchase
- The APL file should be downloaded daily to the cash register system to ensure accurate APL data
- Integrated vendors can obtain the file from the Conduent FTP site
- Stand beside devices are configured to automatically receive the downloads
 - *Stand beside device must have power and connectivity (analog phone line or wired internet connection) to receive the nightly download*

Transaction Processing Methodologies

Transaction Processing Methodologies

Integrated Vendors

- Utilize an eWIC certified Third Party Processor (TPP)
- Full service provider for transaction processing, reconciliation and settlement for all payment types supported by the vendor
 - TPPs charge vendor fees based on the type of service selected (i.e. per transaction fee)
 - Vendors can negotiate fees (both cost and type) with the TPP
 - For vendors that need to certify, Conduent provides a test environment, scripts and test cards
 - Questions regarding settlement or transaction processing should be directed to the TPP

Transaction Processing Methodologies

Certified TPPs

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

Working on Certification

- Chase Paymentech

Transaction Processing Methodologies

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
- Dell Optiplex 760
- Retail Professional, V2010.1301.0.127
- LOC SMS v3.3/3.4

Current Conduent Certified Vendors

- CVS
- Hannaford
- Price Chopper
- Price Rite
- Save A Lot
- Shaws
- Target
- Walmart

Certification Process

- Except for large chains requires little involvement from the vendor
- Often, the 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 or Tyrill Towns at tyrill.towns@conduent.com for questions about the certification process

Transaction Processing Methodologies

Integrated eWIC Purchase Flow

- An Approved Products List is downloaded nightly to the store's system
- Card Swipe at POS and client enters PIN
 - *Depending on the system, this step could occur at the beginning or end of the transaction*
- Prescription balance is transmitted to store
- Items are scanned
- UPCs are verified against the APL file
- Checked against client balance
- POS transmits items scanned to WIC Connect system for approval
- WIC Connect responds with approval and remaining prescription balance

Transaction Processing Methodologies

Integrated eWIC Purchase Flow

- Will appear like any other card transaction
- Once completed, if there are any non-WIC items remaining, the participant will be given the opportunity to pay the remaining balance with another tender
- There is no need to separate WIC items

Transaction Processing Methodologies

Stand Beside Vendors (state provided equipment)

- Often utilized by small chains or single store merchants
- No cost to vendor for initial 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 and requires power at lane
- Can only do WIC transactions
- Requires analog phone line or wired internet connection
- Stores processing integrated *will not* receive a stand beside terminal



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Transaction Processing Methodologies

Vendors who intend to use stand beside equipment

- Must complete and return a Conduent Vendor Agreement and W9 form
- Conduent Vendor Agreements must be returned ASAP so equipment can be shipped and training can be conducted
- Vendor must have a working analog phone line or wired internet connection prior to training

Transaction Processing Methodologies

Processing a stand beside eWIC transaction

- Swipe card
- Enter PIN
- Scan UPC or enter PLU (items must be scanned on register as well)
- Enter/confirm prices
- Complete transaction

Vendor Training

Vendor Training

- **Stand beside POS vendor “Ship & Train”**
 - Manual and Quick Reference Guide are included with the POS shipment
 - After delivery, vendor calls and schedules a time for telephone based training
 - Vendor Help Desk
- **Integrated vendors are trained by their corporate staff**

Questions?

CONDUENT

