



Statewide Vendor Outreach Monthly Call

July 9, 2020

2:00 – 3:30 pm CST

Hosts: Illinois DHS WIC Central Office – Lisa Cunningham, Harry Lobb, Jeff Peddycoart, Anna Sabin
Solutran – Chad Main, Samantha Bailey

DHS Announcements

General WIC Updates

Annual Training Update

- All initial annual trainings occurred in March – June.
- Makeup classes for remaining vendors are scheduled for July 14 – 30.
- Schedule and call in information for final makeup class option was sent by email and certified mail to individual stores.
- If a vendor does not think they have completed the annual training requirement or don't know when their makeup class is scheduled, please contact DHS.WICVendor@illinois.gov immediately with your Vendor ID and Store Name.
- Any vendor that does not complete the annual training requirement by July 30, 2020 will not be reauthorized as a WIC Vendor effective October 1, 2020.

Clarification of Different Types of Contacts

Annual Training

- This is required of all vendors.
- See explanation above for timeline.
- These classes were completed either in person (in March), or by Webinar (in April, May, June) or by conference call (June, July).
- Slides from the PowerPoint presentation reviewed in the annual training can be found on the WIC Vendor Web Page (www.dhs.state.il.us/wicvendor) under [WIC Vendor Forms & Resources](#).

Vendor Outreach Calls

- Not required but informational
- Informational Calls conducted on the 2nd Thursday of each month.
- Call-in information will be sent out prior to the call by email.
 - If you want to make sure that you are on the mailing list, please email DHS.WICVendor@Illinois.gov with your WIC Vendor ID, Store Name and email address.
- Minutes from past meetings and dates of upcoming meetings can be found on the DHS WIC Vendor Web Page (www.dhs.state.il.us/wicvendor) under [eWIC Communications](#).

Stand-Beside System Training

- Required for all vendors who are using stand-beside machines for WIC EBT.
- Training on how to use the stand-beside machines for those vendors who will be using a Stand-Beside System.





- Once vendors receive the stand-beside equipment, they will be provided with contact information to set up training with Solutran.
- Setup and Training will be conducted by phone.
- It is the responsibility of the person who completes the training to then train all employees at the store on how to use the system and be prepared for it to be setup and working prior to the go-live date in the respective region.

L3 Certification

- Not a training, but a requirement for EBT readiness for all vendors with an integrated Point of Sale (POS) system.
- L3 Certifications will be conducted in person, in the stores by a representative from Ross Agency.
 - Ross Agency is contracted with the DHS WIC Office to complete these Certifications and we ask that they be allowed to complete their task when at the store.
- Ross Agency will be in touch with the store to schedule a date and time to come to the store to complete the L3 Certification.
- It is strongly recommended that a manager and someone from the POS provider and/or IT department be available by phone in case any issues arise during the certification that can easily be addressed.

EBT Updates

Current Tentative Rollout Dates

- Current rollout dates and regions can always be found on our DHS WIC Vendor Website under [eWIC Implementation Schedule](#)
 - Regions 4 (Pilot) and 5 have completed Rollout of EBT
 - Region 2 – Rollout scheduled for July 13, 2020
 - Region 3- Rollout Scheduled for August 17, 2020
 - Region 1 (Chicago area) – Rollout Scheduled for September 8, 2020
- Vendors MUST be ready to accept WIC EBT prior to the rollout date for your respective area

WIC EBT Contacts

After eWIC starts, if you have issues or questions, contact:

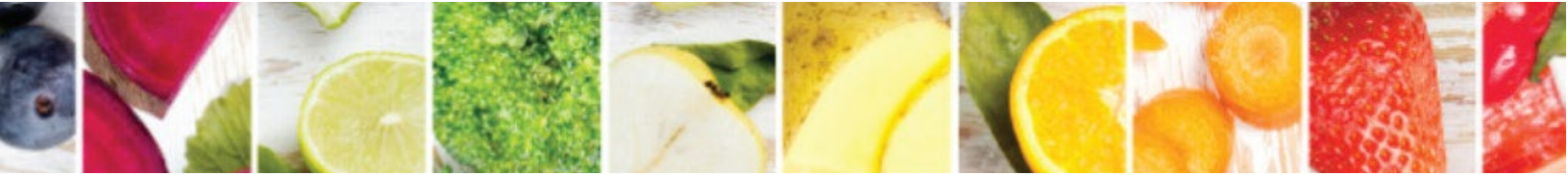
State Issues

- Adding a food item to the APL
 - Complete UPC form located at www.dhs.state.il.us/wicvendor and email DHS.WICFoods@illinois.gov
- Forgot Vendor ID or other questions
 - Contact the State WIC office at DHS.WICVendor@illinois.gov

Solutran Issues

- Settlement issues
 - Email EBTServices@Solutran.com or call (833) 504-4119
- FTP connectivity
 - Email EBTServices@Solutran.com or call (833) 504-4119
- Missing APL
 - Email EBTServices@Solutran.com or call (833) 504-4119





Equipment Provider Issues

- Transaction Issues
 - Contact your equipment provider
- Banking information has changed
 - Contact your equipment provider
- Picking up APL
 - Contact your equipment provider

Mapping updates and clarification

- Please review the attached document entitled “[Mapping WIC Eligible Fresh Produce Items for eWIC](#)”
- This information will also be available on the WIC Vendor Web Page under [eWIC](#).
- DHS WIC office is currently working to get the APL on our website and hope to have it posted very soon.

Fresh Produce Mapping

- All vendors with an ECR use available software to map all fresh produce items to the PLU
- Varieties do not need to be mapped to specific e.g. Honeycrisp apples can be mapped to apples
- PLUs will not be used for canned or frozen produce items since UPCs are in the APL.

WIC Vendor Outreach Enablement Process

- If you have NOT been contacted yet by **Solutran** or **8th Day Consulting**, reach out to your POS provider immediately to ensure you are ready for all the phases identified below.
- Vendor Enablement for EBT Readiness can be broken down to 3 primary phases.
- The process will vary slightly depending on the type of EBT system that will be used.
 - Integrated Stores – These stores have a POS Provider who has been certified with Illinois WIC to process EBT purchases.
 - Stand-Beside Stores – These stores do not have an Integrated POS System and will enter into a contract with Solutran and will be mailed a stand-beside device that will be set up in the store to process WIC EBT purchases.
- All phases should be completed prior to the go-live date in your region but will not be done at the same time statewide.

Phase 1 - Outreach

- Contractors reach out to all stores via email and / or phone.
- The state of Illinois has contracted with the following two companies and any communications from these companies should be treated with a high priority and responded to.
 - Solutran
 - 8th Day Consulting
- The preferred contact method is by email. Please check emails **daily** so updates are not missed.
- This contact will identify and determine if a vendor is an integrated store (with a POS Provider) or will require a stand-beside system.





Phase 2 – Data Collection and Enablement

Integrated Stores

- Will be emailed a POS Provider questionnaire that **MUST** be completed and returned as soon as possible.

Stand-Beside System Vendors

- Multiple documents will be emailed to the vendor including but not limited to a Contract, W9, and ACH form
- These documents **MUST** be completed and returned as soon as possible.

Phase 3 –L3 Certification or Stand-Beside Setup & Training

Integrated Stores

- Must go through L3 certification
- Ross Agency will be conducting all L3 certifications for integrated stores– if contacted by them they are legitimate and are trying to get you certified. Please work with them.
- They will call to schedule a time and date to come to your store to complete the L3 certification
- L3 Certifications will include the following transactions
 - Balance Inquiry
 - Void
 - Process purchase
 - Identify WIC vs. Non-WIC item
- If the vendor passes all these steps, they will pass the L3 certification can then process EBT purchases when participants present their EBT Card
- If any of the steps are not passed, then the vendor will need to reach out to their POS provider or IT personnel to get the issue fixed.
- Once the issue is corrected and the vendor believes that they can pass their L3 Certification it is the store's responsibility to reach out to the representative from Ross Agency who was originally at the store to schedule a new date / time for an L3.
- If IT personnel can be available by phone or in person when L3 certifications are scheduled, this is extremely helpful because minor issues could be addressed immediately while the L3 certification person is there and avoid any further delays in certification.

Stand beside System Vendors

- A stand-beside device will be sent to the vendor **ONLY** once ALL documents have been received by Solutran.
- Vendors will also receive information on who to call to get instructions on setting up the stand-beside system
- Setup and training on how to use the stand-beside system will be conducted by phone.
- Once stores have completed the setup and training by phone, they will be read to process EBT Purchases when Participants present an EBT card to the store.

Q & A

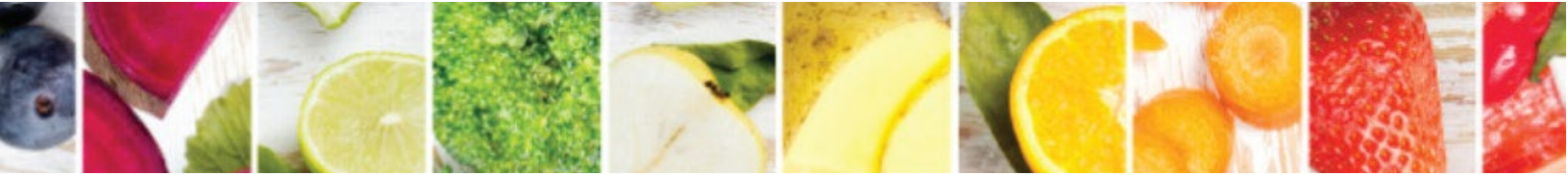
- How do we know if we are integrated or stand beside store?





- If you have a POS system you will want to work with your POS provider to get your system upgraded. If you do not have a POS system you would be need a stand-beside system and will need to work with Solutran.
- You can email Solutran at RetailCert@solutran.com if you have further questions.
- How can we speed up L3 process if we are ready?
 - Email RetailCert@solutran.com and let them know that you believe you are ready for L3 Certification.
 - Solutran will determine if a successful balance inquiry has been performed by your POS provider which will determine if you are ready for your L3 Certification yet.
- Do we have to scan their card before they scan their items?
 - This depends on what kind of system you have.
 - Integrated systems – ask your POS Provider
 - Stand-Beside Systems – yes, participants will need to scan their WIC Card before scanning items.
- Will participants still have their yellow folder with WIC EBT
 - Yes, but there is nothing that needs to be done with it on the vendor side.
 - Participants will not be required to present their yellow folder to complete a purchase with EBT.
- How can you process fresh produce purchases with a stand-beside system?
 - Use the CVB button or enter the standard PLU codes
- Is there any way to test items in the store rather than wait until someone comes in with card and wouldn't be able to complete purchase if it's not on the APL?
 - APL Changes regularly but the state is working to get the APL posted
 - If you come across item that doesn't scan you can submit the request by following the steps identified on the Illinois [WIC Authorized Product List UPC Submission](#) request page of the website.
- How does a vendor know if a UPC Submission request was received and if the item was approved or denied?
 - State will respond when it has been reviewed – time length will vary depending on when it is submitted and how many are received and rollout.
- Is there a way I can locate my WIC Vendor ID?
 - WIC Vendor ID is the number on your WIC Vendor stamp that is currently used on WIC Coupons.
 - If you still do not know what your WIC Vendor ID is, you may email DHS.WICVendor@Illinois.gov.
- If we are having technical issues with the stand-beside system who should we reach out to?
 - Reach out to the phone number provided on the contact list that came with the system for technical support.
- Paper checks always said least expensive brand. How is this enforced with EBT?
 - The APL will not block an item if it is not the least expensive brand in the store. Participants are encouraged to continue to select the least expensive brand of items on the list whenever possible.
- APL is not accepting our store's least expensive brand items should they be submitting them UPC requests?





- The state collected anything that was approved and met requirements
- If you believe that a brand of item is not on the APL but meets all of the nutrition requirements for WIC, you may submit a UPC Submission Request by following the steps on the [WIC Authorized Product List UPC Submission](#) request page of the website.
- Please note that the state gets a lot of requests for items that are not approved so just because the request is submitted it does NOT mean that it will meet the requirements and be added to APL.
- Can a participant present an EBT card and Paper Checks at the same time?
 - Participants will not have both paper and EBT that are valid but not everyone will get cards at the same time so one participant may present a card to purchase WIC items and the next participant may present paper Checks.
 - It is expected that BOTH types of payment mechanisms be accepted if the checks are valid.
- Will I need to add numbers to my Vendor ID?
 - The electronic system (x9) number is 5 digits.
 - WIC Vendor IDs will not change, but 0s will be added in front of your WIC Vendor ID to make up the 5-digit number (e.g. if your WIC Vendor ID is 42, the x9 number will be 00042).
 - You do NOT need to change the Vendor Stamp. This can continue to be used as they are.
- We have an integrated POS now in our store do we still need to get L3 certification?
 - If you have an integrated POS then yes, you will need to have a L3 certification before you can accept WIC EBT.
- Who do we contact when we are ready for our L3 Certification?
 - POS Providers will usually contact Solutran to complete the Balance Inquiry successfully. Solutran will then notify Ross Agency to complete the L3 certification.
 - If you failed your initial L3 Certification and now believe that you are ready you may contact the person from Ross Agency and let them know that you are ready to reschedule, or you may contact Solutran at RetailCert@solutran.com if you do not have the contact information for the person who completed the L3 Certification.
- Can we do mixed basket purchases with WIC EBT?
 - If you are using an integrated system then yes, you may do mixed basket purchases. Stand-beside system stores will not be able to complete mixed basket purchases.
- Is there an updated APL or is it online?
 - The APL is updated constantly. Solutran updates it daily at night.
 - Stand-Beside vendors will have the updated APL pushed to their system daily.
 - Integrated vendors should ask their POS provider how APL is being updated.
- What is the generic PLU code for fruit?
 - 4469
- How would pricing work for generic code?
 - That is why mapped items are better because they will process the weighting and the pricing
- When we do a transaction after 6pm it goes on the next business day on our report is this correct?
 - Cutoff for each day is 6pm so that is correct, and POS Providers should be aware of this.
- I know I will need stand-beside system. When will I be contacted?





- This depends on what region you are in. Region 3 should have heard from Solutran already. Region 1 (Cook County) should be hearing from individuals the week of July 13, 2020 if you have not heard from them yet
- Will there be a training provide for stand-beside system?
 - When you receive the machine, you will receive an email as to what you will need to do for training. Training will be provided by phone.
- If you are receiving state equipment, then will there be a charge?
 - There is no charge to provider currently.
- Once I have sent all information in to Solutran how will I know if they have received it?
 - Email RetailCert@solutran.com and we can tell you where we are at in the process and confirm that we have received your information.
- I have not gone to training what is the email to know if I have been rescheduled?
 - Email DHS.WICVendor@illinois.gov
- L3 certification was attempted but the purchase did not go through. What do I do?
 - You should follow up with your POS provider to find out what the issue was then suggest that you run the test card number manually to run a Balance Inquiry to make sure that things are working and once they are, reach out to RetailCert@solutran.com. Email the DHS WIC Vendor office at DHS.WICVendor@illinois.gov for the test card number and PIN.
- How will we know if item is WIC or not?
 - Integrated system will tell you which are WIC eligible and which are not.
 - POS Systems must be setup to know which items are WIC eligible and which are not, so it is important to ask your POS provider how to get that information.
 - If it doesn't scan and says it's not WIC eligible then you cannot sell it with WIC benefits.
- Is July 13th the date cards will be activated in Region 2?
 - That is the date cards will begin to be provided to participants at WIC Agencies in that region.
- When were / are L3 certs being done?
 - L3 Certifications are currently being done as we speak.
 - We do have certain stores that have done multiple L3 certifications in Regions 4 and 5 and have consistently done well and are exempt from any further L3s.
- Have region 3 L3s started yet? Do we know when that will take place?
 - Not yet but will begin relatively shortly in the coming week or two.
 - All vendors must be certified prior to the date that EBT cards will begin to be distributed so stores need to be ready prior to the rollout date in their area so they can accept cards on that date.
- Do you scan the card first for stand-beside equipment?
 - You scan the card first for stand-beside equipment
 - Step by step instructions will be provided in the training by phone.
- If an item doesn't scan can you manually enter the UPC code on the stand-beside terminal device?
 - Yes, item UPC codes can be scanned or entered manually in the stand-beside system.
- When can you run reports from the stand-beside system?
 - You can run those whenever you want throughout the day.





- Retail reports are not batched for you and run every night. Vendors must request it every night.
- You will get paid but if you want the report you must run it and you specify the day that you want the report for.
- Is there any way to communicate when new UPCs are added so we can hang WIC stickers to the items?
 - We will be posting the APL on the WIC Vendor Webpage and will work to provide updates as well as the new APL regularly.
- How soon should I get in contact with my POS provider?
 - You should have been in touch with them already and should immediately if you haven't.
- Is there any way to void an item if a cashier processes an item in error?
 - Yes, all systems must have a way to void items. POS providers will need to provide instruction on how to do this for integrated systems since each system is different.
- Will training be done in person or by phone?
 - POS Providers will determine how to provide training for integrated systems. The state does not require the format of this training.
 - Stand-Beside system users will receive training on how to use the system during setup and instruction will be completed by phone.
 - It is the requirement of each store to ensure that ALL employees are trained prior to the roll-out date in your respective area and are prepared to accept EBT on that date.
- Will we still have WIC Not-To-Exceed (NTE)?
 - Yes – there is a maximum value, but it will be done in the system so if you submit a price higher than the NTE you will be paid the NTE amount.
 - You CANNOT charge the customer the difference
 - You will see it on the receipt, but it will not stop the transaction
- Is there a way for me to know without scanning the items if they are WIC Accepted?
 - If you are using stand-beside and they go over their available balance, the system will beep and say quantity exceeded
 - If you are using an integrated system, it will show a balance due for any items not covered by WIC. Therefore, it is important that WIC is the first form of payment used for mixed basket purchases.
- Is there a limit for fresh items?
 - With CVB it works as a dollar amount so if they have a \$10 limit then it will tell you that the amount has been exceeded and you may collect payment for the amount over the balance on the WIC Card.

