

IMPORTANT eWIC INFORMATION



The state has contracted Conduent to be our state provider and you should be hearing from them soon. The Information below was presented by Alabama WIC in the eWIC webinars in November/January and full webinars are available on their website at <https://www.alabamapublichealth.gov/wic/ewic-webinars.html>.

The Alabama eWIC schedule is as follows:

Pilot Phase One - Autauga, Elmore & Montgomery Counties **March 18, 2019**

Pilot Phase Two - East Central & Northeastern District **April 1, 2019**

(Coosa, Tallapoosa, Chambers, Lee, Russell, Macon, Bullock, Autauga, Lowndes, DeKalb, Cherokee, Etowah, Blount, St. Clair, Calhoun, Clebourne, Randolph, Clay, Talladega and Shelby Counties)

Implement District - Northern **June 4, 2019**

(Lauderdale, Limestone, Madison, Jackson, Marshall, Morgan, Lawrence, Colbert, Franklin, Marion, Winston and Cullman Counties)

Implement Districts - West Central & Jefferson **July 1, 2019**

(Lamar, Fayette, Walker, Tuscaloosa, Pickens, Sumter, Greene, Hale, Bibb, Perry and Chilton Counties)

Implement Districts - Southwestern, Mobile County and Southeastern **August 5, 2019**

(Southwest: Choctaw, Marengo, Dallas, Wilcox, Clark, Washington, Monroe, Conecuh, Escambia, Baldwin Counties; Southeast: Butler, Crenshaw, Pike, Barbour, Henry, Houston, Dale, Coffee, Geneva and Covington Counties)

Are you ready? First, determine what type of cash register systems you have. If you have an Electronic Cash Register System (ECR) contact your ECR provider to determine what is needed to ensure you can accept eWIC transactions. Almost all of you are Integrated Vendors and the WIC software is part of your store's cash register system. This allows grocers to manage inventory, payment, and settlement for WIC items within the same system that manages transactions for cash and other payment tenders. It accepts all forms of electronic payments including eWIC, Supplemental Nutrition Assistance Program, credit and debit and allows for a mixed basket transaction. ***Even if you are in the last implementation districts, it is not too early to call your ECR provider to make sure your system is ready!***

The state will soon be sending an Alabama WIC Vendor Contract Amendment. This generally happens 2 months before roll-out. This amendment outlines eWIC requirements. You will not be able to accept eWIC without a fully executed Alabama WIC Vendor Contract amendment. Most of you will also undergo a Level III Certification two weeks before implementation. This is a live in-store test by WIC staff to verify the proper installation and set-up of the store's cash register system. It involves successfully completing an eWIC balance inquiry, purchase and voiding an eWIC transaction. Your store must pass the Level III Certification in order to accept eWIC transactions.

Certifications will be done in the following time periods:

Pilot Phase 1	March 11—15, 2019
Pilot Phase 2	March 18—29, 2019
Implementation Northern	May 13 - 31, 2019
Implementation West Central & Jefferson	June 10 - 28, 2019
Implementation SW, Mobile & SE	July 15 – August 2, 2019

Note: Level III Certification is an ongoing process.

This is the estimated timeframe of when we will be in your store.

Store training on your eWIC system will be done either by your ECR provider or by corporate staff. Questions regarding settlement or transaction processing should be directed to the Third-Party Processor (TPP). The state WIC Office will provide a recorded method for you to train store personnel on WIC Policy changes related to eWIC. You will also receive an addendum to the Alabama WIC Vendor Procedure Handbook that details eWIC policy changes. Vendor training needs to be done by all cashiers. In addition to training given by your TPP, WIC has provided an overall training accessible at -

Windows Media Streaming File:

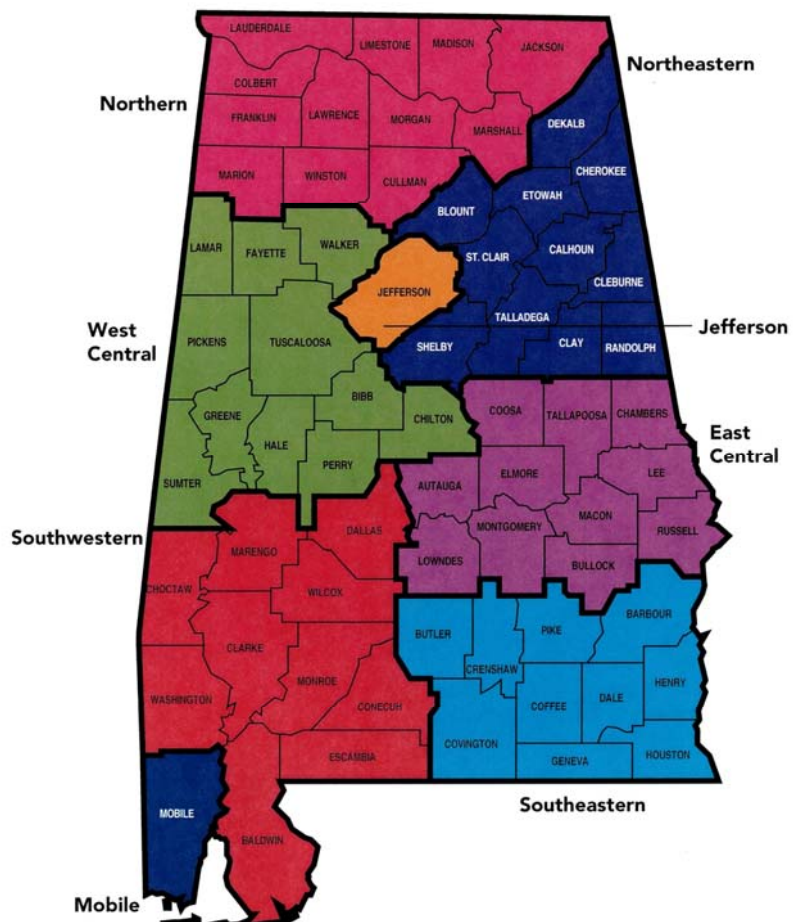
<http://video1.adph.state.al.us/alphn/AlabamaWICVendorTraining.wmv.aspx>

Youtube:

<https://youtu.be/jSaZlA7dYg>

If you have any questions or concerns, please contact Stacey Neumann, Vendor Management Director at 334-206-7955 or Stacey.neumann@adph.state.al.us.

You can also submit specific eWIC questions to alvendor-wic@adph.state.al.us.



Created and provided by the Alabama Grocers Association.