

eWIC Vendor Team Meeting Minutes
September 25, 2013 1:30 p.m.

ATTENDEES: Mike Gunn, Sandy Duncan, Karen Harrison, Gunn's Supermarket; Mike Scott, Total Retail Solutions; Paulette Sanders, Karen Biggers, Jason Cooper, Nancy Campbell, Brookshire's; Polly Martin, Arkansas Grocers and Retail Merchants Association; Donetta Davis, Save-A-Lot Benton; Mark Pearce, Mike Thurow, Harp's; Carol Mounts, Kroger; Carmena Cardenas, Las Americas; Judy Foster, Two Rivers Market; Henry Wilkes, City Market; Jon King, Hay's Food Town; Perry Young, Young's Thriftway; Vicki, Ali, Walmart; Susan Handford, WIC Director; Teresa McManus, MIS Section Manager; Pamela Woodard George, Food Delivery Section Manager; Alison Whitten, MIS Project Coordinator; Teresa Guerrero, MIS Section Specialist; Albert Brown, Food Delivery Section

I. Overview of Project Progress

- Alison welcomed many who joined the eWIC Vendor Team conference call for the first time and provided a brief overview of who we are and where we are at in the eWIC Project.
- Introduction to our Team
 - Teresa McManus is our MIS Section Manager as well as the EBT Project Manager. She is the one who ultimately makes all the decisions and leads us in this project.
 - Teresa Guerrero is our MIS Section Specialist and is in charge of working with our Vendors in helping them prepare for EBT. You will probably have the most contact with Teresa G throughout this project.
 - Alison is the MIS Project Coordinator and provides administrative support to the Project Manager. Her job duties include managing the project library and maintaining the project plan. She also conducts all eWIC Vendor Team Meetings as well as All Staff meetings for our internal staff.
 - Leslie Foreman is our newest staff member; she is the MIS Coordinator and will mainly be working on the clinic side to help them prepare for the eWIC transition. Although she is not often vocal on the vendor calls, she is an integral part of our team.
- The Arkansas WIC program will soon be going from a paper based checks to EBT or eWIC as we call it, so it is not confused with SNAP EBT.
- At this time, we are planning to pilot in Texarkana, Miller Co. The pilot will be a 3 month period and will be sometime in early 2015. We do not have exact dates at this time, but will hopefully be able to nail those down in the early spring of 2014.
- We are in the development process of three Requests for Proposals (RFP).
 - An RFP for the Project Implementation Contractor is currently in review at the U.S. Department of Agriculture/Food and Nutrition Service (USDA/FNS).
 - The Smartcard EBT Module Developer and the EBT Claims Processor RFPs are going through the State procurement process.

- This eWIC Vendor Team has conference calls on a monthly basis and will meet face-to-face once a quarter. These meetings usually take place the last week of the month. As we move further in the project this will probably change to more frequent face-to-face meetings.
- The purpose of the eWIC Vendor Team is for the Arkansas WIC Program and the WIC vendors to partner together in an effort to transition to EBT as efficiently and quickly as possible.

II. eWIC Vendor Survey Results

- We've updated our previous vendor survey results that were done a few years back. We now know which VAR and POS systems each vendor utilizes. There are about 30 vendors that currently use a manual cash register with no scanner. We will be visiting each of these vendors in person to discuss their options on a system. They will have to decide if they would like to integrate or use a stand-beside system.
- We will be requesting funds from USDA/FNS to assist vendors with the cost of integration.
- All Retailers must have their ECR systems certified by the AR WIC Program in order to accept eWIC. The retailer certification process guarantees that a retailer's system functions accurately and reliably, ensuring a positive experience for both retailers and WIC shoppers.
 - Level 1 Certification is done on the base software; Level 2 is only needed if the base software has been modified by the grocer; Level 3 is certification of the grocers system from completing an eWIC transaction at the register to sending and receiving claim files.
 - FNS has now given us the option to accept certifications from other Smartcard states, so there is a possibility if your system has already been certified in a Smartcard state, you will only have to do a Level 3 certification in Arkansas!
 - There are a few vendors that are using POS systems that have not been certified by another Smartcard state will require a Level 1 certification.
 - L-POS, Market Master, Up Front, EZ Scan, Scanmaster, and COMCASH POS.
- Many of our grocers will need to upgrade their Card Access Devices to accept smartcards. It is our understanding that this will be an EMV requirement by October 2015.

III. POS Systems in EBT Lab

- Based on the completed survey results, the top three systems that our grocers are using in Arkansas are: ISS45; NCR ACS-IR, and RORC. We want to put systems in our EBT lab that not only benefit Arkansas, but other Smartcard states as well. In making this decision we reached out to Texas for their advice, and they've recommended that we go with these for our lab. Texas has JPMA; ISS45 (version 7 but upgrading to version 8), IBM ACE, and LOC SMS. Even though they have ISS45,

it makes sense for us also since we have so many in our stores. No other state has NCR or RORC so having them in our lab will be helpful to the other Smartcard states.

- We will be sending out bid requests to our VAR's who sell these systems soon. When there is more than one provider of a product, we are required by the State to collect bids.

IV. eWIC Contact Results

- Each vendor has been communicated with by a member of our staff, and we have received 100% results from our request for eWIC Contacts. Everyone provided both a store and corporate level contact, and in many cases an IT contact. THANK YOU!!!! We greatly appreciate your help in gathering this information!!
 - Please be sure to keep us up to date if there are any changes!
- The one-page information mailer went out the second week of September to all of our vendors, VAR's and Wholesalers.
 - Everyone should have received a copy in the mail. If you did not get a copy, please check our website at <http://www.healthy.arkansas.gov/programsServices/WIC/Documents/EBT/eWICCo ming.pdf>.
- Teresa G and Alison met with Polly Martin a few weeks ago, and she graciously agreed to provide the one-pager as a hand out at her conference. Thank you, Polly!

V. Test Cards

- Teresa M. and Teresa G have been working with Dan Kannady with Verifone, and our test cards are in the works.

VI. Reps to food shows

- Arkansas WIC will be sending representatives to upcoming food shows. So, we will be on hand if anyone has any questions.

VII. FNS Conference Calls

- There are a few USDA FNS Conference calls that vendors may participate on if you are interested; the Technical Documents Workgroup and the Retailer Certification Calls. The Retailer Certification Calls are discussions between Smartcard states regarding the standardization of Retailer Certifications.
- If you are interested in participating in these calls, email Alison at alison.whitten@arkansas.gov.

VIII. National WIC Association (NWA) Technology Conference

- Several Arkansas WIC staff members attended the NWA Technology Conference in Dallas, TX.
- One of the conference topics was the Approved Product List (APL).
 - Pam stated that our office will soon begin collecting UPCs of Arkansas WIC approved food items in order to build the APL. A list of all State approved

WIC items is maintained and distributed to POS systems in the APL file. The APL is used as part of the transaction process to identify WIC vs. non-WIC items.

IX. eWIC Vendor Team Meeting Schedule

- We will have our next conference call on October 24th at 1:30pm.
- We have decided to skip November and December as we know you are all extremely busy during the holidays.
- We will resume eWIC Vendor Team Meetings in January with a face-to-face meeting!

**Next eWIC Vendor Team Conference Call
October 24th at 1:30pm**