

Preparing Retailer for EBT

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Agenda

- Communication / Training
- Systems
- Pilot
- Roll-out
- Operations

Communication / Training

- Community Reach Out
 - Partner Organizations
 - Direct communication
 - Regular Newsletter
 - Document Sets
 - Conference calls
 - Website
 - Social Medias
- Collaboration among Smart Card states

Systems - Environment

- Retailer Environment
 - Pinpad, middleware, OS, Payment Systems, network etc.
 - Surveys
 - Phone Calls

Systems - POS

- Stand Beside
 - For low volume stores
 - Can be used as a temporary solution while developing the integrated solutions
 - V2 vs V4
 - Collaboration among Smart Card states

Systems - POS

- Integrated Solutions
 - National Chains vs. Regional Chains
 - Development Support
 - Certification
 - Level 1
 - Level 2
 - Level 3
- V2 vs V4
- Collaboration among Smart Card states

Systems – Development Support

- Early available of dedicate testing Host environment for retailers
- Available of consultant to retailers and developers.

Systems – APL

- UPC Database
- PLU Mapping

Systems - Connection

- Connection to State Host
- Secure exchange of data

Pilot

- Pilot Location Selection
 - Local Agency support
 - Clinic Staff competency
 - Geography Consideration
 - Diversity of retailers
- Regular review on lessons learned and apply to next batch roll-out

Roll Out

- In Batch
 - Paper and eWIC co-existence
- Clustered Counties

Operations

- Defined Issue Resolution Procedure
 - Payment Issue
 - UPC / APL
 - Connectivity
- System Changes and Certifications
 - New Features
 - System Upgrade

Q & A

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