

2016 WIC EBT User Group Meeting

**Making Combined MIS/EBT System
Rollouts Successful**

Getting Started

- WIC Universal Interface Document
- WIC EBT Technical Implementation Guide
- WIC EBT Operating Rules
- National Food Category-SubCategory Table
- Can be found @ <http://www.fns.usda.gov/wic/ebt/operatingrules-implemguide.htm>

Retailer Support

- Coordinated efforts by Xerox with retail service providers and third party processors provide most retailers with the option of integrating with their existing system
- For those retailers that do not have integration capabilities, stand-beside POS devices provide a safe and reliable method of eWIC transaction processing
- Experienced Xerox retail enablement team coordinates deployment and integration efforts providing strong support for retailers
- The Vendor Portal provides instant access to transaction and settlement reports
- 24/7 retailer helpline is provided to answer questions and/or troubleshoot issues

Communication is Vital

eWIC Workgroup

- Made up of both “Mom n Pop” retailers as well as Corporate representatives.
- Differing viewpoints of members allows a broad look at project.
- Most retailer concerns identified early.

eWIC Website

- Allows for quick updates to and information gathering from retailers.
- Document repository – meeting minutes, project documents easily found in one stop.
- Glossary of terms for those new to EBT.

PLU Mapping Decision

Price Look Up (PLU) Mapping

- What is PLU Mapping?
 - PLU Mapping is the matching of a WIC vendor's product identification number the vendor uses to the associated PLU for that product in the APL
 - PLU Mapping is used to allow participants to use their Cash Value Benefit (CVB) on fruits and vegetables

- What can be Mapped to APL PLUs?
 - Approved store specific UPC and PLUs for fresh, frozen, or canned fruits and vegetables

- Where do the PLUs in the APL come from?
 - The APL uses the International Federation of Produce Standards (IFPS) PLUs



PLU Mapping Decision

How it Works (integrated)

➤ Full Mapping

An approved PLU or UPC for fruits and/or vegetables is entered

The cash register uses the store PLU/UPC to generate the item price

The PLU mapped to the PLU/UPC being purchased is sent to EPPIC for approval

➤ Partial Mapping

An approved PLU or UPC for fruits and/or vegetables is entered

The cash register uses the store PLU/UPC to generate the item price

The FNS designated CVB PLU 4469 is sent to EPPIC for approval

PLU Mapping Decision

Pro and Cons

- Full Mapping
 - Pros
 - Specific reporting to VA WIC the specific items purchased
 - Tighter control over APL items
 - Cons
 - More work to ensure all fruits and vegetables are added to APL
 - Higher likelihood of items being rejected because they are not yet on APL
- Partial Mapping
 - Pros
 - Mapping all fresh, frozen, and canned fruits and vegetables to a single PLU requires less effort
 - Fewer rejections since all approved items use same PLU
 - Cons
 - Poor back end reporting for VA WIC



UPC Maintenance Post Pilot

- UPC Collection Post Pilot
 - Some UPCs will inevitably be missed.
 - Follow up collection strategies
 - Store Visit
 - Retailer Submission
 - Email
 - Fax
 - USPS
 - Communicate timeline for approval.

Final Thoughts

- Do Not “Reinvent the Wheel”
- Examine existing WIC EBT projects to determine best practices
- Learn about work in progress including the business and technical workgroups
- Attend EBT Users Group Meetings