

Oregon WIC Vendor Advisory Council Meeting Minutes

July 23, 2015

Portland State Office Building

10:00 am – noon

<i>Organization</i>	<i>Attendee(s)</i>	<i>Organization</i>	<i>Attendee(s)</i>
Community Market	Belinda Gracen	Safeway Inc.	Todd Winer
Halsey Select Market	Mary Lehto	Sherm's Food4Less	Dennis Stockton Lora May Renee West
Haggen, Inc.	Melissa Peterson Joan Rice Ken Bandy	Sherm's Thunderbird Market	Shelly Harris
JC Market	Lyle Mattson	Steve's Select Market	Melody
Kroger, Inc.	Brad Erickson Brian Urbahns	Su Casa Imports	Isabel Mendoza Jose Gonzales
Logan's Market	Denise Palmer	Target Co.	Susan Davis
New Seasons Market	Anne Valentino Benjamin Brill	Unified Grocers	Josh Hartinger Scott Klingkamer Linda Robinson
NW Grocer's Association	Sandra Wilken	Wal-Mart	Gene Wallace
Oregon WIC Program	Maria Menor, Sara Sloan, Michelle Aarhus, Colette LaDue, Jazette Johnson, Craig Wallachy, Susannah Lowe, Pi Winslow, Diana Garcia		

<i>Agenda Item and Presenter</i>	<i>Discussion Points</i>	<i>Decisions/Action Items</i>
Welcome and Introductions Michelle Aarhus, Vendor Training Coordinator	Attendance taken (see list above).	
Review minutes and agenda Michelle Aarhus	No suggestions for change.	
eWIC update Sara Sloan, WIC Operations Manager	OR WIC is in the user acceptance training phase and testing is going well. The pilot in Linn and Benton counties is on track for the scheduled September 14, 2015 date. OR WIC will train local agency staff 2 weeks prior to pilot and do live shopping to test the WIC transaction piece. Paper vouchers will be phased out by May 2016. The moratorium on new store authorization will continue as planned for August 2015 – April 15, 2016 (will start accepting applications mid-March 2016).	Vendors, please see the eWIC vendor news sent last week for eWIC timelines (7/15 10:59am email from wic.vendorservices@state.or.us).
eWIC training schedule Pi Winslow, Vendor	Oregon WIC will upload a recorded eWIC training video to their website before the pilot start date. This can be	Vendors, please register 1-2 staff for

<p>Trainer</p>	<p>referred to at any time for training needs.</p> <p>In-person required trainings will take place according to the attached schedule around the state. These trainings will be about two hours long and will cover OR WIC transaction policies, the approved products list, and USDA required topics. Training materials including a DVD of the training video will be provided and trainers will perform a demo of stand-beside machines for non-integrated stores. Vendors are required to provide training on their own point of sale systems since this varies from vendor to vendor.</p>	<p>required in-person eWIC training ASAP. If you would like to bring more than 2 staff, please call number listed on the registration sheet to ensure OR WIC can accommodate.</p>
<p>Produce mapping Craig Wallachy, Data Team Lead</p>	<p>Craig has been collecting UPCs for OR WIC's Approved Product List (APL) for the past several years.</p> <p>OR WIC's APL is listed on the OR WIC website in an Excel document here. This is built off of the IFPS list, and may be easier to access/search through on the IFPS website.</p> <p>Vendors gave feedback that some could override a non-approved APL using a generic UPC at the transaction time, and some could not and would need to wait for the product to be mapped.</p>	<p>OR WIC requests that vendors fully map the UPCs for packaged produce to the corresponding PLU.</p>
<p>UPC Request Form Craig Wallachy, Data Team Lead</p>	<p>Discussed the need for the UPC forms requested from vendors before eWIC pilot begins on Sept. 14th, and thanked vendors who had already submitted theirs.</p> <p>Vendors gave feedback on the different UPC request card designs to be used by stores throughout eWIC, which can be used if a new UPC isn't on the APL. Stores agreed that the postcard-sized design for cashiers to keep at check stand with a number for fax would work well, and those could be routed through each vendor's internal processes. They also recommended requesting a photo of the product from the vendors if available.</p>	<p>Vendors, please submit your UPCs by September 14th if you haven't already (sent in July 10th 10:36am email from wic.vendorservices@state.or.us).</p> <p>OR WIC will update the UPC request cards and get ready to provide to vendors during eWIC.</p>
<p>eWIC lane signs Maria Menor, Vendor Team Lead</p>	<p>It's possible that stand-beside (non-integrated) vendors would have fewer terminals that accept eWIC than total registers. OR WIC created a few designs for these signs. Vendors gave the following feedback:</p> <ul style="list-style-type: none"> - It should include the eWIC card image - It doesn't need to be double-sided - It should probably hang from the check stand post instead of at the bottom of the lane if possible so WIC clients can see before they make their lane choice. Vendors will need two sizes – one the current size and a larger one 	<p>OR WIC will finalize design and get ready for vendors who need this during eWIC.</p>

<p>Large chain eWIC deployment schedule Michelle Aarhus, Vendor Training Coordinator</p>	<p>Because pilot counties (Linn & Benton) will have eWIC starting in September 2015 and other counties won't rollout until January 2016, this may cause issues for participants who move out of the pilot counties. Once a participant has an eWIC card, they can't get paper vouchers. These participants will need to find a store in their new area which accepts eWIC.</p> <p>OR WIC is creating a GIS map for the OR WIC website so participants can search stores in their area and can see which are ready to accept eWIC. The map will be updated weekly at least during eWIC rollout.</p>	<p>Vendors please submit plans for eWIC deployment to Michelle Aarhus at Michelle.a.Aarhus@state.or.us.</p>
<p>Soy formula change Sara Sloan, WIC Operations Manager</p>	<p>The new soy formula bid was awarded to Nestle Gerber for Gerber Good Start Soy. This is not a minimum stock item, but most stores don't appear to have it now. In-store and stand-beside pharmacies would be required to special order to the formula if participants can't find it in the stores.</p> <p>New WIC participants who need soy formula will be assigned the Gerber formula beginning in October 2015. Existing soy formula participants will be transitioned over to the Gerber product in December 2015. Gerber announced a label change for the item in November 2015, so OR WIC will send information and pictures of that as well.</p>	<p>OR WIC will send vendors a notice next week. OR WIC will send reminders in September and October.</p>
<p>Oregon Administrative Rules Change Jazette Johnson, WIC Compliance Coordinator</p>	<p>Reviewed overview of the changes to Oregon Administrative Rules. Some of these are basic updates (i.e. Food Stamps reference changed to SNAP), and most others are on expired food regulations.</p>	<p>Vendors, please review changes and send any comments to Jazette Johnson (contact info: jazette.johnson@state.or.us Fax: 971-673-0071 Phone: 971-673-0061)</p>
<p>Q&A All</p>	<p>Q: Will stores be allowed to use self-checkouts for eWIC transactions? A: OR WIC will confirm and circle back with the vendor that asked this question.</p> <p>Q: After eWIC rolls out in the vendor's area, will they be required to check ID cards? A: No, a 4 digit PIN will be used with the cards much like a debit card, so no ID card is needed.</p> <p>Q: Will a WIC participant ever have a combination of paper vouchers and eWIC? A: No, they should not be able to use them in the same</p>	

	<p>transaction. Participants will have paper vouchers for one month which will expire at the end of that month, and then the benefits on their card won't be able to be used until the start of the following month. All members of a family should transition from paper to eWIC simultaneously.</p> <p>Q: Will we be able to tell if an item brought back for exchange was purchased with WIC?</p> <p>A: Yes, if there is a receipt brought back and/or your store requires a receipt, it will show there that it was a WIC purchase on the receipt. No returns are allowed on WIC, only exchanges for defective products for the same exact product.</p> <p>Q: Is there a required number of eWIC registers for stand-beside stores?</p> <p>A: Need at least one, but no requirement beyond that.</p> <p>Q: Can you explain more about the difference between "integrated" and "stand-beside" stores?</p> <p>A: A stand-beside store needs to use a separate terminal in their check stand to process eWIC. An integrated store has upgraded so that they can accept eWIC with the single terminal used for all other transactions. If you are interested in integration you can contact the company you purchased your terminal from to see if it is possible.</p>	
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