

# eWIC Vendor meeting minutes

Conference Toll-Free Dial-In Number: 877-455-0244  
Call: Conference code: 207 287 5366

Date: Tuesday, August 11, 2020  
Meeting held the 2nd Tuesday of each month 11am ET (1hr) - except holidays

Time: 11am ET (1hr)

Attendees: ME WIC Vendors

## Agenda items

- Welcome completed by Ana.

### Topics for Aug 11<sup>th</sup> call

#### **Grant opportunity for WIC Vendors**

There is a 2<sup>nd</sup> round of grants available to assist with funding for current WIC stores to apply for funding to update register system to successfully process eWIC transactions. Applications must be complete, including a price quote, and must be submitted by 8/31/2020. Application is available at: [Maine WIC IECR Grant](#)

If there are any questions, or you need assistance call the main WIC number or email Ana

#### **Chain Stores are Statewide eWIC Enabled (Hannaford, Shaws, and Walmart)**

All chain stores are enabled state-wide. Cashiers should be aware people who have already received cards can use at them at chain stores throughout the state.

This means that even stores that have not attended a Maximus L3 certification or training appointment. Includes all chain stores in Pilot 1, Pilot 2 and final rollout groups.

- There have been reports from stores that they are not eWIC ready and are turning away participants/customers.
- FYI, all Walmart, Shaw's and Hannaford stores currently have the ability to process eWIC transactions.
  - Walmart and Shaw's offer self check out
  - Please communicate to all staff for awareness
  - Please train cashiers to complete eWIC transactions

#### **Approved Product List (APL) continue to review the APL .**

Maine adds new products all the time. eWIC system list updates everyday automatically. If you do come across products not in the APL, please let us know. Or if something doesn't work, contact us and we will check the UPC code.

If you would like to request a review of food items to be added to the Maine CDC WIC APL, please download the [Product Submission Spreadsheet \(Excel\)](#) and email it

to [SubmitUPCWIC@maine.gov](mailto:SubmitUPCWIC@maine.gov). We want to make sure we have all the WIC approved foods on our list. You can also send us products via WICShopper App.

**eWIC Status Update:** As of 6/22- 8/11 We have 2,626 successful eWIC transactions.

We are hearing a lot of positive feed-back from both stores and participants. It will take time to roll out completely and so both benefits types are valid.

- Pilot 1 -30 Stores in Penobscot and Piscataquis counties are accepting eWIC
- Pilot 2 -70 Stores in Kennebec, Aroostook, Hancock, Somerset, and Washington counties are still in process:
  - 51 stores are accepting eWIC
  - 19 in process updating systems
- Rollout Phase: 119 stores remaining counties Cumberland, York, Androscoggin, Oxford, Knox, Waldo, Sagadahoc, Lincoln, Franklin and affected New Hampshire stores
- Maximus is scheduling Training/Testing with stores. Stores are being scheduled; if your store is not able to complete Level 3, please let us know your time schedule.
- Contact Maine WIC if you have questions or are still preparing for L3 testing.

**Renewal Regions** Cumberland, Kennebec, Somerset, York, NH Border stores. Please complete renewal application by September 30, 2020.

**FYI:**

WIC Check & eWIC Cards are valid.

Replace your WIC Accepted Here stickers with eWIC Accepted Here stickers.

When you complete the Level 3 training, you will receive a new eWIC sticker. If you need more, please let us know.

**Question:** What if a customer pays with another form of payment when they intended to use their eWIC card, what do I do?

**Answer:** This is up to your store. Treat same as any other form of payment. Use your stores' process for void/refund.

**Question:** Where can you access the APL?

**Answer:** Your system should automatically update the APL overnight. The APL is also available on our website. Also, you can go to the WIC shopper app to find if a product is approved.

**Question:** What is the shopper app called?

**Answer:** WIC Shopper. Just be sure you select the State of Maine.

If you have questions, Call our main line with questions at 207-287-3991 or email

[WICVendor@maine.gov](mailto:WICVendor@maine.gov). If you have topics you want to discuss, feel free to submit them to us. [wicvendor@maine.gov](mailto:wicvendor@maine.gov)

Next Meeting: Tuesday 9/08 at 11am same toll-free number.