

# eWIC Vendor meeting minutes

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

Date: Tuesday, October 13, 2020  
Meeting held the 2nd Tuesday of each month 11am ET (1hr) - except holidays

Time: 11am ET (1hr)

Attendees: ME WIC Vendors, ME WIC State Staff, USDA Food and Nutrition Services (FNS) Federal Stakeholders Solutran EBT Processor Maximus Quality Assurance

## Agenda items

### Welcome completed by Ana as well as introduction of attendees:

- Solutran EBT Processor
- Maximus Quality Assurance
- USDA Food and Nutrition Services (FNS) Federal Stakeholders
- State Agency Staff
- Authorized WIC Vendors

### Updated Policies FY2021 Vendor Management Policies can be found at [Maine.gov/WIC](http://Maine.gov/WIC)

Vendor Management Policies were sent last week. Updated Policies can be found on our website [Maine.gov/WIC](http://Maine.gov/WIC). Vendor Management policies have been updated specific to the change from 'checks' to eWIC cards, stocking requirements, selection, criteria- Integrated cash register requirements. We will provide training and education in our newsletter and by the annual regional trainings.

### eWIC update

- Over 28,000 eWIC purchases completed!
- Majority of WIC stores have passed L3. Small handful still pending Level 3 certification. Positive comments from stores and participants using the eWIC card.
- If an eWIC purchase will not process work on troubleshooting.
  - ✓ If available, look at the denial receipt for the failure reason. The reason may not be explicit, but it may "point" to the direction for resolution. (i.e. bad PIN, insufficient balance, etc.).
  - ✓ Document the time the issue occurred, card last four digits and other details surrounding the transaction.
  - ✓ Have the store staff contact their IT support.
  - ✓ Are you able to perform balance inquiry?
  - ✓ Call us - let us know. If there is trouble with particular item or your system, we can mass communicate with WIC customers in your area.

### Renewal Regions - Cumberland, Kennebec, Somerset, York, NH Border stores

We have received renewal applications. The next part will be vendor agreement which will come electronically via Adobe sign and require electronic signature.

**Food waiver status**

Food waivers available until February 2021. WIC customers can substitute 1 pound of cheese for 12oz cheese, 16 oz Whole Wheat/ Whole Grain Bread up to 24 oz, and 1 dozen eggs - can substitute two 6 pack or 18 ct.

**WICShopper App is Available**

We are developing balance inquiry for WIC clients. Stores can also use the app to review approved WIC foods and report a food not approved for ME. If a product is not approved, use the app.

**Vendor Call frequency**

Going forward, the frequency of the call will be the second Tuesday of every quarter.

Email and Text reminders will be sent. If you did not receive a reminder send us your email and text number. Calls may occur as needed should a special topic require discussion. These will be scheduled on an as needed basis.

Feel free to reach us with any questions, comments, suggestion, ideas on way to improve our program.

**Next Meeting Call** January 12, 2021 at 11am ET 1 hour