

eWIC Vendor meeting minutes

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

Date: Tuesday, September 8, 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 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

Grant Application

Round 2 has closed; Round 1 is being processed

eWIC update

Over 9,000 eWIC purchases
Pilot 1 all stores transitioned
Pilot 2 and Rollout are still working towards eWIC capability.

Vendors who are not currently not able to transact eWIC cards – please put a note by the register stating not able to transact eWIC but are working to upgrade.

Brandy from Ellis' in Penobscot County asked a question about participants shopping by county – Participants that go to clinic in Aroostook County but live in Penobscot County; they think they can only shop in that county. Need to review and update to let folks know that Penobscot stores are ready to transact. All lists will be sent to Local Agencies so that a complete list is available.

Stores that have passed L3 please put your eWIC sticker at your entrance. Please let us know if you need additional stickers.

When you are doing eWIC certification, please be sure to train all staff that there are 3 receipts:
1st balance inquiry
2nd mid transaction receipt - Participant must accept or decline, or the transaction times out and the transaction is not complete. Show the participant this receipt to review.
3rd receipt is the remaining balance of WIC items

Sometimes the transaction is timing out because the customer isn't accepting or declining purchase. Cashiers need to be aware of this.

Food list booklets are out

First of September sent out approved food lists to Vendors. WIC Shopper App is continuing to be used. Continue to use WICShopper. If new products are added to your store, please use the UPC submission email address SubmitUPCWIC@maine.gov

Food waiver status

Other reminder – we do still have food waivers available until September 30th. 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.

Summer 2020 Newsletter distributed

[Summer 2020 WIC Messenger](#) sent out in August and its on our website. The first of October we will be updating website to reflect new policy changes mentioned.

Renewal applications need to be sent in.

Renewal applications are due in Cumberland, Kennebec, Somerset, York, and NH Border store.

Questions

Q. Tradewinds in Clinton – Customer was making purchase, grabbed the wrong milk by accident. Do you need to void whole transaction?

A. Ana – normally just void that item. QA – will do some follow-up with the store.

Q. Save A Lot Portland Store - Unknown Items on balance inquiry in– BI UOM unknown/qty – Save A Lot PI office and Caribou experiencing unknown quantities

A. Ana requested picture of receipt. She will fax it to Ana. 2072873993 fax number for sending receipts or send an image with an email

Q. When will new policies will be up?

A. Ana responded by October 5th and she will send out an email reminder when they are posted.

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Next Meeting: October 13th @ 11:00 a.m. ET 1 hour

Please let me know if you have any topics to add.