

# eWIC Conversion

Overview and Considerations for Online eWIC

# Change is...

- **HARD**
- **Um, no wait, it is... EASY**
- **It will be some work**
- **SNAP has been at this for years**
- **WIC has its differences, but the SNAP experience applies**

# Data: The What

- **Required:**
  - Cards, PINs, demographics
  - Account balances and any future benefits already issued
- **Optional**
  - Transaction History
    - *It is typical for the EBT processor to provide a daily “redemption” file to the WIC MIS – so the WIC MIS already has the data*
- **Cat/Subcat, UPC, and Vendor files can begin transferring in advance**
- **For file formats – recommend using a format based on the WUMEI – it has the data elements needed for transfer**

# Cutover: Data

- **Timing – usually wee hours of Sunday morning**
- **Consideration must be made for downtime which must include time for:**
  - Extracting data from outgoing processor
  - Transferring data electronically
  - Incoming processor to load data
- **Recommend dry runs to include timing tests for production load so that you know how long the process will take**

# Cutover: Data (Continued)

- **For small states, data can be transferred in a “big bang”**
- **Alternative to big bang:**
  - Transfer cards and PINs ahead of time, on night of cutover only transfer changes
  - Transfer future benefits ahead of time
- **Need a process to handle cards reported lost/stolen during the cutover/downtime period**
  - This is usually just a handful of cards and can be handled manually (e.g. after the data is loaded, then customer support can log into new system and manually status the cards before turning on the system for redemptions)

# Cutover: Processing

- **TPPs need to “point” to new processor**
  - Note that the process is largely transparent to individual retailers (except for the middle of the night downtime)
- **WIC MIS will need to be configured to “point” to new processor**
- **Third party mobile apps (if applicable) need to be configured to “point” to new processor**

# Cutover: IVR/ Customer Service

- **Typically, the phone number (which is printed on the card) will transfer**
- **This is handled in coordination with the phone company**
- **This should be on of the last steps as it is a “point of no return” (i.e. it cannot be rolled back quickly)**

# Finalize Settlement

- **Outgoing processor must run final settlement and send end of day files – the WIC MIS may need to handle two “partial” day files of redemptions**
- **The state may have to deal with two partial draws**



# Stand Beside POS

- **Typically these are owned and managed by the processor – so they have to be swapped**
- **Devices must be sent in advance**
- **Requires good communication with vendors on when to start using new device**

# Other Considerations

- **Cardholder Portal:** Ideally states use an “alias” for the web address that is not specific to the processor – in this way, the owner of the alias can change where the address “points” to point to the processors new portal
- **Card Design:** Ideally cards do not need to change – this is something to consider with initial card design (e.g. do not put any processor specific items on the card such as web addresses or phone numbers)

Thank you!