



WASHINGTON STATE
FARMERS MARKET
ASSOCIATION

WIC & Senior Farmers Market Nutrition Program (FMNP)

2023 Recap of Transition to Electronic Benefits 1.0

February 23, 2024



Washington State Department of
HEALTH



Overview

- Program goals
- Background
- General review of upcoming changes to FMNP
- Electronic benefits
- Application process
- Vendor Portal
- Settlement
- What to expect



Farmers Market Nutrition Program-Goals

- Provide fresh, nutritious, unprocessed, locally grown fruits, vegetables, and cut herbs to WIC participants & and low-income seniors
- Expand awareness, use, and sales at farmers markets and authorized farm stores
- Provide nutrition information to WIC and Senior participants, such as the importance of fruits and vegetables in their diet and how to store and prepare them



Program Background

WIC FMNP:

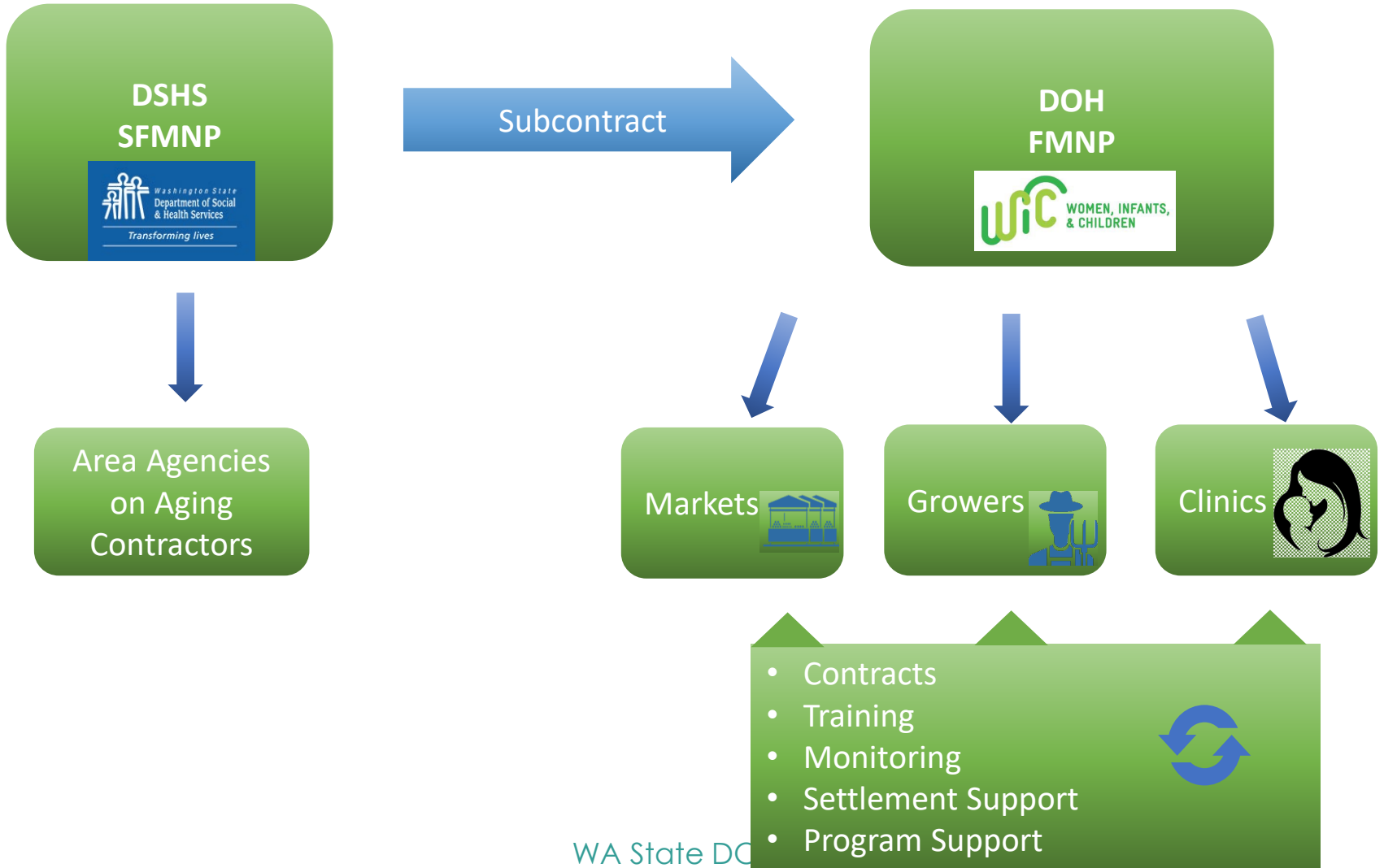
- Administered by DOH
- Participant receives \$28
- Served 35,173 participants
- In the 2022 season \$440,076 food benefits

SENIOR FMNP:

- Administered by DSHS
- Participant receives \$80
- Served 27,220 participants
- In the 2022 season \$1,634,848 food benefits

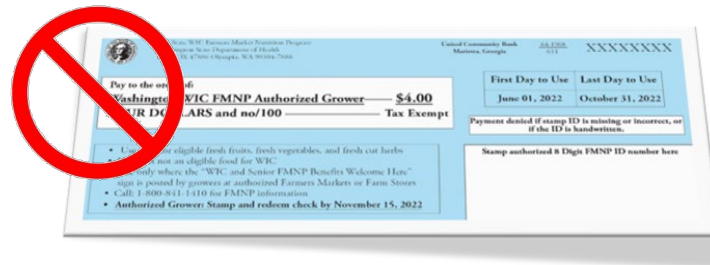


Program Administration-DSHS & DOH Roles



FMNP Situation

- Nationwide, banking contractors announced that 2022 is the last season they will be processing paper checks.
- State programs are required to find alternate providers or transition to in-house check/coupon processing.
- WA has identified an electronic solution provider to support both FMNP, SFMNP programs, and Monthly WIC Fruit and Vegetables benefits also known as Cash Value Benefits, bringing three separate funding streams to authorized FM and growers statewide.



How the e-FMNP Solution Works

Electronic Farmers Market Nutrition Program(e-FMNP)

- FMNP and SFMNP benefits are accessed on WIC and Senior participant cards using a QR code.
- Solution allows authorized growers to scan a participant's QR code to access either FMNP, SFMNP, or the Monthly Fruit and Vegetable Benefits (CVB) during transactions.
 - CVB benefit redemptions allowed for the first time by growers at Farmers Markets and Farm stores.
- Growers are reimbursed directly to their bank account.
 - Weekly settlements to reduce the number of deposits



Impact

What:

- Electronic benefits issued to participants saved to QR code.
- Growers' scan QR codes with mobile devices.
- Payments made via direct deposit to Grower bank accounts, Tax forms required.

Who:

- WIC & Senior eligible participants
- Local WIC Agencies (LA's)- clinics and Local Agencies on Aging
- Authorized growers and farmers markets and farm stores

When:

- FMNP benefits: 2023 FMNP season - Jun 1 - Oct 31, 2023
- CVB's- Year-round for CVB's



Approval Process

Market Application: (2024-2026)

1. www.doh.wa.gov/you-and-your-family/wic/farmers-market
2. Markets will receive an authorization email

Grower Application: (2023-2024)

1. www.doh.wa.gov/you-and-your-family/wic/farmers-market
2. Complete CDP Merchant Agreement.
3. Voided check image
3. W-9 Form
4. Grower will receive an authorization email and a new ID number for registration and payment



WIC Direct Vendor Portal

<https://vendors.cdpehs.com/>



Login

Enter your local login credentials.

Logging in to: WIC Direct Vendor Portal

Username *

Password *

Remember my login

Login

Cancel

[Forgot password?](#)

Don't have an account? [Register here!](#)

Grower Portal-Registration



1. Grower must register for the Vendor Portal to establish account.

The form is titled "Vendor Portal Registration: Step 2" and includes the WIC DIRECT logo. It contains the following fields and buttons:

- Username ***: Input field containing "Farmer3".
- Email ***: Empty input field.
- Password ***: Input field with masked characters ".....".
- Confirm password ***: Empty input field.
- First name**: Input field containing "Cathy".
- Last name**: Input field containing "Cash".
- Phone number**: Input field containing "4052383773".
- Buttons**: "Register" (blue) and "Cancel" (grey).

Grower Portal Profile Screen



Vendor Portal Profile

Profile details

Below are the profile details for this account.

Field	Value
Email:	david.cavener@gmail.com
First Name:	Rhonda
Last Name:	Lewis
Phone Number:	8083474236



Grower Portal-Login



2. Login:

- Growers can have multiple users log-ins under same grower ID
- Each user will have their own username and password selling under the same grower ID

Login

Enter your local login credentials.

Logging in to: WIC Direct Vendor Portal

Username *

Password *

Remember my login

[Forgot password?](#)

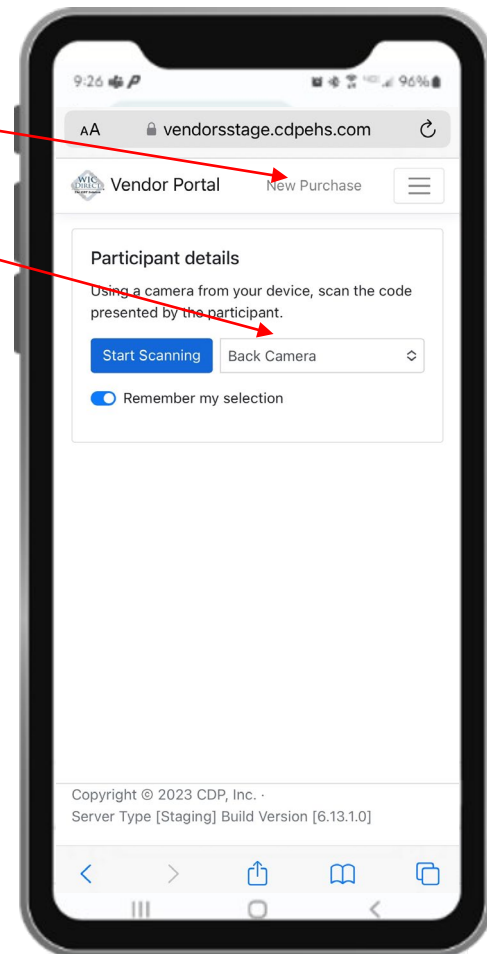
[Don't have an account? Register here!](#)

Grower Portal-Transaction Interface

3. From Menu: Select “New Purchase” and request Camera access

4. The participant presents the QR code to the authorized grower when they are ready to pay for the transaction.

5. The grower scans the QR code with their smart device to begin the transaction. The QR code accesses the WIC or senior participant's account



Grower Portal-Transaction Interface

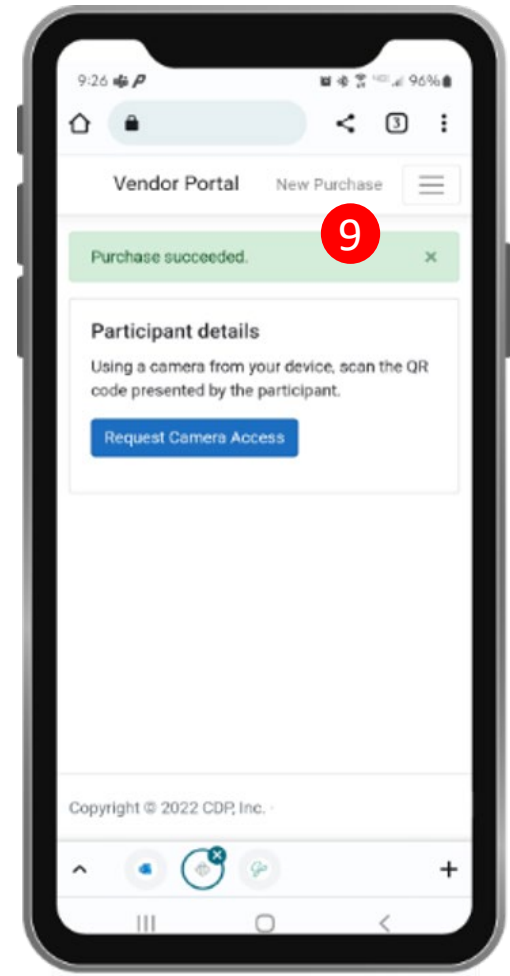
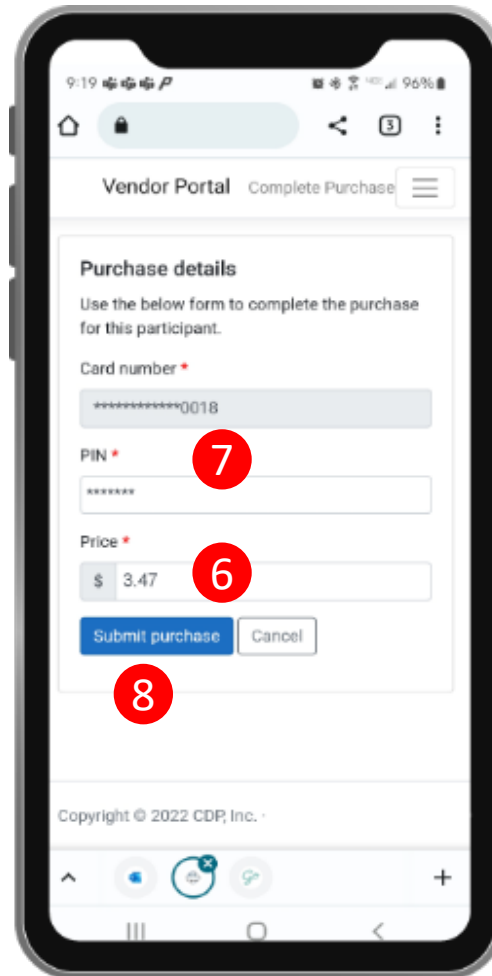
6. The grower enters the purchase price

7. The participant enters their PIN on the grower's smart device to authorize the transaction.

There is no need for \$4 increments anymore

8. Grower submits purchase

9. Successful transaction



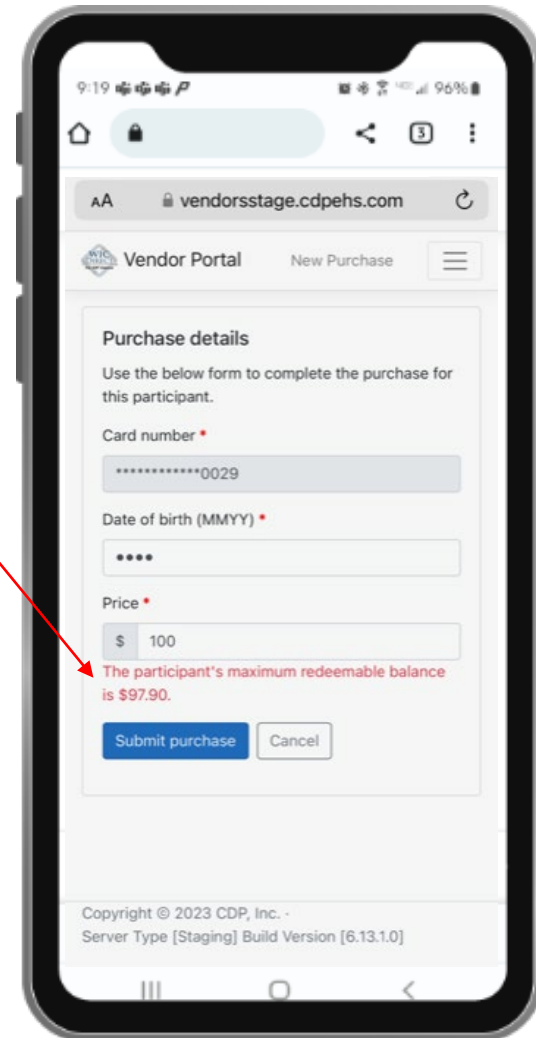
Not Enough Benefits

The grower will see the following screen.

Options:

- A. Modify the price transaction and the participant can cover the rest with:
 - cash
 - credit/debit according to grower capability

- B. Participants can return what the benefits don't cover





Grower Transactions History Detail

- Growers can look at transaction history in the portal anytime

Vendor Portal Transaction History Katherine Flores ▾

Vendor Received

Number	Received	Type	Settled	Paid (\$)	Actions
40050804	Sep 29, 2023, 6:39:51 PM	Purchase Request	10/03/2023	+7.50	<input type="button" value="Void"/>
39811033	Sep 22, 2023, 6:36:14 PM	Purchase Request	09/26/2023	+2.00	<input type="button" value="Void"/>
39581938	Sep 15, 2023, 5:29:16 PM	Purchase Request	09/19/2023	+5.00	<input type="button" value="Void"/>
38899694	Aug 25, 2023, 6:21:40 PM	Purchase Request	08/29/2023	+2.00	<input type="button" value="Void"/>
38862491	Aug 24, 2023, 4:46:35 PM	Purchase Request	08/29/2023	+5.00	<input type="button" value="Void"/>

- Growers can run reports on financial history

Vendor Portal **Settlement History** Katherine Flores ▾

Vendor Settled

Settled	Effective	Paid (\$)
10/03/2023	10/04/2023	+7.50
09/26/2023	09/27/2023	+2.00
09/19/2023	09/20/2023	+5.00
08/29/2023	08/30/2023	+7.00
08/08/2023	08/09/2023	+28.00

Void Transactions

How to void a transaction?

- From the menu, go into financial history
- Find the transaction on the correct date
- Click "VOID" under Actions
- *Only void if charging the incorrect amount or at that moment of the purchase to return the produce.*
- *Notice the green ribbon stating "Transaction voided"*

Vendor Portal Financial History Rhonda Lewis

Settled 11/15/2022

Settlement is not yet complete for Nov 15, 2022. Settlement total will be available soon.

Number	Type	Settled	Paid (\$)	Actions
8573299	Purchase Request	Nov 15, 2022	+12.00	Void

Vendor Portal Financial History Rhonda Lewis

Transaction voided.

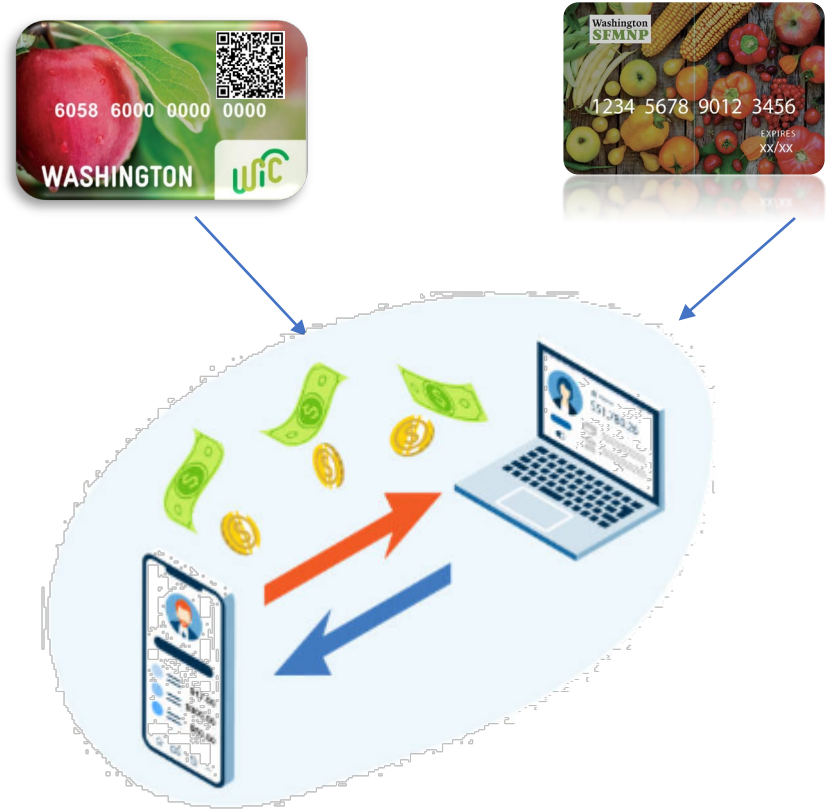
Settled 11/15/2022

Settlement is not yet complete for Nov 15, 2022. Settlement total will be available soon.

Number	Type	Settled	Paid (\$)	Actions
8573318	Purchase Void	Nov 15, 2022	-12.00	
8573299	Purchase Request	Nov 15, 2022	+12.00	Void

Settlement

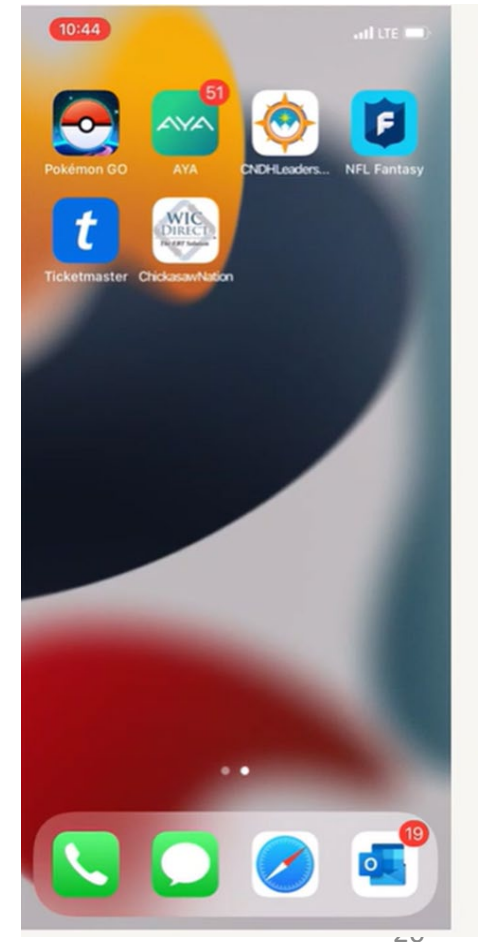
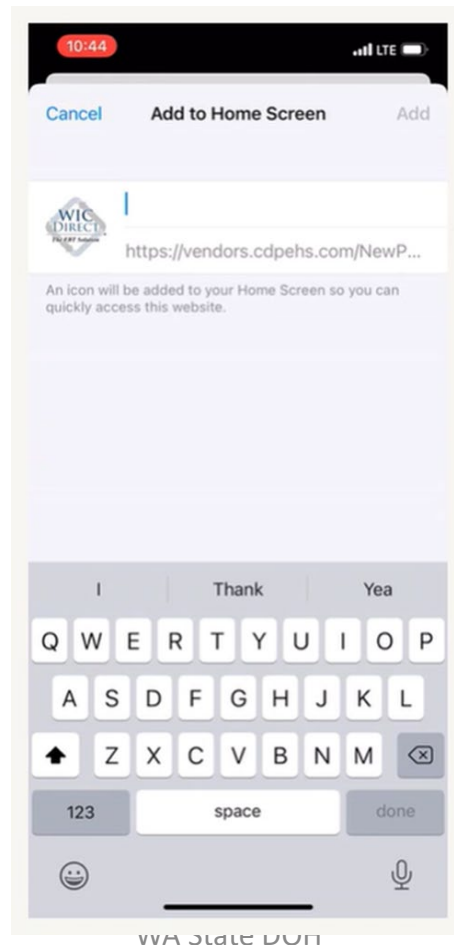
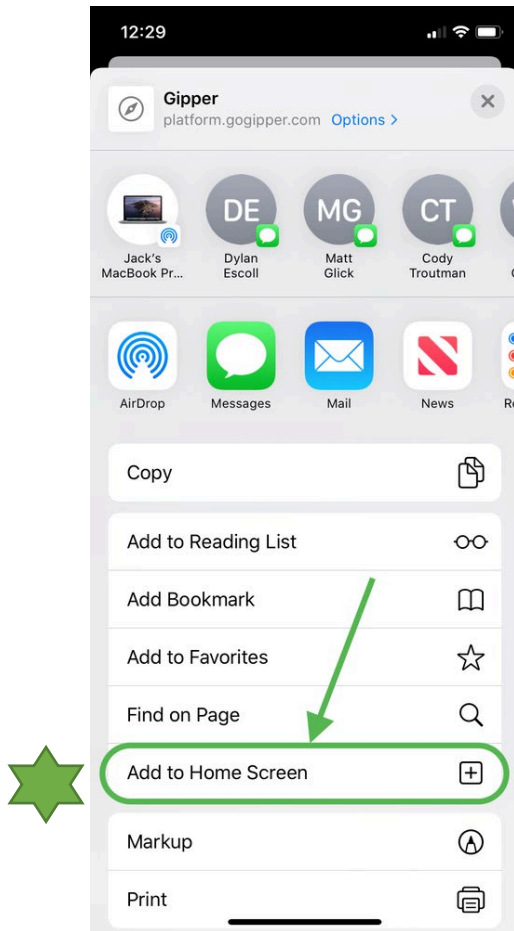
- Growers will get paid every **Tuesday night**
- Will be paid based on transactions from the previous Wednesday through that same Tuesday



How to add the Vendor Portal to your Home Screen

“IOS”

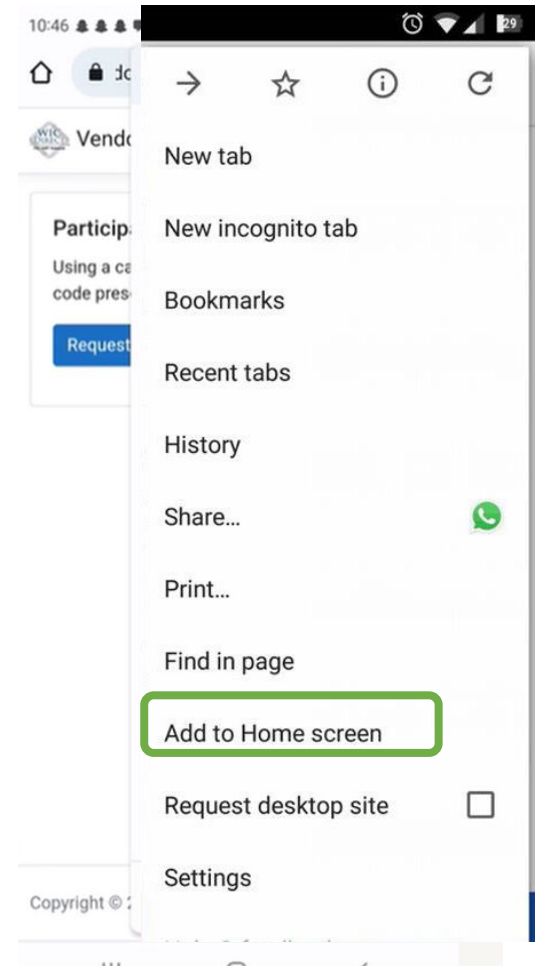
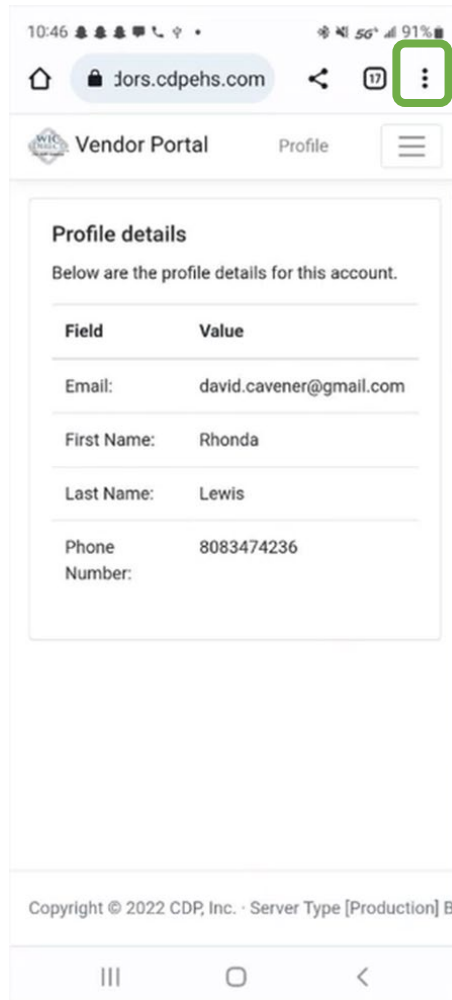
Click upload and then you will be able to access it.





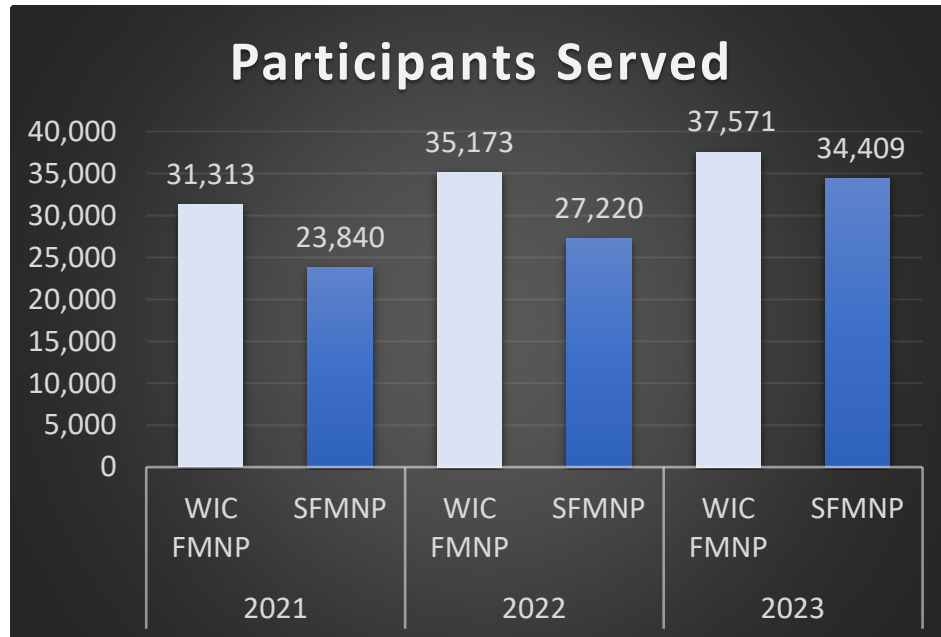
Save Address to an Android Phone/Tablet

- Tap the menu icon and tap Add to Home Screen
- And then save it the same way as iPhones
- Don't have to log in again, it takes growers directly to the purchase screen.



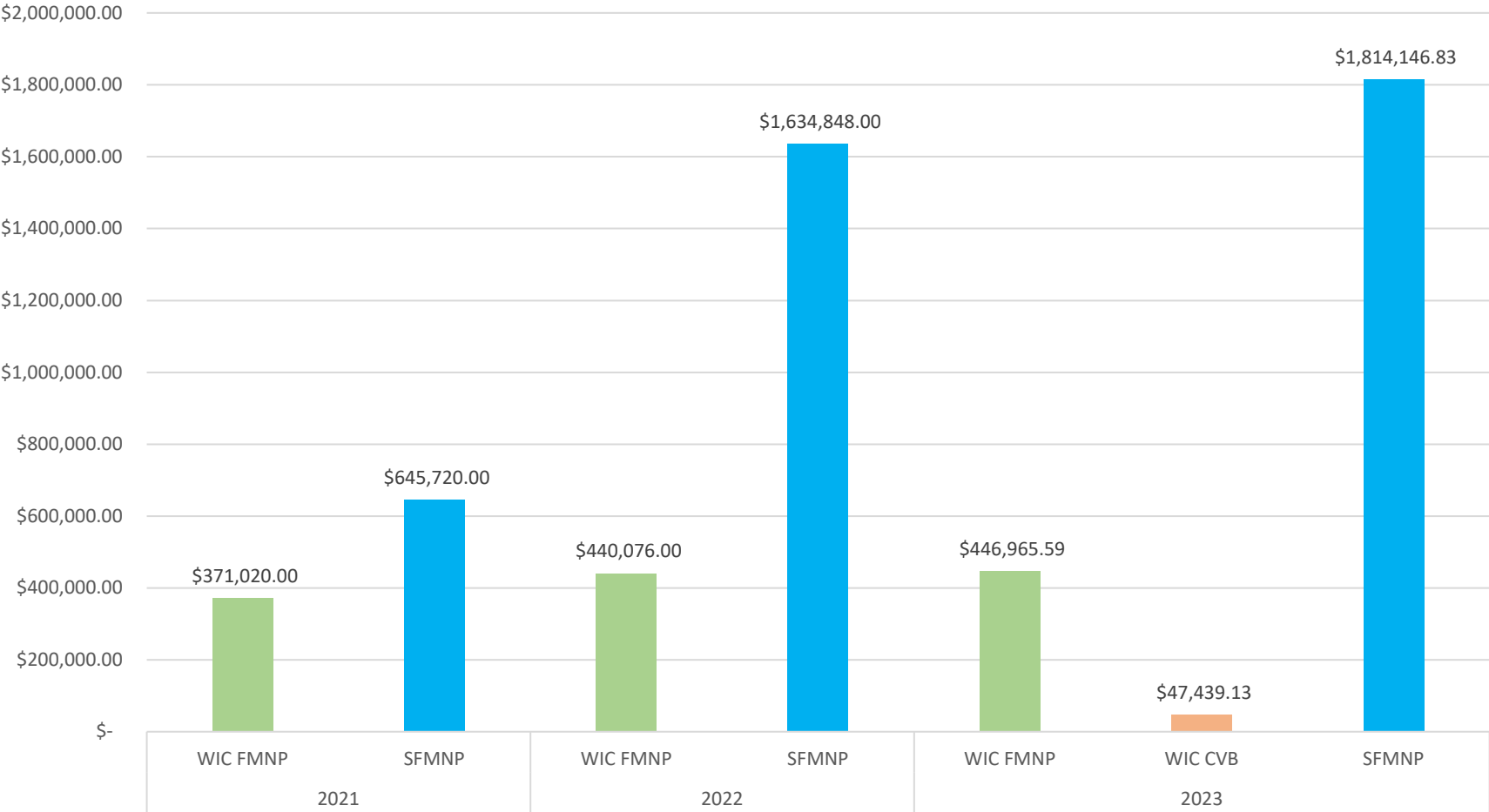
Impact of Electronic Benefits Implementation

Vendors			
Vendor type	2021	2022	20223
Markets	131	135	136
Farm stores	82	88	83
Growers	641	573	❖ 479



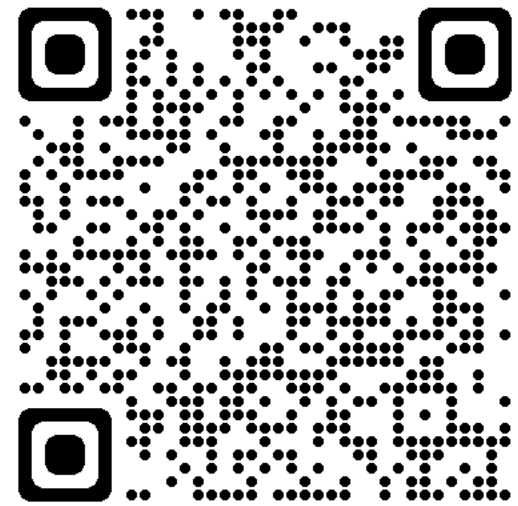
Redemption 2021-2023

Food dollars

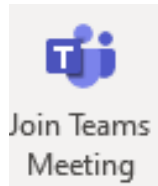


WIC FMNP & SFMNP + WIC CVB

Training Opportunities



- Monthly Newsletter: February
- Training for Market Managers:
 - Mandatory for market managers:
 - March 21, Food Access Forum 12:00 pm – 1:00 pm
 - Boot Camp –WSFMA- March 16 No webinar
- Training for Growers from 1:00 pm -2:30 pm via Team
 - March 28
 - April 26
 - May 23
- Training in Person: Tukwila, Wenatchee, or Yakima





Customer/Grower Support

- Help Desk days/hours being expanded for support
- Grower and participant support- Available 7 days a week
 - Schedule times still being worked out
- Grower banking/settlement support- Available Mon-Fri
- Staff will be at the markets the first months of FMNP to support





Important Dates

Date	Deadline
March 21	Market Managers and assistant managers mandatory training
April 1	Applications to new growers
May 1	Applications for new markets
June 1	FMNP/SFMNP season begins
July 1	Applications for new growers
October 31	Last day to accept FMNP benefits



Questions?

Contacts



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