

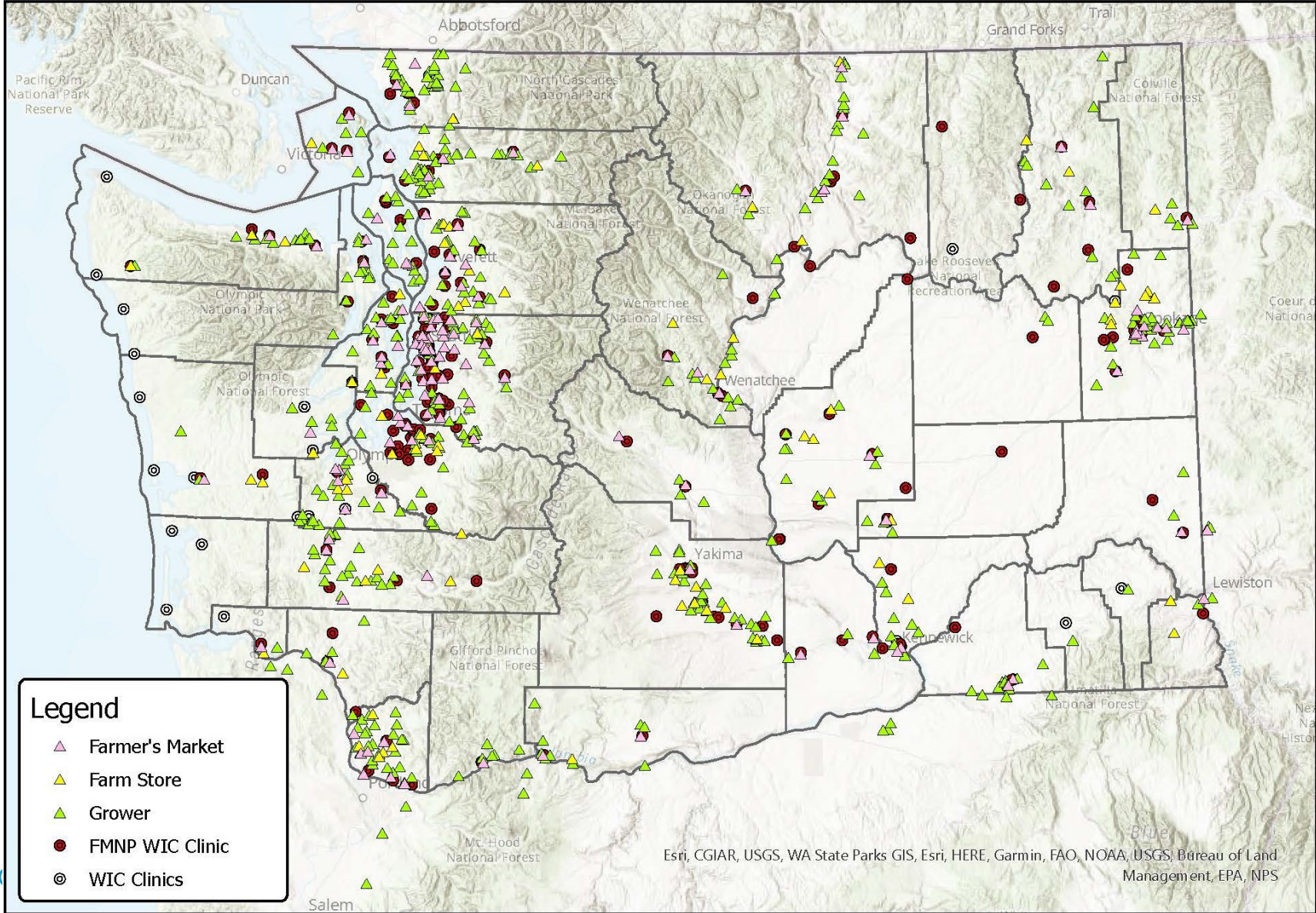
WIC & Senior Farmers Market Nutrition Program (FMNP): Transition to Electronic Benefits 2.0

What's planned for 2024



Washington e-FMNP

- What happened
- Overview of the change
- Where are we now
- What to expect in 2024
- Other business
- Q&A



What happened?



Purpose

Modernize the WIC FMNP & SFMNP

Benefits issuance and payments via electronic methods



Partnership

- DOH
- DSHS
- WIC Local Agencies
- AAAs / Local Nutrition Providers
- Markets/ Growers
- SNAP
- WSFMA



Check challenges

- Stamping checks
- Depositing by the deadline
- Banking fees
- Processing checks, time consuming



Impact

What

- Electronic benefits issued to participants, saved as a 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: June 1 - October 31
- WIC Fruit & Vegetable Monthly Benefit (CVB's): Year-round

WIC & SENIOR

Farmers Market Benefits

WELCOME HERE!

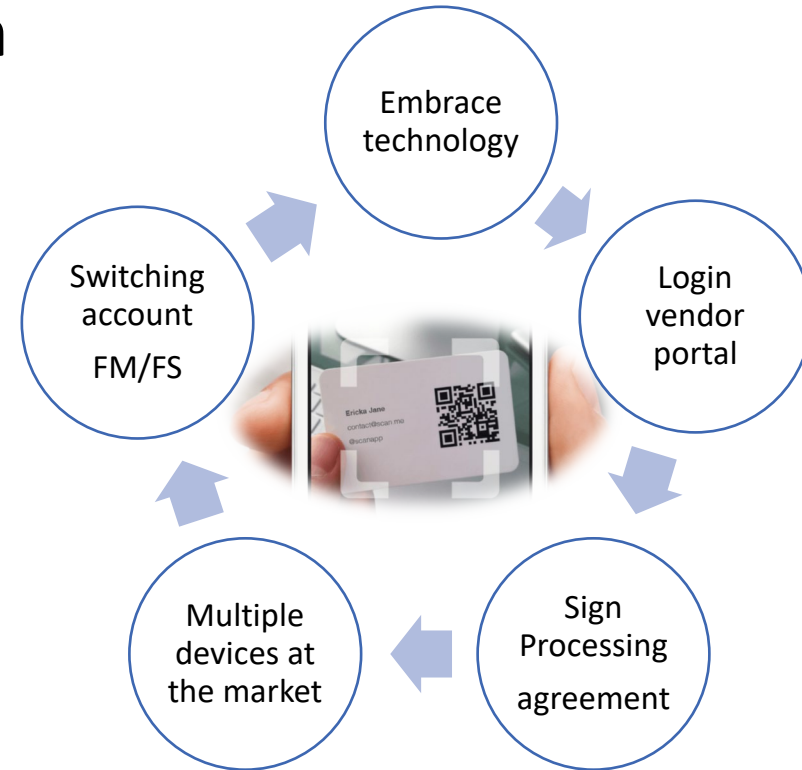
Washington State Department of Health

Washington State Department of Social & Health Services

HONEY
MAY BE REDEEMED BY
SENIORS ONLY

Growers' Challenges Using the E-solution

- Technology: iOS / Android
- Vendor Portal login
- Steps to set up an account
- Customer service at the market (devices)
- Multiple accounts



Login
Enter your local login credentials.
Logging in to: WIC Direct Vendor Portal

Username *

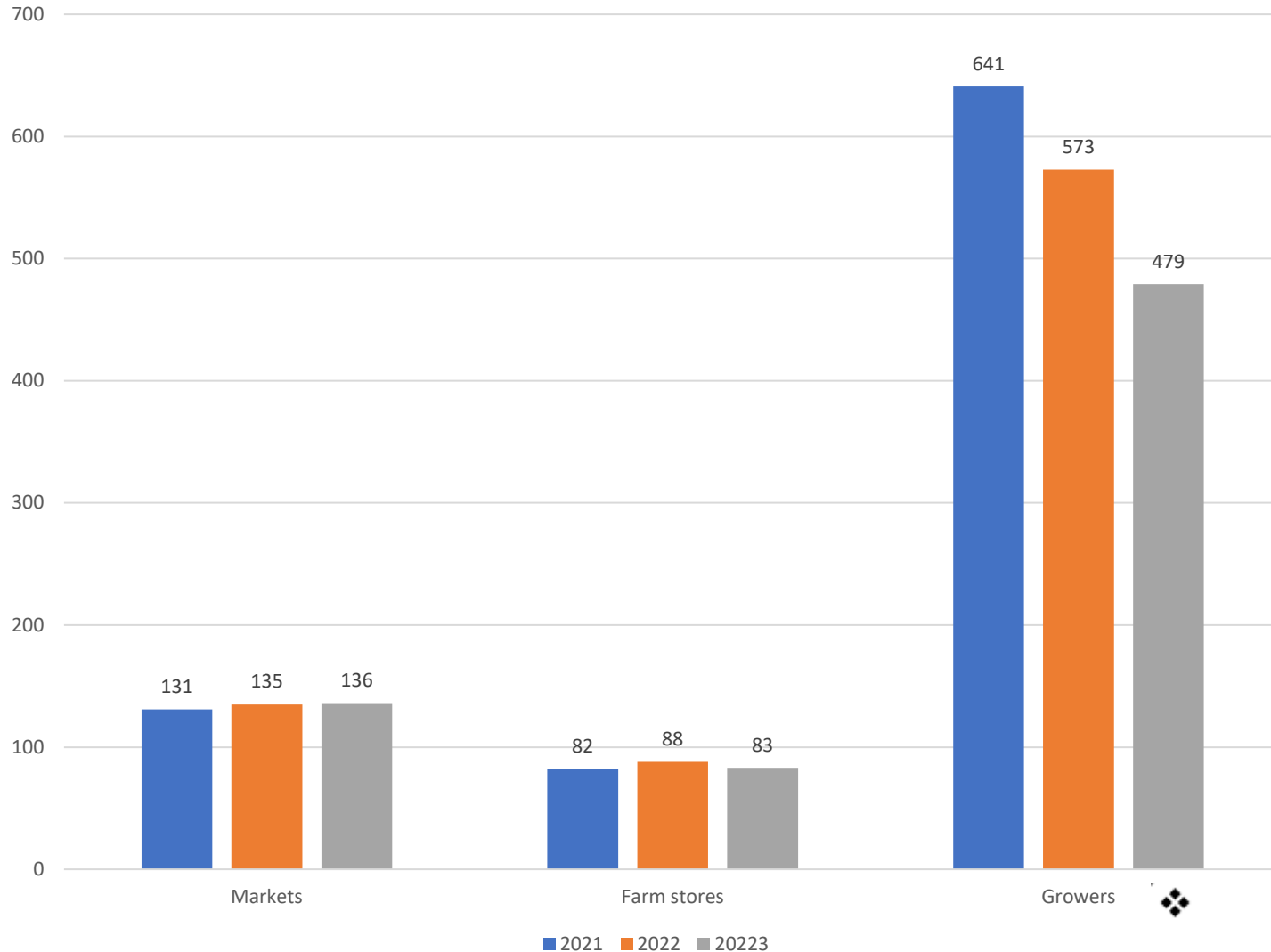
Password *

 Remember my login

[Forgot password?](#)

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

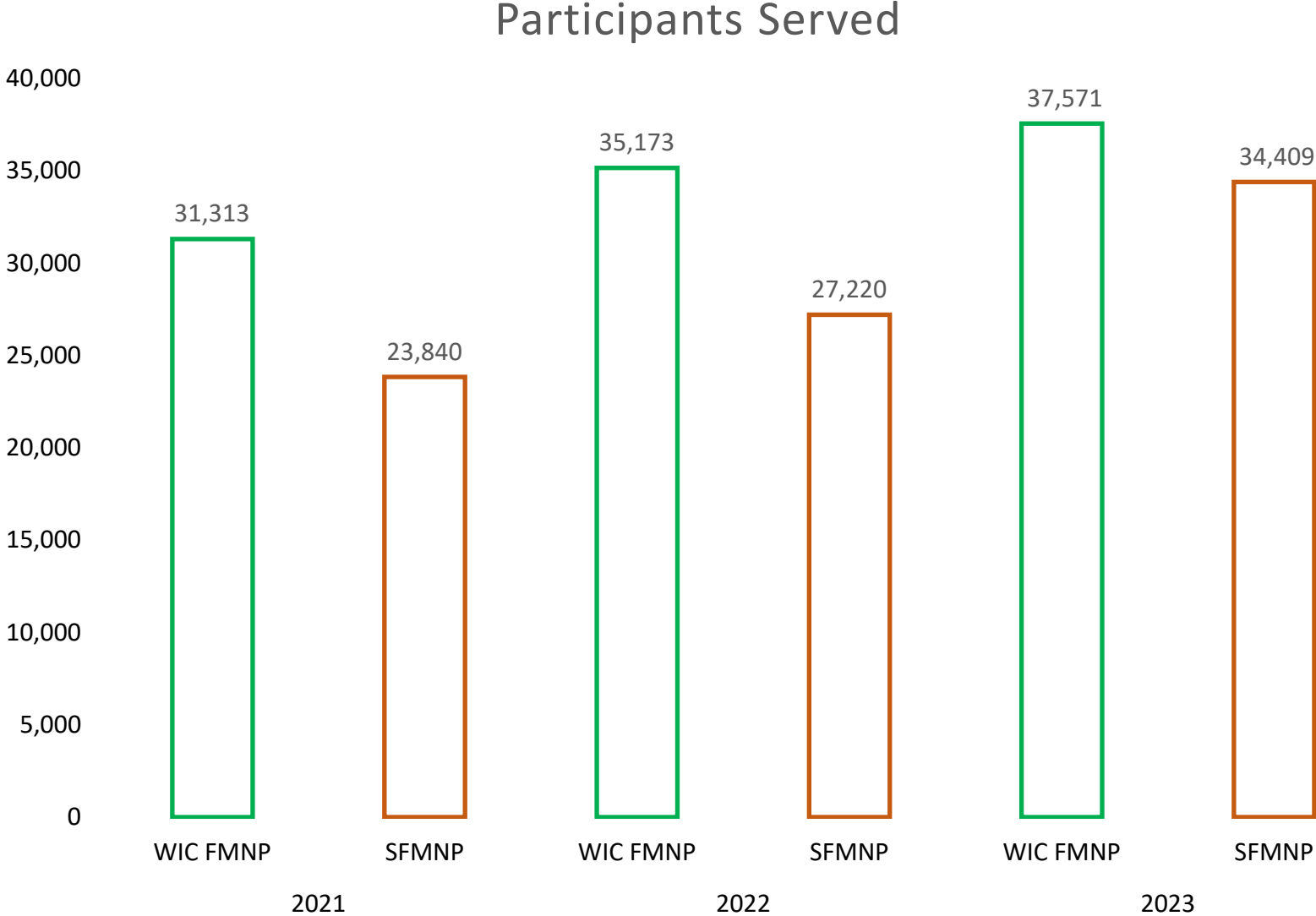
Vendors participation impact



- ❖ Total growers taking transactions already:
 - 572 growers submitted their applications
 - 90 of them are working through the system registration process

Participants Served

- WIC FMNP allocated \$1,052,250 food dollars. \$28 per eligible participant.
- WIC Fruit and Vegetables benefits allocated to all WIC participants
- SFMNP participants receive \$80 between state and federal funding per eligible participant.



Redemption WIC FMNP & SFMNP 2021-2023

** 2023 New Benefit*

Food dollars





IRS 1099K Forms

CDP mailed 1099K forms on 1/30/2024.

If a grower has a problem and didn't receive their 1099K form, contact CDP Customer Support help desk:

CustomerSupport@cdpehs.com

1-866-237-4814

WIC FMNP, SFMNP & WIC Fruit and Vegetable Monthly Benefits (CVB)

Top Sellers in 2023

Highest redemption for the program: Vendor A

Total redemption: \$2,308,551.55



Vendor	Total Redemption
A	\$141,958.78
B	\$106,026.15
C	\$79,685.97
D	\$75,233.05
E	\$58,313.85
F	\$52,010.08
G	\$44,602.69
H	\$41,388.61
I	\$39,832.49
J	\$38,461.16
K	\$37,764.02
L	\$37,368.68
M	\$37,292.00
N	\$35,764.97
O	\$31,992.70
P	\$28,778.92
Q	\$28,416.28
R	\$28,010.48

Where Are We Now?

Market Application (2024-2026)

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

Grower Application (2023-2024)

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



Enhancements: Big scope

Both Programs

- Promotional campaign will be launched
- System enhancements
 - New pop-up screens with instructions
 - Adding locations where the transaction takes place
 - Manually entering Card number
 - Card Balance inquiry
 - Transaction History by location



WIC

- WIC Card replacement with printed QR Code
- Increase WIC FMNP food benefit
- New signage



Senior FMNP

- SFMNP mobile app
- Tools how to download the app



System Enhancements

Vendor Portal



Registering for the first time



Profile details

Below are the profile details for this account. Manage your profile details [here](#).

Field	Value
Email:	tazz.pugh@doh.wa.gov
First name:	Connie
Last name:	Long
Phone number:	5099512439

Vendor associations

Below are the vendors associated with this account.

Click on your business name below to view and edit vendor details or to complete enrollment steps.

Program	Vendor	Actions
WA-WATESTWEB-EBT3	01248 / Fresh Cut Farm-FS	Remove

Add

Complete the process

Program	Vendor	Actions
WA-WATESTWEB-EBT3	01248 / Fresh Cut Farm-FS	Remove

[Add](#)



Add locations



Vendor details

Below are the details for this vendor.

Field	Value
Program name:	LAB-20181591250-EBT
Vendor name:	DocFarmer
Vendor number:	89000
Processing agreement:	Signed: Jun 7, 2023, 4:07:22 PM Download Processing Agreement
Government:	Federal Tax ID: *****4321 (EIN) Form W9 Unavailable
Bank account:	Information on file
Date range:	Begin: 06/07/2023 End:
Contact information:	6.14SVT QA
Address:	123 Davis 73030
Locations:	Edit Locations

[Close](#)

Adding Locations

Edit locations

Changing the name of a location will also change its name for any past transactions at that location.

Location 1

Location 2

Location 3

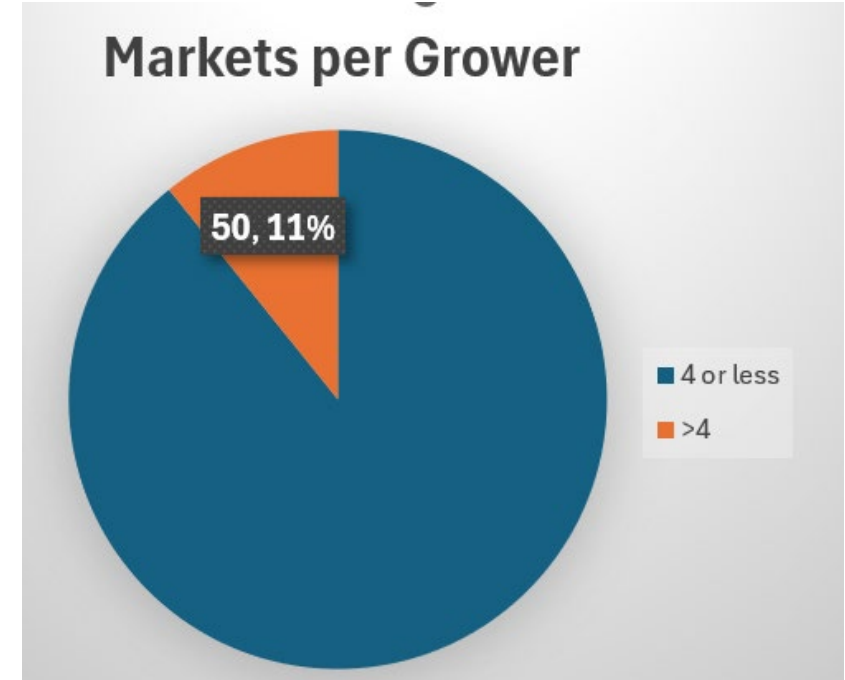
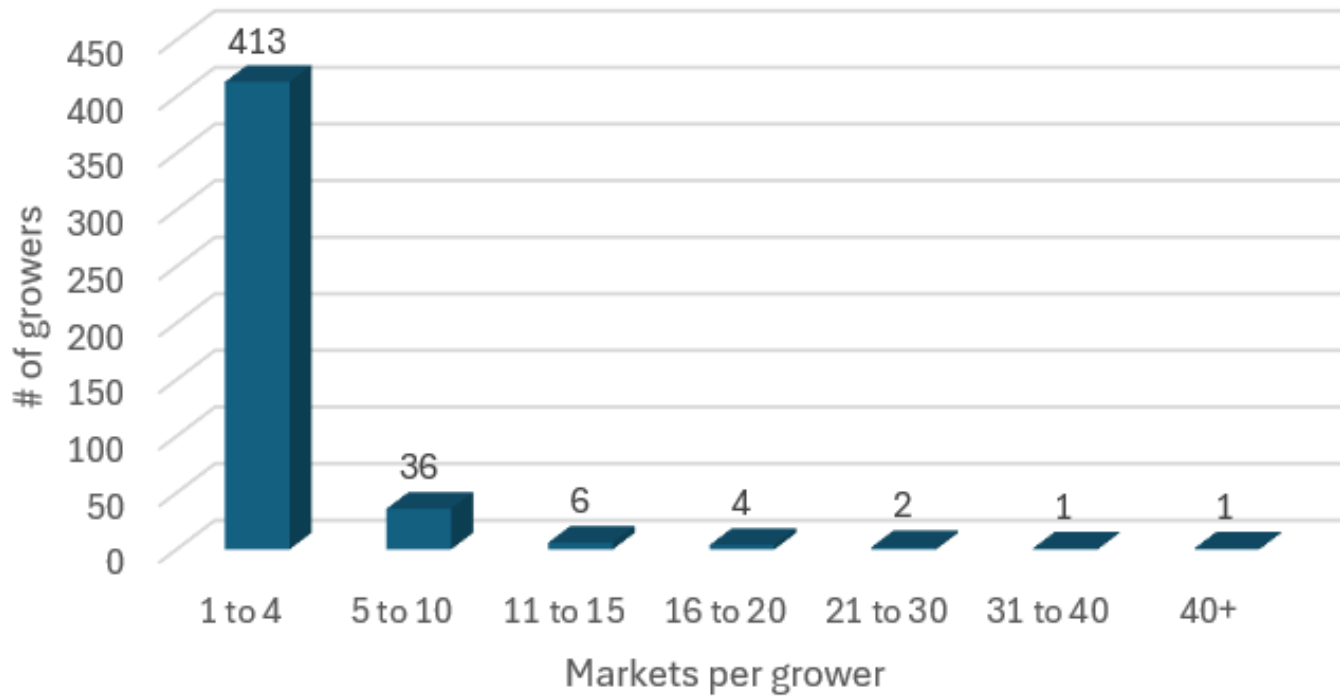
Location 4

Submit

Cancel

Considerations about Location

Markets Per Grower



Selecting Locations



Purchase details

Use the below form to complete the purchase for this participant.

Location

None ▾

- None
- Olympia FM
- Shelton FM
- Tenino FM
- Spoooner FS

44

Date of birth (MMYY)

*

Price *

\$ 0

Submit purchase

Cancel

New Purchase

1. Growers can make a new purchase from the New Purchase Page

2. The New Purchase Page displays



Vendor Portal [New Purchase](#)

Participant details

Using a camera from your device, scan the code presented by the participant.

[Request Camera Access](#)

[Manually Enter Card](#)

Profile

Voucher History

Transaction History

Settlement History

New Purchase


Balance Inquiry

Support

Logout

Using Device Camera to Scan QR Code

1. Growers can make a new purchase from the New Purchase Page

 Vendor Portal New Purchase Super Tester ▾

Purchase details

Use the below form to complete the purchase for this participant.

Location

Card number * Date of birth (MMYY) * Price *

Purchase succeeded. ✕

2. The New Purchase Page displays

Participant details

Using a camera from your device, scan the code presented by the participant.

Remember my selection

Manually Entering Card Number

1. Select Manually Enter Card

 Vendor Portal New Purchase


Participant details

Using a camera from your device, scan the code presented by the participant.

Request Camera Access

Manually Enter Card

2. Enter Card Number

 Vendor Portal New Purchase

Card details

Use the below form to manually enter the card details.

Program *

WA-WATESTWEB-EBT3

Card Number *

6058609300000144

Continue

Cancel

3. Growers can make a new purchase from the New Purchase Page

Purchase details

Use the below form to complete the purchase for this participant.

Location

Shelton FM

Card number *

*****0144

Date of birth (MMYY) *

....

Price *

\$ 7.25

Purchase succeeded.

4. The New Purchase Page displays

Participant details

Using a camera from your device, scan the code presented by the participant.

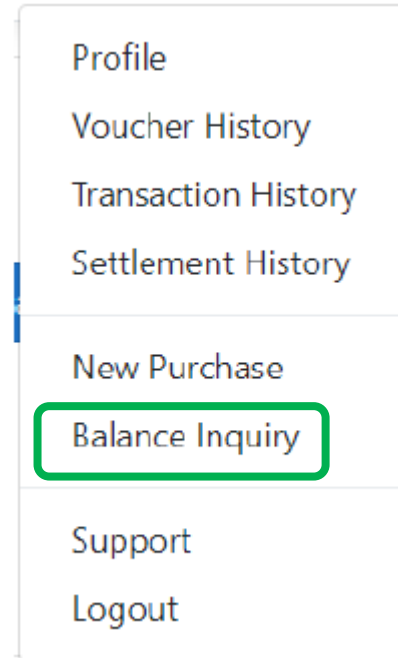
Default Camera


Remember my selection

Balance Inquiry

1. Users can obtain a balance inquiry from the Balance Inquiry page.

2. Click **Balance Inquiry**



 Vendor Portal Balance Inquiry

Balance inquiry

Using a camera from your device, scan the code presented by the participant.

Request Camera Access

Manually Enter Card

Balance Inquiry

Using the Camera - Request Camera Access



Balance inquiry

Use the below form to complete the balance inquiry for this participant.

Location

Card number *

Date of birth (MMYY) *

Submit inquiry

Cancel



Balance inquiry

Use the below form to complete the balance inquiry for this participant.

Location

Card number *

Date of birth (MMYY) *

The current available balance for *****0144 is: \$99.00

New Purchase

New Balance Inquiry

Redemption/Transaction History



Vendor: Received: Location:

Number	Received	Type	Location		Actions
10210296	02/01/2024 3:22:40 PM	Purchase Request			None <input type="button" value="Void"/>
10197390	01/26/2024 12:42:02 PM	Purchase Request	01/27/2024	+26.00	None <input type="button" value="Void"/>
10195415	01/25/2024 4:54:14 PM	Purchase Request	01/26/2024	+1.00	None <input type="button" value="Void"/>
10178657	01/17/2024 3:51:46 PM	Purchase Request	01/18/2024	+40.00	None <input type="button" value="Void"/>

- None
- Olympia FM
- Shelton FM
- Tenino FM
- Spoooner FS

Support

- Profile
- Voucher History
- Transaction History
- Settlement History
- New Purchase
- Balance Inquiry
- Support**
- Logout



Contact customer support

Customer support staff is available for help and support with any issues you may have! Please call [+1-866-237-4814](tel:+18662374814) for support.

In addition to our Customer Support

Questions?





Contacts

Katherine Flores

FMNP Lead

Office of Nutrition Services
Katherine.Flores@doh.wa.gov
360-236-3771

Nick Lee

VMT/FMNP Specialist

Office of Nutrition Services
nick.lee@doh.wa.gov
360-236-3771

Cameron Akita

Program Manager

DSHS/ALISA/HCS
cameron.akita@dshs.wa.gov
360-725-2466

FMNPTeam@doh.wa.gov



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