



Farm Payment FAQs

1. Can I accept vouchers if I haven't set up my payment portal account?

You may accept vouchers from participants if you are currently authorized with the Oregon Farm Direct Nutrition Program. You cannot be paid by the state until a payment portal account is set up and the vouchers are entered.

2. What do I need to set up a payment portal account?

Here are the steps to setting up a payment portal account:

- The state Farm Direct team will provide you with a vendor ID number and the zip code needed to register for an account.
- Register your account. Confirm your email and sign into the portal.
- Complete enrollment in the portal. Enrollment includes signing a processing agreement, completing Tax ID information, and entering bank account details for direct deposit.
- Complete and sign a [Form W-9](#) and send to CustomerSupport@cdpehs.com

3. How do I get paid for the vouchers I accept?

To receive payment, scan the barcode on the voucher with a smart device or enter the serial number digits manually. Farm Direct vouchers entered by Wednesday at 4:00 p.m. (Pacific Time) will be paid by direct deposit on Thursday.

4. Can I deposit these at the bank?

Banks do not accept these vouchers. The only way to be paid for these vouchers is to enter them into the payment portal for payment by direct deposit.

5. What if I don't want to submit my bank information and/or Tax ID number?

This information is required by our payment processor, Custom Data Processing, Inc (CDP), to complete direct deposit payments.

6. Do I need to scan the voucher at the market to complete the transaction?

No. Vouchers should be collected according to Farm Direct program rules and processed after the sale is complete and internet connectivity is available.

7. How often do I have to enter my vouchers?

It is up to you! All vouchers must be entered by December 31 of the program year. We recommend entering vouchers at least every few weeks. Direct deposit payments are issued weekly on Thursdays for Farm Direct vouchers entered by the Wednesday at 4:00 p.m. (Pacific Time).

8. What if something is not working in the payment portal?

Please contact CDP Customer Support for the following:

- Problems with the WIC Direct Vendor Portal website or barcode scanning
- To update bank account information (after initial enrollment)
- To update tax ID information (after initial enrollment)
- To notify CDP of a transaction that you believe to be incorrectly handled by the System. (Must be done within six (6) business days from the original transaction date.)

CDP Customer Support: 5 am – 7 pm PDT

Phone: 866-237-4814; extension 3004

Email: CustomerSupport@cdpehs.com

For all other questions, contact the Oregon Farm Direct team at:

Email: Oregon.FDNP@odhsoha.oregon.gov

Phone: 877-807-0889, option 2