Vendor Payment Portal Instructions
Revised 4/7/2025

All Oregon Farm Direct vouchers accepted by farmers are redeemed electronically through the "WIC Direct Vendor Portal" (vendor payment portal) operated by Custom Data Processing, Inc (CDP). CDP is the payment processor for Oregon Farm Direct.

Authorized farms must complete enrollment in the vendor payment portal before vouchers can be redeemed.

Weekly payment cutoff:
Farm Direct vouchers entered by Wednesday at 4:00 p.m. (Pacific) will be paid by direct deposit on Thursday. All vouchers for the season must be entered by December 31.

Optional Training Videos:
- Registration and enrollment: www.youtube.com/watch?v=Panurqzpy-w
- Voucher redemption and history pages: www.youtube.com/watch?v=C6XKxqDUQLM

Contact information

Contact CDP Customer Support for:
- Any problems with the vendor portal or barcode scanning
- To update bank account or tax ID number information (after initial enrollment)
- Any transaction handled incorrectly by the system

CDP Customer Support: 5 a.m. – 7 p.m. 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
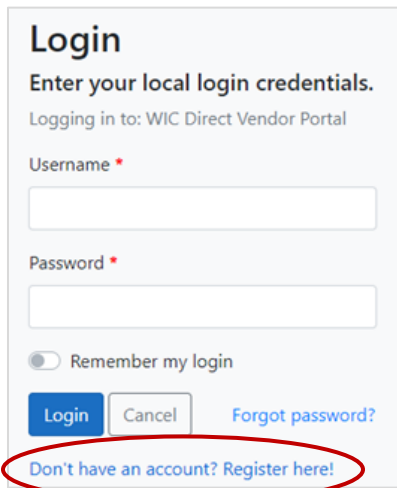Phone: 877-807-0889, option 2

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Register for an account:
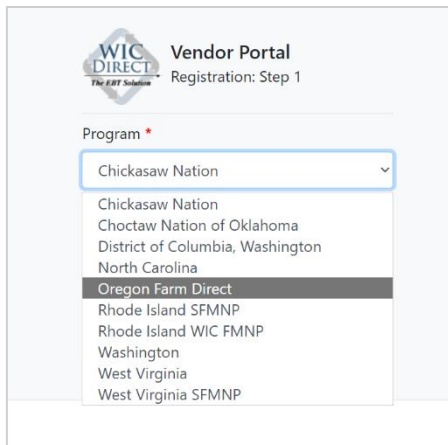
Registration and enrollment training video:
www.youtube.com/www.youtube.com/watch?v=Panurqzpy-w

Farms must register for an account to be paid for Farm Direct vouchers received.

1. Go to the website: https://vendors.cdpehs.com.
   You can use an internet browser on your smartphone or computer.

2. Click **Don't have an account? Register here!**

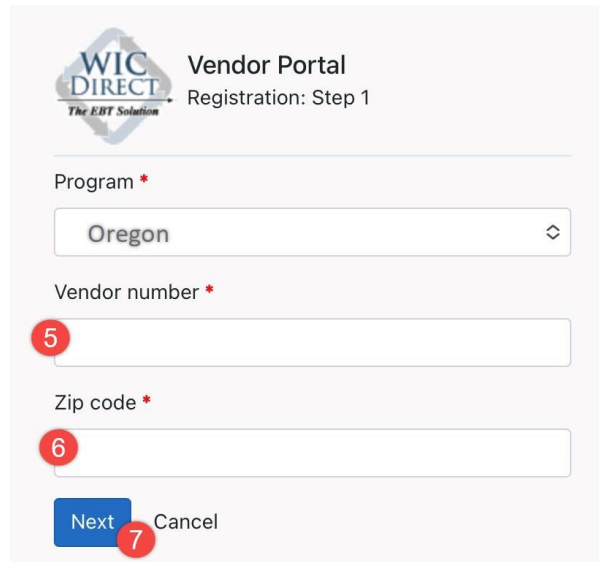

3. You will be taken to the Vendor Portal Registration: Step 1 page.

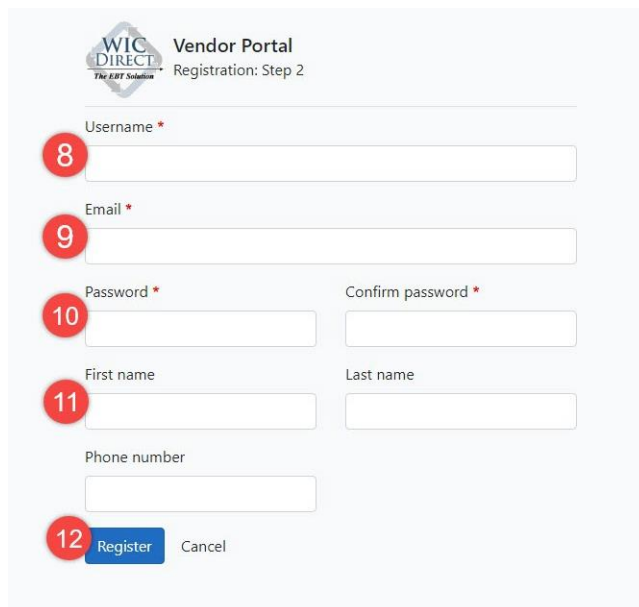4. Click the **Program** dropdown field and select **Oregon Farm Direct**.

5. Enter your vendor number in the **Vendor number** field. Your number was emailed to you by the state Farm Direct team after signing your agreement, subject line: *Action Required: Oregon Farm Direct Nutrition Program Payment Portal*.

6. Enter the mailing address **zip code** used in your program application.

7. Click the **Next** button.

   This will take you to a new screen: **Registration: Step 2**

8. Create a **Username**. This can be your email address or another single word. Choose one you can remember.

9. Enter your **Email**. This email will be used to confirm your registration, reset your password, and communicate with CDP.

10. Create and confirm a **Password.** Passwords must meet the criteria listed.

11. Finish the form by entering your **First name**, **Last name**, and **Phone Number**.

12. Click the **Register** button to continue.
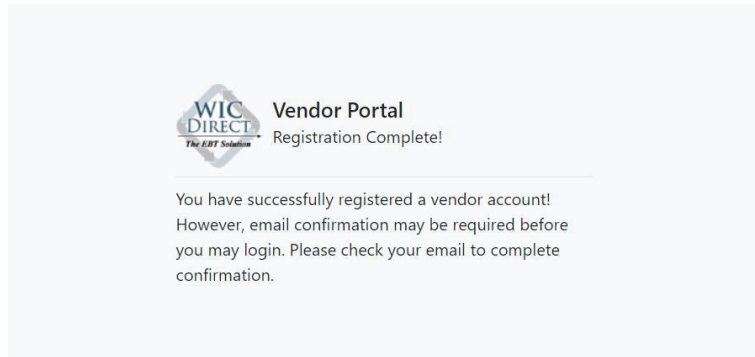
13. You will receive a confirmation email from CDP Identity (donotreply@cdpehs.com). Be sure to check your "spam" folder if you do not see it. Open the email from CDP Identity and click the **Confirm Email** link in the body of the email.
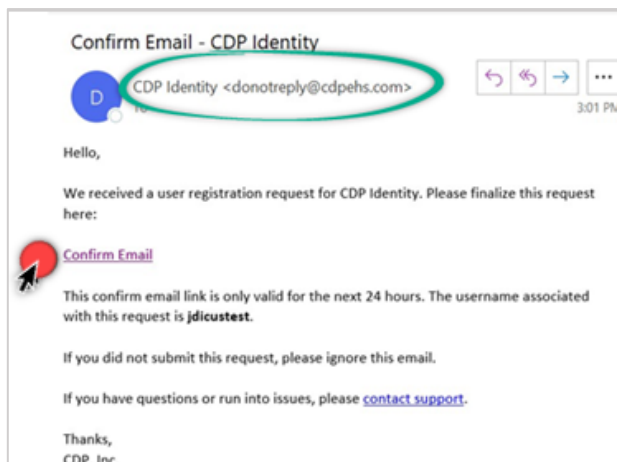
Sign into the vendor payment portal

1. Go to the website https://vendors.cdpehs.com using an internet browser on your smartphone or computer.

2. Type your **Username** and **Password** created during registration.
   Note: If you would like to save your login credentials, tap or click **Remember My Login**.

3. Tap or click **Login**. You are signed in and the Vendor Profile displays.

Forgot your Password?

Tap or click **Forgot Password** on the login page. Type in your **Username** and click **Reset**.

An email will be sent to the address on file for that username. Click **Reset Password** in the email. Follow the instructions to create a new password and click **Reset**. You will be redirected to the CDP Identity Profile page and the password reset success message displays.

If you forgot your Username, call CDP Customer Support (866-237-4814, extension 3004) for help accessing your account.

Complete Initial Enrollment

After registering a vendor portal account, you must complete a one-time enrollment before redeeming your Oregon Farm Direct vouchers.

There are four tasks to complete enrollment:

- Review and electronically sign a processing agreement with CDP Inc.
  CDP is the State's payment processor for Oregon Farm Direct.
- Complete and sign a Form W-9 and upload it to the portal. An electronic form W-9 is available from the IRS here: https://www.irs.gov/pub/irs-pdf/fw9.pdf
- Enter the Federal Tax ID number used by your farm and matching the information provided in the W-9. CDP will validate your tax information to send an end-of-year Form 1099-K.
- Provide the bank routing and account number for your direct deposit payments. This can be a checking or savings account.

Steps to complete enrollment

1. Log into the vendor payment portal.
2. Click on the blue hyperlinked farm business name in the **Vendor associations** section. An exclamation will be displayed next to the name indicating steps left to be completed.

The **Vendor details** screen will display.

Review and sign the Processing agreement 3

- Start at the **Vendor details** screen.

- Click the blue **Review and Sign** link.
  This opens the **Processing agreement** screen.

- Read the agreement and scroll down to the bottom to proceed.
  You may also download a copy to read and save for your records. You do not sign the downloaded copy.

- Type your first and last name in the **Name** field to electronically sign the agreement.

- Click the blue **I Agree** button to submit your signature. Click **Cancel** to exit without signing the agreement.
  Note: You must scroll to the end of the processing agreement to activate the **I Agree** button.

The system will return to the **Vendor details** page and display a signature date and time. If you want a copy of your signed agreement, Click **Download**.

Enter your Federal Tax ID 4

- Start from the **Vendor details** screen shown above.

- Click the blue **Submit Federal Tax ID** link. This opens the **Federal tax ID** form.

  a) Enter the Tax ID number used for your farm in the **Federal Tax ID Number** field. Re-enter the ID number in the next field to **Confirm Federal Tax ID Number.**

Federal tax ID

Federal Tax ID Number *

[a]

Confirm Federal Tax ID Number *

[b]

Type *

EIN c   ⌄

Submit   Cancel

  b) Select the **Type** of ID number provided in box labeled **Type.** The options are: EIN, SSN, ITIN, ATIN, or N/A
  If you are unsure what type of ID number your farm uses, contact the individual who prepares your taxes.

  c) Click **Submit** to record your ID number or **Cancel** to exit.

  d) The system will return you to the **Vendor details** page. The Federal Tax ID value will now display the last four digits of the number entered.

  e) If there is a change to your federal tax ID number, contact CDP at (866) 237-4814. Once submitted, Federal Tax ID changes cannot be made through the vendor payment portal.

  f) In addition to entering this ID number, **you must also submit a Form W-9.**

  i) Complete a W9 Form found here: www.irs.gov/pub/irs-pdf/fw9.pdf .
  ii) Save the completed form to your device or take a clear digital photo.
  iii) Click on **Upload W-9 Form** on the **Vendor details** page**.** When the pop-up window opens, select your W9 Form file from your device to upload the form.

  When the W9 Form is successfully uploaded and approved by customer support, the Approval Status will display as shown below. Approval may take 24 to 48 hours.

Government: Federal Tax ID: *****6789 (EIN)
                        Download Form W9
                        Approval Status: Approved

Enter your banking information ⑤

- Start from the **Vendor details** screen above.

- Click on the blue **Submit Bank Account** link. This will open a new window. Enter the checking or savings account details for the account you would like to receive payment for Oregon Farm Direct vouchers.

- Here's what you need to enter:
  a) The nine-digit **Routing Number** for the bank.

  b) The **Account Number**.
  The number of digits will vary depending on your financial institution.

  c) Enter the account number again to **Confirm Account Number.**

  d) Select the **Type** of account, Checking or Savings**.**

  e) Click **Submit** to record your account number or **Cancel** to exit.

Bank account

Routing Number *

123000220   ⓐ

Account Number *

•••••••••••   ⓑ

Confirm Account Number *

•••••••••••   ⓒ

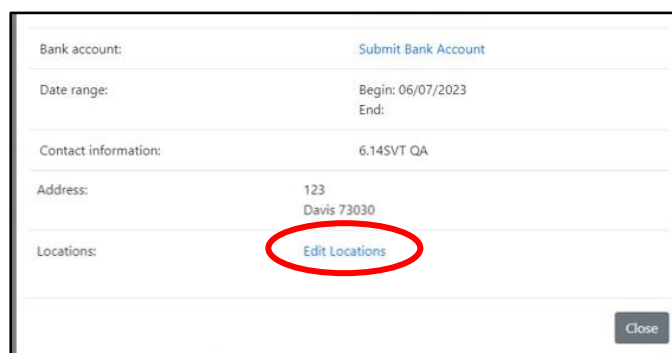Type *   ⓓ

Checking   ⇕

ⓔ Submit   Cancel

- The system will return you to the **Vendor details** page. The bank account value will display, **Information on file**.

- If you need to change your bank account information, please call CDP at (866) 237-4814. Once submitted, bank account changes cannot be made through the vendor payment portal.

- Click **Close** to exit the Vendor details screen and return to the vendor payment portal homepage.

Locations:

The Locations feature is not used for Oregon Farm Direct.

Please skip this option and click **Close** to exit.

You are done with enrollment! CDP will process your enrollment in 24 to 48 hours. The exclamation symbol next to your farm's name will no longer appear on the Vendor Association screen when your farm is confirmed. You will then be able to access the New Purchase page and redeem Farm Direct vouchers.

Redeeming Vouchers in the vendor payment portal

Voucher redemption training video: www.youtube.com/watch?v=C6XKxqDUQLM

You can enter a voucher for payment in one of two ways:
- Scan the voucher barcode using a smart device camera (recommended) or a computer webcam.
  OR
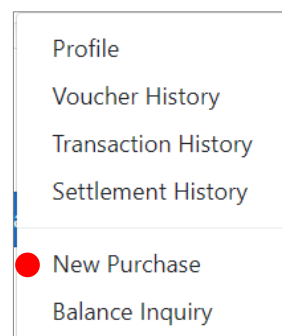- Manually entering the voucher number by typing in the ten digits.

Steps to redeem a Farm Direct voucher

Login to the Vendor payment portal at https://vendors.cdpehs.com using a web enabled smartphone, tablet, or computer.

Once your initial portal enrollment is complete, you will land on the **New Purchase** page after login.

To get to the **New Purchase** page from another page in the portal, tap the arrow at the top right next to your username.
A dropdown menu will appear. Tap or click **New Purchase.**

Option A: Scan the voucher barcode using a smart device camera

Quickest Option

Click **Request Camera Access**.

A pop up will display asking to use the camera from your device to scan the voucher barcode. Depending on your device, the information displayed on this page may be different. Click **Allow**.

1. The program automatically selects the "default camera", which is the back-facing camera . If needed, click the camera dropdown to select a different camera direction to scan the image.

   - If the camera frame is already in view, click or tap **Stop Scanning** to reach the camera select options.

   - Toggle **Remember my selection** if you will use this device again.

2. Click or tap **Start Scanning.** A camera frame image will open within the site. If a pop up appears, tap "allow".

3. Center the entire barcode on the voucher in the camera frame.

   Move your device closer or farther away as needed until the barcode is successfully scanned.

   Scanning works best in a well-lit space.
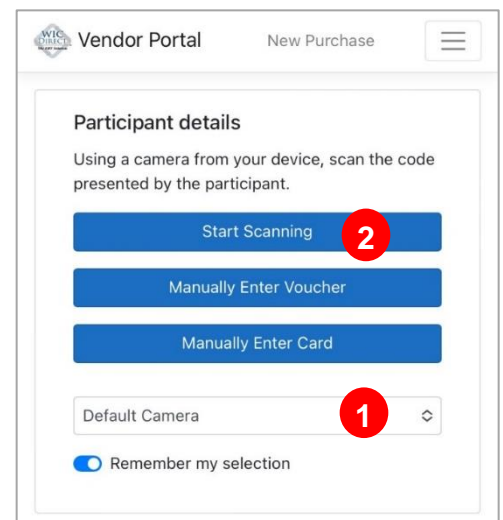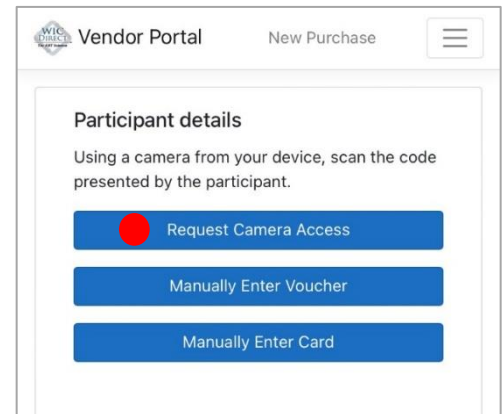
4. The screen will display a green "Voucher Submitted" banner at the top of the screen when you have successfully captured the bar code.
   The camera will reset to scan another barcode.
   - The screen will display a red or blue banner with the error reason if the barcode is not valid. For example, "Voucher has already been redeemed"

5. Repeat voucher redemption steps until all vouchers are entered.
6. Click or tap **Stop Scanning** or exit the page when you are done.
7. A record of the vouchers scanned will be on the **Voucher History** page.

Option B: Scan the voucher barcode using a computer webcam

1. Start at the New Purchase screen
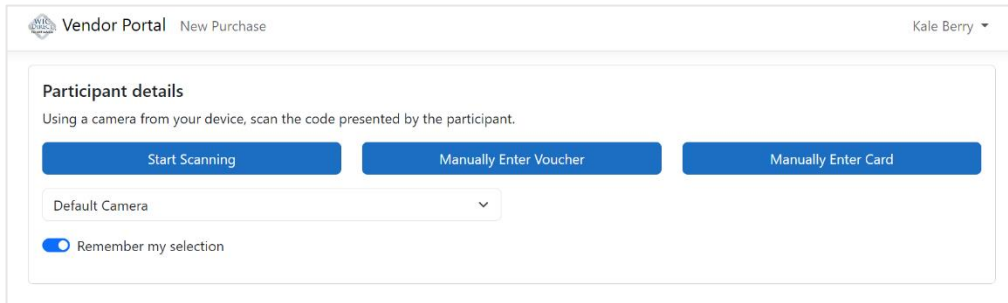
2. Click **Request Camera Access**.
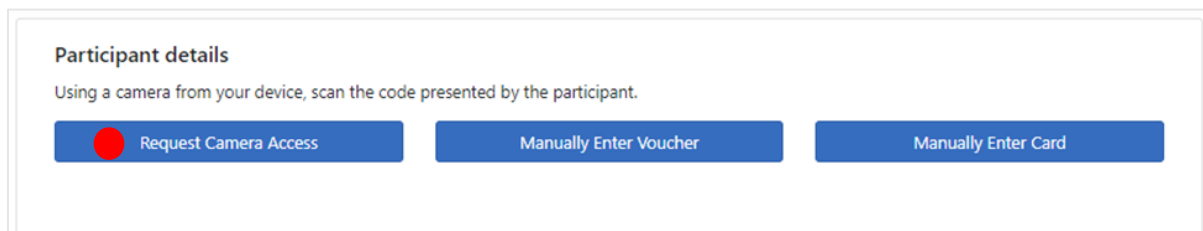
A popup will display asking to use the camera from your device to scan the voucher barcode.

3. Click **Allow**.
   The information displayed depends on the type of device used.

4. Use the drop-down menu to select the appropriate camera.
   There may only be one option.
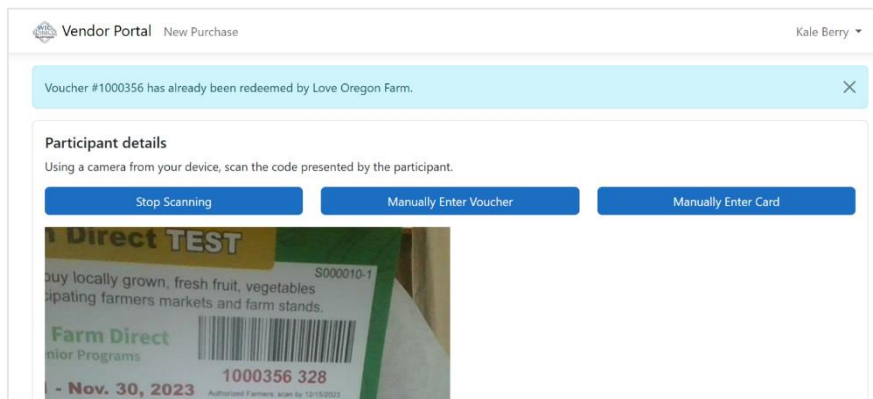
5. Click or tap **Start Scanning.**
   A camera frame image will open within the site.

6. Center the full barcode on the front in the camera frame.
   Move the voucher closer or farther away as needed.

7. The screen will display a green "Voucher Submitted" banner at the top of the screen when the barcode is scanned.

   - The screen will display a red or blue banner with the error reason if the barcode is captured but invalid. For example, "Voucher has already been redeemed"

8. Repeat voucher redemption steps until all vouchers are entered. When you are finished click or tap **Stop Scanning** or exit the page.

9. Find a record of the vouchers scanned on the **Voucher History** page.

Option C: Manually enter the voucher serial numbers on any device

1. Start at the New Purchase screen.

   Note: "Manually Enter Card" is not used in Oregon.

2. Click or tap **Manually Enter Voucher** on the New Purchase page**.** This will open a new Voucher details screen.
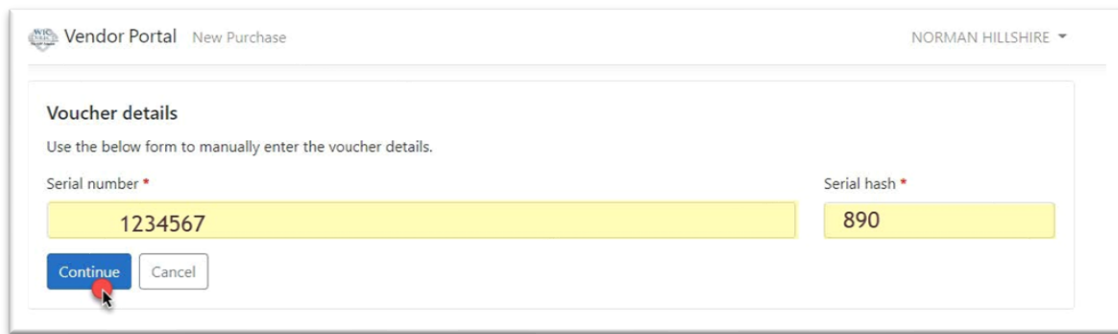

3. Locate the red 7-digit **Serial number** and black 3-digit number, known as the "**Serial hash",** on the front of the voucher.

4. Enter the serial number and serial hash into the fields in the form.

5. Click **Continue**.

6. The screen will display a green "Voucher Submitted" banner at the top of the screen when the barcode is scanned.

  - The screen will display a red or blue banner with the error reason if the barcode is captured but invalid. For example, "Voucher has already been redeemed"

7. Repeat the steps to manually enter each voucher until complete.

8. A record of the vouchers scanned can be found on the **Voucher History** page.

Guidance for handling settled vouchers:

Your farm enters vouchers into the payment portal **only once**. Please destroy vouchers as soon as you have confirmed settlement of redeemed vouchers.

- Keep vouchers entered in the vendor payment portal until your bank account shows successful payment. All vouchers entered by Wednesday, before 4:00 p.m. (Pacific) will be paid by direct deposit next day (Thursday).

- Mark each voucher after entering it into the vendor payment portal. This prevents it from being used again.
  For example, stamp or write "VOID" on the voucher or draw a line through the barcode.

- Destroy processed and paid vouchers like you would a cancelled check. Do not recycle whole vouchers or put in the trash without voiding or shredding.

Edit vendor payment portal Account Profile:

1. Start at the Vendor payment portal home page.
2. Find the **Profile details** section.
3. Click on **here** in "Manage your profile details **here**".

4. This will open a new tab within CDP Identity.
5. Edit your first name, last name, and/or phone number.
6. Click **Update profile**.
7. Edit your time zone if desired.
8. Bank account or Federal Tax ID number changes: All changes to the direct deposit bank account or Federal Tax ID number must be completed with CDP by phone at (866) 237-4814. These changes cannot be made through the Vendor payment portal after initial enrollment.
9. All changes to representative contact information, farm name, mailing or location addresses, and season dates must be made by contacting the Oregon Farm Direct team: Oregon.FDNP@odhsoha.oregon.gov; Phone: 877-807-0889, option 2
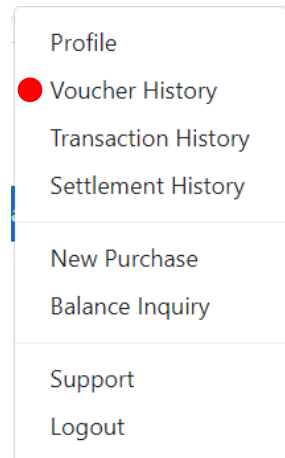
Navigating History Pages

Voucher History

Once a voucher has been submitted, it appears on the Voucher History page.

How to access the Voucher History page:

1. Click the arrow at the top right next to your username to display the drop-down menu.

2. Click **Voucher History**.

The Voucher History page displays.

3. Enter the date range you wish to view. Voucher History lists all successful voucher redemptions matching for your account within the received date range.

   For each voucher redemption you will see:
   - Transaction Number
   - Received date/time
   - Voucher number
   - Settled (settlement date)
   - Paid amount

   Change the **Received** date range to narrow the results.

6. Click **Export** to create a file for your records. Save the exported file.

Transaction History

Oregon Farm Direct farms will not use the Transaction History page. This page is for programs using onsite EBT transactions.

Settlement History

Settlement totals are calculated and posted on the Settlement History page after farms are paid.

How to access your Settlement History

1. Click the arrow at the top right next to your username to display the drop-down menu.

2. Click **Settlement History**.

3. **The Settlement History page displays.**
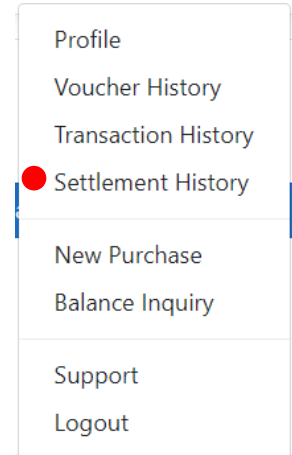
4. The screen displays :
   - The Settled date
   - Effective date
   - Paid amounts

5. Select the date range to display.

   The results can be narrowed by changing the Settled date range.

6. Click **Export** to create a file with this information.

   Save the file for your records.

Adding Vendor Associations:

This feature will only be used by Oregon farmers in the following situations:

- Your farm participates in a Farmers Market Nutrition Program in another state that also uses the CDP Vendor Portal. For example, Washington Farmers Market Nutrition Program. You can use the same vendor portal account for both programs.

- You operate or manage multiple authorized farm businesses participating in the Oregon Farm Direct program. You can use the same Vendor Portal account for both businesses.

How to add a Vendor association

1. Log in to the vendor payment portal at https://vendors.cdpehs.com.

2. The screen displays the **Profile details** on the left and **Vendor associations** on the right.

3. Click **Add** at the bottom of the Vendor association section.
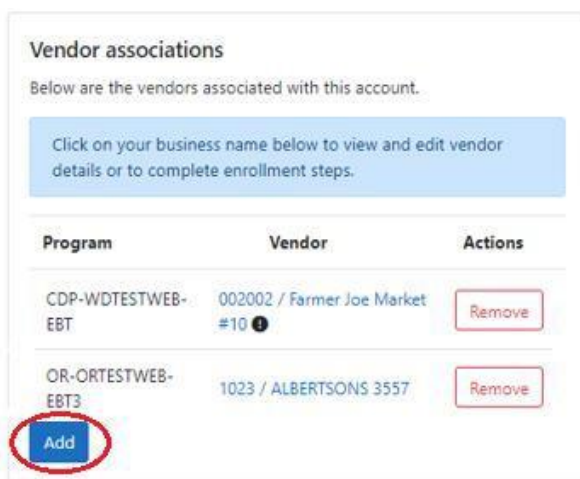
The Add Vendor Association page displays.

4. Click the down arrow to see a list of programs.

5. Select the appropriate Program from the drop-down. For example, **Washington**.

6. Enter the **Vendor number** for the associated program.

7. Enter the **zip code** you were instructed to use for registration.
   For example, Oregon farms will use the zip code for the farm's mailing address
   provided in your program application.

8. Click Add.