

PUBLIC HEALTH DIVISION

Center for Prevention and Health Promotion Nutrition and Health Screening
(WIC) Program

Kate Brown, Governor



800 NE Oregon Street
Portland, OR 97232
Voice: (971) 673-0040
FAX: (971) 673-0071
TTY: (971) 673-0372

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To: _____

_____, OR :

From: WIC Vendor Management Services Team
RE: eWIC Stand-beside Point of Sale (POS) device installation

Action required: Get ready for your new eWIC POS device

Statewide eWIC roll-out is right around the corner! The first few counties are scheduled to begin issuing eWIC cards January 19, 2016.

You are receiving this letter because your store will be using a "stand-beside" POS device for processing eWIC cards. The banking contractor providing these devices is FIS. This is the same company that provides some stores with stand-beside POS devices for SNAP. If you currently lease a POS device for SNAP from FIS, they will configure your new terminal with both SNAP and eWIC and you will return the old terminal to them.

Earlier in the year, you signed a Merchant Agreement with FIS. The Merchant Agreement with FIS is for lease of the equipment and is separate from your WIC Vendor Agreement. FIS is responsible for shipment, guiding you on the installation process, and training on the device.

In preparation for device installation, you must determine where to install it. The device should be located near a register or on your checkstand counter and can plug into either a phone or internet jack.

The equipment will be shipped to your store approximately three weeks prior to your county's roll-out date. The box will include:

- One or more POS devices, and accompanying barcode scanners and PIN pads (if you requested the external PIN pad)
- Quick installation guide
- POS User Manual
- Cashier Quick Reference Guide

FIS will initiate an installation call to the store manager or you can initiate the call when the device arrives. The FIS installer will assist you with installation of the device and provide training on using the device for an eWIC transaction. Make sure you ask any questions about using the device, such as using the training mode, running reconciliation reports, voiding items, etc.

FIS charges transaction fees for WIC balance inquiries and purchases. Stores are not allowed to charge WIC shoppers the transaction fee. The fee schedule is below.

	SNAP Only Merchants	Cash Only Merchants	SNAP & Cash Merchants	WIC – ONLY	SNAP & WIC Merchants
**Monthly Transaction Fee (includes 100 per month)	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00
**Transactions 101 -500	\$00.10	\$00.10	\$00.10	\$00.10	\$00.10
**Transactions 501 -1,000	\$00.07	\$00.07	\$00.07	\$00.07	\$00.07
**Transactions above 1,001	\$00.05	\$00.05	\$00.05	\$00.05	\$00.05

The State WIC Office will pay monthly lease and maintenance fees for the WIC portion of your equipment costs through December 2016. After that, all fees will be the responsibility of the business owner.

	SNAP Only Merchants	Cash Only Merchants	SNAP & Cash Merchants	WIC – ONLY	SNAP & WIC Merchants
*Monthly Service Fee	\$15.00	\$15.00	\$15.00	\$22.00	\$22.00

Planning Timeline

About a week prior to your roll-out date, two members of the Oregon WIC Vendor Team will visit your store to make sure equipment is installed and transactions are going through correctly.

Here are important dates to note:

Your county's eWIC roll-out date: 01/19/2016

Week your equipment must be installed by: 12/28/2015

Week of in-store testing by State WIC staff: January 4-8

Your store's Vendor ID #: _____

You will need to enter your 4-digit Vendor ID # anytime you call the FIS Retailer Help-Desk.

What do I do if I have additional questions or concerns?

If you have any questions or concerns regarding eWIC, you may call any member of the Vendor Management Services Team on the Vendor Answer Line 1-877-807-0889 or email

wic.vendorservices@state.or.us.

Call the FIS Retailer Help Desk at 1-844-234-4947 with any questions about equipment installation and training.