



Vendor Payment Portal Instructions

Revised 4/4/2024

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=TSZgUUb9fiQ
- Voucher redemption and history pages: www.youtube.com/watch?v=Da-5SH51YdQ

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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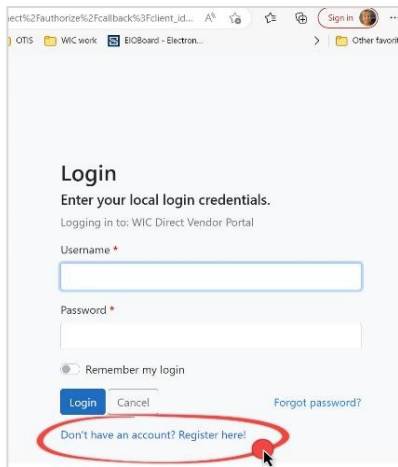
Register for an account:

Registration and enrollment training video:

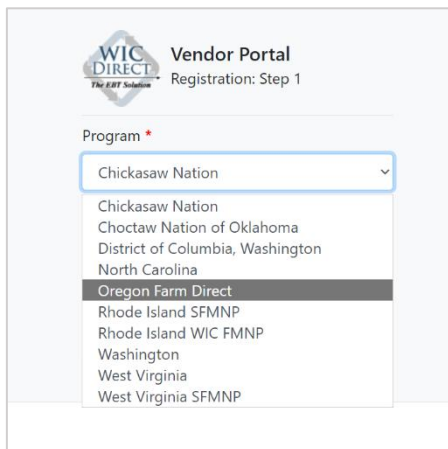
www.youtube.com/watch?v=TSZgUUb9fiQ

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: Registering for the Oregon Farm Direct Payment Portal.*

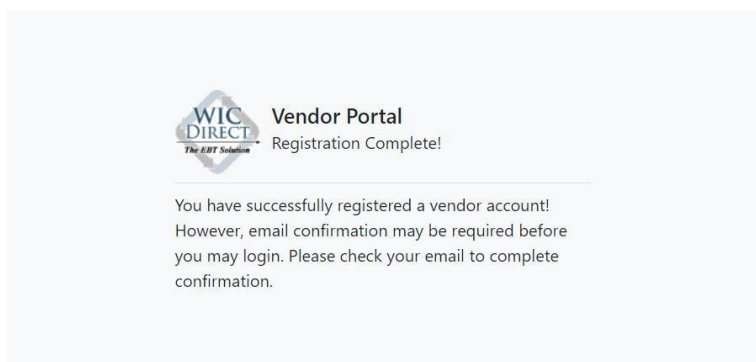
The screenshot shows the 'Vendor Portal Registration: Step 1' form. At the top left is the WIC DIRECT logo with the tagline 'The EBT Solution'. The title 'Vendor Portal Registration: Step 1' is at the top right. Below the title is a 'Program *' dropdown menu with 'Oregon' selected. Underneath is a 'Vendor number *' text input field with a red circle containing the number '5' to its left. Below that is a 'Zip code *' text input field with a red circle containing the number '6' to its left. At the bottom are two buttons: a blue 'Next' button with a red circle containing the number '7' to its right, and a grey 'Cancel' button.

6. Enter the mailing address **zip code** used in your program application.
7. Click the **Next** button.

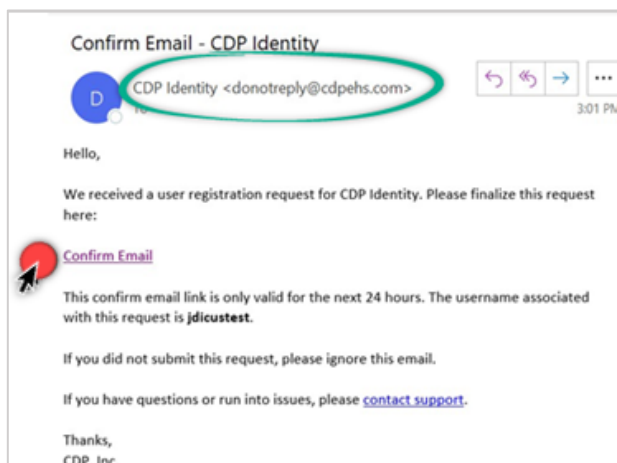
This will take you to a new screen: **Registration: Step 2**

The screenshot shows the 'Vendor Portal Registration: Step 2' form. At the top left is the WIC DIRECT logo with the tagline 'The EBT Solution'. The title 'Vendor Portal Registration: Step 2' is at the top right. Below the title is a 'Username *' text input field with a red circle containing the number '8' to its left. Underneath is an 'Email *' text input field with a red circle containing the number '9' to its left. Below that are two text input fields: 'Password *' with a red circle containing the number '10' to its left, and 'Confirm password *'. Below these are two more text input fields: 'First name' with a red circle containing the number '11' to its left, and 'Last name'. Below that is a 'Phone number' text input field. At the bottom are two buttons: a blue 'Register' button with a red circle containing the number '12' to its left, and a grey 'Cancel' button.

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.

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

Username *

2

Password *

3

Remember my login

Login Cancel [Forgot password?](#)

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

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.

Reset Password
Reset your password.

Username *

New password *

Confirm new password *

Reset [Return to login](#)

Your password has been reset.

Complete Initial Enrollment

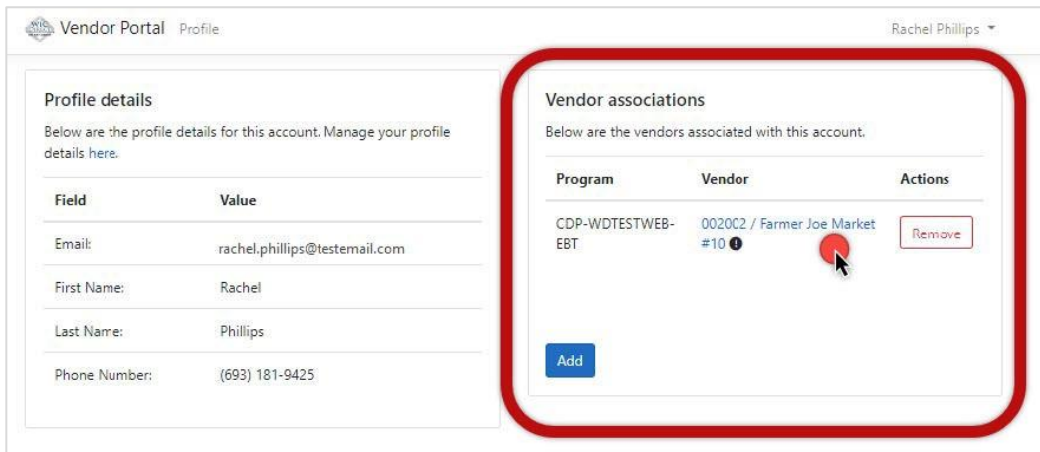
After registering a vendor portal account, you must complete a one-time enrollment before redeeming your Oregon Farm Direct vouchers.

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 send to CustomerSupport@cdpehs.com. 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 that there are missing steps left to be completed.



The **Vendor details** screen will display.

Review and sign the Processing agreement

3

Vendor details

Below are the details for this vendor.

Field	Value
Program name:	LAB-20181591250-EBT
Vendor name:	DocFarmer
Vendor number:	89000
Processing agreement:	3 Review and Sign
Government:	4 Submit Federal Tax ID Form W9 Unavailable
Bank account:	5 Submit Bank Account
Date range:	Begin: 06/07/2023 End:
Contact information:	6.14SVT QA
Address:	123 Davis 73030
Locations:	Edit Locations

[Close](#)

Processing agreement

This is an agreement

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Maecenas eget elementum nisl. In mollis in augue ullamcorper blandit. Fusce pretium condimentum risus. non ultricies lorem ac solisima nec. Phasellus

Fully review the above processing agreement by reading and scrolling to the bottom, then enter your name below as an acknowledgment that you have reviewed, understand, and accept the agreement.

[Click here to download a copy of the processing agreement.](#)

Name *

- 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 *

Confirm Federal Tax ID Number *

Type *

EIN

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 outside of the portal system**. You can find this form at www.irs.gov/pub/irs-pdf/fw9.pdf. Complete and sign the form and send an image or pdf to CustomerSupport@cdpehs.com.

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.

The screenshot shows a form titled "Bank account" with the following fields and controls:

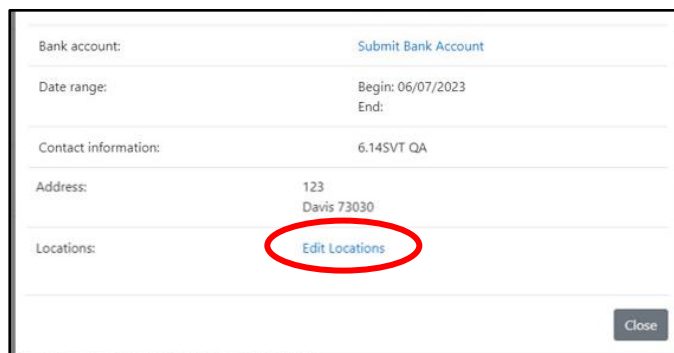
- Routing Number ***: A text input field containing "123000220". A red circle with the letter "a" is positioned to the right of the field.
- Account Number ***: A text input field with nine dots representing masked digits. A red circle with the letter "b" is positioned to the right of the field.
- Confirm Account Number ***: A text input field with nine dots representing masked digits. A red circle with the letter "c" is positioned to the right of the field.
- Type ***: A dropdown menu with "Checking" selected. A red circle with the letter "d" is positioned to the right of the dropdown, and a red circle with the letter "e" is positioned to the right of the dropdown's arrow icon.
- Submit** and **Cancel** buttons: Located at the bottom right of the form. A red circle with the letter "e" is positioned to the left of the "Submit" button.

- 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.



The screenshot shows a form with the following fields and values:

Bank account:	Submit Bank Account
Date range:	Begin: 06/07/2023 End:
Contact information:	6.14SVT QA
Address:	123 Davis 73030
Locations:	Edit Locations

A red circle highlights the "Edit Locations" link. A "Close" button is visible in the bottom right corner.

You are done with enrollment! CDP will process your enrollment in 2 to 3 business days. 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=Da-5SH51YdQ

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.

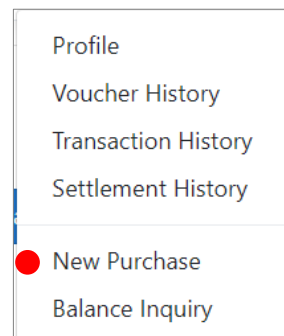
Steps to redeem a Farm Direct voucher

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.

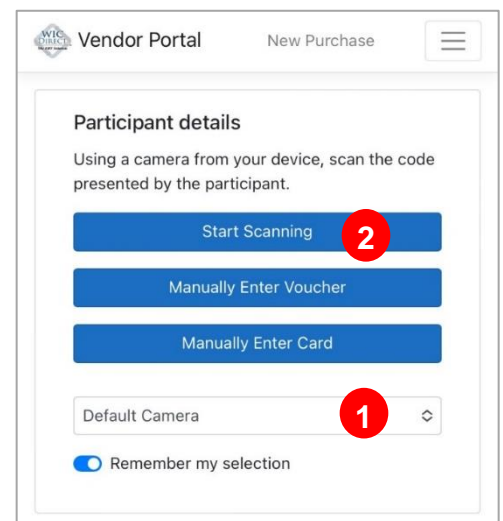
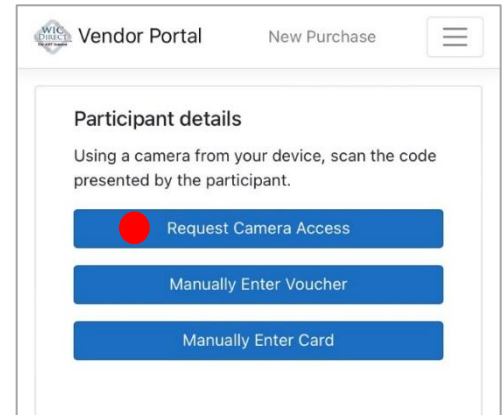
- If the camera frame is already in view, click or tap **Stop Scanning** to reach the camera select options.
- Toggle **Remember my selection** if you will use this device again.

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.



- 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.

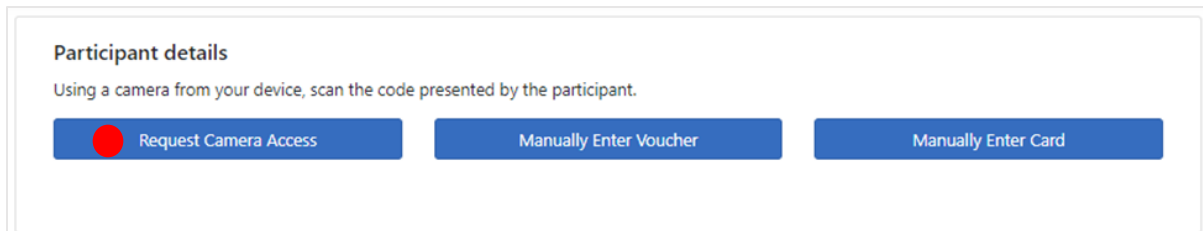
- The screen will display a red or blue banner with the error reason if the barcode is not valid. For example, “Voucher has already been redeemed”



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

Option B: Scan the voucher barcode using a computer webcam

- Start at the New Purchase screen
- Click **Request Camera Access**.

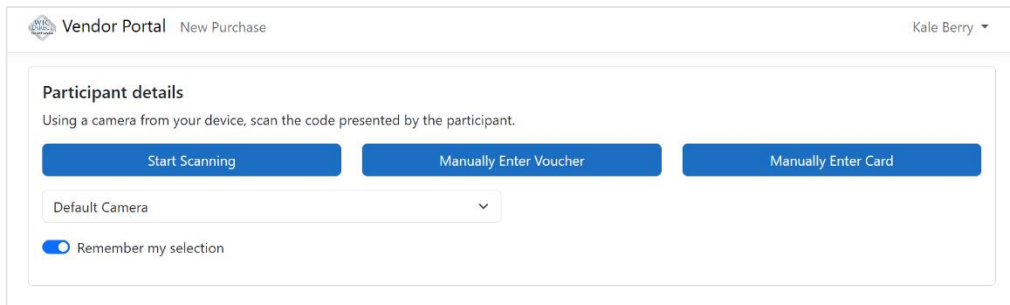


A popup will display asking to use the camera from your device to scan the voucher barcode.

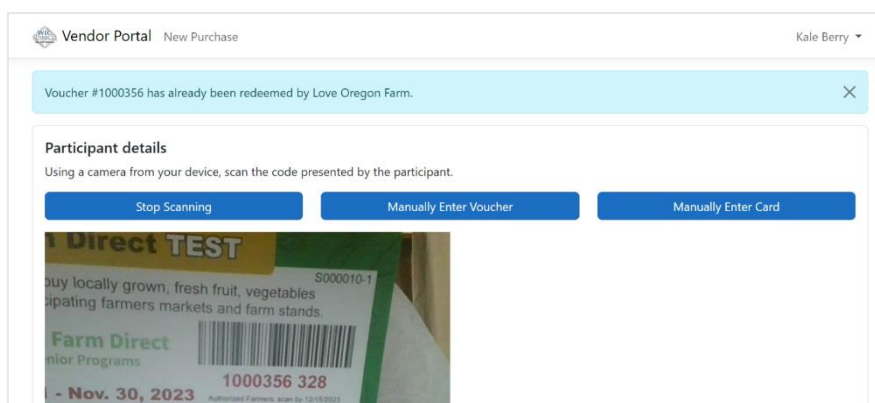
- Click **Allow**.

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.



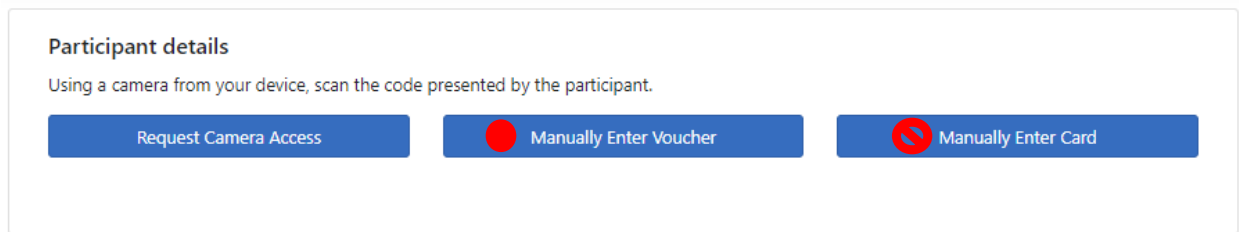
5. Click or tap **Start Scanning**.
A camera frame image will open within the site.
6. Center the full barcode on the front in the camera frame.
Move the voucher closer or farther away as needed.
7. The screen will display a green “Voucher Submitted” banner at the top of the screen when the barcode is 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.



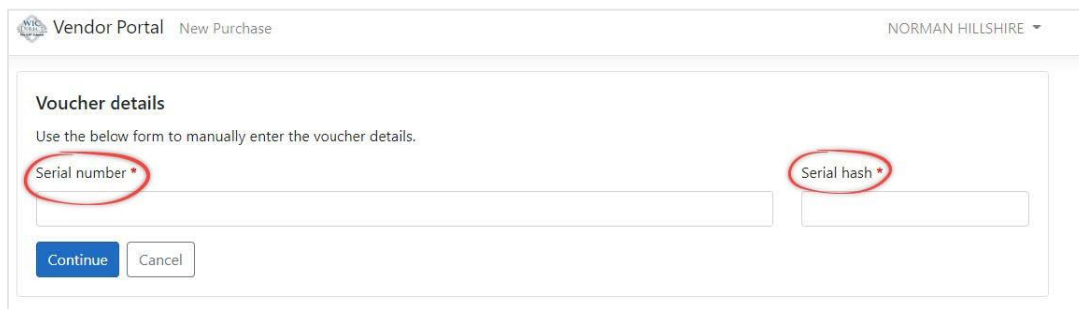
Participant details

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

Request Camera Access **Manually Enter Voucher** Manually Enter Card

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.



Vendor Portal New Purchase NORMAN HILLSHIRE

Voucher details

Use the below form to manually enter the voucher details.

Serial number * Serial hash *

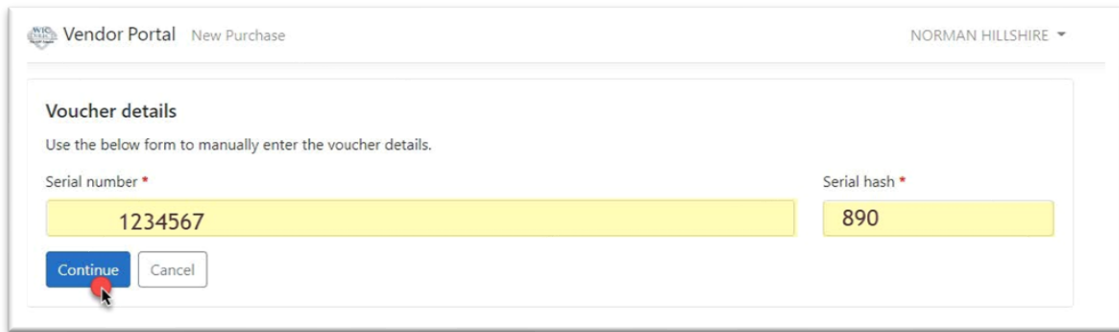
Continue Cancel

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.

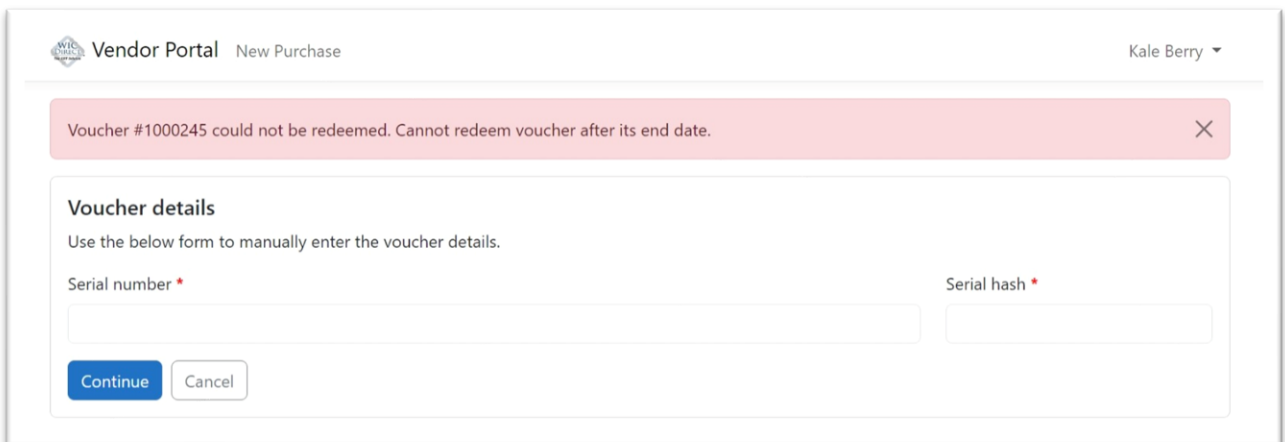
5. Click **Continue**.



The screenshot shows the 'Vendor Portal' interface for a 'New Purchase'. At the top right, it says 'NORMAN HILLSHIRE'. The main section is titled 'Voucher details' and includes the instruction 'Use the below form to manually enter the voucher details.' There are two input fields: 'Serial number' with the value '1234567' and 'Serial hash' with the value '890'. Below the fields are two buttons: 'Continue' (highlighted with a red circle and mouse cursor) and 'Cancel'.

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”



The screenshot shows the 'Vendor Portal' interface for a 'New Purchase'. At the top right, it says 'Kale Berry'. A red error banner at the top reads: 'Voucher #1000245 could not be redeemed. Cannot redeem voucher after its end date.' Below the banner is the 'Voucher details' form, which is currently empty. It includes the instruction 'Use the below form to manually enter the voucher details.' and two input fields for 'Serial number' and 'Serial hash'. Below the fields are two buttons: 'Continue' and 'Cancel'.

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**”.

Vendor Portal Profile Rachel Phillips

Profile details
Below are the profile details for this account. Manage your profile details **here**.

Field	Value
Email:	rachel.phillips@testemail.com
First Name:	Rachel
Last Name:	Phillips
Phone Number:	(693) 181-9425

Vendor associations
Below are the vendors associated with this account.

Program	Vendor	Actions
CDP-WDTESTWEB-EBT	0020C2 / Farmer Joe Market #10	Remove
OR-ORTESTWEB-EBT3	1023 / ALBERTSONS 3557	Remove

Add

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

CDP Inc. Identity Profile

Update profile

First name
Cherry

5 Last name
Berry

Phone number

6 Update profile

Update settings

Dates and times will be formatted using your selected locale and will be displayed in your selected time zone. Integrating applications may also make use of this information.

Locale
7 Browser Locale

Current browser locale: (en-US) English (United States)

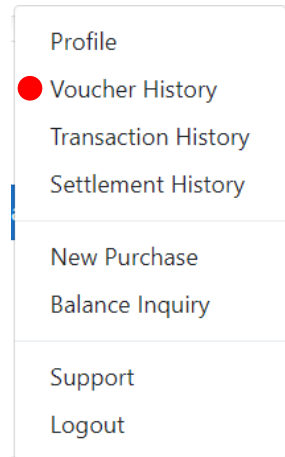
Navigating History Pages

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.

A screenshot of the Vendor Portal Voucher History page. The page title is "Vendor Portal Voucher History" and the user is logged in as "NORMAN HILLSHIRE". The page shows a search filter for "Vendor" (LAB-20181591250-EBT / 0902001) and "Received" (02/26/2023 - 03/28/2023). A table displays voucher redemption data with columns: Number, Received, Voucher, Settled, and Paid (\$). A yellow arrow points to the table header, and a red circle with the number 5 is above the "Received" filter. A red circle with the number 6 is above the "Export" button.

Number	Received	Voucher	Settled	Paid (\$)
1424	Mar 7, 2023, 11:35:06 AM	1001141	03/08/2023	+5.00
1422	Mar 7, 2023, 11:08:47 AM	1001144	03/08/2023	+5.00
1420	Mar 7, 2023, 11:00:21 AM	1001161	03/08/2023	+5.00

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:

- Received date/time
- Voucher number
- Settled (settlement date)
- Paid amount

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

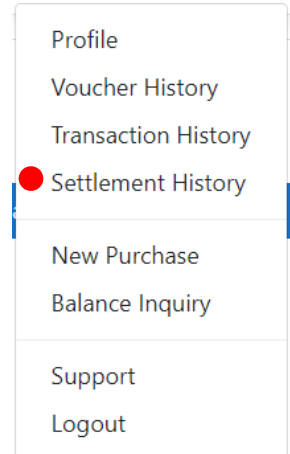
6. Click **Export** to create a file for your records
Save the exported file.

Transaction History

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

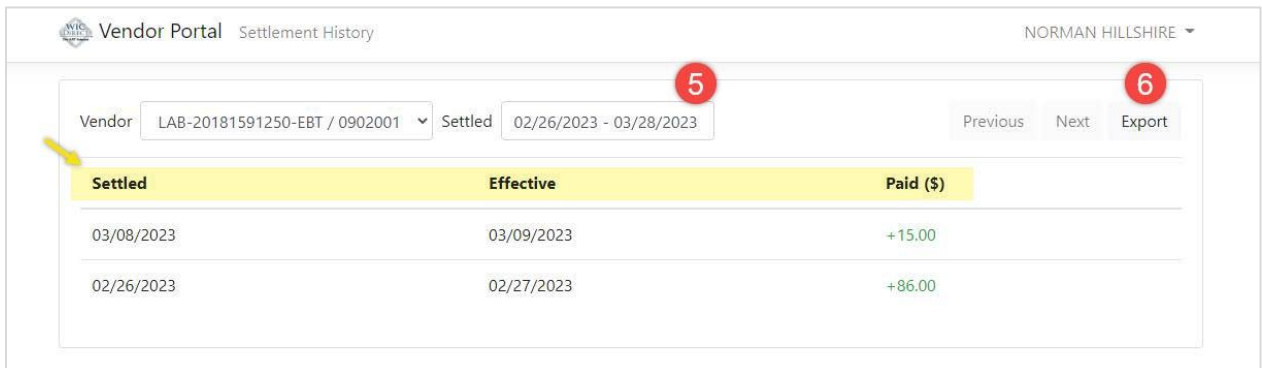
Settlement History

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.

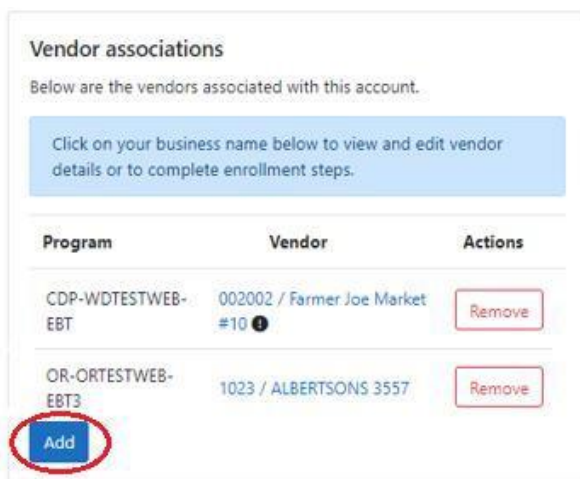
Adding Vendor Associations:

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.

The screenshot shows the 'Add Vendor Association' page in the Vendor Portal. The page title is 'Vendor Portal Add Vendor Association' and the user is 'Rachel Phillips'. The form is titled 'Add vendor association' and contains three input fields: 'Program' (a dropdown menu with 'AK-AKTESTWEB-EBT2' selected), 'Vendor number', and 'Zip code'. Below the fields are 'Add' and 'Cancel' buttons. Red circles with numbers 4, 6, 7, and 8 are overlaid on the form to indicate the steps described in the text.

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.