

Future of Retailer Certifications

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Moderator: *Phil Swain, USDA/FNS*

eWIC Certifications

*Background and Future
FNS*

Background

FNS Certification policy is changing

- FNS will not be sending BAH to Retailer Certifications or Federal Acceptance Tests.
- State agencies will not be required to certify systems

Background

How did we get here?

- Proof of Concept
- Stand Beside Terminals vs. Integrated POS
- Smart Cards vs. Mag Stripe cards
- We had little knowledge of retailer POS systems
- BAH served as the subject matter expert

Background

What did we learn?

- The existing process is resource intensive
- The existing process is expensive
- The existing process provides a snapshot view
- Retailer POS systems are difficult to categorize
- The first attempt to certify a POS will likely fail

Background

What is driving this change?

- Schedule/Time, Cost/Resources, Scope/Quality

FNS encouraged consensus across stakeholders

- Goal of developing alternatives
- Conference calls for 12 months
- Educational process to level the playing field

Changes

- Retailer certifications are not required
- FNS will not participate on a recurring basis
- State agencies will be responsible for ensuring that EBT systems process transactions correctly
- Includes both retailer and State systems
- Federal Acceptance Testing is also changing
- Includes review of UAT results and State agency recommendation

Alternatives

- Formal certification (lead state or single state)
- Self certification
- Contracted testing
- Shared test results
- In store testing and/or sampling
- Automated testing
- Revised Vendor and Processor agreements to transfer or share liability

Contact

Steve Porter

FNS

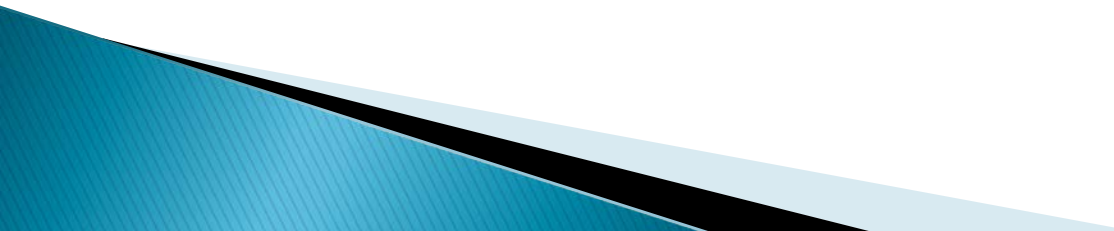
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eWIC Certifications

*An Online Perspective
Nevada WIC*

Future of Retailer Certifications

A look at the history of the certification process:

- Risk assessment
 - Selling the idea to stakeholders – both internal and external
 - Time and effort
 - Parties involved
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Future of Retailer Certifications

The present:

- Factors that have influenced change
 - Certification options in pilot
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Future of Retailer Certifications

What will the future look like?



Contact

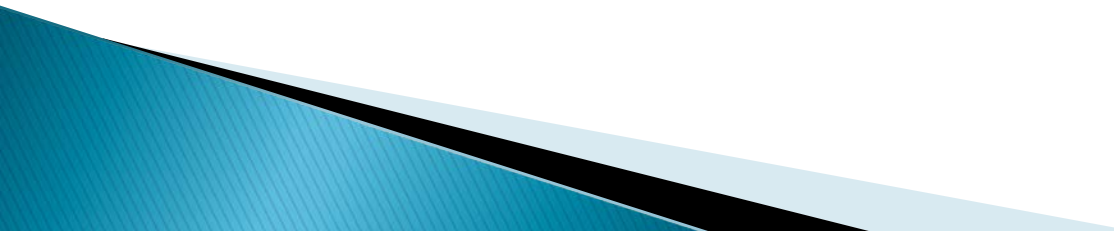
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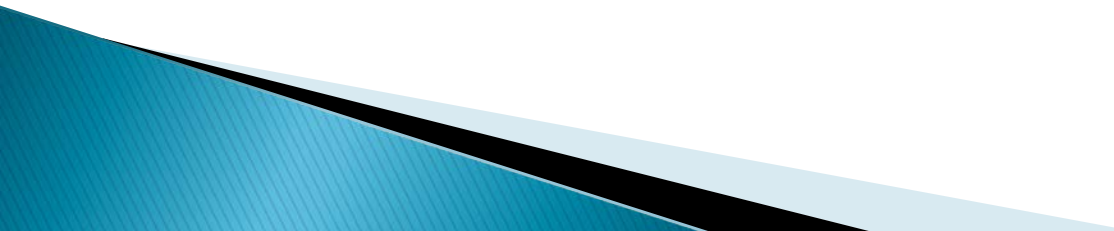
eWIC Certifications

A Smart Card Perspective
Cherokee Nation WIC

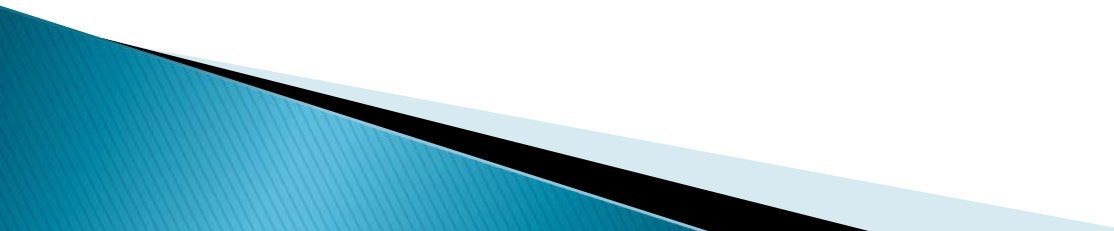
Overview of Current Certification Process

- ▶ Changes to a Store System Trigger a Cert
 - ▶ A Certification is a Comprehensive Test of WIC EBT Functionality
 - ▶ Usually Two Days of Testing
 - ▶ Multiple Programs Certify Concurrently
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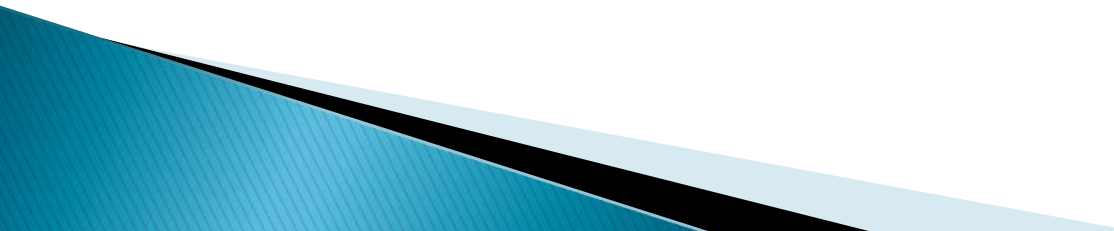
Ensuring a Positive WIC Experience

- ▶ An Error in the Lane Negatively Impacts Everyone Involved
 - ▶ Small-Scale Problems Can Affect Your Most Vulnerable Participants
 - ▶ Large-Scale Problems Can Spin Out of Control Before You Are Aware of Them
 - ▶ Certifications Reduce the Occurrence of These Errors
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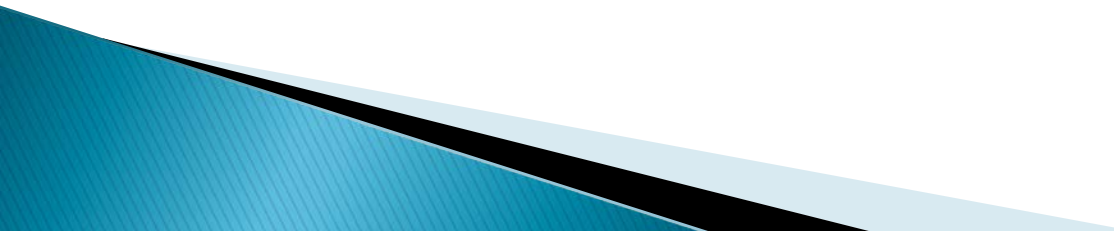
Offline EBT WIC Programs Believe in Certifications

- ▶ Programs Will Be Responsible for Ensuring the Integrity of Their Transactions
 - ▶ The Certification Process:
 - Established
 - Proven
 - Effective
 - Adaptable
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The Offline Certification Process Is Already Adapting

- ▶ Centralization/Consolidation of Relevant Processes and Resources
 - ▶ Designated Cert Teams Represent Many WSAs
 - ▶ Changes to the Certification Process Itself
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The Offline Certification Process Is Already Adapting

- ▶ Documentation Availability Through a Centralized Database
 - ▶ Certification Approval Process
 - ▶ Remote / Self Certification
 - ▶ Two Technologies, One Certification
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Contact

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System Administrator

Cherokee Nation WIC

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eWIC Certifications

A Retailer Perspective

Kroger

Kroger WIC Team

Jennifer Simpson – Corporate Government Benefits Manager

- Oversees business side of WIC
- Responsible for training, compliance, in-store execution of technology, shelf labeling and customer shopping experience
- Experience – 9 years with Kroger – 4 years in stores, 2.5 years in Corporate Audit, 2.5 years in current role
- Jennifer.M.Simpson@Kroger.com

Chaz Veite – Application Analyst – Point of Sale Payments

- Technical support for payment acceptance (IBM ACE, Verifone PIN pads)
- Technical lead for WIC
- Experience – 14 years with Kroger, 7 years in current role
- Chaz.Veite@Kroger.com

Kroger Background

- Headquartered in Cincinnati, Ohio
- One of the nation's largest grocery retailers
- Approximately 2,440 stores in 31 states
- Barney Kroger opened 1st store in 1883 for \$372



Kroger Viewpoint

- Current internal testing process
- Kroger's interest in getting it right
- The great, the good and the ugly
- Looking for a Partnership – Kroger proposal



Contact

Jennifer M Simpson

Government Benefits Manager – WIC and SNAP

Kroger

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