

**VIRGINIA WIC PROGRAM**  
**RETAILER CERTIFICATION/RECERTIFICATION – eWIC Processing**  
**REQUESTING POINT OF SALES (POS) SYSTEM CERTIFICATION**

**A. Purpose:**

When a retailer installs a new Electronic Cash Register (ECR) system to process eWIC transactions, retailer certification may be necessary to ensure that the new ECR system meets required operating rules and is properly configured in accordance with the FNS Technical Implementation Guide (TIG). If a system undergoes a significant modification, a recertification may be necessary depending on the extent of the changes and the perceived risk. Based on the information provided, the Virginia WIC State agency and Xerox will determine what level of testing is necessary for certification/recertification. The following are the standard steps for certification/recertification.

**B. Scope:**

Two levels of testing may be necessary for certification/recertification, depending on the extent of the changes and the perceived risk.

**Level II:** The level II testing is a formal execution of state agency test scripts by a retailer or Value Added Reseller (VAR) on a new payment platform, which is usually performed in a lab environment. Retailer/VAR executes certification test scripts with ongoing support from Xerox’s Quality Assurance (QA) resource.

**Level III:** The level III testing is a “Live-Buy” testing performed by the WIC UPC Coordinator or a staff member of the Virginia WIC State agency at the store being certified. It verifies eWIC functionality and whether the new payment platform is ready to process eWIC transactions.

**C. Initial Contact:** (Xerox, Retailer, Value Added Reseller (VAR), Third Party Processor (TPP), Virginia WIC State agency)

**D. Process:**

This is an initial step to gather information and identify certification requirements, levels of testing and resources needed for testing purposes.

1. Retailer contacts their client TPP representative and indicates the desire to certify their ECR system for eWIC processing.
2. Retailer completes the Virginia WIC Integration Survey (Appendix C) and returns the completed form to Xerox, which allows Xerox to identify the TPP, VAR or IT department, determine integration needs and contact required stakeholders.

3. A conference call is held with Retailer and/or key contacts to discuss timelines and type of testing required (certification testing or in-store purchase testing).
4. Future conference calls are discussed and scheduled as needed.

**Level II Certification Testing:** (Xerox, VAR, TPP, Virginia WIC, Retailer)

1. Retailer or VAR is provided access to a Xerox test system via TPP.
2. Xerox provides test APL file via email and retailer/VAR manually loads into ECR UAT/test system.
3. Xerox QA resource loads test cards according to the requirements in the certification test scripts.
4. Retailer/VAR executes certification test scripts with ongoing support from Xerox QA resource.
5. Retailer/VAR ensures all applicable test scripts are followed to completion.
6. Conference calls are scheduled as appropriate to respond to issues identified during testing, answer questions regarding scripts, etc.
7. The Retailer/VAR is instructed to attach receipts to hard copy of associated test scripts and sends copies to the appropriate WIC staff person to review for compliance with USDA policy for receipts as well as financial reconciliation.
8. Virginia WIC State agency representative may attend the certification test to observe as necessary.
9. Virginia WIC State agency and Xerox will document each issue identified along with severity and proposed resolution or workaround.
10. Any identified issues will be given a weight of 1-5, one being the least and five being the most significant. Any level three (3) or lower issues can be certified on the condition that said issue will be resolved prior to implementation but issues of a level four (4) or above are considered failure that would require moving back to the precertification phase.
11. A follow-up letter will be sent to the Retailer outlining the results of the certification/recertification process.
12. The Retailer/VAR ensures receipts are set aside for daily financial reconciliation; scan the receipts into a document to be sent to the WIC State agency, if requested.

**Follow-up Review of Issues Identified During Certification Test (if necessary):** (Xerox, TPP, VAR, Retailer, Virginia WIC State agency)

1. Address issues identified during certification test that need to be re-tested, develop test scripts if necessary (or identify which scripts in the original packet can be used for the re-test).
2. Review the documentation to ensure the test has been completed satisfactorily and determine if the issue identified during certification testing can be closed.
3. Schedule a conference call with all parties to discuss the results of the follow-up test and impact on certification.

**Level III In-Store Purchase Testing:** (VAR, TPP, Retailer, Virginia WIC State agency)

1. After the level II certification testing is completed, Virginia WIC State agency will schedule a conference call, if necessary, with Xerox, VAR, Retailer and TPP to discuss a plan to perform the level III in-store purchase testing.
2. Schedule the level III in-store purchase testing date/time and location with the retailer and make sure that appropriate store staff is present at the testing site for assistance.
3. Xerox staff will be available by phone during the testing to assist Virginia WIC State agency, if needed.
4. Virginia WIC State agency staff attends the testing at the store being certified and uses a live EBT card to make the following type of purchases:
  - Balance Inquiry – card swiped/PIN
  - Purchase Completion – Infant formula and other WIC eligible items
  - Purchase Completion – Fruits & Vegetables only
  - Purchase Completion – Mixed Basket (WIC and non WIC items)
5. If the transactions cannot be completed, troubleshooting with the VAR and TPP may be necessary.
6. If all the transactions are successfully completed, the new POS system platform is eWIC certified.
7. Notify preliminary test result to the Retailer/VAR via email followed by a passed/failed written notification letter with the US mail.

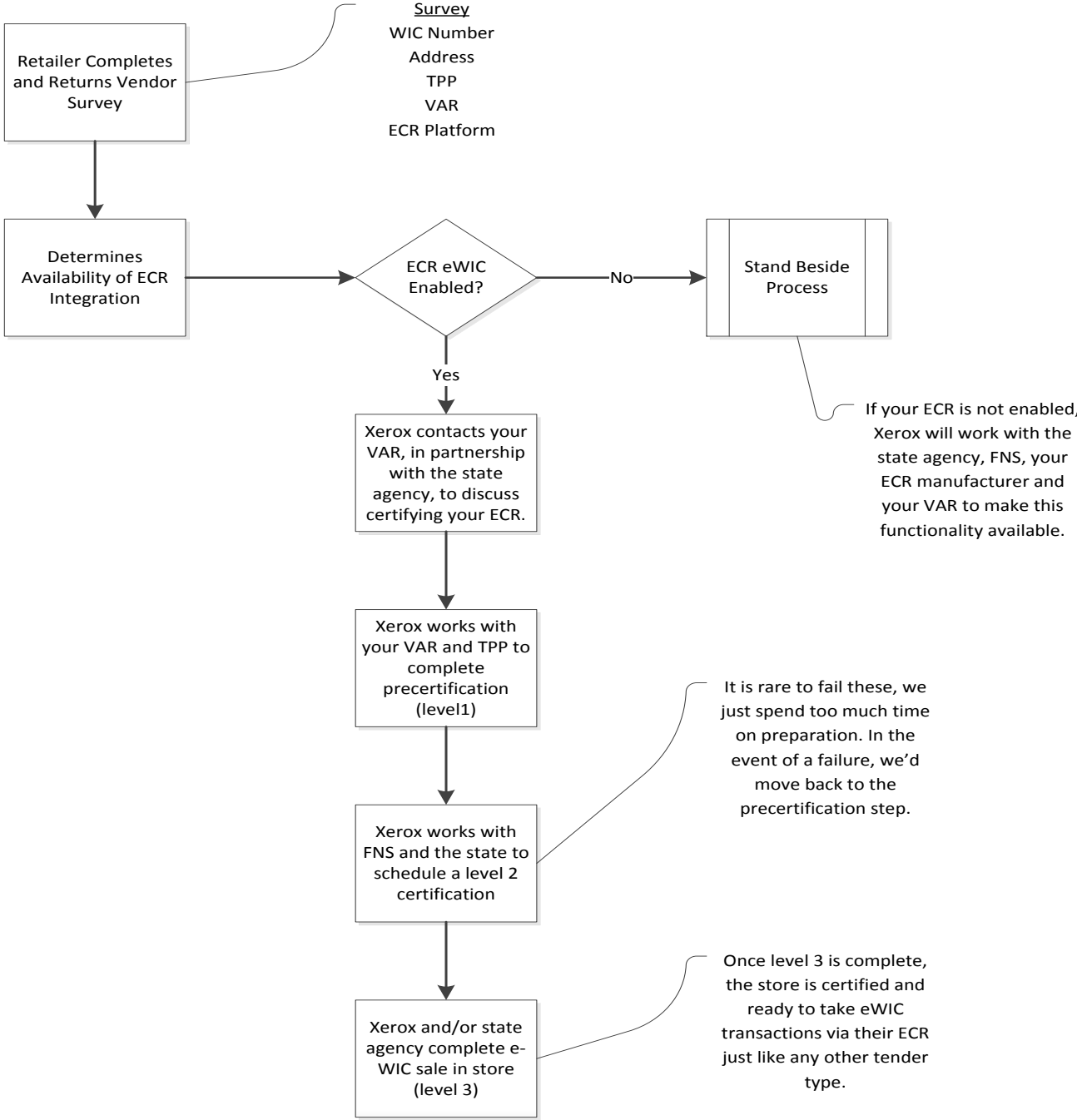
APPENDIX A

Table 1 – Retailer Certification Levels

Certification Level	Activities	Resources
Level II – 2-3 days	<p>Formal execution of State Agency test scripts</p> <p>Daily review of issues and proposed resolutions</p> <p>Approval conditions, if any, by State Agency</p>	<p>Value Added Reseller/Retailer</p> <p>IT</p> <p>Third Party Processor</p> <p>State Agency (optional)</p> <p>Xerox</p> <p>Quality Assurance (QA)</p> <p>Contractor</p> <p>ECR Provider (rarely needed)</p>
Level III – 1 day	<p>Execution of a live transaction in the store</p> <p>Troubleshooting with VAR (if needed)</p>	<p>Value Added Reseller</p> <p>WIC State Agency</p> <p>Xerox (optional)</p>

# APPENDIX B

## Retailer Certification Process



APPENDIX C

Virginia WIC Integration Survey – eWIC Processing Request

<b>Retailer Information</b>		
Store Name:		Submission Date:
Contact Name:		Contact Email:
Address1:		Phone1:
Address2:		Phone2:
City:	State:	ZIP Code:
Corporate Name:		Corporate Contact:
Corporate Phone:		Corporate Email:
IT Department (circle one)    Yes    No		IT Contact:
IT Email:		IT Phone:

<b>Value Added Reseller/ECR Service Provider</b>		
Do you use an ECR Service Provider (circle one):    Yes    No		Service Provider Name:
Service Provider Contact:		Email:
Address:		Phone:
City:	State:	ZIP Code:
Do you have an existing service contract?:		

**Electronic Cash Register and Point of Sale Information**

ECR Brand (IBM, Retailix):	Model (ACE, Scanmaster, etc):
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Software Version:	Website:
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Comments:

POS PIN Pad Brand:	Model:
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**Third Party Processor (TPP)**

Do you use a Third Party Processor (circle one): Yes No	TPP Name (First Data, 5/3, Fidelity):
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TPP Link Type (Bypass, Concorde, MPS):	Does Store Have Internet Connection (circle one): Yes No
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TPP Contact:	TPP Email:
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Phone:	Address
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City:	State:	ZIP Code:
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**Additional information (anything you feel would be helpful)**


<b>WIC Agency Information – Do Not Complete This Section</b>	
WIC State Agency:	WIC ID (4 digits):
UPC Coordinator:	Phone:
UPC Coordinator's Email:	
Other Agencies (if applicable):	
Comments:	