

Retailer Integration & Certification

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Introduction

- **Integration Workgroup Update**
- **Integration Plans vs Certification**
- **Focus is on Certification**
- **Overview**
 - **Current Process and Expectations**
 - **Certification Schedule**
 - **Issues and Opportunities for Improvement**
 - **Recap of current initiatives**
 - **Future options**
- **Questions following current activities and future options**

Current Certifications and Expectations

- **Schedule**
- **Expectations**
- **Inventory**
- **Pre-certification Activities and Timeline**

Schedule of Retailer Certifications

- **Schedule** – spreadsheet is kept of planned certifications, location and who will be attending from FNS and BAH.
- **Coordination** – among all parties is imperative as there is much coordination and many times there are more than one retailer certification activity occurring in the same week.

Proposed Date	Retail Vendor/Developer	WIC State Agencies	Processor(s)	Booz Allen Support	FNS Support	Location of Test
March 21-23, 2011	Gravity Jack/GBT Recertification	Texas	Texas	n/a	Swain	Austin, TX
March 28-31, 2011	JPMA	Texas, Wyoming, New Mexico, Isleta, Cherokee	Texas, Wyoming, New Mexico, Isleta, Cherokee	King	Melendez	Denver, CO
March 28-31, 2011	Retalix/StoreNext	Michigan	ACS	Neal	Eckley/Ho	Lansing, MI
April 4-7, 2011	NCR ACS-IR	Texas, Wyoming	Texas, Wyoming	n/a	Swain	Houston, TX
April 18-22, 2011	Kroger	Nevada	JPMorgan	King	Porter	Cincinnati, OH
April 25-28, 2011	Harp's	Cherokee	Cherokee	King	Swain	Springdale, AR
April 25-28, 2011	K-VA-T/Store-Line	Kentucky	CDP	Neal	Burns-Hill	Plano, TX

Current Expectations

- **Inventory** – compiled inventory of retailers and ECR systems that have been certified to date.
- **Contact FNS** – as State agencies begin working with Retailers on integration activities, the coordination with FNS needs to begin.
- **Pay Once** - retailers may be subsidized for their retailer integration efforts once via Federal funds.

Expectations of Pre-Certification Activities

- **Coordinate Conference Calls** – bi-weekly conference calls with NO, RO, Retailer, Processor (if applicable) and Third Party Processors (if applicable) to discuss progress, timelines, pre-certification activities and any issues.
- **Complete Pre-cert activities** – a complete run through of the scripts should be performed in order to pre-certify the system. Configuration of system in pre-certification mode should be the same as what will be certified.
- **Forward documentation to FNS** – send FNS documentation/test results to review prior to the actual certification so that a go/no go decision can be made in ample time. Convince FNS it works!

Expectations of Pre-Certification Activities

- **Smartcard States** – perform joint certifications and are currently working on a timeline for pre-certification activities.
- **Online States** – have performed a couple of joint certifications where more than one processor was present at the same retailer location during the same week. This involved a lot of coordination but has proven to be successful.
- **Timeline** – depending on the experience of the retailer with previous WIC EBT implementations, the timeline will vary. First time retail integration efforts have historically taken quite a bit of time from development through testing and eventual implementation.

Expectations of Pre-Certification Activities

- **Other considerations** – may want to consider space constraints and the number of people invited to the certification, VPN/email access, conference call access, etc.

Questions?



Issues and Opportunities for Improvement

- **Resource Intensive and Repetitive**
- **Inconsistent Results**
- **Architectural Differences across common ECR systems**
- **Inconsistent expectations and procedures**
- **Varying levels of developer presence**
- **Information sharing between or across FNS and State agencies**

Current Initiatives

- **Online**
 - **Online Summit sponsored by Michigan**
 - **Kentucky Innovation Grant**
- **Smartcard**
 - **Standardized scripts and messages**
 - **Pre-Certification SOP and timeline**
 - **Developer meeting with MTX**
 - **ICU developed for use in managing certifications**
- **FNS**
 - **Technical Assistance**

Future Options

- **Lead State**
- **Outside entity**

Discussion

Comments

Concerns

Questions?

