

Converting from One EBT Processor to Another

FNS WIC EBT UGM 2016

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Empowering
the Financial World



Conversions

Important activities to consider for WIC EBT Data Conversion:

- Impacts to Stakeholders
- Key Conversion Milestones
- Conversion Process
- Mock Conversion & Validation Process
- Plans for open correction requests

Key points to keep in mind:

- Conversion on a weekend
- 2-3 cycles of mock conversion
- State level of engagement

Conversion Goals:

- Achieve the conversion deadline
- Convert clean data
- Transparent to Cardholder
- Transparent to Retailers

What to consider when planning for a conversion

Conversion Process

Design

- Develop WIC Transition Services Workplan
- Develop Database Conversion Plan
- Conduct Joint Application Design sessions
- Develop incoming vendor internal Conversion Test Plan

Development

- Map Data Elements
- Develop Conversion Programs
- Unit Test Conversion Programs
- Begin Conversion Activities

Testing

- Perform data validation and testing activities
- Report Test Results

Transition

- Develop Test Scenarios for night of system cutover
- Run conversion rehearsals (mock run)
- Obtain sign off from State for test complete

What to consider when planning for a conversion

Conversion Process

Cutover

- Conduct **Go/No-Go** meeting
- Convert State's **Static Data** (Households, Cards, PINs) first
- Then, convert State's **Dynamic Data** (Account Balances)
- Perform **system reconciliation**
- Deliver required **conversion management reports** to State
- **Redirect** WIC MIS interface to new WIC EBT system
- Complete **other planned conversion cutover tasks**

Post-Conversion

- **Verify** settlement and fund movement activities
- Begin **issuing cards** using new EBT processor system
- Provide all **WIC EBT Services**

Agency Readiness



What to consider when planning for a conversion Create Transition Out Plan

Agency Readiness/Considerations:

Include requirement for a **Transition Out/Change Over Plan** in RFP

Transition Work plan detailing the responsibilities across stakeholders:

- State Agencies
- Incumbent Processor
- New Processor

Benefits: Identifies Process and Tools

- Test Environment
- Test Scripts/Scenarios
- Conversion rehearsal (Mock run) Planning/Testing
- Methods to map data elements
- Data Loading Program
- Monitoring of conversion process

What to consider when planning for a conversion

Cleanse the Data

State hold's responsibility for data cleansing – clean up prior to conversion

Plan to remove “garbage” from data

- Old test records
- Broken links of data
- Orphan records

Benefit:

Eliminate conversion of records that do not pass validation tests and contentions between processors of who is obligated to cleanse the data

What to consider when planning for a conversion Test Cases

State to identify Test Cases: existing households on current system that the State will use to track conversion accuracy. Record information includes static data: demographics, card PAN's, PINs.

Selection of test cases:

- Select “bug a boo” cases – households requiring more than average support, many challenges
- Unique cases: foster care, breast feeding, specialty formulas
- Cases from different agencies

Identify who from each agency will assist in tracking the identified cases through conversion. Night of the conversion be prepared with extra help.

What to consider when planning for a conversion

Establish Database Conversion Process

Project Design through Conversion

- Develop WIC EBT Transition Out Workplan
- Identify what to convert
 - Required: Accounts, Cards, PINs, Account Balances
 - Optional: Transaction History
 - Note that Vendors, UPC/PLUs, Cat/Subcat may come from WIC MIS
- Identify formats
 - WUMEI defines formats (preferred)
 - Legacy formats also available
- Identify the tools
 - Testing environment that is a mirror image of the production environment
 - Test scripts and test cases
 - Conversion rehearsal mock runs planning and testing
 - Methods to map data elements from old EBT system to new
 - Data loading program
 - Visible consoles for monitoring the conversion process – messaging for status of records loaded etc.
 - Record Counts and Conversion
 - Transparent to Cardholders – Same card and PIN, same customer service telephone no.

What to consider when planning for a conversion

Establish Database Conversion Process

Preparation for Mock Runs (2-3):

- Current processor shares data file formats with new vendor – based on Universal Interface
- State identifies test cases/scenarios
- Prepare and run file conversions
 - Extract data, transfer, load into new system
 - Verify using static test case data: demographics, card PAN, PIN's - case client card file
- Verify Converted data and Database value calculation
- Following static data, extract dynamic data: benefits, limited historical data (stored on MIS)
- New processor runs test transactions to validate accuracy of conversion
- Provide Interim Transition Testing Report to State
- Benchmark:
 - File preparation times
 - File transmission times
 - File conversion times

What to consider when planning for a conversion

Establish Database Conversion Process

Conversion Weekend:

Select conversion dates when clinics are closed or low activity

- Send and receive conversion files
- Run conversion routines
- Verify conversion processes, database values, EBT-only and TPP transaction processing connections
- Conduct system cutover settlement and reconciliation tasks
- Run Test Transactions
- State compares test case scenarios against old system and new
- Validate EBT cardholders account balances and PINs match old system and new
- Call Center Conversion
- Execute Go/No Go decision meetings

What to consider when planning for a conversion

Establish Database Conversion Process

Important State Tasks, hands on approach:

- Take lead on creating test scripts, testing transactions and reviewing reports
- Maximize the number of people and amount of time of use/practice/train on the new EBT system

Simplifies UAT and enhances State confidence with new system

**Customer Service
ARU/IVR, Live ,
Websites**



What to consider when planning for a conversion Helpdesks: ARU's, Live Customer Support

Cardholder Automated Response Units (ARUs)

- Study the State's current ARU structure and call statistics to determine the State's cardholders' experience available today
- Create a call flow ensuring the cardholder's experience is equal to or enhanced when using the new ARU

Retailer Automated Response Units (ARUs)

- Ensure Retailers understand the correct toll-free number to use to access ARU support

Cardholder and Retailer 24/7 Call Centers

- Plan on transferring the State's current toll-free telephone numbers for WIC EBT cardholder and retailer customer service to new incoming processor
- In preparation for the transition of the call centers, transition the current customer service telephone numbers
- On the evening of the conversion, clients' calls will be redirected to the new processors ARU and call centers

What to consider when planning for a conversion Websites/Data Warehouse

Websites – Cardholder and Retailer

- Prior to the conversion State will provide notification to Cardholders/Retailers informing them of the upcoming conversion and the new website URL.
- Cardholders will be informed of the conversion through:
 - Notifications that may be placed in local offices, Newsletters, Through emails, ARU and Webportal messages.
 - Notifications which may occur through mass media (i.e., television, radio, print, local offices)
- Post conversion, all new cards issued by new processor to reference the new cardholder website URL

Data Warehouse

- Prior to start of the productive start, the data warehouse will be seeded with all data converted from State Agencies existing data warehouse or from archived source files from WIC MIS.
- Once productive operations commence, the data warehouse receives batch files from the WIC EBT system.

What to consider when planning for a conversion

Retailer Conversion Management

Retailer Goals:

- 95%+ of eligible retailers will be operational prior to cutover
- No changes at POS from a cardholder perspective

Major tasks:

- Draft, review, approve new Retailer Agreement
- Retailer outreach, posting updated Retailer Agreements on the website, mailing transition notifications to retailers
- Collect and Maintain signed Retailer Agreements
- Support equipment installations and training at stand-beside retailers
- Execute processor agreements and conduct TPP Certification (if needed)
- Complete retailer interface testing (if needed)
- Transfer customer service phone lines from incumbent contractor to new contractor

NOTE: TPPs have “one shot” at making it work on the night of conversion

TPP: minimal impact to TPP's. Majority of TPP's have existing connections to processors, requires only switching the BIN

What to consider when planning for a conversion Questions?

Questions?

Thank You!

