

## Conduent® Connect Processing Solution for WIC

Meet your mandate with a smooth transition to an online, real-time EBT solution. Everyone benefits.



### Change is coming.

- The Healthy Hunger Free Kids act of 2010 mandates that all state WIC programs implement EBT for all WIC benefits by 2020.
- Only 14 of the nation's 90 WIC agencies are fully EBT operational.
- Over the next two years, states will conduct mandatory feasibility studies to determine whether online or offline electronic solutions fit their state best.
- The challenge is daunting, but necessary.

Need a more responsive, integrated solution for your Women, Infants and Children (WIC) program? Our solution delivers online, real-time transaction processing with easy Web access that is secure, scalable, reliable, and offers a generous assortment of reporting features for states and vendors.

Proven in numerous states for the delivery of food stamp and cash benefits, EBT isn't just nice to have for WIC anymore – it's mandated. You can implement WIC as an independent solution, or integrate it with Food Stamps EBT as we've helped a number of our state clients do, including Michigan, the first statewide, online WIC system in the country. We work closely with our clients to help them quickly realize the benefits of EBT for WIC with a seamless, rapid transition.

The Conduent® Connect Processing Solution for WIC offers:

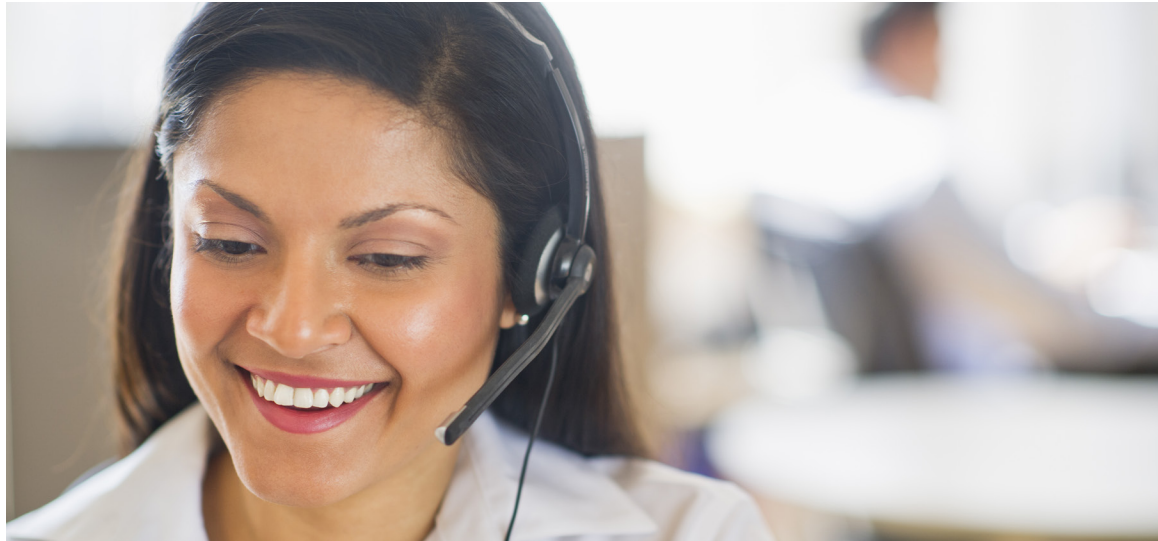
- Food prescription readily available for each participant
- UPC/Price look-ups including adds, edits and deletions to UPC/PLU tables
- Maximum price updates for UPC/ PLUs in each vendor peer group
- Expiration date files that track when the food package benefits expire
- Transaction identification numbers that identify WIC transactions
- Authorized vendor file including adds, edits and deletes

- Intuitive, easy-to-navigate graphical user interface (GUI), which requires little desktop terminal configuration
- Powerful additional functionality in the administrative terminal for use during system testing, system downtime or emergency situations.

### Do your processes feel scattered or stretched? We help you connect.

Connect Processing Solution helps make things easier for you, your employees, and the program participants you serve. Some of the benefits of our solution include:

- **Flexibility to work with various WIC systems** — Our solution is compatible with real-time and distributed WIC information systems.
- **Compatibility for vendors** — Our solution meets specification standards established by FNS and the WIC X9 committee, and works with vendors who use integrated POS devices or stand alone configurations.
- **Vendor equipment and training** — We provide on-site equipment installation and training to ensure successful use of state-provided POS terminals. The POS terminal incorporates EBT processing for WIC, food stamps and cash benefits



on the same device.

- **Transaction processing authorization services** — Our accurate and secure processing methodology ensures that each food item scanned is correctly identified as WIC-eligible, and priced accurately. Once accepted, the scanned item is deducted in real time from the participant's monthly food prescription total.
- **Daily settlement** — Our daily settlement process eliminates in-flight transactions and suspense accounting that complicate settlement and reconciliation. Vendors are reimbursed for WIC purchases each day.
- **Award-winning customer service center** — We provide 24/7 customer service for vendors and participants using call center facilities that currently handle our other nationwide EBT and

electronic payment card program calls.

**Proven solution, easy administration.**

Our solution provides administrators with on-line, real-time access to program information through an easy to use browser-based terminal application.

With screens that are easy to read and navigate, administrators can handle the following functions and more:

- WIC account maintenance
- Financial accounting
- Reports
- Voucher management
- Administrative Terminal user management
- Retailer management
- Password changes
- Transaction history

With easy to navigate, point-and-click technology, we provide what your program needs for the kind of visibility that enables powerful improvement.

