

RFP FOR E-WIC PROCESSING SERVICES FOR THE WOMEN, INFANTS AND CHILDREN PROGRAM FOR THE MARYLAND DEPARTMENT OF HEALTH AND THE GOVERNMENT OF THE VIRGIN ISLANDS, DEPARTMENT OF PROPERTY AND PROCUREMENT, RFP #MD/VI-EWIC-02162021
QUESTIONS AND ANSWERS
APRIL 8, 2021

No.	RFP Section/ Page No.	QUESTION	ANSWER
1	2.23.2	Must the USVI business license be obtained to submit a proposal, or may it be obtained after contract award is announced?	Offeror's do not need a VI Business license to submit a proposal, but they must have and submit a current business license issued by any state for operations. A USVI Business license must be obtained after the contract is awarded.
2	Financial Statements (24)	Will the State allow bidders to provide a link to publicly available statements in lieu of actual document to address submission's file size limits (35MB for combined Tech and Price volumes)?	Yes, Offerors may provide a link to publicly available statements.
3	4.3.4 Proposed Personnel/Project Team (25)	Subsections 3.6.4 through 3.6.6 are not included in this section and do not appear anywhere else in Section IV. Proposal Format. Please confirm we are to address these subsections here.	Section 4.3.4.1 is corrected in the First Amendment to the RFP dated March 19, 2021 as follows: "4.3.4.1 - Each Offeror shall address each of the sub-sections in 3.6 – Key Personnel (3.6.1 through 3.6.6)."
4	4.3.7.2. (27)	Please provide the most recent job classifications.	Offerors are to provide, "The numbers and types of jobs for Maryland residents resulting from the Contract." Job classifications would be identified by the Offeror.
5	4.3, 4.6 (23, 29)	The RFP states 2 naming conventions for each Volume. Please confirm what naming convention should be used for each volume and should be added to each volumes proposal cover.	The State needs to be able to clearly identify the Volume I - Technical Proposal and related files from the Volume II - Price Proposal. Document Volumes should be labeled as: "Volume I – RFP for e-WIC Processing Services for Maryland and USVI – Technical – RFP #MD/VI-EWIC-02162021, and "Volume II - RFP for e-WIC Processing Services for Maryland and USVI – Price – RFP #MD/VI-EWIC-02162021."
6	3.4	The bolded language discusses "Will Develop" and "Will Comply" and the usage seems to be in conflict. Please clarify which term is to be used in the RFP.	Section 3.4 is amended by deleting "Will Comply" and replacing with "Will Develop." See Second Amendment to the RFP, No. 1.
APPENDIX A			
7	1.1.2	Does the State/USVI intend on upgrading the interface to the latest version issued by FNS? If so, when?	The State has no current plans to make changes to the existing interface.
8	1.1.8	Is it conceivable that only 1 Agency (MD or USVI) would implement an enhancement but not the other?	Yes, it is possible that only one agency may elect to implement an enhancement.
9	5.3.1	How much history must be provided in response to an MIS request? Can some (a negotiated) amount be provided off-line?	Six months of history is required to be returned in this message.
10	2.2.3 (7)	Is this a file to be injected by the eWIC System?	Section 2.2.3 of Appendix A is deleted in its entirety. See Second Amendment to the RFP, No. 2.
11	6.1.1.3 (16)	Will Maryland and USVI please explain the intent for the use of the card language indicator?	Card language refers to what is written on the card. The intent is that if the Non Discrimination statement changes or a phone number, that the processor shall make that change with no cost to Maryland WIC or USVI WIC. Section 6.1.1.3 is amended as follows: "The eWIC Processor shall support updates to card language requirements as directed at no additional cost to Maryland WIC and USVI WIC." See First Amendment to the RFP No 5.
12	7.2.2.4 (19)	Will Maryland and USVI please provide the number of mailed card replacement for the past six (6) months?	USVI does not use the replacement card feature offered by the Contractor. Maryland had 3,983 replacement cards (664 avg/month) mailed from September 2020 to February 2021.

13	7.2.2.4.2 (19)	Since the industry standard is typically 7-10 calendar days, would Maryland/USVI revise this requirement accordingly?	Yes. Requirement 7.2.2.4.2 has been revised from to 7-10 calendar days. See Second Amendment to the RFP, No. 3.
14	7.3.2.7 (20)	Will Maryland and USVI please confirm that the batch file that is mentioned is the Card Update batch file? If not, which batch file is this referencing?	Refer to 2.1.3, the batch file that is transmitted to the MIS. Revised to read "The eWIC system shall utilize real time messaging to allow the MIS system to view a card's status prior to receiving the card update batch file." in the First Amendment to the RFP, No 6.
15	7.7.5 (22)	Since a locked PIN is specifically associated to a card rather than a vendor, please confirm that when there are multiple time zones, the PIN lock is released at 11:59 PM in the local time zone of the cardholder.	Confirmed. Section 7.7.5 is revised by deleting "vendor," and replacing with "cardholder." See Second Amendment to the RFP, No. 4.
16	7.	Will the State and/or USVI employ "proxy" cardholders (i.e. "authorized representatives")? If so, how many per case?	Maryland and the USVI issue one card per family.
17	7.6.3.2 (22)	If a web portal user has authenticated with a username and password to access their account in the portal, then is it required that the user also validate their DOB and zip code prior to changing their PIN?	No. If PIN changes are made through the web portal, authenticating using the username and password is acceptable.
18	7.8.3. (23)	It is likely that the software that the WIC MIS uses to interface with the PIN pad will require modification. Will the MIS contractor be making code changes to the interface application to work with the selected PIN pad? If it is the responsibility of the EBT contractor, then will Maryland be providing the latest source code along with all build files to new EBT contractor?	The EBT contractor is responsible for making the code changes to the interface application with the PIN pads. Maryland will provide the current source code and installation files to the new EBT contractor.
19	PIN Equipment (23)	Does Maryland WIC and USVI WIC own the software currently installed in the PIN pad device? Is it expected that this PIN pad device and software be used when replacements are needed?	The PIN pad device is injected with an encryption key that needs to match the key of the EBT processor. The EBT processor is responsible for replacing the security encryption on all the PIN pad devices, if needed. Yes. If replacements PIN pads are needed, It is expected that the EBT processor will make whatever modifications are required to make them communicate with the EBT system.
20	PIN Equipment (23)	If Maryland and USVI does not own or have access to the software currently installed, would Maryland and USVI consider PIN pad devices that connect directly to the host for PIN selection to satisfy this requirement?	No, the Pin device must be able to interface with the MIS system for messaging, The MIS system starts the pinning process.
21	Query Functionality (38)	Will Maryland and USVI allow the ability to provide the query functionality outside of the Administrative Terminal?	It is unclear what is being referenced by outside of the Administrative Terminal. The requirement is that we will be able to perform queries against real-time data.
22	9.3.1.2	Does the current EBT system provide declined transactions in this file?	No.
23	9.4.6.5 (34)	Can the State please confirm if the daily summary described in this section provides information about the bank account or about the system activity occurring during the day?	The daily summary is for the bank account and system activity. The daily summary should reflect transactions that occurred the day before (credits and debits) which are system activity, and the deposit which is bank account activity.
24	9.4.7.1 (34)	Can the State further explain the infant formula rebate funds, what they are and where they come from?	All WIC agencies have infant formula rebate contracts where they receive rebates from infant formula manufacturers based on the WIC sales of infant formula for each calendar month. The USVI deposits their monthly infant formula rebate monies in a bank account established with the eWIC processor. The eWIC processor will use those funds to pay for daily settlement amounts. When the rebate money is gone each month, the eWIC processor pulls funds from the US Treasury's ASAP system for daily settlement.

25	9.4.7.2 (35)	Would the USVI please clarify the process for formula rebates and how the eWIC processor solution is involved?	Response to 25 and 26. The step-by-step process is included in 9.4.7.2 and described above. The eWIC processor has access to the rebate account, the food account, and the ASAP system.
26	9.4.7.2 (35)	How does the eWIC Processor determine if there are any infant formula rebate funds available?	
27	9.4.7.2 (35)	Can the State please confirm if the email generated to USVI as described in this section contains information about the bank account or system activity?	Information contained in the email is showing both bank account information (starting balance) and system activity (debit and credits).
28	9.4.7.2 (35)	In Line 9.4.7.1, it states that infant formula rebate funds are transferred to an eWIC Processor bank account. In Line 9.4.7.2, it says that the eWIC Processor transfers these funds into the clearing account. Can these two accounts be the same account to avoid having to transfer funds between accounts?	Yes.
29	10	Approximately how many Admin Terminal users are there in the State and in USVI. Will admin terminal access be provided at all the clinics, or only at the State/USVI agency?	Maryland - 88 Active users Total State Agency - 19 Local Agency (Clinics) - 61 Current EBT contractor and guest accounts - 8 USVI - 16 Active users State Agency - 12 Current EBT contractor and guest accounts - 4 Admin terminal access is provided for both clinics and the State/USVI agency.
30	10.2.2.4. (39)	Please confirm the X9 number is the vendor ID? If not, please clarify what X9 refers to.	X9 and Vendor ID are the same number.
31	10.2.6.3 (40)	Would Maryland/USVI consider revising the requirement to provide such data within five (5) days?	Yes. Section 10.2.6.3 is revised to provide such data within five (5) business days. See Second Amendment to the RFP, No. 5.
32	10.2.8 (40)	1. Does the current EBT system provide this functionality?2. If yes to #1: Often times, a corporate IT department may pull a single APL and then, in turn, distribute that to individual stores in their chain. Does the corporate IT notify the EBT system provider when it has distributed the file to individual stores?3. If yes to #2: Is there a system interface (e.g. a file) used for this?4. If yes to #3: Please provide the system interface specification that contains this information.	The current EBT system does not provide this functionality. Requirements 10.2.8, 10.2.8.1 and 10.2.8.2 is changed from "Required" to "Preferred." See Second Amendment to the RFP, No. 6.
33	10.4.2.2 (41)	Does the current EBT system provide this functionality? If yes, has this ever been used? Please explain if there are any additional reconciliation requirements to ensure that the WIC MIS record of issuances stays synchronized with the update made in the EBT system.	Requirement 10.4.2.2 is deleted in its entirety. See Second Amendment to the RFP, No. 7.
34	10.5.1 (41)	1. Since the administrative application is the application used by state and local agency users, please confirm if the intent is that this a feature that would be accessed by state or local agency staff on behalf of the participant.2. How would this password be used? For the IVR, after initial PIN selection, the user validates with their PIN. Similarly, after a cardholder registers in the cardholder portal, they use a username and password. Is the intent that a CSR would request this information prior to answering any questions?	1. The intent is for the additional password to be used by the participant when accessing the portal or the IVR. 2. This is typically used in the event of domestic situations. If an attempt is made to access the account through the IVR, an event is triggered that causes the CSR to come on the line and request the additional password.
35	11.4.3	Must the vendor test environment be available for the duration of the processor's contract with the State/USVI, or only during the transition, if any?	The test environment must be available for the duration of the contract as new vendors may potentially apply or existing vendors may convert to an integrated system.

36	11.4.7	There does not appear to be any requirement for the processor to participate in or perform any effort for vendor Level 3 certifications, but there is a reference to Level 3 pricing (for related travel --pricing proposal, page 38. Should there be a technical requirement for Level 3 processor support?	Appendix B travel language has been revised to delete "Level 3 certification." See Second Amendment to the RFP, No. 8.
37	11.4.7.5	Can you clarify what is meant by certification "...on behalf of all WIC agencies..."? What is the expectation relative to the processor's interactions with agencies other than the State and USVI?	As eWIC processing has evolved, most state agencies will accept Level 2 certification performed by another state agency. The contractual obligation here is for the eWIC processor to perform L2 certifications to the Maryland and USVI eWIC systems.
38	11.5.1.1 (49)	How many stand-beside POS devices are currently paid for by Maryland WIC? USVI WIC?	Maryland 98 for MD eWIC vendors 25 for WIC Farmers Total 123 USVI - 21 eWIC vendors
39	11.5.5.3	We understand why single-function POS devices should maintain multiple (i.e. 3) APL's but question the State's including the USVI APL; would not APL's from states in closer proximity (i.e. Virginia and/or Washington DC -once it become live) be more appropriate? Likewise, would USVI want to designate other APL's based on their tourist and transient populations?	Yes, the intent of the requirement is we may have a store that is also authorized by another state agency in close proximity (i.e., DC).
40	11.5.5.8 (51)	How many vendors use dial-up?	Maryland - 5 USVI - 0
41	11.6.1 (57)	Would Maryland/USVI change this requirement from preferred to required priced separately or preferred priced separately?	Requirement 11.6 is changed from "Preferred" to "Required Priced Separately." See Second Amendment to the RFP, No. 9.
42	12.1.4.14 (65)	Will Maryland/USVI clarify this requirement? Is the intent to provide a single portal logon for multiple households?	Section 12.1.4.14 is deleted in its entirety. See Second Amendment to the RFP, No. 10.
43	12.2.1.1 (66)	What support does the current Vendor Support Line provide to integrated retailers?	Support to integrated vendors could include but is not limited to potential APL or transaction issues.
44	12.2.1.1 (66)	Can the State please provide copies of the current IVR scripts?	The current contract does not have a vendor IVR requirement.
45	13.8	Is there to be a single data warehouse for both agencies, or will the State and the USVI have separate warehouses?	Separate warehouses.
46	13.8 (73)	Would Maryland/USVI change this requirement from preferred to required priced separately or preferred priced separately?	Requirement 13.8 is changed from "Preferred" to "Required Priced Separately." See Second Amendment to the RFP, No. 11
47	15.5.4.4 (82)	While the WIC Vendor stand-beside contract is part of the vendor onboarding package for stand-beside POS vendors, it is not the only document that is needed to establish a stand-beside vendor. Will Maryland/USVI change the requirement language to read, 'The eWIC Processor shall ship the POS terminal within five (5) business days and perform phone training/installation within ten (10) business days of receipt of the fully executed WIC Vendor stand-beside contract documents. Maryland WIC and USVI WIC shall be notified when equipment is shipped, attempts are made to provide training and installation, and the success of the training/installation'.	First sentence in Section 15.5.4.4. is revised by deleting "signed WIC Vendor stand beside contract," and inserting "fully executed WIC vendor stand-beside contract documents." See Second Amendment to the RFP, No. 12.
48	Systems Reporting-All (70)	Can Maryland/USVI provide an existing reports catalog that provides example reports for each of the requested reports in this section?	See Exhibit 1, <i>SOAR WIC EBT Reports</i> to the Questions and Answers document.

49	15.5.4.7 (82)	Previously, in Line Item 15.5.4.4, the State requires that the "eWIC Processor shall...perform phone training/installation...". Line Item 15.5.4.7 states "Installation and training shall be provided in-person by the eWIC processor". Can the State please confirm that the in-person installation would only be required during system conversion activities and that ongoing equipment installation and replacement training and installation will be done via phone?	Confirmed. After conversion activities, training and install will be done via phone as outlined in 11.5.8.5.
50	15.5.4.7 (83)	RFP states that onsite POS installation is required for MD vendors with three or more stand-beside devices. How many vendors have three or more stand-beside devices and what are their locations?	This is only during conversion. Maryland - 19 USVI -5
51	15.5.4.8 (83)	RFP states that onsite POS installation is required for VI vendors with stand-beside devices. How many vendors meet this condition?	7 vendors.
52	15.5.4.7 -15.5.4.8 (83)	As an experienced EBT processor, we have discovered that many retailers are extremely knowledgeable about POS equipment and are able to set up new equipment without needing any assistance. Would the agencies be willing to modify these requirements to require phone training and installation instead of in-person training and installation?	No. The eWIC Processor is required to provide onsite training.
53	17.20.2 (103)	RFP states: "Draft Training Materials shall be delivered no later than five (5) months prior to conversion. Hard copy materials shall be printed and delivered no later than 20 business days prior to conversion." How many hard copies of each training material document are required?	Five (5) hard copies.
54	18.7.1; 18.8.1 (109, 110)	Is it the intent of Maryland/USVI to send account request using batch files?	Responses to 54 - 56.
55	18.7.2; 18.8.2 (109, 110)	Is it the intent of Maryland/USVI to send card request using batch files?	No. The intent is that the system be available 24 x 7.
56	18.7.3; 18.8.3 (109, 110)	Is it the intent of Maryland/USVI to send card request using batch files?	
57	18.7 (109.110)	Many of the line items in this section require system availability 24X7. Can the State please revise each line to say that scheduled system downtime is excluded from the 24X7 service level requirement?	Section 18.7.1 - 18.7.4 is revised to include "except for scheduled downtime," for each requirement. See Second Amendment to the RFP, No. 13.
58	18.11.2 (110)	This performance service level states that calls transferred by the ARU to a CSR shall be placed on hold for no longer than 60 seconds. The industry standard of "hold time" is when a CSR has answered the caller, heard their inquiry and then actually placed them on hold while further information is obtained to resolve the call. If the State intends for this service level to refer to the time between a call leaving the IVR application and being initially answered by a CSR, a more standard and attainable service level would be or 97% of calls to be answered by a CSR within 120 seconds. Will the State accept this service level?	Requirement 18.11.2 is changed to "60" seconds to "120" seconds. See Second Amendment to the RFP, No. 14.
59	18.11.3 (110)	Given the low call volume of WIC cardholders, it is very difficult to achieve such a low call abandonment rate. Most reporting periods, even one abandoned call could cause this SLA to be missed. Even a rate as high as 7% would be difficult to achieve in most months. Would the State consider a more achievable call abandonment rate such as 10%?	Requirement 18.11.3 is changed to revise the call rate of less than 3% to 10%. See Second Amendment to the RFP, No. 15.
60	18.12.5	This requirement says the device should be shipped the next business day to be received by the vendor the following day. Can the agencies confirm that this requirement is only for Maryland terminals and that terminals going to USVI can be shipped using 2-3 day priority mail as required by Line Item 18.12.4?	Requirement 18.12.5 is revised by deleting "to be received by the vendor the following day." See Second Amendment to the RFP, No. 16.

61	18.15.2 (112); 10.2.6.1 (40); 15.6.5.1-15.6.5.2 (84)	Each of these requirements have a different minimum number of years of data online for real time access requirement. Will Maryland/USVI confirm the number of years of data online that is required?	Three years real time and four years archived.
APPENDIX B			
62	Schedule 1-2 (34-35)	How will "Schedule 1: Transition and Conversion Pricing" be scored compared to "Schedule 2: CPCM for Core eWIC Services"? Are the two sections scored independently of each other or combined? If independent, how many points or what percentage of the cost score is associated with each schedule?	The primary evaluation considerations will be on Sections 2 and 3-4 of Appendix B. Section 1 will be a focus if one of the two top Offerors is not the incumbent and transition would be required by the State. Price will be based on the best overall cost with greater weight given to Section 2, followed by 3 and 4.
63	Schedule 1	Is the State seeking separate transition prices for Maryland and for the USVI? (i.e. "per WIC Agency". It is highly unlikely that one entity would undergo a transition and the other would not.	Provide a firm fixed price per WIC Agency, one for MD and one for USVI.
65	Schedule 2	<ol style="list-style-type: none"> 1. Should (2) read "...created during the previous calendar month..."? Otherwise, there does not appear to be a difference between conditions (1) and (2). 2. Is there to be only one CPCM regardless of case volume? 3. Will compliance cases be considered "active" IAW the criteria in (1) and (2), or some other criteria? 4. Must the CPCM for compliance cases be the same as that for participant cases? 	<ol style="list-style-type: none"> 1. The language is correct. The first condition covers benefits with a start date during the calendar month; the second condition covers a family that may be receiving benefits late (start date in the previous month), but the end date is in the current month and the benefit was created in the current month. 2. Yes. 3. Yes Compliance Cases are based on the same active criteria as other Accounts. 4. Yes.
67	Pricing Tables (34-37)	What weight or maximum point value will each of the Schedules 1 through 4 be given in the evaluation of the Cost Proposal?	See response above regarding Section 1. Greater weight will be given to Section 2, then followed by Sections 3 and 4.
68	EXHIBIT 1 AND 2 (102-103)	The retailer information provided in the RFP is helpful. To get a more detailed picture of the retailer environment, will each State Agency please provide a retailer list that includes the POS system and version used to integrate to the incumbent's system?	This information is not available at this time but the States will share what is known at the time of contract start.

SOAR WIC EBT Reports

Administrative Reports

The following reports are related to user activity and audit data.

Report Name	Description
Account Maintenance Report	Provides detailed account records that have been modified, irrespective of the system that was used to make the modification.
Category/Subcategory Data Audit Report	Provides a count of response times for all POS transactions processed within eWIC system by day of the month for the month that is identified by the user.
Failed Login Report	Provides a list of users with failed login attempts.
Large NTE Price Shifts Report	Provides information associated with large not-to-exceed (NTE) calculations that have exceeded the tolerance that is set for the WIC agency's NTE calculation.
NTE Price Adjustments Report	Provides a list of not-to-exceed (NTE) price adjustments for each UPC by peer group.
Stale NTE Report	Provides a list of UPC/PLUs where the NTE pricing has not changed in a specified period of time. This only includes food items that have not met the NTE calculation criteria.
Transaction Response Time Report	Provides a count of average response times for all POS transactions processed within eWIC system by time of day for the month that is identified by the user.
UPC/PLU Data Audit Report	Provides detailed UPC/PLU records that have been modified, irrespective of the system that was used to make the modification.
User Access Report	Provides a list of authorized users with their associated security role and last status change date.
User Activity Report	Provides an audit report by user ID of all actions taken by the users.
Vendor Data Audit Report	Provides detailed vendor records that have been modified.

Card Inventory Reports

The following reports are related to card inventory management.

Report Name	Description
Card Inventory Details Report	Provides details associated with a card inventory action.
Card Inventory Summary Report	Provides a management tool to reconcile inventory levels by card distribution locations.

Customer Service Reports

The following reports are related to IVR/Customer Service.

Report Name	Description
Cardholder Calls by Language Report	Provides the volume of cardholder calls made to the Customer Service ARU (IVR) by language.
Cardholder Calls by Reason Report	Provides the reasons why cardholders call the Customer Service ARU (IVR).
Cardholder Calls by Volume Report	Provides the volume of cardholder calls made to the Customer Service ARU (IVR).
Cardholder Web Portal Usage Report	Provides monthly statistics for usage of the cardholder web portal and cardholder mobile app.
Retailer Calls by Volume Report	Provides the volume of retailer calls made to the Retailer Help Desk ARU (IVR).

Financial Management Reports

The following reports are related to settlement and reconciliation activities by dollars and units.

Report Name	Description
Benefit Issuance Summary Report	Provides unit or dollar redemption activity by WIC category/subcategory. It includes both a beginning and ending balance by WIC category/subcategory to provide a net position at the end of the business day.
Benefit Utilization Report	Provides the utilization of benefits at the category/subcategory level. It includes the details of the number and percentage of units for each category/subcategory that were issued, redeemed, expired, and voided.
Billing Detail Report	Provides the user with WIC family ID counts (by Local Agency and Clinic) for a specified billing period.
Billing Summary Report	Provides the user with WIC family counts (by Local Agency and Clinic) for a specified billing period.
Rebate Analysis Detail Report	Provides detailed information on the rebate status of a purchased food item at time of purchase or settlement.
Rebate Analysis Summary Report	Provides a count of food items that were available, unavailable, or previously available for rebate at time of purchase or settlement.
Transaction Adjustments Report	Provides detailed information relating to credit and debit transaction adjustments to WIC family accounts for purchased food items.
Transaction Settlement Summary Report	Provides the daily payment draw amount as well as the daily redemption activity by transaction type category.
Unused Benefit Details Report	Provides detailed information for WIC families who either did not access their benefits or who did not use all their benefits during the availability period.
Unused Benefit Summary Report	Provides summary counts for WIC families who either did not access their benefits or who did not use all their benefits during the availability period.

Program Management Reports

The following reports are related to WIC Agency administration and monitoring of the WIC EBT Program.

Report Name	Description
Cancelled Card Details Report	Provides a detailed list of eWIC cards that have been stasured at a WIC clinic or via ARU (IVR) system, Cardholder Portal, or by a Customer Service Representative (CSR).
Cancelled Card Summary Report	Provides a summary list of eWIC cards that have been stasured at a WIC clinic or via Solutran's ARU (IVR), Cardholder Portal, or Customer Service Representative (CSR).
Card Issuance/Replacement Detail Report	Provides detailed information relating to card issuance and replacements for a specified period of time.
Card Issuance/Replacement Summary Report	Provides summary counts relating to card issuance and replacements for a specified period of time.
Excessive Card Replacements Report	Provides a list of WIC cardholders who have exceeded the pre-determined number of card replacements during a specified period of time.
Future Benefit Details Report	Provides a detailed list of WIC benefits that have not been applied to a WIC family's account.
Future Benefit Summary Report	Provides a summary count of WIC benefits that have not been applied to a WIC family's account.
Invalid PIN Attempts Report	Provides a list of WIC cardholders who have exceeded the pre-determined number of allowable consecutive unsuccessful PIN attempts (irrespective of the time of transaction), which has caused the PIN to be locked until 12:01 a.m. local time the next calendar day.

Vendor Management Reports

The following reports are related to vendor redemption activity.

Report Name	Description
Benefit Utilization Report by Vendor	Provides detailed transaction activity by vendor in relation to benefit authorization.
High Average by Vendor Report	Based on user-defined filters, this report lists items redeemed by each vendor for a specified time frame. The report provides the average sales price at the store and compares it to the NTE level for all vendors.
Increase in Sales by Vendor Report	Shows the percentage by which a vendor's sales have increased overall for a specified period of time and allows filtering by peer group and vendor type. The report allows the user to compare sales on a monthly or quarterly basis.
Keyed vs Swiped Details by Clinic Report	Provides detailed information for the WIC family's WIC clinic where the card number is either manually keyed or swiped during a WIC purchase.
Keyed vs Swiped Details by Vendor Report	Provides detailed information where the card number is either manually keyed or swiped during a WIC purchase.
Keyed vs Swiped Summary by Clinic Report	Provides summary counts where the card number is either manually keyed or swiped during a WIC purchase.
Keyed vs Swiped Summary by Vendor Report	Provides summary counts (by WIC vendor) where the card number is either manually keyed or swiped during a WIC purchase.
Transaction Activity by Day Report	Provides a daily total count of POS transaction type categories for both approved and denied transactions as well as the total WIC purchase dollar amounts that were approved for the calendar month identified by the user.
Transaction Activity by Month Report	Provides a count of POS transaction type categories for both approved and denied transactions as well as the WIC purchase dollar amounts that were approved for the calendar month(s) identified by the user.
Vendor Payment Requests Report	Provides a detailed list of vendor payments that have been requested by the WIC agency.
Vendor Transaction Activity by Day Report	Provides a daily total count of POS transaction type categories for both approved and denied transactions as well as the total WIC purchase dollar amounts that were approved for the vendor and calendar month identified by the user.
Vendor Transaction Activity by Month/Quarter Report	Provides a count of POS transaction type categories for both approved and denied transactions as well as the WIC purchase dollar amounts that were approved for the vendor and calendar month(s) identified by the user, which is summarized by month or quarter.
Vendor Transaction Response Report	Provides a count of POS transaction with their appropriate response codes.

Fraud Management Reports

The following reports are related to fraud management.

Report Name	Description
Benefits Redeemed with One Purchase	Provides detailed transaction information where a cardholder redeems their entire benefit allowance in a single WIC purchase.
High Average Price Peer Group	The report provides the average sales price at the store and compares it to the NTE level for the vendor's peer group.
Redemption Activity by Hour	Provides transaction information where the number of WIC transactions conducted by vendors within a specified date/time is greater than a specified number.
Redemption Activity Distance	Provides transaction information where the distance between a selected distance type for a WIC transaction is the same as or greater than a specified distance threshold.
Top Vendor Redeemer % By Peer Group	Lists each vendor and their total percentage of WIC sales compared to the total WIC sales of their vendor peer group.
Top Vendor Redeemer % By Zip Code Report	Lists each vendor and their total percentage of WIC sales compared to the total WIC sales for vendors in a specified zip code.