



**Vendor Portal
User Guide
Pharmacy-Only**

Vendor Portal Introduction

When contracting with vendors, WIC uses a secure web-based application called **Vendor Portal**. The application provides vendors with a way to apply and recontract for WIC authorization.

The vendor portal can only be accessed when a SecureAccess Washington (SAW) account is setup. SAW accounts help us verify a person's identity and will keep your information protected. (SAW) allows internet access to several online government services through one website. We mention this as you may already have a saw account set up with another state agency.

Table of Contents

New Vendor Portal User Setup	Page 4-7
Vendor Authorization	
• Pharmacy-Only WIC Vendor Application	Page 8-12
Updating Your Vendor Portal User Account	
• How to Edit a User Account	Page 13
• How to Add or Deactivate Users	Page 14-16
• Troubleshooting Secure Access WA (SAW)	Page 17

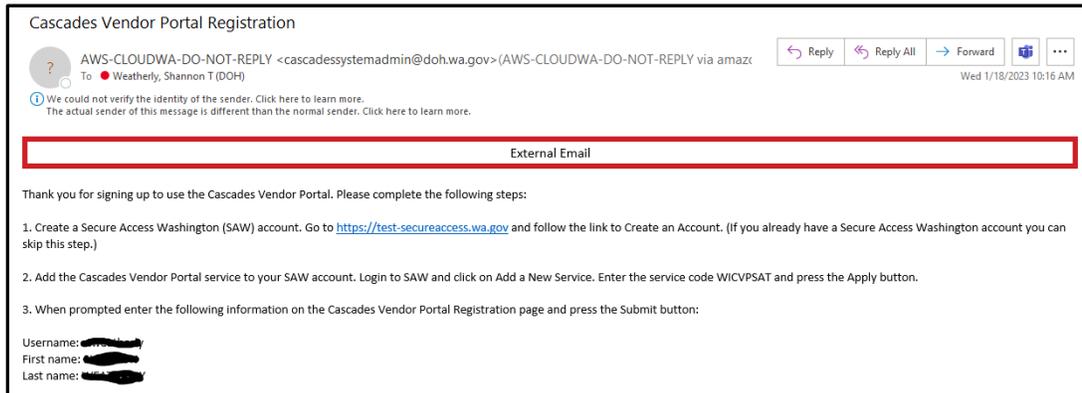
New Vendor Portal User Setup

Before starting, please keep the following in mind:

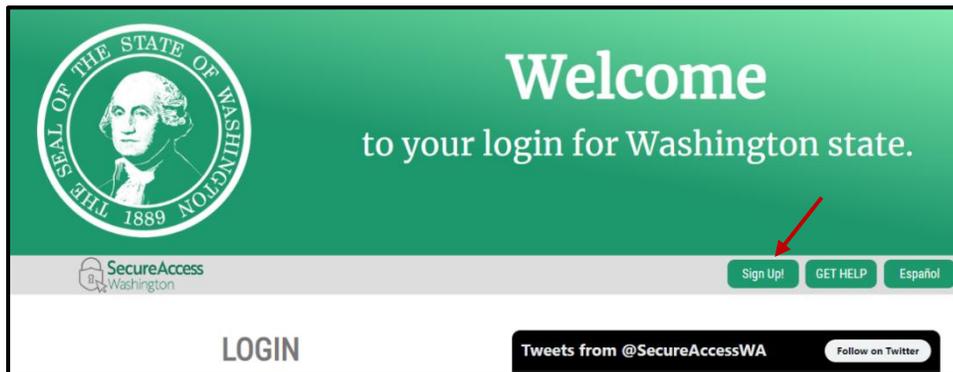
- If you do not have an existing vendor portal user account created under your corporation, please contact us at WICRetailManagement@doh.wa.gov to set up a user account.
- We recommend completing all steps uninterrupted. That way you are less likely to run into issues setting up your account.

Once a user account is set-up by WA State WIC, please follow these steps:

1. As a new user, you should have received an email titled “**Cascades Vendor Portal Registration**”. If you have not been set up yet, please contact WICRetailManagement@doh.wa.gov. This email will include:
 - a. A **link** to create a Secure Access Washington (SAW) account.
 - b. A **service code** to set up the account.
 - c. Your **first name, last name, and username** entered in by the primary contact user.
 - d. **Click the URL link** in the email.



2. You will then be sent to the Secure Access Washington page below.
 - a. Select “**Sign Up!**”.



3. Complete the **Sign Up For An Account** screen.
 - a. Fill in your **name** and **email**.
 - b. Enter your **User ID** and create a password.
 - The User ID and password are case sensitive.
 - **Passwords** must be a minimum of 10 characters long and contain at least 3 of the following character types:
 - upper case letters
 - lower case letters
 - numbers
 - special characters.

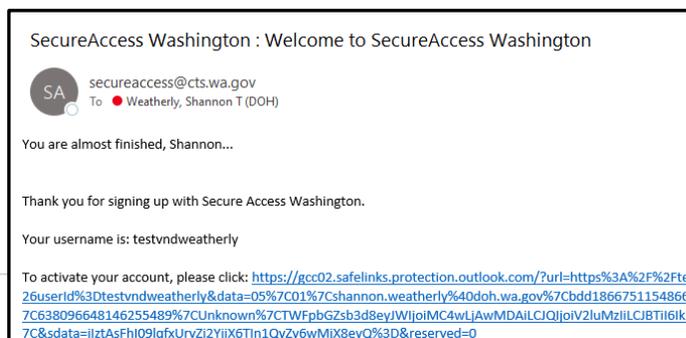
Examples of special characters are: \$ @ ! # * & %.

- c. Check the box for **“I’m not a robot”**.
 - Pass the challenge.
 - Note the challenge pictures may come up several times before you can pass.
- d. Select **“Create My Account”**.

4. You will see a message pop up that says, **“check your email”** (see below).



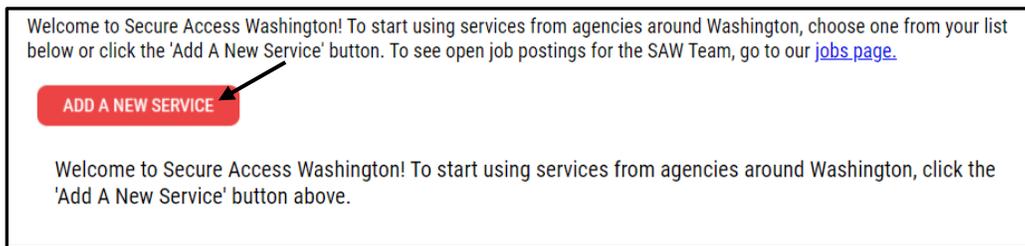
5. **Close completely out of your Internet browser** before continuing. If not, you will get an error message in a future step.
6. **Check your email box** for the following:
 - a. The email subject will say **“SecureAccess Washington: Welcome to SecureAccess Washington”**.
 - b. If you don’t see it check your email junk file.
 - c. **Click the link** in the email.



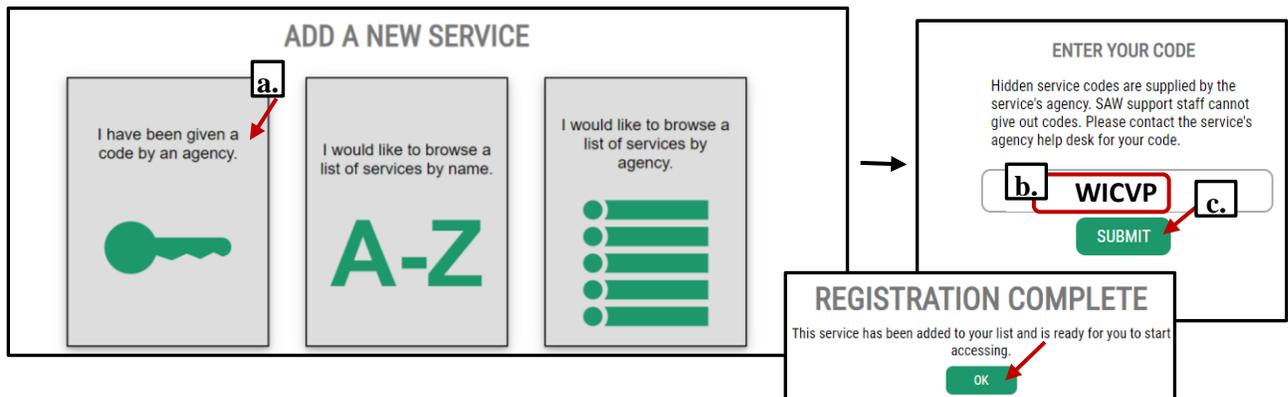
7. The Secure Access log in screen should appear (see below).
 - a. **Log in** using the username and password. **Important! Don't allow the site to remember your password.**



8. The message below will appear. Select “Add A New Service”.



9. The screen below will appear.
 - a. Select “I have been given a code”.
 - b. Enter “WICVP” in the box that appears.
 - c. Select **Submit**.



10. **Close your internet browser completely.**

11. Open a new internet browser and use <https://cascades.xr-wic.com/VendorPortal> to log in.

12. The **Vendor Portal** page will appear.

a. Under **Existing Vendor**, select **Log On**.



13. The following screen will appear.



a. **Enter in the same information** you used to setup your account:

- User name.
- First name.
- Last name.

b. Select **submit**.

14. You will then see the **Vendor Application** screen and you are in the system.

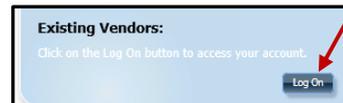
Vendor Authorization

Before starting, please keep the following in mind:

- These steps are for new vendors applying for authorization during the current contract period of 2023-2026.
- **Important!** If you need to leave the application before you're done, make sure to complete the ***required fields*** first and select **"Save"**. The "Save" button will let you come and go as needed, but once you select "Submit" its final and your work can't be edited.

1. Go to the **Cascades Vendor Portal URL** <https://cascades.xr-wic.com/VendorPortal>.

2. Under **Existing Vendors**, select the **Log On** button.



3. You will be redirected to the **Secure Access Washington (SAW)** Welcome page.

4. **Log into SAW.**

- a. If you forgot your use name and password, [follow the instructions on page 25 to reset those options](#). **Important!** Don't allow the site to remember your password.

5. Once logged in, the **Vendor Portal home screen** for your store should open.

6. **Choose New Vendor Application**



7. The **Vendor Application** screen will display:

The screenshot shows the 'Vendor Application' screen. At the top, there is a header 'Vendor Application'. Below it is a section titled 'Vendor Information'. The form contains the following fields:

- Store Name**: PHARMACY 1
- SNAP ID**: [Empty text box]
- State Tax ID**: [Empty text box]
- Federal Tax ID**: [Empty text box]
- Store Type**: Pharmacy (dropdown menu)
- Ownership Type**: Corporation (dropdown menu)

8. **Complete all information** on the application screen.

a. Contact Information

- Please include the store manager's email.

The screenshot shows the 'Contacts' screen. It features a table with the following columns: Primary, Title, Name, Email, and Phone. A red box highlights the first row of data:

Primary	Title	Name	Email	Phone
<input checked="" type="checkbox"/>	OWNER	PAM PHARMACIST		(360)475-1234

Below the table is an 'Add Contact' button.

b. Hours of Operation

			<input checked="" type="checkbox"/> 24 Hour	Closed
Monday	▼ to ▼		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Tuesday	▼ to ▼		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Wednesday	▼ to ▼		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Thursday	▼ to ▼		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Friday	▼ to ▼		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Saturday	▼ to ▼		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sunday	▼ to ▼		<input checked="" type="checkbox"/>	<input type="checkbox"/>

c. Annualized Sales:

- Select **Projected**.
- Include Projection for **Total SNAP Sales** and **Total Food Sales**.

	Total SNAP Sales	Total Food Sales
Actual		
Projected	\$200,000.00	\$1,000,000.00

d. Store Information:

- Complete:
 - Number of Registers
 - Pharmacy Square Footage
 - Primary Formula Source
- Make sure the **following boxes are checked:**
 - Is Vendor E-WIC Capable?
 - Does vendor have scanners?
 - If applicable, also check “Is Vendor authorized by other states”.

Store Information

Number of Registers **Square Footage**

Primary Formula Source **Other Source of Formula**

Primary Grocery Source **Other Source of Groceries**

Is Vendor E-WIC Capable?

Does vendor have scanners?

Is Vendor authorized by other states?

e. **Cost Containment:** Update all responses to the questions listed.

Cost Containment

Is it expected that more than 50 percent of your annual revenue from the sale of food items will be derived from WIC sales? Yes No

Do you currently own a WIC authorized store where the WIC sales are above 50% of the total annual food sales? Yes No

* What percentage (%) of total food sales is expected to be: WIC % SNAP % Cash % Credit/Debit %

Is WIC authorization required in order for your store to open for business? Yes No

Do you have inventory invoices available for food items purchased and currently stocked in your store? Yes No

How many months of invoices are available (valid entry is 0-72 months):

Do you currently have in stock the required minimum inventory? Yes No

* The sum of WIC, SNAP, Cash, and Credit/Debit entries must equal 100%

f. Expand and complete the **State Defined Questions** section of the screen. **Skip Question #3.**

State Defined Questions

1. Do the scanners identify WIC foods?
 Yes
 No

2. Name of the business as registered with the WA State Department of Licensing

Important! Once you select submit, you **can't change the details**. Instead select “save” in case you need to go back in a few times. Once done then select submit so the state office knows it's ready for review.

9. Once the application page is completed, select Submit.



10. You will return to home screen.

11. **Important!** Email the following to WICRetailManagement@doh.wa.gov:

- a. Shelf price of Similac Advance 12.4oz powder infant formula
- b. Shelf price of Similac Sensitive 12 or 12.5oz powder infant formula
- c. Recent invoice showing you purchase the above formulas from an approved supplier.
The invoice must show at least one of the required formulas above.

If you experience any issues or have questions, please contact us at WICRetailManagement@doh.wa.gov or 800-841-140, ext. 2.

How to Edit User Accounts

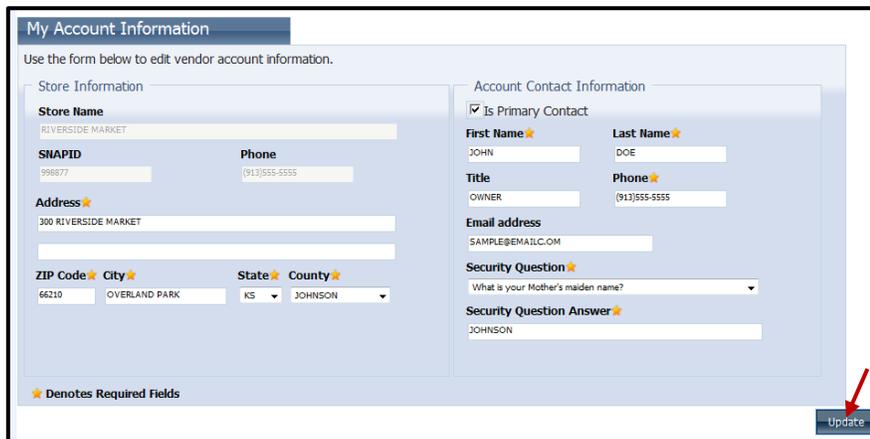
Throughout the contract period, we suggest you update certain details in your vendor account. This is important if there is a change in the address or email.

1. From the Vendor Management Screen, select “**My Account**”.



2. Update **Store Information** and **Account Contact Information** as necessary.

- a. Select “**Update**”.



- b. Changes are processed and you will return to the Vendor Management Screen.

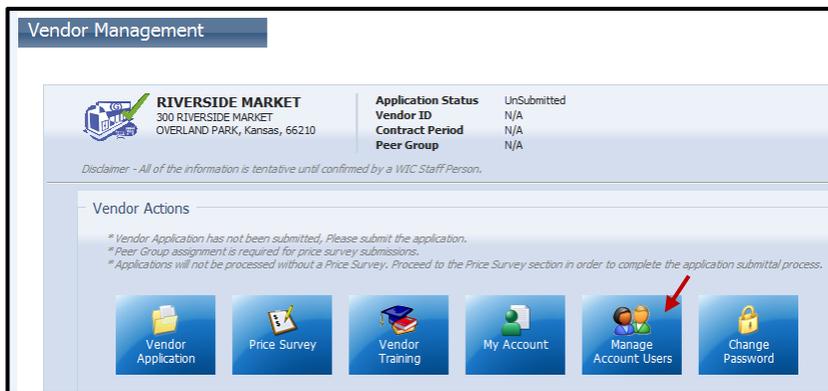


How to Add or Deactivate Users

1. Access the **Vendor Portal Home** screen.
 - a. Select **Existing Vendors** and **log in**.



2. Select **Manage Account Users**



3. The **Manage Account Users** screen will display.
 - a. Click **Add New User**.



4. The **New User – Login** screen displays.
 - a. Enter or select a **Vendor Contact Person**.
 - b. Enter the **First Name**.
 - c. Enter the **Last Name**.
 - d. Enter the **Phone**.
 - e. Enter a **User Name**.
 - f. Enter an **Email address**.
 - g. Click **Save**.

New User - Login

Use the form below to create a new account. You can select from the dropdown of current Vendor Contact Persons or fill in a new name below.

Account Contact Information

Vendor Contact Person

Is Primary Contact

First Name ★ KATHY Last Name ★ LEE

Email Address ★ KATHYLEE@SUNNYSUNSHINE.COM

Title MANAGER Phone ★ (360)236-1234

User Name ★ KathyLee

★ Denotes Required Fields

Save Cancel

5. You are returned to the **Manage Account Users** screen.
 - a. The **newly added user** is displayed.

Manage Account Users

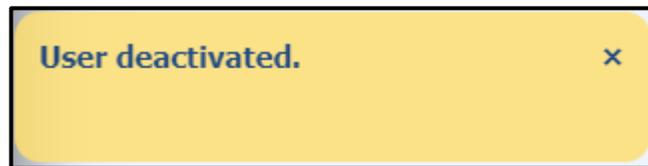
A Cascades User Registration email has been sent to KATHYLEE@SUNNYSUNSHINE.COM containing instructions to complete the registration process.

Vendor Portal Users			
Name	User Name	Last SignOn Date	IsActive
SUNNY SUNSHINE	ssunshine	5/8/2023	<input checked="" type="checkbox"/>
KATHY LEE	KathyLee		<input checked="" type="checkbox"/>

6. To deactivate a user

- a. Find the user you want to disable. In this case we will disable Kathy Lee
- b. Click the “IsActive” check box in the same row as Kathy Lee.
- c. A “User Deactivated” message will appear to let you know the Kathi is deactivated.

Name	User Name	Last SignOn Date	IsActive
SUNNY SUNSHINE	ssunshine	5/8/2023	<input checked="" type="checkbox"/>
KATHY LEE	KathyLee		<input type="checkbox"/>



Trouble Shooting

1. **SAW account** – You don't remember your username and/or password.
 - a. Start with your username first by selecting “**Forgot your username**”.
 - b. Then select “**forgot your password**” to setup a new password.
 - c. If it's not working, you may need to contact the state WIC program to get further assistance.



2. SAML Message



This error occurs when you don't follow the steps that ask you to **close your internet browser**:

- Step 5 on page 5.
- Or
- Step 11 on page 7.

Depending on where you are in the process, and see the error, go back to the step where you were last asked to close the browser and complete all those steps again.

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or email wic@doh.wa.gov.



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