

# 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.

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## 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 <u>WICRetailManagement@doh.wa.gov</u> 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:

- 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.

Cascades Vendor Portal Registration		
AWS-CLOUDWA-DO-NOT-REPLY <cascadessystemadmin@doh.wa.gov>(AWS-CLOUDWA-DO-NOT-REPLY via amazc</cascadessystemadmin@doh.wa.gov>	S Reply S Reply All	→ Forward 📑 …
To • Weatherly, Shannon T (DOH)		Wed 1/18/2023 10:16 AM
(i) We could not verify the identity of the sender. Click here to learn more. The actual sender of this message is different than the normal sender. Click here to learn more.		
External Email		
Thank you for signing up to use the Cascades Vendor Portal. Please complete the following steps:  1. Create a Secure Access Washington (SAW) account. Go to <a href="https://test-secureaccess.wa.gov">https://test-secureaccess.wa.gov</a> and follow the link to Create an Account. (If you air skip this step.)  2. Add the Cascades Vendor Portal service to your SAW account. Login to SAW and click on Add a New Service. Enter the service code WICVPSAT: 3. When prompted enter the following information on the Cascades Vendor Portal Registration page and press the Submit button: Username:	ready have a Secure Access Was and press the Apply button.	hington account you can

- 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
      - o lower case letters
      - o 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".



Username and Password

Username

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.

SecureAccess Washington : Welcome to SecureAccess Washington
SA secureaccess@cts.wa.gov To • Weatherly, Shannon T (DOH)
You are almost finished, Shannon
Thank you for signing up with Secure Access Washington.
Your username is: testvndweatherly
To activate your account, please click: <u>https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fte</u>
26userId%3Dtestvndweatherly&data=05%7C01%7Cshannon.weatherly%40doh.wa.gov%7Cbdd1866751154866
7C638096648146255489%7CUnknown%7CTWFpbGZsb3d8eyJWljoiMC4wLjAwMDAiLCJQljoiV2luMzliLCJBTil6lk1
7C&sdata=ilztAsEbI09lafx1lrvZi2YiiX6TIn10vZv6wMiX8evO%3D&reserved=0

	Sign Up!	×
Sign Up For An Account	Español	
Fill In the following form to sign up for an account. If you are not sure if yo check here.	u aiready have an account,	
Personal Information		
First Name		
Last Name		

Primary

- 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. <u>Close your internet browser completely</u>.

- 11. Open a new internet browser and use <u>https://cascades.xr-wic.com/VendorPortal</u> to log in.
- 12. The Vendor Portal page will appear.
  - a. Under Existing Vendor. select Log On.

Cascades WIC Program Vendor Management System	Hei
Welcome to the Cascades WIC Program Ve	ndor Management System
	<b>1990 (1990)</b>
WIC at a Glance	
What is WIC?	New Vendors: 🤐
"WIC" stands for the Special Supplemental Nutrition Program for Women, Infants and Children. The United States Department of Aguicalture (USDA) funds this program throughout the United States to provide nutrition education and supplemental foods for:	Apply for a user account to become a WIC Vendor Sign Up
<ul> <li>Pregnant women (through pregnancy and up to 6 weeks after birth or after pregnancy ends).</li> <li>Breastfeeding women (up to infant's 1st birthday)</li> <li>Nonbreastfeeding postpartum women (up to 6 months after the birth of an infant or after pregnancy ends).</li> <li>Infants (up to 1st birthday). WIC serves 53 percent of all infants born in the United States.</li> </ul>	Existing Vendors: Click on the Lag On button to access your accool

**13.** The following screen will appear.

Ca	ascades Vendor Portal Registration
Please complete the registration process by entering	the information below exactly as it was provided in the Cascades Vendor Portal Registration email.
	Account Information User name  First name  Last name  Submit

- **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, <u>follow the instructions on page 25 to</u> <u>reset those options</u>. **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:

endor Information	•	
Store Name		
PHARMACY 1		
SNAP ID	State Tax ID	Federal Tax ID
Store Type 💌	Ownership Type 🕷	
Pharmacy	× Corneration	~

- 8. Complete all information on the application screen.
  - a. Contact Information
    - Please include the store manager's email.

			_		_	
		Primary	Title	Name	Email	Phone
×	0	23	OWNER	PAM PHARMACIST		(360)475-1234

#### **b.** Hours of Operation

✓ Hours Of Operation				
5			24 Hour	Closed
Monday	√ to	×		
Tuesday	∽ to	¥		
Wednesday	∽ to	~		
Thursday	✓ to	v		
Friday	∽ to	v		
Saturday	√ to	~		
Sunday	∼ to	~		

#### c. Annualized Sales:

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



#### 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?
  - o If applicable, also check "Is Vendor authorized by other states".

umber of Registers	Square Footage
	18000
rimary Formula Source 🙎	Other Source of Formula
Abbott Nutrition	×
rimary Grocery Source 🌸	Other Source of Groceries
Abbott Nutrition	v
Is Vendor E-WIC Capable?	
Does vendor have scanners?	

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 No
Do you currently own a WIC authorized store where the WIC sales are above 50% of the total annual food sales?	O Yes	No No
* What percentage (%) of total food sales is expected to be: WIC 1 % SNAP 5 % Cash 40 %	Credit/Debit 54	%
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):		12
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.

5	tate Defined Questions •
1	. Do the scanners identify WIC foods?
į	® Yes
1	ONo
2	. Name of the business as registered with the WA State Department of Licensing
ſ	Pharmacy 1

**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 <u>WICRetailManagement@doh.wa.gov</u>:
  - a. Shelf price of Similac Advance 12.4oz powder infant formula
  - b. Shelf price of Similac Sensitive 12 or 12.50z 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 <u>WICRetailManagement@doh.wa.gov</u> 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".

store Information	endor account information.	Account Contact	Information	
Store Name		✓ Is Primary Cont	act	
RIVERSIDE MARKET		First Name🚖	Last Name 🖈	
SNAPID	Phone	JOHN	DOE	
998877	(913)555-5555	Title	Phone	
ddress 🚖		OWNER	(913)555-5555	
00 RIVERSIDE MARKET		Email address		
		SAMPLE@EMAILC.OM		
IR Codo + City+	State Country	Security Question	ł.	
6210 OVERLAND PARK		What is your Mother's m	aiden name?	•
		Security Question	Answer👷	
		JOHNSON		

**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

ndor Mana <u>c</u>	gement					
	8 RIVERSIDE	MARKET MARKET K. Kansas, 66210	Application St Vendor ID Contract Perio	atus UnSubmi N/A Md N/A	itted	
Circleirere A	II = 6 th = i= 6= tis	- in the totic of the second second	Peer Group	N/A		
Distainter - A		nis tentauve unu com	inneu by a wic stan P	2/30/7.		
- Vendor	Actions					
* Vendo * Peer G	r Application has n Proup assignment is	ot been submitted, Ple s required for price sur	ase submit the applicati vey submissions.	an.	finn in andre 61 anerel	
** Applica	ations will not be pr	rocessed without a Pric	e Survey, Proceed to t	ne Price Survey sec	tion in order to comple	ete the application submittal process,
		K	1	2	<b>Q?</b>	

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

venuori rorearosers					•
	Name 🗢	 User Name	Last SignOn Date	IsActive	

- 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 - Log	gin	
Use the form below	to create a new account. Yo	ou can select from the dropdown of current Vendor Contact Persons or fill in a new name below.
Account Contact In	nformation	
Vendor Contact Pers	son	
	~	✓
Is Primary Conta	ict	
First Name \star	Last Name 🖈	
KATHY	LEE	
Email Address \star		
KATHYLEE@SUNNYSUNS	SHINE.COM	
Title	Phone 🙁	
MANAGER	(360)236-1234	
User Name \star		
KathyLee		
Denotes Required	l Fields	
		Save Cano

- 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		0			
KATHY LEE	KathyLee			0			

### 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.

Manage Account Users				
Vendor Portal Users			_	•
Name 🧅	User Name	Last SignOn Date	IsActive	
SUNNY SUNSHINE	ssunshine	5/8/2023		0
KATHY LEE	KathyLee			0
			$\square$	

User deactivated.	×

## **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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