

Standardize Claims Processing, Messaging Format in Auto-Reconciliation Files (ARF's) and Authorized Product Lists (APL's), and Exception and/or Error Codes to include HC, Error codes, Adjustments and POSCC

The Smart WIC EBT Authorities are considering initiatives to standardize the use of exception and error codes used in Hot Card Files, Error Files and Auto-Reconciliation adjustments. Currently, each Smart WIC EBT Authority defines and uses these codes at their own discretion. The timeliness of claims processing (immediate vs. batch) is also under standardization review.

- Use of standard Message Reason codes is necessary to achieve true interoperability between authorities.
  - Hot-Card management and Claims processing systems would require modification to adhere to similar business rules among the various authorities.
  - Task FNS to include provide the standard codes to X9 for adding an appendix to the current versions.
  - Texas to allow for alternate compression methods and allow for more transaction errors before entire claim is rejected.
- Moving forward and considerations
  - The Smart WIC EBT Authorities need to compare operations to see where the differences are.
  - State modules in payment terminals to be coded to same Hot Card rules.
  - Consideration of both v2 and v4 formats

## **Standardize Claims Processing, Messaging Format in Auto Reconciliation Files (ARFs) and Authorized Product List (APLs), and Exception and or/Error Codes to include HC, Error Codes, Adjustments and POSCC**

**Discussion Leader: Duane Grabarschick**

### **Overview:**

The Smart WIC EBT Authorities are considering initiatives to standardize the use of exception and error codes used in Hot Card Message Reason Codes, Error Files and Auto-Reconciliation adjustments. Currently, each Smart WIC EBT Authority defines and uses these codes at their own discretion. The timeliness of claims processing (immediate versus batch) is also under standardization review. This is one area that impacts full-scale interoperability between the Smart WIC authorities. Discussion will include attendee input regarding standardization and WIC Authorities' responsibilities versus developer responsibilities.

### **Notes:**

1. Duane walked through his presentation (see attached).
2. Developers and stores provided positive feedback regarding standardizing as much as possible across all the Smart WIC EBT Authorities.
3. Discussed how standardization has to be completed to achieve full-scale interoperability.
  - a. WIC Authorities must work together to identify differences and how to best approach standardization goals (Offline and Online).
  - b. Advised that any changes to the x9 current standards are now done on an annual basis.
4. Consensus that standardization is good but will be a long term process.

### **Summary:**

There was agreement that standardization is a worthwhile endeavor for all stakeholders no matter the length of time it takes to complete.