



WHAT IS FARMER'S MARKET?

- WIC contracts with vendors who sell fresh fruits and vegetables at open-air Farmer's Markets during the spring/summer months.
- WIC issues vouchers to clients to spend at Farmer's Markets.



ABOUT FARMER'S MARKET

- Farmer's Market vouchers are given automatically to eligible participants during specified months of participating clinics.
- You might be familiar with issuing Farmer's Market vouchers, but an important change has been made this year.



NEW RULES FOR 2011

- Farmer's Market vouchers will be issued to children only this year.
- Regardless of WIC category, mothers will not receive vouchers this year.
- Infants turning one year old during the Farmer's Market period will continue to receive vouchers.



FARMER'S MARKET VOUCHERS

- Vouchers will be preprinted in Austin and shipped to clinic sites.
- Each box contains 3000 vouchers and each voucher is worth \$2.
- Unlike EBT cards, voucher boxes may be shared amongst computers and sites.



FARMER'S MARKET VOUCHERS

- Vouchers hold a pre-printed value and are considered accountable items.
- Like EBT cards, vouchers must be kept in a secure location at local agencies and clinics.
- Local agencies may be held responsible for the loss of unissued vouchers.
- Damaged or unused vouchers must be returned to the State.



FARMER'S MARKET VOUCHERS

- As in the past, vouchers will NOT require electronic shipping or receiving of inventory in TX-WIN.
- Vouchers are, however, tracked in the system and MUST be scanned prior to issuance.
- Each computer will require a functional scanner to scan voucher barcodes.



FARMER'S MARKET VOUCHERS

- Failure to scan vouchers will result in system errors. Please do not hand out unscanned vouchers.
- Your clinic will have a preset 3 month issuance period for Farmer's Market.
- Vouchers have a first day to spend of April 1st and a last day to spend of August 31st.
- Vouchers are NOT redeemable at the grocery store, they are for Farmer's Markets only.



FARMER'S MARKET VOUCHERS

- Farmer's Market vouchers are issued before card benefits.
- If you abort out of Farmer's Market issuance, benefits will not be written to the card.
- Farmer's Market benefit issuance is verified through informational boxes and the Issuance Receipt.

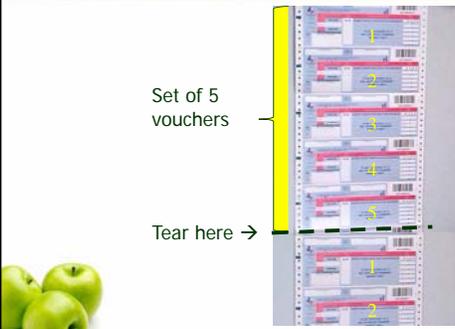


PRE-BURST VOUCHERS

- Each child will receive 5 vouchers total during Farmer's Market.
- Pre-burst vouchers into sets of 5. This will save time and confusion during issuance.
- You will scan the barcode on the first and last voucher of each set.



PRE-BURST VOUCHERS INTO SETS OF 5



Set of 5 vouchers

Tear here ->

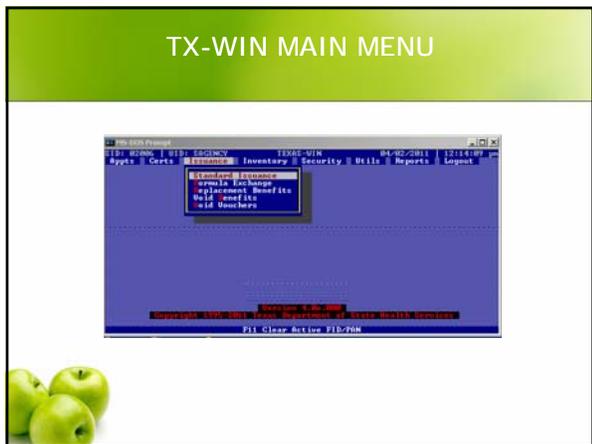


SCAN 1ST AND 5TH VOUCHER









RETRIEVE CLIENT RECORD

FAMILY ID #1:
 PNM:
 CONFIRM:

CARD IS READ

Card is Read
 PNM:
 CONFIRM:

COMPLETE FAMILY WINDOW

FAMILY
 AMC CODES
 ISSUE PRG
 EDIT FAMILY
 PICKLIST
 FINANCE

CLIENT LIST OPENS

WHAT DOES TX-WIN LOOK FOR?

ISSUE CLIENT BENEFITS

SCAN 1ST VOUCHER

Scan/Enter the 1st Farmer's Market number in the ext to be issued

SCAN LAST VOUCHER

Scan/Enter the Last Farmer's Market number in the ext to be issued

VERIFY VOUCHER NUMBERS

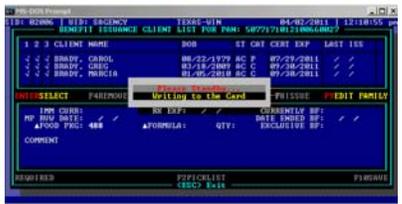
General Information
 PM Issuance transaction for MARCIA BRNDV
 Successful. Please give the following
 vouchers to the participant?
 200346362534-4
 200346362534-1
 200346362534-8
 200346362534-2

ENTER PIN



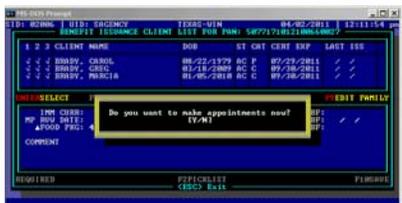
Tell the cardholder to match the terminal display for the PIN entry prompt.
Is the cardholder ready to enter the PIN (Y/N)?

BENEFITS ARE WRITTEN TO CARD



Writing to the Card

MAKE APPOINTMENTS



Do you want to make appointments now?
(Y/N)

SHOPPING LIST PRINTS



Did the Shopping List finish printing?

Yes No

CLIENT NAME DOB ST CHI CERT EXP LAST ISS

1	C	BRADY, CAROL	08/22/1978	RC P	09/28/2011		
2	C	BRADY, GREG	01/18/2009	RC C	09/28/2011		
3	C	BRADY, MARCIA	01/05/2010	RC C	09/28/2011		

REQUIRED PPF/CLIST P/BHAF

ESCC Ex-15

VOUCHER NUMBERS PRINT ON BOTTOM OF ISSUANCE RECEIPT



Recipient signature

FOR STAFF USE ONLY

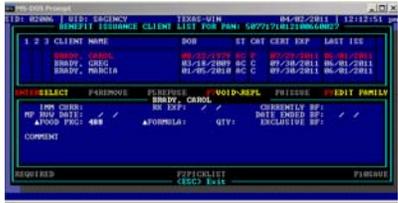
ACTUAL ISSUANCE: P/A/QTY, P/A/QTY, P/A/QTY

ISSUE TIME:	04/06/2011 12:03 PM	05/01/2011 12:03 PM	06/01/2011 12:03 PM
ISSUE DATE:	04/06/2011	04/06/2011	04/06/2011

CLIENT	03/01/2011	03/01/2011	03/01/2011
CAROL BRADY	03/01/2011	03/01/2011	03/01/2011
0200004324	Farmer's Market vouchers Issued:		
GREG BRADY	03/01/2011	03/01/2011	03/01/2011
0200004325	Farmer's Market vouchers Issued: 2003483219-0 2003483219-0 2003483219-0 2003483219-0		
MARCIA BRADY	03/01/2011	03/01/2011	03/01/2011
0200004326	Farmer's Market vouchers Issued: 2003483219-4 2003483219-4 2003483219-4 2003483219-4		

No Welfare Issuance Information

ALL VOUCHERS AND BENEFITS ISSUED



CLIENT NAME DOB ST CHI CERT EXP LAST ISS

1	C	BRADY, GREG	01/18/2009	RC C	09/28/2011		
2	C	BRADY, MARCIA	01/05/2010	RC C	09/28/2011		

REQUIRED PPF/CLIST P/BHAF

ESCC Ex-15

BENEFITS ARE WRITTEN TO CARD

VOUCHER NUMBERS PRINT ON BOTTOM OF ISSUANCE RECEIPT

SCENARIOS

- Let's take a look at some different scenarios and answer some questions that may come up.

What if...?

TURNING OFF FARMER'S MARKET

- Farmer's Market Issuance can be temporarily turned off in TX-WIN.
This will allow you to write benefits to the card without issuing vouchers.

- To prevent clinic shutdown due to lack of vouchers.
- If client refuses FM vouchers.



TURNING OFF FARMER'S MARKET



WARNING MESSAGE



SCENARIO 4

- What if something spills on 2 of the vouchers I just issued?
 - If it's the same day, call the Help Desk for assistance.
 - If the vouchers were NOT issued on that day, we do not reissue vouchers.



SCENARIO 5

- You might ask, "Why can't I just void the vouchers in TX-WIN and start over?"



SCENARIO 5 (CONT)



SCENARIO 6

- Ooops! I accidently scanned the wrong voucher.



SCENARIO 6 (CONT)

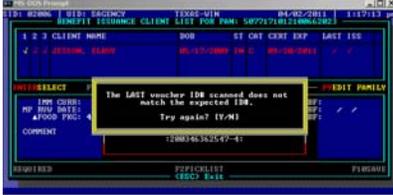


SCENARIO 7

- Let's say you accidently scanned the 4th voucher instead of the 5th...



SCENARIO 7 (CONT)




SCENARIO 8

- The client claims she lost her vouchers and would like replacements.
- Farmers Market vouchers are not available for re-issuance. Refer to policy for guidance in this situation.



SCENARIO 9

- Help! My scanner doesn't work!
 - Unplug the scanner from the computer and plug it back in.
 - Try another scanner.
 - Manually enter voucher numbers.
 - Call the Help Desk for assistance.



REVIEW QUESTIONS

Test your knowledge



TEST YOUR KNOWLEDGE

- How are Farmer's Market vouchers generated?
 - a) They are printed using your clinic's printer.
 - b) They are preprinted and shipped to your clinic.
 - c) They are completed by hand.



ANSWER

- How are Farmer's Market vouchers generated?
 - a) They are printed using your clinic's printer.
 - b) They are preprinted and shipped to your clinic.**
 - c) They are completed by hand.



TEST YOUR KNOWLEDGE

- What happens if you hit escape or exit during Farmer's Market issuance?
 - a) You will not receive card benefits.
 - b) You will still receive card benefits.
 - c) It is not possible to escape.



ANSWER

- What happens if you escape or exit during Farmer's Market issuance?
 - a) **You will not receive card benefits.**
 - b) You will still receive card benefits.
 - c) It is not possible to Escape.



TEST YOUR KNOWLEDGE

- What does TX-WIN look for first to determine if a client is eligible to receive Farmer's Market vouchers?
 - a) No checkmarks in any columns.
 - b) A checkmark in columns #2 and #3.
 - c) A checkmark in column #1.



ANSWER

- What does TX-WIN look for first to determine if a client is eligible to receive Farmer's Market vouchers?
 - a) No checkmarks in any columns.
 - b) A checkmark in columns #2 and #3.
 - c) A checkmark in column #1.



TEST YOUR KNOWLEDGE

- What happens if you scan an incorrect voucher?
 - a) Nothing.
 - b) You will receive an error message and be prompted to try again.
 - c) You will receive an error message and be exited out of TX-WIN.



ANSWER

- What happens if you scan an incorrect voucher?
 - a) Nothing.
 - b) You will receive an error message and be prompted to try again.
 - c) You will receive an error message and be exited out of TX-WIN.



TEST YOUR KNOWLEDGE

- How can you verify mom received the correct vouchers?
 - a) By looking at the informational message.
 - b) By looking at the issuance receipt.
 - c) Both A & B.



ANSWER

- How can you verify mom received the correct vouchers?
 - a) By looking at the informational message.
 - b) By looking at the issuance receipt.
 - c) **Both A & B.**



FINAL SUMMARY

- Children and infants turning 1 during Farmer's Market will receive 5 Farmer's Market vouchers.
- To be eligible, the client must have a checkmark in column #1.
- You will be required to scan the 1st and the 5th voucher barcodes.
- Farmer's Market issuance is verified by informational messages and the Issuance Receipt.



THANK YOU

- Thank you for attending Farmer's Market training today. For technical questions, please contact the **Help Desk** at **1 (800) 650-1328**.
- For questions or comments about this class, please contact us at WicApplTraining@dshs.state.tx.us or fax us at: 512-341-4479



Have a great day!

WIC Automation Support Team
