



Vendor Portal User Guide

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 for WIC authorization, update information about their stores, register for training, and more.

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.

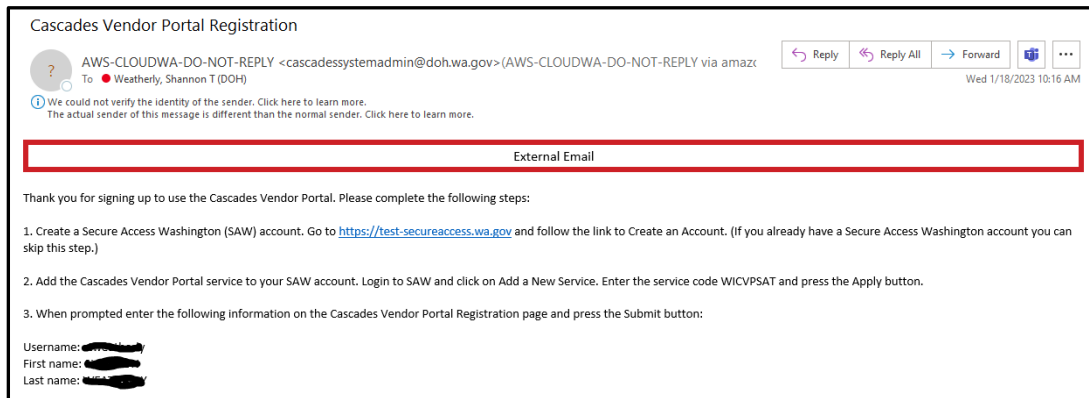
Table of Contents

New Vendor Portal User Setup	Page 4-7
Existing Vendor Reauthorization	
• Single Store	Page 8-13
• Corporation with Multiple Stores	Page 14-20
Updating Your Vendor Portal User Account	
• How to Edit a User Account	Page 21
• How to Add or Deactivate Users	Page 22 to 24
Troubleshooting	Page 25 to 26

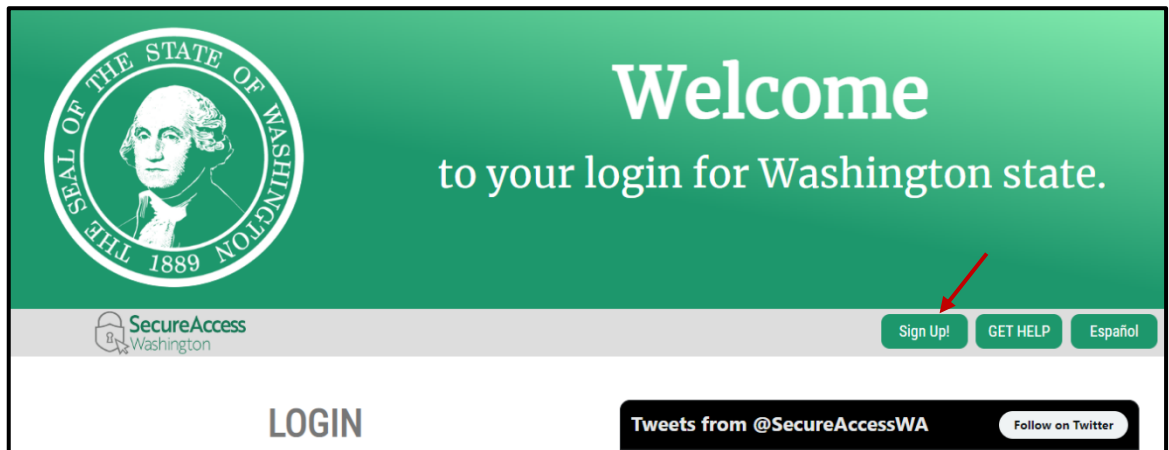
New Vendor Portal User Setup - Existing Vendor

Before starting, please keep the following in mind:

- These steps are for vendor staff who are new to the vendor portal and state staff, or a local vendor staff member, added you on to an existing vendor portal account.
 - We recommend completing all steps uninterrupted. That way you are less likely to run into issues setting up your account.
1. As a new user, you should have received an email titled “**Cascades Vendor Portal Registration**”. 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!**”.

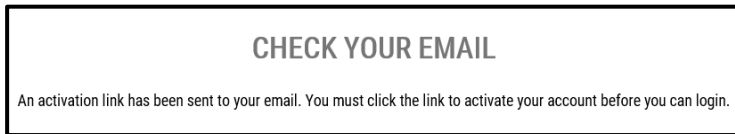


3. Complete the **Sign Up For An Account** screen.
 - a. Fill in your **name** and **email**.
 - b. Enter your **User ID** and create a password.
 - The User ID and password are case sensitive.
 - **Passwords** must be a minimum of 10 characters long and contain at least 3 of the following character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

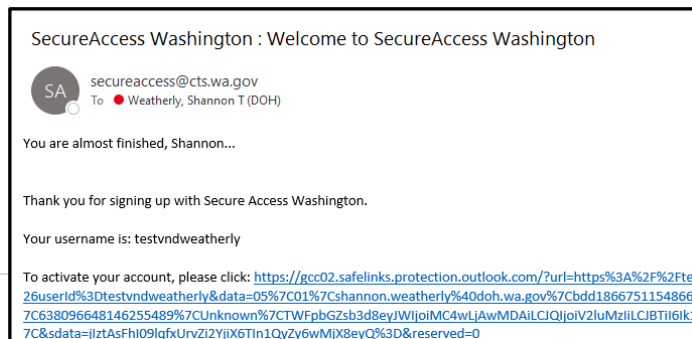
Examples of special characters are: \$ @ ! # * & %.

- 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).



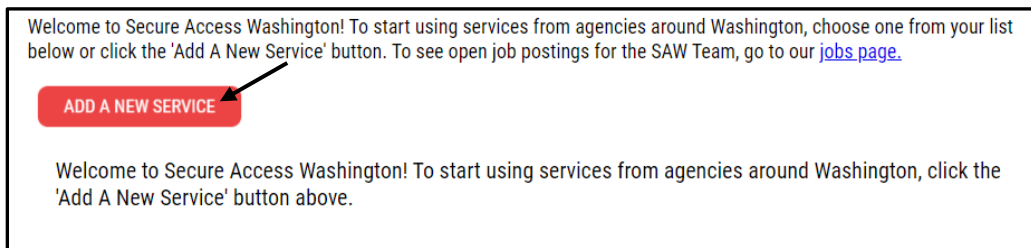
5. **Close completely out of your Internet browser** before continuing. If not, you will get an error message in a future step.
6. **Check your email box** for the following:
 - a. The email subject will say **“SecureAccess Washington: Welcome to SecureAccess Washington”**.
 - b. If you don’t see it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



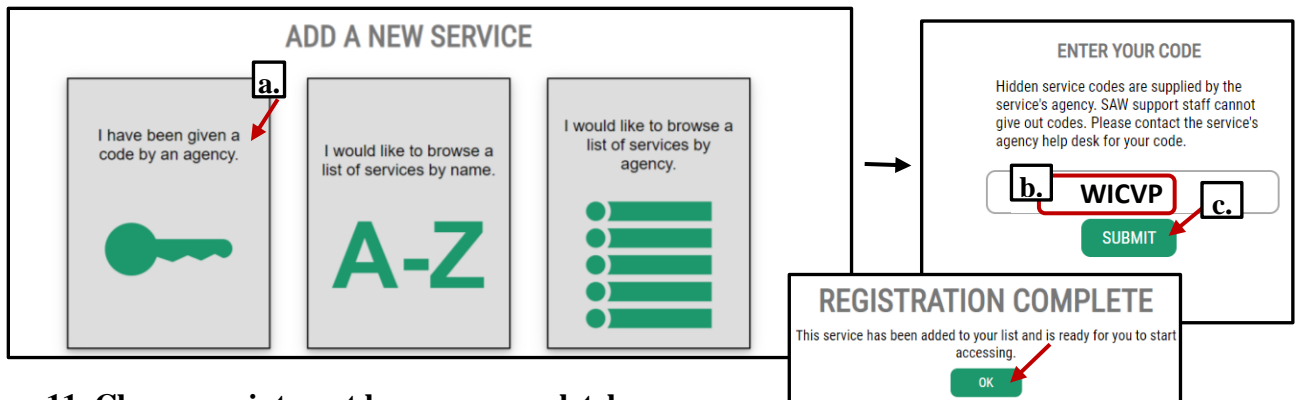
7. The Secure Access log in screen should appear (see below).
 - a. **Log in** using the username and password. **Important! Don't allow the site to remember your password.**



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**.



11. Close your internet browser completely.

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

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

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



14. 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**.

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

a. If you have **one store**, go to the next page (**page 8**) to start the Authorization process.

b. If you have **multiple stores**, go to [page 14](#) in the instructions.

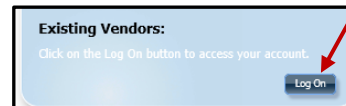
Existing Vendor Reauthorization – Single Store

Before starting, please keep the following in mind:

- These steps are for vendors currently working with WIC who will reauthorize for a new contract period.
- **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.

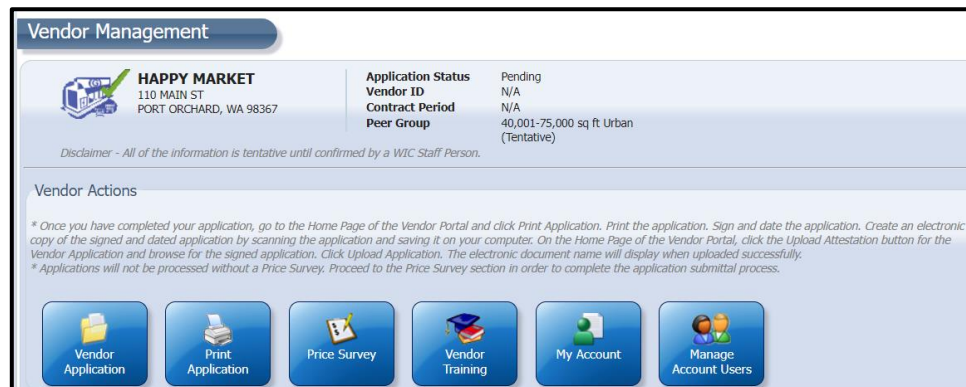


3. You will be redirected to the **Secure Access Washington (SAW)** Welcome page.

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.



b. Hours of Operation

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 **Actual**
- Update **Total SNAP Sales**, **Total Food Sales**, and the **Sales Year**.

Annualized Sales

Actual Total SNAP Sales Total Food Sales Year

Projected \$45,000.00 \$210,000.00 2022

d. Store Information:

- Review and update:
 - Number of Registers
 - Grocery Square Footage
 - Primary Formula Source
 - Primary Grocery 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: 4 Square Footage: 45000

Primary Formula Source: Abbott Nutrition Other Source of Formula:

Primary Grocery Source: SUPERVALU/UNFI Other Source of Groceries:

Is Vendor E-WIC Capable?

Does vendor have scanners?

Is Vendor authorized by other states? 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.

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.

a. **Choose Price Survey.**

Vendor Management

HAPPY MARKET
 110 MAIN ST
 PORT ORCHARD, WA 98367

Application Status: Pending
 Vendor ID: N/A
 Contract Period: N/A
 Peer Group: 40,001-75,000 sq ft Urban (Tentative)

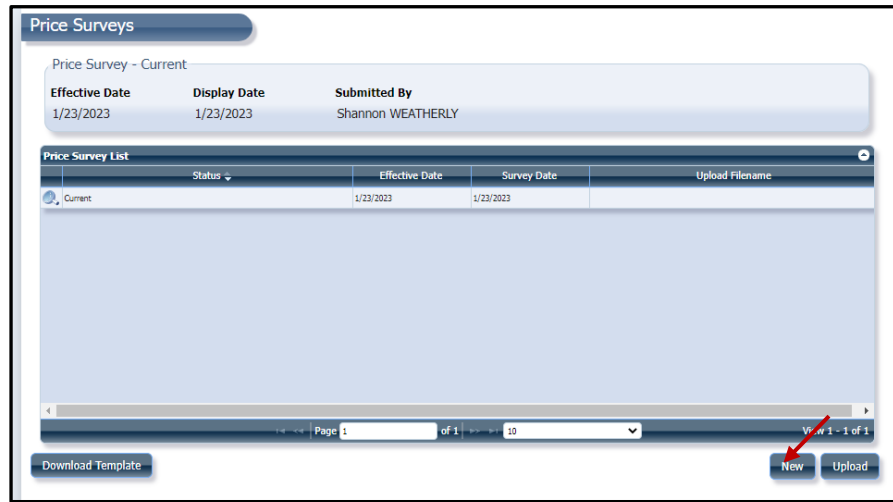
Disclaimer - All of the information is tentative until confirmed by a WIC Staff Person.

Vendor Actions

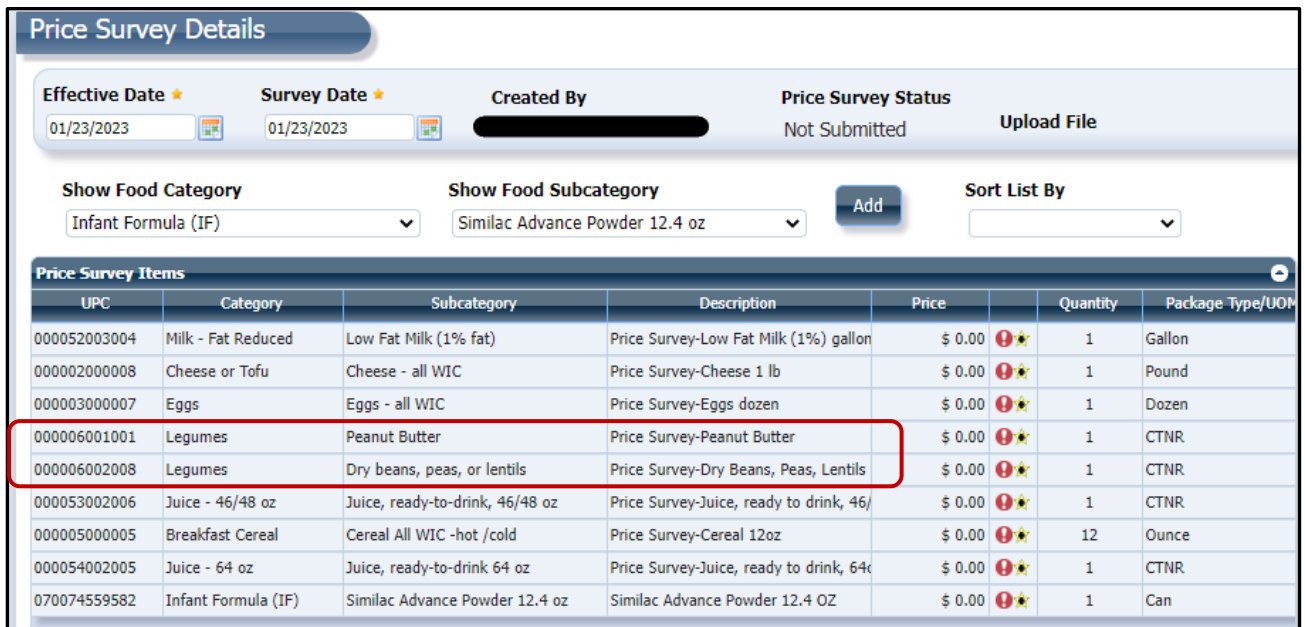
* Once you have completed your application, go to the Home Page of the Vendor Portal and click Print Application. Print the application. Sign and date the application. Create an electronic copy of the signed and dated application by scanning the application and saving it on your computer. On the Home Page of the Vendor Portal, click the Upload Attestation button for the Vendor Application and browse for the signed application. Click Upload Application. The electronic document name will display when uploaded successfully.
 * Applications will not be processed without a Price Survey. Proceed to the Price Survey section in order to complete the application submittal process.

Vendor Application Print Application Price Survey Vendor Training My Account Manage Account Users

11. Select New.

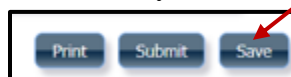


12. Add each **food category** and **subcategory** until all of them are added from the list. Some categories (e.g., Legumes) will have more than one subcategory. You must add them all.



13. Complete the **Prices**:

- a. All prices documented should reflect the **most expensive WIC approved item you stock** in that **size/variety**.
- b. When to select **Save**:
 - If you can't complete the price survey screen all at one time and need to go back later to make any final changes, select **Save**.



- After saving, when you return to the Price Survey you will see the survey you worked on listed with the word “Edit” as an option (see below).
 - Select “**Edit**” to make any change.

Price Survey - Not Submitted

Effective Date	Display Date	Submitted By	Edit	Delete
2/27/2023	2/27/2023	SAM SMITH		

- c. Select **Submit**, only when you are done with the price survey screen. **Important!** If the price survey is “Denied”, see Page 26 for next steps.

Price Survey Details

Effective Date: 05/03/2023 | Survey Date: 05/03/2023 | Created By: SALLY SUNSHINE | Price Survey Status: Not Submitted | Upload File

Show Food Category: Legumes | Show Food Subcategory: Peanut Butter | Add | Sort List By: Category

UPC	Category	Subcategory	Description	Price	Quantity	Package Type/UOM
000005000005	Breakfast Cereal	Cereal All WIC -hot /cold	Price Survey-Cereal 12oz	\$ 4.65	12	Ounce
000002000008	Cheese or Tofu	Cheese - all WIC	Price Survey-Cheese 1 lb	\$ 6.49	1	Pound
000003000007	Eggs	Eggs - all WIC	Price Survey-Eggs dozen	\$ 1.49	1	Dozen
000009000001	Infant Cereal	Baby Cereal - all WIC	Price Survey-Baby Cereal 8oz	\$ 3.39	8	Ounce
070074559582	Infant Formula (IF)	Similac Advance Powder 12.4 oz	Similac Advance Powder 12.4 OZ	\$ 20.69	1	Can
000053002006	Juice - 46/48 oz	Juice, ready-to-drink, 46/48 oz	Price Survey-Juice, ready to drink, 46/	\$ 2.99	1	CTNR
000054002005	Juice - 64 oz	Juice, ready-to-drink 64 oz	Price Survey-Juice, ready to drink, 64	\$ 4.79	1	CTNR
000006001001	Legumes	Peanut Butter	Price Survey-Peanut Butter	\$ 4.25	1	CTNR
000006002008	Legumes	Dry beans, peas, or lentils	Price Survey-Dry Beans, Peas, Lentils	\$ 2.46	1	CTNR
000052003004	Milk - Fat Reduced	Low Fat Milk (1% fat)	Price Survey-Low Fat Milk (1%) gallon	\$ 3.59	1	Gallon

View 1 - 10 of 10

★ Denotes Required Fields
★ Denotes Required Fields During Submission

Print | **Submit** | Save

14. Application Status:

- Both the application and price survey must be submitted before the state team can process your application.
- Application status = **Pending**.

Vendor Management

HAPPY MARKET
110 MAIN ST
PORT ORCHARD, WA 98367

Application Status Pending
Vendor ID N/A
Contract Period N/A
Peer Group 40,001-75,000 sq ft Urban

- Once approved it will show as “**Authorized**”.

Vendor Management

HAPPY MARKET
110 MAIN ST
PORT ORCHARD, WA 98367

Application Status Authorized
Vendor ID 8954
Contract Period 05/03/2023 To 09/30/2023
Peer Group 40,001-75,000 sq ft Urban

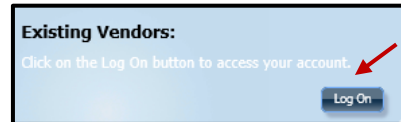
Existing Vendor Reauthorization – Multiple stores under one corporation

Please Note:

- You will need to repeat all steps for each store under a corporate name.
- **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.**

- 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 stores will open.

- You will see all your stores listed.
- For each store listed you must update the store details and submit an application.
- Choose a store by clicking on the magnifying glass next to it.

A screenshot of the "Vendor Management - Corporate" web interface. At the top, it shows the logo for "FRED MEYER STORES, INC." with the address "3800 SE 22ND AVENUE PORTLAND, Oregon, 97202". There are three buttons: "New Vendor", "Corporate Information", and "Manage User Accounts". Below these is a checkbox for "Show Closed Vendors" and a note: "* Double-click the grid row to Manage a specific Vendor". The main section is a table titled "Manage Vendors" with columns for "Vendor ID", "Name", "Physical Address", and "Status". A red box highlights the magnifying glass icons in the first column of the table. The table contains 11 rows of vendor data, all with a status of "Authorized".

Vendor ID	Name	Physical Address	Status
V00291	FRED MEYER #013 SHORELINE	18325 AURORA AVE N, SHORELINE, Washington 98133	Authorized
V00289	FRED MEYER #019 AUBURN	801 AUBURN WAY N, AUBURN, Washington 98002	Authorized
V00290	FRED MEYER #023 BELLEVUE	2041 148TH AVE NE, BELLEVUE, Washington 98007	Authorized
V00285	FRED MEYER #024 BURLINGTON	920 S BURLINGTON BLVD, BURLINGTON, Washington 98233	Authorized
V00286	FRED MEYER #025 BELLINGHAM	800 LAKEWAY DR, BELLINGHAM, Washington 98229	Authorized
V00281	FRED MEYER #028 BURIEEN	14300 1ST AVE S STE 3, BURIEEN, Washington 98168	Authorized
V00269	FRED MEYER #031 BENSON PLAZA	17801 108TH AVE SE, RENTON, Washington 98055	Authorized
V00293	FRED MEYER #041 BONNEY LAKE	20901 HIGHWAY 410, BONNEY LAKE, Washington 98391	Authorized
V00521	FRED MEYER #053 COVINGTON	16735 SE 272ND ST, COVINGTON, Washington 98042	Authorized
V00311	FRED MEYER #093 FISHER'S LANDING	16600 SE MCGILLIVRAY BLVD, VANCOUVER, Washington 98683	Authorized

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

The screenshot shows the 'Vendor Application' screen for 'RIVERSIDE MARKET'. The header includes 'State Department Vendor Management System' and 'Welcome, JOHN DOE'. The main content area is divided into several sections:

- Vendor Information:** Includes fields for Store Name (RIVERSIDE MARKET), SNAP ID (998877), State Tax ID, Federal Tax ID, Store Type (Retail), and Ownership Type.
- Address:** Includes Physical and Mailing Address tabs, with the Physical Address field containing '300 RIVERSIDE MARKET'. It also includes fields for ZIP Code (66210), City (OVERLAND PARK), State (KS), and County (JOHNSON).
- Hours Of Operation:** A table with columns for days (Monday to Sunday), start/end times, a '24 Hours' checkbox (checked), and a 'Closed' checkbox (unchecked).
- Annualized Sales:** Includes fields for Actual and Projected Total SNAP Sales and Total Food Sales, along with a Sales Year dropdown.
- Other Fields:** Includes Number of Registers and Grocery Square Footage.

7. Update all information within the application screen.

a. **Contact Information**

- You must include the store manager's name and email.

	Primary	Title	Name	Email
	<input type="checkbox"/>	FOOD PRICER	LOLA PRICE	LOLA.PRICE@HAPPYMARKET.COM
	<input checked="" type="checkbox"/>	STORE MANAGER	DARIN SMART	DARIN.SMART@HAPPYMARKET.COM

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 **Actual**
- Update **Total SNAP Sales**, **Total Food Sales**, and the **Sales Year**.

Annualized Sales

Actual Total SNAP Sales ★ Total Food Sales ★ Year ★

Projected \$45,000.00 \$210,000.00 2022

d. Store Information:

- Number of **Registers**.
- Grocery **Square Footage**.
- Primary **Formula Source**.
- Primary **Grocery 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: 4 Square Footage: 20000

Primary Formula Source ★: Abbott Nutrition Other Source of Formula: []

Primary Grocery Source ★: CHARLIES PRODUCE Other Source of Groceries: []

Is Vendor E-WIC Capable?

Does vendor have scanners?

Is Vendor authorized by other states? 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.

State Defined Questions

1. Do the scanners identify WIC foods?

Yes

No

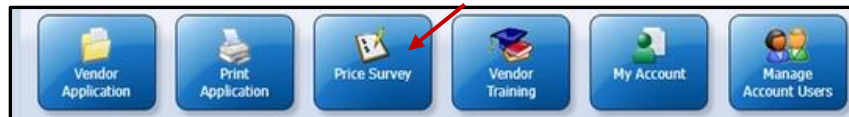
Important! Select **Save** if you need to start and stop the application process. Once you hit Submit you can't change any details.

8. Once the application page is final, select **Submit**.



9. You will return to home screen.

a. Choose **Price Survey**



10. On the Price Survey screen, select **New**.

Price Surveys

Price Survey - Current

Effective Date	Display Date	Submitted By
1/23/2023	1/23/2023	Shannon WEATHERLY

Price Survey List

Status	Effective Date	Survey Date	Upload Filename
Current	1/23/2023	1/23/2023	

Page 1 of 10

New Upload

11. Add each **food category** and **subcategory** until all of them are added from the list. Some categories (e.g., Legumes) will have more than one subcategory. You must add them all.

Price Survey Details

Effective Date ★ 01/23/2023 Survey Date ★ 01/23/2023 Created By [REDACTED] Price Survey Status Not Submitted Upload File

Show Food Category Infant Formula (IF) Show Food Subcategory Similac Advance Powder 12.4 oz Add Sort List By

UPC	Category	Subcategory	Description	Price	Quantity	Package Type/UOM
000052003004	Milk - Fat Reduced	Low Fat Milk (1% fat)	Price Survey-Low Fat Milk (1%) gallon	\$ 0.00	1	Gallon
000002000008	Cheese or Tofu	Cheese - all WIC	Price Survey-Cheese 1 lb	\$ 0.00	1	Pound
000003000007	Eggs	Eggs - all WIC	Price Survey-Eggs dozen	\$ 0.00	1	Dozen
000006001001	Legumes	Peanut Butter	Price Survey-Peanut Butter	\$ 0.00	1	CTNR
000006002008	Legumes	Dry beans, peas, or lentils	Price Survey-Dry Beans, Peas, Lentils	\$ 0.00	1	CTNR
000053002006	Juice - 46/48 oz	Juice, ready-to-drink, 46/48 oz	Price Survey-Juice, ready to drink, 46/	\$ 0.00	1	CTNR
000005000005	Breakfast Cereal	Cereal All WIC -hot /cold	Price Survey-Cereal 12oz	\$ 0.00	12	Ounce
000054002005	Juice - 64 oz	Juice, ready-to-drink 64 oz	Price Survey-Juice, ready to drink, 64	\$ 0.00	1	CTNR
070074559582	Infant Formula (IF)	Similac Advance Powder 12.4 oz	Similac Advance Powder 12.4 OZ	\$ 0.00	1	Can

12. Complete the Price Survey.

a. All prices documented should reflect the **most expensive WIC approved item you stock** in that **size/variety**.

b. When to select Save:

- If you can't complete the price survey screen all at one time and need to go back later to make any final changes, select **Save**.



- After saving, when you return to the Price Survey you will see the survey you worked on listed with the word “Edit” as an option (see below).

- Select “**Edit**” to make any change.

Price Survey - Not Submitted

Effective Date	Display Date	Submitted By
2/27/2023	2/27/2023	SAM SMITH

Edit Delete

c. Select Submit: **Only when you are done with the price survey screen.**

Price Survey Details

Effective Date ★
05/03/2023

Survey Date ★
05/03/2023

Created By
SALLY SUNSHINE

Price Survey Status
Not Submitted

Upload File

Show Food Category

Show Food Subcategory

Sort List By

Price Survey Items						
UPC	Category	Subcategory	Description	Price	Quantity	Package Type/UOM
000005000005	Breakfast Cereal	Cereal All WIC -hot /cold	Price Survey-Cereal 12oz	\$ 4.65 ★	12	Ounce
000002000008	Cheese or Tofu	Cheese - all WIC	Price Survey-Cheese 1 lb	\$ 6.49 ★	1	Pound
000003000007	Eggs	Eggs - all WIC	Price Survey-Eggs dozen	\$ 1.49 ★	1	Dozen
000009000001	Infant Cereal	Baby Cereal - all WIC	Price Survey-Baby Cereal 8oz	\$ 3.39 ★	8	Ounce
070074559582	Infant Formula (IF)	Similac Advance Powder 12.4 oz	Similac Advance Powder 12.4 OZ	\$ 20.69 ★	1	Can
000053002006	Juice - 46/48 oz	Juice, ready-to-drink, 46/48 oz	Price Survey-Juice, ready to drink, 46/	\$ 2.99 ★	1	CTNR
000054002005	Juice - 64 oz	Juice, ready-to-drink 64 oz	Price Survey-Juice, ready to drink, 64	\$ 4.79 ★	1	CTNR
000006001001	Legumes	Peanut Butter	Price Survey-Peanut Butter	\$ 4.25 ★	1	CTNR
000006002008	Legumes	Dry beans, peas, or lentils	Price Survey-Dry Beans, Peas, Lentils	\$ 2.46 ★	1	CTNR
000052003004	Milk - Fat Reduced	Low Fat Milk (1% fat)	Price Survey-Low Fat Milk (1%) gallon	\$ 3.59 ★	1	Gallon

★ Denotes Required Fields
★ Denotes Required Fields During Submission

13. Once submitted, the **Cascade Price Survey pop-up** displays to either apply the price survey to this one specific store or to multiple stores in the same peer group. **Tip!** If you want a list of which stores are in each peer group for you to compare, please email us at

19 | Page

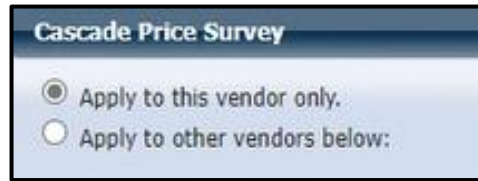
WICRetailManagement@doh.wa.gov. **Important!** If the Price Survey is Denied, please see page 26 for next steps.

a. Select either:

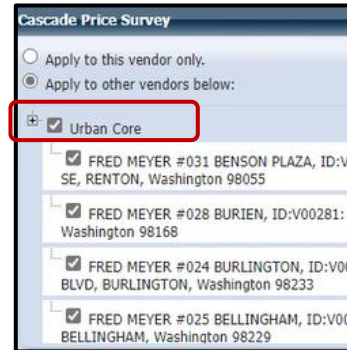
- Apply to this vendor only.

Or

- Apply to other Vendors below.
 - Click the **plus sign +** to display all corporate vendors.
 - **Select the check boxes** to indicate all vendors to which the price survey will be applied.



b. Then select, Ok.



14. The application will then take you back to the home screen.



Important!

- Repeat all steps above for each store under the corporate name.
- Price surveys:
 - a. **Stores with multiple locations within one peer group, will need to complete only one price survey per each peer group.** If you apply the price survey to each store under the same peer group, it will automatically show up in each of those store’s applications shown in step 13.
 - b. **Separate price surveys.** If you marked “Apply to this vendor only” or didn’t mark some stores as part of the survey in steps 13, a new price survey will need to be created for those specific stores.

How to Edit User Accounts

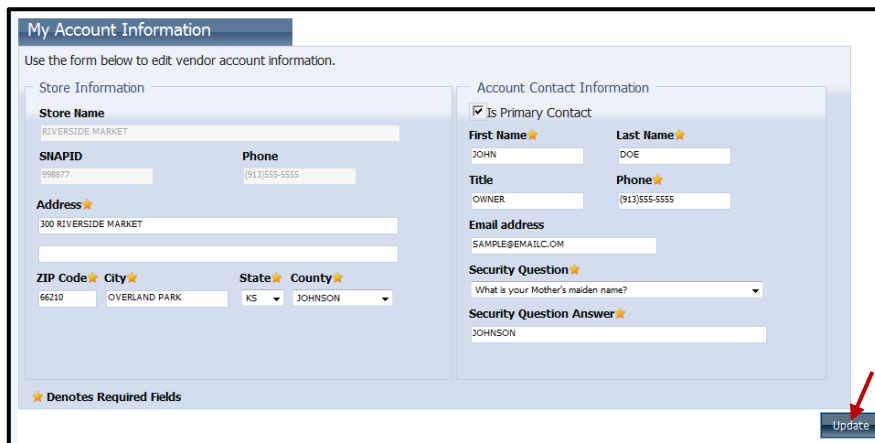
Throughout the contract period, we suggest you update certain details in your vendor account. This is important if there is a change in the address or email.

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

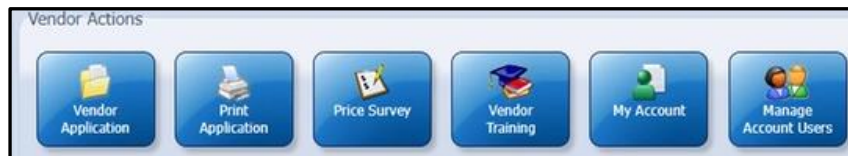


2. Update **Store Information** and **Account Contact Information** as necessary.

- a. Select “**Update**”.

A screenshot of the 'My Account Information' form. The form is divided into two main sections: 'Store Information' and 'Account Contact Information'. The 'Store Information' section includes fields for Store Name (RIVERSIDE MARKET), SNAPID (958877), Phone ((913)555-5555), Address (300 RIVERSIDE MARKET), ZIP Code (66210), City (OVERLAND PARK), State (KS), and County (JOHNSON). The 'Account Contact Information' section includes a checked checkbox for 'Is Primary Contact', fields for First Name (JOHN), Last Name (DOE), Title (OWNER), and Phone ((913)555-5555), an Email address field (SAMPLE@EMAIL.COM), and Security Question and Answer fields (What is your Mother's maiden name? and JOHNSON). A red arrow points to the 'Update' button at the bottom right.

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

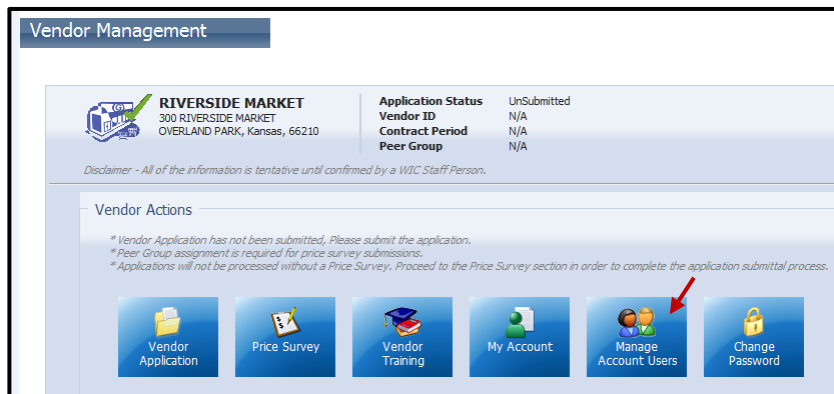


How to Add or Deactivate Users

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	☑
KATHY LEE	KathyLee		☑

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"/>

User deactivated. X

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.

3. Price Survey:

a. Unable to add Category and Subcategory

- This is due to the square footage noted in the application.
- If you run into this issue, contact the state WIC team at wicretailmanagement@doh.wa.gov. They can look at what you noted for square footage and make any appropriate changes.

b. Price Survey – Denied Price Overage Upon Submission

Price Survey - Current			
Effective Date	Display Date	Submitted By	
5/11/2023	5/11/2023	CYNTHIA HUSKEY	

Price Survey List			
	Status	Effective Date	Sur
	Denied - Price Overage	5/12/2023	5/11/2023

- This happens when one or more of the prices you listed in the survey are above the WIC maximum allowed amounts.
- The state WIC Vendor Management Team will contact you in order to manually make necessary changes and resubmit price survey.

If you experience any other issues or have questions, please contact WICRetailManagement@doh.wa.gov.

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Deaf or hard of hearing customers, please call 711 (Washington Relay) or email WIC@doh.wa.gov

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