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# Vermont Department of Health

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State of Vermont

**WIC MIS/EBT Implementation Project  
Change Management Subproject**

**MIS/EBT Glossary and Acronym Dictionary**

**Version 1.1**

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1.2			

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## 1 Glossary of MIS and EBT Terms

Term	Definition
Administrative Terminal	An "administrative terminal" is a term used in EBT for state-level access to administrative functions, such as reporting, gathering compliance information, etc.
American National Standards Institute (ANSI)	Membership organization responsible for overseeing the creation, promulgation and use of U.S. standards and conformity assessment systems impacting all business sectors and for accrediting programs that assess conformance to standards
Anthropometric	Anthropometry in physical anthropology refers to the measurement of the human individual for the purposes of understanding human physical variation.
Approved Product	A food item that is approved for redemption by Vermont WIC.
Approved Product List (APL)	Electronic list (file) identifying food items approved by Vermont WIC for purchase with WIC benefits by food <a href="#">category</a> and <a href="#">subcategory</a> and by a unique product identifier, either a <a href="#">Universal Product Code</a> (UPC) or <a href="#">Price Lookup</a> (PLU) code
Automated Clearing House (ACH)	A payment service that accepts requests for payment from the grocers, and routes them through the banking system to the VT WIC bank for payment.
Automated Response Unit (ARU)	A designated system for answering telephone calls and providing information to callers via recorded messages, or transferring calls to a customer service center. An automated telephone answering system can provide voice answers to questions using data from the WIC information system and/or the EBT system: for example, it can be used to remind clients of appointments, respond to balance inquiries, etc.
Available Benefit Quantity	Quantity of available WIC benefit units in the standard unit of measure for the category and subcategory. e.g. cereal is measured in units of ounces, so the available benefit quantity might be 32 (ounces).
Banking Agent	The entity that provides banking services
Barcode	A machine-readable representation of information, usually dark parallel lines on a white or light background. This unique barcode is linked to a unique number assigned to the food product, the <a href="#">UPC</a> . In the EBT system, a grocer's scanner reads the barcode to identify the item's UPC, which identifies the exact food item presented for purchase.
Benefit	An <a href="#">approved food product</a> provided by the WIC program to a WIC participant.
Benefit Begin Date	First date on which <a href="#">benefits</a> may be used (redeemed) at a grocer.
Benefit End Date	Last date on which <a href="#">benefits</a> may be used (redeemed) at a grocer.

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Term	Definition
Benefit ID	A unique number identifying a benefit issuance.
Benefit Instrument	The medium used to record and convey information about a WIC participant and the food benefits provided to that participant under the WIC program. In Vermont WIC, the benefit instrument is the WIC EBT system and card.
Benefit Period	A time period during which WIC <a href="#">benefits</a> may be redeemed. This includes the beginning benefit availability date and ending benefit availability date.
Benefit Prescription	WIC allowable foods prescribed to WIC participants for specific benefit periods.
Card Activation Date	Date that card is activated.
Card Deactivation Date	Date that card is deactivated.
Card Status	A code indicating the status of the card
Card Status Date	Date that card status was changed to given value in Card Status.
Cardholder Date of Birth	Date of birth associated with cardholder. It may be the cardholder's DOB, the head of household, or in the case of an alternate, the alternate's DOB or either of the above.
Cardholder ID	Unique EBT System generated identification number for cardholder that may be used for other cardholder/card based transactions.
Cardholder Name	Name of the cardholder
Cardholder Phone Number	Phone number for cardholder
Cardholder Type	Indicates whether the cardholder is the primary cardholder or a proxy cardholder
Cash Value Benefit (CVB) or Cash Value Voucher (CVV)	A type of WIC benefits issued to some WIC participants for the purchase of fruits and vegetables. Unlike prescribed WIC benefits, which are specifically named food items, the WIC participant may purchase <u>any</u> fresh fruit and vegetable product not specifically excluded which includes certain canned, dried and/or frozen fruits and vegetables meeting WIC nutritional guidelines.
Cashier	The retail employee responsible for attending the checkout lane and executing the WIC transaction.
Category and Category Code	A way of identifying the type of food product. Category identifies the food product at the highest level (e.g. milk, cheese, grain, etc). Each category is assigned a three-digit numeric code (e.g. 003, 014, etc)
Category Long Description	A long description of the category suitable for printing or displaying in areas where display width is not a concern.

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Term	Definition
Category Short Description	A short description of the category suitable for displaying on screen and reports where display width is a concern
Category/ Subcategory (Cat/Subcat)	Standardized way to identify foods by grouping and assigning numeric codes. E.g. In the category “grains”, a subcategory is “whole grain bread.”
Ceres	The Vermont WIC MIS.
Clinic Address	Address of the WIC District Office that operates the clinic.
Clinic Contact Name	Primary contact person at WIC District Office for the clinic.
Clinic ID	Ceres-assigned identifier for a clinic. Each local agency has a unique ID, and then each clinic operated by that agency has a clinic ID number within its local agency. The clinic operated within the local agency would be numbered “-1.” Referring to a clinic by number entails using the local agency ID, plus the clinic ID (i.e. 12-1). For example, if the Middlebury DO number is 89, the in-office clinic ID would be 89-1, Bristol would be 89-2, Vergennes would be 89-3. Every family is assigned a clinic ID to show that family “belongs” to that clinic.
Clinic ID	If the operation is initiated from a clinic, then this is the ID of the initiating clinic.
Clinic Name	Name of clinic
Clinic Phone Number	Phone number of WIC District Office that operates the clinic.
Compliance Buy	A covert, on-site investigation of a retailer, in which a representative of the WIC Program poses as a participant or proxy, and transacts a WIC purchase without revealing during the visit that s/he is a program representative.
Date of Birth	Date of birth of the cardholder. This is typically used as a security question for calls to customer service
Detailed Functional Design Document (DFDD)	A document that describes all of the processes and functions that a software is supposed to carry out. The purpose is to spell out for the programmers exactly what to “build,” and to allow the client (Vermont WIC) to then test the system to ensure all necessary processes and functions are included and operate correctly.
Detailed Technical Specifications Document (DTSD)	A document that describes the architecture and technical design aspects of the software.
District Office (DO)	The Department of Health operates 12 District Offices (DO) located throughout the state. All Vermont residents use the local health office for health information, and for disease prevention and emergency response services. A DO is a “local agency” (LA) for WIC.

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Term	Definition
EBT Card Issuer or Processor	Entity under contract for the implementation, maintenance, and operation of the WIC State Agency’s EBT system and that acts as the agent of the WIC State Agency to process and settle transactions. For VT WIC, this is JP Morgan Chase.
EBT Host	The system that maintains account, benefit, card information, and determines retailer payment for WIC benefits. See <a href="#">Online EBT</a> .
EBT Identification Number (EBT ID)	The 4-character identifier assigned to each retail store to identify it to the electronic settlement server. The EBT ID is used in the composition of the electronic file name submitted to the state and in the FTP directory structure.
Electronic Benefits Transfer (EBT)	An electronic system that allows a state government agency (in this case WIC) to issue benefits to participants via a magnetically encoded payment card and <a href="#">online EBT system</a> .
Electronic Cash Register/Point-of-Sale System (ECR/POS)	In a retail store, an all-inclusive term referring to the in-store cash management system comprised of hardware, software, cash drawer, scanner, scale, monitor, card acceptor devices, receipt and coupon printers, and other peripherals installed and use in the lane or “point-of-sale” (POS). The ECR/POS also includes the in-store telecommunications network, and backroom store servers/controller(s); and more. The system electronically scans items for purchase, obtains the UPC code and price for the item, adds the item to the cash register receipt, and totals the entire purchase to arrive at a purchase total. For WIC EBT, an integrated ECR/POS also identifies the foods that are WIC-approved, checks whether the household is eligible for the benefits, and conducts the WIC purchase transaction by connecting with the EBT Host System.
Food and Nutrition Service (FNS)	An agency within the U.S. Department of Agriculture responsible for the administration of the Supplemental Nutrition Program for Women, Infants and Children (WIC)
Food Instrument (FI)	The printed paper vouchers, Proof of Delivery, or other non-electronic record that specifies the WIC food benefit amounts prescribed, and that are to be redeemed by the WIC retail or home delivery vendor. The FI is replaced by an EBT card in a WIC EBT system.
Free Erythrocyte Protoporphyrin (FEP)	A blood test for iron deficiency, conducted instead of HCT or HGH. The test is currently carried out at Dartmouth Hitchcock. The FEP also may be a screening test for lead poisoning.
Function	A task, action, or activity that must be accomplished to achieve a desired outcome.
Head of Household Date of Birth	Date of birth for the head of household. This is usually used a security question when handling queries from the head of household over the phone.
Head of Household (HOH) Name	Name of the head of household. The head of household may be used by the MIS to identify the responsible party for the family/group/household.
Host or EBT Host System	See <a href="#">EBT Host</a>

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Term	Definition
Household Address	This is the address for the household used for any EBT related correspondence.
Household ID	This is the household ID assigned by the MIS.
Integrated System	A retailer POS System in which the technology to read and accept EBT cards, scan foods as a mixed basket, and conduct the entire WIC transaction, is built into the overall POS System. Compare to “Stand Beside System.”
Issuer	See EBT Card Issuer.
Local Agency	Each Vermont District Office is a WIC “local agency” in Ceres.
Local Agency ID	MIS assigned identifier for a local agency. Each Vermont District Office will be a local agency in the MIS system. From a system perspective, each clinic ‘belongs’ to a local agency. Each Local Agency has a ‘Local Agency ID’. Local agency can be abbreviated to ‘LA’.
Management Information System (MIS)	A computer-based system that organizes information and provides tools for personnel to carry out an enterprise’s business processes. An MIS may store as well as present information, perform calculations, help in decision making and produce documentation. The MIS for Vermont WIC is Ceres.
Maximum Allowable Reimbursement (MAR)	FNS-required cost containment methodology whereby WIC authorized vendors are subject to reimbursement limitations. The EBT system is programmed to ensure the reimbursement for approved food items is not in excess of the MAR amount. These reimbursement limits are enforced at the point of sale, by a message sent from the EBT Host to the grocer ECR/POS system. State WIC authorities establish the MAR based on continuous surveying of prices charged for approved food items. MAR is established for each grocer <a href="#">Peer Group</a> . MAR previously and also known as NTE, or Not-to-Exceed reimbursement.
Mixed Basket	In the grocery store, a “mixed basket” EBT systems allows scanning WIC-allowed and non-WIC items together, without having to sort and scan the WIC-allowed items first, and without carrying out the WIC transaction first.
National UPC Database (NUPC)	A system operated by FNS that maintains UPCs at a national level. A source of UPC information for maintaining Vermont’s APL.
New PIN Flag	Indicates if Submit PIN operation is for selecting a new PIN or changing an existing PIN
Not-to-Exceed (NTE) Reimbursement	See <a href="#">Maximum Allowable Reimbursement</a> .
Offline EBT	Offline EBT is a system. See also Smart Card.
Online EBT	A transaction processing system for WIC EBT in which a retailer <a href="#">integrated ECR/POS system</a> or a <a href="#">stand-beside system</a> is in direct communication with the EBT Host System, and in which authorization is provided by the EBT Host at the time of the food purchase.

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Term	Definition
Operating Rules	USDA-FNS Operating Rules for WIC EBT.
Over 50%	Indicates a grocery store where WIC sales make up over 50% of the total sales for the retailer
Participant	Any pregnant woman, breastfeeding woman, post-partum woman, infant, or child who receives authorized foods under the WIC program, the exclusively breastfed infant of any participating breastfeeding woman, and any partially breastfeeding woman after six (6) months post-partum
Password	Password used by a user to log on to the Ceres or the EBT System. This parameter is always encrypted.
Peer Group	Peer groups are sets of retailers, based on retailer size, such as “Large Chain Store, Small Chain Store, Small Independent Store, etc.” Peer groups are used for establishment and imposition of Maximum Allowed Reimbursement ( <a href="#">MAR</a> ) price limitations on what the retailer can charge for WIC foods.
Peer Group ID	A numeric indicator of the peer group assigned to the retailer.
Personal Identification Number (PIN)	The “password” selected by a WIC participant that must be entered into the card acceptance device in order to access the benefits on a WIC EBT card. A PIN length is four digits.
Point-of-Sale (POS)	The checkout lane; the physical location where a sale occurs.
Point-of-Sale (POS) System	The system, including hardware (cash register, scanner, etc), software, card acceptance devices and other devices physically installed and supporting WIC food sales in the store checkout lane. See also <a href="#">ECR/POS</a> .
Postpartum Woman	A Postpartum Woman non-breastfeeding woman, up to six months from the termination of her pregnancy. The end of a pregnancy is the date the pregnancy terminates (date of delivery, abortion, fetal death or miscarriage).
Price Look-Up (PLU) Code	A 4-5 digit identifier used to identify individual and bulk produce. PLU codes are assigned by the International Federation of Produce Standards (IFPS). A PLU code is commonly printed on a small sticker or ‘PLU label’ and affixed to the individual produce items by the grower, distributor or by store personnel, and the PLU code is manually entered into the POS by the cashier. The PLU is used instead of a scanned UPC to identify a food item in the ECR/POS system.
Primary Account Number (PAN)	The unique number identifying a specific WIC EBT card. The PAN may or may not be printed or embossed on the card, but it is always stored on the card’s magnetic stripe. Ceres will associate the household’s food benefit account with the PAN of the EBT card issued to that household.
Processing Day	The WIC EBT contractor designates a standard daily cutoff time for EBT transaction processing. The 24-hour period between the cutoff times on day one and the cut off time on day two constitutes the EBT processing day.
Purchase Receipt	One or more printed documents printed at the POS and provided to the WIC EBT cardholder. The purchase receipt identifies the foods purchased with WIC

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Term	Definition
	tender.
Quality Assurance (QA)	Expert oversight and monitoring of system development by a third-party, to assist the customer in obtaining software that meets functional requirements.
Reason Code	Reason for a benefit adjustment
Recipient	An individual receiving WIC benefits
Request Begin Date	Causes any benefits that are valid (current or future) after this date to be retrieved
Request End Date	Causes any benefits that are valid (current or future) prior to this date to be retrieved
Require Prescription Flag	Indicates if medical documentation is necessary in order to issue from this subcategory
Retail Activation Date	The date on which the retailer becomes active. This is the date on which the EBT System will start accepting transactions from the retailer
Retail Address	Address of the retail location.
Retail Contact Phone	A phone number for the retail location
Retail Deactivation Date	The date on which the retailer is no longer active. The EBT System will not accept transactions from the retailer after this date.
Retailer	The term also covers any parties who are authorized by the State to be a vendor of WIC approved items, and/or perform WIC-related computing or financial transactions for them.
Retailer Assigned PLU Code	A “price look up” ( <a href="#">PLU</a> ) code assigned by a WIC vendor at the corporate, distributor or outlet level to identify an individual or bulk produce item at the POS. A retailer assigned PLU Code may be either an IFPS compliant PLU code or a non-standard PLU code.
Retailer Name	The name of the retailer
Retailer Number	A number assigned by the MIS identifying the retailer.
Reversal	Nullification of an authorized transaction (sale) that has not yet been settled. Reversals can only happen prior to <a href="#">settlement</a> , and in case of a cashier error. Federal regulations prohibit retailers from putting cash benefits back onto an EBT card, in return for an exchanged food item.
Settlement	The transfer of funds (to grocer, by the EBT processor, on behalf of WIC) to complete purchase transactions.

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Term	Definition
Smart Card	An EBT Card that has a computer chip embedded on the card to store the food prescription and carry out offline WIC EBT transactions. (Compare to a magnetic stripe card, used by Vermont WIC, for <a href="#">online WIC EBT.</a> )
Special Supplemental Nutrition Program for Women, Infants and Children (WIC)	Administered by the U.S. Department of Agriculture, Food and Nutrition Service, the WIC provides Federal grants to States for supplemental foods, health care referrals, and nutrition education for low-income pregnant, breastfeeding, and non-breastfeeding postpartum women, and to infants and children up to age five who are found to be at nutritional risk.
Stand-Beside System	A retailer system that is independent of the cash register and other POS equipment, that is used to accept WIC EBT cards and process WIC EBT transactions. Compare to " <a href="#">Integrated System.</a> "
State	State of Vermont
State Agency Model (SAM)	A model WIC management information system (MIS) developed by a consortium of states with funding from FNS, designed to enable transfer of the entire MIS to other WIC state agencies. There are three SAMs: SPIRIT, Mountain Plains State Consortium, and Crossroads. Only SPIRIT and MPSC are in production; Crossroads is still under development and testing. Vermont WIC is transferring the Mountain Plains SAM MIS.
Store Manager	The person responsible for overall management of a retail grocery outlet, including back office and technology support functions. In practice, several people at a given store and/or corporate office staff may share this responsibility.
Subcategory	A specific type of authorized food product within a WIC category, such as whole milk or skim milk, which are Subcategories to the <a href="#">Category</a> of milk. Subcategories are designated by a three-digit code that can be either Broadband (000) or Specific (> 000).
Subcategory Description	Description of the food subcategory
Subcategory Long Description	A long description of the subcategory suitable for printing or displaying in areas where display width is not a concern
Subcategory Short Description	A short description of the subcategory suitable for displaying in areas (particularly POS stand-beside receipts) where display width is a concern
System	A collection of hardware, software, persons, and procedures that work together to perform a set of functions
Technical Implementation Guide	The WIC Technical Implementation Guide (TIG) published the USDA-FNS as amended and updated. The TIG provides standards for grocers, acquirers and third-party processors IT systems to interface with <a href="#">EBT host systems.</a>
Terminal	The hardware device that provides the user interface for the WIC participant. The terminal may or may not include an integrated Card Acceptor Device. The same hardware device may also provide the cashier's user interface.

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Term	Definition
Third Party Processor (TPP)	An entity that provides transaction processing services, billing, reporting and settlement to retailers. TPPs “bundle” all POS financial transaction information and payments allowing retailers to accept a variety of credit, debit and EBT cards.
Total Food Sales	The volume of total food sales reported by the retailer
Total Order /Total Transaction	Prior to completing the WIC portion of a transaction, the system must have a function that prints/displays all WIC items to be decremented from the card and allow the WIC participant to accept or decline the completion of the transaction.
Trace Number	A unique value supplied by the MIS to be associated with the particular invocation of the operation.
Transaction	A trip through the checkout lane by the WIC participant, completing either a balance inquiry or WIC redemption
Transaction time	Date/time when benefits are read from the WIC EBT card
Unit of Measure Abbreviation	An abbreviated description of the unit of measure associated with the food subcategory.
Unit of Measure Description	Description of the unit of measure associated with the food subcategory.
Universal Interface	USDA-FNS WIC Universal MIS-EBT Interface (WUMEI) <a href="http://www.fns.usda.gov/wic/EBT/WICUniversalMISEBTInterfaceSpecification4-1forcomments.pdf">http://www.fns.usda.gov/wic/EBT/WICUniversalMISEBTInterfaceSpecification4-1forcomments.pdf</a>
Universal Product Code (UPC)	A unique numeric identification number, associated with a machine-readable barcode symbol, used to identify and track specific food products at any point within any supply chain. UPCs are a component of GTINs (Global Trade Item Numbers), which are assigned to manufacturers by the GS1 Organization.
UPC/PLU Price File	See <a href="#">Approved Products List</a> (APL).
User Acceptance Testing (UAT)	Testing of the software system conducted by the system’s intended users. UAT is carried out by following scripts that mimic all of the functions the software is supposed to perform. Feedback on problems (“bugs”) is given back to the software developers for correction.
User Address	Contact address of the system user.
User Email Address	Email address of the system user.
Username	String used to identify user in the EBT or MIS System. Used in conjunction with User System ID to uniquely identify a user.
Vendor	A retail grocer authorized by the Vermont WIC Program to sell WIC eligible items to WIC recipients

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Term	Definition
WIC Authority	A governmental organization that oversees the WIC program for a jurisdiction, such as a state or tribal organization. The WIC Authority is responsible for issuing WIC food benefits. In Vermont, the Vermont WIC Program.
WIC Authority ID	ID of WIC authority for which the EBT or MIS system operation is being initiated
WIC EBT Host	An information system that manages data exchange between a retailer and a WIC Authority. WIC host includes communication, database, file posting, security authorization and may include terminal application downloads. Electronically it acts as a proxy for a WIC Authority in the processing of WIC EBT benefits and redemptions
WIC Participant	The individual to whom WIC benefits are issued.
WIC-allowable, WIC-eligible	An FNS designation. A WIC allowable or WIC eligible food item meets federal WIC dietary and nutritional standards and guidelines
WIC-approved, WIC-authorized	A WIC Authority (state WIC agency) designation. A WIC approved or WIC authorized food item is an item identified as WIC allowable or WIC eligible by FNS and approved or authorized by the WIC authority for purchase with WIC benefits.
Workstation ID	ID of the workstation initiating the operation
X9.93	The ANSI published standard for WIC EBT Transaction Processing

## 2 MIS and EBT Acronym Dictionary

Term	Definition
ACH	Automated Clearing House
AHS	Vermont Agency of Human Services
ANSI	American National Standards Institute
AP	Antepartum: status of woman having one or more embryos or fetuses in utero.
APL	Approved Product List; a list of the State Agency's WIC authorized products
ARU	Automated Response Unit
AVR	Automated Voice Response
BF	A woman who is breastfeeding or providing breast milk to her infant on average at least one time per day, up to the infant's first birthday.

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Term	Definition
BGS	Vermont Department of Buildings and General Services <a href="http://bgs.vermont.gov/purchasing">http://bgs.vermont.gov/purchasing</a>
BIN	Bank Identification Number
C	Child - a person over one year of age who has not reached his/her fifth birthday.
CAD	Card acceptance device
Cat/Sub Cat	Refers to the category/subcategory of WIC authorized food items
CIS	Children’s Integrated Services
CPCM	Cost per Case per Month
CPH	Child Public Health
CSR	Customer Service Representative
CVV or CVB	Cash Value Voucher or Cash Value Benefit; a fixed dollar amount benefit for the purchase of eligible fruits and vegetables.
DFDD	Detailed Functional Design Document
DFO	Director of Field Operations
DII	Department of Information and Innovation
DOB	Date of Birth
DTSD	Detailed Technical Specifications Document
EAR	Emergency Acquisition Request
EBA	Electronic Benefit Account
EBT	Electronic Benefits Transfer. The electronic transfer of government benefits to individuals through the use of card technology and point-of-sale terminals.
EBT ID	Electronic Benefit Transfer Identification Number. The 4-character identifier assigned to each retail store to identify it to the electronic settlement server. The EBT ID is used in the composition of the electronic file name submitted to the state and in the FTP directory structure.
ECR	Electronic Cash Register
EDD	Estimated Date of Delivery
EFT	Electronic Funds Transfer
EP	Free Erythrocyte Protoporphyrin
FI	Food Instrument

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Term	Definition
FNS	Food Nutrition Service of the USDA
GUI	Graphical User Interface
HCL	Hot Card List
Hct	The hematocrit is the proportion of blood volume that is occupied by red blood cells. It is normally about 48% for men and 38% for women. It is considered an integral part of a person's complete blood count results, along with hemoglobin concentration, white blood cell count, and platelet count.
Hgb	Hemoglobin is the iron-containing oxygen-transport metalloprotein in the red blood cells of vertebrates.
HIPAA	The Health Insurance Portability and Accountability Act of 1996
HITECH	The Health Information Technology for Economic and Clinical Health Act
HNQ	Health and Nutrition Questionnaire Forms
HOH	Head of Household
I	Infant - a person under one year of age.
ICD	Interface Control Document
ID	Identification
IFPS	International Federation of Produce Standards
INCP	Individual Nutrition Care Plan
IP	Internet Protocol. This is a standardized protocol used to transfer data from one node to another on a network.
IS	Information Systems
IVR	Interactive Voice Response is an interactive technology that allows a computer to detect voice and keypad inputs
JAD	Joint Application Design
JPM	JP Morgan Chase
MIS	Management Information System
NIST	National Institute of Standards and Technology
NTE	Not to Exceed Amount
NUPC	National UPC (Database). A system operated by FNS that maintains UPC(s) at a national level. A source of UPC information for maintaining Vermont's APL.
OLH	Office of Local Health
PAN	Primary Account Number

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Term	Definition
PC	Personal Computer
PIN	Personal Identification Number
PLU	Price Look-Up
POS	Point-of-Sale (POS) refers to both a checkout counter in a retail location, the location where a transaction occurs and the in-lane device that processes the transaction
PP	A Postpartum Woman non-breastfeeding woman, up to six months from the termination of her pregnancy. The end of a pregnancy is the date the pregnancy terminates (date of delivery, abortion, fetal death or miscarriage).
QA	Quality Assurance
RFU	Reserved for Future use
S.M.A.R.T.	Specific Measurable Attainable Realistic Time-Based. The S.M.A.R.T. acronym defines five characteristics needed to develop a well-designed action plan.
SAM	State Agency Model
SFY	State Fiscal Year
SME	Subject Matter Expert
SNAP	Special Nutrition Assistance Program
SOR	System of Record
SOV	State of Vermont
SOW	Statement of Work
SSN	Social Security Number
SSO	Single Sign On
SubCat	Subcategory
TANF	Temporary Assistance for Needy Families
TIG	USDA-FNS Technical Implementation Guide
TPP	Third Party Processor
TRSM	Tamper Resistant Security Module
UAT	User Acceptance Testing
UI	User Interface
UOM	Unit of Measure
UPC	Universal Product Code

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Term	Definition
USDA	United States Department of Agriculture
VDH IT	Vermont Department of Health Information Technology Unit
VHIEN	Vermont Health Information Exchange Network
VHITP	Vermont Health Information Technology Plan
VMN	Variable Measure Number
VPN	Virtual Private Network
WESS	WIC EBT Settlement Service
WIC	Special Supplemental Nutrition Program for Women, Infants and Children
WUMEI	WIC Universal MIS-EBT Interface
X9.93	WIC EBT Transaction Processing Standard established by ANSI