

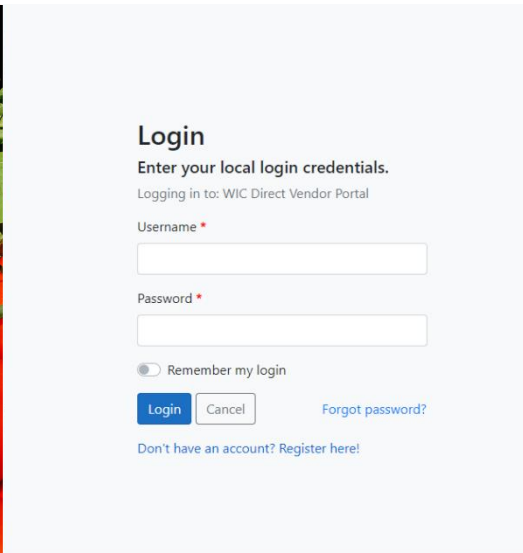
Vendor Portal Login

The Vendor Portal Login page allows users to access the Vendor Portal or register a new account.

click here: <https://vendors.cdpehs.com>



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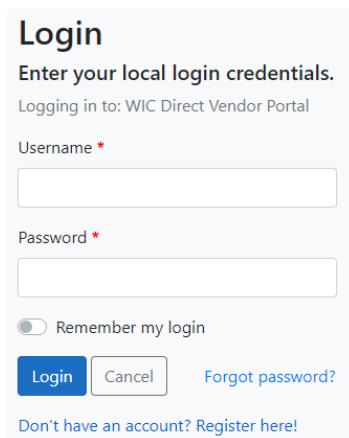


Login Using Local Credentials

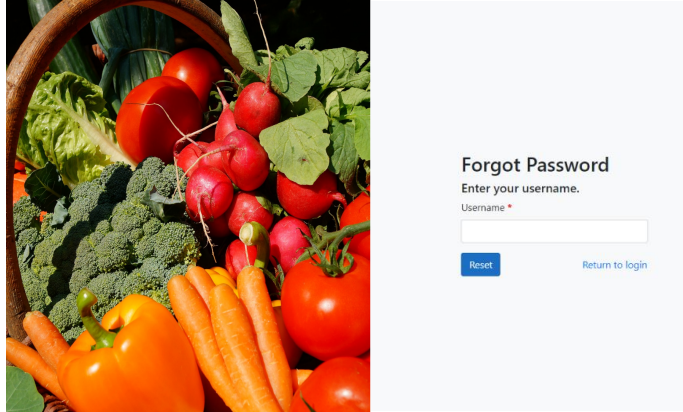
1. Enter your local **Username** and **Password**.
2. Select “**Remember my login**” to store login credentials.
3. Click **Login**.

Forgot Password

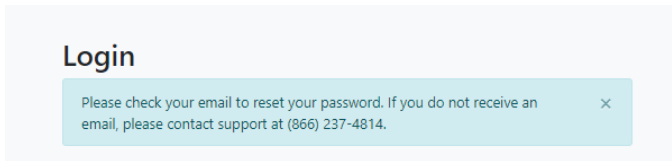
Users can reset their password if forgotten.



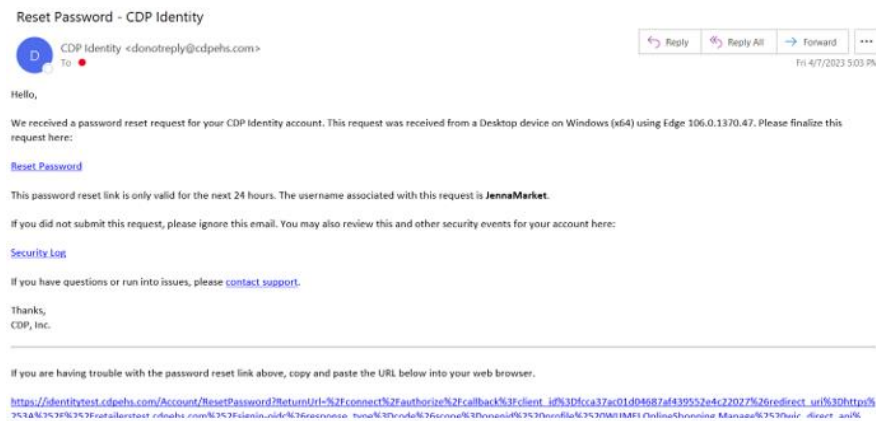
1. Click **Forgot password?** on the Login page.
2. On the Forgot Password page, enter your **Username**.
3. Click **Reset**.



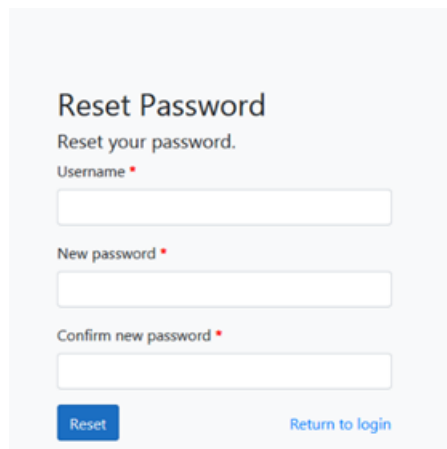
If the user exists and the email address has been confirmed, a password reset link is sent to that address.



4. Click **Reset Password** in the email.



You will be redirected to the Vendor Portal login page.



5. Enter your **Username**.
6. Enter a **New password**.
7. **Confirm new password** by entering the password again.
8. Click **Reset**.

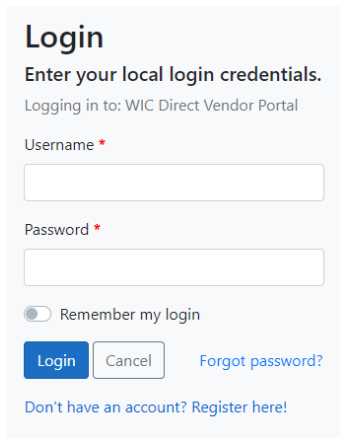
You will be redirected to the CDP Identity Profile page and the password reset success message displays.

Your password has been reset.

User Account

Register an Account

Users can register for a new account from the Login page.



Login
Enter your local login credentials.
Logging in to: WIC Direct Vendor Portal

Username *

Password *

Remember my login

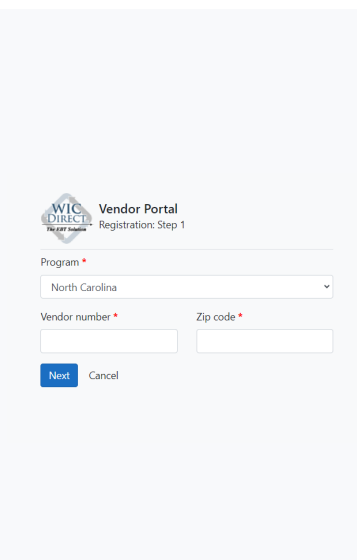
[Forgot password?](#)

[Don't have an account? Register here!](#)

1. Click **Don't have an account? Register here!**The Vendor Portal Registration: Step 1 page displays.



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WIC DIRECT Vendor Portal
Registration: Step 1

Program *

North Carolina

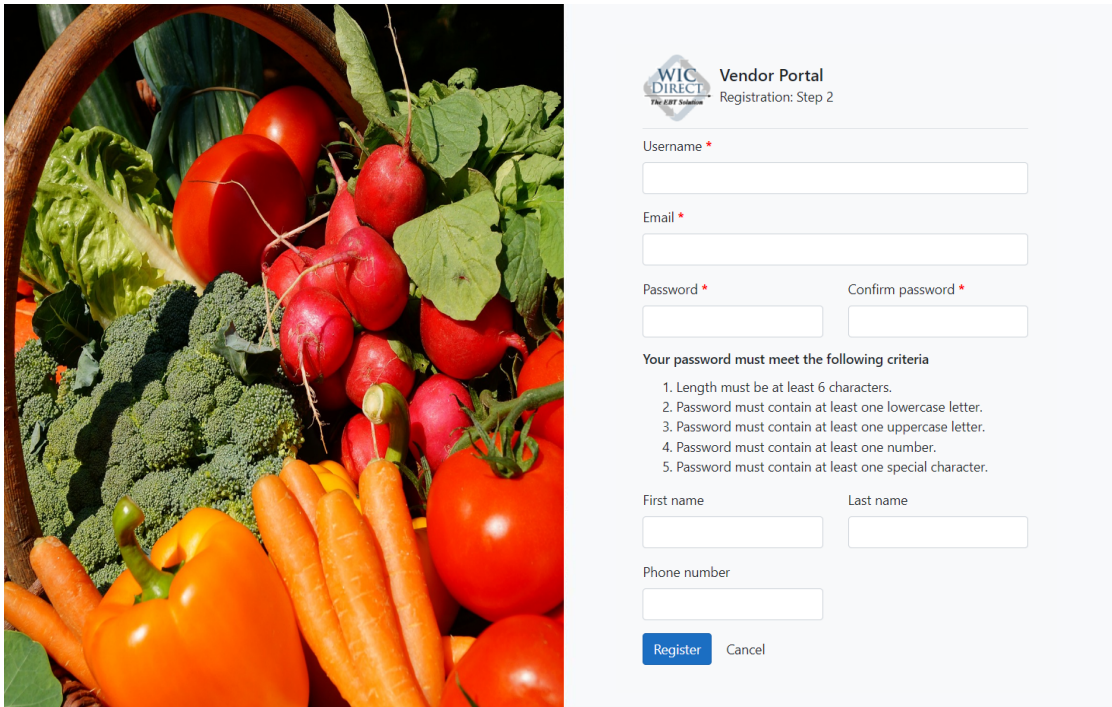
Vendor number *

Zip code *

2. Select your **Program - North Carolina**
3. Enter your **Vendor number**.
4. Enter your **Zip code**.
5. Click **Next**.

NOTE: The information entered for Vendor Portal registration must match the vendor's information. If the Program, Vendor number, or Zip code do not match during the validation process, an error message will return.

The Vendor Portal Registration: Step 2 page displays.



WIC DIRECT
The ART Solution

Vendor Portal
Registration: Step 2

Username *

Email *

Password * Confirm password *

Your password must meet the following criteria

1. Length must be at least 6 characters.
2. Password must contain at least one lowercase letter.
3. Password must contain at least one uppercase letter.
4. Password must contain at least one number.
5. Password must contain at least one special character.

First name Last name

Phone number

Register Cancel

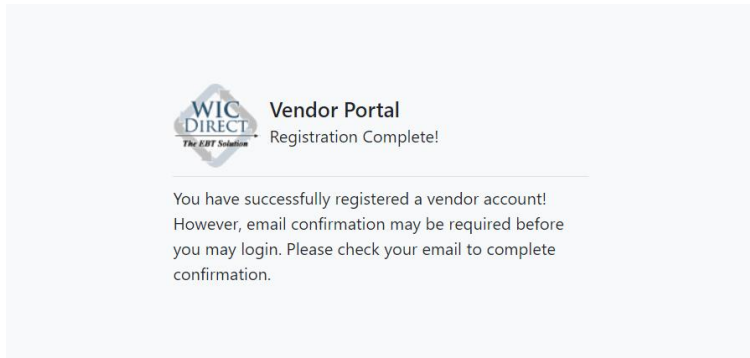
Copyright © 2023 CDP, Inc. - Server Type [Testing] Build Version [6.15.1.24]

6. Enter a **Username**.
7. Enter your **Email**.
8. Select a **Password**.
9. **Confirm password** by entering the password again.

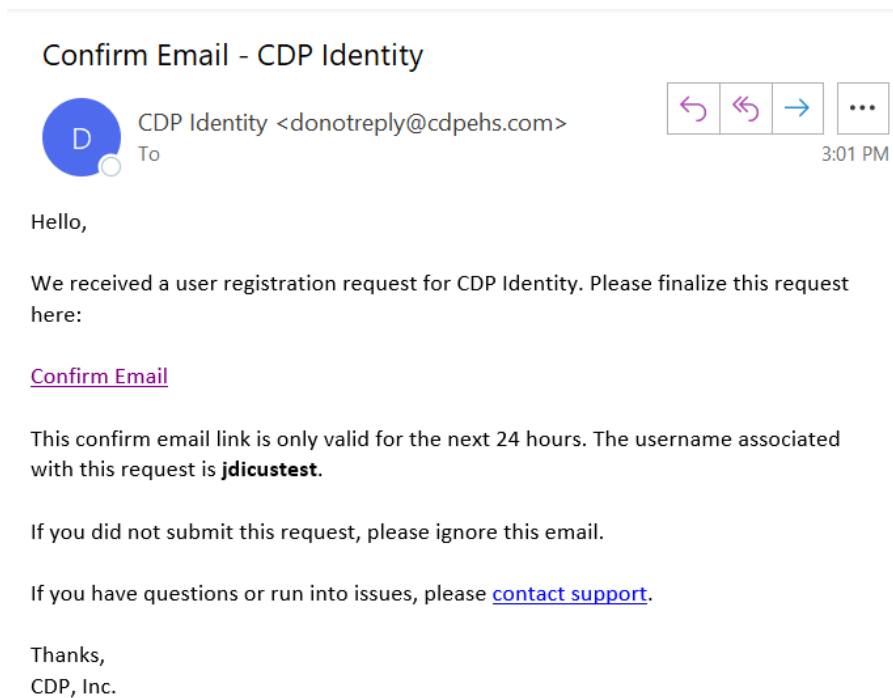
NOTE: The password must meet the criteria listed.

10. Update the **First name**, **Last name**, and **Phone number** as needed.
11. Click **Register**.

When you have successfully completed registration, the following message will display:



An example of email confirmation is shown below.



12. Click **Confirm Email**.
13. Click **Click here to continue!** to return to the Login page.

Profile

Upon successful login to the Vendor Portal, the Profile page displays.

The screenshot shows the Vendor Portal Profile page. At the top left, there is a logo for WIC and the text "Vendor Portal Profile". At the top right, the user's name "Heather Dingess" is displayed with a dropdown arrow. The main content is divided into two panels. The left panel, titled "Profile details", contains a table with the following information:

Field	Value
Email:	heather.todaro@dhhs.nc.gov
First name:	Heather
Last name:	Dingess
Phone number:	919-707-5738

Below the table, there is a link "here" to manage profile details. The right panel, titled "Vendor associations", contains a table with the following information:

Program	Vendor	Actions
North Carolina	002002 / Farmer Joe Market #10	Remove
North Carolina	5000 / Heather Todaro	Remove

Below the table, there is an "Add" button. A blue callout box above the table says: "Click on your business name below to view and edit vendor details or to complete enrollment steps."

NOTE: If a vendor has previously logged in to the Vendor Portal and completed all enrollment steps, they are automatically redirected to the New Purchase page instead of the Profile page.

Profile Details

The Profile Details panel lists the profile details for the account including Email, First Name, Last Name, and Phone Number. To manage the profile details, click the "here" link. You will be directed to CDP Identity where profile information and settings can be updated.

This is a close-up screenshot of the "Profile details" panel. The text "Below are the profile details for this account. Manage your profile details [here](#)." is shown, with the word "here" circled in red. Below this text is a table with the following information:

Field	Value
Email:	heather.todaro@dhhs.nc.gov
First name:	Heather
Last name:	Dingess
Phone number:	919-707-5738

Vendor Associations

The Vendor Associations panel allows the user to view all vendors associated with the account, add additional vendors, or remove vendors. The Program and Vendor name/number is listed for each vendor. The Actions column allows the user to remove an associated vendor by clicking **Remove**.

Vendor associations
Below are the vendors associated with this account.

Click on your business name below to view and edit vendor details or to complete enrollment steps.

Program	Vendor	Actions
North Carolina	002002 / Farmer Joe Market #10	Remove
North Carolina	5000 / Heather Todaro	Remove

[Add](#)

- NOTE:** Upon initial page load, a message may display that vendor associations are loading while the vendor information is retrieved. Additionally, if an exclamation icon is shown next to a vendor, this indicates that additional enrollment steps are required for that vendor.

Viewing Vendor Details

- To view the details for a vendor, click the blue hyperlinked Vendor name.

Program	Vendor	Actions
North Carolina	5000 / Heather Todaro	Remove

The Vendor Details display.

The screenshot shows a 'Vendor details' window with the following content:

Vendor details

Below are the details for this vendor.

Field	Value
Program name:	North Carolina
Vendor name:	Heather Todaro
Vendor number:	5000
Processing agreement:	Signed: Jul 6, 2023, 12:07:50 PM Download Processing Agreement
Government:	Federal Tax ID: ****0000 (SSN) Download Form W9
Bank account:	Information on file
Date range:	Begin: 07/03/2023 End:
Contact information:	Heather Todaro heather.todaro@dhs.nc.gov
Address:	5601 Six Forks Rd. Raleigh, NC 27609
Locations:	State Farmers Market Naperville Market Edit Locations

Close

- NOTE: When both a physical and mailing address are provided, the mailing address will display by default. If no mailing address exists for the vendor, the physical address will be displayed.
- 2. The Processing Agreement can be downloaded at any time by clicking **Download Processing Agreement**.
- 3. Locations can be added or edited by clicking **Edit Locations**. Up to four locations can be added per vendor.
- 4. Click **Close** to return to the Profile page.

Adding a Vendor Association

1. To add a new vendor association from the Profile page, click **Add**.

Vendor associations
Below are the vendors associated with this account.

Click on your business name below to view and edit vendor details or to complete enrollment steps.

Program	Vendor	Actions
North Carolina	002002 / Farmer Joe Market #10	Remove
North Carolina	5000 / Heather Todaro	Remove

[Add](#)

The Add Vendor Association page displays.

Vendor Portal Add Vendor Association Heather Dingess

Add vendor association

Program * North Carolina

Vendor number *

Zip code *

[Add](#) [Cancel](#)


2. Select the **Program** from the drop-down.
3. Enter the **Vendor number**.
4. Enter the **Zip code**.
5. Click **Add**.

Vendor Enrollment

Before a vendor can use the Vendor Portal, enrollment must be completed. The Profile page will automatically display when the vendor logs into the Vendor Portal when enrollment has not been completed. An exclamation is displayed next to the vendor name on the Profile page indicating that there are missing steps left to be completed.

Program	Vendor	Actions
North Carolina	89000 / Heather Todaro	Remove

1. To view the Vendor Details and complete enrollment, click the Vendor number/name hyperlink.

Program	Vendor	Actions
North Carolina	Heather Todaro 	Remove

The Vendor Details form displays.

Vendor details

Below are the details for this vendor.

Field	Value
Program name:	North Carolina
Vendor name:	Heather Todaro
Vendor number:	89000
Processing agreement:	Review and Sign
Government:	Submit Federal Tax ID Form W9 Unavailable
Bank account:	Submit Bank Account
Date range:	Begin: 07/03/2023 End:
Contact information:	Heather Todaro heather.todaro@dhhs.nc.gov
Address:	5601 Six Forks Rd. Raleigh, NC 27609
Locations:	State Farmers Market Naperville Market Edit Locations

[Close](#)

2. The Processing Agreement must be reviewed and signed. To open the agreement, click **Review and Sign**.

Processing agreement

This is an agreement

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Maecenas eget elementum nisl. In mollis in augue ullamcorper blandit. Fusce pretium condimentum risus, non ultricies lorem scelerisque nec. Phasellus vel magna vel mi auctor dictum. Sed varius, massa suscipit viverra bibendum, urna metus viverra eros, eget dapibus libero. Lorem et dolor. Suspendisse sagittis risus sit amet mattis cursus. Nulla tincidunt justo faucibus. Interdum et

Fully review the above processing agreement by reading and scrolling to the bottom, then enter your name below as an acknowledgment that you have reviewed, understand, and accept the agreement.

[Click here to download a copy of the processing agreement.](#)

Name*

I Agree Cancel

3. After reading the processing agreement and scrolling to the bottom, enter your **Name**, then click **I Agree**.

NOTE: To download a copy of the processing agreement, click the hyperlink.

Once the processing agreement has been signed, the Vendor Details form will update with the date and time the agreement was signed.

Vendor details

Below are the details for this vendor.

Field	Value
Program name:	North Carolina
Vendor name:	Heather Todaro
Vendor number:	89000
Processing agreement:	Signed: April 16, 2024, 4:07:22 PM Download Processing Agreement
Government:	Submit Federal Tax ID Form W9 Unavailable
Bank account:	Submit Bank Account
Date range:	Begin: 07/03/2023 End:
Contact information:	Heather Todaro heather.todaro@dhhs.nc.gov
Address:	5601 Six Forks Rd. Raleigh, NC 27609
Locations:	State Farmers Market Naperville Market Edit Locations

[Close](#)

4. The Government information: Form W9 must be submitted to the State WIC Office.

Vendor details

Below are the details for this vendor.

Field	Value
Program name:	North Carolina
Vendor name:	Heather Todaro
Vendor number:	89000
Processing agreement:	Signed: April 16, 2024, 4:07:22 PM Download Processing Agreement
Government:	Federal Tax ID: *****0000(SSN) Form W9 Unavailable
Bank account:	Submit Bank Account
Date range:	Begin: 07/03/2023 End:
Contact information:	Heather Todaro heather.todaro@dhhs.nc.gov
Address:	5601 Six Forks Rd. Raleigh, NC 27609
Locations:	State Farmers Market Naperville Market Edit Locations

[Close](#)

5. Bank Account information: a voided check must be provided to the State WIC Office

Once the Bank Account has been entered, the Vendor Details form will update and indicate "information on file" for Bank Account.

Vendor details

Below are the details for this vendor.

Field	Value
Program name:	North Carolina
Vendor name:	Heather Todaro
Vendor number:	89000
Processing agreement:	Signed: April 16, 2024, 4:07:22 PM Download Processing Agreement
Government:	Federal Tax ID: **** 0000(SSN) Form W9 Unavailable
Bank account:	Information on file
Date range:	Begin: 07/03/2023 End:
Contact information:	Heather Todaro heather.todaro@dhs.nc.gov
Address:	5601 Six Forks Rd. Raleigh, NC 27609
Locations:	State Farmers Market Naperville Market Edit Locations

[Close](#)

After all enrollment steps have been completed the exclamation next to the vendor on the Profile page will no longer appear, indicating the enrollment is complete.

Vendor associations

Below are the vendors associated with this account.

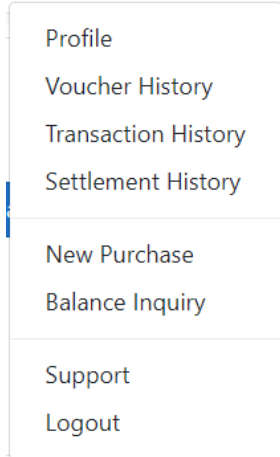
Program	Vendor	Actions
North Carolina	89000 / Heather Todaro	Remove

[Add](#)

Transaction History

Users can view their financial history from the Transaction History page.

1. To access the Transaction History page, click the arrow at the top right next to your username to display the drop-down menu.



2. Click Transaction History.

The Transaction History page displays.

Vendor Portal Transaction History

Vendor: North Carolina / 5000 Received: 03/17/2024 - 04/16/2024 Location: [Dropdown] Previous Next Export

Number	Received	Type	Settled	Paid (\$)	Actions
14569	02/06/2024 5:24:18 PM	Purchase Request	02/07/2024	+2.00	None Void
14537	02/02/2024 8:00:08 AM	Non-Specific Adjustment	02/01/2024	+6.66	None
14530	02/01/2024 8:00:04 AM	Non-Specific Adjustment	01/31/2024	+6.66	None
14528	01/31/2024 8:38:08 PM	Purchase Request	02/01/2024	+0.80	None Void
14527	01/31/2024 8:36:25 PM	Purchase Request	02/01/2024	+0.08	None Void
14506	01/31/2024 12:37:54 PM	Purchase Request	01/31/2024	+0.01	Naperville Market Void
14491	01/30/2024 1:36:37 PM	Purchase Request	01/31/2024	+0.99	Naperville Market Void
14457	01/23/2024 3:43:40 PM	Purchase Request	01/24/2024	+1.00	Naperville Market Void
14455	01/23/2024 3:31:13 PM	Purchase Request	01/24/2024	+0.89	Naperville Market Void
14454	01/23/2024 3:29:20 PM	Purchase Request	01/24/2024	+0.99	None Void

The Transaction History page displays the Transaction Number, Received date and time, Transaction Type, Settled Date, Paid amount, and any Actions (specified location, void, etc.) for the selected vendor.

The results can be narrowed by changing the Received date range and/or selecting a location from the Locations drop-down.

- NOTE: In the example below the Location drop-down was filtered to only show Naperville Market location transactions.

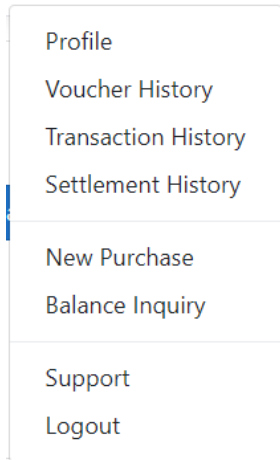
Vendor	Received	Location				Previous	Next	Export
Number	Received	Type	Settled	Paid (\$)	Actions			
North Carolina / 5000	03/19/2024 - 04/18/2024	Naperville Market				Previous	Next	Export
14506	01/31/2024 12:37:54 PM	Purchase Request	01/31/2024	+0.01	Naperville Market	Void		
14491	01/30/2024 1:36:37 PM	Purchase Request	01/31/2024	+0.99	Naperville Market	Void		
14457	01/23/2024 3:43:40 PM	Purchase Request	01/24/2024	+1.00	Naperville Market	Void		
14455	01/23/2024 3:31:13 PM	Purchase Request	01/24/2024	+0.89	Naperville Market	Void		

Transaction History may be exported by clicking **Export**.

Settlement History

Settlement totals are calculated and posted on the Settlement History page.

1. To access the Settlement History page, click the arrow at the top right next to your username to display the drop-down menu.



2. Click **Settlement History**.

The Settlement History page displays.

The screenshot shows the Vendor Portal Settlement History page. At the top, there is a breadcrumb trail: Vendor Portal Settlement History. Below this, there are filters for Vendor (North Carolina / 5000) and Settled (03/17/2024 - 04/16/2024). There are also buttons for Previous, Next, and Export. The main table has three columns: Settled, Effective, and Paid (\$). The table contains four rows of data:

Settled	Effective	Paid (\$)
02/01/2024	02/02/2024	+7.54
01/31/2024	02/01/2024	+7.66
01/24/2024	01/25/2024	+3.88
01/22/2024	01/23/2024	+6.66

The Settled date, Effective date, and Paid amounts are shown for the selected vendor.

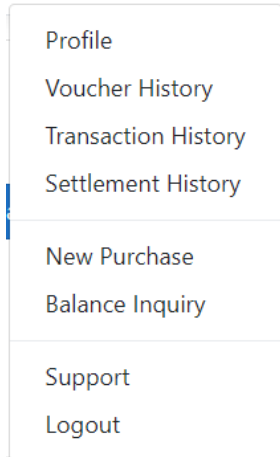
The results can be narrowed by changing the Settled date range.

Settlement History may be exported by clicking Export.

New Purchase

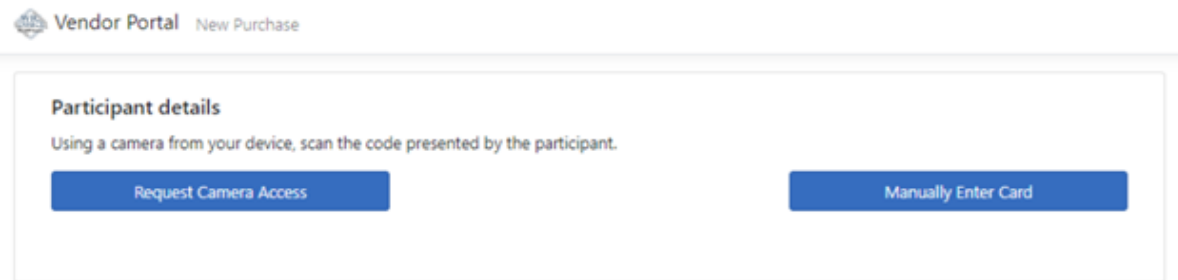
Users can make a new purchase from the New Purchase page.

1. To access the New Purchase page, click the arrow at the top right next to your username to display the drop-down menu.



2. Click **New Purchase**.

The New Purchase page displays.



There are two methods of making a purchase. The device camera can be used to scan a QR code, or the card number may be manually entered.

Using Device Camera to Scan Barcode

1. Click **Request Camera Access** to use the device camera to scan a QR code. A page will display asking to use the camera from your device to scan the code presented by the participant. Depending on the device used, the information displayed on this page will be different.

- **NOTE:** If camera list or permission issues are detected, a “Try Again” button displays as shown below. This button refreshes the page. A camera must be enabled and permission must be granted in your browser.

Unable to list cameras. Please ensure one or more cameras are enabled and that device permission has been granted in your browser. ✕

Participant details

Using a camera from your device, scan the code presented by the participant.

[Try Again](#)

When one or more cameras are enabled, the following page displays.

Participant details
Using a camera from your device, scan the code presented by the participant.

[Start Scanning](#) [Manually Enter Card](#)

Default Camera ▼

Remember my selection

2. Select the device camera from the drop-down (if multiple device cameras are listed).
 3. Click **Start Scanning**.
 4. Scan the code presented by the participant using the camera on your device.
- NOTE:** To remember the camera selection and bypass the “Start Scanning” prompt in the future, select **Remember my selection**. Clicking Stop Scanning will reset this function.

The Purchase details page displays.

Vendor Portal New Purchase Heather Dingess ▾

Purchase details
Use the below form to complete the purchase for this participant.

Location
None ▼

Card number * Date of birth (MMYY) * Price *

[Submit purchase](#) [Cancel](#)

5. Enter the **Date of Birth** and **Price** of the purchase in dollar amount.
6. Optionally, select the Location of the purchase, if any locations have been saved.

Vendor Portal New Purchase Heather Dingess

Purchase details
Use the below form to complete the purchase for this participant.

Location
None

Card number * *****5800 Date of birth (MMYY) * Price * \$ 2.50

Submit purchase Cancel

7. Click **Submit purchase**.

Purchase succeeded. X

Participant details
Using a camera from your device, scan the code presented by the participant.

Start Scanning Manually Enter Card

Default Camera

Remember my selection

When a purchase has been made successfully a success message will appear at the top of the page and the options to start another new purchase display.

Manually Entering a Card

1. To make a purchase by manually entering a card, click **Manually Enter Card**.


Participant details

Using a camera from your device, scan the code presented by the participant.

Default Camera

Remember my selection

The Card Details form displays.

 Vendor Portal New Purchase Heather Dingess ▾

Card details

Use the below form to manually enter the card details.

Program * North Carolina

Card Number *

2. Enter the **Card Number**.

Card details

Use the below form to manually enter the card details.

Program * North Carolina

Card Number *


3. Enter the **Date of Birth** and **Price** of the purchase in dollar amount.

Purchase details

Use the below form to complete the purchase for this participant.

Location

Card number * Date of birth (MMYY) * Price *

 **NOTE:** The Date of Birth will be hidden as it is entered.

Purchase details

Use the below form to complete the purchase for this participant.

Location

Card number * Date of birth (MMYY) * Price *

4. Click **Submit Purchase**.

When a purchase has been made successfully a success message will appear at the top of the page and the options to start another new purchase display.

Purchase succeeded.

Participant details

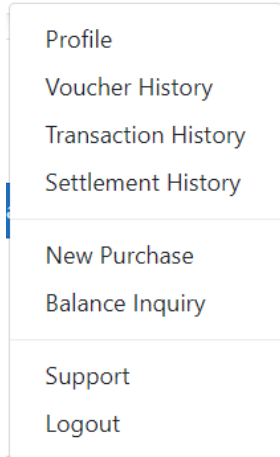
Using a camera from your device, scan the code presented by the participant.

Remember my selection


Balance Inquiry

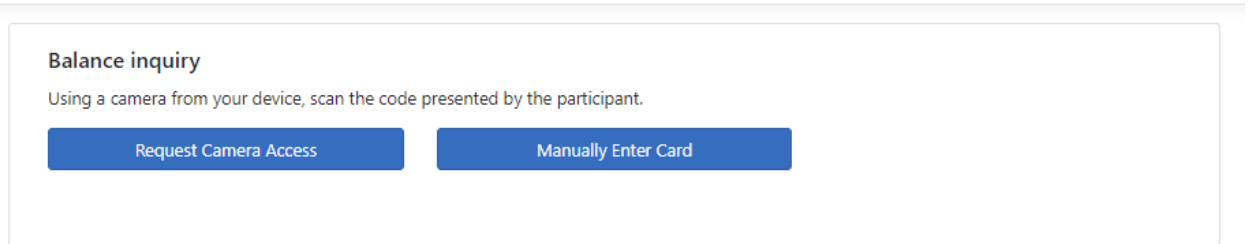
Users can obtain a balance inquiry from the Balance Inquiry page.

1. To access the Balance Inquiry page, click the arrow at the top right next to your username to display the drop-down menu.



2. Click **Balance Inquiry**.


 Vendor Portal Balance Inquiry

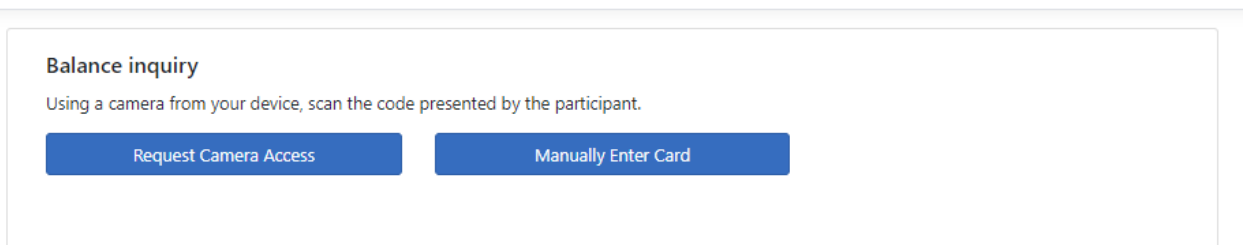


A balance inquiry can be performed by using the camera on the device to scan the code presented by the participant, or manually entering a card number.

Using Device Camera to Scan Code

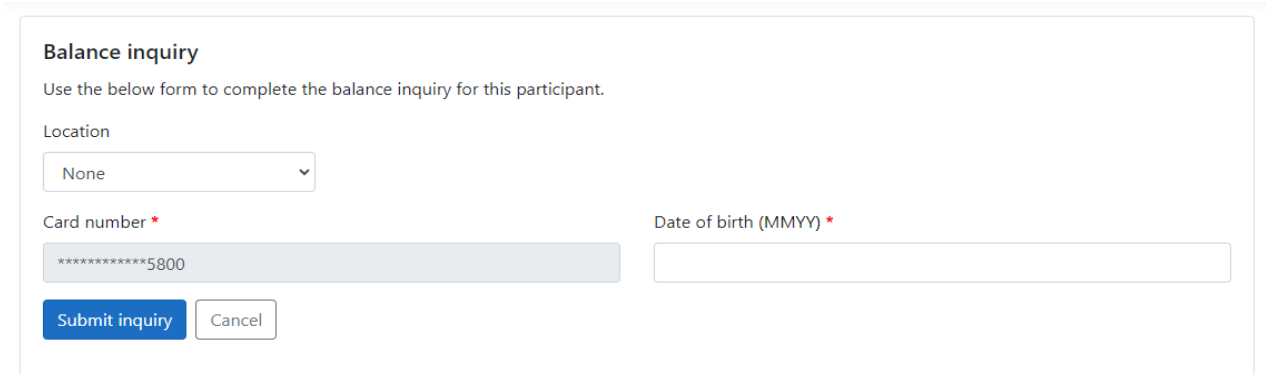
1. To use the device camera to scan a code for a balance inquiry, click **Request Camera Access**.

 Vendor Portal Balance Inquiry



2. Click **Request Camera Access**.
3. When the device camera opens, scan the code presented by the participant.

The Balance Inquiry form displays.

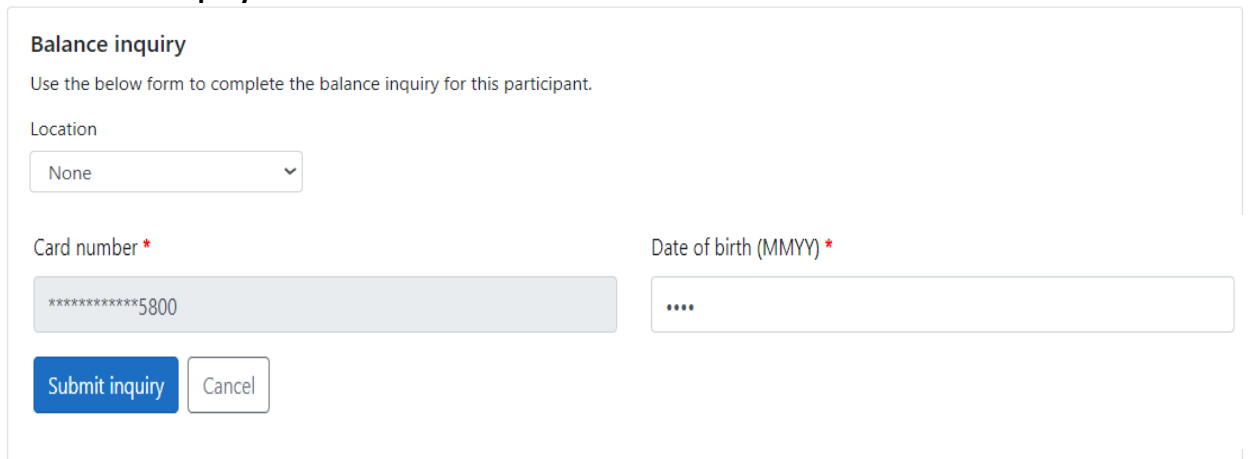


Balance inquiry
Use the below form to complete the balance inquiry for this participant.

Location

Card number * Date of birth (MMYY) *

4. Enter the **Date of Birth**.
5. Optionally, select the purchase Location, if any locations are saved.
6. Click **Submit inquiry**.



Balance inquiry
Use the below form to complete the balance inquiry for this participant.


Location

Card number * Date of birth (MMYY) *

The current available balance for the card displays. From this page the user can go to the New Purchase page or submit another balance inquiry.

Manually Entering a Card Using Date of Birth

1. To manually enter a card for a balance inquiry, click **Manually Enter Card**.

 Vendor Portal Balance Inquiry

Balance inquiry

Using a camera from your device, scan the code presented by the participant.

[Request Camera Access](#) [Manually Enter Card](#)

2. Enter the **Card Number**.
3. Click **Continue**.

Card details

Use the below form to manually enter the card details.

Program * Card Number *

[Continue](#) [Cancel](#)

4. Enter the **Date of Birth**.

Balance inquiry

Use the below form to complete the balance inquiry for this participant.

Location

Card number * Date of birth (MMYY) *

[Submit inquiry](#) [Cancel](#)

Balance inquiry

Use the below form to complete the balance inquiry for this participant.

Location

Card number * Vendor * PIN *

[Submit inquiry](#) [Cancel](#)

5. Click **Submit inquiry**.

Balance inquiry
Use the below form to complete the balance inquiry for this participant.

Location
None

Card number * Vendor * PIN *

*****1241 12345678LAB-20181591250-EBT / 44000

The current available balance for *****1241 is: \$200.00

New Purchase New Balance Inquiry

The current available balance for the card displays. From this page the user can go to the New Purchase page or submit another balance inquiry.

Support

The Support page lists the customer support contact information.

1. To access the Support page, click the arrow at the top right next to your username to display the drop-down menu.
2. Click **Support**.

Profile
Voucher History
Transaction History
Settlement History
New Purchase
Balance Inquiry
Support
Logout

The Support page displays.

Vendor Portal Support

Contact customer support
Customer support staff is available for help and support with any issues you may have! Please call +1-866-237-4814 for support.

CDP customer support is only available Monday - Friday. For questions on Saturday and Sunday please call the Heather Dingess at the State WIC Office 919-707-5738