

ITCA WIC

Annual Vendor Training

October 2013

Welcome to The ITCA WIC Annual Vendor Training!

The Inter Tribal Council of Arizona, Inc. WIC Program would like to thank you for your commitment to providing nutritious foods for our WIC clients. The purpose of this newsletter is to ensure that you are familiar with all program requirements and updates to help you stay in compliance with your vendor agreement and be successful in your important role as an authorized vendor. This training newsletter will serve as your training for this year. It is the responsibility of the owner, store director and/or manager to ensure that this training information is made available to all store employees who handle WIC transactions. Please read through the entire newsletter and handouts to ensure you are familiar with all the steps involved in cashing WIC checks.

WHAT IS WIC?

WIC is a nutrition program that helps families by providing benefits to buy healthy foods, tips for healthy eating, breastfeeding education and support, and referrals to other health and social services.

WIC Goals

- Promote growth and development in infants and young children
- Decrease the complications of pregnancy
- Prevent obesity and iron-deficiency anemia
- Prevent low birth weight infants
- Promote breastfeeding



We're on the Web!

Helpful information about the Inter Tribal Council of Arizona, Inc. WIC Program can be found on the ITCA website at <http://itcaonline.com/wic/vendor>. In the Vendor section you will find Vendor Regulations, Policy and Procedures, Vendor Training Materials, Vendor WIC Alerts and Newsletters.

<http://itcaonline.com/wic/vendor>



INTER TRIBAL COUNCIL OF ARIZONA, INC.

INTER TRIBAL COUNCIL OF ARIZONA INC. WIC PROGRAM

2214 N. Central Avenue, Suite 100 Phoenix, AZ 85004

Phone: 602.258.4822 Fax: 602.258.4825

www.itcaonline.com/wic

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INTER TRIBAL COUNCIL OF ARIZONA, INC.

INTRODUCING ITCA WIC'S NEW LOOK!

The ITCA WIC Program has a new logo! You will begin to see our new logo on a new window decal, WIC approved shelf labels and ID Folders, as early as October 1, 2013. Please refer to the enclosed handouts for the updated look for each of these materials.



New Changes

Effective: October 1, 2013

FOOD ITEM DECLARATION

Recently, all vendors were required to declare their store or house brand for milk, cheese and eggs by submitting the ITCA WIC Program Food Item Declaration Form. Vendors are responsible for ensuring that clients only purchase the brand of milk, cheese and eggs that their store declared. If you are not familiar with what brands were declared for milk, cheese and eggs, ask your store director or manager. For further information about the Food Item Declaration Form, refer to the Vendor Manual.

MINIMUM STOCK REQUIREMENTS

Effective October 1, 2013, vendors will no longer be required to carry quarts of milk as part of their minimum stock. Quarts of milk will no longer be routinely issued to ITCA WIC clients so the minimum stock requirement has been eliminated. You may still see checks with quarts of milk occasionally. The new Minimum Stock Requirements are enclosed.

Authorized Foods

WIC only allows the purchase of specific brands and types of foods that meet the nutrition needs of our clients while keeping costs low. You can help us by making sure clients purchase only the foods on the food list. Please refer to the Arizona WIC Programs Food List to make sure you are familiar with the allowed types and brands of WIC foods. The most recent version of the food listed is dated July 1, 2013.



ITCA WIC VENDOR MANUAL

The ITCA Vendor Manual has been updated to reflect the new window decal, WIC approved shelf labels, ID folder and Minimum Stock Requirements. The new ITCA Vendor Manual (CD-ROM) is provided to your corporate office or is enclosed. The new ITCA Vendor Manual is also available on our website at <http://itcaonline.com/wic/vendor>



Do You Know How to Process a WIC Check?

Correctly transacting WIC checks reduces check rejections and saves you time and money. Following the procedures below will help ensure checks are processed correctly and efficiently.

HERE ARE 10 EASY STEPS TO CASHING A WIC CHECK:

- 1 Identify the WIC customer using the WIC ID Folder or Proxy Form.
- 2 Check that today's date is on or after the First Date to Use and on or before the Last Date to Use.
Make sure that the checks have not been reported lost or stolen. (ITCA will notify the stores if any checks are reported lost or stolen.)
- 3 Check the selected food items, brand or sizes against the food list.
- 4 Write in the date of use.
- 5 Ring up the items on each check separately.
- 6 Allow the customer to use coupons, store cards and promotional specials.
- 7 Enter the purchase price.
- 8 Witness the client's signature and compare to ID Folder.
- 9 Give the receipt to the WIC customer.
- 10

Inter Tribal Council of Arizona, Inc. WIC Program, 2214 N. Central Ave. #100, Phoenix, AZ 85004 602-258-4822				1016163341	
Pay to the order of any Authorized ITCA WIC Vendor Only		Payable through: Affiliate of Security State Bank		75-1248 919	
Clinic: Sacaton & Off Reservation WIC Clinic 1-520-562-9698		ITCA Use Only		First Date to Use 07/24/2013 2	
Client: 10165795 Client Sample		Actual \$ Amount		Date of Use 5	
AUTHORIZED FOOD - NO SUBSTITUTIONS		\$ Correction		Last Date to Use 08/24/2013 2	
1T - PG/MBF - Pregnant Women / Mostly BF [1016163341]		Cashier Initial		Pay to the Order of:	
Quantity Description		\$ 8		Actual Purchase Amt	
36 ounces Cereal 4				Tax exempt sale	
1 pounds Cheese				Not Payable without Vendor Stamp	
1 dozen Eggs				I purchased the WIC Foods at the price indicated above.	
1 11.5 to 12 ounce containers Frozen Concentrated Juice				X 9 Client Sample	
16 ounces Whole Grains				Sign only after price is entered. Signature must match WIC ID.	
2 gallons 1% or Fat Free Milk					
VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM THE FIRST DATE OF USE					
⑈01016163341⑈ ⑆091912482⑆ 805239⑈					

Steps to cashing a Fruit & Vegetable Check:

- 1

Identify the WIC customer using the WIC ID Folder or Proxy Form.
- 2

Check that today's date is on or after the First Date to Use and on or before the Last Date to Use.
- 3

Make sure that the checks have not been reported lost or stolen. (ITCA will notify the stores if any checks are reported lost or stolen.)
- 4

Verify the maximum amount printed on the fruit & vegetable check.
- 5

Write in the date of use.
- 6

Weigh or scan the produce.
- 7

Write down the amount up to the maximum amount. Remember the amount written on the check cannot exceed the maximum amount.
- 8

Allow the customer to pay the difference with their own funds (SNAP benefits, cash, credit cards, etc.) if the total purchase amount exceeds the maximum amount of the check.
- 9

Witness the client's signature.
- 10

Give the receipt to the WIC customer.



Inter Tribal Council of Arizona, Inc. WIC Program, 2214 N. Central Ave. #100, Phoenix, AZ 85004 602-258-4822 1016163340

Pay to the order of any Authorized ITCA WIC Vendor Only	Payable through: Affiliate of Security State Bank	75-1248 919	ITCA Use Only	First Date to Use 07/24/2013	2
Clinic: Sacaton & Off Reservation WIC Clinic 1-520-562-9698			Actual \$ Amount	Date of Use	5
Client: 10165795 Client Sample			\$ Correction	Cashier Initial	2
AUTHORIZED FOOD - NO SUBSTITUTIONS			\$	Last Date to Use 08/24/2013	2
Quantity Description			Pay to the Order of:		
10 dollars Fresh Fruit and Vegetables Only			7		
4 MAXIMUM AMOUNT			Actual Purchase Amt		
			Tax exempt sale		
			Not Payable without Vendor Stamp		
			I purchased the WIC Foods at the price indicated above.		
			X 9		
			Client Sample		
			Sign only after price is entered. Signature must match WIC ID.		

VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM THE FIRST DATE OF USE

1016163340 10919124821 805239



DO'S AND DON'TS ON CASHING A WIC CHECK:

- DO'S

• Do allow the WIC customers to re-sign the check if the signatures do not match. The signature can be corrected only once.

• Do allow WIC customers to use single, double or triple coupon specials except on infant formula purchases.

• Do allow WIC customers to take advantage of “buy one get one free” offers. The first item (item actually purchased) must be a WIC approved item and the free item must meet the promotional special (even if the promotional item is not WIC allowed).

• Do allow the WIC customers to redeem more than one check.

- DON'TS

• Do not accept a WIC check unless your store has an agreement/contract to accept WIC checks for the specific WIC program (ITCA, Arizona, or Navajo Nation).

• Do not allow substitutions or rain checks.

• Do not alter a WIC check.

• Do not give cash back to WIC customers.



CORRECTING MISTAKES ON WIC CHECKS

What if you make a mistake when you write in the date of use or the purchase price?

No problem! It can be corrected in three easy steps.

- 1

First draw a line through the incorrect date or price.
- 2

Put your initials above the date or in the cashier initials box for price.
- 3

Enter the correct date above the old date. Enter the correct purchase price in the \$ correction box.

What if the WIC customer makes a mistake when signing the check?

It is easily corrected! Follow the steps below:

- 1

Draw a line through the incorrect signature.
- 2

Have the customer re-sign the check above or to the left of the incorrect signature.
- 3

If the customer's signature still does not match, refer them to their local WIC clinic.

REVIEW FOR BOOKKEEPERS AND ACCOUNTANTS

We want to make sure that you get paid for every WIC check that is used at your store. Be sure that the cashiers follow the rules below or the check may be rejected by the bank and returned to you without payment:

CHECK THE WIC CHECKS CAREFULLY.

- Accept checks only on or after the “First Date to Use” and on or before the “Last Date to Use”.
- Deposit checks within 45 days from the “First Date to Use” or 60 days for secondary reviews.
- Make sure the check is clearly stamped with your Vendor Stamp before depositing into the bank.
- Be sure the client has signed the check.
- Do no re-trace, scribble over mistakes or use white out on the check.

WHAT IF YOUR CHECK IS REJECTED?

If a check is rejected, you may request a second chance for payment through the secondary review process. Send the original check or copy sent by your bank to the ITCA WIC Program. You will be notified of the status of your check.

Note: Checks rejected for exceeding the maximum dollar amount will be paid at the maximum amount via ACH.



How to Report a Complaint Online

If you have a problem with a WIC customer, you can complete a Client Complaint Form on ITCA WIC’s website at <http://itcaonline.com/wic/vendor>. The problem will be addressed with the client the next time he or she goes to the clinic.



WIC Approved Shelf Labels

The WIC Approved Shelf Labels are used to help WIC customers identify WIC authorized foods in your store. It is mandatory that vendors use the WIC Approved Shelf Labels for the store/house (declared) brand for milk, cheese and eggs. For more information on how to use the WIC approved shelf labels, please refer to the Vendor Manual.



KEEP WIC FOODS ON THE SHELF

We want to make sure that a client can purchase all of their WIC foods at one time so they don’t have to go to more than one store. You must have at least the amounts on the enclosed Minimum Stock Requirements Form on hand at all times to ensure WIC foods are available to all clients who shop at your store.



Program Integrity

You can help control program costs and protect the integrity of the WIC Program by reporting WIC customer and vendor fraud. Buying, selling or otherwise misusing WIC benefits is a crime. Suspected program abuse by anyone should be reported to the ITCA WIC Program Vendor Coordinator or call 800-424-9121 or visit www.usada.gov/oig/hotline.htm

HOW WE MONITOR YOU

The ITCA WIC Program must ensure that all WIC vendors fully understand and comply with program rules and regulations. Therefore, vendors are monitored in several different ways including:

- Vendor Site Reviews
- Rejected Check Reviews
- Inventory Audits
- Customer Complaint Reporting
- Compliance Buys

VENDOR CLAIMS

ITCA may delay payment or establish a claim in the amount of the full purchase price of each check/FVC that contained Vendor overcharges or other errors. ITCA will provide the Vendor with an opportunity to justify or correct a Vendor overcharge or other error. The Vendor must pay any claim assessed by ITCA. In collecting a claim, ITCA may offset the claim against current and subsequent amounts to be paid to the Vendor.

In addition to denying payment or assessing a claim, the Vendor may be sanctioned for Vendor violations found in the Contract and in the Sanction Schedule of the Vendor Manual. Sanctions may include termination, disqualification, administrative fines, and civil money penalties in lieu of disqualification, or any combination of sanctions.

WHAT IF WE FIND PROBLEMS AT YOUR STORE?

If we find that your store is not following program rules, you may receive a written warning, training, sanction points, fines, disqualification and/or termination depending on the severity of the violation. Sanction points are penalty points that accrue and if a store reaches a total of thirty (30) sanction points, the store will be disqualified from the program. Stores may also be disqualified for a minimum of one year to a permanent disqualification for federally mandated sanctions regardless of the number of sanction points that have accumulated. Refer to the enclosed Sanction Schedule for more information.

APPEAL PROCESS

Authorized vendors may appeal certain adverse actions by ITCA according to the administrative review process set forth in the ITCA Policy and Procedure Manual. For more information, please refer to the Vendor Manual.