INTER TRIBAL COUNCIL OF ARIZONA, INC.

VENDOR MANUAL

FY 2015-2018

Effective October 1, 2015

Inter Tribal Council of Arizona, Inc.
WIC Program
2214 N. Central Avenue, Suite 100
Phoenix, AZ 85004
602-258-4822 main
602-258-4825 fax
www.itcaonline.com/wic

WIC is an equal opportunity provider.

Table of Contents

	Page
ITCA Contact Information……	**4**
Section 1: Introduction	
What is WIC? …….....	**6**
About ITCA….....	**8**
Role of the Vendor.....	**12**
ITCA WIC Window Decal.....	**13**
Section 2: WIC Approved Foods	
Available Foods on the WIC Program…….....	**15**
Approved and Non-Approved WIC Foods.....	**15**
Arizona WIC Programs Food List.....	**16**
Minimum Stock Requirements.....	**17**
ITCA WIC Food Item Declaration Form……...	**18**
Exception to Minimum Stock Requirements.....	**19**
How to Use the ITCA WIC Approved Shelf Labels.....	**20**
Price Stock Report and Pricing.....	**22**
Section 3: Checks/FVCs and Identification Folder	
ITCAWIC ID Folder.....	**24**
ITCA Proxy Information.....	**26**
Check/FVC.....	**28**
What is on the Check…….....	**29**
What is on the Fruit & Vegetable Check.....	**30**
Cashing ITCA WIC Checks and Fruit & Vegetable Checks	**31**
Coupons and Promotional Specials …….....	**35**

"X" Signature Procedures..... **40**

Section 4: Payments, Rejected Checks & Secondary Review

How to Process a WIC Check/FVC for Payment..... **43**

Payment Criteria for Rejected Checks/FVCs..... **44**

Secondary Review..... **46**

Peer Groups..... **47**

Section 5: Monitoring and Sanction System

Vendor Monitoring..... **50**

Sanction System..... **54**

Vendor Sanction Schedule..... **55**

Section 6: Appeal and Administrative Review Process

Vendor Appeal and Administrative Review..... **58**

Section 7: Vendor Contract, Authorization, and Selection Criteria

Vendor Contract..... **60**

Authorization..... **60**

Selection Criteria..... **61**

Section 8: Reporting Changes

Change of Vendor Name, Contact Information, or Hours of Operation…… **65**

Change of Ownership..... **65**

Change in Location..... **65**

Vendor Notice of Change Form..... **66**

Store Closure Notification Form..... **65**

Section 9: Complaints

Complaints..... **68**

Section 10: Useful Handouts 70

ITCA Vendor Contact:

Mallory Phelps , Vendor Specialist
Phone: 602-258-4822
Fax: 602-258-4825
Email: Mallory.phelps@itcaonline.com

Visit our website at:
http://itcaonline.com/wic/vendor

You will find information about the ITCA WIC Program and helpful vendor information like WIC Alerts, newsletters, a sample Vendor Contract, Minimum Stock Requirements and this Vendor Manual.

Section 1:
WHAT IS WIC?

WHAT IS WIC?

WIC is the Special Supplemental Nutrition Program for Women, Infants and Children. It was established by the federal government as a pilot program in 1972. It gained permanent program status through Public Law 94-105 as an Amendment to the Child Nutrition Act of 1966. This cost-effective nutrition intervention program is designed to improve the nutritional status of income eligible pregnant, breastfeeding and postpartum women, infants and children up to the age of five years who are determined to be at nutritional risk. WIC provides supplemental foods, nutrition education, breastfeeding promotion and health care referrals to its clients. WIC is administered by the United States Department of Agriculture (USDA).

The purpose of the WIC program is to prevent health problems and to improve the health and nutritional well-being of our nation's women, infants and children during critical growth periods. It is important to remember that WIC is an educational program that works with health care systems to help clients make positive changes in their eating habits. As a preventive health care program, for every dollar spent on WIC, four dollars are saved in Medicaid costs.

Eligibility for the Program is based upon nutritional risk, residency and income criteria as established by USDA. The WIC Program is available to eligible clients without regard to race, color, national origin, gender, age or disability.

WIC Program clients are assessed by paraprofessional staff and provided nutrition counseling and supplemental foods that meet their specific needs. The foods are high in protein, fiber, vitamins and minerals, especially calcium, iron and vitamin C. The foods are listed on checks/FVCs which are provided to the WIC client. The WIC customer redeems these checks/FVCs for the authorized foods at authorized grocery stores (vendors) who have signed a contract to abide by all WIC Program requirements.

WIC Programs in Arizona

Within the geographic boundaries of Arizona there are three (3) separate WIC Programs, the Arizona Department of Health Services WIC Program, the Navajo Nation WIC Program and the Inter Tribal Council of Arizona (ITCA) WIC Program. There are differences between the ITCA WIC Program and the other two WIC Programs that operate in Arizona. Each has its own set of vendor rules and regulations. However, the programs may share the same vendors. All three programs have worked together to coordinate efforts in check and fruit and vegetable check redemptions and authorizing foods. Through these efforts the three programs have developed the Arizona WIC Programs Food List that reflects the authorized foods for all three programs.

Remember: You should not accept any WIC checks unless you have a valid written agreement in place with that WIC program.

This Vendor Manual relates solely to the ITCA WIC Program.

Contact information for the other two WIC Programs in Arizona:

Arizona Department of Health Services
WIC Program
150 N. 18th Ave., Suite 310
Phoenix, AZ 85007
(800) 252-5942
(800) 2525-WIC
http://azdhs.gov/azwic/

Navajo Nation WIC Program
P.O. Drawer 1390
Window Rock, AZ 86515
928-871-6698

ABOUT ITCA

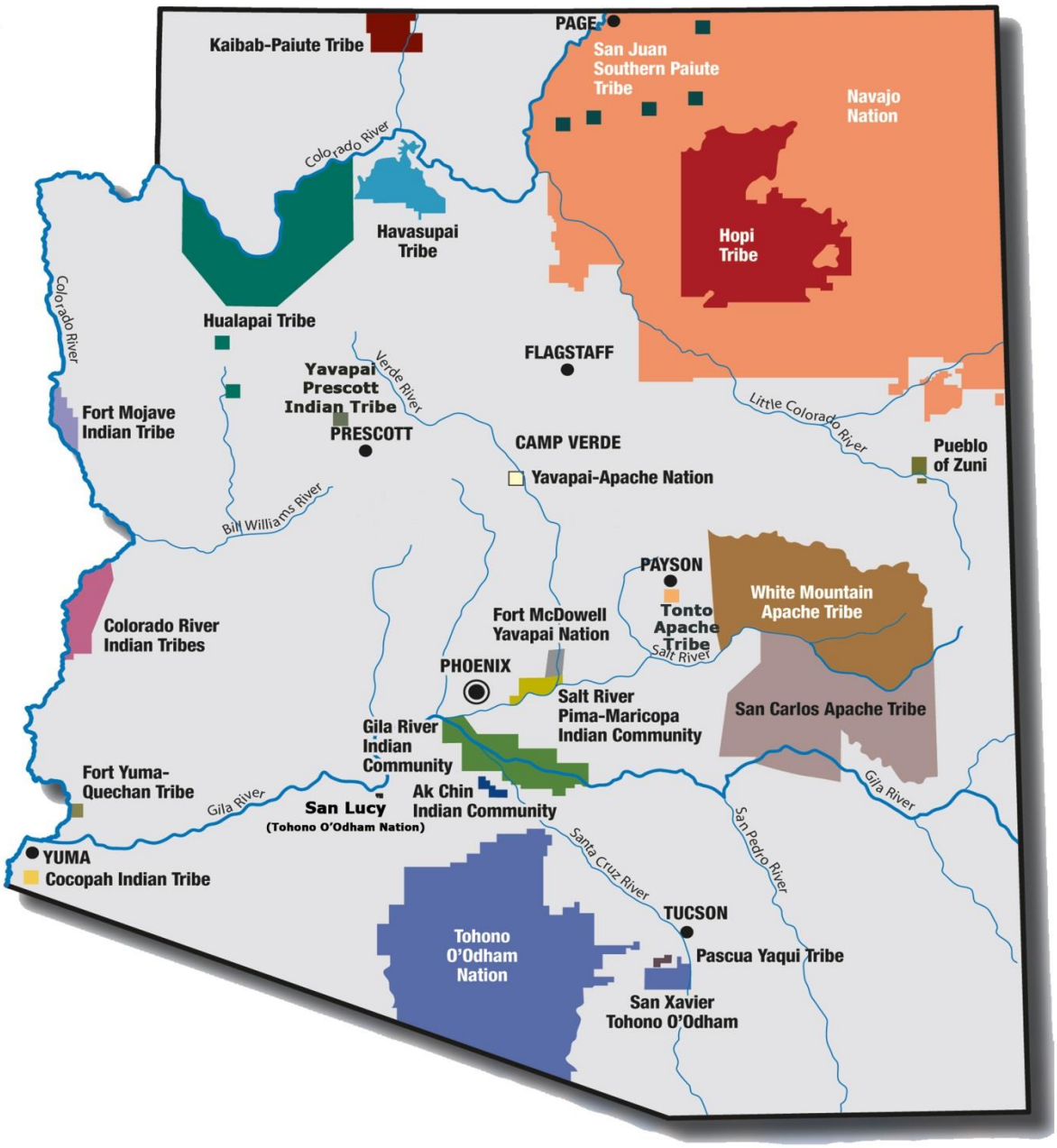
The Inter Tribal Council of Arizona was established in 1952 to provide a united voice for tribal governments located in the state of Arizona to address common issues of concern. On July 9, 1975, the council established a private, non-profit corporation, Inter Tribal Council of Arizona, Inc. (ITCA) under the laws of the state of Arizona to promote Indian self-reliance through public policy development. ITCA provides an independent capacity to obtain, analyze and disseminate information vital to Indian community self-development.

ITCA currently represents twenty tribes across the state of Arizona.

Agencies participating in the ITCA WIC Program are listed below.

AGENCIES	GEOGRAPHICAL AREA
Hopi Tribe	Bacavi, Hotevilla, Keams Canyon, Kykotsmovi, Moenkopi, Old Orabi, Polacca, Second Mesa, Shungapavi
Hualapai Tribe	Diamond Creek, Peach Springs
Havasupai Tribe	Flagstaff, Kingman, Peach Springs, Supai
Pascua Yaqui Tribe	Guadalupe, Pima County Area
Yavapai Apache Nation	Camp Verde, Middle Verde
San Carlos Apache Tribe	Bylas, Globe, Safford, San Carlos
Tohono O'odham Nation	Ajo, Casa Grande, Gila Bend, Sells, Tucson
Colorado River Indian Tribes	Ehrenburg, AZ; Havasu Lake, CA; Lake Havasu City, Parker, Salome
White Mountain Apache Tribe	Cibecue, Pinetop, Whiteriver
Gila River Indian Community	Casa Grande, Chandler, Coolidge, Eloy, Sacaton, Laveen, Maricopa, Stanfield
Native Health, Native Health @ PIMC	Maricopa County Area
Salt River Pima-Maricopa Indian Community	East Valley Phoenix, Fountain Hills, Mesa, Scottsdale

GEOGRAPHICAL MAP OF ITCA WIC AGENCIES



ITCA WIC PROGRAM LISTING

2214 North Central Avenue, Suite 100
Phoenix, Arizona 85004

PROGRAM & ADDRESS	PHONE/FAX	SERVICE AREA
Tohono O'odham Nation WIC Program P.O Box 810 Sells, AZ 85634	Ph: 520-383-6217 Fx: 520-383-6229	- Tohono O'odham Nation - San Xavier - San Lucy/Gila Bend - Tucson
Gila River Indian Community WIC Program Maternal & Child Nutrition P.O. Box 157 Sacaton, AZ 85147	Ph: 520-562-9698 Fx: 520-562-9699	- Gila River Indian Community - Ak-Chin - Pinal County
Pascua Yaqui Tribe Health Department WIC/Food Plus Programs 7490 S. Camino de Oeste Tucson, AZ 85757	Ph: 520-879-6113 Fx: 520-819-6307	- Pima County - Guadalupe - Marana
Hopi Tribe WIC Program P.O. Box 123 Kykotsmovi, AZ 86039	Ph: 928-737-6362 Fx: 928-737-6338	- Hopi Tribe - Coconino County
Colorado River Indian Tribes WIC Program 12302 Kennedy Drive Parker, AZ 85344	Ph: 928-669-5588 Fx: 928-669-5590	- La Paz County
Havasupai Tribe WIC Program P.O. Box 10 Supai, AZ 86435	Ph: 928-448-2345 Fx: 928-448-2551	- Havasupai Tribe

PROGRAM & ADDRESS	PHONE/FAX	SERVICE AREA
Salt River Indian Community WIC Program 10005 East Osborn Road Scottsdale, AZ 85256	Ph: 480-362-7300 Fx: 480-362-7305	- Salt River Pima-Maricopa Indian Community - Lehi - Scottsdale - Mesa
San Carlos Apache Tribe WIC Program P.O. Box 0 San Carlos, AZ 85550	Ph: 928-475-2468 Fx: 928-475-2248	- San Carlos Apache Tribe
White Mountain Apache Tribe WIC Program P.O. Box 18 Whiteriver, AZ 85941	Ph: 928-338-4232 Fx: 928-338-1742	- White Mountain Apache Tribe
Yavapai Apache Nation WIC Program 2400 W. Datsi Camp Verde, AZ 86322	Ph: 928-649-7120 Fx: 928-567-5452	- Yavapai Apache Nation - Clarkdale - Prescott - Cottonwood
Hualapai Tribe WIC Program P.O. Box 397 Peach Springs, AZ 86434	Ph: 928-769-2207 Fx: 928-769-2588	- Hualapai Tribe
Native Health WIC Program 4041N. Central Ave., Bldg. C Phoenix, AZ 85012 **Native Health @ PIMC** WIC Program 4212 N. 16th Street Phoenix, AZ 85016 **Native Health WIC-Dunlap** WIC Program 2423 W. Dunlap Suite 140 Phoenix, AZ 85021	Ph: 602-279-5262 Fx: 602-263-0452 Ph: 602-263-1558 Fx: 602-263-1641 Ph: 602-279-5351 Fx: 602-279-5361	- Maricopa County

ROLE OF THE VENDOR

WIC Vendors help to make the ITCA WIC Program work effectively. Each month, WIC clients receive checks/FVCs, which contain authorized foods designed to meet their nutritional needs. The foods specified on the WIC checks/FVCs are specially selected for the health of the patient. You must make sure the correct items and amounts are purchased with the correct check/FVC. FVCs are used to buy only fresh fruits and vegetables, will not have food quantities listed, but, rather only contain a maximum dollar value. Offering quality customer service is important. If a customer makes a mistake, such as purchasing the wrong milk, give them assistance. Kindly explain any discrepancies in their purchase.

The Vendor's role is vital to the success of the WIC program because the nutritious WIC foods are designed to promote the healthiest possible birth outcomes, as well as the growth and development of children.

The WIC Vendor may also find that the WIC Program purchases make a substantial contribution to food sales. Since the ITCA WIC Program allows WIC clients to select their choice of vendors from an authorized ITCA WIC Vendor list, most clients select a Vendor that provides the remainder of their shopping needs. Current studies show a WIC client spends an additional three to four dollars in cash or SNAP benefits for every WIC dollar spent. ***WIC is good business***, but there are many things that store personnel must understand before becoming an authorized WIC Vendor.

Important notice about mail and email

ITCA sends out important information that can assist you (as a Vendor) in maintaining compliance with the ITCA Vendor Contract. Therefore, it is essential that you accept/pick up all certified mail sent to you by ITCA as well as open and read all emails sent to you by ITCA. Examples of items that may be sent to you via email and certified mail are contract related items, letters, WIC Alerts, sanctions, lost/stolen checks/FVCs, and training notices.

THE ITCA WIC DECAL

The purpose of the ITCA WIC window decal is to allow WIC clients/authorized caregivers to identify your store as an authorized ITCA WIC Program Vendor. The window decal must be posted in a location that is visible to clients/authorized caregivers. ITCA will provide your store with up to two window decals at the beginning of each contract period. An additional supply may be requested by contacting the ITCA WIC Vendor Coordinator.

Please note: *Vendors must use the signage provided by ITCA; Vendors are NOT allowed to create or use any other "WIC" signage* unless the Vendor is authorized by another WIC program.

Section 2:
WIC Approved Foods

Available Foods on the WIC Program

WIC foods are carefully selected to meet certain nutritional requirements. These foods help meet the nutritional needs of the women, infants and children served for optimal growth and development and to prevent diseases later in life. For this reason, the ITCA WIC Program does not allow the substitution of unauthorized food items by vendors or WIC clients. Here are the foods that WIC clients may receive:

- Milk
- Cheese
- Yogurt
- Eggs
- Peanut butter
- Beans/legumes
- Cereal
- Soy milk
- Tofu
- Fresh fruit & vegetables
- 100% juice
- 100% whole wheat bread
- Corn tortillas
- Whole wheat tortillas
- Whole wheat pasta
- Brown rice
- Tuna
- Pink Salmon
- Sardines
- Infant cereal
- Infant formula
- Infant fruit & vegetables
- Infant food meats

Approved and Non-Approved WIC Foods

The Arizona WIC Programs Food List contains only those types and brands of foods that are allowed by the ITCA WIC Program. It also indicates those types and brands of foods that cannot be purchased. The Arizona Department of Health Services, Navajo Nation and the ITCA WIC Programs share the same food list. Vendors who are authorized by multiple WIC programs should familiarize themselves with the differences in authorized foods. To view all available approved foods, please refer to the current Food list.

WIC Programs select specific types and brands of foods that best meet the nutritional needs of their clients, are readily available, cost-effective and acceptable to clients. If there are any changes or updates to the food list, vendors will be notified.

Vendors should have a current Arizona WIC Programs' Food List posted at each cash register for easy reference. ITCA will provide a supply of Food Lists at the beginning of each contract period. Additional copies may be requested by contacting the ITCA WIC Vendor Coordinator.

Arizona WIC Programs Food List

This food list effective April 1, 2015. Vendors may not carry all items listed and/or pictured on the WIC food list.

Minimum Stock Requirements

ITCA has established minimum stock requirements for all WIC foods, which must be maintained by the Vendor at all times. The minimum stock and varieties required are outlined on the following pages. The purpose is to ensure that the Vendor will be able to adequately serve WIC clients/authorized caregivers when checks/FVCs are redeemed.

All Vendors are required to maintain minimum stock and variety of all WIC foods either on its shelves or stored at its location address (not available to order) from the date the application is submitted and if approved, throughout the entire contract period. Failure to maintain minimum stock and variety of all WIC foods at any time throughout the contract period may result in termination of the Vendor Contract.

S:\Manuals\State Plan FY 2016\Section II. Policies and Procedures\Section 2.P&P Manual Attachments\Chapter6.VendorManagementAtt\ITCA_2015Jan_Chp6.AttB. Minimum Stock Requirements. FINAL.docx

ITCA WIC Program Food Item Declaration

All Vendors must declare their store/house (declared) brand for milk, cheese and eggs using the ITCA WIC Program Food Item Declaration Form found on the following pages. This declaration form determines the store/house (declared) food items that clients must purchase. If store is out of the store/house (declared) brand of milk, eggs and cheese the vendor must sell a replacement item (milk, eggs and cheese) to the WIC customer for the same price or less as the originally declared store/house (declared) item. If a replacement item (milk, eggs or cheese) is charged more than the store/house (declared) item, vendors will be sanctioned per the Sanction Schedule. The declaration form will remain in effect through the end of the Vendor Contract or until a new form is received and accepted.

S:\Vendor\2016-2018 Mandatory Training\Application Packet\ITCA WIC PROGRAM FOOD ITEM DECLARATION.docx

Exception to Minimum Stock Requirements

A Vendor may request an exception to reduce the minimum stock requirements by submitting the Exception to Minimum Stock Requirements form, outlining the reasons why the WIC stock requirements should be reduced and the specific items(s) that the Vendor is requesting an exemption for. The Exception to Minimum Stock Requirements can be found on the following pages. ITCA will review the request and notify the Vendor by mail, fax, or email of the outcome of the review. If approved, ITCA will send a signed copy of the Exception to Minimum Stock Requirements form. The exception granted by this section may be revoked by ITCA at any time. ITCA will send the Vendor a written notice of the revocation and the Vendor will have two weeks to meet the standard minimum stock requirements. An exception to minimum stock is granted for one contract period. Exceptions to minimum stock need to be re-applied for when a new contract period begins.

S:\Manuals\State Plan FY 2015\Section II.Policy and Procedure Manual\Section 2.P&P Manual Attachments\Chapter6.VendorManagementAtt\Chp.6 Attachments for State Plan FY 15\ITCA_2015Jan_Chp6.AttJ.Exception to Minimum StockJAN15.pdf

ITCA WIC Approved Shelf Labels

The ITCA WIC Approved Shelf Labels will only be used to identify authorized WIC foods on store shelves. The ITCA WIC Approved Shelf Labels are used to help clients identify WIC approved food items to make their shopping at the grocery store easier.

It is MANDATORY for vendors to use the WIC Approved shelf labels for the Store/house (declared) brands for milk, eggs, and cheese.

Note: Vendors who fail to use the WIC approved shelf labels for the store/house (declared) brand for milk, eggs and cheese will be sanctioned per the sanction schedule (refer to sanction schedule).

Vendors may not use shelf labels made by the vendor, food manufacturers or distributors to identify WIC approved items.

The ITCA WIC Shelf Label may be put on the shelf under a WIC approved food item. The shelf label should never be used to put on an actual food item.

If you are a vendor who is also authorized to accept the Arizona WIC Program checks, you may use their WIC Approved labels as your primary shelf label to label authorized food items in your store.

In addition: Vendors must place a label for each WIC approved food item in the same category. You cannot use the WIC Approved shelf labels on only one or two items; you must place the labels on all WIC approved items in the same category.

***For example*:** In the category for WIC Approved juices: If you place a WIC Approved shelf label on Langers 64 ounce shelf stable apple juice, you must then use the WIC Approved shelf labels to identify all other WIC approved juices.

Price/Stock Report

Vendors are required to submit a WIC Price/Stock Report twice a year by March 15 and September 15 of each year Price/Stock Reports are available for completion through the ITCA WIC Vendor Portal, located at itcawicvendor.com
All prices listed on the Price Stock Report shall reflect those charged to other customers or a lower price. ITCA will compare prices charged by other stores of a similar type and in similar geographic locations and will determine the reasonableness of the price to ensure prices are competitive with other stores in the vendor's peer group. Any change in the prices contained in a price/stock report must be reported to ITCA within 10 days of the change. Failure of Vendor to report changes on the Price Stock Report may result in rejection of checks when presented for redemption.

ITCA may make price adjustments to the purchase price on checks submitted by the Vendor for redemption to ensure compliance with prices as set forth in the Price Stock Report for the Vendor. ITCA may also make price adjustments to ensure compliance with maximum allowable reimbursement levels by peer group.

Pricing

The Vendor must clearly mark the price of the WIC approved foods either on the product's container or on the shelf with the product. When marking foods with a price, please do not cover the expiration dates.

The Vendor agrees to charge all WIC clients the same or lower prices as other customers of the Vendor.

If the Vendor accepts manufacturers' coupons, the Vendor must accept manufacturers' coupons and provide promotional sales to WIC customers. The coupon amounts must reduce the cost to the program and be reflected in the final price charged as entered on the WIC check and on the client's receipt. Vendor shall not give cash value or change to clients.

The Vendor may provide home delivery of authorized food items to WIC clients only if there is no charge for this service and it is provided to all other customers at no charge.

Section 3:
Identification Folder & Checks/FVCs

ITCA WIC Identification Folder

ITCA Local Agencies issue an ITCA WIC Identification (ID) Folder to all eligible clients and their authorized caregivers in the WIC Program. This ID Folder is used for identification during clinic visits and redemption of ITCA WIC checks/FVCs. The ID Folder is also a tool used by the Local Agency staff to train clients and caregivers on how to use their WIC checks/FVCs.

The back of the ID Folder contains the following important data:

- **ITCA WIC LOGO:** Indicates the client(s) are/is enrolled in the ITCA WIC Program.
- **Client Names**: The name of the individual(s) who receives WIC benefits.
- **Caregiver Signature(s):** The signature of the person or person(s) authorized to redeem the check/FVC. This name may differ from the name of the clients when the clients are minors. There may be more than one caregiver signature listed.
- **Local Agency Staff Signature**: Name of staff member who certified the client(s).

LOCAL AGENCY NAME/CLINIC STAMP: The Local Agency will stamp this area which will state the Name, address, and phone number of the local agency /clinic where client(s) are enrolled.

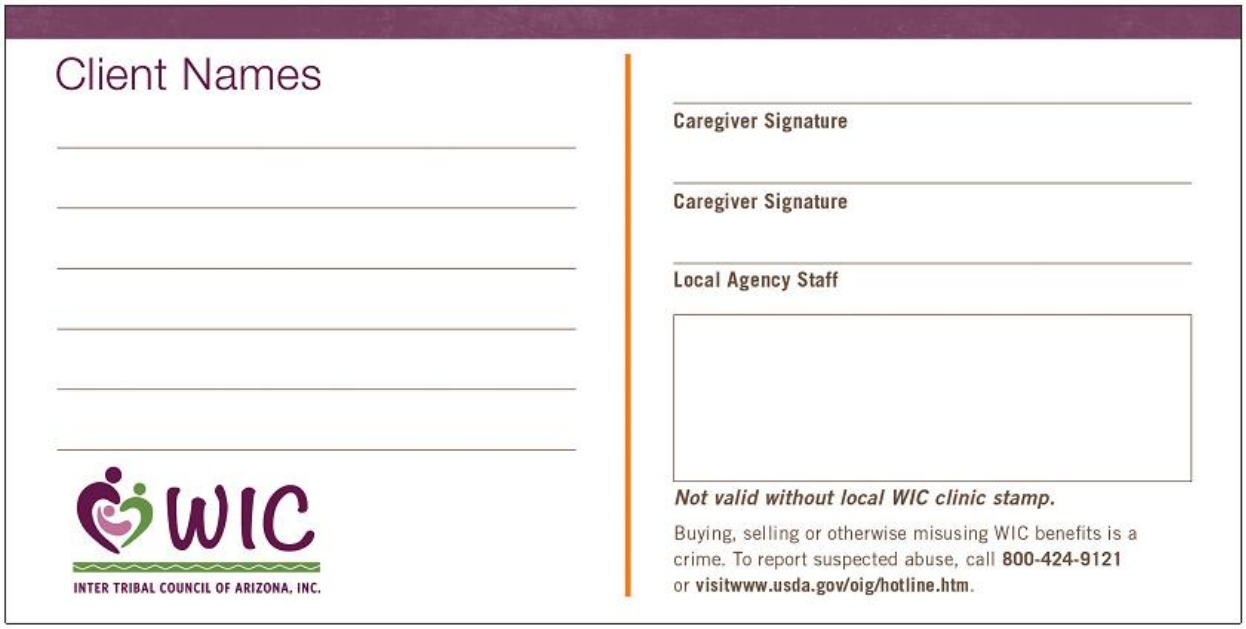
Note: The ID Folder is not valid without the local WIC clinic stamp.

Important: The ID Folder or a Proxy Form is needed to complete a WIC transaction. The cashier will need the ID Folder to compare the client or caregiver's signature from the ID Folder to the signature on the check/FVC. If the client or caregiver does not have their ID Folder, the transaction cannot be completed. Please advise the client or caregiver to call or visit their Local WIC office.

Vendors should not request any additional identification and no other form of identification, such as an Arizona Driver's License or Social Security Card, is needed or allowed.

Front of ID Folder:

Back of ID Folder:



ITCA Proxy Information

In special circumstances, clients or their authorized caregivers may designate a **Proxy** to pick up and/or redeem the WIC checks/FVCs. A proxy acts as a substitute for the authorized caregiver. The clinic provides the designated proxy with a Proxy Form that authorizes them to pick up and/or redeem the checks/FVCs for the client. The designated proxy uses the Proxy Form as an identification folder when redeeming the WIC checks/FVCs at an authorized ITCA WIC vendor.

The proxy will **ONLY** use the Proxy Form when redeeming the WIC checks/FVCs. An example of a **Proxy Form** is shown on the following page.

Vendors should not accept ITCA WIC checks/FVCs without seeing either the ID Folder or Proxy Form.

Vendors should not request any additional identification and no other form of identification, such as an Arizona Driver's License or Social Security Card, is needed or allowed.

Inter Tribal Council of Arizona WIC Program
Proxy Authorization Form

_____ has been authorized to pick up and redeem
(Printed Name of Proxy)

WIC checks for the following clients:

_____ _____

_____ _____

_____ _____

I certify that I am acting as a substitute for _____
(Name of Caregiver)
and understand that I am required to follow the correct procedures for redeeming checks and fruit & vegetable checks.

I will give the checks and/or fruit & vegetable checks to the caregiver above to use in the store or redeem the checks and give the foods purchased to the caregiver.

I understand the following:

- I must shop only at WIC authorized stores.
- I must buy only the foods listed on the WIC checks and allowed foods on the Arizona WIC Programs Food List.
- I must obtain receipts for the foods purchased and provide them to the caregiver.
- I will not obtain a rain check for the foods.
- I cannot use the checks or fruit & vegetable checks until the first date of use or after the last date of use.
- I must not return WIC foods to the store for credit or exchange them for unauthorized foods or sell or trade the foods or checks.

I understand that misuse of WIC checks/fruit & vegetable check is against the law and that I may be prosecuted if I misuse checks/fruit & vegetable checks and/or be required to pay back the cost of the foods received.

The undersigned is authorized to use WIC checks/fruit & vegetable checks from _____ to _____.

_____ _____
(Proxy Signature) (Date)

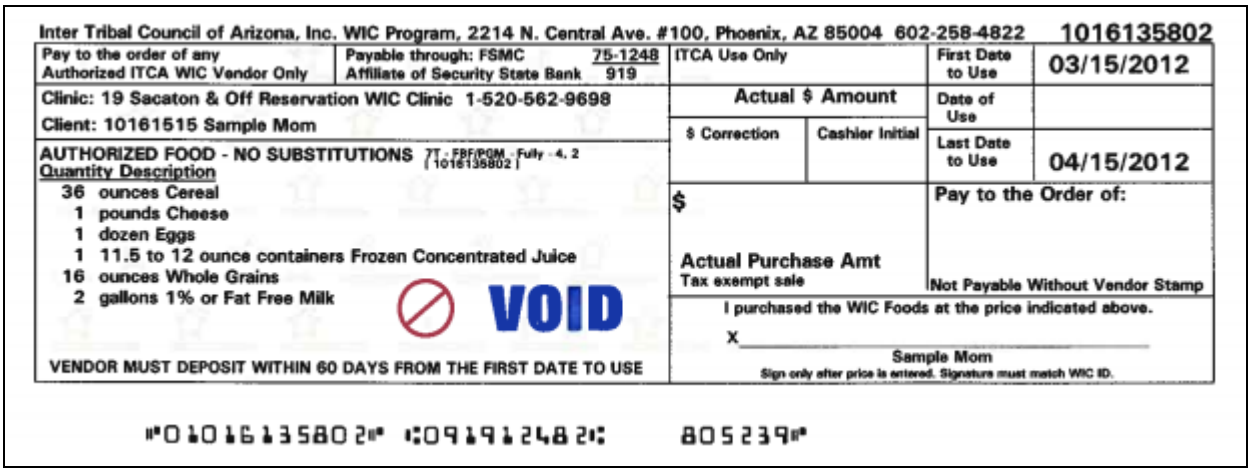
_____ _____
(Staff Signature) (Date)

In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discrimination on the basis of race, color, national origin, sex, age, or disability. To file a complaint of discrimination, write USDA, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C., 20250-9410 or call toll free (866) 632-9992 (voice). Individuals who are hearing impaired or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish). USDA is an equal opportunity provider and employer.

Checks and Fruit & Vegetable Checks

The WIC check and fruit & vegetable check (FVC) are the tools used by clients and caregivers to receive their food benefits. WIC clients redeem their checks/FVCs at ITCA authorized stores.

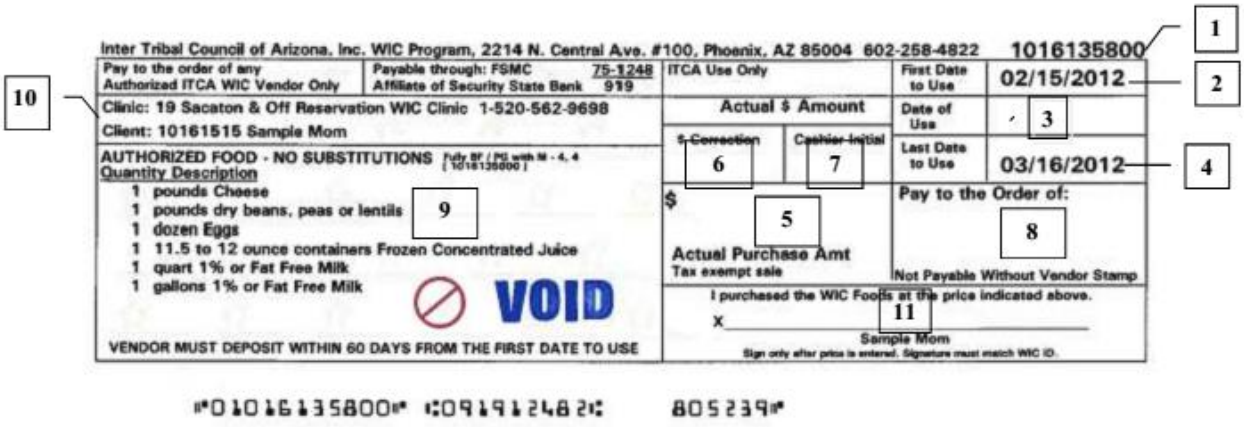
ITCA WIC checks/FVCs are computer-generated and have a white background with green watermarks. The check/FVC contains the client and local agency information, first and last dates to use and the authorized foods.


Inter Tribal Council of Arizona, Inc. WIC Program, 2214 N. Central Ave. #100, Phoenix, AZ 85004 602-258-4822 1016135802

Pay to the order of any Authorized ITCA WIC Vendor Only
Payable through: FSMC 75-1248
Affiliate of Security State Bank 919
ITCA Use Only
First Date to Use 03/15/2012
Clinic: 19 Sacaton & Off Reservation WIC Clinic 1-520-562-9698
Client: 10161515 Sample Mom
Actual $ Amount
Date of Use
$ Correction
Cashier Initial
Last Date to Use 04/15/2012
AUTHORIZED FOOD - NO SUBSTITUTIONS 7T - FBF/PGM - Fully - 4, 2 (1016135802)
Quantity Description
36 ounces Cereal
1 pounds Cheese
1 dozen Eggs
1 11.5 to 12 ounce containers Frozen Concentrated Juice
16 ounces Whole Grains
2 gallons 1% or Fat Free Milk
VOID
$
Actual Purchase Amt
Tax exempt sale
Pay to the Order of:
Not Payable Without Vendor Stamp
I purchased the WIC Foods at the price indicated above.
X
Sample Mom
Sign only after price is entered. Signature must match WIC ID.
VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM THE FIRST DATE TO USE
⑈0101613580 2⑈ ⑆0919124821⑆ 805239⑈

ATTENTION! The ITCA WIC Program does NOT issue checks/FVCs that are handwritten or typed.

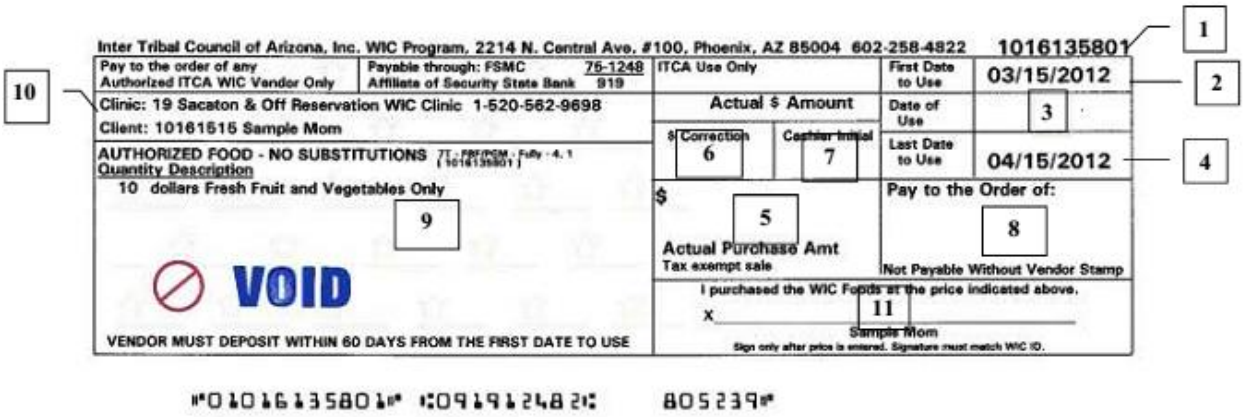
What is on the Check?



1. **Check number:** The check number is on the upper right hand corner of the check.
2. **First Date to Use:** The WIC client cannot use the check before this date.
3. **Date of Use:** The cashier must write the date the check is used in the store. The bank will reject the check if no date is written.
4. **Last Date to Use:** The WIC client may use their check on or before this last date. Do not accept a check after this date.
5. **Actual Purchase Amount:** The cashier will enter the total purchase amount. The price must be written legibly. The total purchase amount is tax free.
6. **$ Correction:** If a mistake is made on writing the actual purchase amount, the cashier will enter the corrected amount in this box.
7. **Cashier Initials:** The cashier will then write their initials in this box to verify the change.
8. **Vendor Stamp:** The vendor is responsible for stamping the authorized number on each check. If the vendor number is missing, the bank will reject the check.
9. **Food Prescription:** The check will list the amount and the type of foods a WIC client is allowed to purchase.

   At the very bottom of this area is also a statement to inform vendors of how much time they have to deposit the check into their bank. The statement says: **"Vendor must deposit within 60 days from the first date of use"**
10. **Local Agency:** The check will include the name and telephone number of the local agency that printed the check.
11. **Signature:** The client or authorized caregiver will sign the check at the checkout counter at the time of purchase. The signature can be corrected if it does not match and/or if the check was pre-signed. The signature must match one of the signatures on the ID Folder or the Proxy Form.

What is on the Fruit & Vegetable Check (FVC)?



1. **Check number:** The check number is on the upper right hand corner of the check.
2. **First Date to Use:** The WIC client cannot use the check before this date.
3. **Date of Use:** The cashier must write the date the check is used in the store. The bank will reject the check if no date is written.
4. **Last Date to Use:** The WIC client may use their check on or before this last date. Do not accept a check after this date.
5. **Actual $ Amount:** The cashier will write the exact cost or the maximum value of the check, whichever is less, into this box.

   If the amount exceeds the maximum amount allow the client to pay the difference if they choose, using another method of payment such as cash, SNAP benefits, debit, etc.
6. **$ Correction:** If a mistake is made on writing the actual purchase amount, the cashier will enter the corrected amount in this box.
7. **Cashier Initials:** The cashier will then write their initials in this box to verify the change.
8. **Vendor Stamp:** The vendor is responsible for stamping the authorized number on each check. If the vendor number is missing, the bank will reject the check.
9. **Food Prescription:** The Maximum Amount of the fruit and vegetable check is listed here.

   At the very bottom of this area is also statement to inform vendors of how much time they have to deposit the check into their bank. The statement says: **"Vendor must deposit within 60 days from the first date of use"**
10. **Local Agency:** The check will include the name and telephone number of the local agency that printed the check.
11. **Signature:** The client or authorized caregiver will sign the check at the checkout counter at the time of purchase. The signature can be corrected if it does not match and/or if the check was pre-signed. The signature must match one of the signatures on the ID Folder or the Proxy Form.

Cashing ITCA WIC Checks (Redemption Procedures)

ITCA relies on its Vendors to ensure that checks are redeemed appropriately following the program rules. Store personnel should treat WIC clients with the same courtesies as other customers. Separate checkout lines may not be established for WIC customers.

To take less time during check out, local WIC clinic employees instruct WIC clients on the following items:

- How to use the WIC checks/FVCs;
- How to select only authorized foods listed on WIC checks/FVCs; and
- Who and where the authorized ITCA WIC Vendors are in their community.

Offering quality customer service is important. If a WIC customer makes a mistake, you should offer whatever assistance is needed to ensure the WIC customer purchases the correct items and explain any problems with their purchase. Cashiers must be familiar with the Arizona WIC Programs Food List and one needs to be available at each cash register for reference. If you are in need of food lists, please contact the ITCA Vendor Coordinator.

Note: ITCA WIC checks/FVCs may be redeemed anywhere as long as they are redeemed by an ITCA WIC Authorized Vendor. For example: ITCA WIC checks/FVCs that are issued in Maricopa County may be redeemed in Pinal County.

The following are steps cashiers should follow when redeeming an ITCA WIC Check/FVC.

Before ringing up the WIC transaction, the Cashier
SHALL:

1. Identify the WIC Customer

The only acceptable identification will be:

- ITCA WIC Identification (ID) Folder or
- Proxy Certification Form

2. Check the Dates on the Check/FVC

Do not accept checks/FVCs before the date shown in the box marked "First Date to Use" or after the expiration date that is shown in the box marked "Last Date to Use" on the check/FVC. Remember: postdated checks/FVCs are not acceptable and ITCA will not pay expired checks/FVCs.

If the client attempts to cash a WIC check/FVC early (before the First Date to Use) or late (after the Last Date to Use), you should:

- Not accept the WIC Check/FVC.
- Report them by submitting a Client Complaint.

3. Verify that the WIC check/FVC Has Not Been Reported Lost or Stolen

ITCA will notify all Vendors by Certified Mail (in writing) if checks/FVCs have been reported lost or stolen.

4. Verify Selected Food Items

The Arizona WIC Programs Food List contains a directory of all approved foods, brands and sizes. Check that the selected items, quantities and units being purchased are as specified on the check/FVC.

- All infant formula must be purchased.
- NO SUBSTITUTIONS. Clients **may not substitute** a food item such as Honey Nut Cheerios for an authorized food item such as Cheerios.
- No rainchecks. If the store is out of an authorized food item, refer them to another vendor.
- Check the price of each item to avoid overcharges.

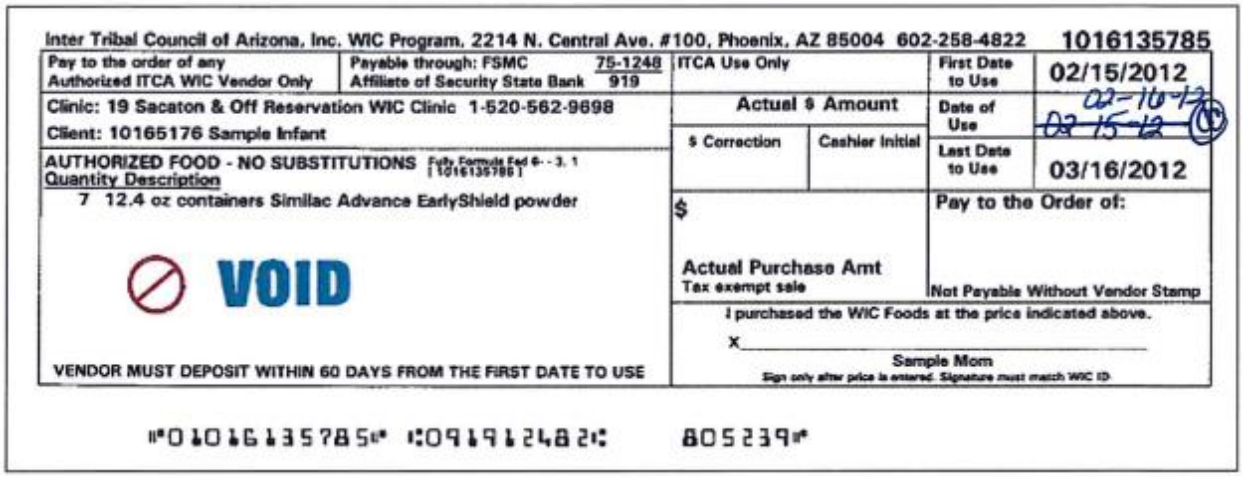
5. Enter the Date of Use

The cashier must enter the date the check/FVC is used in the box marked "Date of Use". WIC checks/FVCs with a missing date will be rejected by the bank.

If the cashier makes an error when entering the Date of Use on the check/FVC, the cashier may correct it by:

a. Drawing one straight line through the incorrect date.

b. Entering the correct date clearly above the line and initialing the change.


Inter Tribal Council of Arizona, Inc. WIC Program, 2214 N. Central Ave. #100, Phoenix, AZ 85004 602-258-4822 1016135785

Pay to the order of any Authorized ITCA WIC Vendor Only | Payable through: FSMC 75-1248 Affiliate of Security State Bank 919 | ITCA Use Only | First Date to Use 02/15/2012

Clinic: 19 Sacaton & Off Reservation WIC Clinic 1-520-562-9698 | Actual $ Amount | Date of Use 02-16-12 ~~02-15-12~~

Client: 10165176 Sample Infant | $ Correction | Cashier Initial | Last Date to Use 03/16/2012

AUTHORIZED FOOD - NO SUBSTITUTIONS Fully Formula Fed 6- - 3. 1 [1016135785]

Quantity Description

7 12.4 oz containers Similac Advance EarlyShield powder

$ | Pay to the Order of:

VOID

Actual Purchase Amt
Tax exempt sale

Not Payable Without Vendor Stamp

I purchased the WIC Foods at the price indicated above.

x

Sample Mom

Sign only after price is entered. Signature must match WIC ID

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

⑈0101613578 5⑈ ⑆0919124 82⑆ 805239⑈

WIC checks/FVCs with an incorrect "Date of Use" may be rejected by the bank as cashed early or cashed late.

6. Handle Each Check Separately

Checks:

- Each check must be handled as a separate transaction.
- Allow the WIC Customer to redeem more than one check per visit.
- **Do not** combine the total purchase amounts from multiple checks on to one check.

Fruit & vegetable checks:

- Allow the WIC customer to use multiple FVCs towards a single purchase.
- Tender each FVC separately, when multiple FVCs are used towards a single purchase.
    - Amount written on the FVC cannot exceed the maximum amount stated on the FVC.

- Allow the WIC customer to pay the difference for all fruit and/or vegetables being purchased that exceed the maximum value as stated on the face of the FVC only.

  Note: The dollar amount written on each FVC must be less than or equal to the maximum amount stated on the face of the FVC. Do not include any amount over the maximum value in the total amount that is written on the FVC.

- For more information on how to redeem a fruit and vegetable check, please see Other Useful Handouts towards the end of this manual.

SHALL NOT:

- Accept a check/FVC that is altered, including alterations of the client's name, first date to use, date of use or last date to use, signature, or type, quantities and units of food items authorized for purchase.
  - The use of correction fluid (white-out) is considered an alteration. However, food items crossed out, highlighted or circled are <u>not</u> considered alterations. The vendor needs to immediately notify ITCA of person(s) presenting checks/FVCs which have been altered.
- Require WIC customers to purchase other items in order to redeem a check/FVC.
- Allow WIC customers to purchase items not included on the Arizona WIC Programs Food List with a check/FVC.
- For FVCs only, prevent WIC customer from paying the difference between the maximum value as stated on the FVC and the total amount of their fruit and/or vegetable purchase.
- Require WIC customers to use multiple FVCs in order to purchase their fruit and vegetables.

When ringing up the WIC transaction, the Cashier

SHALL:

7. Allow the Use of Coupons and Promotional Specials

WIC Clients are encouraged to take advantage of promotional specials for other WIC approved foods and to use coupons whenever possible. This includes the following:

- Cents off coupons
- Free additional ounces
- Buy one, get one free
- In-store or manufacturer promotions
- Store membership discount cards

Cents Off Coupons

- Single, double, triple, quadruple and other store coupons (if applicable to the purchase) are acceptable.
- The receipt must document that the value of the coupon was deducted from the total sales price of the WIC foods purchased with the check/FVC.
- Do not give the reduced dollar amount to the WIC client/authorized caregiver in the form of cash, credit or other valuable goods.

Free Additional Ounces

- The free additional ounces should cost the same as the ounces specified on the food instrument. For example: Four additional ounces of peanut butter sold in a special 22 ounce jar for the same cost as the 18 ounce jar.

Buy One Get One Free

- Non-WIC approved foods or items are allowed as free items. For example: Buy a 15 ounce box of Cheerios, and get a 15 ounce box of Honey Nut Cheerios free.
- The receipt must document that only WIC authorized foods were paid for with the check/FVC.
- The number of ounces of free additional product should not be counted towards the maximum number of ounces allowed by WIC. For example: Buy one 18 ounce box of Kellogg's Rice Krispies and get a 12 ounce box free. The 12 ounces from the free box will not be counted against the quantity of 36 ounces specified on the check.

In-Store or Manufacturer Promotions

- WIC customers may take advantage of any/all in-store and/or manufacturer's promotions. Some examples are: Store manager's specials or manufacturers marketing their product in a larger size package/container which will cost the consumer the same price as the regular size package/container. (It may say something like 20% more free).

Store Membership Discount Cards

- The store's discount cards also known as "clipless coupons" may be used by all WIC customers and with any/all purchases, **INCLUDING WIC infant formula purchases**.

Employee Discount Cards

- WIC customers, who are also grocery store employees, may use their employee discount card with any/all purchases, **INCLUDING WIC infant formula purchases.**

The amount of the discount should appear on the receipt as a deduction to the total amount of the WIC check/FVC. The discount **MUST** be made at the time of the purchase. Under no circumstances should the client be given cash back because they forgot to use their discount card at the time of the WIC purchase.

SHALL NOT:

- Except for infant formula, require WIC customers to purchase all the items listed on the check/FVC.
- Prevent WIC customers from purchasing all of the items listed on the check/FVC.
- Require WIC customers to purchase specific brands or limit the units of WIC foods (e.g.: allow only a certain brand, unless it is specifically stated on the check/FVC or food list, such as Kellogg's Corn Flakes).
- Charge more than the current shelf price.
- Charge for items not purchased.
- Sell WIC infant formula after the manufacturer's expiration date printed on the package/container.

- Charge sales tax or other tax for WIC food purchased except on the amount which is subject to sales tax on a FVC that exceeds the maximum amount of the check and is paid by the WIC customer with their own funds.
- Give WIC customers rain checks for WIC foods that were included in the dollar amount of the sale written on the food instrument.
- Give WIC customers cash or credit for WIC checks redeemed.

After ringing up the WIC transaction, the Cashier

SHALL:

8. Enter the Purchase Price

The cashier must write in the total dollar amount of the purchase in the space marked "Actual Purchase Amt".

If the cashier makes an error when entering the total amount of the purchase on the check/FVC, the cashier will correct it at the time of purchase by:

a. Drawing one straight line through the incorrect amount.

b. Entering the correct amount clearly and legibly in the "$ Correction" box.

c. The cashier will initial the correction in the "Cashier Initial" box.

Inter Tribal Council of Arizona, Inc. WIC Program, 2214 N. Central Ave. #100, Phoenix, AZ 85004 602-258-4822 1016135794

Pay to the order of any Authorized ITCA WIC Vendor Only	Payable through: FSMC 75-1248 Affiliate of Security State Bank 919	ITCA Use Only	First Date to Use	02/15/2012
Clinic: 19 Sacaton & Off Reservation WIC Clinic 1-520-562-9698		Actual $ Amount	Date of Use	02-16-12
Client: 10165112 Sample Infant		$ Correction 31.05 / Cashier Initial CC.	Last Date to Use	03/16/2012
AUTHORIZED FOOD - NO SUBSTITUTIONS Fully Dissected 6-11 - 3, 1 [1016135794]		$ ~~30.25~~ Actual Purchase Amt Tax exempt sale	Pay to the Order of:	

Quantity Description
12 2 packs (3.5 oz containers) Baby Food Fruit and Vegetables
8 4 oz containers Baby Food Fruit and Vegetables
16 2.5 oz containers Baby Food Meats
24 ounces Infant Cereal

VOID

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

Not Payable Without Vendor Stamp

I purchased the WIC Foods at the price indicated above.

X _____

Sample Mom

Sign only after price is entered. Signature must match WIC ID.

⑈01016135794⑈ ⑆091912482⑆ 805239⑈

Note: Amount may be corrected one time only.

Fruit & vegetable check (FVC):

- The purchase price shall be equal to the dollar amount of the food items that the WIC customer is purchasing. However, the dollar amount written in the "Actual

Purchase Amt" box must be less than or equal to the maximum amount stated on the FVC.

- The WIC customer may pay the difference when the total amount exceeds the maximum amount as specified on the FVC. However, do not include any amount exceeding the maximum in the amount that is written on the FVC.

  Example: A WIC customer has a FVC for $6 and the total amount of fruits & vegetables purchased is $6.75. The cashier will write $6.00 on the FVC and the WIC customer will be responsible for paying the remainder in a form of payment the vendor accepts (cash, check, debit card, SNAP, etc.)

- Total purchase amounts that are less than the maximum value of the check, no cash change shall be given.

9. Witness WIC Customer's Signature

The signature on the check/FVC must match one of the signatures on the ID Folder or Proxy Form. This means that the cashier **MUST** ask to see the WIC ID Folder or Proxy Form to verify the signature **ONLY**. Client ID numbers or names **DO NOT** need to be matched.

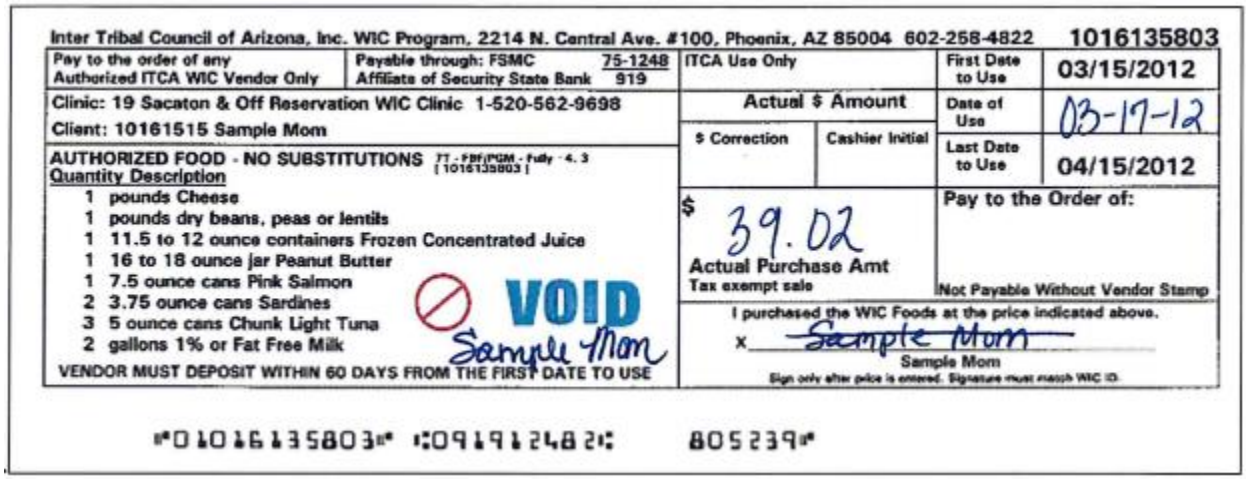
At the checkout, after the date and amount is entered by the cashier, the cashier will:

- Give the check to the WIC customer to sign in the "Signature" area of the check/FVC.
- The cashier will compare the signature on the check/FVC to the signature on the ID Folder or Proxy Form.
- If the signature matches then the check is acceptable.

If the signature does not match or if the check/FVC was pre-signed, the WIC customer will have one chance to re-sign the check/FVC. To re-sign the check the cashier will:

a. Drawing a line through the WIC customer's original signature.

b. Give the check/FVC to the WIC customer to re-sign to the left of the original signature where the food items are listed.


Inter Tribal Council of Arizona, Inc. WIC Program, 2214 N. Central Ave. #100, Phoenix, AZ 85004 602-258-4822 1016135803

Pay to the order of any Authorized ITCA WIC Vendor Only | Payable through: FSMC 75-1248 Affiliate of Security State Bank 919 | ITCA Use Only | First Date to Use 03/15/2012

Clinic: 19 Sacaton & Off Reservation WIC Clinic 1-520-562-9698 | Actual $ Amount | Date of Use 03-17-12

Client: 10161515 Sample Mom | $ Correction | Cashier Initial | Last Date to Use 04/15/2012

AUTHORIZED FOOD - NO SUBSTITUTIONS

Quantity Description
1 pounds Cheese
1 pounds dry beans, peas or lentils
1 11.5 to 12 ounce containers Frozen Concentrated Juice
1 16 to 18 ounce jar Peanut Butter
1 7.5 ounce cans Pink Salmon
2 3.75 ounce cans Sardines
3 5 ounce cans Chunk Light Tuna
2 gallons 1% or Fat Free Milk

VOID

Sample Mom

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

$ 39.02 Actual Purchase Amt
Tax exempt sale

Pay to the Order of:

Not Payable Without Vendor Stamp

I purchased the WIC Foods at the price indicated above.

X Sample Mom
Sample Mom
Sign only after price is entered. Signature must match WIC ID.

01016135803 :09191248 2: 805239*

c. Verify that the signature matches **one** of the signatures on the ID Folder or Proxy Form. If the signature still does not match, **do not accept** the check/FVC and advise the WIC customer to call their WIC office for assistance.

10. Receipts

Give the WIC customer a clear, legible cash register receipt for each WIC purchase.

- The cash register receipt MUST show:
  - Name of the Store
  - Quantities purchased
  - Total $ Amount
  - Must be legible
  - WIC must appear on the receipt either handwritten or imprinted by the cash register

SHALL NOT:

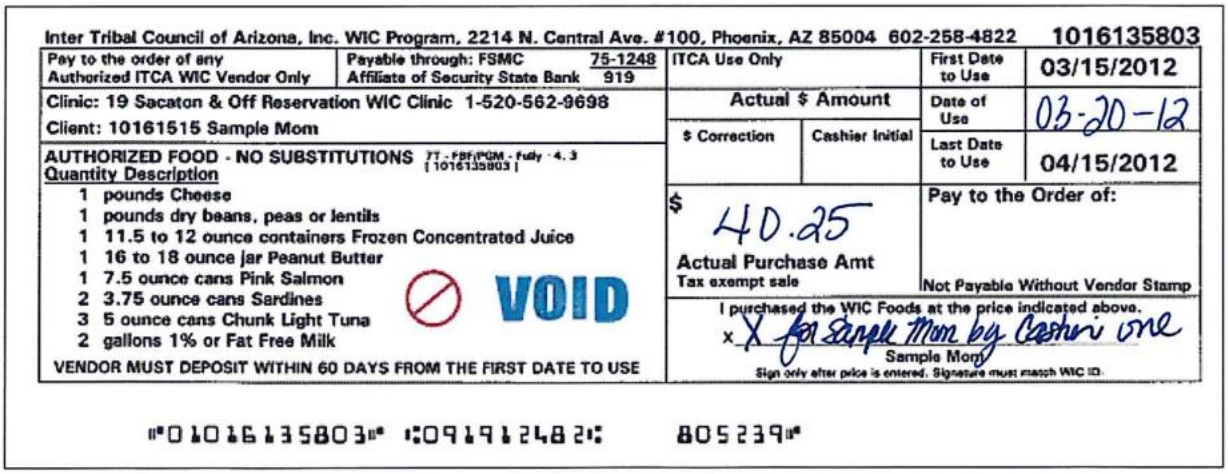
- Provide refunds or permit WIC customers to exchange WIC foods purchased with a check/FVC for unauthorized foods, non-WIC type foods or other items, cash or credit, except for exchanges of an identical authorized supplemental food item when the original authorized supplemental food item is defective, spoiled, or has exceeded its "sell by", "best by", or other date limited the sale or use of the food item.
    - An identical authorized supplemental food item means the exact brand and size as the original supplemental food item obtained and returned by the WIC customer.
- Exchange WIC checks/FVCs for non-WIC foods, non-food items, alcohol or tobacco products, lottery tickets, cash or credit.
- Request full or partial payment from WIC customers for the value of unauthorized items purchased, checks/FVCs rejected for payment or damaged checks/FVCs. Restitution shall not be requested even if the check/FVC was not deposited.

"X" Signature Process

From time to time there are WIC clients, authorized caregivers or proxies who are unable to sign their name. Therefore, the following procedures must be followed:

At the local agency clinic:
The client, authorized caregiver or proxy will place an "X" on the ID Folder or the Proxy Form. The local agency staff will verify the individual's mark by writing "for signer's name (client's, authorized caregiver's or proxy's name) by and signing their own name (local agency staff's name)." The local agency staff will instruct the individual to repeat the above procedure at the store.

At the store:
The client, authorized caregiver or proxy will place an "X" in the signature box on the check/FVC after the amount of purchase has been entered. Store personnel (cashiers) are requested to witness the signature by using the same procedure as the clinic. The cashier will verify the individual's mark by writing, "for signer's name (client's authorized caregiver's or proxy's name) by and signing their own name (cashier's name)". In these situations, the Vendor should not be concerned with the handwriting matching. Only the procedure must match. Follow the example shown below.


Inter Tribal Council of Arizona, Inc. WIC Program, 2214 N. Central Ave. #100, Phoenix, AZ 85004 602-258-4822 1016135803
Pay to the order of any Authorized ITCA WIC Vendor Only
Payable through: FSMC 75-1248
Affiliate of Security State Bank 919
ITCA Use Only
First Date to Use 03/15/2012
Clinic: 19 Sacaton & Off Reservation WIC Clinic 1-520-562-9698
Client: 10161515 Sample Mom
Actual $ Amount
Date of Use 03-20-12
$ Correction
Cashier Initial
Last Date to Use 04/15/2012
AUTHORIZED FOOD - NO SUBSTITUTIONS
Quantity Description
1 pounds Cheese
1 pounds dry beans, peas or lentils
1 11.5 to 12 ounce containers Frozen Concentrated Juice
1 16 to 18 ounce jar Peanut Butter
1 7.5 ounce cans Pink Salmon
2 3.75 ounce cans Sardines
3 5 ounce cans Chunk Light Tuna
2 gallons 1% or Fat Free Milk
VOID
VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM THE FIRST DATE TO USE
$ 40.25
Actual Purchase Amt
Tax exempt sale
Pay to the Order of:
Not Payable Without Vendor Stamp
I purchased the WIC Foods at the price indicated above.
x X for Sample Mom by Cashier one
Sample Mom
Sign only after price is entered. Signature must match WIC ID.
⑈01016135803⑈ ⑆091912482⑆ 805239⑈

NOTE: If these instructions are not followed exactly as described and pictured above, the check/FVC will be rejected for payment and the Vendor will not be reimbursed.

Section 4:

Payments, Rejected Checks & Secondary Review

How to Process a WIC Check/FVC for Payment

1. Validate the WIC Check/FVC with the Authorized Vendor Stamp:

- The vendor must stamp each check/FVC with their authorized WIC vendor ID stamp on the lower right hand side of the check/FVC, marked "Pay to the Order of."
- The Vendor will then endorse and deposit the check/FVC in its financial institution.

  Note: The ITCA WIC Program accepts the Arizona WIC Program Vendor Stamp as an authorized ITCA Vendor Stamp. Any changes to your vendor number (i.e. vendor number was issued by the Arizona WIC Program) MUST be reported immediately to the ITCA WIC Program, so any changes can be reported to the banking contractor. If ITCA is not notified, the checks/FVCs with the invalid vendor number will be rejected from the bank.
- If a check/FVC is rejected for "Missing Vendor Number", the vendor should re-stamp the returned check/FVC and redeposit it within the valid time frame (60 days from the first date to use).
- The Vendor must provide training to cashiers and all other employees who are involved with WIC transactions. ITCA will not pay WIC checks/FVCs that are incorrectly completed. Therefore, prior to deposit, it is recommended that the Vendor review the checks/FVCs to ensure that payment will be made.

2. DEPOSIT DATE:

- The Vendor MUST deposit the WIC check/FVC in the bank within 45 days of the "First Date to Use". All overridden checks/FVCs must be deposited immediately.

3. REVIEW OF WIC CHECKS/FVCS:

- The Vendor's financial institution routes the checks/FVCs through the Federal Reserve System to ITCA's banking contractor. Checks/FVCs received for payment by the banking contractor are reviewed according to standardized criteria. Checks/FVCs, which meet all criteria, are accepted for payment and the funds are credited to the Vendor's account through standard banking procedures.

4. Payment Criteria for Rejected Checks/FVCs

The ITCA WIC Banking Contractor will reject checks/FVCs for only one reason at a time. When you submit rejected checks for secondary review, ITCA will review them for all payment criteria. The following is a table that shows the reasons for rejection and the action that will be taken.

REJECT MESSAGE	CRITERIA	ACTION
Deposited Too Late	The check/FVC was submitted to the bank 45 days after the first date to use.	**Payment will not be made.**
Invalid Vendor #	The Vendor number stamped on the check/FVC is not an authorized number per the ITCA Vendor File.	**Payment will not be made:** If the store is not an authorized ITCA WIC Vendor.
Missing Signature*	The signature of the authorized caregiver is missing.	**Payment will not be made.**
Altered Check/FVC	Someone has changed the checks/FVCs issue dates, overwritten the signatures, or changed the amount or type of foods listed on the prescription of the check/FVC.	**Payment will not be made.**
Over Maximum Amount/Over NTE Amount	The pay amount is greater than the amount calculated for the check type per peer group.	**Payment will not be made in full:** Vendors will be paid (using ACH process) the maximum amount** on the check based on the redemption average for the check type per peer group.
Date of Use Redeemed Late	The date used is after the last date to use and/or the imprinted information from the vendor's cash register indicates the check /FVC was accepted after the last date to use.	**Payment will be made ONLY if:** The cashier writes in the wrong month or year on the date of use box and the check/FVC was endorsed with a valid date.

* If check/FVC has not been deposited into the Vendor's bank account, ITCA may assist the Vendor by contacting the WIC client to go back to the store to sign the check/FVC, but ultimately it is the cashier's responsibility to get the client's signature on the check/FVC at the time of the transaction.

**All Vendors will be paid the maximum allowed amount based on the Vendor's peer group. All ITCA WIC checks are assigned a maximum value based on the average redemption amount for each check type per peer group, plus a set buffer percentage for each peer group.

MESSAGE	CRITERIA	ACTION
Date of Use Missing	The date of use field on the check/FVC is blank.	**Payment will be made ONLY if:** The check/FVC was endorsed by the register with a valid date and amount on the back of the check/FVC.
Date of Use Redeemed Early	The date of use is prior to the first date to use.	**Payment will be made ONLY if:** The cashier writes in the wrong month or year on the date of use box and the check/FVC was endorsed with a valid date.
Missing Vendor Number	The Vendor stamp is missing.	**Payment will be made ONLY IF:** The vendor is allowed one time to stamp the check/FVC and redeposit it back to the bank within 45 days from the date of issue.
Unreadable Vendor #	The Vendor stamp is not readable.	**Payment will be made ONLY IF:** The check/FVC is re-stamped with the authorized vendor number and it is readable.

Secondary Review

The vendor's responsibility is to properly redeem WIC checks/FVCs. If the vendor does not fill out the checks/FVCs properly, the bank will return them – unpaid.

To request a secondary review, Vendors must submit the original/bank copy of the check/FVC in question with a brief note of explanation and documentation to:

ITCA WIC PROGRAM
Attn: Vendor Coordinator
2214 North Central Avenue
Phoenix, Arizona 85004

ITCA may replace or override any check/FVC that has been rejected for payment following a secondary review by ITCA. It is the vendor's responsibility to REVIEW all checks/FVCs before depositing.

Please be prompt in requesting secondary reviews for checks/FVCs. They must be sent to ITCA within 60 days of the "first date of use" for review. If approved, the check/FVC must be submitted for payment to the bank within 60 days from the First Date to Use. Stale dated checks/FVCs (check/FVCs deposited after 60 days from the "first date to use") or missing the date of use without valid endorsement date from the cash register printed on the back **will not be paid.**

DO NOT CHANGE OR ADD any information to a check/FVC that has been rejected form the bank (i.e. a check/FVC that was rejected for "missing date of use", "exceeds $ amount for FI type", "missing signature"). These types of changes or additions are considered alterations and **will not be paid** on a secondary review. This is a violation and your store could be sanctioned.

Peer Groups

Each vendor is assigned to a peer group at authorization for high-risk identification and to ensure competitive pricing. ITCA will inform all vendors of the criteria for peer groups and will inform each individual vendor of its peer group assignment.

Authorized vendors will be assigned to one of the following peer groups based on the criteria listed:

- Peer Group 1:
  - Motorized land transport available AND
  - Not located in a FAR4 zip code AND
  - Corporate ownership AND
  - up to 16,999 ft^2 in size

  Peer Group 2:
  - Motorized land transport available AND
  - Not located in a FAR4 zip code AND
  - Corporate ownership AND
  - 117,000 ft^2 and above in size

  Peer Group 3:
  - Motorized land transport available AND
  - Not located in a FAR4 zip code AND
  - Independent ownership AND
  - Any square footage

  Peer Group 4:
  - Motorized land transport available AND
  - Located in a FAR4 zip code AND
  - Independent ownership AND
  - Any square footage

  Peer Group 5:
  - NO motorized land transport available AND
  - Located in a FAR4 zip code AND
  - Independent ownership AND
  - Any square footage

Definitions of variables used in the peer group system are:

FAR4: Rural areas that are:

15 minutes or more from an urban area of 2,500-9,999 people
30 minutes or more from an urban area of 10,000-24,999 people
45 minutes or more from an urban area of 25,000-49,999 people
60 minutes or more from an urban area of 50,000 or more people

Total square footage: The total square footage of the inside of the vendor location as reported by the individual vendors

Ownership:

Corporate: a national or local chain
Independent: not part of a national or local chain

Transportation:

Motorized land transport is available
Motorized land transport is not available

Section 5:
Monitoring & Sanction System

Vendor Monitoring

Upon entering into a contract with the ITCA WIC Program, the Vendor is subject to monitoring by ITCA. ITCA or its representative will visit the Vendor prior to or at the time of its authorization as an ITCA WIC approved Vendor, as well as throughout the three-year authorization period. Vendors may be selected for monitoring based on:

- **Random selection**
- **History of Program abuse**
- **Rejected checks/fruit & vegetable checks**
- **Lack of variety/stock of authorized foods**
- **Volume of WIC business**
- **Customer complaints**
- **Availability of authorized foods**

ITCA monitors Vendors to ensure that they understand the WIC Program's rules, regulations, and procedures, to reduce program errors and to improve the integrity of the WIC Program. Vendors may be monitored through the following activities (list is not all inclusive):

- **Vendor Site Reviews**
- **Rejected Check Reports**
- **Inventory Audits**
- **Compliance Buys**
- **Cash Register Receipt Reviews**
- **Customer Complaints**

If rules are not being followed or abuse is discovered, sanctions, fines and possible disqualification may be imposed based on the type and severity of the violation.

Vendor Site Review

A Vendor Site Review (VSR) consists of an unannounced on-site visit by an ITCA WIC representative. This is done to ensure that Vendors are continually well stocked with authorized foods for WIC customers. As outlined in the Vendor Contract, the Vendor **MUST** allow a Vendor Site Review to be conducted. There are four types of Vendor Site Reviews:

1. **Initial:** First time visit for an applicant or change of owner as a prerequisite for contract authorization.
2. **Initial follow-up:** New applicants who did not 'pass' the initial VSR due to insufficient variety or stock, expired formula, prices not posted on shelf or product, etc. will receive a one-time only follow up visit prior to the decision of the application.
3. **Representative/Routine:** Vendor is chosen at random during an authorization period.
4. **High risk/follow-up:** Vendors who have high prices, a history of low inventory, client complaints, and large number of rejected checks/FVCs, sanitation issues or other areas of concern will be visited.

During a Vendor Site Review, the ITCA WIC personnel will use the Vendor Site Review Form to document the visit and any counseling or training provided to the Vendor at the time of the visit. The following areas will be reviewed during the visit (list is not inclusive):

- Attitude of store personnel.
- Cleanliness of store.
- Current prices for WIC foods.
- Freshness of WIC foods.
- Problems/complaints vendors may be experiencing with the WIC program and WIC clients.
- Current health operating permit.
- Special problems.
- WIC checks/FVCs onsite at the time of the visit.
- WIC rules and procedures.
- Variety and stock of WIC foods.
- Verify infant formula purchase.
- Verify if store allows WIC clients to pay the difference when using a FVC.

Rejected Check/FVC Review

The ITCA WIC Program has a monitoring system that analyzes problems with the redemption of checks/FVCs.
Checks/FVCs are screened by the bank for the following discrepancies:

• Missing Date of Use	• Invalid Vendor Number
• Redeemed Early	• Stale Dates
• Redeemed Late	• Altered Amount
• Missing Signature	• Vendor Number Missing/Illegible
• Exceeds $ Amount	• Unreasonable Dollar Amount
• Altered Check/FVC	• Over Maximum $ Amount for check/FVC Type

Inventory Audits

Inventory audits are an examination of food invoices or other proofs of purchase to determine whether a vendor has purchased sufficient quantities of WIC authorized foods to provide clients the quantities specified on checks/FVCs redeemed by the vendor during a given period of time.

ITCA will compare the vendor's invoices against the redemption information. The vendor may be awarded sanction points and fines for any and all program errors discovered during the audit or may be asked to reimburse the program for foods that were not received by the WIC clients.

Client Complaint Reports

Complaints from clients and local agencies are used to identify problem vendors. The complaints are forwarded to the ITCA WIC Vendor Coordinator for review and take action if needed. ITCA WIC customers may fill out a complaint form in person at the local agency, by phone, or online on our website.

Compliance Buys

A representative or agent of ITCA will often conduct covert investigations of the vendor to determine compliance with WIC requirements. In order to accomplish this, designated compliance buyers will pose as ITCA WIC customers and purchase foods using checks/FVCs. During these investigations, the ITCA personnel will check the store for compliance with program requirements. If problems are found, the vendor will be issued sanctioned points and fines and asked to develop a corrective action plan.

Cash Register Receipt Review

WIC receipts provided by WIC clients may be reviewed for errors by the WIC staff. Certain errors would include, but are not limited to the following:

1. Sales tax added.
2. Unauthorized food sales using the check/FVC as payment.
3. Unauthorized quantities of food items.
4. Combining checks/FVCs.

Should discrepancies be found on the receipts, the vendor will be asked to repay the ITCA WIC Program for unauthorized purchases and/or sales tax. In addition, the Vendor may also be subject to sanction points or disqualification.

Sanction System

Authorized Vendors shall comply with the WIC Program regulations, policies and procedures. If any violations are found through the monitoring efforts, ITCA may take certain measures to assist the vendor in complying with the rules and regulations of the WIC Program or may disqualify the vendor for a period of time. These measures may include the following:

1. Additional training or on-site assistance;
2. Written warnings;
3. Sanction points;
4. Fines;
5. Disqualifications;
6. Termination of the Vendor Contract.

Sanction points are penalty points which accrue when violations of WIC program rules, regulations or policies are discovered during vendor monitoring. If a store reaches a total of thirty sanction points within the contract period, the store will be disqualified from the ITCA WIC Program. Certain infractions carry different sanction point assignments. A complete list of violations and the sanction point value for each violation may be found on the following pages.

The Sanction System is based on two types of violations: Federally Mandated and Administrative.

- Federally mandated sanctions result in minimum of a 1-year disqualification up to permanent disqualification.
- Administrative sanctions result in warnings letters up to 1-year disqualification.

Disqualification of the Vendor from the ITCA WIC Program may result in disqualification from (SNAP) Supplemental Nutrition Assistance Program. ITCA will disqualify a vendor who has been disqualified from SNAP or disqualified by another WIC State agency for a mandatory vendor sanction. The length of disqualification will be for the same amount of time as SNAP or disqualification by another WIC State agency and may start at a later date due to the time lag in notification between programs.

If disqualification of the vendor results in inadequate WIC client access, ITCA may impose a civil money penalty in lieu of disqualification. Inadequate client access is determined by one of the criteria listed in the ITCA Policy and Procedure Manual.

Federal regulations state that the WIC Program is required to notify the vendor of the initial violation, for violations requiring a pattern of occurrences in order to impose a sanction, prior to documenting another violation, unless the state agency determines that notifying the vendor would compromise an investigation.

S:\Vendor\2016-2018 Mandatory Training\ITCA_2015Jan_Chp6 AttH_Vendor Sanction Schedule.FINAL.pdf

Client Access

ITCA shall use the client access determination criteria in assessing Civil Money Penalties in lieu of disqualification and when applying selection criteria at application and throughout the contract period.

Client access is not a legitimate or acceptable issue for a Vendor to raise in appealing a disqualification and such determination is not subject to administrative review.

Criteria

Inadequate client access is determined by meeting one of the following conditions:

- No other authorized or potential vendor within a reasonable distance (5 miles) of the clinic or clients' residences.
- The Vendor serves ten (10) or more WIC clients who could not be adequately served by another authorized Vendor located within the geographical area due to a language barrier;
- Physical barriers or conditions which would make travel to another authorized WIC Vendor impossible or difficult (for example, an un-bridged river, an expressway, an airport, frequent road closings due to flooding/bad weather)
- A client/authorized representative have a disability that cannot be accommodated by Vendors.

If the vendor meets one of the above conditions, the following information will be reviewed and documented:

- Date the Client Access Determination was complete;

- Number of clients that reside in the same zip code as the vendor;
- Number of clients that utilized the vendor;
- Check cashing history: number of checks cashed for a period of time including the average amount of checks cashed per month (based on annual average);
- Listing of other store(s), if any, that will include how far the next store is;
- Final outcome if store is client access or not.

Section 6:
Appeal & Administrative Review Process

Vendor Appeal and Administrative Review

The Vendor may appeal certain adverse actions by ITCA according to the administrative review process set forth in the ITCA Policy and Procedure Manual. Adverse actions may include denial of the Vendor's application for authorization, early termination of the Vendor Contract for cause, disqualification, or imposition of a fine or a civil money penalty in lieu of disqualification. Administrative review procedures will be available upon request and will be provided along with any notice of adverse action that is subject to review.

The time period for an appeal is set forth in the ITCA Policy and Procedure Manual and shall begin upon receipt of notification of the adverse action.

Section 7:
Vendor Contract, Authorization & Selection Criteria

Vendor Contract, Authorization, and Selection Criteria

Vendor Contract

ITCA ensures that all participating Vendors enter into a written contract ("Vendor Contract"). The Vendor Contract must be signed by a representative who has the legal authority to obligate the Vendor. The Vendor Contract and this Manual explain the rights and responsibilities of the Vendor and the ITCA WIC Program. A sample copy of the Vendor contract can be found in the following pages. Neither the Vendor Contract nor this Vendor Manual constitutes a license or a property interest.

The term of the Vendor Contract is three Federal Fiscal Years, beginning October 1 and ending on September 30. Neither ITCA nor the Vendor has an obligation to renew the Vendor Contract.

The purpose of the Vendor Contract and this Vendor Manual is to provide retail outlets for WIC clients and to provide guidelines for both the Vendor and ITCA. It will be the responsibility of the Vendor to be responsible to ensure Vendor compliance with the terms of the Contract and this Vendor Manual. You or your designated representative will also be responsible to accept in-store training; to provide training to all cashiers and other employees who handle WIC transactions; and to provide special or additional training to employees at the request of ITCA. The Vendor will be held accountable for the actions or inactions of its employees.

Authorization

ITCA is responsible for authorization of each store before the store may participate in the ITCA WIC Program. ITCA will authorize a limited number of vendors. A limited number and appropriate distribution of vendors will ensure that vendors are accessible to clients and that program staff can effectively monitor stores for vendor compliance.

Selection Criteria

Vendors must meet all of the authorization criteria listed at initial authorization and throughout the contract term, including changes to the criteria that occur during the contract period. Failure to meet any of the Selection Criteria will result in denial of a vendor's application or termination of the Vendor Contract. The Selection Criteria can be found on the following pages.

S:\Vendor\2016-2018 Mandatory Training\ITCA_2015Jan_Chp6 AttN Selection Criteria.docx

Vendor Selection Criteria

Selection requirements must be met *completely* before the store is authorized to be an ITCA WIC Program vendor and must be maintained throughout the contract period. The selection requirements for the ITCA WIC Program are the following:

- The vendor must be a full-line grocery store and stock the following, at a minimum:
  - Cereal- 5 or more varieties with 5 or more units of each variety
  - Bread- 4 or more varieties of bread or tortillas with 5 or more units of each variety
  - Dairy-5 or more varieties with 5 or more units of each variety; must be fresh it can be a combination of milk, cheese and yogurt.
  - Fresh Fruit- 7 or more varieties with 7 units of each variety
  - Fresh Vegetables- 7 or more varieties with 7 units of each variety
  - Meat- 4 or more varieties with 5 units of each variety, it can be pre- packaged, frozen, refrigerated, fresh or canned (no more than 2 varieties of canned meat will count towards the minimum of 4 varieties).

  Note: Participant access stores and stores located on reservation lands of federally recognized Tribes are exempt from this requirement.
  - *Variety- an assortment of types of different food items for each category of cereal, bread/tortillas, fresh dairy products, fresh fruit, fresh vegetables, and meat/poultry/fish. For example, fresh dairy products may consist of milk, cheese, yogurt, sour cream, cottage cheese, etc.*
  - *Unit- a single item in a broader category of food items. For example, one (1) apple, one (1) container of milk, etc.*

- The vendor must be a viable business that has been open for at least one year prior to the submission of the vendor application.

  Note: Participant access stores and stores located on reservation lands of federally recognized Tribes are exempt from this requirement.

- The vendor must have in stock, at the time of the application and throughout the contract period, the required minimum stock and variety of WIC-authorized foods. The vendor must have a current license, retail establishment health operating permit or I.H.S report.

- The vendor must only purchase formula from the list of infant formula wholesalers, distributors and retailers and infant formula manufacturers provided by the ITCA.

- The vendor must be open for eight hours a day, five days a week.

- The vendor must have and use a bank account for depositing WIC checks and accepting ACH payments.

- The vendor is competitively priced with other similar stores in the surrounding area.

- The vendor is located within neighborhoods where WIC clients live.

- The vendor must be authorized with the Supplemental Nutrition Assistance Program (SNAP)

- The vendor must average 10 checks in WIC transactions per month on an annual basis.

- The vendor must have no conflict of interest with the ITCA WIC Program or its local agencies.

- The vendor shall be in compliance with all state, federal, municipal and local sanitation standards**.**

- The vendor and its current owner(s), officer(s), and/or manager(s) must have no convictions or civil judgments entered against them for any activity indicating a lack of business integrity.

- The vendor must have never been disqualification from SNAP or been assessed a SNAP Civil Money Penalty. ITCA may consider the vendor if denial would result in inadequate client access.

- The vendor must not be a for-profit vendor that derives, or is expected to derive, more than 50% of its annual food sales revenue from the sale of supplemental foods obtained from WIC transactions (includes all three WIC programs operating within the State of Arizona, but does not include fruit and vegetable check transactions). The vendor is required to maintain documentation of its food sales throughout the contract period. **Note: Stores needed for participant access may be exempt from this requirement.**

- For-profit vendors that derive or are expected to derive more than 50% of their annual food sales revenue from the sale of supplemental foods obtained from WIC transactions (includes all three WIC programs operating within the State of Arizona, but does not include fruit and vegetable check transactions) are not allowed to provide incentive items or other free merchandise without receiving written approval from

ITCA. Vendors are not allowed to offer incentive items to WIC clients that are not offered to non-WIC customers. Goods or services obtained at no cost to the A-50 vendor or of nominal value (*i.e.,* having a per item cost of less than $2) are allowable incentive items, but must be approved by ITCA in advance. Note: For-profit goods or services offered by the A-50 vendor to WIC clients at fair market value based on comparable for-profit goods or services of other businesses are not incentive items subject to approval or prohibition, except that such goods or services must not constitute a conflict of interest or result in a liability for the WIC Program.

- The vendor must offer WIC customers the same courtesies that are offered to other, non-WIC customers. Vendors may not exclude WIC customers from in-store promotions, this includes: disallowing the use of coupons or other vendor discounts in WIC transactions that are allowed in non-WIC transactions. The vendor may not treat WIC customers differently by offering them incentive items, vendor discounts, coupons or other promotions that are <u>not</u> offered to non-WIC customers.

Section 8:
Reporting Changes

Change of Vendor Name, Contact Information, or Hours of Operation

The Vendor must notify ITCA within 30 days of a change in banking management or hours of operation.

The Vendor shall notify ITCA in writing or by using the Vendor Notice of Banking Change Form at least 30 calendar days before change of banking information. The Vendor shall notify ITCA in writing or 30 days before change in store name, the store's mailing address, or the store's telephone/fax number. A change in Vendor location is not a change in mailing address. The Vendor Notice of Banking Change Form can be found on the following pages.

Change in Ownership

The Vendor must provide ITCA 30 days advance written notification of any change in Vendor ownership, store or outlet location, or cessation of operations, including bankruptcy. Written notice must include:

Previous owner information

- Vendor Name
- Vendor ID
- Physical Address, City, State, Zip Code
- Mailing Address, City, State, Zip Code

New owner information

- Name
- Address, City, State, Zip Code
- Phone Number
- Effective Date

If notice is not given, Vendor is liable to ITCA for all checks/FVCs paid after the change in ownership. ITCA may pursue all remedies available to collect, including establishing a claim against the Vendor.

This Contract immediately terminates upon the change in Vendor ownership or the cessation of operation. This Contract is not transferable between owners and establishments.

Change in Location

Vendors who change the location of their business will not be authorized at their new location unless they have applied ITCA for authorization; have met all selection criteria; and have received a Vendor contract for the new location.

Vendors shall notify ITCA in writing at least 30 days before changing locations. This Contract is not transferable between locations. The Contract will be terminated when the Vendor changes location.

ITCA_2015Jan_Chp6.AttV.Notice of change in Banking Form. FINAL.docx

Please mail reported changes to: ITCA WIC Program
Attn: Mallory Phelps, Vendor Specialist
2214 N. Central Avenue, suite 100
Phoenix, AZ 85004

You may also fax to: (602) 258-4825

Or email: Mallory.phelps@itcaonline.com

Section 9:
Complaints

Complaints

Clients/authorized caregivers/proxies and Vendors have obligations and responsibilities to the ITCA WIC Program.

A client may file a complaint against a WIC Vendor by contacting ITCA or its local agencies, on the ITCA website: www.itcaonline.com/wic, or in person.

Complaints by clients against Vendors may include, but are not limited to:

1. Vendor's employee was verbally abusive;
2. Vendor was out of WIC authorized food(s);
3. Vendor sold expired infant formula;
4. Checks/FVC not corrected handled;
5. Vendor overcharged for WIC food(s).

A Vendor may file a complaint against a WIC client/authorized caregiver/proxy by contacting ITCA by mail, phone, or on the ITCA website: www.itcaonline.com/wic.

Complaints by Vendors against clients/authorized caregivers/proxies may include but are not limited to:

1. Client/authorized caregiver/proxy were verbally abusive to Vendor employee.
2. Client/authorized caregiver/proxy attempted to purchase unauthorized WIC food(s).
3. Client/authorized caregiver/proxy attempted to return food purchased with WIC check/FVC for a cash refund.

ITCA will take the appropriate follow up action on all complaints received.

Section 10:
Helpful Handouts

How to Transact a Fruit & Vegetable Check (FVC)

Fruit & Vegetable Check

Inter Tribal Council of Arizona, Inc. WIC Program

The Fruit & Vegetable Check (FVC) is used to purchase fresh fruits and/or vegetables **only**. They have a maximum amount printed on them in the description box. The fruit & vegetable check is usually available in $5.00, $6.00, $10.00 and $15.00 denominations (sometimes you will see smaller denominations) please refer to the fruit & vegetable check for the specific amount that the WIC customer is allowed to purchase.

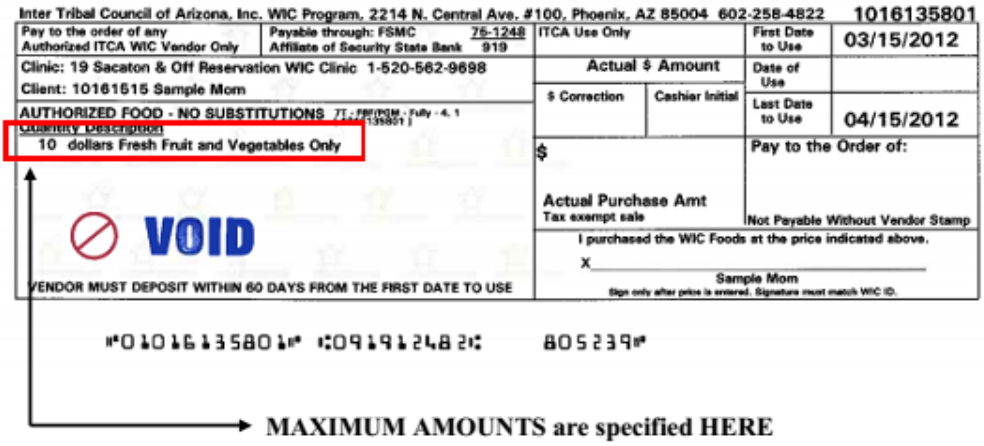
How to Transact a Fruit & Vegetable Check (FVC)

When transacting the FVC you will follow similar procedures as when transacting a regular WIC check.

Below are the steps to transact a FVC:

- Identify the WIC customer.
- Check the dates.
- Verify the maximum amount printed on the FVC.
- Write in the Date of Use.
- Weigh or scan the produce.
- Write down the amount **up to the maximum amount** on the FVC.
  Note: The amount the cashier writes on the FVC cannot exceed the maximum amount.
  - If the amount exceeds the maximum please allow the WIC client to pay the difference if they choose, using another method of payment your store accepts (i.e. cash, SNAP benefits, debit, etc.)
  - If the WIC customer does not wish to pay the difference, the cashier will need to remove some of the produce until it is at or below the maximum amount.
- Witness the WIC customer's signature and verify against WIC ID folder.
- Provide a receipt for the fresh fruits and/or vegetables purchased.

Steps to transact more than one FVC are on the back of this handout.


Inter Tribal Council of Arizona, Inc. WIC Program, 2214 N. Central Ave. #100, Phoenix, AZ 85004 602-258-4822 1016135801

Pay to the order of any Authorized ITCA WIC Vendor Only	Payable through: FSMC 76-1248 Affiliate of Security State Bank 919	ITCA Use Only	First Date to Use	03/15/2012
Clinic: 19 Sacaton & Off Reservation WIC Clinic 1-520-562-9698		Actual $ Amount	Date of Use	
Client: 10161515 Sample Mom		$ Correction / Cashier Initial	Last Date to Use	04/15/2012
AUTHORIZED FOOD - NO SUBSTITUTIONS				
Quantity Description: 10 dollars Fresh Fruit and Vegetables Only		$ Actual Purchase Amt Tax exempt sale	Pay to the Order of: Not Payable Without Vendor Stamp	

VOID

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

I purchased the WIC Foods at the price indicated above.
X_____ Sample Mom
Sign only after price is entered. Signature must match WIC ID.

⑈0101613580 1⑈ ⑆091912482⑆ 805239⑈

MAXIMUM AMOUNTS are specified HERE

Fruit & Vegetable Check

Inter Tribal Council of Arizona, Inc. WIC Program

How to Redeem More Than One Fruit & Vegetable Check (FVC)

When transacting more than one fruit & vegetable check, the same procedures from the other side of this handout apply, including the following: use the highest FVC first, make sure each one is within the valid dates, then tender and process each one separately.

For example:

- The WIC Customer hands you three FVCs, the first two have a maximum amount of $5.00 and the third one has the maximum amount of $6.00; total FVC amounts equals $16.00 for all three.
- The WIC customer purchases a total amount of $20.20 of fresh fruit and vegetables. The amount over is $4.20 ($20.20-$16.00).
- The cashier will use the highest FVC first ($6.00), write the date, and $6.00 on it, witness and compare the signature then tender the first FVC.
- Next the cashier will use one of the $5.00 FVCs, write the date and the amount ($5.00) on it, witness and compare the signature and then tender it.
- Before writing on the last $5.00 FVC, ask the WIC customer if they wish to pay the difference $4.20.
- *If yes*, write the date and $5.00 on the FVC, witness the signature, tender it, and then collect the remaining amount (in cash, SNAP benefits, debit or credit).
- *If no*, the cashier will need to remove enough fruit and vegetables until the amount is at or below the maximum amount of the last $5.00 FVC.
- So if the amount the cashier deducted is $4.80, the cashier will write the date, the new amount ($4.40), witness and compare the signature and tender the FVC.
- Provide a receipt for the fresh fruits and/or vegetables purchased.

CRYSTAL'S MARKET

GRAPES	$5.45
APPLES	$3.50
SPINACH	$5.00
BROCCOLI	$2.30
BELL PEPPER	$3.50
GARLIC	$0.45
TOTAL	$20.20
WIC TENDER	- $6.00
SUB-TOTAL	$14.20
WIC TENDER	- $5.00
SUB-TOTAL	$9.20
RETURNED ITEMS	- $4.80
SUB-TOTAL	$4.40
WIC TENDER	$4.40
BALANCE	$0.00

THANK YOU FOR YOUR BUSINESS!

Examples of How to Correct Mistakes on Checks:

Inter Tribal Council of Arizona, Inc. WIC Program

Examples on How to Correct Mistakes

How to correct the Purchase Amount:

Inter Tribal Council of Arizona, Inc. WIC Program, 2214 N. Central Ave. #100, Phoenix, AZ 85004 602-258-4822 1016135794

Pay to the order of any Authorized ITCA WIC Vendor Only	Payable through: FSMC 75-1248 Affiliate of Security State Bank 919	ITCA Use Only	First Date to Use	02/15/2012
Clinic: 19 Sacaton & Off Reservation WIC Clinic 1-520-562-9698		Actual $ Amount	Date of Use	02-16-12
Client: 10165112 Sample Infant		$ Correction: 31.05 / Cashier Initial: CC.	Last Date to Use	03/16/2012

AUTHORIZED FOOD - NO SUBSTITUTIONS

Quantity Description

12 2 packs (3.5 oz containers) Baby Food Fruit and Vegetables
8 4 oz containers Baby Food Fruit and Vegetables
16 2.5 oz containers Baby Food Meats
24 ounces Infant Cereal

VOID

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

$ ~~30.25~~

Actual Purchase Amt

Tax exempt sale

Pay to the Order of:

Not Payable Without Vendor Stamp

I purchased the WIC Foods at the price indicated above.

X

Sample Mom

Sign only after price is entered. Signature must match WIC ID.

⑈010161357 94⑈ ⑆091912482⑆ 805239⑈

How to correct the Date of Use:

Inter Tribal Council of Arizona, Inc. WIC Program, 2214 N. Central Ave. #100, Phoenix, AZ 85004 602-258-4822 1016135785

Pay to the order of any Authorized ITCA WIC Vendor Only	Payable through: FSMC 75-1248 Affiliate of Security State Bank 919	ITCA Use Only	First Date to Use	02/15/2012
Clinic: 19 Sacaton & Off Reservation WIC Clinic 1-520-562-9698		Actual $ Amount	Date of Use	02-16-12 ~~02-15-12~~ CC
Client: 10165176 Sample Infant		$ Correction / Cashier Initial	Last Date to Use	03/16/2012

AUTHORIZED FOOD - NO SUBSTITUTIONS

Quantity Description

7 12.4 oz containers Similac Advance EarlyShield powder

VOID

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

$

Actual Purchase Amt

Tax exempt sale

Pay to the Order of:

Not Payable Without Vendor Stamp

I purchased the WIC Foods at the price indicated above.

X

Sample Mom

Sign only after price is entered. Signature must match WIC ID.

⑈010161357 85⑈ ⑆091912482⑆ 805239⑈

Examples on How to Correct Mistakes

How to correct a Signature:

Inter Tribal Council of Arizona, Inc. WIC Program, 2214 N. Central Ave. #100, Phoenix, AZ 85004 602-258-4822 1016135803

Pay to the order of any Authorized ITCA WIC Vendor Only	Payable through: FSMC 75-1248 Affiliate of Security State Bank 919	ITCA Use Only	First Date to Use	03/15/2012
Clinic: 19 Sacaton & Off Reservation WIC Clinic 1-520-562-9698		Actual $ Amount	Date of Use	03-17-12
Client: 10161515 Sample Mom		$ Correction / Cashier Initial	Last Date to Use	04/15/2012
AUTHORIZED FOOD - NO SUBSTITUTIONS 77 - FBF/PGM - Fully - 4. 3 [1016135803]		$ 39.02 Actual Purchase Amt Tax exempt sale	Pay to the Order of: Not Payable Without Vendor Stamp	

Quantity Description
1 pounds Cheese
1 pounds dry beans, peas or lentils
1 11.5 to 12 ounce containers Frozen Concentrated Juice
1 16 to 18 ounce jar Peanut Butter
1 7.5 ounce cans Pink Salmon
2 3.75 ounce cans Sardines
3 5 ounce cans Chunk Light Tuna
2 gallons 1% or Fat Free Milk

VOID

Sample Mom

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

I purchased the WIC Foods at the price indicated above.
x Sample Mom
Sample Mom
Sign only after price is entered. Signature must match WIC ID.

⑈010161358030⑈ ⑆091912482⑆ 805239⑈

"X" Signature example:

Inter Tribal Council of Arizona, Inc. WIC Program, 2214 N. Central Ave. #100, Phoenix, AZ 85004 602-258-4822 1016135803

Pay to the order of any Authorized ITCA WIC Vendor Only	Payable through: FSMC 75-1248 Affiliate of Security State Bank 919	ITCA Use Only	First Date to Use	03/15/2012
Clinic: 19 Sacaton & Off Reservation WIC Clinic 1-520-562-9698		Actual $ Amount	Date of Use	03-20-12
Client: 10161515 Sample Mom		$ Correction / Cashier Initial	Last Date to Use	04/15/2012
AUTHORIZED FOOD - NO SUBSTITUTIONS 77 - FBF/PGM - Fully - 4. 3 [1016135803]		$ 40.25 Actual Purchase Amt Tax exempt sale	Pay to the Order of: Not Payable Without Vendor Stamp	

Quantity Description
1 pounds Cheese
1 pounds dry beans, peas or lentils
1 11.5 to 12 ounce containers Frozen Concentrated Juice
1 16 to 18 ounce jar Peanut Butter
1 7.5 ounce cans Pink Salmon
2 3.75 ounce cans Sardines
3 5 ounce cans Chunk Light Tuna
2 gallons 1% or Fat Free Milk

VOID

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

I purchased the WIC Foods at the price indicated above.
x X for Sample Mom by Cashier one
Sample Mom
Sign only after price is entered. Signature must match WIC ID.

⑈010161358030⑈ ⑆091912482⑆ 805239⑈

Examples on How to Correct Mistakes

Correct way to completely fill out a check:

Inter Tribal Council of Arizona, Inc. WIC Program, 2214 N. Central Ave. #100, Phoenix, AZ 85004 602-258-4822 1016135800

Pay to the order of any Authorized ITCA WIC Vendor Only	Payable through: FSMC 75-1248 Affiliate of Security State Bank 919	ITCA Use Only	First Date to Use	02/15/2012
Clinic: 19 Sacaton & Off Reservation WIC Clinic 1-520-562-9698		Actual $ Amount	Date of Use	02-16-12
Client: 10161515 Sample Mom		$ Correction / Cashier Initial	Last Date to Use	03/16/2012
AUTHORIZED FOOD - NO SUBSTITUTIONS [fully BF / PG with M - 4.4 (1016135800)]		$ 23.85 Actual Purchase Amt Tax exempt sale	Pay to the Order of:	
Quantity Description			Not Payable Without Vendor Stamp	
1 pounds Cheese		I purchased the WIC Foods at the price indicated above.		
1 pounds dry beans, peas or lentils		x Sample Mom		
1 dozen Eggs		Sample Mom		
1 11.5 to 12 ounce containers Frozen Concentrated Juice		Sign only after price is entered. Signature must match WIC ID.		
1 quart 1% or Fat Free Milk				
1 gallons 1% or Fat Free Milk				
VOID				
VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM THE FIRST DATE TO USE				

⑈01016135800⑈ ⑆091912482⑆ 805239⑈

Correct way to completely fill out a Fruit & Vegetable Check (FVC):

Inter Tribal Council of Arizona, Inc. WIC Program, 2214 N. Central Ave. #100, Phoenix, AZ 85004 602-258-4822 1016135801

Pay to the order of any Authorized ITCA WIC Vendor Only	Payable through: FSMC 75-1248 Affiliate of Security State Bank 919	ITCA Use Only	First Date to Use	03/15/2012
Clinic: 19 Sacaton & Off Reservation WIC Clinic 1-520-562-9698		Actual $ Amount	Date of Use	03-20-12
Client: 10161515 Sample Mom		$ Correction / Cashier Initial	Last Date to Use	04/15/2012
AUTHORIZED FOOD - NO SUBSTITUTIONS [TT - FBF/PGM - Fully - 4.1 (1016135801)]		$ 9.95 Actual Purchase Amt Tax exempt sale	Pay to the Order of:	
Quantity Description			Not Payable Without Vendor Stamp	
10 dollars Fresh Fruit and Vegetables Only		I purchased the WIC Foods at the price indicated above.		
VOID		x Sample Mom		
VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM THE FIRST DATE TO USE		Sample Mom		
		Sign only after price is entered. Signature must match WIC ID.		

⑈01016135801⑈ ⑆091912482⑆ 805239⑈