

ITCA WIC

Annual Vendor Training

October 2014

Welcome to the ITCA WIC Annual Training!

The purpose of this newsletter is to ensure that you are familiar with all program requirements and upcoming changes and to meet the training requirement for the upcoming fiscal year. Reviewing this information will help you continue to be in compliance with your Vendor Agreement and be successful in your important role as an authorized vendor. It is the responsibility of the owner, store director and/or manager to ensure that this training information is reviewed by all store employees who handle WIC transactions. Whether you are a cashier, manager, or owner of a store, you help make the WIC Program a success by providing a positive shopping experience to WIC customers.

WHAT IS WIC?

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

WIC Goals

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



40 YEARS OF HELPING FAMILIES

This year we are celebrating the 40th Anniversary of WIC! WIC is one of our country's most important public health programs and it has enriched the health of millions of families over the years. THANK YOU for your commitment to serving WIC customers. As a WIC vendor you are vital to the success of WIC.





What's New?

NEW ALLOWED FOODS COMING!

The Final Food Package Rule was released by USDA on May 5, 2014. The rule allows additional authorized foods such as fresh bananas for infants, yogurt and whole wheat pastas. ITCA will be adding fresh bananas as an authorized food item for babies as a substitute for a portion of baby foods beginning on October 1, 2014. The description on the check will be: "4 single Fresh Bananas" and it will be on the same check as jarred baby foods. Any size of fresh bananas, including organic bananas, is allowed.

Look for yogurt and possibly whole wheat pasta coming in April 2015!

Authorized Foods

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



MINIMUM STOCK REQUIREMENTS

Effective October 1, 2014, vendors are required to stock a minimum of 16 bananas to reflect the addition of fresh bananas to the allowable foods. The new minimum stock requirements are enclosed.

ITCA WIC VENDOR MANUAL

The ITCA WIC Vendor Manual is available on our website at itcaonline.com/wic/vendor.



Do You Know How to Process a WIC Check?

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

10 EASY STEPS TO CASHING A WIC CHECK:

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

Inter Tribal Council of Arizona, Inc. WIC Program, 2214 N. Central Ave. #100, Phoenix, AZ 85004 602-258-4822				1016163341	
Pay to the order of any Authorized ITCA WIC Vendor Only		Payable through: Affiliate of Security State Bank 75-1248 519		ITCA Use Only	
Clinic: Sacaton & Off Reservation WIC Clinic 1-520-562-9698		Client: 10165795 Client Sample		First Date to Use 07/24/2013	
AUTHORIZED FOOD - NO SUBSTITUTIONS		IT - PGM/MP - Pregnant Women / Monthly BP (1016163341)		Date of Use 08/24/2013	
Quantity Description		Actual \$ Amount		Last Date to Use	
36 ounces Cereal		\$		Pay to the Order of:	
1 pounds Cheese		X		Actual Purchase Amt	
1 dozen Eggs		8		Tax exempt sale	
1 11.5 to 12 ounce containers Frozen Concentrated Juice		9		Not Payable without Vendor Stamp	
16 ounces Whole Grains		I purchased the WIC Foods at the price indicated above.			
2 gallons 1% or Fat Free Milk		Client Sample			
VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM THE FIRST DATE OF USE					
Sign only after price is entered. Signature must match WIC ID.					

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Steps to cashing a Fruit & Vegetable Check:

- 1 Identify the WIC customer using the WIC ID Folder or Proxy Form.
- 2 Check that today's date is on or after the First Date to Use and on or before the Last Date to Use.
- 3 Make sure that the checks have not been reported lost or stolen. (ITCA will notify the stores if any checks are reported lost or stolen.)
- 4 Verify the maximum amount printed on the fruit & vegetable check.
- 5 Write in the date of use.
- 6 Weigh or scan the produce.
- 7 Write down the amount up to the maximum amount. Remember the amount written on the check cannot exceed the maximum amount.

- 8 Allow the customer to pay the difference with their own funds (SNAP benefits, cash, credit cards, etc.) if the total purchase amount exceeds the maximum amount of the check.
- 9 Witness the client's signature.
- 10 Provide the receipt to the WIC customer.

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

Pay to the order of any Authorized ITCA WIC Vendor Only	Payable through: Affiliate of Security State Bank	75-1248 919	ITCA Use Only	First Date to Use 07/24/2013	2
Clinic: Sacaton & Off Reservation WIC Clinic 1-520-562-9698			Actual \$ Amount	Date of Use	5
Client: 10165795 Client Sample			\$ Correction	Cashier Initial	2
AUTHORIZED FOOD - NO SUBSTITUTIONS	IT - F&V - Pregnant Women / Newly BF (1016163340)		\$	Last Date to Use 08/24/2013	2
Quantity Description			7	Pay to the Order of:	
10 dollars Fresh Fruit and Vegetables Only			Actual Purchase Amt		
			Tax exempt sale	Not Payable without Vendor Stamp	
			X	I purchased the WIC Foods at the price indicated above.	
			9	Client Sample	
				Sign only after price is entered. Signature must match WIC ID	

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

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Remember, WIC customers may combine two or more fruit and vegetable checks during the same transaction. The combined total entered on both checks should not exceed the combined value of the checks and the total purchase amount. The cashier should enter only up to the maximum value of the check on any given check. For example, a WIC customer who has a purchase of \$15.50 in fruit and vegetables in one transaction may use both a \$10 and \$8 check for this purchase. The cashier would enter \$10.00 on the \$10 check and \$5.50 on the \$8 check.

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

- ### DO'S
- Do allow the WIC customers to re-sign the check if the signatures do not match. The signature can be corrected only once.
 - Do allow WIC customers to use single, double or triple coupon specials.
 - Do allow WIC customers to take advantage of “buy one get one free” offers. The first item (item actually purchased) must be a WIC approved item and the free item must meet the promotional special (even if the promotional item is not WIC allowed).
 - Do allow the WIC customers to redeem more than one check.

- ### DON'TS
- Do not accept a WIC check unless your store has an agreement/contract to accept WIC checks for the specific WIC program (ITCA, Arizona, or Navajo Nation).
 - Do not allow substitutions or rain checks.
 - Do not alter a WIC check.
 - Do not give cash back to WIC customers.



CORRECTING MISTAKES ON WIC CHECKS

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

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

- 1 Draw a line through the incorrect date or price.
- 2 Put your initials above the date or in the cashier initials box for price.
- 3 Enter the correct date above the old date. Enter the correct purchase price in the \$ correction box.

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

It is easily corrected! Follow the steps below:

- 1 Draw a line through the incorrect signature.
- 2 Have the customer re-sign the check above or to the left of the incorrect signature.
- 3 If the customer's signature still does not match, refer them to their local WIC clinic.



REVIEW FOR BOOKKEEPERS AND ACCOUNTANTS

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

CHECK THE WIC CHECKS CAREFULLY.

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

WHAT IF YOUR CHECK IS REJECTED?

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

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



How to Report a Complaint Online

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



Declared Store/ House Brands

Vendors are required to declare their store or house brand for milk, cheese and eggs by submitting the ITCA WIC Program Food Item Declaration Form. Vendors are responsible for ensuring that clients only purchase the brand of milk, cheese and eggs that their store declared. If the declared store or house brand of milk, cheese or eggs is not available, the store must sell a replacement item (milk, cheese or eggs) to the WIC customer for the same price or less as the originally declared store or house brand. It is mandatory for vendors to use the WIC Approved Shelf Labels for the store/house brand for milk, cheese and eggs. For more information on how to use the WIC approved shelf labels, refer to the Vendor Manual.



WHAT IF WE FIND PROBLEMS AT YOUR STORE?

As an authorized vendor, you can avoid Program violations by following program rules and regulations. If we find that your store is not following program rules, you may receive a written warning, training, sanction points, fines, disqualification and/or termination depending on the severity of the violation. Stores may also be disqualified for a period ranging from one year up to permanent disqualification for federally mandated sanctions regardless of the number of sanction points that have accumulated. Refer to the enclosed Sanction Schedule for more information. Any vendor who is disqualified from the Supplemental Nutrition Assistance Program (SNAP) will also be disqualified from the WIC Program. The disqualification will be for the same length of time as the SNAP disqualification and may begin at a later date than the SNAP disqualification.

KEEP WIC FOODS ON THE SHELF

As a WIC Vendor you are required to maintain the Minimum Stock Requirements at all times. The Minimum Stock Requirements ensure that authorized WIC foods are available to WIC customers so they do not have to go to more than one store. Take a moment to review the Minimum Stock Requirements enclosed and ensure that your store is in compliance with the requirements.



VENDOR CLAIMS

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

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

APPEAL PROCESS

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



We're on the Web!

Helpful information about the Inter Tribal Council of Arizona, Inc. WIC Program can be found on the ITCA website at <http://itcaonline.com/wic/vendor>. In the Vendor section you will find training materials, the Vendor Manual, WIC Alerts and newsletters.



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



INTER TRIBAL COUNCIL OF ARIZONA, INC.

INTER TRIBAL COUNCIL OF ARIZONA INC. WIC PROGRAM

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