



## Inter Tribal Council of Arizona, Inc. WIC Program Transaction Dispute Resolution

Dispute resolution addresses conditions where one or more parties to an eWIC transaction have incurred or may incur a financial loss. Transactions can be disputed by the WIC cardholder, the WIC Vendor or other parties to the transaction. WIC vendor transaction disputes may be initiated by the vendor, the acquirer or third party processor on the vendor's behalf. The following disputes eligible for dispute resolution:

- Benefits not available for store and forward transaction
- Transaction not paid because of invalid electronic signature (Cyclical Redundancy Check (CRC))
- Transaction not paid because of out of date food items
  - The date and time a food item is tendered shall determine if a food item is out of date when submitted for payment.
  - The date and time a food item is tendered is the local date and time at the Vendor as reported in the transaction and recorded and adjusted for the Vendor's local time by the Card Issuer.
  - A food item is considered out of date if the date and time a food item was tendered is 48 hours beyond the file creation date and time of the APL in force when the food item was tendered and, if provided by ITCA in the APL:
    - Is after the UPC end date for the food item
    - Transaction rejected
    - Claim file rejected
    - Transaction not previously submitted

Disputes between a vendor and the ITCA WIC Program are resolved within 45 days of the dispute being submitted by the vendor. Vendors are required to research and submit receipts or other documentation within 10 processing days from the receipt of the notification of a dispute from ITCA. ITCA will research and provide a response within 10 processing days of the receipt of the notification of a dispute from the vendor. To submit a Transaction Dispute, the following information must be faxed, emailed or sent by certified mail to the ITCA WIC Program:

- Transaction log record for the purchase being disputed
- Date and time of transaction. The date and time of transaction is the local date and time at the vendor when a food item is tendered as recorded on the transaction receipt
- eWIC card number
- Vendor Identification Number
- Transaction details, i.e., systems trace audit number, UPC/PLUs purchased, Category and Sub-Category details

### **Mailing Address:**

Inter Tribal Council of Arizona, Inc. WIC Program

Attn: WIC Vendor Manager

2214 N. Central Avenue

Phoenix, AZ 85014

**Fax Number:** (602) 258-4825

**Email:** WICVendor@itcaonline.com

Disputes that result in payment being owed to the ITCA WIC Program must be submitted by the payment due date. Disputes that result in payment being owed to the vendor by the ITCA WIC Program are made by transaction adjustment or ACH payment.