



# **UTAH WIC PROGRAM**

**Vendor Management**

## **Manual for Bookkeeping and Cash-Office Staff**



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## Introduction

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After reading this manual, you will know about:

- ✓ What WIC checks look like
- ✓ The WIC Vendor ID/Date stamp
- ✓ Stamp issuance and security
- ✓ Stamp use
- ✓ Checks that are bank ready
- ✓ Errors that can be corrected before deposit
- ✓ Reasons checks are rejected
- ✓ How rejected checks impact your store's revenue
- ✓ Checks that can be resubmitted for deposit
- ✓ Can the State Office help?
- ✓ Screening of paid checks
- ✓ Correspondence

# MANUAL FOR BOOKKEEPING AND CASH OFFICE STAFF



## Examples of WIC Checks

### Regular Check

Quantity of the item that may be purchased

Sizes and descriptions of food items to be purchased

First and last days to use the check

Cashier writes total price here

Customer's signature goes here

The Regular WIC Check form includes the following fields and information:

- WIC Logo:** UTAH | WOMEN, INFANTS & CHILDREN
- UTAH WIC PROGRAM:** UTAH DEPARTMENT OF HEALTH, DIVISION OF FAMILY HEALTH & PREPAREDNESS, BOX 141013 • SALT LAKE CITY, UTAH 84114-1013
- VOID IF VENDOR DOES NOT HAVE A VALID UTAH WIC VENDOR AGREEMENT**
- 75-1248 919**
- Acct #: 805319**
- 68688459**
- First Date to Use: 4/1/2014**
- Last Date to Use: 4/30/2014**
- 9900090**
- Pay TO:**
- Pay EXACTLY:**
- VENDOR NUMBER / DATE USED STAMP:**
- ENDORSE / PROXY SIGNATURE:**
- CLINIC ID: 32-23251 Name: Sally Sample**
- FID: 542081**
- 1 (16-18 OZ) AUTHORIZED PEANUT BUTTER**
- 1 (14 TO 16-OZ SIZE) AUTHORIZED BREAD OR TORTILLAS OR BROWN RICE**
- 2 (GALLON) COW'S MILK - SKIM, 1%, 2%**
- 1 (12OZ) FROZEN CONCENTRATE AUTHORIZED JUICE**
- RETAILER: NOT VALID MORE THAN 90 DAYS FROM FIRST DAY TO USE.**
- 805319**

### Cash-Value Voucher

Do not exceed the maximum value

Only fresh fruits and vegetables can be purchased

First and last days to use the check

Cashier writes total price here (Max value or less)

Customer's signature goes here

The Cash-Value Voucher WIC form includes the following fields and information:

- WIC Logo:** UTAH | WOMEN, INFANTS & CHILDREN
- UTAH WIC PROGRAM:** UTAH DEPARTMENT OF HEALTH, DIVISION OF FAMILY HEALTH & PREPAREDNESS, BOX 141013 • SALT LAKE CITY, UTAH 84114-1013
- VOID IF VENDOR DOES NOT HAVE A VALID UTAH WIC VENDOR AGREEMENT**
- 75-1248 919**
- Acct #: 805319**
- 68688457**
- First Date to Use: 4/1/2014**
- Last Date to Use: 4/30/2014**
- 9900088**
- Pay TO:**
- Pay EXACTLY:**
- VENDOR NUMBER / DATE USED STAMP:**
- ENDORSE / PROXY SIGNATURE:**
- CLINIC ID: 32-23251 Name: Sally Sample**
- FID: 542081**
- \*\*\*\* MAXIMUM VALUE \$10.00 \*\*\*\***
- FRESH FRUITS & VEGETABLES ONLY - INVALID FOR MORE THAN MAXIMUM VALUE**
- This participant's certification ends on 02/28/2023.**
- RETAILER: NOT VALID MORE THAN 90 DAYS FROM FIRST DAY TO USE.**
- 805319**

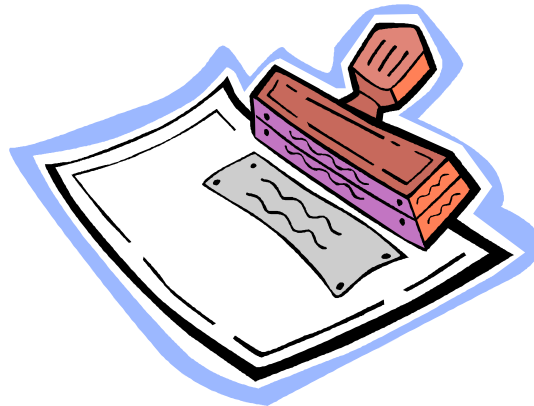
## The WIC Vendor ID/Date Stamp

### Stamp Issuance and Security

Each authorized WIC vendor has been assigned a specific store identification number; this is the large five-digit number that appears on the WIC stamp. Combined with the identification number is a variable date stamp. The stamps are made to exacting specifications for font size and for optical scanning (OCR) capability by the bank.

The State WIC office issues all authorized stamps, including any additional or replacement stamps. Initially, two stamps are issued to all authorized WIC food vendors without cost. Worn-out vendor stamps will be replaced by the State WIC Office at no charge; however, the cost of replacing lost, stolen, or additional stamps will be charged to the vendor.

If you need a new stamp please contact the State WIC Office. Duplication of a Utah WIC stamp through another source is not authorized. The vendor is responsible for the security of all stamps and it is recommended that they be kept in a locked room. If a stamp is lost or stolen, the vendor is responsible to contact the State WIC Office within two (2) working days.





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## Stamp Use

The placement of the vendor identification number/date transacted stamp on the WIC check will validate the check for redemption. Without the vendor identification number or the transaction date imprint, the check will be invalid and will be returned to the vendor unpaid.

 UTAH WOMEN, INFANTS & CHILDREN	<b>UTAH WIC PROGRAM</b> UTAH DEPARTMENT OF HEALTH DIVISION OF FAMILY HEALTH & PREPAREDNESS BOX 141013 • SALT LAKE CITY, UTAH 84114-1013 <small>VOID IF VENDOR DOES NOT HAVE A VALID UTAH WIC VENDOR AGREEMENT THIS DOCUMENT HAS A MICROPRINT BORDER AND A WATERMARK. ABSENCE OF THESE WILL INDICATE A COPY.</small>	75-1248 919	Acct #: 805319	<b>71333767</b> First Date to Use: 1/1/2015 Last Date to Use: 1/31/2015
<b>Clinic ID: 32-23251 Name: Sally Sample</b> 2 (POUND[S]) PRIVATE LABEL DRIED BEANS/PEAS 1 (GALLON) COW'S MILK - SKIM, 1% 1 (HALF GALLON) COW'S MILK - SKIM, 1%		<b>09900733</b> FID: 542081		<b>PAY TO</b> <b>23309</b> <b>JAN 17 2015</b> VENDOR NUMBER / DATE USED STAMP
				<b>PAY EXACTLY</b> \$ <b>10.42</b>
				<b>ENDORSER / PROXY SIGNATURE</b> X <i>Sally Sample</i>
<small>RETAILER: NOT VALID MORE THAN 60 DAYS FROM FIRST DAY TO USE. Payable through Solutran, Citizens Alliance Bank, Howard Bank, NW 55049. Solutran is a registered trademark of Solutran.</small>				
⑈ 7 1 3 3 3 7 6 7 ⑈ ⑆ 0 9 1 9 1 2 4 8 2 ⑆ 8 0 5 3 1 9 ⑈				

## Checks that are Bank Ready

Checks that are ready to be deposited will meet the following criteria:

- ❖ The date of the transaction is between the first and last dates to use;
- ❖ The correct total amount is written in the "Pay Exactly" box. The total amount does not exceed the maximum reimbursable amount. For checks, the maximum allowable amount may fluctuate daily based on the retail prices reported to the State WIC office by all vendors of the same peer group; for cash-value-vouchers the maximum is a fixed amount stated on the front.
- ❖ A valid vendor ID number/date stamp with a readable vendor number and date of transaction is stamped in the "Pay To" box;
- ❖ A signature of the endorser or proxy is in the proper box;
- ❖ Is deposited within sixty (60) days of the First Date to Use.



## Correcting Errors Prior to Deposit

It is possible for the vendor to catch errors before the deposit is made. The State WIC Office highly recommends that the bookkeeper or cash-office staff review all WIC checks for redemption errors prior to submission to the bank. The following errors can be corrected before the check is initially deposited in the bank.

- ❖ **The cashier forgot to write in the total amount in the “Pay Exactly” box:**
  - ⇒ View the copy of the electronic transaction or a copy of the receipt to determine the correct total.
  - ⇒ Write the total on the check.
- ❖ **The cashier sold an unauthorized food item(s):**
  - ⇒ Calculate the correct total by subtracting the cost of the unauthorized food item(s). You may cover the incorrect total with a white sticky label and write the correct total; or you may cross-out the incorrect total and write the correct total in the “Pay Exactly” box.
- ❖ **The cashier wrote the wrong total on the check or charged more than the maximum amount on a cash-value voucher:**
  - ⇒ You may cover the incorrect total with a white sticky label and write the correct total; or you may cross-out the incorrect total and write the correct total in the “Pay Exactly” box.
- ❖ **The cashier charged sales tax:**
  - ⇒ Calculate the correct total by subtracting the tax. Cover the incorrect total with a white sticky label and write the correct total; or you may cross-out the incorrect total and write the correct total in the “Pay Exactly” box.
- ❖ **The written total amount is illegible:**
  - ⇒ Cover with a white sticker or cross-out the illegible writing and re-write the total.
- ❖ **Missing vendor stamp:**
  - ⇒ Stamp the check with the WIC vendor number/date redeemed stamp.  
*Remember to use the actual date of transaction.*
- ❖ **Unreadable vendor stamp (blurred, double stamped, etc.):**
  - ⇒ Cover the imprint with a white sticky label and re-stamp. *Remember to use the actual date of transaction*
- ❖ **There is hand writing in the vendor stamp box:**
  - ⇒ Cover the hand writing with a white sticker and re-stamp as recommended above.
- ❖ **The date stamped does not match the date redeemed:**
  - ⇒ Cover and re-stamp with the correct date.

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## Rejected Checks

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If checks are deposited without being corrected, they will be rejected by the bank.

### Lost Revenue

The rejection of a check results in lost revenue or possible violation points for your store. WIC can be a profitable part of the store's business, but if excessive errors are made, that can cut into profit margins.

**If the check is rejected by the bank for any of the following reasons, they CANNOT be paid or validated for redeposit:**

- ❖ The authorized signature is missing or not in the signature box.
- ❖ Redeemed prior to the "First Date to Use" or redeemed after the "Last Date to Use."
- ❖ Submitted to the bank with a missing total amount.
- ❖ Deposited after 60 days from the First Date to Use.
- ❖ Has any alteration to the original printing on the check.

The vendor CANNOT contact the WIC participant to correct a check problem; or require payment from the WIC client because a WIC check has been or will be rejected.

Banks normally return a legal copy of the check also known as an IRD (Image Replacement Document) to the vendor rather than the original check. This legal copy is about 2/3 the original size and may be used the same as the original document.

The majority of the time the bank will stamp the reason for the rejection on the front of the check.



## Resubmitting Rejected Checks

If the check was rejected and returned to the vendor because of a missing or unreadable vendor identification stamp ONLY, the vendor may stamp the front of the legal copy of the check that was returned (using the actual date of transaction) and resubmit it to the bank without sending it to the State WIC Office for validation. A sticky white label should be placed over any unreadable marks.

## State Office Validation

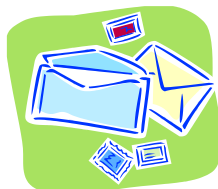
Some checks may be sent to the State WIC office for a second look. If the check is rejected for exceeding the maximum allowable amount, the vendor can submit it to the State WIC office with a printed copy of the electronic transaction or of the transaction receipt.

The State office staff reviews each rejected check received in the mail from the vendor. The State WIC Office must validate the check before the bank will consider payment. A date received stamp and an approval stamp is placed on the check by the State Office and the check is mailed back to the vendor for re-deposit.

For those checks that were rejected because of being over the maximum allowable amount, the printed copy of the transaction or receipt is reviewed to determine whether correct items were sold and whether the prices that were charged are allowable. The State WIC Office may make price adjustments to the total purchase price on checks submitted by the vendor for redemption to ensure compliance with the price limitations applicable to the vendor.

If the vendor amends, adjusts, corrects, blots out, makes markings over or conceals any validations or adjustment documentation (written or stamped) made by the State WIC Office on the check, violation points may be assigned to the vendor.

When mailing checks to the Utah WIC Program, they should be addressed to:



Utah WIC Program  
Vendor Management Coordinator  
P.O. Box 141013  
Salt Lake City, UT 84114-1013

*This address is also printed in the top left-hand corner of the check.*



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## Excessive Error Rate

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When the vendor has an excessive amount of errors on checks, the vendor can receive warnings, violation points, or sanctions. An excessive amount is considered to be more than three rejected checks in a month and greater than 1% of all checks redeemed in that month being rejected by the bank. For checks that are missing vendor stamps, an excessive amount is considered 10 or more checks in a month and greater than 1% of all checks redeemed being rejected.

The purpose of warning letters is to call attention to the problem and give the vendor a chance to properly train or retrain any employees who may be responsible for the errors. If the same errors continue after the vendor has been given a chance to correct the problem, violation points may be assigned. Points may add up to result in a suspension or civil money penalty for the store. Contact the State WIC Office if you need any assistance with WIC training or if you need additional training materials.

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## Screening of Paid Checks

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Checks that have been paid by the State WIC Office may later be screened for overcharge and if a problem is found the vendor may be asked to reimburse the State WIC Office the difference, or justify the cause of the overcharge. Failure to reimburse/refund the State WIC Office for requested claims for overcharge within thirty (30) days after receiving a certified letter may result in sanction points.

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## Correspondence

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Most correspondence from the State WIC Office will be sent back to the store manager/director, the owner or a designated WIC contact person. Please remember that any certified mail correspondence received from the Utah WIC program is urgent and should be read carefully.

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## Conclusion

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This manual has briefly covered aspects of the WIC program that all bookkeepers and cash-office staff in a WIC authorized store should understand. Additional detailed information can be found by reading the Training Module for Cashiers, the Vendor Manual, or the WIC Vendor Agreement. If you have further questions please call the State WIC Office at 1-877-WIC-KIDS.