

## Card Inventory

- I. The Utah WIC Program utilizes e-WIC Smart Cards (Chip and PIN) that are issued at the clinic site.
- II. The State WIC Office monitors card inventory in the clinics and ships or delivers additional cards from the State Office. Enough cards are shipped to last for at least three (3) months. Cards are supplied in increments of 50 cards.
- III. One staff member (office manager or supervisor) will enter the cards in VISION. A second staff member (clinic supervisor) will verify the cards received in the same screen, ensuring that the correct number of cards was received.
- IV. The number of new cards must be added to the Monthly Card Log.
- V. All e-WIC cards (new, damaged, and returned) are to be secured with a double locked system such as: a safe, locked desk, file cabinet, or storage cabinet in a locked room or closet. (This locked location is referred to as the “vault”). The exterior door of the clinic cannot be considered the 2<sup>nd</sup> lock.
- VI. Cards pulled out of the vault for the day will need to be recorded in VISION as well as recorded on the Monthly Card Log.
  - a. The cards shall be kept in a locked drawer or place where they are neither visible nor accessible by participants or other individuals who should not have access.
- VII. Each business day:
  - a. The Daily Card Log will help the local agency complete the Monthly Card Log.
  - b. Cards that are issued, replaced, and/or returned need to be logged on the Daily Card Log along with detailed notes that explain unusual circumstances.
- VIII. At the end of each business day:
  - a. Cards not used will need to be added back into the vault/inventory by recording them in VISION and logging the cards on the Monthly Card Log.
  - b. Cards (new, damaged, and returned) need to be physically counted by WIC staff to make sure the vault count matches the count in VISION and on the Monthly Card Log.

- i. Damaged cards need to be logged on the Monthly Card Log and in VISION.
  - ii. It is the responsibility of the clinic supervisor to ensure that the office manager counts are correct.
  - iii. By initialing the Monthly Card Log, each WIC staff is acknowledging that all cards are accounted for each day.
  
- IX. At the end of each month:
  - a. Damaged or returned cards shall be sent to the State WIC Office with a print screen of the VISION Vault Outside Cards screen within the first five business days of the following month.
  - b. All cards that are being sent back to the State Office should be hot carded.
  - c. State Office staff will review the returned cards and the MIS screen shot and notify the local agency by email that the cards can be removed from VISION.
  - d. The Monthly Card Log, e-WIC Card Replacement Affidavit, and EBT Replacements Cards Report from VISION must be sent to the State Office no later than the 5th business day of the following month in separate envelope.
  
- X. Local agencies should not hold onto participant's cards for extended periods for reasons other than trouble shooting.
  
- XI. WIC staff should never know a participant's PIN. If card problems necessitate holding a participant's card at the WIC Office for troubleshooting, use the Forgotten PIN Unlock feature to assign an alternate PIN for staff use. When the participant comes to retrieve the card, a PIN change must be done.
  
- XII. Transferring in participants must surrender any unused food instruments or EBT cards which will need to be logged and kept in the vault until they are sent to the State Office to be destroyed.
  
- XIII. Each Local Vendor Coordinator should have a training card that they can use to test UPC's or help grocery store staff with training. Since this card is a training card, it does not need to be locked with the rest of the clinic card inventory or tracked on the Monthly Card Log.