



Vendor News

For Michigan Store Owners, Managers, and Cashiers

VOLUME 26, ISSUE 4

Season's Greetings

WINTER 2017/2018

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Application Period for Northern Cycle

All WIC Vendor contracts in the NORTH cycle counties (listed below) will expire on June 30, 2018. Currently authorized vendors in these counties are being sent an application along with instructions to apply for reauthorization:

Alcona	Clare	Iron	Mason	Osceola
Alger	Crawford	Isabella	Mecosta	Oscoda
Alpena	Delta	Kalkaska	Menominee	Otsego
Antrim	Dickinson	Keweenaw	Midland	Presque Isle
Arenac	Emmet	Lake	Missaukee	Roscommon
Baraga	Gladwin	Leelanau	Montmorency	Schoolcraft
Benzie	Gogebic	Luce	Newaygo	Wexford
Charlevoix	Grand Traverse	Mackinac	Oceana	
Cheboygan	Houghton	Manistee	Ogemaw	
Chippewa	Iosco	Marquette	Ontonagon	

If you are located in one of these counties and are interested in WIC authorization for the contract period commencing July 1, 2018, the application deadline for your store is Thursday, February 15, 2018. Applications for chain outlets will be provided to chain headquarters. If your store has it's own contract, you are not a chain outlet.

If the WIC Program does not receive your application by this deadline, your WIC authorization will expire on June 30, 2018. Contract expiration is not subject to appeal. Neither the WIC Program nor the WIC Vendor has an obligation to renew a WIC contract. Applicants will be notified of a decision regarding their application on or after May 1, 2018.

Approved Vendors in these counties will receive a 3-year contract valid from July 1, 2018 to June 30, 2021.

The WIC Program limits the number of authorized vendors by zip code. In zip codes where more applications are received than available openings, applicants will be selected for WIC authorization based, in part, on a ranking process which is explained in the letter that came with your WIC application.

Thank You

The Michigan WIC Program would like to extend its gratitude to all WIC authorized vendors for your hard work and support of the WIC Program throughout the year. Thanks in no small part to your efforts, we are able to provide effective delivery of nutritious WIC approved foods to over 222,000 WIC participants throughout the State. Thanks to you, WIC works!

Happy Holidays

Do Not Accept Out-Of-State WIC Coupons

On occasion, WIC clients who have been issued WIC coupons from another state will attempt to redeem these coupons at an authorized Michigan WIC retailer. Michigan WIC vendors should not accept out-of-state WIC coupons for purchase of WIC foods. Should a client attempt to use their out-of-state WIC coupons, please refer the client to the local WIC office for potential temporary transfer of WIC benefits to Michigan. Due to a variety of issues, the Michigan WIC Program is unable to reimburse vendors who accept out-of-state WIC coupons. Also, we are only able to provide limited assistance to a vendor in seeking reimbursement from the state who issued the benefits.

Aunt Millie's Swirl Cranberry-Apple Bread Not WIC Approved

As a reminder, Aunt Millie's Swirl Cranberry-Apple Bread is **NOT** WIC approved. This product is offered by Aunt Millie's for a limited time during the holiday season, but the ingredients do not meet the WIC requirement for the product to be considered whole grain bread. Aunt Millie's Swirl Whole Grain Raisin with Cinnamon and Aunt Millie's Swirl Whole Grain Cinnamon breads continue to be WIC approved, as they are still manufactured and labeled as whole grain.



Rules for Selling Fresh Fruits and Vegetables

When selling fresh fruits and vegetables, vendors that use stand alone point-of-sale devices, **must enter the 4469 PLU code and the dollar amount of the sale.** If you try to scan a UPC for a package of fresh fruits or vegetables, the POS will return the "Not A WIC Item" error message. Vendors who use an integrated system should follow the appropriate in-store procedure at the cash register for selling WIC fresh fruits and vegetables. **It is a violation to use the 4469 PLU code to sell any food item other than WIC approved fresh fruits and vegetables.**

Split Tender – Alternate Forms of Payment for Fresh Fruits and Vegetables

Should the total of fresh fruits and vegetables exceed the dollar amount available on the customer's WIC EBT card, vendors must offer the WIC customer the opportunity to pay the difference using an alternate form of payment or return some products. This alternate tender can be whatever the vendor accepts and the participant decides to use (i.e., cash, check, Food Stamp Bridge Card, credit or debit card).

Connection Problems with the WIC EBT Point-of-Sale Device

Before you call the Conduent (formerly Xerox State and Local Solutions) Help Desk for assistance, verify that your internet or phone connection is functioning properly.

Troubleshooting your internet connection is not the responsibility of Conduent, and you may be charged for a service call if it is determined that your connection problem is related to your internet service provider or telephone company.

Conduent Help Desk Tickets

When you contact the Conduent Retailer Help Desk for assistance, you will be issued a ticket number to track the problem you reported. If you call Conduent later for a status update, please provide the Customer Service Operator with your original ticket number to avoid being issued another ticket number. Also, make sure you have your WIC vendor number handy when you call, as you may be asked for this information. Your WIC vendor number can be found on the upper right hand corner of your WIC Vendor Contract.

Conduent Retailer Help Desk

1-888-529-1693



Purchasing Infant Formula for Resale to WIC Customers

Important reminder – the Michigan WIC Program requires that all WIC authorized vendors **MUST only purchase infant formula from wholesalers, distributors, and retailers licensed by the Michigan Department of Agriculture and Rural Development (MDARD) or from infant formula manufacturers registered with the Food and Drug Administration.**

As online food sales are becoming more popular, please remember that all of the requirements for purchasing infant formula for resale to WIC customers still apply to online purchases. The seller must be licensed by the Michigan Department of Agriculture and Rural Development or registered with the Food and Drug Administration. Further, purchase records must also meet all the technical requirements in Section IV, page 7 of your WIC Vendor Contract.

MDARD is available to answer any questions as to whether a wholesaler, distributor, or retailer is properly licensed or general questions you may have regarding licensing requirements and procedures. You may contact the MDARD in a variety of ways:

- Contact by phone: 1-800-292-3939
- Contact by e-mail: mda-info@michigan.gov
- Website: <http://michigan.gov/mdard>
- Find a Licensed Michigan Business: [MDARD Licensing, Certification and Registration](#)

If you are unable to confirm MDARD licensure status or have any questions regarding this requirement, please call the WIC Vendor Relations Unit at 517-335-8937. This line will be answered by a live person from 8:00am – 5:00pm Monday through Friday.

Also, you must retain all purchase records, receipts, and invoices for WIC approved foods for at least three (3) years.

Requirements for inventory and purchase records can be found on Page 7, Section IV of your WIC Vendor Contract. These requirements will be strictly enforced and inventory records not meeting them will not be accepted. Accordingly, it is strongly suggested that WIC vendors provide their infant formula suppliers with a copy of these requirements.

If you have any questions about any of these policies, please call the WIC Program at 517-335-8937 or visit our website at www.michigan.gov/wic.

Infant Formula Manufacturers Registered with the FDA

Mead Johnson
Mead Johnson Nutritionals
2400 West Lloyd Expressway
Evansville, IN 47721

Abbott Laboratories
Abbott Nutrition
3300 Stelzer Road
Columbus, OH 43219

Nestle USA
Nestle Infant Nutrition
12 Vreeland Road Box 697
Florham Park, NJ 07932

Nutricia North America*
(Formerly Scientific Hospital Supplies (SHS) North America)
Nutricia North America
9900 Belward Campus Drive Suite 100
Rockville, MD 20850

*SHS International, based in the UK, manufactures most of Nutricia North America Products. Nutricia North America distributes the products in the US

Changes of Ownership or Changes in Shareholders/Stockholders

Reminder: In accordance with Section XI of your WIC Vendor Contract, WIC authorization is **not** transferrable to a new owner. You must contact the WIC Program immediately if there is or will be a change of ownership. Once the store has changed ownership, the store is no longer authorized to accept WIC transactions until a contract is written between the Department and the new owner.

If there is or will be a change of shareholders or stockholders, you must contact the WIC Program in order for the change to be evaluated. In some cases, a change of shareholders or stockholders is considered a change of ownership and may result in temporary disruption of your ability to process WIC EBT transactions.

Report WIC Fraud and Abuse

The WIC Program continuously works to contain costs and ensure delivery of nutritious WIC foods to its WIC participants. If you suspect a WIC client or an authorized WIC vendor is committing or has committed fraud, please report it to us by:

Phone: 1-800-CALL-WIC

Email: wicfraudinvestigations@michigan.gov

Fax: 517-335-9206

Mail: MDHHS/WIC Division
Program Integrity & Vendor Unit
320 S. Walnut St.
Lewis Cass Bldg., 6th Floor
Lansing, MI 48913

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotope, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination; complete the [USDA Program Discrimination Complaint Form](#), (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

(1) Mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410;

(2) Fax: (202) 690-7442; or (3) Email: program.intake@usda.gov.

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