

### 1.0 Administration

Effective Date: 07-01-2021

### 1.03 Communication with Vendors

**PURPOSE:** To clarify communication expectations for state staff and WIC-authorized Vendors regarding policy changes, program updates, and other WIC-relevant announcements.

#### A. POLICY

1. The Department is responsible for notifying Vendors of policy changes and program updates. This includes, but is not limited to:
  - a. Changes in federal and state regulations;
  - b. Changes in WIC Program implementation; and
  - c. Changes to WIC-approved foods.
2. All Department communications to Vendors will be sent electronically via email.
3. Vendors are required to maintain a valid, current email on file with Department and to notify the Department of any changes.
4. Vendors are required to check their email regularly. Failure to open and read mail from the Department will not be an acceptable argument for failure to comply with new program policies and/or not responding to communications from the Department in a timely manner.
5. Chain stores authorized under a single WIC Vendor Contract are responsible for distributing the policies and procedures and all other communications provided by the Department to each authorized store outlet.
6. The Department will send additional Vendor communications via email. These include, but are not limited to:
  - a. WIC Vendor Applications;
  - b. WIC Vendor Contracts;
  - c. Warning and Violation letters;
  - d. Notice of Adverse Action letters;
  - e. Request for Records; and
  - f. Vendor Newsletters.
7. The Department will also post all policy changes and program updates to the WIC Vendor website at [www.Michigan.gov/WICVendor](http://www.Michigan.gov/WICVendor), include them in the quarterly WIC Vendor Newsletter, and discuss changes during training sessions. (See Policy 4.0 Vendor Training.)

References:

[7 CFR Part 246.12](#) (h) (7)

Cross References:

4.0 [Vendor Training](#)

Exhibits:

2.01B [WIC Vendor Application](#)

2.01C [WIC Pharmacy Vendor Application](#)

2.05A [WIC Vendor Contract](#)

2.05B [WIC Pharmacy Vendor Contract](#)